

InConcert Allegro



Reports Manual



Contents

Contents	2
Reports	7
Login	8
System interface	9
Filter	9
Categories of information	11
Inbound and Outbound calls by agent.....	13
Summary Reports.....	13
Summary of Inbound/Outbound Calls by Agent - Basic Data.....	13
Summary of Inbound/Outbound Calls by Agent - Extended Time Data	15
Summary of Inbound/Outbound Calls by Agent by Day - Extended Time Data	17
Summary of Inbound/Outbound Calls by Agent by Day	19
Summary of Inbound/Outbound Calls by Agent by Month - Extended Time Data	21
Summary of Inbound/Outbound Calls by Agent by Month	23
Detail Reports	25
Detail of Inbound/Outbound Calls by Agent.....	25
Detail of Inbound/Outbound Calls by Agent - Extended Data	27
Detail of Inbound/Outbound Calls by Agent - Extended Trans/Hold/Conf.....	29
Inbound and Outbound calls by Campaign	31
Summary Reports.....	31
Summary of Inbound/Outbound Calls by Agent/Campaign - Extended Time Data.....	31
Summary of Inbound/Outbound Calls by Agent/Campaign.....	33
Summary of Inbound/Outbound Calls by Agent/Campaign by Day.....	35
Summary of Inbound/Outbound Calls by Agent/Campaign by Day - Extended Time Data	37
Summary of Inbound/Outbound Calls by Agent/Campaign by Month	39
Summary of Inbound/Outbound Calls by Agent/Campaign by Month - Extended Time Data.....	41
Summary of Inbound/Outbound Calls by Supervisor/Campaign	43
Summary of Inbound/Outbound Calls by Supervisor/Campaign - Extended Time Data.....	45
Summary of Inbound/Outbound Calls by Supervisor/Campaign by Day.....	47
Summary of Inbound/Outbound Calls by Supervisor/Campaign by Day - Extended Time Data	49
Summary of Inbound/Outbound Calls by Supervisor/Campaign by Month	51
Summary of Inbound/Outbound Calls by Supervisor/Campaign by Month - Extended Time Data	53
Detailed reports	55
Detail of Inbound/Outbound Calls by Agent/Campaign	55
Detail of Inbound/Outbound Calls by Agent/Campaign - Additional Data	57
Detail of Inbound/Outbound Calls by Agent/Campaign - Additional Extended Data	58
Detail of Inbound/Outbound Calls by Agent/Campaign - Extended Data	60
Detail of Inbound/Outbound Calls by Agent/Campaign - Extended Time Data	61
Detail of Inbound/Outbound Calls by Agent/Campaign - Extended Hold/Conf/Trans Data.....	63
Inbound calls by agent.....	65

Summary Reports.....	65
Summary of Inbound Calls by Agent	65
Summary of Inbound Calls by Agent - Extended Average Time Data.....	67
Summary of Inbound Calls by Agent - Extended Hold/Conf Data	69
Summary of Inbound Calls by Agent - Extended Max Time Data	70
Summary of Inbound Calls by Agent - Extended SVL Data	72
Summary of Inbound Calls by Agent - Extended Time Data	74
Summary of Inbound Calls by Agent - Extended Transference Data.....	76
Summary of Inbound Calls by Agent by Day - Extended Average Time Data	78
Summary of Inbound Calls by Agent by Day - Extended Hold/Conf Data.....	80
Summary of Inbound Calls by Agent by Day - Extended Max Time Data.....	81
Summary of Inbound Calls by Agent - Extended SVL Data	83
Summary of Inbound Calls by Agent by Day - Extended Time Data.....	85
Summary of Inbound Calls by Agent by Day - Extended Transference Data	87
Summary of Inbound Calls by Agent by Day	89
Summary of Inbound Calls by Agent by Month - Extended Average Time Data.....	91
Summary of Inbound Calls by Agent by Month - Extended Hold/Conf Data	93
Summary of Inbound Calls by Agent by Month - Extended Max Time Data	93
Summary of Inbound Calls by Agent by Month - Extended SVL Data	96
Summary of Inbound Calls by Agent by Month- Extended Time Data	98
Summary of Inbound Calls by Agent by Month - Extended Transference Data.....	100
Summary of Inbound Calls by Agent by Month	102
Detailed reports	104
Detail of Inbound/Outbound Calls by Agent.....	104
Detail of Inbound/Outbound Calls by Agent - Extended Data	106
Detail of Inbound/Outbound Calls by Agent - Extended Trans/Hold/Conf.....	108
Inbound Calls By Campaign	110
Summary Reports.....	110
Summary of Inbound Abandoned Calls by Campaign.....	110
Summary of Inbound Calls by Supervisor/Campaign.....	112
Summary of Inbound Calls by Supervisor/Campaign - Extended Average Time Data	115
Summary of Inbound Calls by Supervisor/Campaign - Extended Hold/Conf Data.....	117
Summary of Inbound Calls by Supervisor/Campaign - Extended Max Time Data.....	118
Summary of Inbound Calls by Supervisor/Campaign - Extended SVL Data.....	120
Summary of Inbound Calls by Supervisor/Campaign - Extended Time Data.....	122
Summary of Inbound Calls by Supervisor/Campaign- Extended Transference Data	124
Summary of Taken Inbound Calls by Campaign	125
Summary of Inbound Calls by Week	127
Summary of Inbound Calls by Supervisor/Campaign by Day.....	128
Summary of Call Traces by Campaign by Day.....	131
Summary of Inbound Calls by Supervisor/Campaign by Day - Extended Average Time Data .	133
Summary of Inbound Calls by Supervisor/Campaign by Day - Extended Hold/Conf Data	135
Summary of Inbound Calls by Supervisor/Campaign by Day - Extended Max Time Data	136
Summary of Inbound Calls by Supervisor/Campaign by Day - Extended SVL Data.....	138

Summary of Inbound Calls by Supervisor/Campaign by Day - Extended Time Data	140
Summary of Inbound Calls by Supervisor/Campaign by Day - Extended Transference Data ..	142
Summary of Inbound Calls by Campaign/Supervisor by Month	143
Summary of Inbound Calls by Supervisor/Campaign by Month - Extended Average Time Data	146
Summary of Inbound Calls by Agent by Month - Extended Hold/Conf Data	148
Summary of Inbound Calls by Supervisor/Campaign by Month - Extended Max Time Data....	149
Summary of Inbound Calls Supervisor/Campaign by Month - Extended SVL Data.....	151
Summary of Inbound Calls by Agent by Month- Extended Time Data	153
Summary of Inbound Calls by Agent by Month - Extended Transference Data	155
Detailed reports	156
Detail of Inbound/Outbound Calls by Agent/Campaign	156
Detail of Inbound/Outbound Calls by Agent/Campaign - Additional Data	159
Detail of Inbound/Outbound Calls by Agent/Campaign - Additional Extended Data	160
Detail of Inbound/Outbound Calls by Agent/Campaign - Extended Data	162
Detail of Inbound/Outbound Calls by Agent/Campaign - Extended Time Data	163
Detail of Inbound/Outbound Calls by Agent/Campaign - Extended Hold/Conf/Trans Data.....	165
Outbound calls by Agent.....	167
Summary Reports	167
Summary of Outbound Calls by Agent	167
Summary of Outbound Calls by Agent - Extended Average Time Data.....	169
Summary of Outbound Calls by Agent - Extended Hold/Conf Data	171
Summary of Outbound Calls by Agent - Extended Max Time Data	171
Summary of Outbound Calls by Agent - Extended Time Data	174
Summary of Outbound Calls by Agent - Extended Transference Data	176
Summary of Outbound Calls by Agent by Day - Extended Average Time Data	178
Summary of Outbound Calls by Agent by Day - Extended Max Time Data	180
Summary of Outbound Calls by Agent by Day - Extended Time Data	182
Summary of Outbound Calls by Agent by Day - Extended Transference Data.....	184
Summary of Outbound Calls by Agent by Day	186
Summary of Outbound Calls by Agent by Month - Extended Average Time Data.....	188
Summary of Outbound Calls by Agent by Month - Extended Hold/Conf Data	190
Summary of Outbound Calls by Agent by Month - Extended Max Time Data	191
Summary of Outbound Calls by Agent by Month - Extended Time Data	193
Summary of Outbound Calls by Agent by Month - Extended Transference Data	195
Summary of Outbound Calls by Agent by Month.....	198
Detailed Reports	200
Detail of Inbound/Outbound Calls by Agent.....	200
Detail of Inbound/Outbound Calls by Agent - Extended Data	202
Detail of Inbound/Outbound Calls by Agent - Extended Trans/Hold/Conf.....	204
Inbound Calls by Campaign.....	206
Summary Reports	206
Summary of Inbound Abandoned Calls by Campaign.....	206
Summary of Inbound Calls by Supervisor/Campaign	208

Summary of Inbound Calls by Supervisor/Campaign - Extended Average Time Data	211
Summary of Inbound Calls by Supervisor/Campaign - Extended Hold/Conf Data.....	213
Summary of Inbound Calls by Supervisor/Campaign - Extended Max Time Data.....	214
Summary of Inbound Calls by Supervisor/Campaign - Extended SVL Data.....	216
Summary of Inbound Calls by Supervisor/Campaign - Extended Time Data.....	218
Summary of Inbound Calls by Supervisor/Campaign- Extended Transference Data	220
Summary of Taken Inbound Calls by Campaign	222
Summary of Inbound Calls by Week	224
Summary of Inbound Calls by Supervisor/Campaign by Day.....	225
Summary of Call Traces by Campaign by Day.....	228
Summary of Inbound Calls by Supervisor/Campaign by Day - Extended Average Time Data	230
Summary of Inbound Calls by Supervisor/Campaign by Day - Extended Hold/Conf Data	232
Summary of Inbound Calls by Supervisor/Campaign by Day - Extended Max Time Data	233
Summary of Inbound Calls by Supervisor/Campaign by Day - Extended SVL Data.....	235
Summary of Inbound Calls by Supervisor/Campaign by Day - Extended Time Data	237
Summary of Inbound Calls by Supervisor/Campaign by Day - Extended Transference Data	239
Summary of Inbound Calls by Campaign/Supervisor by Month	240
Summary of Inbound Calls by Supervisor/Campaign by Month - Extended Average Time Data	243
Summary of Inbound Calls by Agent by Month - Extended Hold/Conf Data	245
Summary of Inbound Calls by Supervisor/Campaign by Month - Extended Max Time Data....	246
Summary of Inbound Calls Supervisor/Campaign by Month - Extended SVL Data.....	248
Summary of Inbound Calls by Agent by Month- Extended Time Data	250
Summary of Inbound Calls by Agent by Month - Extended Transference Data.....	252
Detailed reports	254
Detail of Inbound/Outbound Calls by Agent/Campaign	254
Detail of Inbound/Outbound Calls by Agent/Campaign - Additional Data	256
Detail of Inbound/Outbound Calls by Agent/Campaign - Additional Extended Data.....	257
Detail of Inbound/Outbound Calls by Agent/Campaign - Extended Data.....	259
Detail of Inbound/Outbound Calls by Agent/Campaign - Extended Time Data.....	260
Detail of Inbound/Outbound Calls by Agent/Campaign - Extended Hold/Conf/Trans Data.....	262
Outbound calls by campaign	264
Summary reports	264
Summary of Outbound Calls by Supervisor/Campaign	264
Summary of Outbound Calls by Supervisor/Campaign - Extended Average Time Data	267
Summary of Outbound Calls by Campaign/Supervisor - Extended Hold/Conf Data.....	269
Summary of Outbound Calls by Campaign/Supervisor - Extended Max Time Data.....	270
Summary of Outbound Calls by Campaign/Supervisor - Extended Time Data.....	272
Summary of Outbound Calls by Campaign/Supervisor - Extended Transference Data	274
Summary of Outbound Calls by Supervisor/Campaign by Day.....	275
Summary of Outbound Calls by Supervisor/Campaign by Day - Extended Average Time Data	278
Summary of Outbound Calls by Supervisor/Campaign by Day - Extended Hold/Conf Data	280
Summary of Outbound Calls by Agent by Campaign/Supervisor by Day - Extended Max Time Data.....	281

Summary of Outbound Calls by Campaign/Supervisor by Day - Extended Time Data.....	283
Summary of Outbound Calls by Campaign/Supervisor by Day - Extended Transference Data	285
Summary of Outbound Calls by Campaign/Supervisor by Month	288
Summary of Outbound Calls by Campaign/Supervisor by Month - Extended Average Time Data	290
Summary of Outbound Calls by Campaign/Supervisor by Month - Extended Hold/Conf Data	292
Summary of Outbound Calls by Campaign/Supervisor by Month - Extended Max Time Data	293
Summary of Outbound Calls by Campaign/Supervisor by Month - Extended Time Data	295
Summary of Outbound Calls by Campaign/Supervisor by Month - Extended Transference Data	297
Detailed reports	299
Detail of Inbound/Outbound Calls by Agent/Campaign	299
Detail of Inbound/Outbound Calls by Agent/Campaign - Additional Data	301
Detail of Inbound/Outbound Calls by Agent/Campaign - Additional Extended Data	302
Detail of Inbound/Outbound Calls by Agent/Campaign - Extended Data	304
Detail of Inbound/Outbound Calls by Agent/Campaign - Extended Time Data	305
Detail of Inbound/Outbound Calls by Agent/Campaign - Extended Hold/Conf/Trans Data.....	307

Reports

The reports interface is designed to give the Contact Center administrator the necessary information to aid him in the decision making process.

The reports will provide key indicators that after further analysis will become the basic raw materials for managing the Contact Center, its resources and resolving the problems that may arise in its daily functions.

The interface allows the administrator to personalize the contents of each report to satisfy particular needs for information. This document will provide the basic tools to understand how reports work and how the administrator can generate reports containing relevant information for any particular situation.

Login

In order to login to the administrator's panel of the Virtual Contact Center, open a web browser and type the address of the VCC.

<http://xxx.xxx.xxx.xx:8082/inconcert/apps/dashboard>

Here, the Xs represent the IP of the InConcert WebHandler Server. The login screen will prompt the user to type a username and password.



The administrator will have to type the username, and specify the name of the VCC for which that username is operative.

For example, if my username is RDrecker and I need to see reports for a campaign operating in the HappinessConsultants VCC, then I need to type the following:

- **Username:** RDrecker@HappinessConsultants

Also, the password is case sensitive, so remember to use Upper and Lower case if applicable.

System interface

The reports interface is very similar to the Administration and Outbound Engine interfaces. To access to the reports screen, the administrator has to login and click on the “Reports” tab.

The screenshot displays the Allegro system interface. The top navigation bar includes 'Administration', 'Outbound Engine', 'Reports', and 'Media Player'. The 'Reports' tab is active. The main content area shows a report titled 'Summary of Inbound Calls by Agent'. The report includes a filter dropdown set to 'Default', start and end date fields, supervisor and agent input fields, and a slice duration of 15 minutes. Below the input fields are 'Refresh', 'Clear', and 'Save' buttons. The report is displayed in a preview window with a toolbar for 'Export' and 'Full Screen'. The preview window shows a table with columns: Period, Agent, Offered, Taken, Abandoned, Connected, Average Abandoned, AEA, No. Service Level, Estimated CPH Size, Estimated CPH Agent, and Estimated CPH. The table data is as follows:

Period	Agent	Offered	Taken	Abandoned	Connected	Average Abandoned	AEA	No. Service Level	Estimated CPH Size	Estimated CPH Agent	Estimated CPH
14:00 - 15:00	allegro	0	0	0	0	0.00	00:00:00	0.00	0.00	0.00	0.00
15:00 - 16:00	allegro	1	1	0	0	0.00	00:00:00	100.00	0.00	0.00	0.00
Total by Day		0	0	0	0						

The system will not generate a report by default for the administrator to see it whenever he enters the interface.

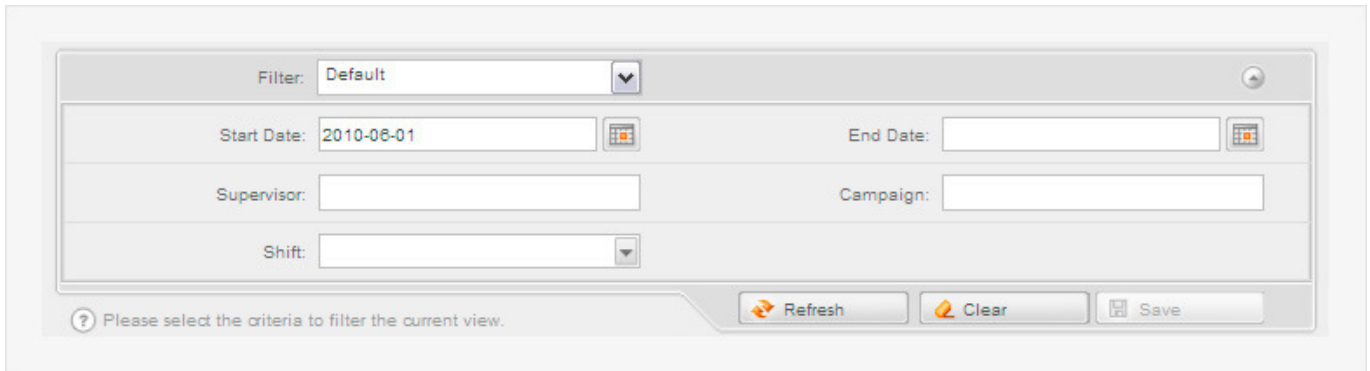
The reports are PDF documents embedded in the interface. The user needs to have a PDF reader installed in his computer, in order to visualize the report and eventually download it.

In the left panel, the administrator can select different filters for the information, with three categories, a summary of all the indicators and the level of detail the administrator wants for each report.

Filter

On the upper side of the “Results” panel, we have the familiar filtering options that will filter the information for the report using a set of criteria defined by the administrator’s needs.

These filters are not operational; this means that the administrator can choose to use them for the reports or not, but they will not affect the system’s ability to generate the reports.



As it is the case with the other views of the administrator’s interface, the different filters created can be saved and reloaded for future use.

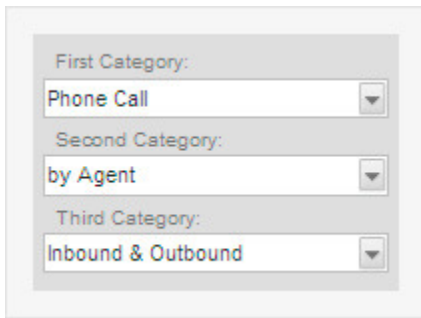
The different fields that can be applied to a filter are:

- Start date and End Date:** these two fields can set up a timeframe for the data of the report.
- Supervisor:** the administrator can choose to generate a report with data for a particular supervisor. To do this, he has to type the name of the desired supervisor in the box
- Campaign:** identifies the campaign for which the data is being retrieved
- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift

By clicking on the “Refresh” button, the system will retrieve the data matching the criteria selected in the filters.

By clicking the “Clear” button, the system will reset all fields. Finally, if the administrator wants to save the criteria for further use, he needs to click on the “Save” button.

Categories of information



The image shows a screenshot of a web interface for selecting report categories. It consists of three vertically stacked dropdown menus. The first menu is labeled 'First Category:' and has 'Phone Call' selected. The second menu is labeled 'Second Category:' and has 'by Agent' selected. The third menu is labeled 'Third Category:' and has 'Inbound & Outbound' selected.

The first filters the administrator can apply to the reports generated by the VCC are located in the upper side of the left panel.

The first category will filter the reports by sort of interaction, the second by agents or campaigns (gathering individual or collective data), and the third one will filter the data by type of process.

It is important to note that the system generates predefined reports, which can be accessed in the reports interface by selecting different categories.

First category

This category contains the following items:

- Phone Call:** filters the data from telephonic interactions only
- Chat:** filters the data from chat interactions only
- Outbound engine:** filters the information generated by the Outbound Engine processes
- Fax:** filters the data from fax interactions only
- IVR:** filters the data from IVR interactions only, this means the system will only process the data for those interactions where an interactive voice response processes
- E-Mail:** filters only email interactions
- States:** shows changes in states and the amount of changes during a given period of time, filters the interactions according to the different states the agents were

By selecting this category the administrator can choose the interaction of interest and select then a combination of the other filters to obtain a report.

Second category

This category selects the data and presents it

- By Agent:** provides information on an agent by agent basis
- By campaign:** provides aggregate information for one campaign

Third category

The contents of this category will change according to the options selected in the other two filters.

The different combinations of options selected in these three categories will result in a total of 160 reports the system can provide.

The categories appear in a particular order because choosing one option in category number 1 will change the available options in category number 2 and so forth.

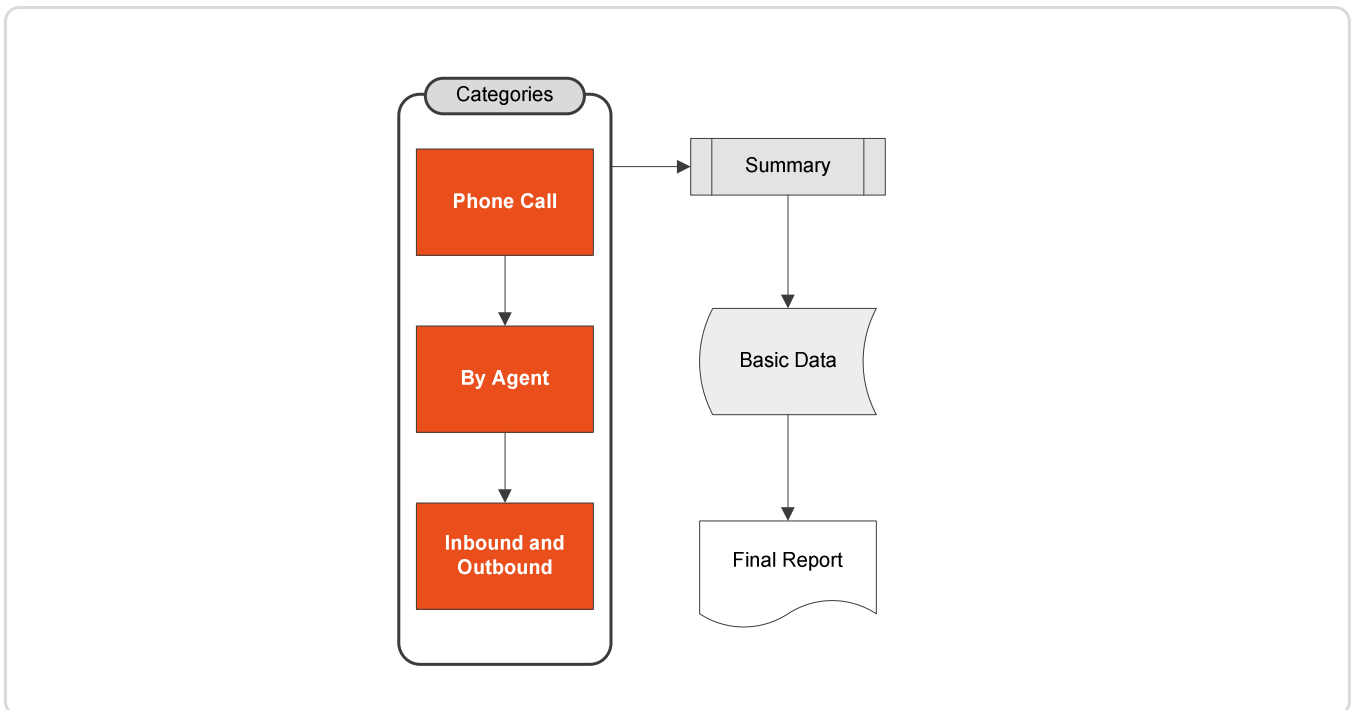
Let's now see how we can generate a particular report.

Inbound and Outbound calls by agent

Summary Reports

Summary of Inbound/Outbound Calls by Agent - Basic Data

The report consists of a summary of basic data for each agent, and groups the data every 15 minutes for the selected day (by default). If the administrator needs information for the last hours, he can select the period of time in the filter section.



The small flowchart above represents the different selections of information the administrator made in order to obtain a report comprising phone call interactions by agent, both inbound and outbound.

The “basic data” contains a table and graphs with the following data:

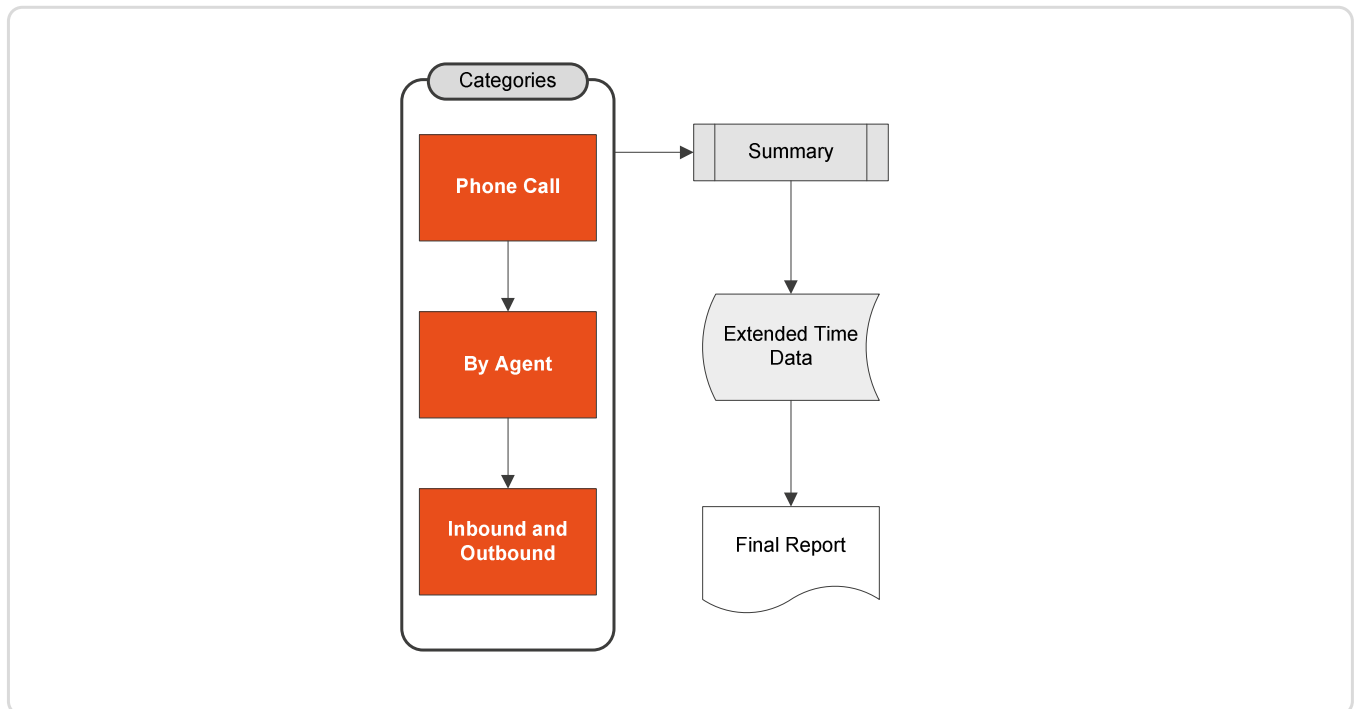
- Date:** the date of the interactions for which the data is being reported
- Period:** the window of time for which the report will retrieve data from the system. If the administrator has chosen 15 minutes, the report will show projected data for every 15 minutes of interactions in the selected window of time
- Agent:** the ID of the agent for which the information is being retrieved

- **Total:** the total amount of interactions in which the agent has participated during the aforementioned window of time
- **Taken:** indicates the total number of answered calls
- **Abandoned:** Indicates the total number of calls that reached the VCC and were terminated either by the client or the system, before an agent could answer them.
 - 1) If the call is an Inbound call, the client terminated it
 - 2) If the call is a result of a predictive dialer operation, the results may be:
 - 2.1) The client was called and the system looked for an available agent to assign the call. If there is no available agent before the waiting time threshold elapsed, then the system will proceed to terminate the call and label it as "Hang Up on threshold".
 - 2.2) The call reached the client, but he hung up
- **Cancelled:** If the inbound campaign has a voicemail process associated to incoming calls, and the system cannot find an available agent to answer the call; the call is cancelled and goes to voicemail.
If the calls are Outbound, this case happens when the call cannot reach the client (the client won't answer it for some reason)
- **Offered:** total number of inbound calls received by the agent
- **Made:** total number of calls made, indifferent to whether they were answered or not
- **Inbound Service Level:** percentage of calls answered, abandoned or cancelled within the service threshold
- **Estimated CPH Agent:** number of estimated calls per hour. The basis for calculation is the estimation of the number of calls made during the selected period of time. For example, if the agent was logged during 15 minutes and made 3 calls, the CPH for that agent is 12 (if he had been logged in for 60 minutes, then he would have made 12 calls)
- **Estimated GPH:** number of calls catalogued as a goal per hour. The calculation basis is the same as for CPH.

Summary of Inbound/Outbound Calls by Agent - Extended Time Data

This report shows a summary of all the calls made by each agent, detailing the time spent in each interaction as well as the time the client spent in different statuses (hold, transfer, etc).

The report consists of a summary of extended time data for each agent, and groups the data every 15 minutes for the selected day (by default). If the administrator needs information for the last hours, he can select the period of time in the filter section (as discussed in page 5, in the field "Slice (minutes)").



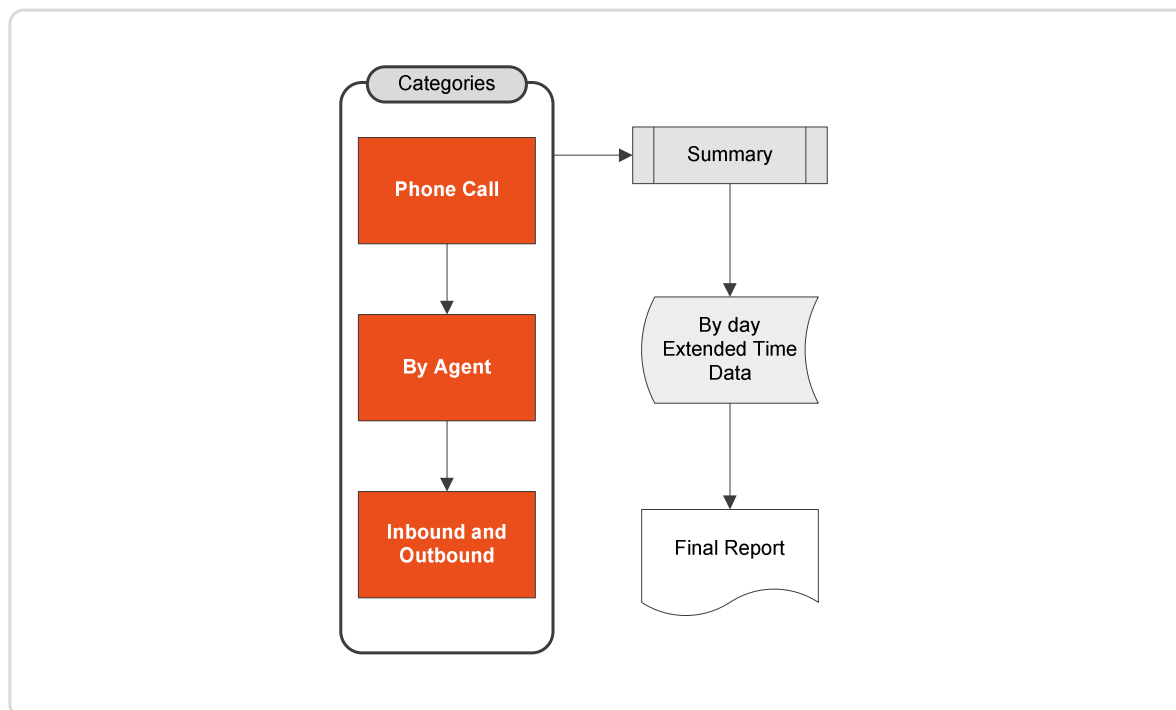
The fields detailed in the report are:

- Period:** the window of time for which the report will retrieve data from the system. If the administrator has chosen 15 minutes, the report will show projected data for every 15 minutes of interactions in the selected window of time
- Agent:** the ID of the agent for which the information is being retrieved
- Total:** the total amount of interactions in which the agent has participated during the aforementioned window of time
- Duration Time:** indicates the total duration of the call since the moment it entered the system until the client or system hung up. The system can terminate the call if the waiting time has elapsed
- Ringling Time:** computes the total amount of time the call spent in "ringling" mode. Since the moment the call is assigned to an agent to the moment the agent answers it

- **Answer time:** the total amount of time the agent spent between the moment the call entered the system and he effectively answered the call
- **Attention Time:** the total amount of time the agent tended to calls, it encompasses time speaking to clients as well as hold time
- **Wrap-up Time:** total amount of time spent by the agent in “Wrap-up” mode (see Agent’s manual)
- **Abandon Time:** indicates the amount of time spent between the moment the call reaches the Contact Center and the caller hangs up (when nobody answers the call)
- **Hold Time:** indicates the amount of time the calls were put on hold
- **Transferred Time:** if the call is transferred to a queue, this is the time encompassed since one agent transferred the call until another one accepted it. If the transference is meant to take the call to another line, this indicates the time since the transference started, until it was accepted or rejected by the endpoint.

Summary of Inbound/Outbound Calls by Agent by Day - Extended Time Data

This report gives a summary of information regarding the activities each agent has performed in one day. As the previous report (Summary of Inbound/Outbound Calls by Agent - Extended Time Data), this one shows in detail how much time the agent spent in different statuses.



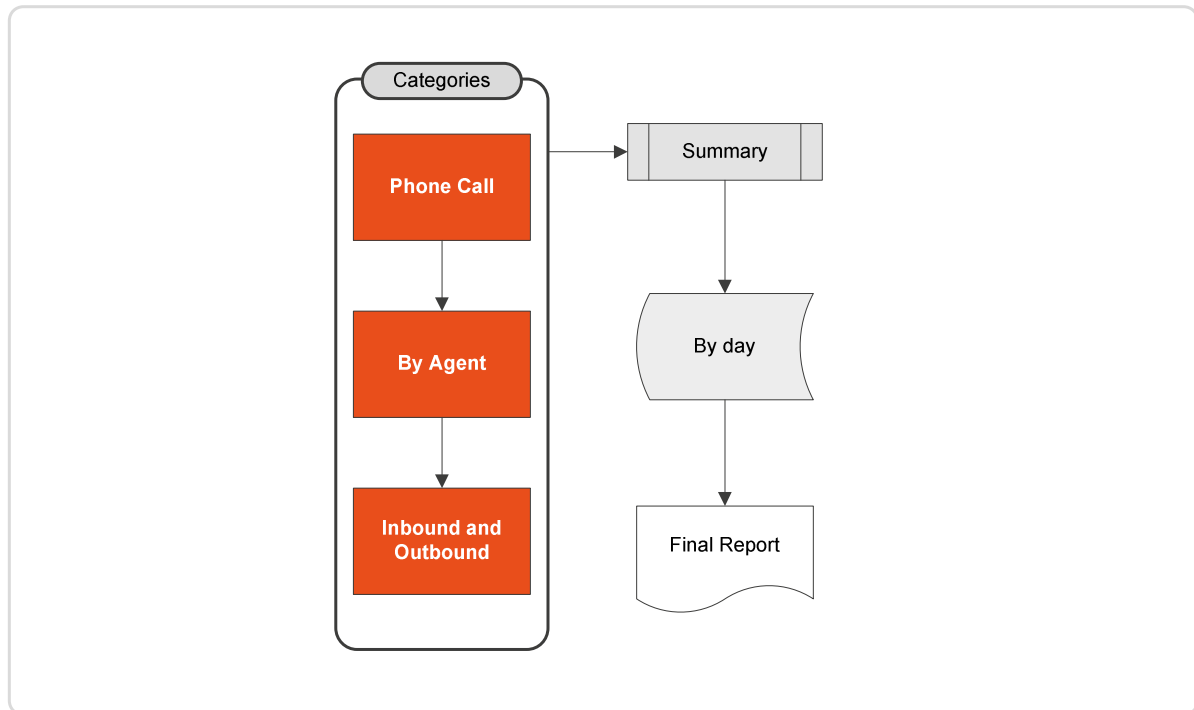
The fields in the report are:

- **Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- **Agent:** the ID of the agent for which the information is being retrieved
- **Total:** the total amount of interactions in which the agent has participated during the aforementioned window of time
- **Duration Time:** indicates the total duration of the call since the moment it entered the system until the client or system hung up. The system can terminate the call if the waiting time has elapsed
- **Ringling Time:** computes the total amount of time the call spent in "ringing" mode. Since the moment the call is assigned to an agent to the moment the agent answers it
- **Answer time:** the total amount of time the agent spent between the moment the call entered the system and he effectively answered the call
- **Attention Time:** the total amount of time the agent tended to calls, it encompasses time speaking to clients as well as hold time

- **Wrap-up Time:** total amount of time spent by the agent in “Wrap-up” mode (see Agent’s manual)
- **Abandon Time:** indicates the amount of time spent between the moment the call reaches the system, and the caller hangs up (when nobody answers the call) indicates the amount of time spent between the moment the call reaches the system, and the caller hangs up (when nobody answers the call)
- **Hold Time:** indicates the amount of time the calls were put on hold
- **Transferred Time:** if the call is transferred to a queue, this is the time encompassed since one agent transferred the call until another one accepted it. If the transference is meant to take the call to another line, this indicates the time since the transference started, until it was accepted or rejected by the endpoint.

Summary of Inbound/Outbound Calls by Agent by Day

This report gives the administrator a summary of information on the interactions each agent participated in, day by day.



The fields included in this report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Agent:** the ID of the agent for which the information is being retrieved
- Total:** the total amount of interactions in which the agent has participated during the aforementioned window of time
- Taken:** indicates the total number of answered calls
- Abandoned:** Indicates the total number of calls that reached the VCC and were terminated either by the client or the system, before an agent could answer them.
 - 1) If the call is an Inbound call, the client terminated it
 - 2) If the call is a result of a predictive dialer operation, the results may be:
 - 2.1) The client was called and the system looked for an available agent to assign the call. If there is no available agent before the waiting time threshold elapsed, then the system will proceed to terminate the call and label it as "Hang Up on threshold".
 - 2.2) The call reached the client, but he hung up

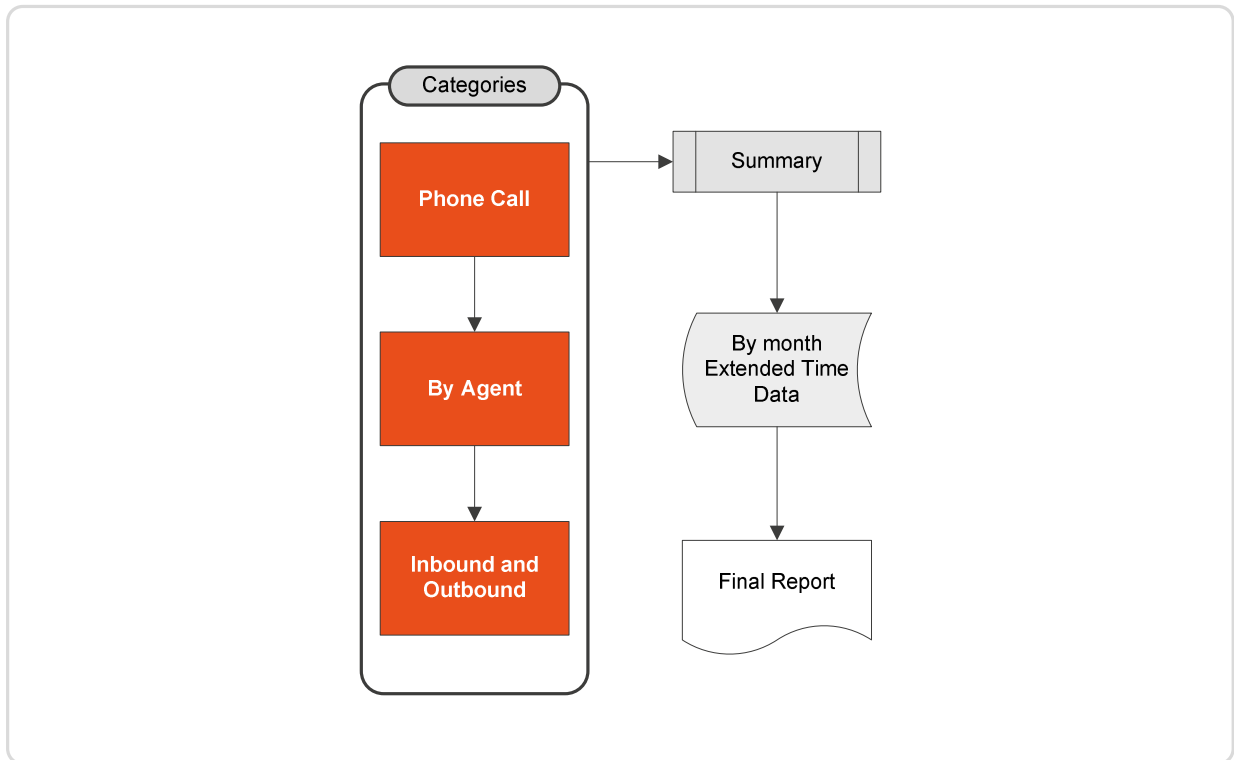
- **Cancelled:** If the inbound campaign has a voicemail process associated to incoming calls, and the system cannot find an available agent to answer the call; the call is cancelled and goes to voicemail.

If the calls are Outbound, this case happens when the call cannot reach the client (the client won't answer it for some reason)

- **Offered:** total number of inbound calls received by the agent
- **Made:** total number of calls made, indifferent to whether they were answered or not
- **Inbound Service Level:** percentage of calls answered, abandoned or cancelled within the service threshold
- **Estimated CPH Agent:** number of estimated calls per hour. The basis for calculation is the estimation of the number of calls made during the selected period of time. For example, if the agent was logged during 15 minutes and made 3 calls, the CPH for that agent is 12 (if he had been logged in for 60 minutes, then he would have made 12 calls)
- **Estimated GPH:** number of calls catalogued as a goal per hour. The calculation basis is the same as for CPH.

Summary of Inbound/Outbound Calls by Agent by Month - Extended Time Data

This report contains information on the time spent by the agents in different statuses. The report aggregates the data on a monthly basis detailing how much time each agent spent in different states.



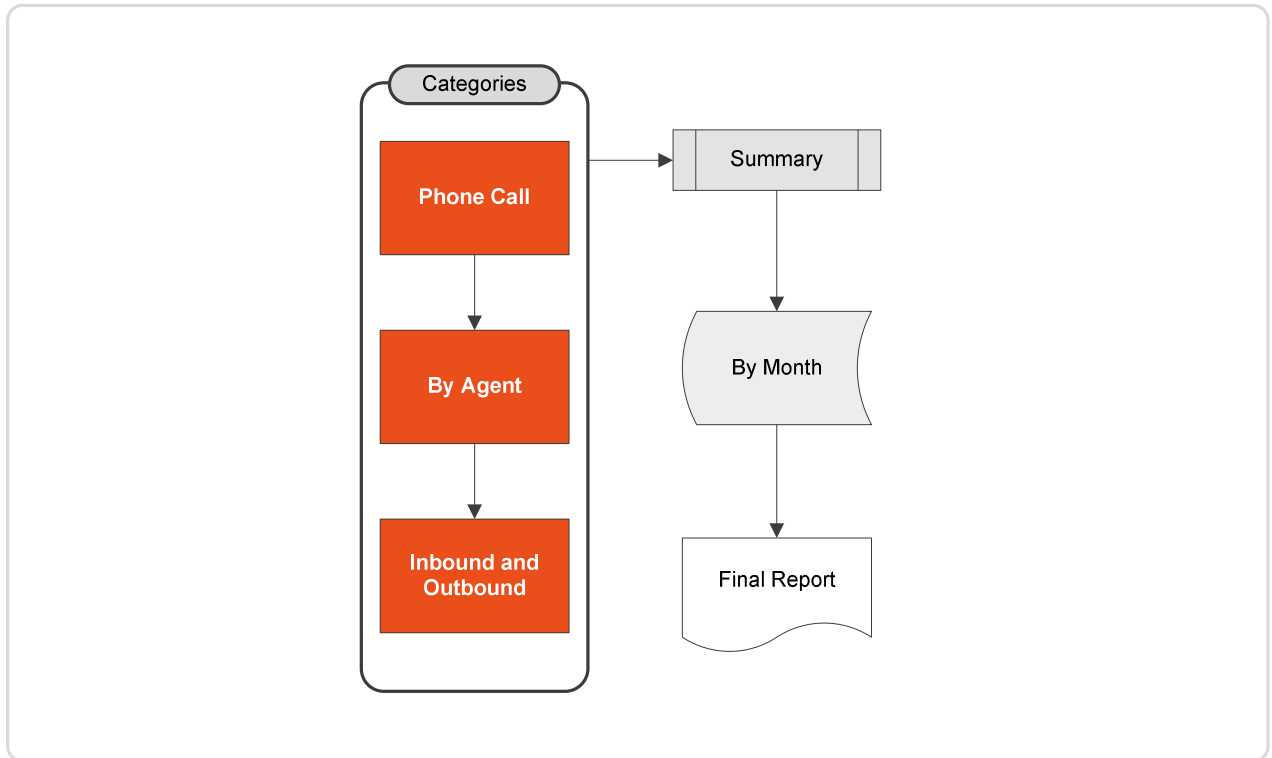
The fields contained in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Agent:** the ID of the agent for which the information is being retrieved
- Duration Time:** indicates the total duration of the call since the moment it entered the system until the client or system hung up.
The system can terminate the call if the waiting time has elapsed
- Ringling Time:** computes the total amount of time the call spent in "ringling" mode. Since the moment the call is assigned to an agent to the moment the agent answers it
- Answer time:** the total amount of time the agent spent between the moment the call entered the system and he effectively answered the call

- **Attention Time:** the total amount of time the agent tended to calls, it encompasses time speaking to clients as well as hold time
- **Wrap-up Time:** total amount of time spent by the agent in “Wrap-up” mode (see Agent’s manual)
- **Abandon Time:** indicates the amount of time spent between the moment the call reaches the system, and the caller hangs up (when nobody answers the call)
- **Hold Time:** indicates the amount of time the calls were put on hold
- **Transferred Time:** if the call is transferred to a queue, this is the time encompassed since one agent transferred the call until another one accepted it. If the transference is meant to take the call to another line, this indicates the time since the transference started, until it was accepted or rejected by the endpoint.

Summary of Inbound/Outbound Calls by Agent by Month

This report summarizes the information on calls received or made by each agent during the last month of operations.



The report contains the following fields:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Agent:** the ID of the agent for which the information is being retrieved
- Total:** the total amount of interactions in which the agent has participated during the aforementioned window of time
- Taken:** indicates the total number of answered calls
- Abandoned:** Indicates the total number of calls that reached the VCC and were terminated either by the client or the system, before an agent could answer them.
 - 1) If the call is an Inbound call, the client terminated it
 - 2) If the call is a result of a predictive dialer operation, the results may be:
 - 2.1) The client was called and the system looked for an available agent to assign the call. If there is no available agent before the waiting time threshold elapsed, then the system will proceed to terminate the call and label it as "Hang Up on threshold".

2.2) The call reached the client, but he hung up

- **Cancelled:** If the inbound campaign has a voicemail process associated to incoming calls, and the system cannot find an available agent to answer the call; the call is cancelled and goes to voicemail.

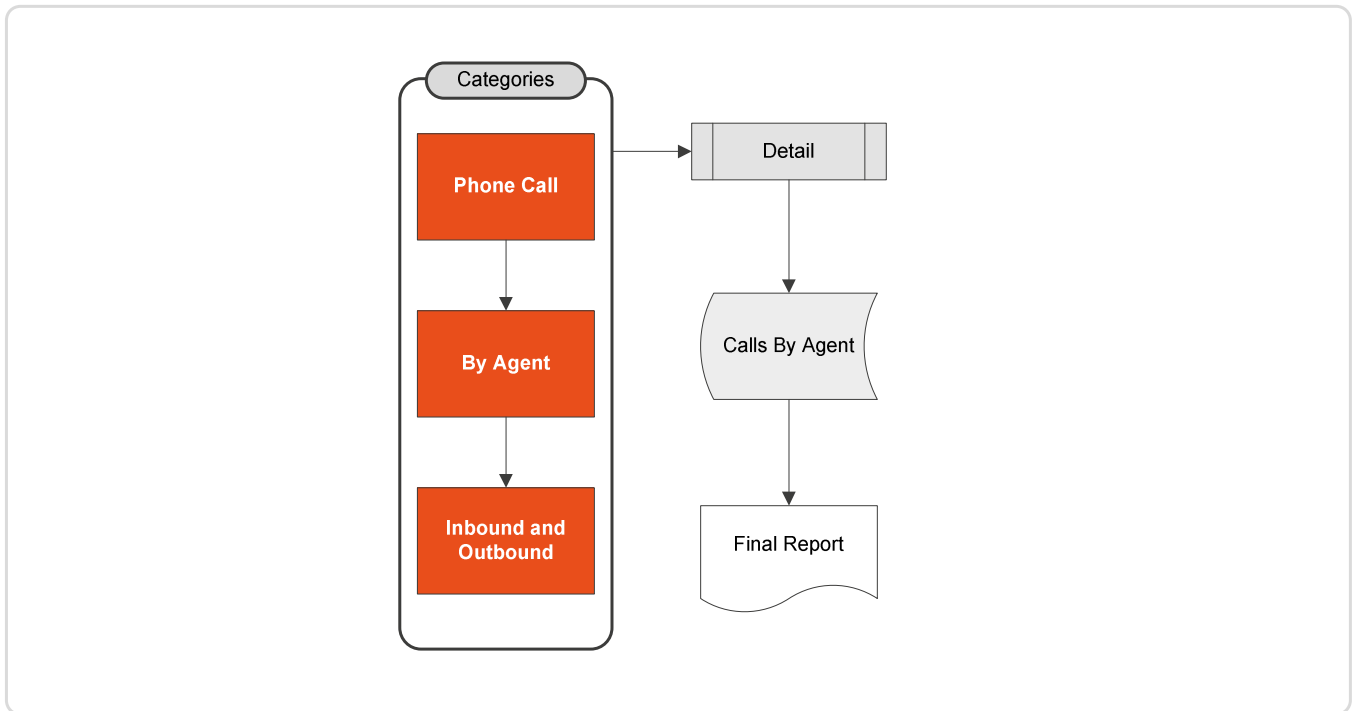
If the calls are Outbound, this case happens when the call cannot reach the client (the client won't answer it for some reason)

- **Offered:** total number of calls the agent initiated
- **Made:** total number of calls made, indifferent to whether they were answered or not
- **Inbound Service Level:** percentage of calls answered, abandoned or cancelled within the service threshold
- **Estimated CPH Agent:** number of estimated calls per hour. The basis for calculation is the estimation of the number of calls made during the selected period of time. For example, if the agent was logged during 15 minutes and made 3 calls, the CPH for that agent is 12 (if he had been logged in for 60 minutes, then he would have made 12 calls)
- **Estimated GPH:** number of calls catalogued as a goal per hour. The calculation basis is the same as for CPH.

Detail Reports

Detail of Inbound/Outbound Calls by Agent

This report offers a detailed view of the information generated by the inbound and outbound interactions in which the different agents participated.



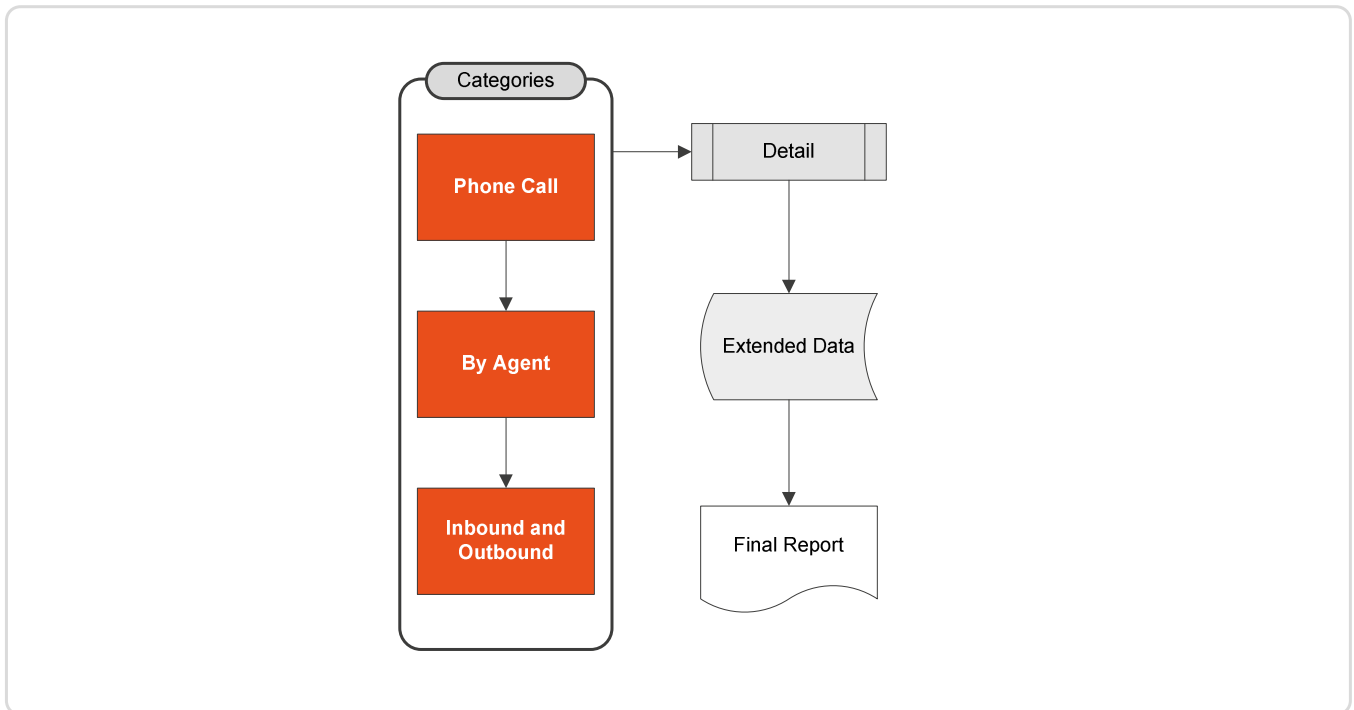
The fields contained in the report are:

- DNIS:** indicates the DNIS (Dialing Number Identification Service) number that identifies the call
- ANI:** indicates the number to which the system is calling (if it's an outbound call) or the number from which the call was effectuated (if it is an inbound call)
- Start Time:** indicates the time at which the interaction started- counting from the moment the call started
- Initiation Time:** indicates the time at which the interaction started- counting from the moment the agent established communication with the client
- End Time:** indicates the time in which the interaction finished
- Duration Time:** indicates the total duration of the call since the moment it entered the system until the client or system hung up.
The system can terminate the call

- **ACD Time:** indicates the amount of time during which the system looked for an available agent to assign the call.
- **Waiting Time:** Indicates the total amount of time callers spent waiting for the system to allocate their calls.
If the call does not go through an IVR process, the calculation considers the time between the moment the call reached the system and it is answered by an agent. This field also considers transfer times since those times are waiting times for the client.
- **Ringling/Ringback Time:** indicates the total amount of time the system spent ringing and calling back. Since the moment the call is assigned to an agent to the moment the agent answers it
- **Attention Time:** the total amount of time the agent tended to calls, it encompasses time speaking to clients as well as hold time
- **Wrap-up Time:** indicates the amount of time the agent spent during wrap-up after each interaction
- **Hold Time:** indicates the amount of time the calls were put on hold
- **Type:** indicates whether the call was inbound or outbound

Detail of Inbound/Outbound Calls by Agent - Extended Data

This report offers detailed information on all interactions each agent participated in with details on timing and type of calls.



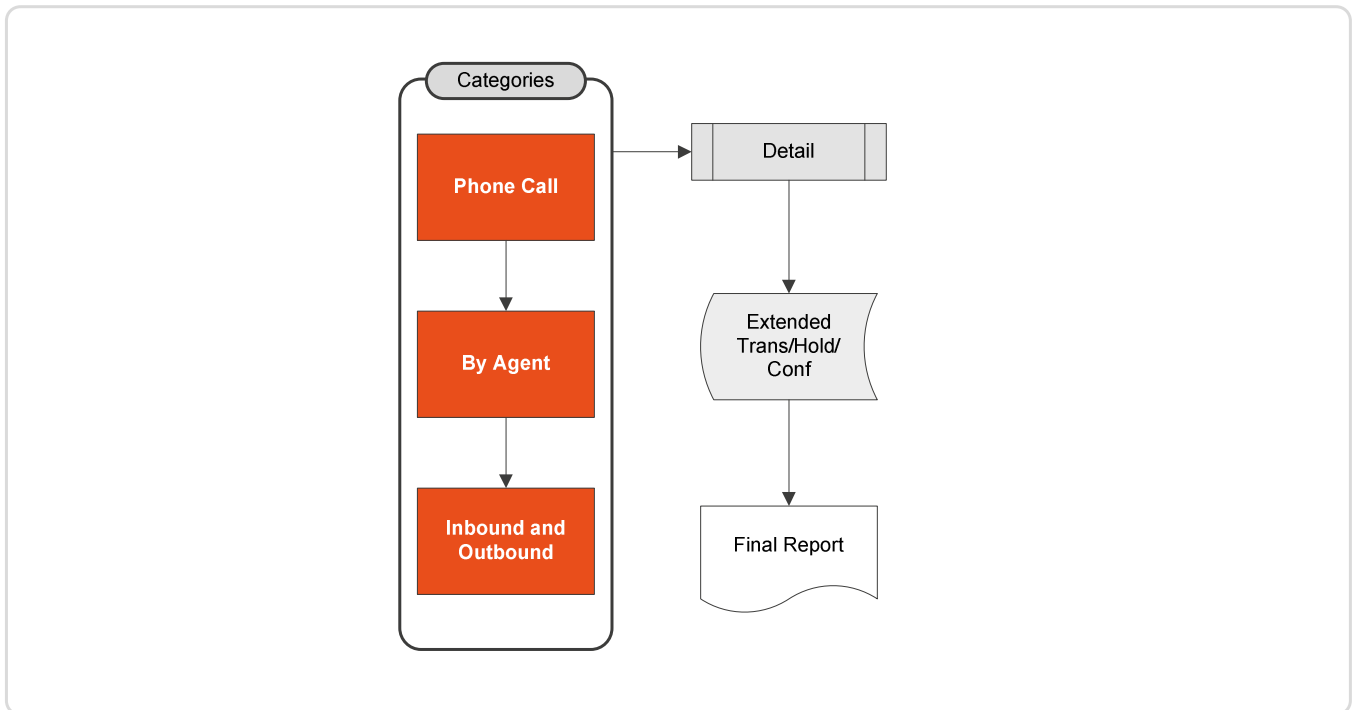
The report fields are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Direction:** indicates whether the call was inbound or outbound
- Initiation Time:** indicates the time at which the interaction started- counting from the moment the agent established communication with the client
- Disposition:** indicates the final state of the interaction, for example “abandoned”, “cancelled”, etc
- Original Campaign:** indicates the name of the campaign to which the call belongs
- Result:** Indicates the result of the interaction. This is used with clients/campaigns that have Front-end integration with InConcert.
- Is Callback:** Determines if the call in question is a callback call. Callback is allowed when a call is actually finished and the wrap-up process has not yet been completed.
- (+) SVL:** indicates the positive service level. Determines if the call was answered or abandoned within the service level threshold defined for the campaign
- Part:**

- **Completed:** indicates whether the agent effectively finished the call or not. If the agent transferred the call the status here will be “Not completed” and the call will appear as “Finished” in the disposition field.
- **Is Short:** indicates if the call belongs to the group of “short calls”, defined in the administrator’s panel (if the call lasts less than the defined threshold it is considered a short call)
- **Is Long:** indicates if the call belongs to the group of “long calls”, defined in the administrator’s panel (if the call lasts more than the defined threshold it is considered a long call)
- **Is Ghost:** if the call fits the predefined criteria for ghost calls threshold, the system lists it here
- **Is out of Schedule:** if the call was made during hours that were not considered as a part of the campaign schedule, the system lists it here.

Detail of Inbound/Outbound Calls by Agent - Extended Trans/Hold/Conf

This report contains information on the calls each agent has participated in, with details on how much time the callers waited on hold, transfer and conferencing with the agent.



The fields in the report are:

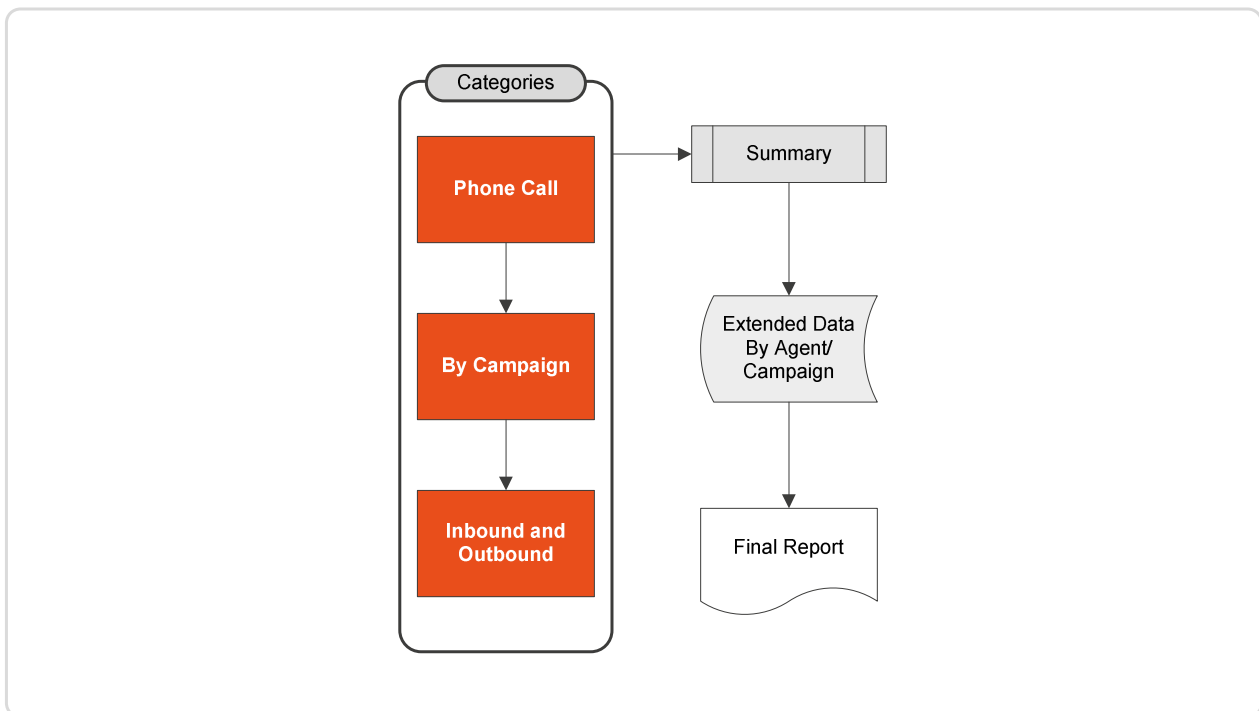
- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Direction:** indicates whether the call was inbound or outbound
- Initiation Time:** indicates the time at which the interaction started- counting from the moment the agent established communication with the client
- Hold Time:** indicates the amount of time the calls were put on hold
- Holds:** number of times the client was put on hold during the same call
- Is Transfer:** indicates if the call had a transfer at any point or not
- Transfer Type:** Indicates the type of transference effectuated by the agent:
 1. Campaign: the call was transferred to another campaign in the VCC. It's considered as a new call
 2. Queue: the call is retransferred to the campaign queue
 3. Number: the call was transferred to an external number
 4. Agent: the call is transferred to an agent and appears in the BarAgent queue

- **Transfer Destination:** indicates the name of the campaign to which the call was transferred (if it was transferred to another agent); or the phone number
- **Transfer Result:** indicates the result for the transference operation. If it indicates “Error” then it means that the transference could not be completed. If it indicates “Ok”, the transference process was completed.
- **Is Conference:** determines if the call in question was part of a conference or not
- **Conference Destination:** indicates the phone number with which the transference was effectuated

Summary Reports

Summary of Inbound/Outbound Calls by Agent/Campaign - Extended Time Data

This report shows a summary of the information regarding inbound and outbound calls that can be identified either by agent or by campaign.



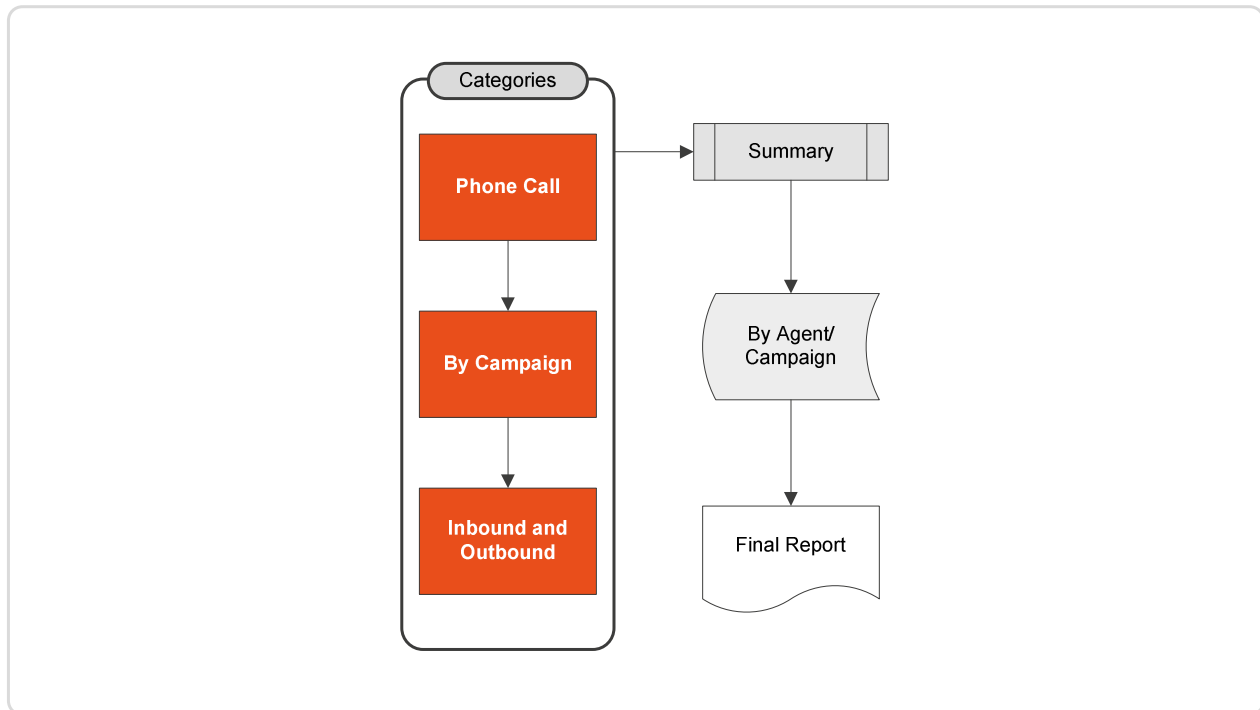
The fields present in the report are:

- Slice:** indicates the period of time for which the report contains information. In minutes
- Agent:** the ID of the agent for which the information is being retrieved
- Total Duration Time:** the sum of each call duration
- Attention Time:** the total amount of time the agent tended to calls, it encompasses time speaking to clients as well as hold time
- Ringling Time:** computes the total amount of time the call spent in "ringling" mode. Since the moment the call is assigned to an agent to the moment the agent answers it
- Wrap-up Time:** total amount of time spent by the agent in "Wrap-up" mode (see Agent's manual)

- **Hold Time:** indicates the amount of time the calls were put on hold
- **Abandoned Time:** Indicates the total amount of abandon time of the calls that reached the contact center. This time is calculated using calls that are considered as abandoned. The calculation takes into consideration the time elapsed between the call reaches the VCC and the client or the system terminate it before an agent can answer.
 - 1) If the call is an Inbound call, the time is calculated from the moment the call reaches the VCC until the client terminated it
 - 2) If the call is a result of a predictive dialer operation, the time is calculated since the client answered the call until it's terminated by the client himself or the system
- **Answer Time:** the total amount of time the agent (or the campaign as a whole) spent between the moment the call entered the Contact Center and he effectively answered the call
- **Transferred Time:** if the call is transferred to a queue, this is the time encompassed since one agent transferred the call until another one accepted it. If the transference is meant to take the call to another line, this indicates the time since the transference started, until it was accepted or rejected by the endpoint.

Summary of Inbound/Outbound Calls by Agent/Campaign

This report contains summary information about the different status of the calls with particulars for each agent and each campaign.



The fields in the report are:

- **Agent:** the ID of the agent for which the information is being retrieved
- **Total Taken:** is the total amount of inbound interactions the agent answered during the selected period
- **Abandoned:** Indicates the total number of calls that reached the VCC and were terminated either by the client or the system, before an agent could answer them.
 - 1) If the call is an Inbound call, the client terminated it
 - 2) If the call is a result of a predictive dialer operation, the results may be:
 - 2.1) The client was called and the system looked for an available agent to assign the call. If there is no available agent before the waiting time threshold elapsed, then the system will proceed to terminate the call and label it as "Hang Up on threshold".
 - 2.2) The call reached the client, but he hung up
- **Cancelled:** If the inbound campaign has a voicemail process associated to incoming calls, and the system cannot find an available agent to answer the call; the call is cancelled and goes to

voicemail.

If the calls are Outbound, this case happens when the call cannot reach the client (the client won't answer it for some reason)

- **Offered:** total number of calls the agent initiated
- **Made:** total number of calls made, indifferent to whether they were answered or not
- **Inbound Service Level:** percentage of calls answered, abandoned or cancelled within the service threshold
- **Estimated CPH Agent:** number of estimated calls per hour. The basis for calculation is the estimation of the number of calls made during the selected period of time. For example, if the agent was logged during 15 minutes and made 3 calls, the CPH for that agent is 12 (if he had been logged in for 60 minutes, then he would have made 12 calls)
- **Estimated GPH:** number of calls catalogued as a goal per hour. The calculation basis is the same as for CPH.
- **Staff Time:** indicates the time each agent dedicated to the campaign. The formula for calculation is:

$$\text{Staff Time} = \frac{(\text{Attention Time} + \text{WUP} + \text{RingTime})}{(\text{Ringback Time})}$$

- **% Busy Agent:** indicates the percentage of the total time the agent spent tending to calls. The formula for calculation is:

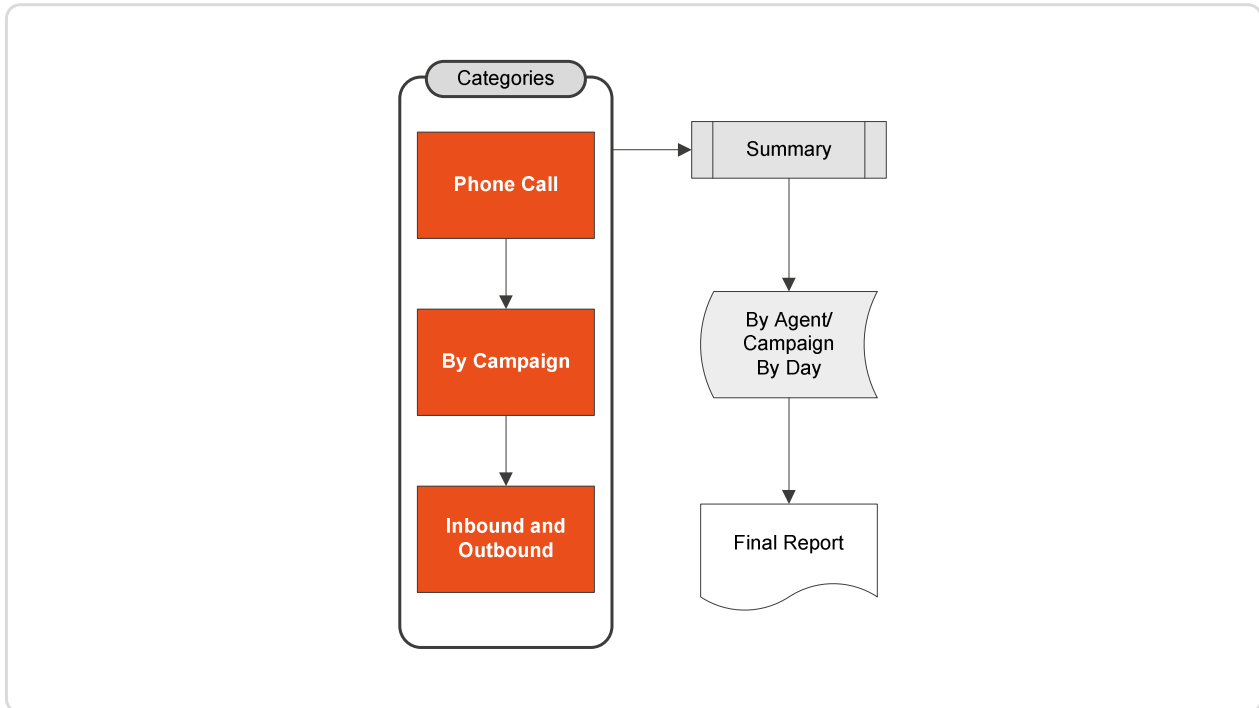
$$\% \text{Busy Agent} = \frac{\text{Attention Time} + \text{Wrap - up Time} + \text{Ring Time}}{\text{Active state Time} + \text{Pause state Time}}$$

- **% Talking Time:** indicates the percentage of the total time the agent spent actually interacting with a customer. The formula for calculation is:

$$\% \text{Talking Time} = \frac{\text{Attention Time} + \text{Ring Time}}{\text{Active State Time} + \text{Pause State Time}}$$

Summary of Inbound/Outbound Calls by Agent/Campaign by Day

This report contains information on the flow of daily calls, both inbound and outbound; with particulars by agent and by campaign.



The fields in the report are:

- Agent:** the ID of the agent for which the information is being retrieved
- Total Taken:** is the total amount of inbound interactions the agent answered during the selected period
- Abandoned:** Indicates the total number of calls that reached the VCC and were terminated either by the client or the system, before an agent could answer them.
 - 1) If the call is an Inbound call, the client terminated it
 - 2) If the call is a result of a predictive dialer operation, the results may be:
 - 2.1) The client was called and the system looked for an available agent to assign the call. If there is no available agent before the waiting time threshold elapsed, then the system will proceed to terminate the call and label it as "Hang Up on threshold".
 - 2.2) The call reached the client, but he hung up
- Cancelled:** If the inbound campaign has a voicemail process associated to incoming calls, and the system cannot find an available agent to answer the call; the call is cancelled and goes to voicemail.

If the calls are Outbound, this case happens when the call cannot reach the client (the client won't answer it for some reason)

- **Offered:** total number of calls the agent initiated
- **Made:** total number of calls made, indifferent to whether they were answered or not
- **Inbound Service Level:** percentage of calls answered, abandoned or cancelled within the service threshold
- **Estimated CPH:** number of estimated calls per hour. The basis for calculation is the estimation of the number of calls made during the selected period of time. For example, if the agent was logged during 15 minutes and made 3 calls, the CPH for that agent is 12 (if he had been logged in for 60 minutes, then he would have made 12 calls)
- **Estimated GPH:** number of calls catalogued as a goal per hour. The calculation basis is the same as for CPH.
- **Staff Time:** indicates the time each agent dedicated to the campaign. The formula for calculation is:

$$\text{Staff Time} = \frac{(\text{Attention Time} + \text{WUP} + \text{RingTime})}{(\text{Ringback Time})}$$

- **% Busy Agent:** indicates the percentage of the total time the agent spent tending to calls. The formula for calculation is:

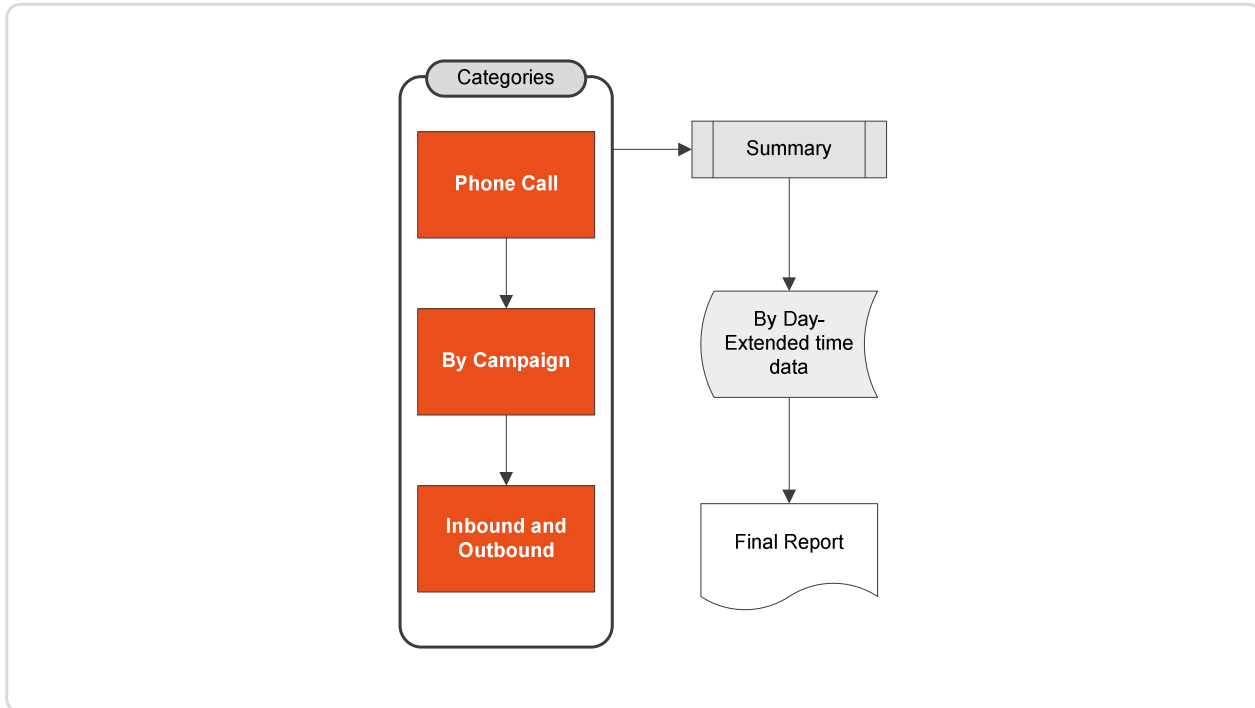
$$\% \text{Busy Agent} = \frac{\text{Attention Time} + \text{Wrap - up Time} + \text{Ring Time}}{\text{Active state Time} + \text{Pause state Time}}$$

- **% Talking Time:** indicates the percentage of the total time the agent spent actually interacting with a customer. The formula for calculation is:

$$\% \text{Talking Time} = \frac{\text{Attention Time} + \text{Ring Time}}{\text{Active State Time} + \text{Pause State Time}}$$

Summary of Inbound/Outbound Calls by Agent/Campaign by Day - Extended Time Data

This report contains a summary of the information regarding calls for each agent and/or campaign, with details about the time spent for calls in each state.



The fields in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Agent:** the ID of the agent for which the information is being retrieved
- Total Duration Time:** the sum of each call duration
- Attention Time:** the total amount of time the agent tended to calls, it encompasses time speaking to clients as well as hold time
- Ringing Time:** computes the total amount of time the call spent in "ringing" mode. Since the moment the call is assigned to an agent to the moment the agent answers it
- Wrap-up Time:** total amount of time spent by the agent in "Wrap-up" mode (see Agent's manual)
- Hold Time:** indicates the amount of time the calls were put on hold
- Abandoned Time:** Indicates the total amount of abandon time of the calls that reached the contact center. This time is calculated using calls that are considered as abandoned. The calculation takes into consideration the time elapsed between the call reaches the VCC and the client or the system terminate it before an agent can answer.

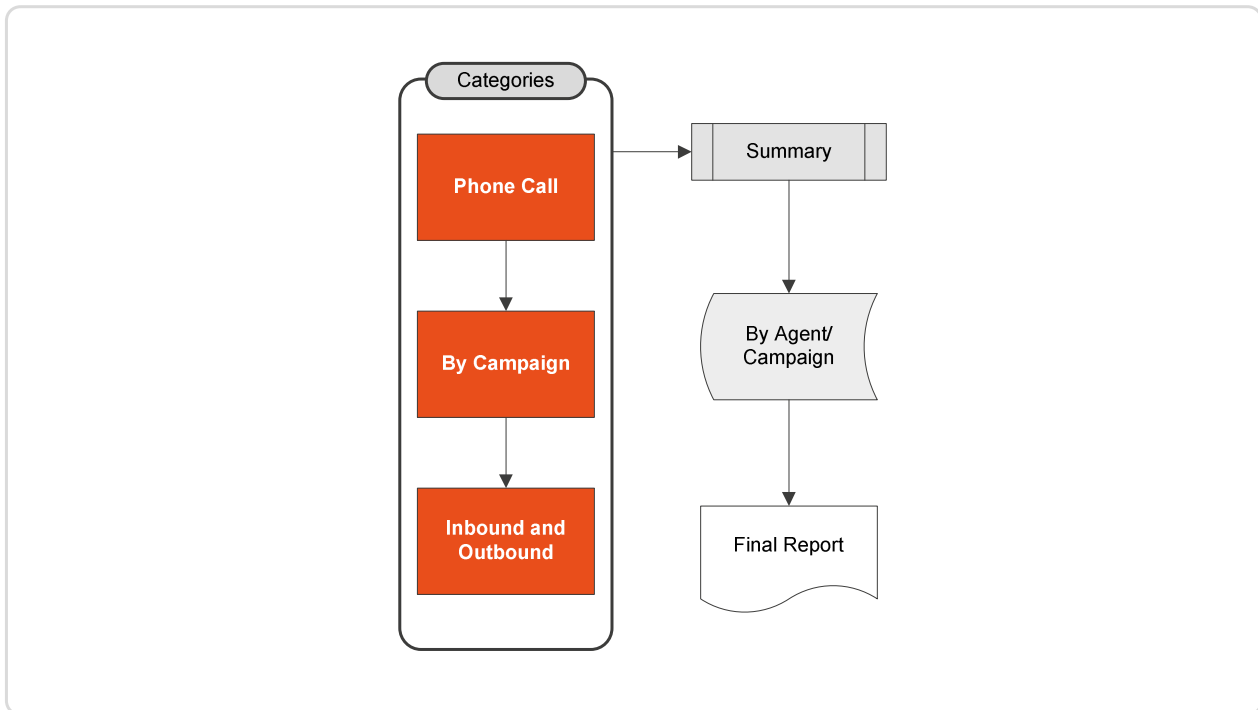
1) If the call is an Inbound call, the time is calculated from the moment the call reaches the VCC until the client terminated it

2) If the call is a result of a predictive dialer operation, the time is calculated since the client answered the call until it's terminated by the client himself or the system

- **Answer Time:** the total amount of time the agent (or the campaign as a whole) spent between the moment the call entered the Contact Center and he effectively answered the call
- **Transferred Time:** if the call is transferred to a queue, this is the time encompassed since one agent transferred the call until another one accepted it. If the transference is meant to take the call to another line, this indicates the time since the transference started, until it was accepted or rejected by the endpoint.

Summary of Inbound/Outbound Calls by Agent/Campaign by Month

This report contains information on the monthly flow of calls, both inbound and outbound; with particulars by agent and by campaign.



The fields contained in the report are:

- **Agent:** the ID of the agent for which the information is being retrieved
- **Total Taken:** is the total amount of inbound interactions the agent answered during the selected period
- **Abandoned:** Indicates the total number of calls that reached the VCC and were terminated either by the client or the system, before an agent could answer them.
 - 1) If the call is an Inbound call, the client terminated it
 - 2) If the call is a result of a predictive dialer operation, the results may be:
 - 2.1) The client was called and the system looked for an available agent to assign the call. If there is no available agent before the waiting time threshold elapsed, then the system will proceed to terminate the call and label it as "Hang Up on threshold".
 - 2.2) The call reached the client, but he hung up
- **Cancelled:** If the inbound campaign has a voicemail process associated to incoming calls, and the system cannot find an available agent to answer the call; the call is cancelled and goes to voicemail.

If the calls are Outbound, this case happens when the call cannot reach the client (the client won't answer it for some reason)

- **Offered:** total number of calls the agent initiated
- **Made:** total number of calls made, indifferent to whether they were answered or not
- **Inbound Service Level:** percentage of calls answered, abandoned or cancelled within the service threshold
- **Estimated CPH:** number of estimated calls per hour. The basis for calculation is the estimation of the number of calls made during the selected period of time. For example, if the agent was logged during 15 minutes and made 3 calls, the CPH for that agent is 12 (if he had been logged in for 60 minutes, then he would have made 12 calls)
- **Estimated GPH:** number of calls catalogued as a goal per hour. The calculation basis is the same as for CPH.
- **Staff Time:** indicates the time each agent dedicated to the campaign. The formula for calculation is:

$$\text{Staff Time} = \frac{(\text{Attention Time} + \text{WUP} + \text{RingTime})}{(\text{Ringback Time})}$$

- **% Busy Agent:** indicates the percentage of the total time the agent spent tending to calls. The formula for calculation is:

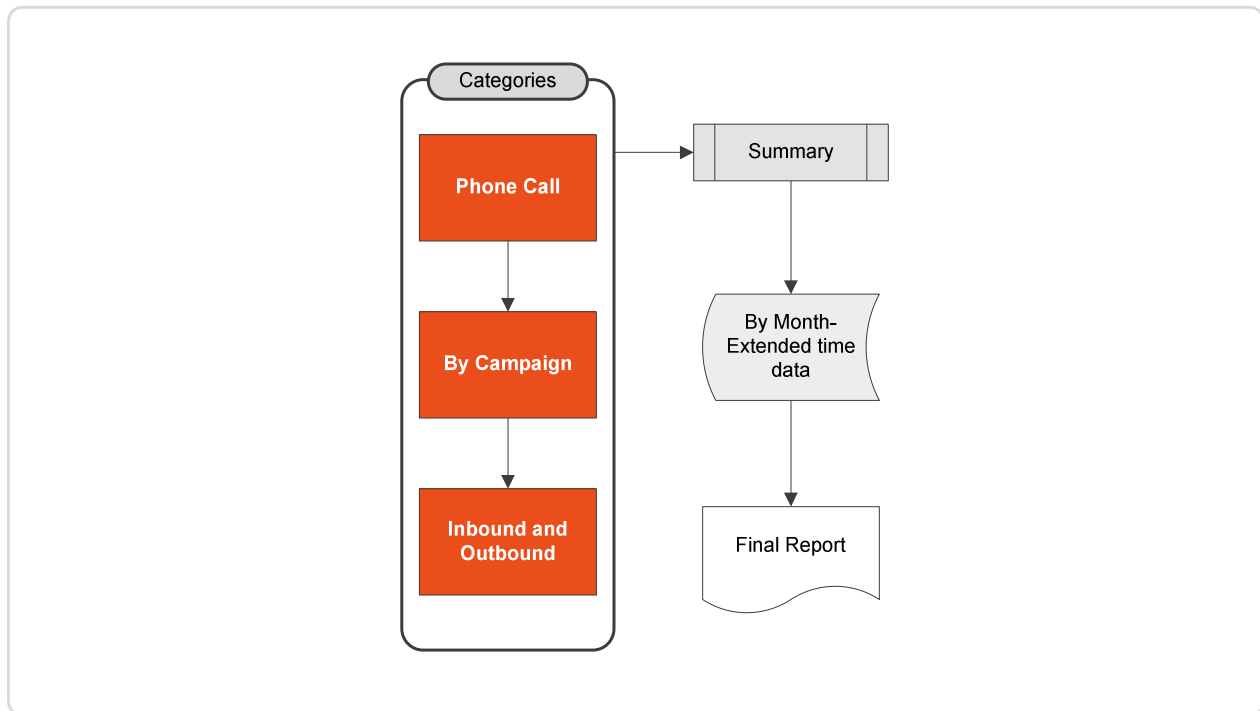
$$\% \text{Busy Agent} = \frac{\text{Attention Time} + \text{Wrap - up Time} + \text{Ring Time}}{\text{Active state Time} + \text{Pause state Time}}$$

- **% Talking Time:** indicates the percentage of the total time the agent spent actually interacting with a customer. The formula for calculation is:

$$\% \text{Talking Time} = \frac{\text{Attention Time} + \text{Ring Time}}{\text{Active State Time} + \text{Pause State Time}}$$

Summary of Inbound/Outbound Calls by Agent/Campaign by Month - Extended Time Data

This report contains a summary of the information regarding calls for each agent and/or campaign, with details about the time spent for calls in each state on a monthly basis.



The fields contained in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Agent:** the ID of the agent for which the information is being retrieved
- Total Duration Time:** the sum of each call duration
- Attention Time:** the total amount of time the agent tended to calls, it encompasses time speaking to clients as well as hold time
- Ringing Time:** computes the total amount of time the call spent in "ringing" mode. Since the moment the call is assigned to an agent to the moment the agent answers it
- Wrap-up Time:** total amount of time spent by the agent in "Wrap-up" mode (see Agent's manual)
- Hold Time:** indicates the amount of time the calls were put on hold
- Abandoned Time:** Indicates the total amount of abandon time of the calls that reached the contact center. This time is calculated using calls that are considered as abandoned. The calculation takes

into consideration the time elapsed between the call reaches the VCC and the client or the system terminate it before an agent can answer.

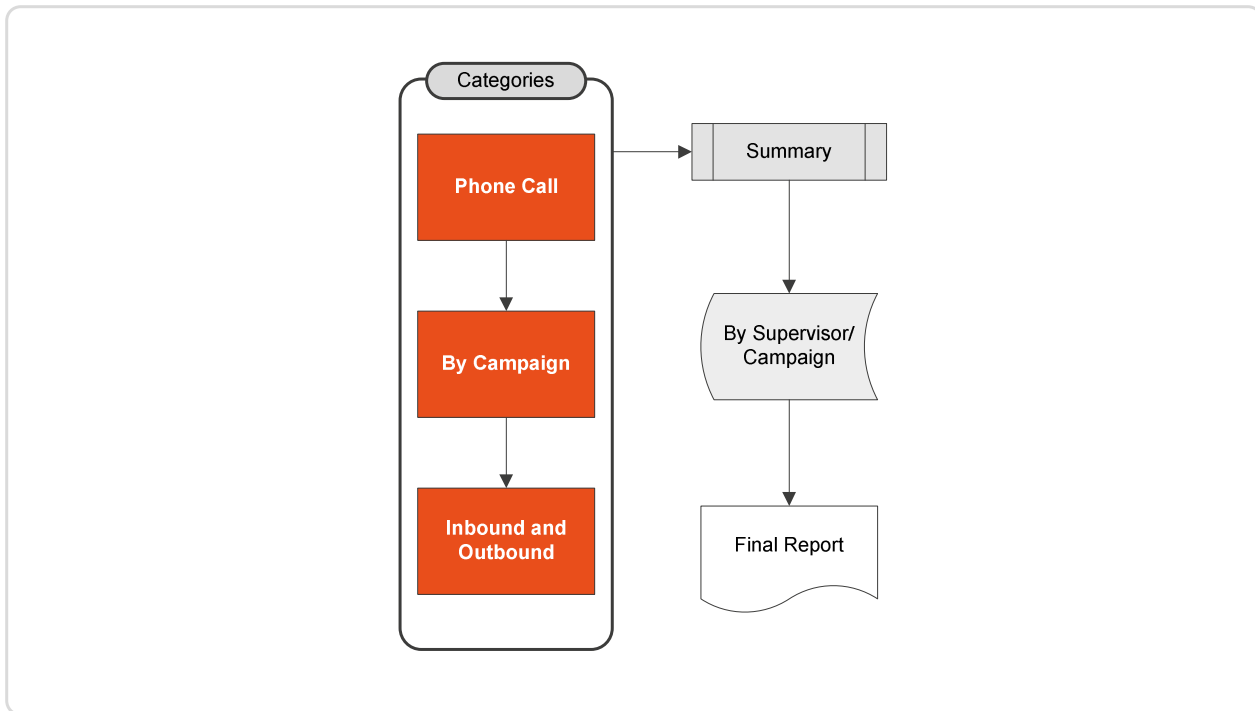
1) If the call is an Inbound call, the time is calculated from the moment the call reaches the VCC until the client terminated it

2) If the call is a result of a predictive dialer operation, the time is calculated since the client answered the call until it's terminated by the client himself or the system

- **Answer Time:** the total amount of time the agent (or the campaign as a whole) spent between the moment the call entered the Contact Center and he effectively answered the call
- **Transferred Time:** if the call is transferred to a queue, this is the time encompassed since one agent transferred the call until another one accepted it. If the transference is meant to take the call to another line, this indicates the time since the transference started, until it was accepted or rejected by the endpoint.

Summary of Inbound/Outbound Calls by Supervisor/Campaign

The report consists of a summary of basic data filtered by supervisor or campaign, and comprises (by default) the last 15 minutes of interactions.



The fields contained in the report are:

- **Slice:** indicates the period of time for which the report contains information. In minutes
- **Total Taken:** is the total amount of inbound interactions answered during the selected period of time
- **Abandoned:** Indicates the total number of calls that reached the VCC and were terminated either by the client or the system, before an agent could answer them.
 - 1) If the call is an Inbound call, the client terminated it
 - 2) If the call is a result of a predictive dialer operation, the results may be:
 - 2.1) The client was called and the system looked for an available agent to assign the call. If there is no available agent before the waiting time threshold elapsed, then the system will proceed to terminate the call and label it as "Hang Up on threshold".
 - 2.2) The call reached the client, but he hung up

- **Cancelled:** If the inbound campaign has a voicemail process associated to incoming calls, and the system cannot find an available agent to answer the call; the call is cancelled and goes to voicemail.

If the calls are Outbound, this case happens when the call cannot reach the client (the client won't answer it for some reason)

- **Offered:** total number of calls the agent initiated
- **Made:** total number of calls made, indifferent to whether they were answered or not
- **Inbound Service Level:** percentage of calls answered, abandoned or cancelled within the service threshold
- **Estimated CPH Agent:** number of estimated calls per hour. The basis for calculation is the estimation of the number of calls made during the selected period of time. For example, if the agent was logged during 15 minutes and made 3 calls, the CPH for that agent is 12 (if he had been logged in for 60 minutes, then he would have made 12 calls)
- **Estimated GPH:** number of calls catalogued as a goal per hour. The calculation basis is the same as for CPH.
- **% Busy Agent:** indicates the percentage of the total time the agent spent tending to calls. The formula for calculation is:

$$\%Busy Agent = \frac{Attention Time + Wrap - up Time + Ring Time}{Active state Time + Pause state Time}$$

- **% Talking Time:** indicates the percentage of the total time the agent spent actually interacting with a customer. The formula for calculation is:

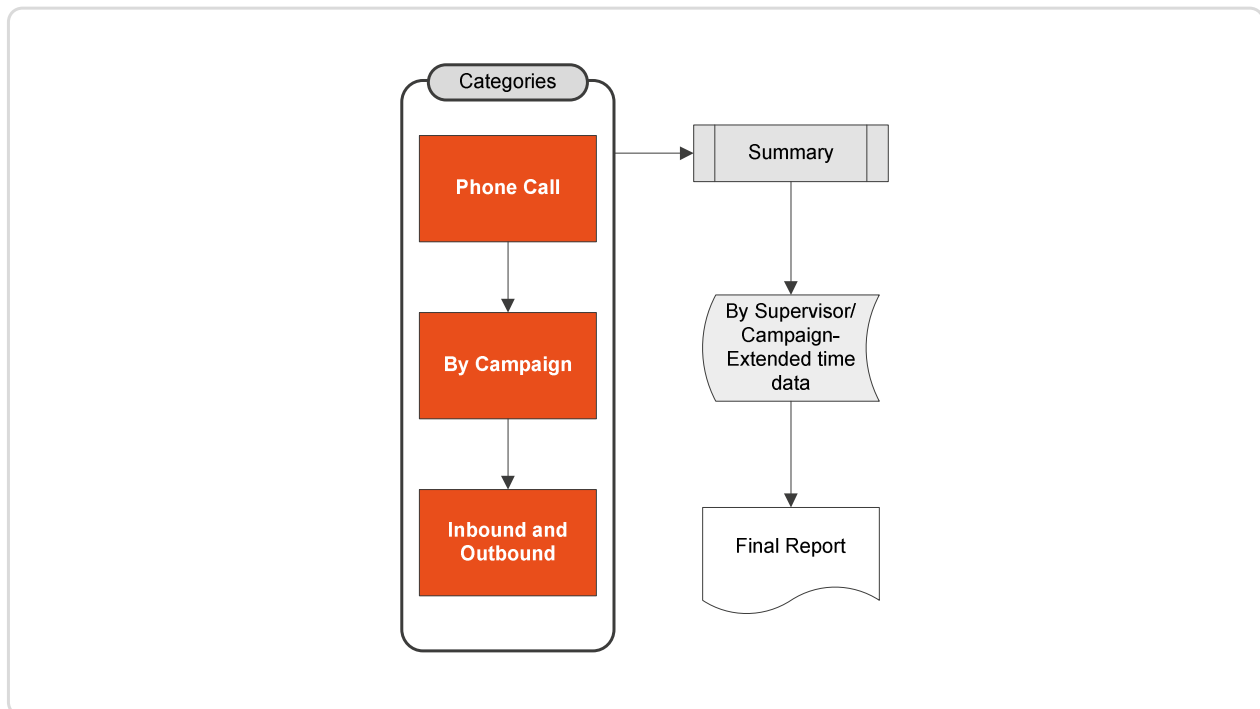
$$\%Talking Time = \frac{Attention Time + Ring Time}{Active State Time + Pause State Time}$$

- **Staff Time:** indicates the time each agent dedicated to the campaign. The formula for calculation is:

$$Staff Time = \frac{(Attention Time + WUP + RingTime)}{(Ringback Time)}$$

Summary of Inbound/Outbound Calls by Supervisor/Campaign - Extended Time Data

This report contains information about the time spent by the calls in different status. The report aggregates the data detailing how much time elapsed in each status for each campaign or supervisor.



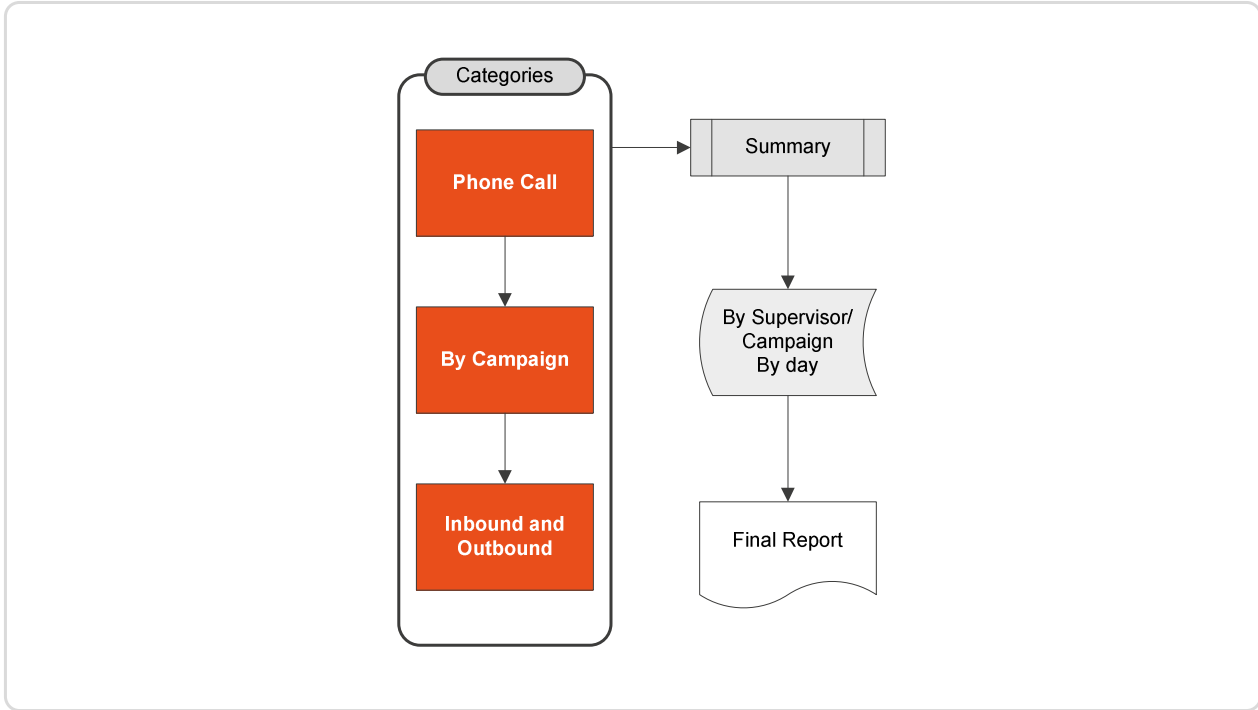
The fields included in the report are:

- Slice:** indicates the period of time for which the report contains information. In minutes
- Total Duration Time:** the sum of each call duration
- Attention Time:** the total amount of time the agent tended to calls, it encompasses time speaking to clients as well as hold time
- Ringling Time:** computes the total amount of time the call spent in "ringing" mode. Since the moment the call is assigned to an agent to the moment the agent answers it
- Wrap-up Time:** total amount of time spent by agents in "Wrap-up" mode (see Agent's manual)
- Hold Time:** indicates the amount of time the calls were put on hold
- Answer Time:** the total amount of time the agents (or the campaign as a whole) spent between the moment the call entered the system and he effectively answered the call
- Transferred Time:** if the call is transferred to a queue, this is the time encompassed since one agent transferred the call until another one accepted it. If the transference is meant to take the call

to another line, this indicates the time since the transference started, until it was accepted or rejected by the endpoint.

Summary of Inbound/Outbound Calls by Supervisor/Campaign by Day

This report contains a summary of all the calls relative to each campaign or assigned to a given supervisor, on a daily basis.



The fields contained in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Total Taken:** is the total amount of inbound interactions answered during the selected period
- Abandoned:** Indicates the total number of calls that reached the VCC and were terminated either by the client or the system, before an agent could answer them.
 - 1) If the call is an Inbound call, the client terminated it
 - 2) If the call is a result of a predictive dialer operation, the results may be:
 - 2.1) The client was called and the system looked for an available agent to assign the call. If there is no available agent before the waiting time threshold elapsed, then the system will proceed to terminate the call and label it as "Hang Up on threshold".
 - 2.2) The call reached the client, but he hung up
- Cancelled:** If the inbound campaign has a voicemail process associated to incoming calls, and the system cannot find an available agent to answer the call; the call is cancelled and goes to voicemail.

If the calls are Outbound, this case happens when the call cannot reach the client (the client won't answer it for some reason)

- **Offered:** total number of calls the agent initiated by the VCC
- **Made:** total number of calls made, indifferent to whether they were answered or not
- **Inbound Service Level:** percentage of calls answered, abandoned or cancelled within the service threshold
- **Estimated CPH:** number of estimated calls per hour. The basis for calculation is the estimation of the number of calls made during the selected period of time. For example, if the agent was logged during 15 minutes and made 3 calls, the CPH for that agent is 12 (if he had been logged in for 60 minutes, then he would have made 12 calls)
- **Estimated GPH:** number of calls catalogued as a goal per hour. The calculation basis is the same as for CPH.
- **Staff Time:** indicates the time each agent dedicated to the campaign. The formula for calculation is:

$$\text{Staff Time} = \frac{(\text{Attention Time} + \text{WUP} + \text{RingTime})}{(\text{Ringback Time})}$$

- **% Busy Agent:** indicates the percentage of the total time the agent spent tending to calls. The formula for calculation is:

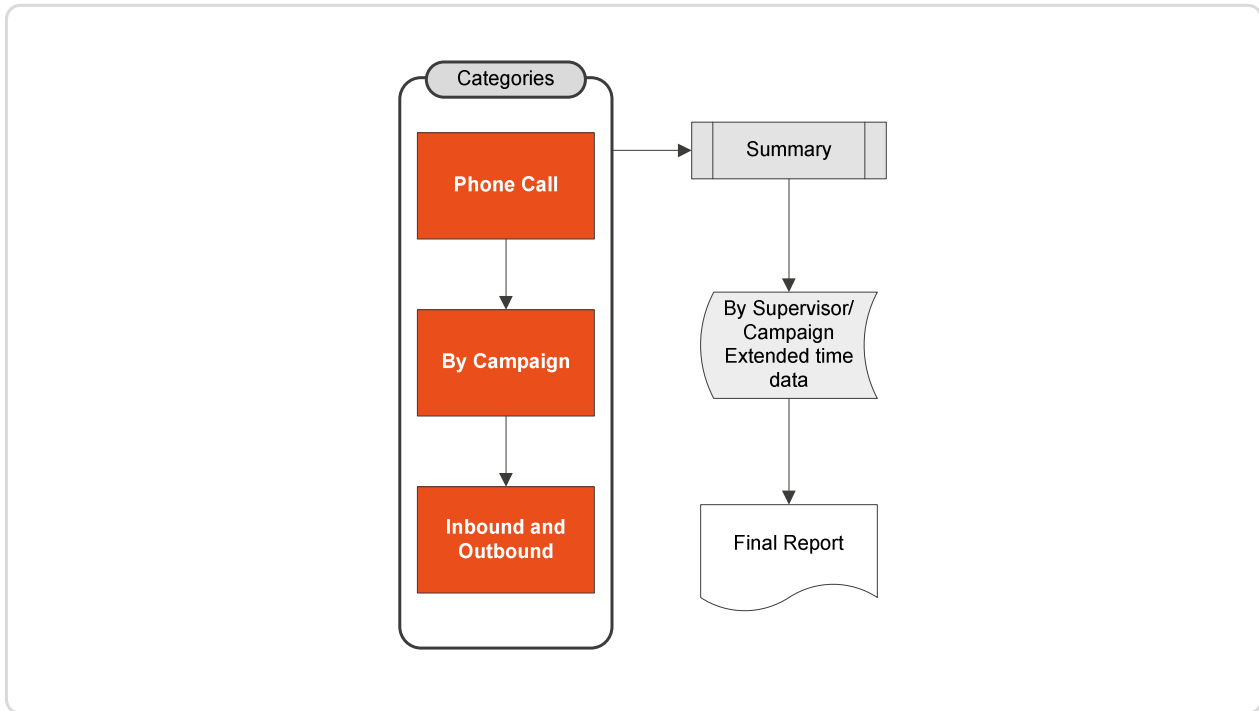
$$\% \text{Busy Agent} = \frac{\text{Attention Time} + \text{Wrap - up Time} + \text{Ring Time}}{\text{Active state Time} + \text{Pause state Time}}$$

- **% Talking Time:** indicates the percentage of the total time the agent spent actually interacting with a customer. The formula for calculation is:

$$\% \text{Talking Time} = \frac{\text{Attention Time} + \text{Ring Time}}{\text{Active State Time} + \text{Pause State Time}}$$

Summary of Inbound/Outbound Calls by Supervisor/Campaign by Day - Extended Time Data

This report contains information on calls categorized by campaign or supervisor on a daily basis. The data has details on the amount of time the calls spent in the different states.



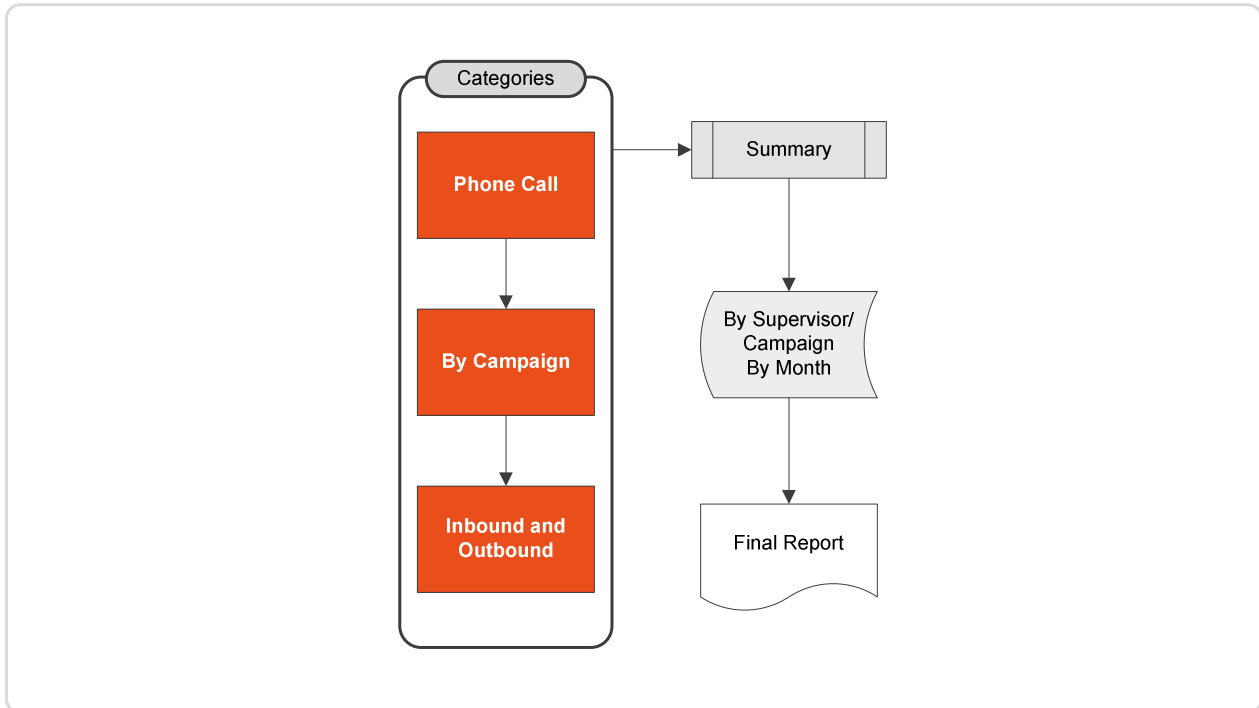
The fields contained in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Total Duration Time:** the sum of each call duration
- Ringling Time:** computes the total amount of time the call spent in "ringling" mode. Since the moment the call is assigned to an agent to the moment the agent answers it
- Answer Time:** the total amount of time the agents (or the campaign as a whole) spent between the moment the call entered the system and he effectively answered the call
- Attention Time:** the total amount of time the agent tended to calls, it encompasses time speaking to clients as well as hold time
- Wrap-up Time:** total amount of time spent by agents in "Wrap-up" mode (see Agent's manual)
- Hold Time** indicates the amount of time the calls were put on hold
- Transferred Time:** if the call is transferred to a queue, this is the time encompassed since one agent transferred the call until another one accepted it. If the transference is meant to take the call

to another line, this indicates the time since the transference started, until it was accepted or rejected by the endpoint.

Summary of Inbound/Outbound Calls by Supervisor/Campaign by Month

This report contains a summary of all the calls relative to each campaign or assigned to a given supervisor, on a monthly basis.



The report contains the following fields:

- **Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- **Total Taken:** is the total amount of inbound interactions answered during the selected period
- **Abandoned:** Indicates the total number of calls that reached the VCC and were terminated either by the client or the system, before an agent could answer them.
 - 1) If the call is an Inbound call, the client terminated it
 - 2) If the call is a result of a predictive dialer operation, the results may be:
 - 2.1) The client was called and the system looked for an available agent to assign the call. If there is no available agent before the waiting time threshold elapsed, then the system will proceed to terminate the call and label it as "Hang Up on threshold".
 - 2.2) The call reached the client, but he hung up
- **Cancelled:** If the inbound campaign has a voicemail process associated to incoming calls, and the system cannot find an available agent to answer the call; the call is cancelled and goes to voicemail.

If the calls are Outbound, this case happens when the call cannot reach the client (the client won't answer it for some reason)

- **Offered:** total number of calls the agent initiated by the VCC
- **Made:** total number of calls made, indifferent to whether they were answered or not
- **Inbound Service Level:** percentage of calls answered, abandoned or cancelled within the service threshold
- **Estimated CPH:** number of estimated calls per hour. The basis for calculation is the estimation of the number of calls made during the selected period of time. For example, if the agent was logged during 15 minutes and made 3 calls, the CPH for that agent is 12 (if he had been logged in for 60 minutes, then he would have made 12 calls)
- **Estimated GPH:** number of calls catalogued as a goal per hour. The calculation basis is the same as for CPH.
- **Staff Time:** indicates the time each agent dedicated to the campaign. The formula for calculation is:

$$\text{Staff Time} = \frac{(\text{Attention Time} + \text{WUP} + \text{RingTime})}{(\text{Ringback Time})}$$

- **% Busy Agent:** indicates the percentage of the total time the agent spent tending to calls. The formula for calculation is:

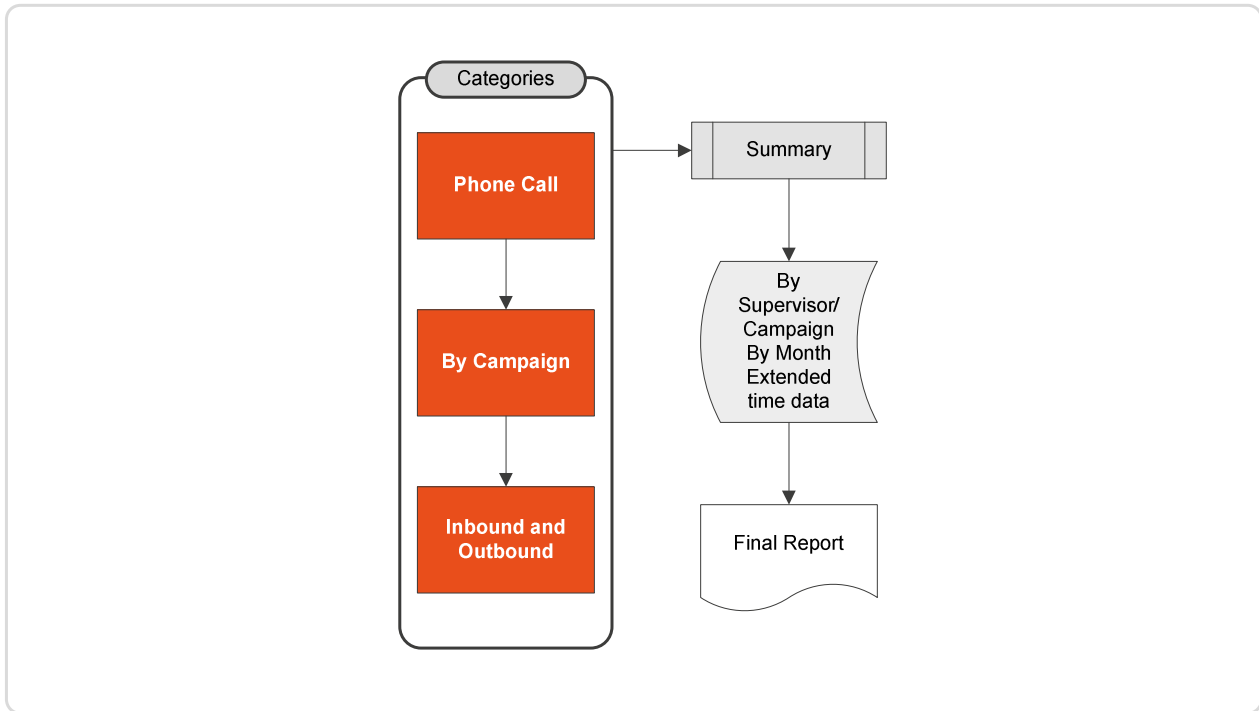
$$\% \text{Busy Agent} = \frac{\text{Attention Time} + \text{Wrap - up Time} + \text{Ring Time}}{\text{Active state Time} + \text{Pause state Time}}$$

- **% Talking Time:** indicates the percentage of the total time the agent spent actually interacting with a customer. The formula for calculation is:

$$\% \text{Talking Time} = \frac{\text{Attention Time} + \text{Ring Time}}{\text{Active State Time} + \text{Pause State Time}}$$

Summary of Inbound/Outbound Calls by Supervisor/Campaign by Month - Extended Time Data

This report contains information on calls categorized by campaign or supervisor on a monthly basis. The data has details on the amount of time the calls spent in the different states.



The fields contained in the report are:

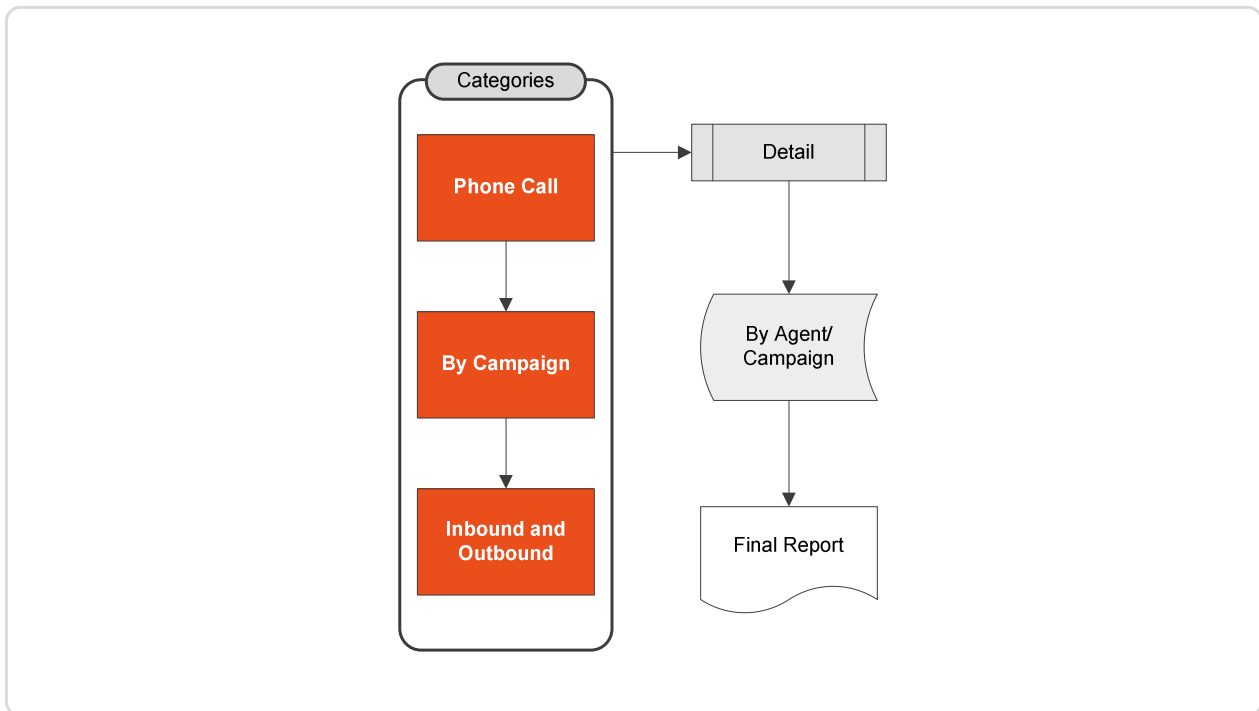
- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Total Duration Time:** the sum of each call duration
- Ringing Time:** computes the total amount of time the call spent in "ringing" mode. Since the moment the call is assigned to an agent to the moment the agent answers it
- Answer Time:** the total amount of time the agents (or the campaign as a whole) spent between the moment the call entered the system and he effectively answered the call
- Attention Time:** the total amount of time the agent tended to calls, it encompasses time speaking to clients as well as hold time
- Wrap-up Time:** total amount of time spent by agents in "Wrap-up" mode (see Agent's manual)
- Hold Time:** indicates the amount of time the calls were put on hold
- Transferred Time:** if the call is transferred to a queue, this is the time encompassed since one agent transferred the call until another one accepted it. If the transference is meant to take the call

to another line, this indicates the time since the transference started, until it was accepted or rejected by the endpoint.

Detailed reports

Detail of Inbound/Outbound Calls by Agent/Campaign

This report contains detailed information regarding all the calls made or received in the VCC, classified by either agent or campaign.



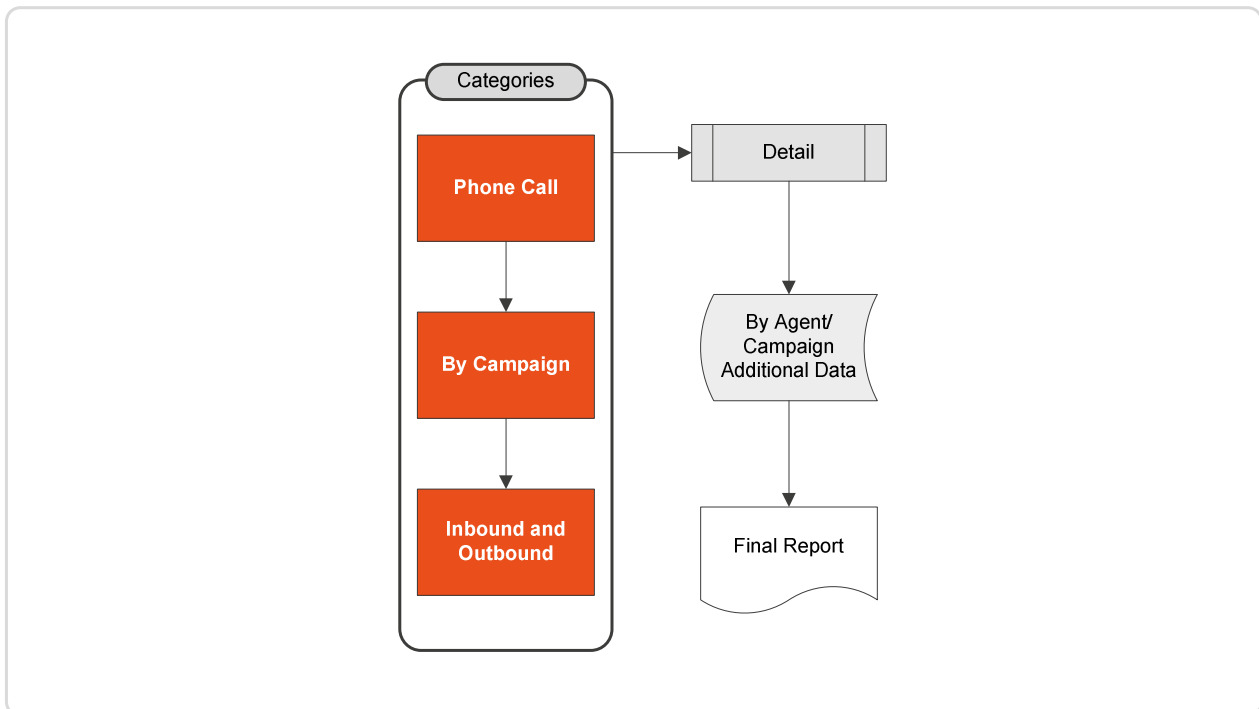
The fields in the report are:

- Type:** indicates whether the call was inbound or outbound
- Agent:** the ID of the agent for which the information is being retrieved
- DNIS:** indicates the DNIS (Dialing Number Identification Service) number that identifies the call
- ANI:** indicates the number to which the system is calling (if it's an outbound call) or the number from which the call was effectuated (if it's an inbound call)
- Start Time:** indicates the time at which the interaction started- counting from the moment the call began
- Initiation Time:** indicates the time at which the interaction started- counting from the moment the agent established communication with the client
- End Time:** indicates the time in which the interaction ended

- **Duration Time:** indicates the total duration of the call since the moment it entered the system until the client or system hung up.
The system can terminate the call if the waiting time has elapsed
- **Attention Time:** the total amount of time the agent tended to calls, it encompasses time speaking to clients as well as hold time
- **ACD Time:** indicates the amount of time during which the system looked for an available agent to assign the call.
- **Ringin/Ringback Time:** indicates the total amount of time the system spent ringin and calling back. Since the moment the call is assigned to an agent to the moment the agent answers it
- **Disposition Time:** Indicates the total amount of time callers spent waiting for the system to allocate their calls.
If the call does not go through an IVR process, the calculation takes into consideration the time elapsed from the moment the call reached the VCC until it was answered by an agent. This field also contains the transfer time to groups and agent, since those times are waiting time for the client.
- **Wrap-up Time:** total amount of time spent by the agent in “Wrap-up” mode (see Agent’s manual)
- **Hold Time:** indicates the amount of time the calls were put on hold

Detail of Inbound/Outbound Calls by Agent/Campaign - Additional Data

This report complements the previous report, seen in page 32 with additional data.

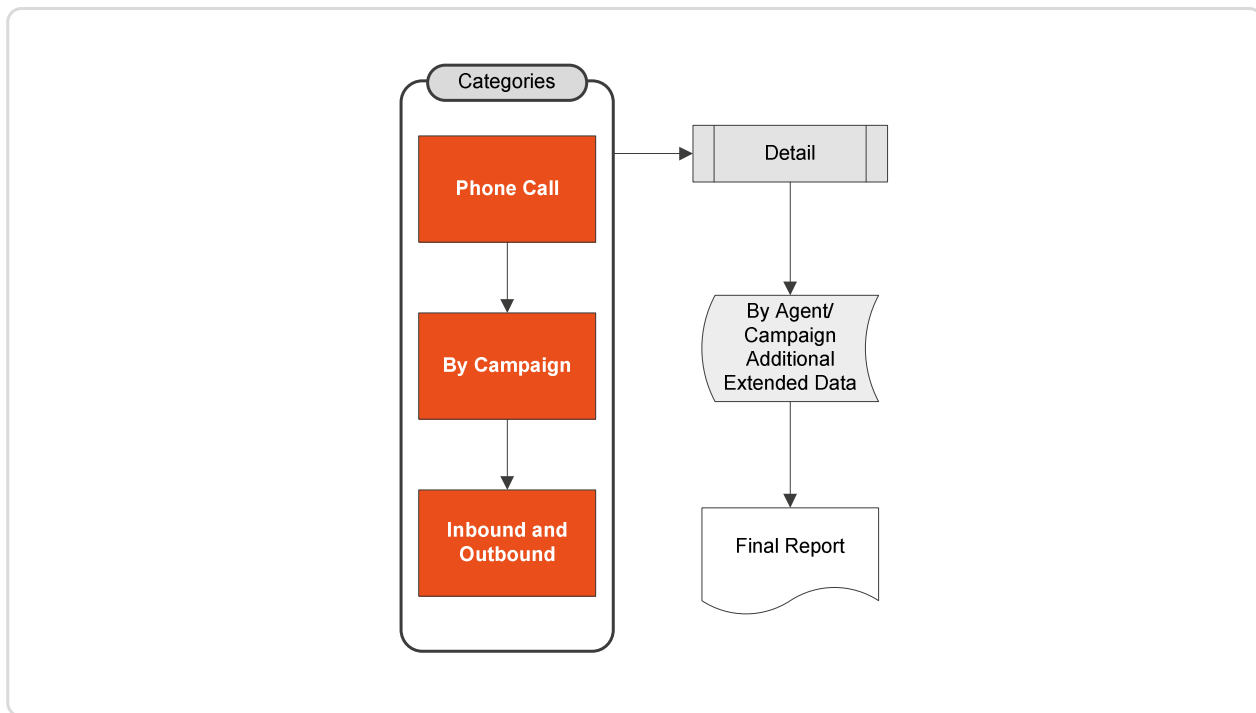


The fields contained in the report are:

- Agent:** the ID of the agent for which the information is being retrieved
- Direction:** indicates whether the call was inbound or outbound
- DNIS:** indicates the DNIS (Dialing Number Identification Service) number that identifies the call
- ANI:** indicates the number to which the system is calling (if it's an outbound call) or the number from which the call was effectuated (if it is an inbound call)
- Start Time:** indicates the time at which the interaction started- counting from the moment the call began
- End Time:** indicates the time in which the interaction ended
- First Attention Time:** indicates the time at which the interaction started- counting from the moment the agent established communication with the client
- Prefix First Agent:** indicates the prefix number that identifies the first agent that took or made the calls
- Last Agent:** identifies the last agent that intervened in a call

Detail of Inbound/Outbound Calls by Agent/Campaign - Additional Extended Data

The report includes detailed information on calls by campaign or agent.



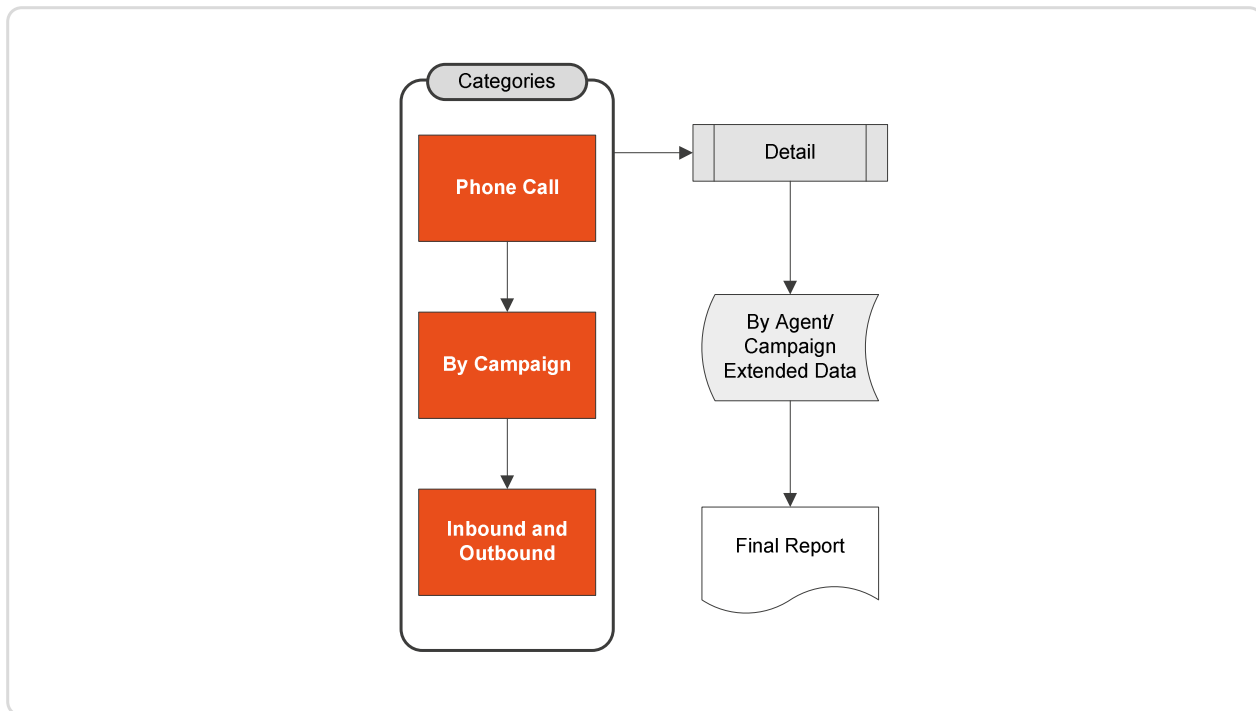
The fields included in the report are:

- Agent:** the ID of the agent for which the information is being retrieved
- Direction:** indicates whether the call was inbound or outbound
- Start Time:** indicates the time at which the interaction started- counting from the moment the call began
- Is Callback:** Determines if the call in question is a callback call. Callback is allowed when a call is actually finished and the wrap-up process has not yet been completed.
- (+) SVL:** indicates the sum of abandoned, answered and cancelled calls within the service level threshold
- Is Ghost:** if the call fits the predefined criteria for ghost calls threshold, the system lists it here
- Is Short:** indicates if the call belongs to the group of “short calls”, defined in the administrator’s panel (if the call lasts less than the defined threshold it is considered a short call)
- Is Long:** indicates if the call belongs to the group of “long calls”, defined in the administrator’s panel (if the call lasts more than the defined threshold it is considered a long call)
- Is out of Schedule:** if the call was made during hours that were not considered as a part of the campaign schedule, the system lists it here.

- **Was sent to the search for an Agent:** indicates a call that reached the VCC and the system started the process of looking for an available agent to answer the call
- **Has Callback:** Determines if during the call in question, a callback was effectuated. Callback is allowed when a call is actually finished and the wrap-up process has not yet been completed.

Detail of Inbound/Outbound Calls by Agent/Campaign - Extended Data

The report includes detailed information on calls by campaign or agent, with extended data on the different facts pertaining the call.

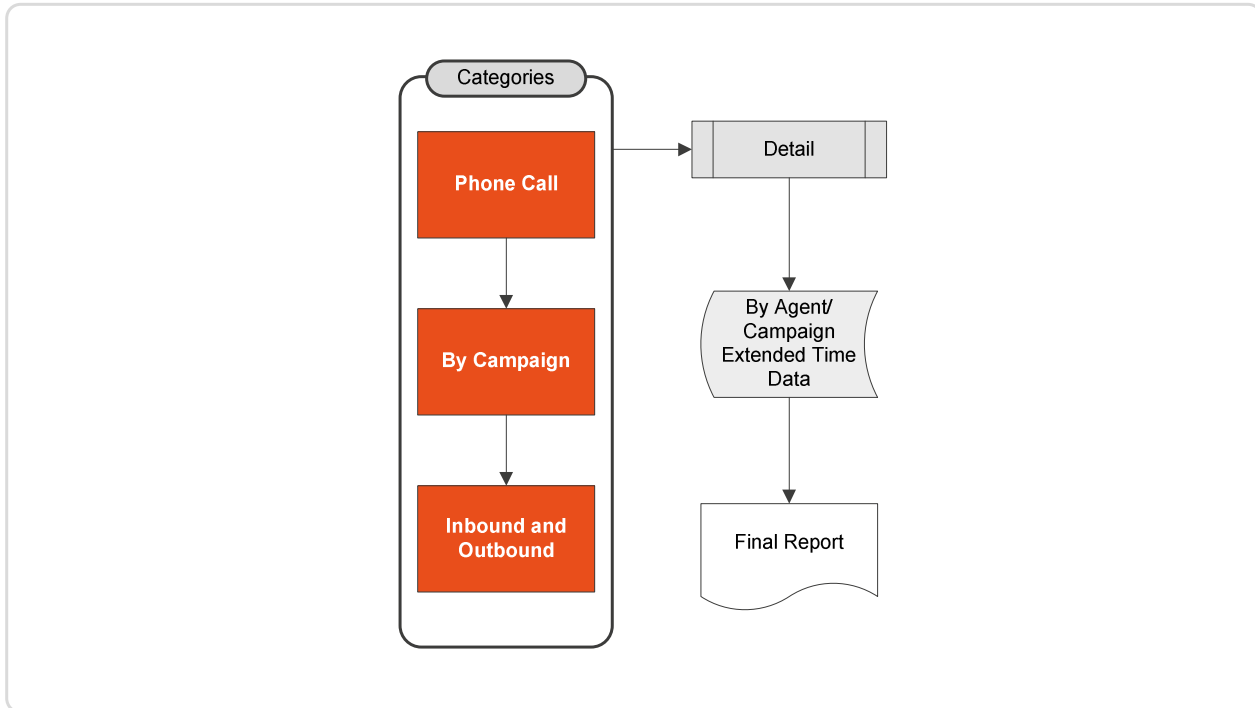


The fields included in the report are:

- Agent:** the ID of the agent for which the information is being retrieved
- Direction:** indicates whether the call was inbound or outbound
- Start Time:** indicates the time at which the interaction started- counting from the moment the call began
- Disposition:** indicates the final state of the interaction, for example “abandoned”, “cancelled”, etc
- Original Campaign:** indicates the name of the campaign to which the call belongs
- Contact ID:** indicates the identification number of the contact in the system. This data is usually used in outbound engine campaigns.
- Contact Name:** indicates the name of the contact as it appears in the system. This data is basically used for outbound campaigns.
- Disposition Code:** “Indicates the result of the interaction. This is used with clients/campaigns that have Front-end integration with InConcert.

Detail of Inbound/Outbound Calls by Agent/Campaign - Extended Time Data

The report includes detailed information on calls by campaign or agent, with extended time data on the different status the call went through.



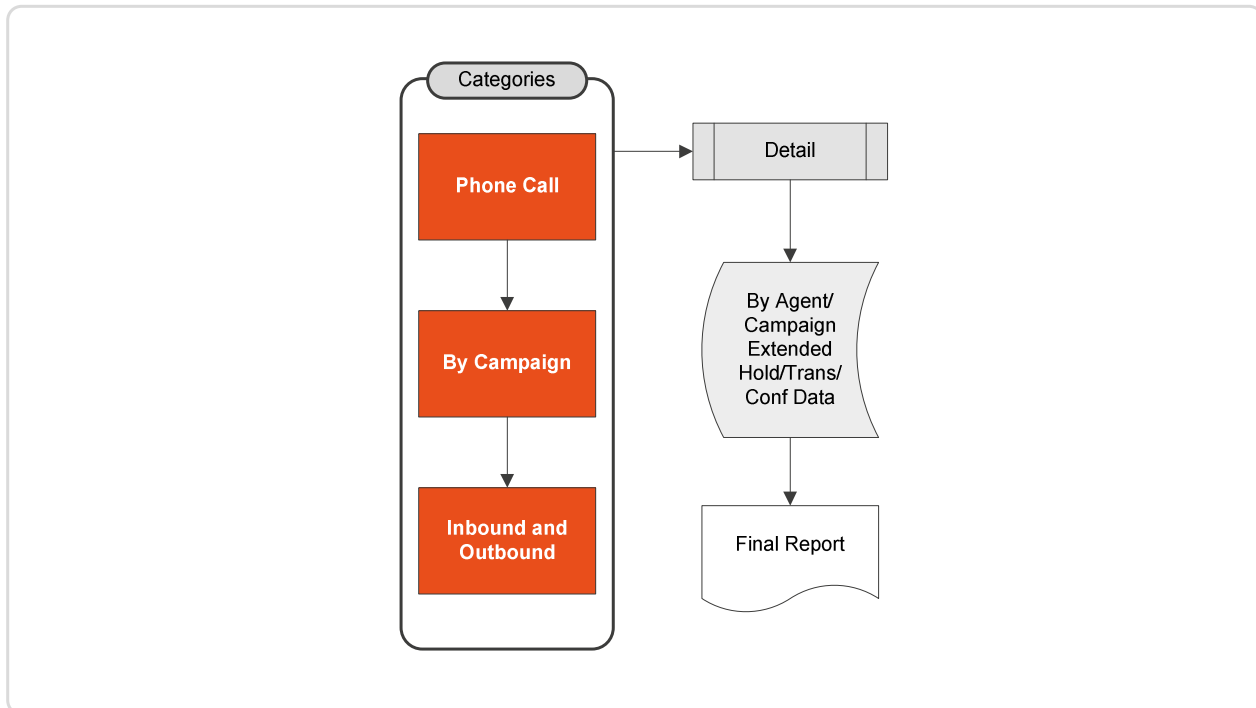
The fields included in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Direction:** indicates whether the call was inbound or outbound
- Agent:** the ID of the agent for which the information is being retrieved
- Start Time:** indicates the time at which the interaction started- counting from the moment the call began
- IVR time:** indicates the total amount of time during which the system processes the IVR interaction with the client.
- ACD Time:** indicates the amount of time during which the system looked for an available agent to assign the call.
- Ringling/Ringback Time:** indicates the total amount of time the system spent ringing and calling back. Since the moment the call is assigned to an agent to the moment the agent answers it
- Attention Time:** the total amount of time the agent tended to calls, it encompasses time speaking to clients as well as hold time

- **Average Attention Time:** the average amount of time the agent tended to calls, it encompasses time speaking to clients as well as hold time
- **Disposition time:** Indicates the total amount of time callers spent waiting for the system to allocate their calls.
If the call does not go through an IVR process, the calculation takes into consideration the time elapsed from the moment the call reached the VCC until it was answered by an agent. This field also contains the transfer time to groups and agent. since those times are waiting time for the client.
- **Wrap-up Time:** total amount of time spent by the agents in “Wrap-up” mode (see Agent’s manual)
- Park Time

Detail of Inbound/Outbound Calls by Agent/Campaign - Extended Hold/Conf/Trans Data

The report includes detailed information on calls by campaign or agent, with extended data on the different status the call went through- hold, conference and transfer time.



The fields included in the report are:

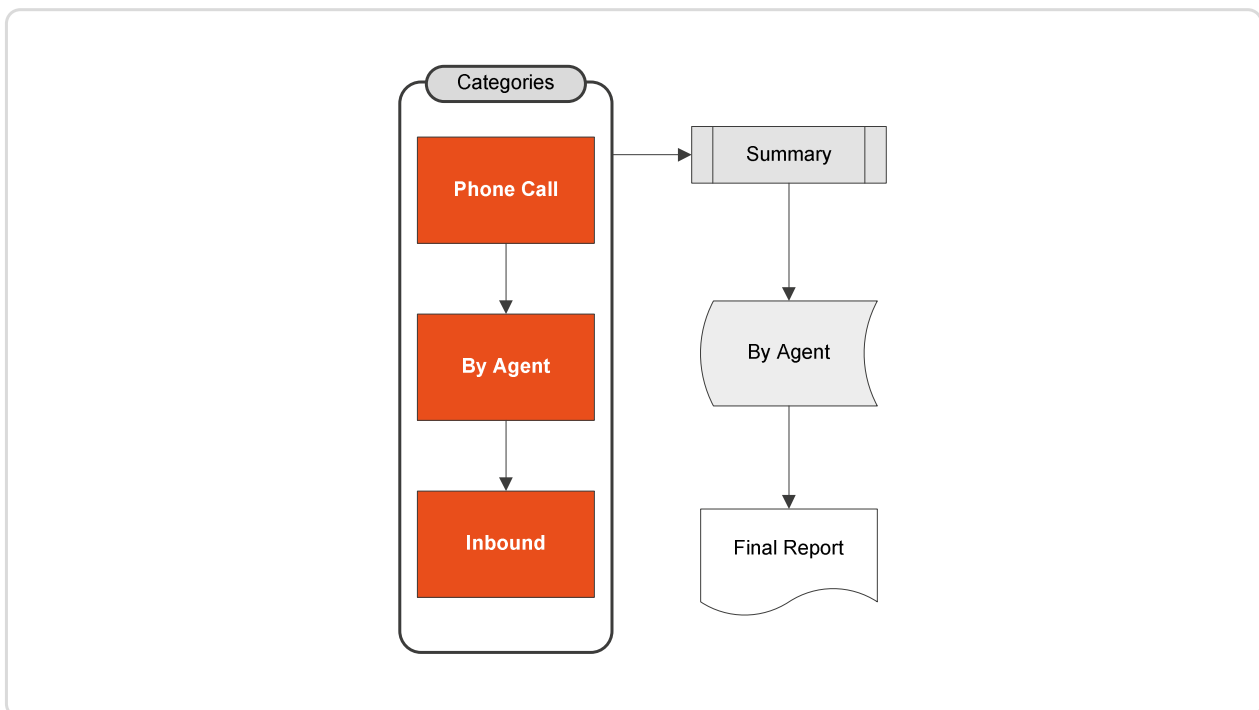
- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Direction:** indicates whether the call was inbound or outbound
- Agent:** the ID of the agent for which the information is being retrieved
- Start Time:** indicates the time at which the interaction started- counting from the moment the call started
- Hold Time:** indicates the amount of time the calls were put on hold
- Holds:** number of times the client was put on hold during the same call
- Is Transfer:** indicates if the call had a transfer at any point or not:
- Transfer Type:** Indicates the type of transference effectuated by the agent:
 1. Campaign: the call was transferred to another campaign in the VCC. It's considered as a new call
 2. Queue: the call is retransferred to the campaign queue
 3. Number: the call was transferred to an external number
 4. Agent: the call is transferred to an agent and appears in the BarAgent queue

- **Transfer Destination:** identifies the destination for the transfer, if the transference was of one of these different types:
 1. Campaign: Indicates the campaign ID
 2. Queue: indicates the campaign ID
 3. Number: indicates the external number with which communication was established
 4. Agent: indicates the ID of the agent to which the call was transferred
- **Transfer Time:** if the call is transferred to a queue or to an agent, this is the time encompassed since one agent transferred the call until another one accepted it. If the transference is meant to take the call to another line or to campaign, this indicates the time since the transference started, until it was completed or rejected by the agent.
- **Transfer Result:** indicates the result for the transference operation. If it indicates “Error” then it means that the transference could not be completed. If it indicates “Ok”, the transference process was completed.
- **Is Conference:** determines if the call in question was part of a conference or not
- **Conference Destination:** indicates the phone number with which the conference was effectuated

Summary Reports

Summary of Inbound Calls by Agent

The report consists of a summary of basic data for each agent, and comprises (by default) the last 15 minutes of interactions. If the administrator needs information for the last hours, he can select the period of time in the filter section (as discussed in page 5, in the field “Slice (minutes)”).



The fields in the report are:

- Period:** the window of time for which the report will retrieve data from the system. If the administrator has chosen 15 minutes, the report will show projected data for every 15 minutes of interactions in the selected window of time
- Agent:** the ID of the agent for which the information is being retrieved
- Offered:** total number of calls the agent initiated
- Taken:** indicates the total number of answered calls
- Abandoned:** Indicates the total number of calls that reached the VCC and were terminated either by the client or the system, before an agent could answer them.

- 1) If the call is an Inbound call, the client terminated it
- 2) If the call is a result of a predictive dialer operation, the results may be:

2.1) The client was called and the system looked for an available agent to assign the call. If there is no available agent before the waiting time threshold elapsed, then the system will proceed to terminate the call and label it as "Hang Up on threshold"

2.2) The call reached the client, but he hung up

- **Cancelled:** If the inbound campaign has a voicemail process associated to incoming calls, and the system cannot find an available agent to answer the call; the call is cancelled and goes to voicemail.

If the calls are Outbound, this case happens when the call cannot reach the client (the client won't answer it for some reason)

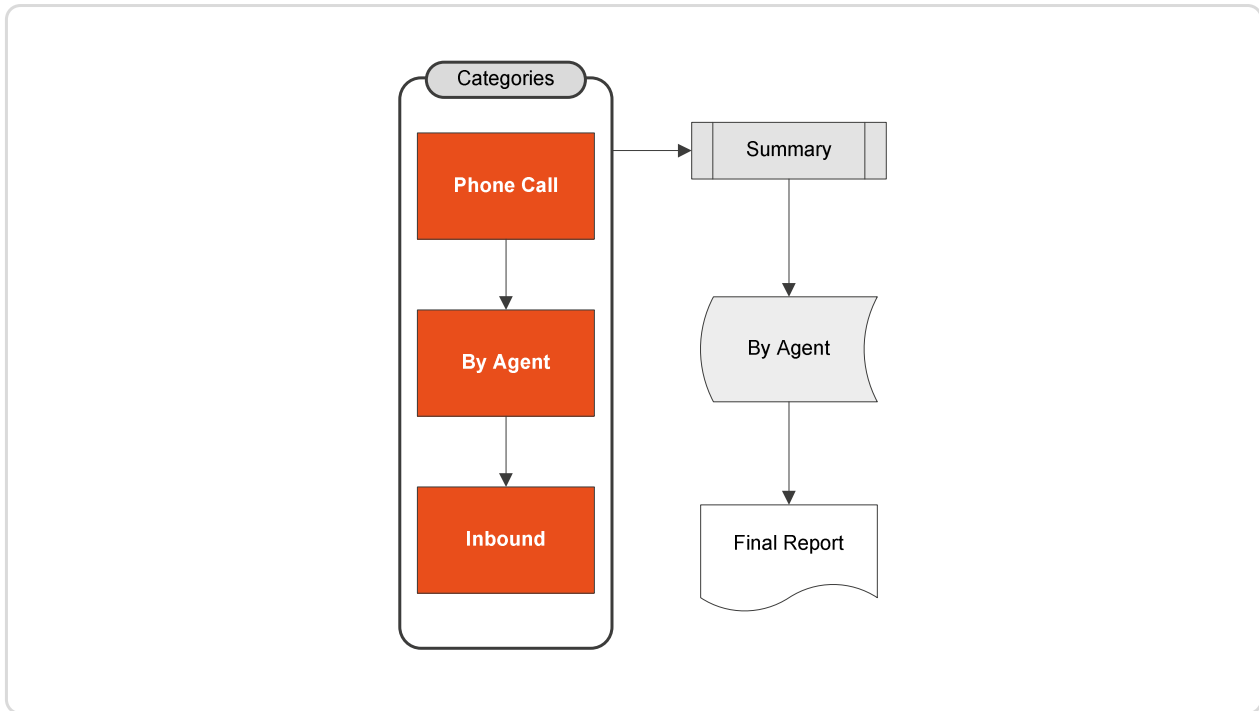
- **Inbound Service Level:** percentage of calls answered, abandoned or cancelled within the service threshold
- **Average ASA:** indicates the average answer time for calls. This field determines, on average, how many seconds elapsed since the moment the call reaches the VCC until an agent answered it. The formula for calculation is:

$$\text{Average ASA} = \frac{\text{Total answer time}}{\text{Total number of answered calls}}$$

- **Estimated CPH Agent:** number of estimated calls per hour. The basis for calculation is the estimation of the number of calls made during the selected period of time. For example, if the agent was logged during 15 minutes and made 3 calls, the CPH for that agent is 12 (if he had been logged in for 60 minutes, then he would have made 12 calls)
- **Estimated GPH:** number of calls catalogued as a goal per hour. The calculation basis is the same as for CPH.

Summary of Inbound Calls by Agent - Extended Average Time Data

This report contains the average time the agent spent in different call status during the last minutes. By default, the system takes the last 15 minutes into consideration; however the administrator can change that window.



The fields contained in the report are:

- Slice:** indicates the period of time for which the report contains information. In minutes
- Agent:** the ID of the agent for which the information is being retrieved
- Offered:** indicates the total number of inbound calls
- Average Duration Time:** indicates the average duration of the call since the moment it entered the system until the client or system hung up. It's important to note that the system can terminate a call if it reached the maximum waiting time
- Average Attention Time:** the total amount of time the agent tended to calls, it encompasses time speaking to clients as well as hold time
- Average Wrap-Up Time:** Indicates the average amount of time the agent spent in "Wrap-up". Wrap-Up time is the time elapsed between the agent or the client terminates the call, and the agent effectively finishes the interaction in the BarAgent application
- Average Hold Time:** indicates the average amount of time the agent put calls on hold

- **Average Abandoned Time:** indicates the average time for abandoned calls. The calculation formula is:

$$\textit{Average Abandoned Time} = \frac{\text{Total time of abandoned calls in the selected period}}{\text{Total number of abandoned calls in the period}}$$

(see Abandoned and Abandoned Time)

- **Average ACD Time:** indicates the amount of time during which the system looked for an available agent to assign the call. The calculation formula is:

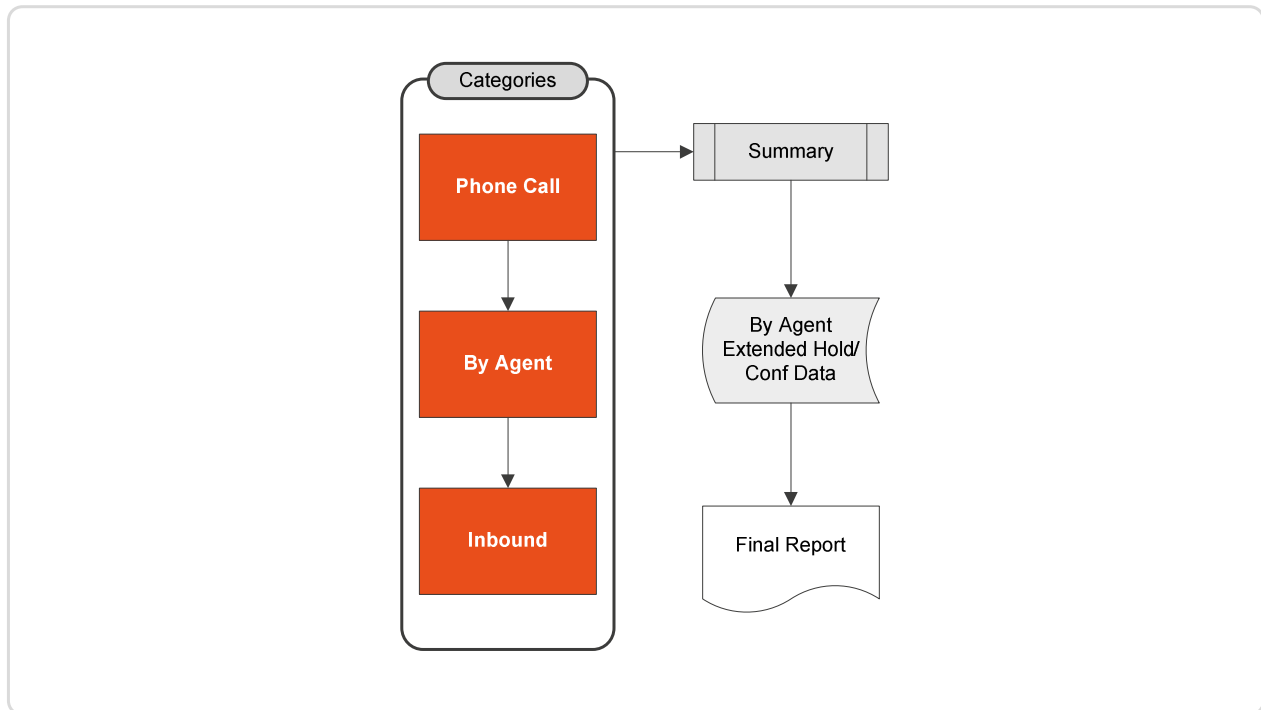
$$\textit{Average ACD Time} = \frac{\text{Total amount of time during which the system looked for an available agent}}{\text{Total number of calls that reached the VCC}}$$

- **Average Ringing Time:** indicates the average amount of time the call spent between the moment it reached the VCC the system assigns it to an available agent, and the agent answers it. The formula for calculation is:

$$\textit{Average Ringing Time} = \frac{\text{Total Ringing time}}{\text{Total number of answered calls}}$$

Summary of Inbound Calls by Agent - Extended Hold/Conf Data

This report contains summary information on calls received by each agent, and how they were processed in terms of holds and conferences.

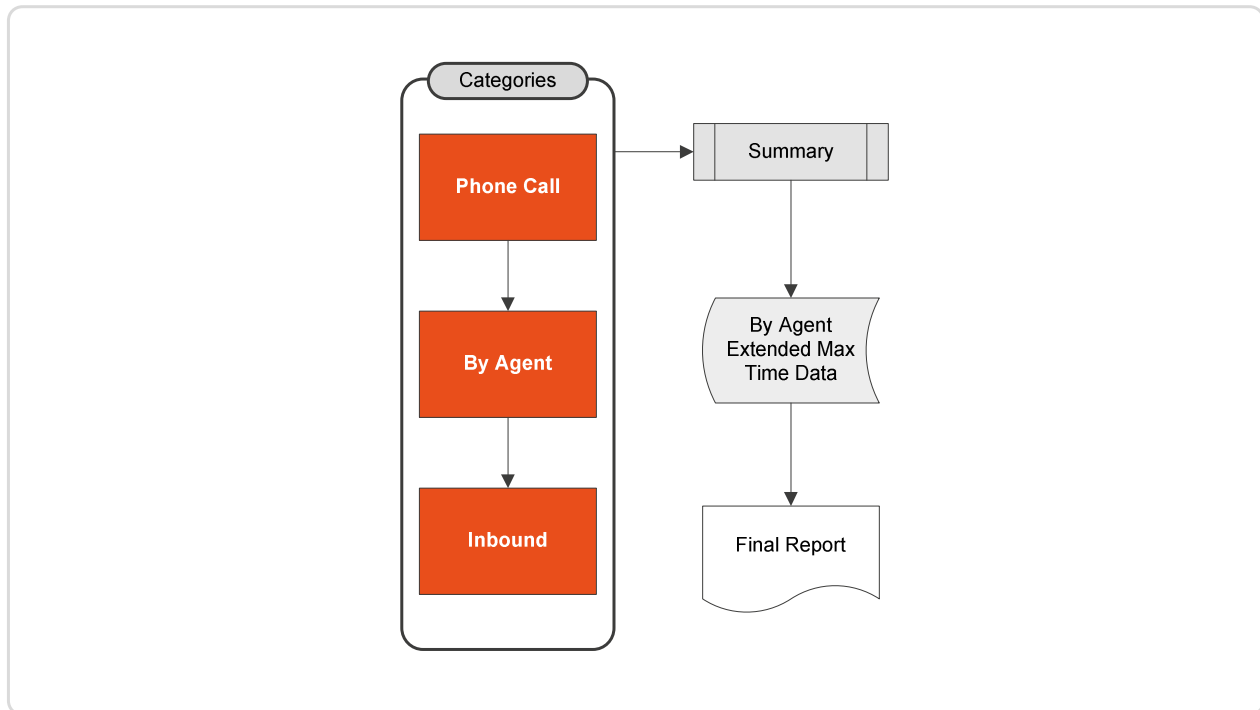


The fields in the report are:

- Period:** the window of time for which the report will retrieve data from the system. If the administrator has chosen 15 minutes, the report will show projected data for every 15 minutes of interactions in the selected window of time
- Agent:** the ID of the agent for which the information is being retrieved
- Offered:** total number of calls the agent initiated
- Holds:** number of times the agent put calls on whole during the selected period of time
- Holds per Call:** number of times the agent put one given call on hold
- Conferences:** number of times the agent sent calls to conferences during the selected period of time
- Conferences per Call:** number of times the agent sent one given call to conference

Summary of Inbound Calls by Agent - Extended Max Time Data

This report contains summary information on calls received by each agent, and how they were processed in terms of status.



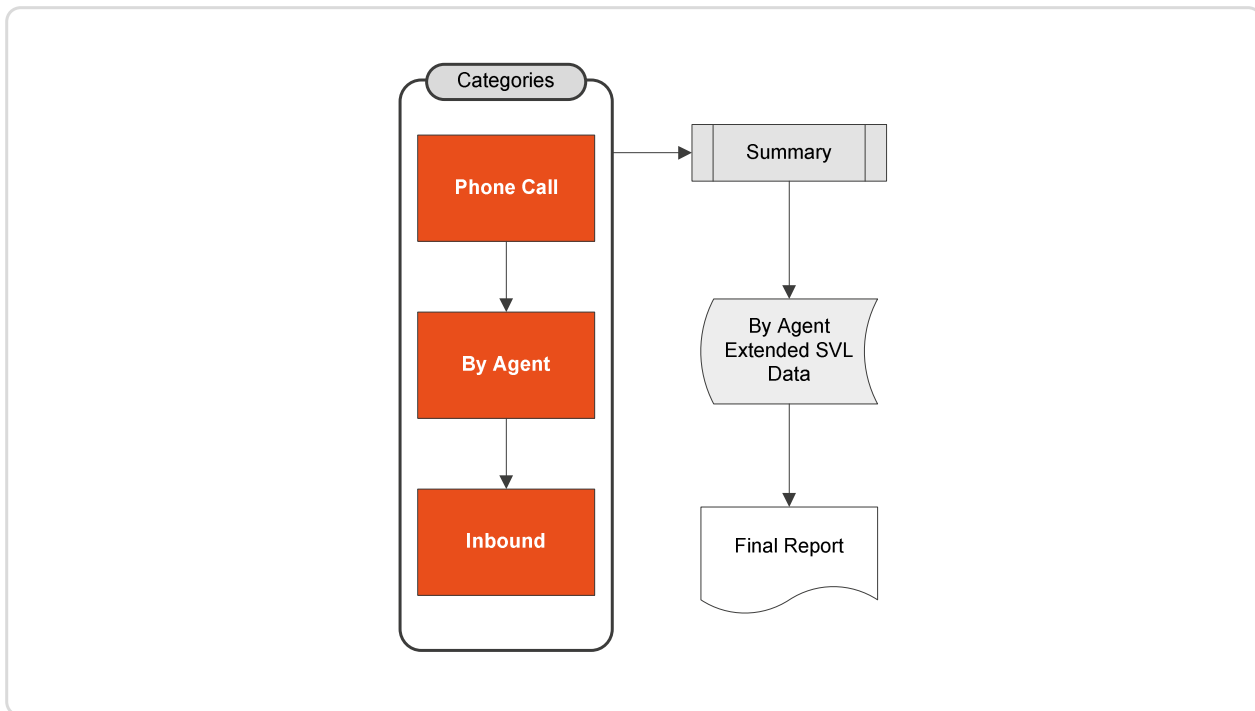
The fields presented in the report are:

- Slice:** indicates the period of time for which the report contains information. In minutes
- Agent:** the ID of the agent for which the information is being retrieved
- Offered:** total number of calls the agent initiated by the agent
- Max Duration Time:** Indicates the maximum duration time for a call in the selected period of time. Call duration is calculated from the moment the call reaches the VCC until it's terminated either by the client or the agent. The system can terminate the call if it has reached the maximum waiting time.
- Max Answer Delay Time:** Indicates the maximum waiting time for a call during the selected period of time. Waiting time is calculated since the moment the call reaches the VCC and an agent answers it.
- Max Attention Time:** Indicates the maximum attention time for a call during the selected period of time. Attention time is calculated since the moment the call is answered by an agent, and the agent or the client hangs up.

- **Max Ringing Time:** Indicates the maximum ringing time for calls during the selected period of time. Ringing time for one call is calculated computing the time in which the call is assigned to an agent and the agent effectively answers it.
- **Max Hold Time:** Indicates the maximum amount of time during which the call was put on hold in the selected period of time
- **Max Wrap-up Time:** Indicates the maximum ringing time for calls during the selected period of time. Ringing time for one call is calculated computing the time in which the call is assigned to an agent and the agent effectively answers it.

Summary of Inbound Calls by Agent - Extended SVL Data

This report contains information on the service level for each agent.



The fields present in the report are:

- Agent:** the ID of the agent for which the information is being retrieved
- Slice:** indicates the period of time for which the report contains information. In minutes
- Offered:** total number of calls the agent initiated by the agent
- Short:** indicates if the call belongs to the group of “short calls”, defined in the administrator’s panel (if the call lasts less than the defined threshold it is considered a short call)
- Long:** indicates if the call belongs to the group of “long calls”, defined in the administrator’s panel (if the call lasts more than the defined threshold it is considered a long call)
- Ghost:** if the call fits the predefined criteria for ghost calls threshold, the system lists it here if the call fits the predefined criteria for ghost calls threshold, the system lists it here
- SVL:** Indicates the service level. It determines the percentage of answered or abandoned calls within the service level threshold
- Answered:** Total number of calls that reached the VCC and were answered by an agent
- Abandoned:** Indicates the total number of calls that reached the VCC and were terminated either by the client or the system, before an agent could answer them.

1) If the call is an Inbound call, the client terminated it

2) If the call is a result of a predictive dialer operation, the results may be:

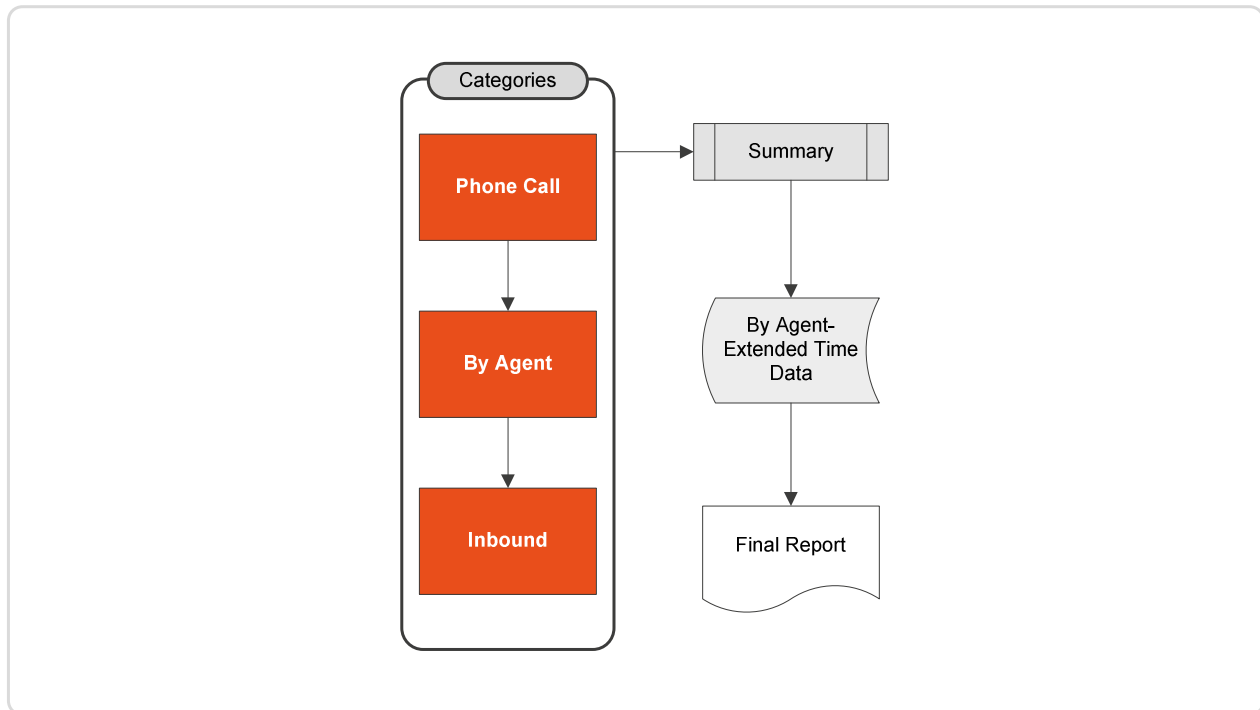
2.1) The client was called and the system looked for an available agent to assign the call. If there is no available agent before the waiting time threshold elapsed, then the system will proceed to terminate the call and label it as "Hang Up on threshold"

2.2) The call reached the client, but he hung up

- + SVL Answered:** Indicates the number of answered calls with a positive service level. The data is based on the number of calls answered within the service level threshold.
- (+) SVL Abandoned:** Indicates the number of abandoned calls with a positive service level. The data is based on the number of abandoned calls within the service level threshold.
- SVL Answered:** Indicates the number of answered calls with a negative service level. The data is based on the number of calls answered after the service level threshold.
- (-) SVL Abandoned:** Indicates the number of abandoned calls with a negative service level. The data is based on the number of abandoned calls after the service level threshold.
- (+) SVL Cancelled:** Indicates the number of cancelled calls with a positive service level. The data is based on the number of cancelled calls within the service level threshold.
- (-) SVL Cancelled:** Indicates the number of cancelled calls with a negative service level. The data is based on the number of cancelled calls after the service level threshold.

Summary of Inbound Calls by Agent - Extended Time Data

This report contains information on the different statuses the call went through on an agent by agent basis.



The report contains the following fields:

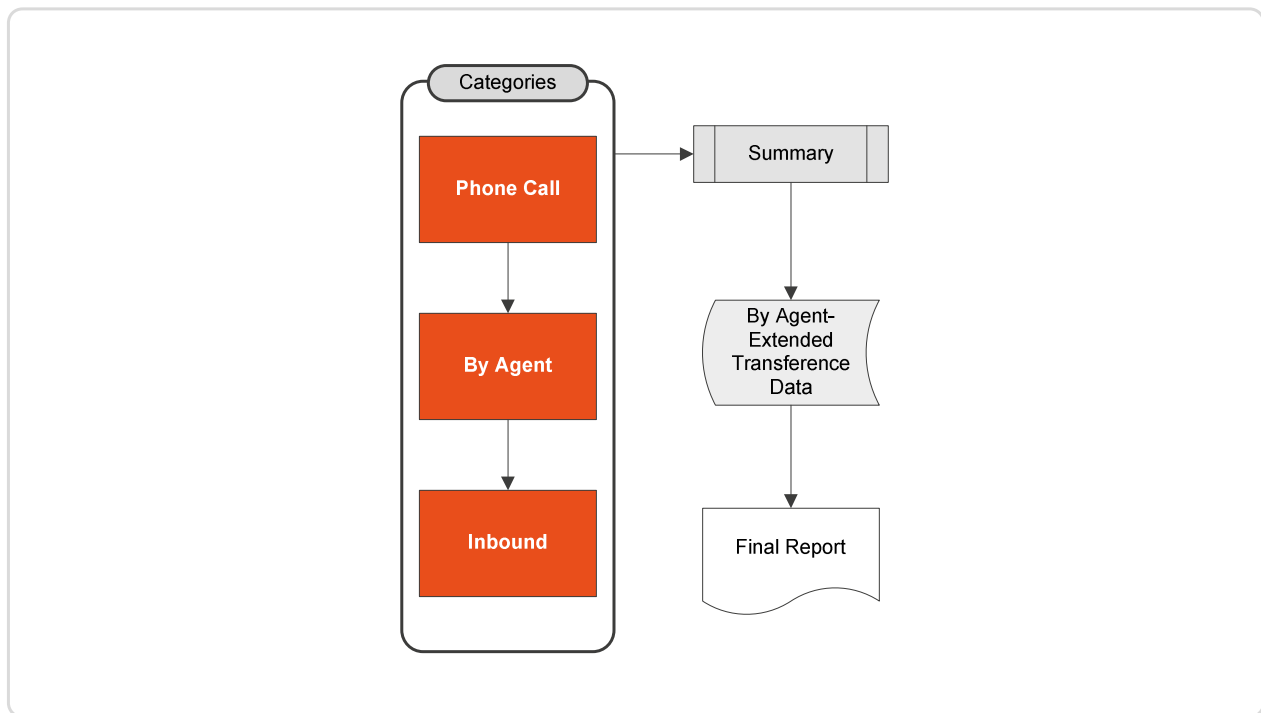
- **Slice:** indicates the period of time for which the report contains information. In minutes indicates the period of time for which the report contains information. In minutes
- **Agent:** the ID of the agent for which the information is being retrieved the ID of the agent for which the information is being retrieved the ID of the agent for which the information is being retrieved
- **Offered:** total number of calls the agent initiated total number of calls the agent initiated by the agent
- **Duration Time:** indicates the total duration of the call since the moment it entered the system until the client or system hung up.
The system can terminate the call if the waiting time has elapsed
- **Attention Time:** the total amount of time the agent tended to calls, it encompasses time speaking to clients as well as hold time
- **Ringling Time:** computes the total amount of time the call spent in "ringling" mode. Since the moment the call is assigned to an agent to the moment the agent answers it
- **Wrap-up Time:** total amount of time spent by the agent in "Wrap-up" mode (see Agent's manual)

- **Hold Time:** indicates the amount of time the calls were put on hold
- **Abandoned Time:** Indicates the total amount of abandon time of the calls that reached the contact center. This time is calculated using calls that are considered as abandoned. The calculation takes into consideration the time elapsed between the call reaches the VCC and the client or the system terminate it before an agent can answer.
 - 1) If the call is an Inbound call, the time is calculated from the moment the call reaches the VCC until the client terminated it
 - 2) If the call is a result of a predictive dialer operation, the time is calculated since the client answered the call until it's terminated by the client himself or the system
- **Answer Time:** the total amount of time the agent (or the campaign as a whole) spent between the moment the call entered the Contact Center and he effectively answered the call
- **Transferred Time:** if the call is transferred to a queue, this is the time encompassed since one agent transferred the call until another one accepted it. If the transference is meant to take the call to another line, this indicates the time since the transference started, until it was accepted or rejected by the endpoint.
- **Average Holds per Call:** Average of number of times the agent put one given call on hold. The formula for calculation is:

$$\text{Average Holds per Call} = \frac{\text{Total number of Holds during the selected period}}{\text{Total number of answered calls by an agent during the selected period}}$$

Summary of Inbound Calls by Agent - Extended Transference Data

The report contains information on the transfer time for calls on an agent by agent basis.



The fields in the report are:

- Slice:** indicates the period of time for which the report contains information. In minutes
- Offered:** total number of calls the agent initiated
- Transferred:** indicates whether the call was transferred to another number or not
- Transferred to Agent:** indicates if the call was transferred to another agent. Transfers to agents are directly queued in the agent's BarAgent application
- Transferred to Number:** number of calls that were transferred to an external number (not pertaining to the VCC)
- Transferred to Campaign:** It determines if the call was transferred to a campaign. Calls transferred to campaigns enter the system as a new call, just as if the call reached the VCC from an external number
- Transferred to Group:** indicates if the call was transferred to a queue. Transfers to queue are directly queued in the agent's BarAgent application
- Average Transferred:** Indicates the average number of transferred calls. The field determines on average the number of calls that were transferred to another number. The formula for calculation is:

$$Average\ Transferred = \frac{\begin{array}{l} N^{\circ}\ of\ calls\ transferred\ to\ queue \\ +N^{\circ}\ of\ calls\ transferred\ to\ Agent \\ +N^{\circ}\ of\ calls\ transferred\ to\ an\ external\ number \\ +\ N^{\circ}\ of\ calls\ transferred\ to\ Campaign \end{array}}{\text{Total number of Answered Calls}}$$

- **Average Transferred to Group:** indicates if the call was transferred to a queue. Transfers to queue are directly queued in the agent's BarAgent application average number of calls that were transferred to a group (queue). Queued calls appear in each agent's queue. The calculation formula for this field is:

$$Average\ Transferred\ to\ Group = \frac{\text{Total number of calls transferred to a group (queue)}}{\text{Total number of answered calls}}$$

- **Average Transferred to Agent:** Average number of calls that were transferred to an agent. The calls transferred to an agent are directly listed on the BarAgent queue. The calculation formula for this field is:

$$Average\ Transferred\ to\ Agent = \frac{\text{Total number of calls transferred to the agent}}{\text{Total number of answered calls}}$$

- **Average Transferred to Number:** average number of calls that were transferred to a Number. The calculation formula for this field is:

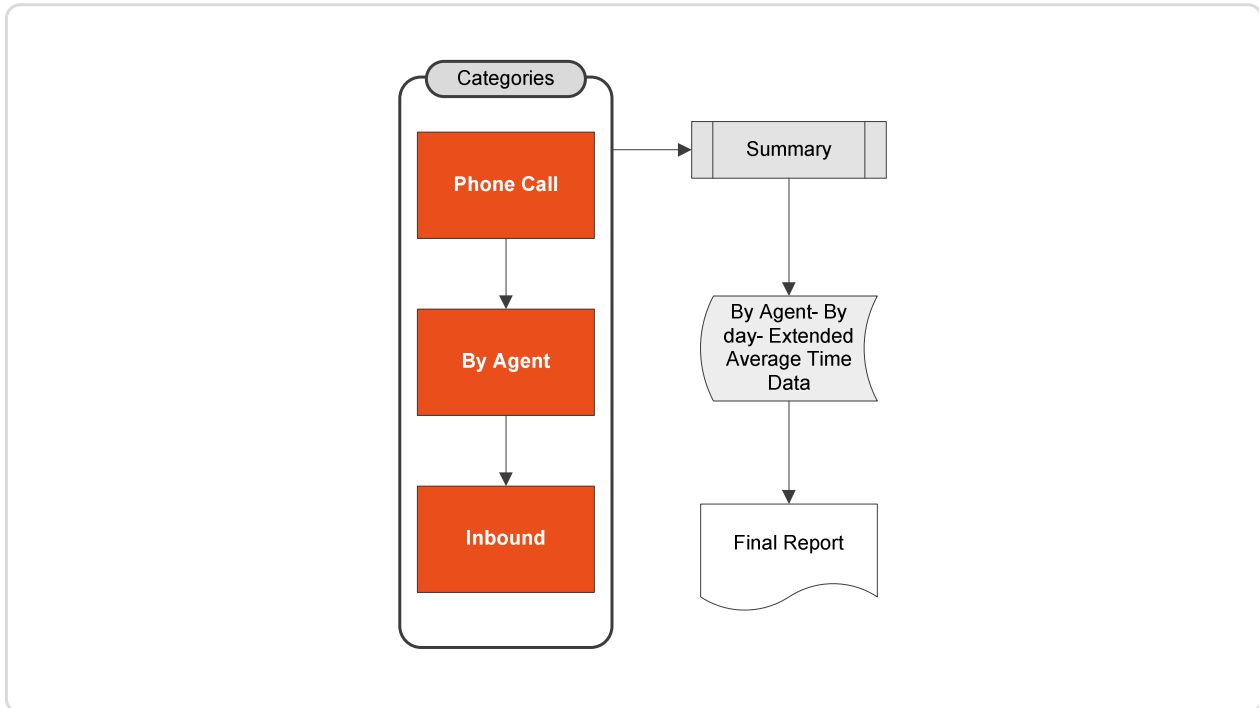
$$Average\ Transferred\ to\ Number = \frac{\text{Total number of calls transferred to a Number}}{\text{Total number of answered calls}}$$

- **Average Transferred to Campaign:** average number of calls that were transferred to a campaign. The calls transferred to a campaign are treated as new coming calls, and therefore go through an ACD process. The calculation formula for this field is:

$$Average\ Transferred\ to\ Campaign = \frac{\text{Total number of calls transferred to a campaign}}{\text{Total number of answered calls}}$$

Summary of Inbound Calls by Agent by Day - Extended Average Time Data

This report gives the administrator a summary of information on the inbound calls each agent participated in, day by day.



The fields contained in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Agent:** the ID of the agent for which the information is being retrieved the ID of the agent for which the information is being retrieved
- Offered:** total number of calls the agent initiated
- Average Duration Time:** indicates the average duration of the call since the moment it entered the system until the client or system hung up. It's important to note that the system can terminate a call if it reached the maximum waiting time.
- Average Attention Time:** indicates the average time during which the agent actually spoke to clients
- Average Wrap-Up Time:** Indicates the average amount of time the agent spent in "Wrap-up". Wrap-Up time is the time elapsed between the agent or the client terminates the call, and the agent effectively finishes the interaction in the BarAgent application.
- Average Hold Time:** indicates the average amount of time the agent put calls on hold

- **Average Abandoned Time:** indicates the average amount of time the agent had for abandoned calls
- **Average Ringing Time:** indicates the average amount of time the call spent between the moment it reached the VCC the system assigns it to an available agent, and the agent answers it. The formula for calculation is:

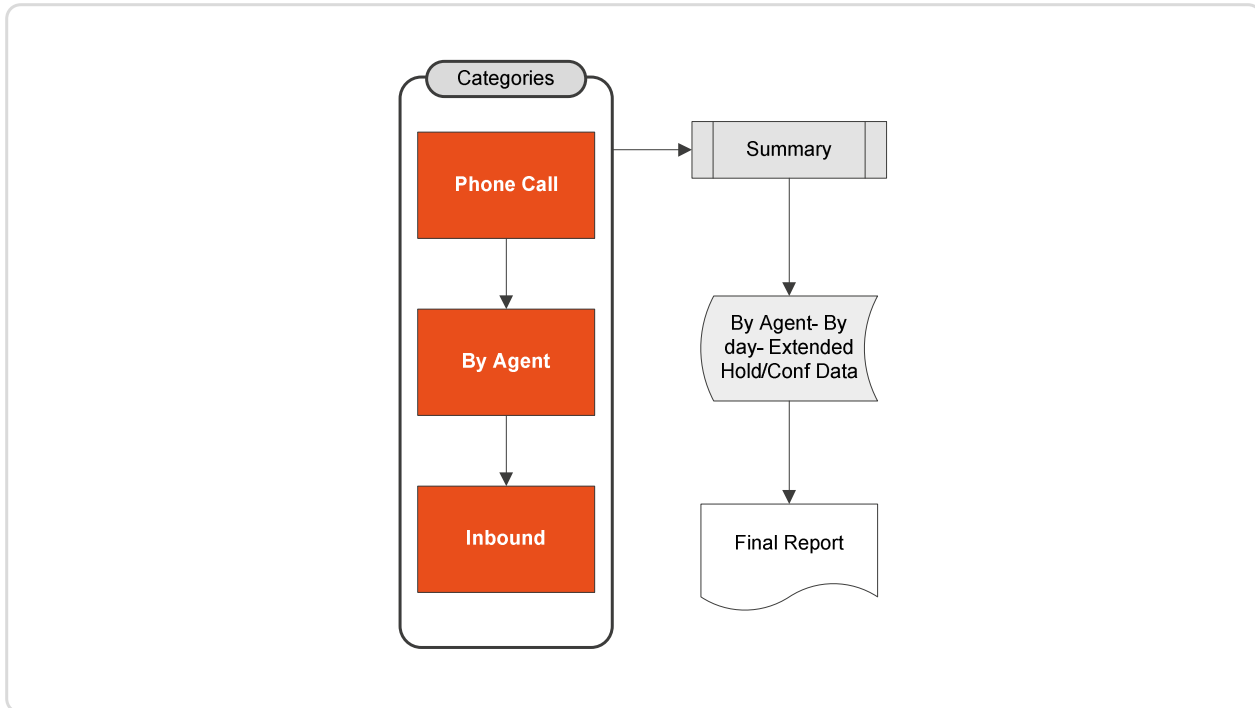
$$\text{Average Ringing Time} = \frac{\text{Total Ringing time}}{\text{Total number of answered calls}}$$

- **Average ACD Time:** indicates the amount of time during which the system looked for an available agent to assign the call. The calculation formula is:

$$\text{Average ACD Time} = \frac{\text{Total amount of time during which the system looked for an available agent}}{\text{Total number of calls that reached the VCC}}$$

Summary of Inbound Calls by Agent by Day - Extended Hold/Conf Data

This report contains summary information on calls received by each agent, and how they were processed in terms of holds and conferences, on a daily basis.

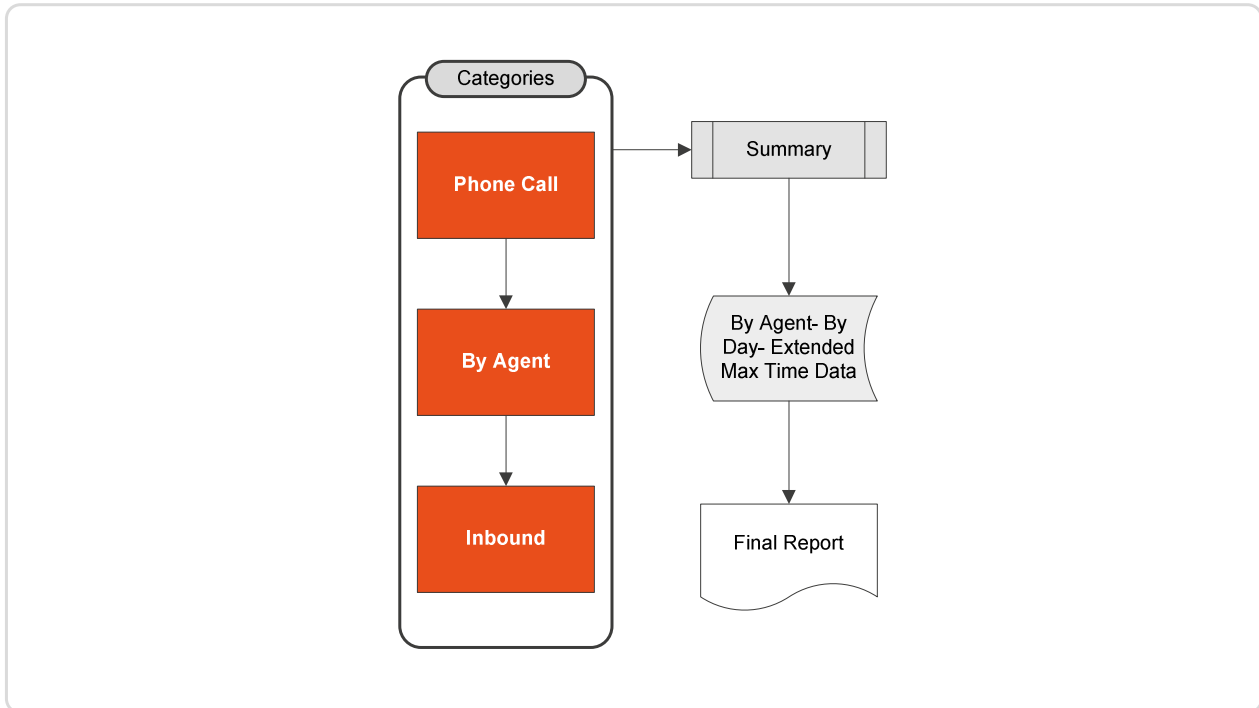


The fields contained in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Agent:** the ID of the agent for which the information is being retrieved the ID of the agent for which the information is being retrieved
- Offered:** total number of calls the agent initiated
- Holds:** number of times the client was put on hold during the same call
- Holds per Call:** number of times the agent put one given call on hold
- Conferences:** number of times the agent sent calls to conferences during the selected period of time
- Conferences per Call:** number of times the agent sent one given call to conference

Summary of Inbound Calls by Agent by Day - Extended Max Time Data

This report contains a summary of information about the interactions each agent participated in grouped on a daily basis.



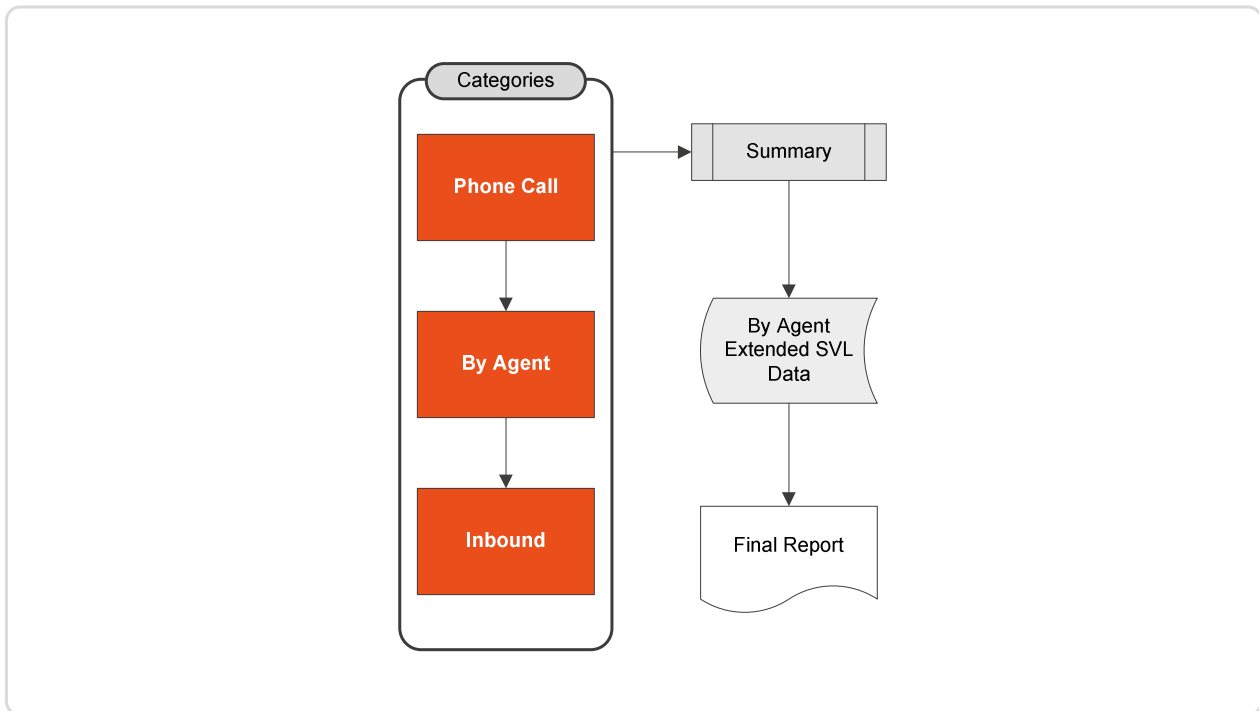
The fields contained in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Agent:** the ID of the agent for which the information is being retrieved the ID of the agent for which the information is being retrieved
- Offered:** total number of calls the agent initiated
- Max Ringing Time:** Indicates the maximum ringing time for calls during the selected period of time. Ringing time for one call is calculated computing the time in which the call is assigned to an agent and the agent effectively answers it.
- Max Hold Time:** Indicates the maximum amount of time during which the call was put on hold in the selected period of time
- Max Wrap-up Time:** Indicates the maximum ringing time for calls during the selected period of time. Ringing time for one call is calculated computing the time in which the call is assigned to an agent and the agent effectively answers it.

- **Max Attention Time:** Indicates the maximum attention time for a call during the selected period of time. Attention time is calculated since the moment the call is answered by an agent, and the agent or the client hangs up.
- **Max Duration Time:** Indicates the maximum duration time for a call in the selected period of time. Call duration is calculated from the moment the call reaches the VCC until it's terminated either by the client or the agent. The system can terminate the call if it has reached the maximum waiting time.
- **Max Answer Delay Time:** Indicates the maximum waiting time for a call during the selected period of time. Waiting time is calculated since the moment the call reaches the VCC and an agent answers it.

Summary of Inbound Calls by Agent - Extended SVL Data

This report shows data on the service level each agent reached.



The fields contained in the report are:

- Slice:** indicates the period of time for which the report contains information. In minutes
- Agent:** the ID of the agent for which the information is being retrieved the ID of the agent for which the information is being retrieved
- Offered:** total number of calls the agent initiated
- Short:** indicates if the call belongs to the group of “short calls”, defined in the administrator’s panel (if the call lasts less than the defined threshold it is considered a short call)
- Long:** indicates if the call belongs to the group of “long calls”, defined in the administrator’s panel (if the call lasts more than the defined threshold it is considered a long call)
- Ghost:** if the call fits the predefined criteria for ghost calls threshold, the system lists it here
- SVL:** Indicates the service level. It determines the percentage of answered or abandoned calls within the service level threshold
- Answered:** Total number of calls that reached the VCC and were answered by an agent
- Abandoned:** Indicates the total number of calls that reached the VCC and were terminated either by the client or the system, before an agent could answer them.

1) If the call is an Inbound call, the client terminated it

2) If the call is a result of a predictive dialer operation, the results may be:

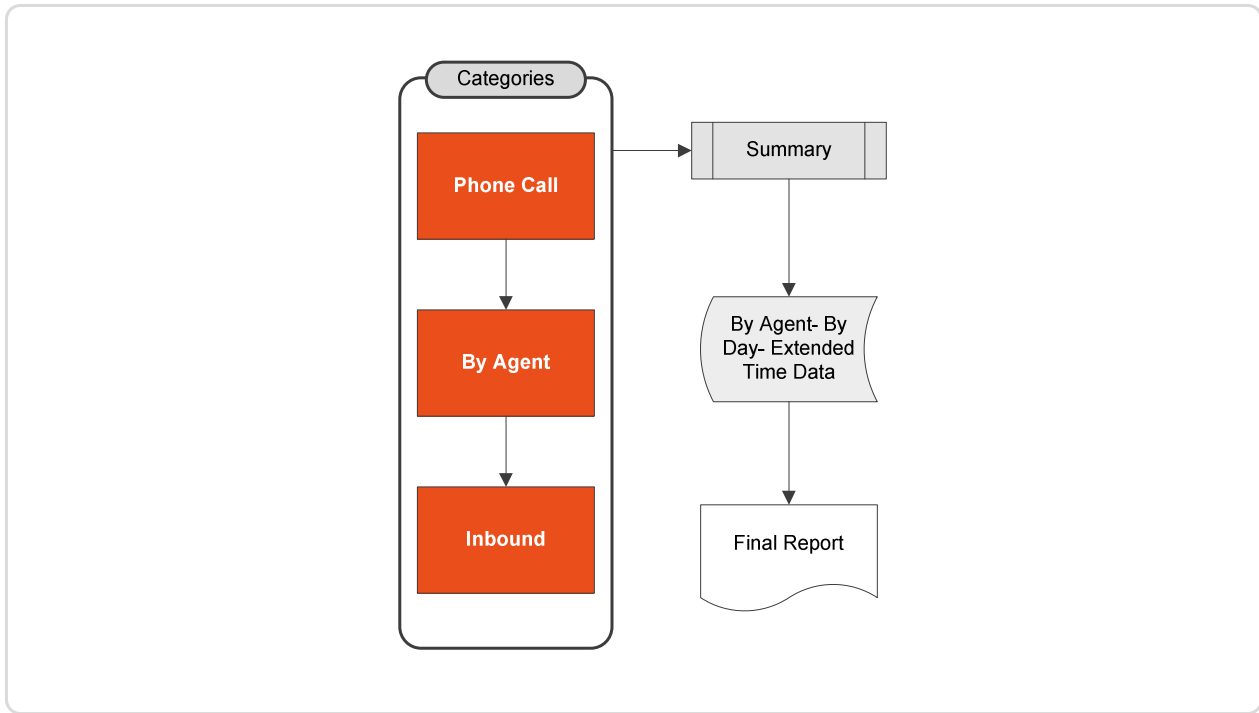
2.1) The client was called and the system looked for an available agent to assign the call. If there is no available agent before the waiting time threshold elapsed, then the system will proceed to terminate the call and label it as "Hang Up on threshold"

2.2) The call reached the client, but he hung up

- + SVL Answered:** Indicates the number of answered calls with a positive service level. The data is based on the number of calls answered within the service level threshold.
- (+) SVL Abandoned:** Indicates the number of abandoned calls with a positive service level. The data is based on the number of abandoned calls within the service level threshold.
- (+) SVL Cancelled:** Indicates the number of cancelled calls with a positive service level. The data is based on the number of cancelled calls within the service level threshold.
- (-) SVL Answered:** Indicates the number of answered calls with a negative service level. The data is based on the number of calls answered after the service level threshold.
- (-) SVL Abandoned:** Indicates the number of abandoned calls with a negative service level. The data is based on the number of abandoned calls after the service level threshold.
- (-) SVL Cancelled:** Indicates the number of cancelled calls with a negative service level. The data is based on the number of cancelled calls after the service level threshold.

Summary of Inbound Calls by Agent by Day - Extended Time Data

This report gives a summary of information regarding the activities each agent has performed in one day.



The fields contained in the report are:

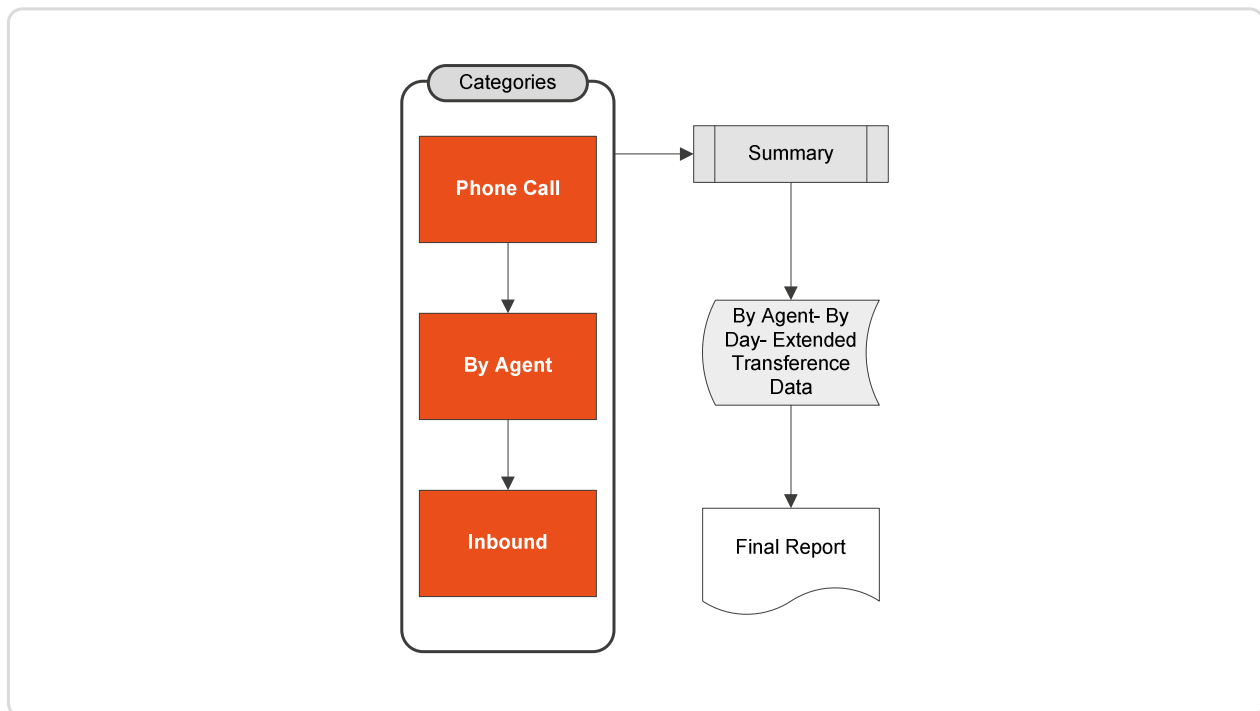
- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Agent:** the ID of the agent for which the information is being retrieved
- Offered:** total number of calls the agent initiated total number of calls the agent initiated by the agent
- Duration Time:** indicates the amount of time for each interaction the sum of each call duration
- Attention Time:** the total amount of time the agent tended to calls, it encompasses time speaking to clients as well as hold time
- Ringing Time:** computes the total amount of time the call spent in "ringing" mode. Since the moment the call is assigned to an agent to the moment the agent answers it
- Wrap-up Time:** total amount of time spent by the agent in "Wrap-up" mode (see Agent's manual)
- Hold Time:** indicates the amount of time the calls were put on hold

- **Abandoned Time:** Indicates the total amount of abandon time of the calls that reached the contact center. This time is calculated using calls that are considered as abandoned. The calculation takes into consideration the time elapsed between the call reaches the VCC and the client or the system terminate it before an agent can answer.
 - 1) If the call is an Inbound call, the time is calculated from the moment the call reaches the VCC until the client terminated it
 - 2) If the call is a result of a predictive dialer operation, the time is calculated since the client answered the call until it's terminated by the client himself or the system
- **Answer Time:** the total amount of time the agent (or the campaign as a whole) spent between the moment the call entered the Contact Center and he effectively answered the call
- **Transferred Time:** if the call is transferred to a queue, this is the time encompassed since one agent transferred the call until another one accepted it. If the transference is meant to take the call to another line, this indicates the time since the transference started, until it was accepted or rejected by the endpoint.
- **Average Hold time per Call:** indicates the average time spent on hold for each call. The formula for calculation is:

$$Average\ Hold\ Time\ per\ Call = \frac{Total\ Hold\ Time}{Total\ number\ of\ holds\ for\ the\ considered\ period}$$

Summary of Inbound Calls by Agent by Day - Extended Transference Data

The report contains information on the transfer time for calls on an agent by agent basis, using day to day data.



The report contains the following fields:

- Slice:** indicates the period of time for which the report contains information. In minutes
- Offered:** total number of calls the agent initiated
- Transferred:** indicates whether the call was transferred to another number or not
- Transferred to Agent:** indicates if the call was transferred to another agent. Transfers to agents are directly queued in the agent's BarAgent application
- Transferred to Number:** number of calls that were transferred to an external number (not pertaining to the VCC)
- Transferred to Campaign:** It determines if the call was transferred to a campaign. Calls transferred to campaigns enter the system as a new call, just as if the call reached the VCC from an external number
- Transferred to Group:** indicates if the call was transferred to a queue. Transfers to queue are directly queued in the agent's BarAgent application
- Average Transferred:** Indicates the average number of transferred calls. The field determines on average the number of calls that were transferred to another number. The formula for calculation is:

$$Average Transferred = \frac{\begin{array}{l} N^{\circ} \text{ of calls transferred to queue} \\ + N^{\circ} \text{ of calls transferred to Agent} \\ + N^{\circ} \text{ of calls transferred to an external number} \\ + N^{\circ} \text{ of calls transferred to Campaign} \end{array}}{\text{Total number of Answered Calls}}$$

- **Average Transferred to Group:** indicates if the call was transferred to a queue. Transfers to queue are directly queued in the agent's BarAgent application average number of calls that were transferred to a group (queue). Queued calls appear in each agent's queue.

The calculation formula for this field is:

$$Average Transferred to Group = \frac{\text{Total number of calls transferred to a group (queue)}}{\text{Total number of answered calls}}$$

- **Average Transferred to Agent:** Average number of calls that were transferred to an agent. The calls transferred to an agent are directly listed on the BarAgent queue.

The calculation formula for this field is:

$$Average Transferred to Agent = \frac{\text{Total number of calls transferred to the agent}}{\text{Total number of answered calls}}$$

- **Average Transferred to Number:** average number of calls that were transferred to a Number. The calculation formula for this field is:

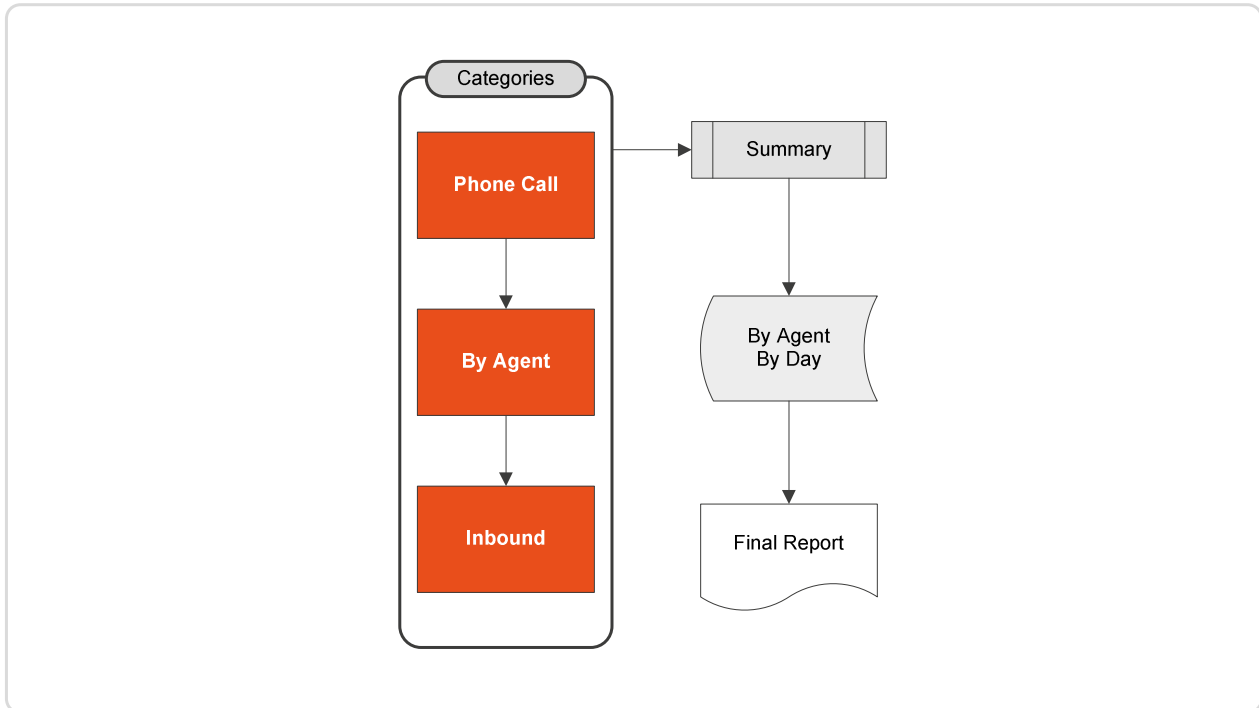
$$Average Transferred to Number = \frac{\text{Total number of calls transferred to a Number}}{\text{Total number of answered calls}}$$

- **Average Transferred to Campaign:** average number of calls that were transferred to a campaign. The calls transferred to a campaign are treated as new coming calls, and therefore go through an ACD process. The calculation formula for this field is:

$$Average Transferred to Campaign = \frac{\text{Total number of calls transferred to a campaign}}{\text{Total number of answered calls}}$$

Summary of Inbound Calls by Agent by Day

This report contains a summary of all the inbound calls each agent has received, on a day by day basis.



The fields in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Agent:** the ID of the agent for which the information is being retrieved
- Offered:** total number of calls the agent initiated
- Taken:** indicates the total number of answered calls
- Abandoned:** Indicates the total number of calls that reached the VCC and were terminated either by the client or the system, before an agent could answer them.

1) If the call is an Inbound call, the client terminated it

2) If the call is a result of a predictive dialer operation, the results may be:

2.1) The client was called and the system looked for an available agent to assign the call. If there is no available agent before the waiting time threshold elapsed, then the system will proceed to terminate the call and label it as "Hang Up on threshold"

2.2) The call reached the client, but he hung up

- **Cancelled:** If the inbound campaign has a voicemail process associated to incoming calls, and the system cannot find an available agent to answer the call; the call is cancelled and goes to voicemail.

If the calls are Outbound, this case happens when the call cannot reach the client (the client won't answer it for some reason)

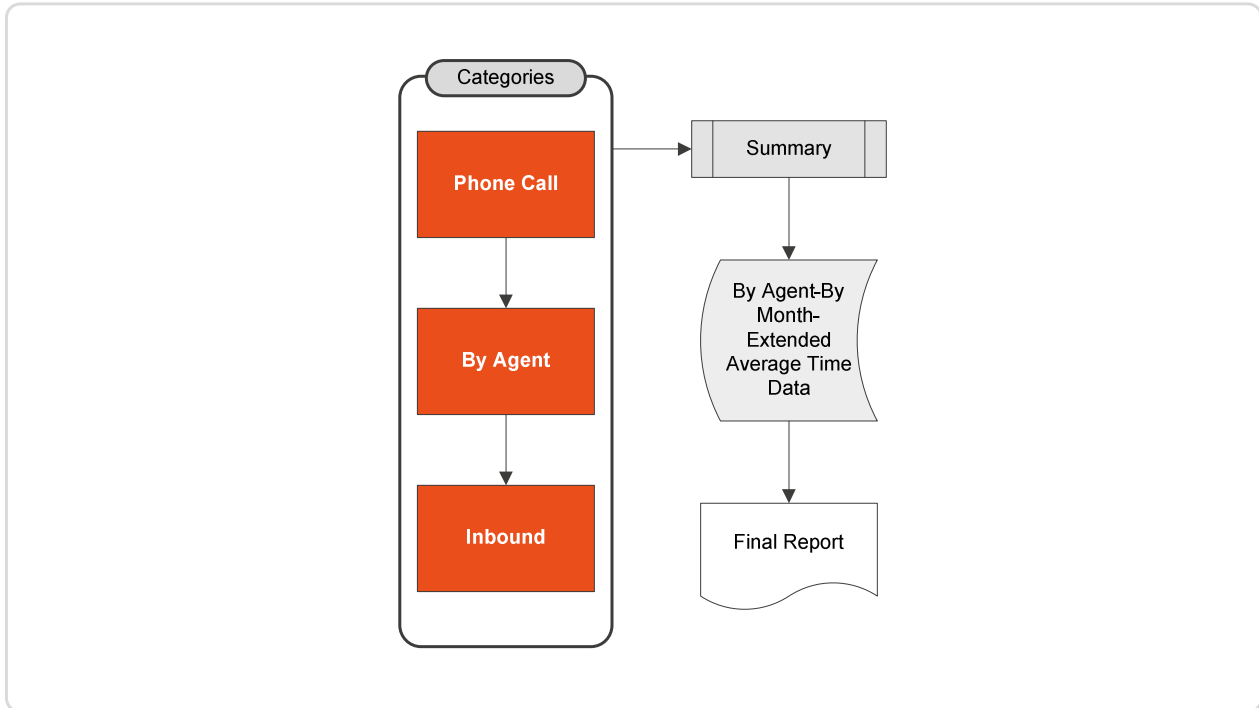
- **Inbound Service Level:** percentage of calls answered, abandoned or cancelled within the service threshold
- **Average ASA:** indicates the average answer time for calls. This field determines, on average, how many seconds elapsed since the moment the call reaches the VCC until an agent answered it. The formula for calculation is:

$$\text{Average ASA} = \frac{\text{Total answer time}}{\text{Total number of answered calls}}$$

- **Estimated CPH Agent:** number of estimated calls per hour. The basis for calculation is the estimation of the number of calls made during the selected period of time. For example, if the agent was logged during 15 minutes and made 3 calls, the CPH for that agent is 12 (if he had been logged in for 60 minutes, then he would have made 12 calls)
- **Estimated GPH:** number of calls catalogued as a goal per hour. The calculation basis is the same as for CPH.

Summary of Inbound Calls by Agent by Month - Extended Average Time Data

The report contains summary information on the inbound interactions each agent participated in, collected on a monthly basis. The report shows the average number of times calls were offered, taken, etc.



The fields in the report are:

- Period:** the window of time for which the report will retrieve data from the system. If the administrator has chosen 15 minutes, the report will show projected data for every 15 minutes of interactions in the selected window of time
- Agent:** the ID of the agent for which the information is being retrieved the ID of the agent for which the information is being retrieved
- Offered:** total number of calls the agent initiated
- Taken:** indicates the total number of answered calls
- Abandoned:** Indicates the total number of calls that reached the VCC and were terminated either by the client or the system, before an agent could answer them.
 - 1) If the call is an Inbound call, the client terminated it
 - 2) If the call is a result of a predictive dialer operation, the results may be:

2.1) The client was called and the system looked for an available agent to assign the call. If there is no available agent before the waiting time threshold elapsed, then the system will proceed to terminate the call and label it as "Hang Up on threshold"

2.2) The call reached the client, but he hung up

- **Cancelled:** If the inbound campaign has a voicemail process associated to incoming calls, and the system cannot find an available agent to answer the call; the call is cancelled and goes to voicemail.

If the calls are Outbound, this case happens when the call cannot reach the client (the client won't answer it for some reason)

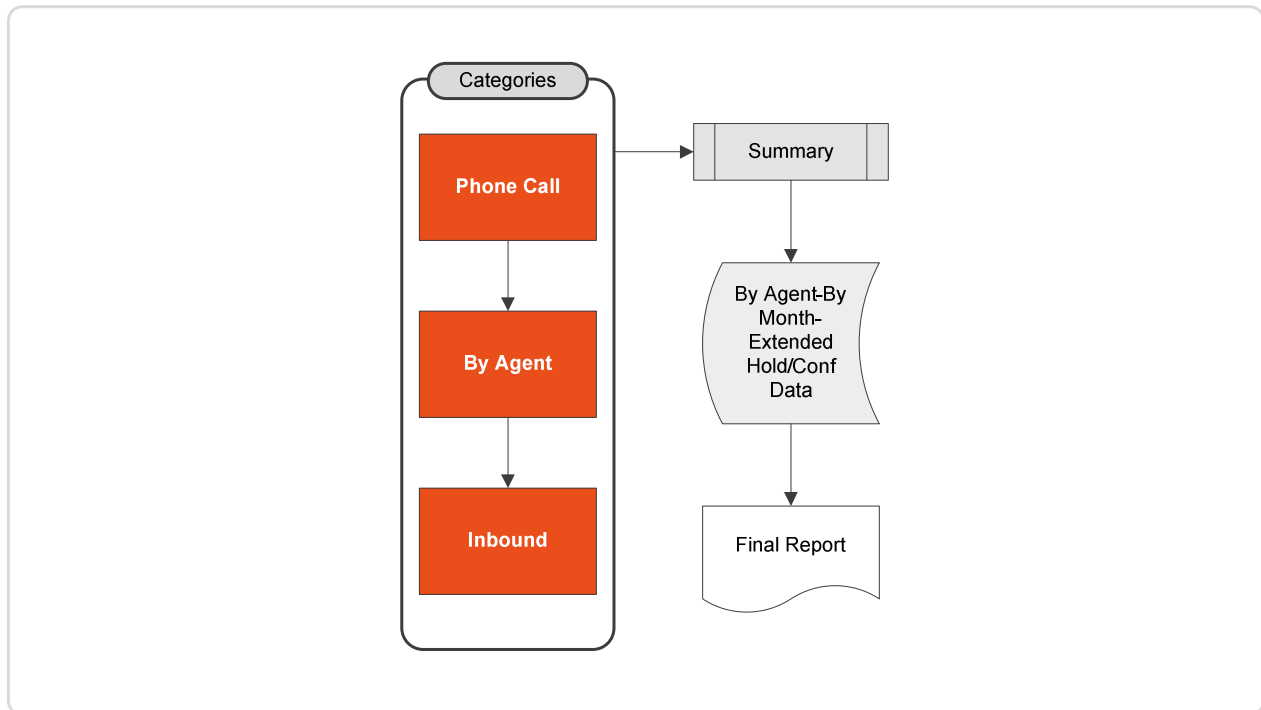
- **Average ASA:** indicates the average answer time for calls. This field determines, on average, how many seconds elapsed since the moment the call reaches the VCC until an agent answered it. The formula for calculation is:

$$\text{Average ASA} = \frac{\text{Total answer time}}{\text{Total number of answered calls}}$$

- **Estimated CPH Agent:** number of estimated calls per hour. The basis for calculation is the estimation of the number of calls made during the selected period of time. For example, if the agent was logged during 15 minutes and made 3 calls the CPH for that agent is 12 (if he had been logged in for 60 minutes, then he would have made 12 calls)
- **Estimated GPH:** number of calls catalogued as a goal per hour. The calculation basis is the same as for CPH.

Summary of Inbound Calls by Agent by Month - Extended Hold/Conf Data

This report contains summary information of the amount of time the calls each agent participated in, spent on hold or on conference, on a monthly basis.

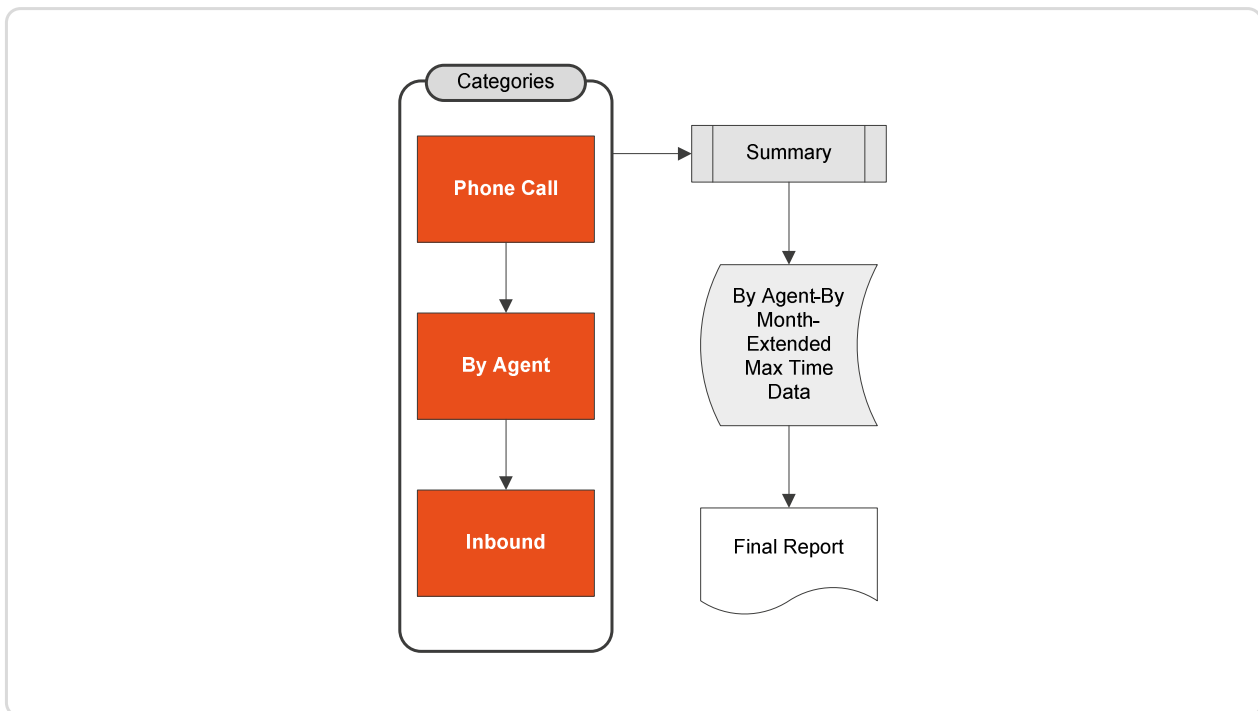


The fields in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Agent:** the ID of the agent for which the information is being retrieved the ID of the agent for which the information is being retrieved
- Offered:** total number of calls the agent initiated
- Holds:** number of times the client was put on hold during the same call
- Holds per Call:** number of times the agent put one given call on hold
- Conferences:** number of times the agent sent calls to conferences during the selected period of time
- Conferences per Call:** number of times the agent sent one given call to conference

Summary of Inbound Calls by Agent by Month - Extended Max Time Data

This report contains a summary of information regarding the maximum time the calls spent in different states.

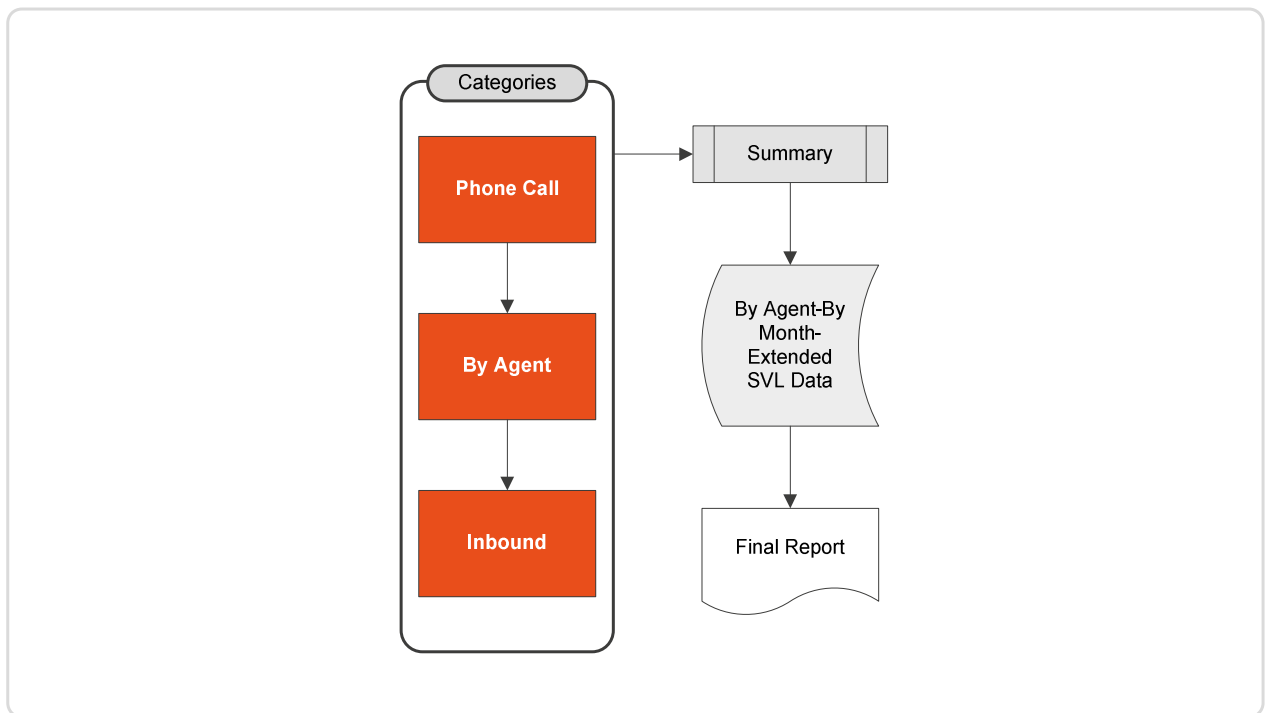


The fields contained in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Agent:** the ID of the agent for which the information is being retrieved the ID of the agent for which the information is being retrieved
- Offered:** total number of calls the agent initiated
- Max Duration Time:** Indicates the maximum duration time for a call in the selected period of time. Call duration is calculated from the moment the call reaches the VCC until it's terminated either by the client or the agent. The system can terminate the call if it has reached the maximum waiting time.
- Max answer delay time:** Indicates the maximum waiting time for a call during the selected period of time. Waiting time is calculated since the moment the call reaches the VCC and an agent answers it.
- Max Ringing Time:** Indicates the maximum ringing time for calls during the selected period of time. Ringing time for one call is calculated computing the time in which the call is assigned to an agent and the agent effectively answers it.

- **Max Attention Time:** Indicates the maximum attention time for a call during the selected period of time. Attention time is calculated since the moment the call is answered by an agent, and the agent or the client hangs up.
- **Max Wrap-up Time:** Indicates the maximum ringing time for calls during the selected period of time. Ringing time for one call is calculated computing the time in which the call is assigned to an agent and the agent effectively answers it
- **Max Hold Time:** Indicates the maximum amount of time during which the call was put on hold in the selected period of time

Summary of Inbound Calls by Agent by Month - Extended SVL Data



The fields included in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Agent:** the ID of the agent for which the information is being retrieved the ID of the agent for which the information is being retrieved
- Offered:** total number of calls the agent initiated
- Short:** indicates if the call belongs to the group of “short calls”, defined in the administrator’s panel (if the call lasts less than the defined threshold it is considered a short call)
- Long:** indicates if the call belongs to the group of “long calls”, defined in the administrator’s panel (if the call lasts more than the defined threshold it is considered a long call)
- Ghost:** if the call fits the predefined criteria for ghost calls threshold, the system lists it here
- SVL:** Indicates the service level. It determines the percentage of answered or abandoned calls within the service level threshold
- Answered:** Total number of calls that reached the VCC and were answered by an agent
- Abandoned:** Indicates the total number of calls that reached the VCC and were terminated either by the client or the system, before an agent could answer them.

1) If the call is an Inbound call, the client terminated it

2) If the call is a result of a predictive dialer operation, the results may be:

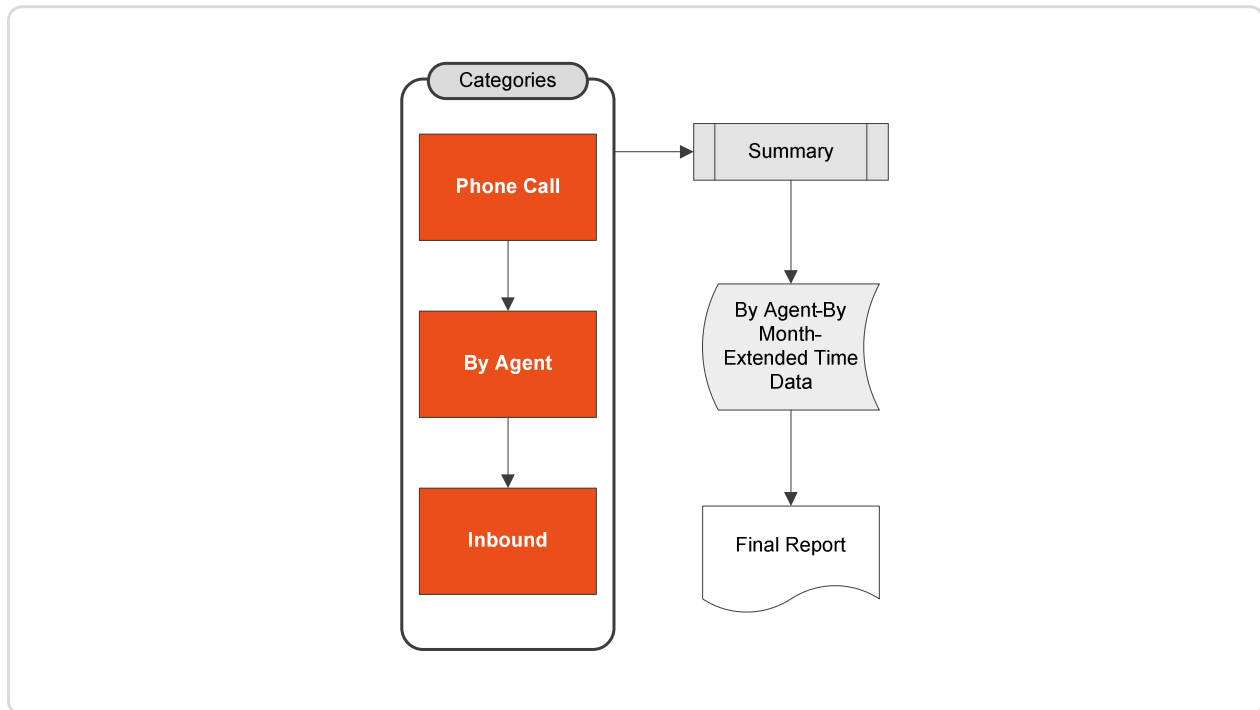
2.1) The client was called and the system looked for an available agent to assign the call. If there is no available agent before the waiting time threshold elapsed, then the system will proceed to terminate the call and label it as "Hang Up on threshold".

2.2) The call reached the client, but he hung up

- + SVL Answered:** Indicates the number of answered calls with a positive service level. The data is based on the number of calls answered within the service level threshold.
- (+) SVL Abandoned:** Indicates the number of abandoned calls with a positive service level. The data is based on the number of abandoned calls within the service level threshold.
- (+) SVL Cancelled:** Indicates the number of cancelled calls with a positive service level. The data is based on the number of cancelled calls within the service level threshold. the total number of calls that were terminated by the agent
- (-) SVL Answered:** Indicates the number of answered calls with a negative service level. The data is based on the number of calls answered after the service level threshold.
- (-) SVL Abandoned:** Indicates the number of abandoned calls with a negative service level. The data is based on the number of abandoned calls after the service level threshold.
- (-) SVL Cancelled:** Indicates the number of cancelled calls with a negative service level. The data is based on the number of cancelled calls after the service level threshold. the total number of calls that were terminated by the agent

Summary of Inbound Calls by Agent by Month- Extended Time Data

This report summarizes the information on calls received by each agent during the last month of operations.



The fields in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Agent:** the ID of the agent for which the information is being retrieved the ID of the agent for which the information is being retrieved
- Offered:** total number of calls the agent initiated
- Duration Time:** indicates the amount of time for each interaction
- Ringling Time:** computes the total amount of time the call spent in "ringing" mode. Since the moment the call is assigned to an agent to the moment the agent answers it
- Answer time:** the total amount of time the agent (or the campaign as a whole) spent between the moment the call entered the Contact Center and he effectively answered the call
- Wrap-up Time:** total amount of time spent by the agent in "Wrap-up" mode (see Agent's manual)
total amount of time spent by the agent in "Wrap-up" mode (see Agent's manual)
- Abandoned time:** Indicates the total amount of abandon time of the calls that reached the contact center. This time is calculated using calls that are considered as abandoned. The calculation takes

into consideration the time elapsed between the call reaches the VCC and the client or the system terminate it before an agent can answer.

- 1) If the call is an Inbound call, the time is calculated from the moment the call reaches the VCC until the client terminated it
- 2) If the call is a result of a predictive dialer operation, the time is calculated since the client answered the call until it's terminated by the client himself or the system

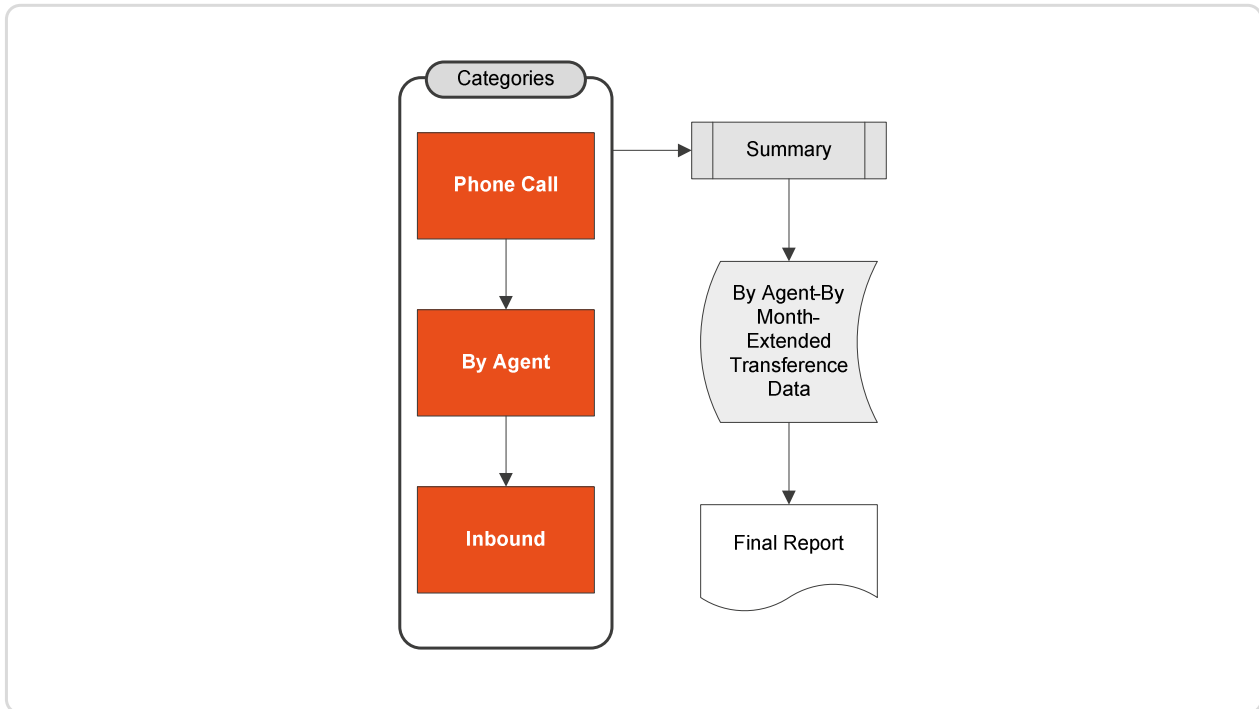
- **Hold Time:** indicates the amount of time the calls were put on hold
- **Average Holds per Call:** Average of number of times the agent put one given call on hold. The formula for calculation is:

$$\textit{Average Holds per Call} = \frac{\text{Total number of Holds during the selected period}}{\text{Total number of answered calls by an agent during the selected period}}$$

- **Transferred Time:** if the call is transferred to a queue, this is the time encompassed since one agent transferred the call until another one accepted it. If the transference is meant to take the call to another line, this indicates the time since the transference started, until it was accepted or rejected by the endpoint.

Summary of Inbound Calls by Agent by Month - Extended Transference Data

The report contains information on the amount of time the calls spent being transferred once they entered the ACD.



The fields in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Agent:** the ID of the agent for which the information is being retrieved the ID of the agent for which the information is being retrieved
- Offered:** total number of calls the agent initiated
- Transferred:** indicates whether the call was transferred to another number or not
- Transferred to Agent:** indicates if the call was transferred to another agent. Transfers to agents are directly queued in the agent's BarAgent application
- Transferred to Number:** number of calls that were transferred to an external number (not pertaining to the VCC)
- Transferred to Campaign:** It determines if the call was transferred to a campaign. Calls transferred to campaigns enter the system as a new call, just as if the call reached the VCC from an external number

- **Transferred to Group:** indicates if the call was transferred to a queue. Transfers to queue are directly queued in the agent's BarAgent application
- **Average Transferred:** Indicates the average number of transferred calls. The field determines on average the number of calls that were transferred to another number. The formula for calculation is:

$$Average\ Transferred = \frac{\begin{array}{l} N^{\circ}\ of\ calls\ transferred\ to\ queue \\ + N^{\circ}\ of\ calls\ transferred\ to\ Agent \\ + N^{\circ}\ of\ calls\ transferred\ to\ an\ external\ number \\ + N^{\circ}\ of\ calls\ transferred\ to\ Campaign \end{array}}{Total\ number\ of\ Answered\ Calls}$$

- **Average Transferred to Group:** average number of calls that were transferred to a group (queue). Queued calls appear in each agent's queue. The calculation formula for this field is:

$$Average\ Transferred\ to\ Group = \frac{Total\ number\ of\ calls\ transferred\ to\ a\ group\ (queue)}{Total\ number\ of\ answered\ calls}$$

- **Average Transferred to Agent:** Average number of calls that were transferred to an agent. The calls transferred to an agent are directly listed on the BarAgent queue. The calculation formula for this field is:

$$Average\ Transferred\ to\ Agent = \frac{Total\ number\ of\ calls\ transferred\ to\ the\ agent}{Total\ number\ of\ answered\ calls}$$

- **Average Transferred to Number:** average number of calls that were transferred to a Number. The calculation formula for this field is:

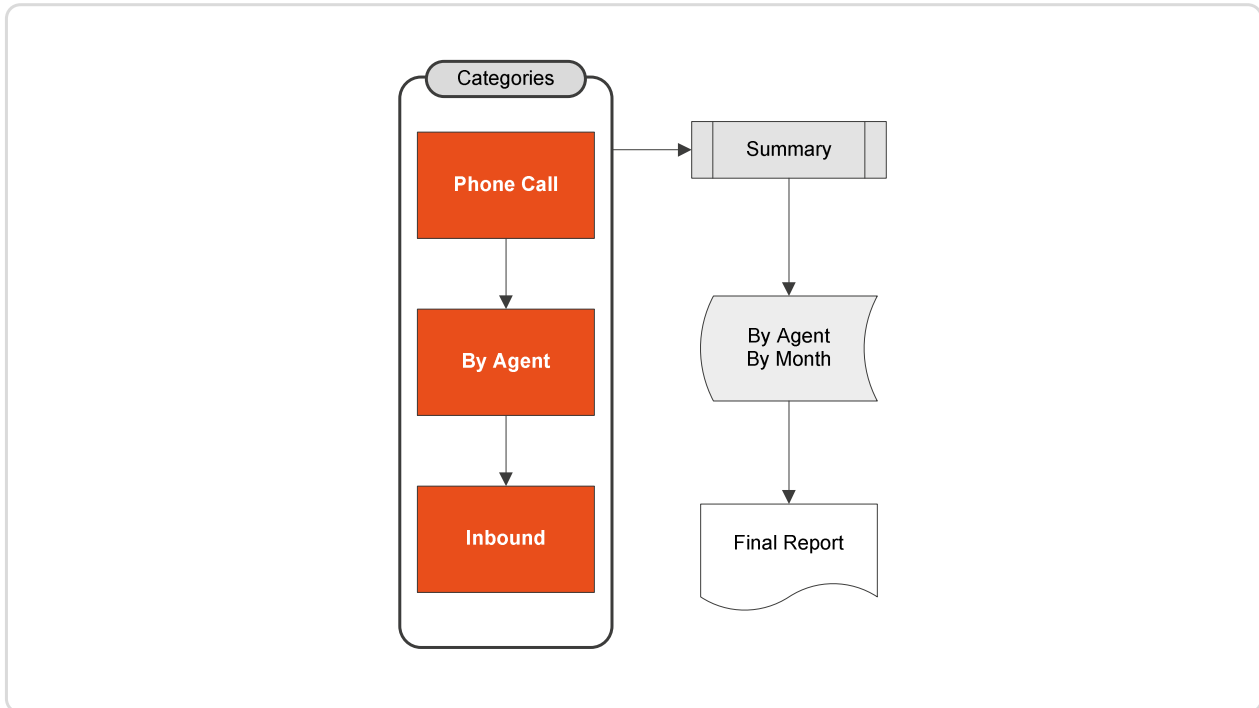
$$Average\ Transferred\ to\ Number = \frac{Total\ number\ of\ calls\ transferred\ to\ a\ Number}{Total\ number\ of\ answered\ calls}$$

- **Average Transferred to Campaign:** average number of calls that were transferred to a campaign. The calls transferred to a campaign are treated as new coming calls, and therefore go through an ACD process. The calculation formula for this field is:

$$Average\ Transferred\ to\ Campaign = \frac{Total\ number\ of\ calls\ transferred\ to\ a\ campaign}{Total\ number\ of\ answered\ calls}$$

Summary of Inbound Calls by Agent by Month

This report summarizes the information on calls received by each agent during the last month of operations.



The fields contained in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Agent:** the ID of the agent for which the information is being retrieved the ID of the agent for which the information is being retrieved
- Offered:** total number of calls the agent initiated
- Taken:** indicates the total number of answered calls
- Abandoned:** Indicates the total number of calls that reached the VCC and were terminated either by the client or the system, before an agent could answer them.
 - 1) If the call is an Inbound call, the client terminated it
 - 2) If the call is a result of a predictive dialer operation, the results may be:

2.1) The client was called and the system looked for an available agent to assign the call. If there is no available agent before the waiting time threshold elapsed, then the system will proceed to terminate the call and label it as "Hang Up on threshold"

2.2) The call reached the client, but he hung up

- **Cancelled:** If the inbound campaign has a voicemail process associated to incoming calls, and the system cannot find an available agent to answer the call; the call is cancelled and goes to voicemail.

If the calls are Outbound, this case happens when the call cannot reach the client (the client won't answer it for some reason)

- **Average ASA:** indicates the average answer time for calls. This field determines, on average, how many seconds elapsed since the moment the call reaches the VCC until an agent answered it. The formula for calculation is:

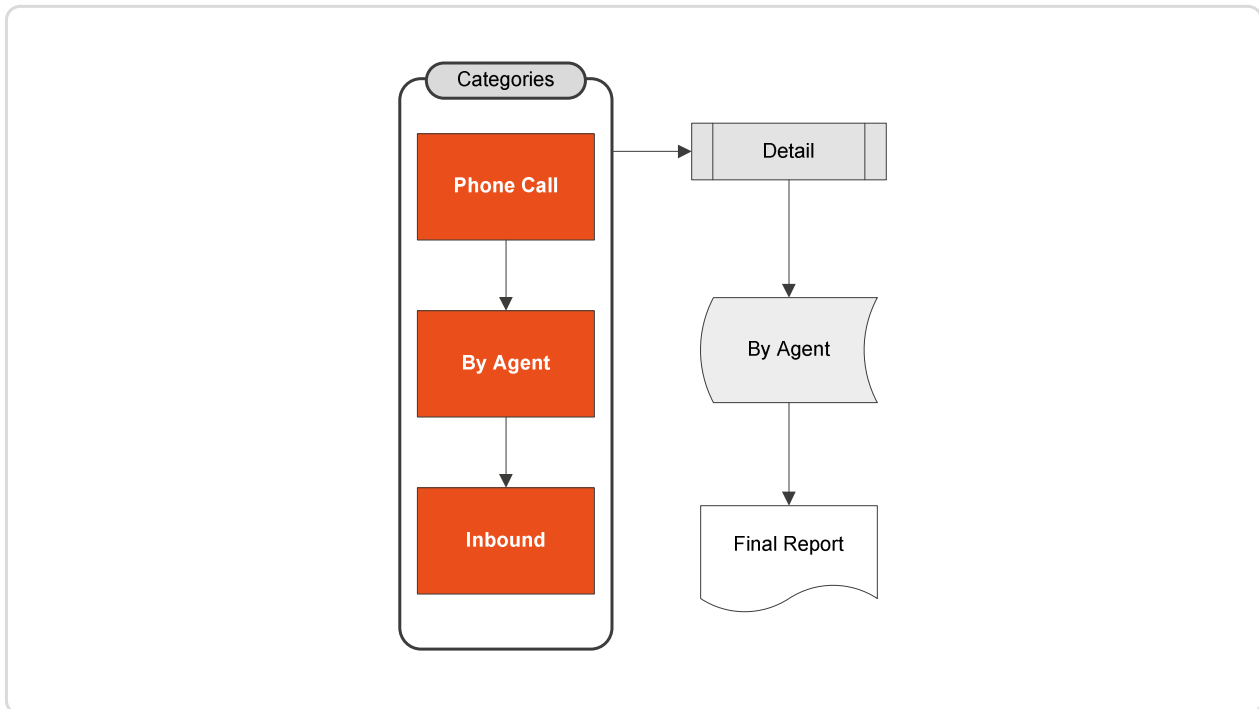
$$\text{Average ASA} = \frac{\text{Total answer time}}{\text{Total number of answered calls}}$$

- **Estimated CPH:** number of estimated calls per hour. The basis for calculation is the estimation of the number of calls made during the selected period of time.
- **Estimated CPH Agent:** number of estimated calls per hour. The basis for calculation is the estimation of the number of calls made during the selected period of time. For example, if the agent was logged during 15 minutes and made 3 calls, the CPH for that agent is 12 (if he had been logged in for 60 minutes, then he would have made 12 calls)
- **Estimated GPH:** number of calls catalogued as a goal per hour. The calculation basis is the same as for CPH.

Detailed reports

Detail of Inbound/Outbound Calls by Agent

This report offers a detailed view of the information generated by the inbound interactions in which the different agents participated.



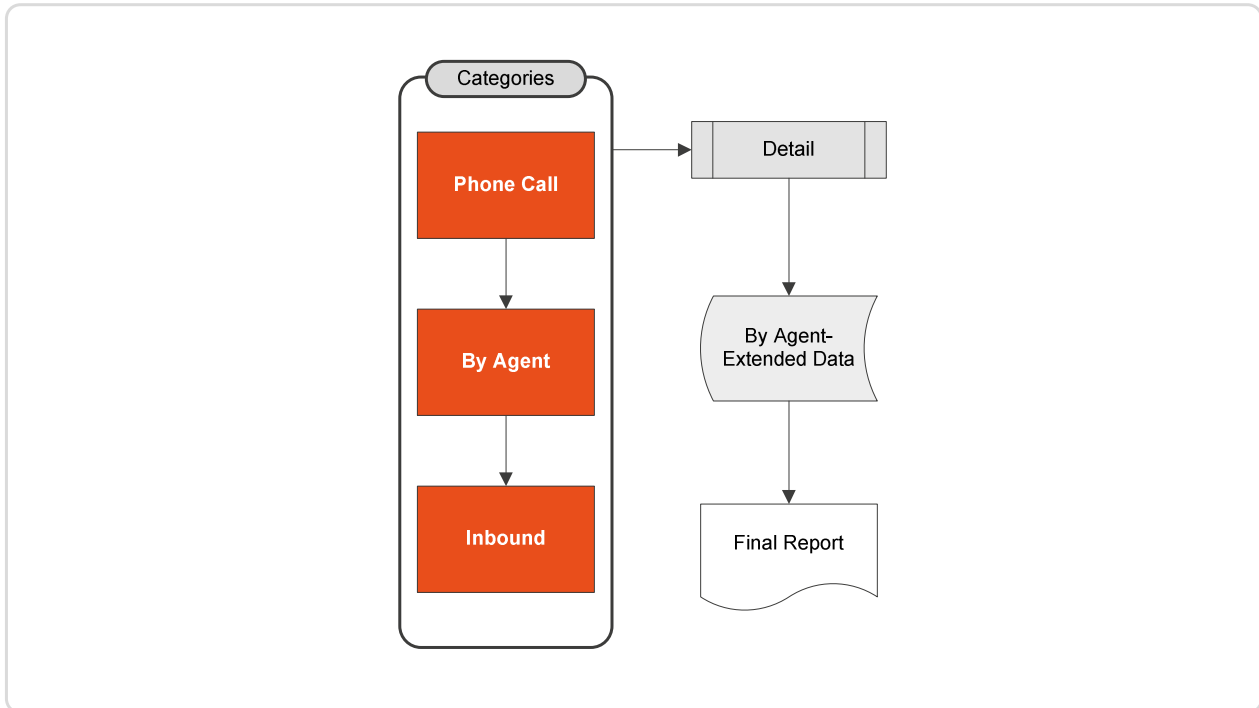
The fields contained in the report are:

- DNIS:** indicates the DNIS (Dialing Number Identification Service) number that identifies the call
- ANI:** indicates the number to which the system is calling (if it's an outbound call) or the number from which the call was effectuated (if it is an inbound call)
- Start Time:** indicates the time at which the interaction started- counting from the moment the call started
- Initiation Time:** indicates the time at which the interaction started- counting from the moment the agent established communication with the client
- End Time:** indicates the time in which the interaction ended
- Duration Time:** indicates the amount of time for each interaction
- ACD Time:** indicates the amount of time during which the system looked for an available agent to assign the call.

- **Waiting Time:** Indicates the total amount of time callers spent waiting for the system to allocate their calls.
If the call does not go through an IVR process, the calculation considers the time between the moment the call reached the system and it is answered by an agent. This field also considers transfer times since those times are waiting times for the client.
- **Ringling/Ringback Time:** indicates the total amount of time the system spent ringling and calling back. Since the moment the call is assigned to an agent to the moment the agent answers it
- **Attention Time:** the total amount of time the agent tended to calls, it encompasses time speaking to clients as well as hold time
- **Wrap-up Time:** indicates the amount of time the agent spent during wrap-up after each interaction
- **Hold Time:** indicates the amount of time the calls were put on hold
- **Type:** indicates whether the call was inbound or outbound

Detail of Inbound/Outbound Calls by Agent - Extended Data

This report offers detailed information on all interactions each agent participated in with details on timing and type of calls.



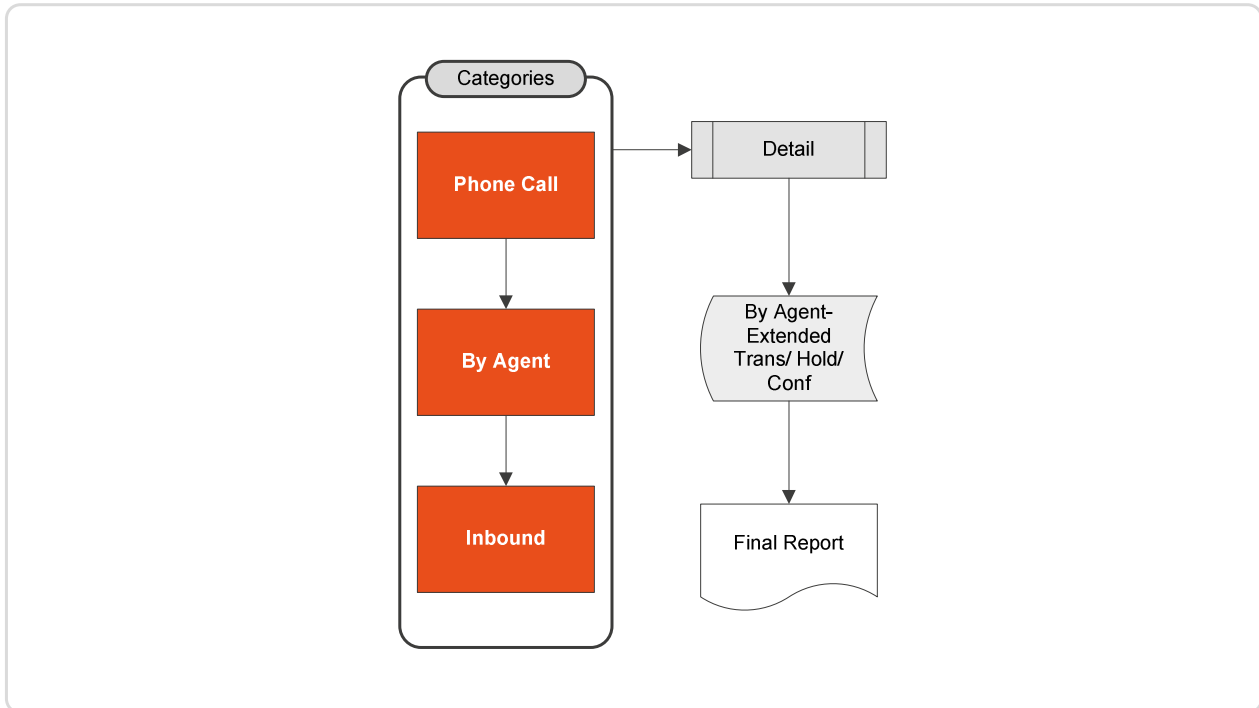
The report fields are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Direction:** indicates whether the call was inbound or outbound
- Initiation Time:** indicates the time at which the interaction started- counting from the moment the agent established communication with the client
- Disposition:** indicates the final state of the interaction, for example “abandoned”, “cancelled”, etc
- Original Campaign:** indicates the name of the campaign to which the call belongs
- Result:** Indicates the result of the interaction. This is used with clients/campaigns that have Front-end integration with InConcert
- Is Callback:** Determines if the call in question is a callback call. Callback is allowed when a call is actually finished and the wrap-up process has not yet been completed.
- (+) SVL:** indicates the positive service level. Determines if the call was answered or abandoned within the service level threshold defined for the campaign indicates the sum of abandoned, answered and cancelled calls within the service level threshold

- **Completed:** indicates whether the agent effectively finished the call or not. If the agent transferred the call the status here will be “Not completed” and the call will appear as “Finished” in the disposition field
- **Is Short:** indicates if the call belongs to the group of “short calls”, defined in the administrator’s panel (if the call lasts less than the defined threshold it is considered a short call)
- **Is Long:** indicates if the call belongs to the group of “long calls”, defined in the administrator’s panel (if the call lasts more than the defined threshold it is considered a long call)
- **Is Ghost:** if the call fits the predefined criteria for ghost calls threshold, the system lists it here
- **Is out of Schedule:** if the call was made during hours that were not considered as a part of the campaign schedule, the system lists it here.

Detail of Inbound/Outbound Calls by Agent - Extended Trans/Hold/Conf

This report contains information on the calls each agent has participated in, with details on how much time the callers waited on hold, transfer and conferencing with the agent.



The fields in the report are:

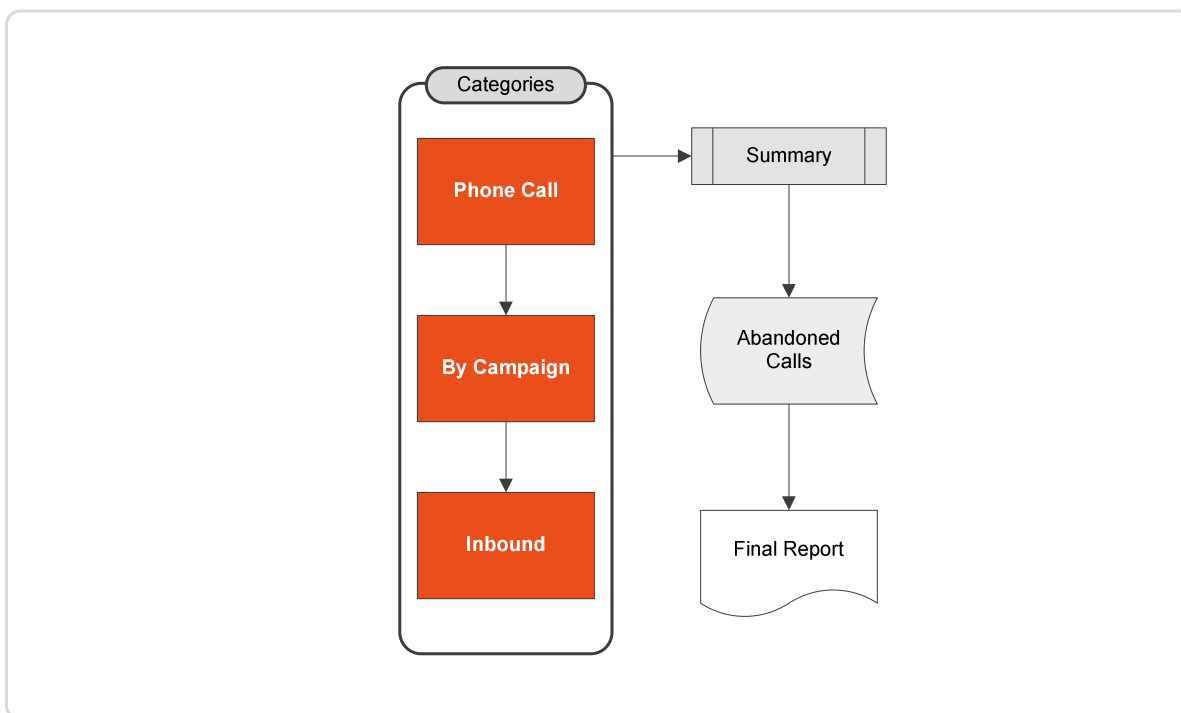
- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Direction:** indicates whether the call was inbound or outbound
- Initiation Time:** indicates the time at which the interaction started- counting from the moment the agent established communication with the client
- Hold Time:** indicates the amount of time the calls were put on hold
- Holds:** number of times the client was put on hold during the same call
- Is Transfer:** indicates if the call had a transfer at any point or not
- Transfer Type:** Indicates the type of transference effectuated by the agent:
 1. Campaign: the call was transferred to another campaign in the VCC. It's considered as a new call
 2. Queue: the call is retransferred to the campaign queue
 3. Number: the call was transferred to an external number
 4. Agent: the call is transferred to an agent and appears in the BarAgent queue

- **Transfer Destination:** identifies the destination for the transfer, if the transference was of one of these different types:
 1. Campaign: Indicates the campaign ID
 2. Queue: indicates the campaign ID
 3. Number: indicates the external number with which communication was established
 4. Agent: indicates the ID of the agent to which the call was transferred
- **Transfer Result:** indicates the result for the transference operation. If it indicates “Error” then it means that the transference could not be completed. If it indicates “Ok”, the transference process was completed.
- **Is Conference:** determines if the call in question was part of a conference or not
- **Conference Destination:** indicates the phone number with which the conference was effectuated

Summary Reports

Summary of Inbound Abandoned Calls by Campaign

This report contains a summary of abandoned calls in different spans of time for any given campaign.



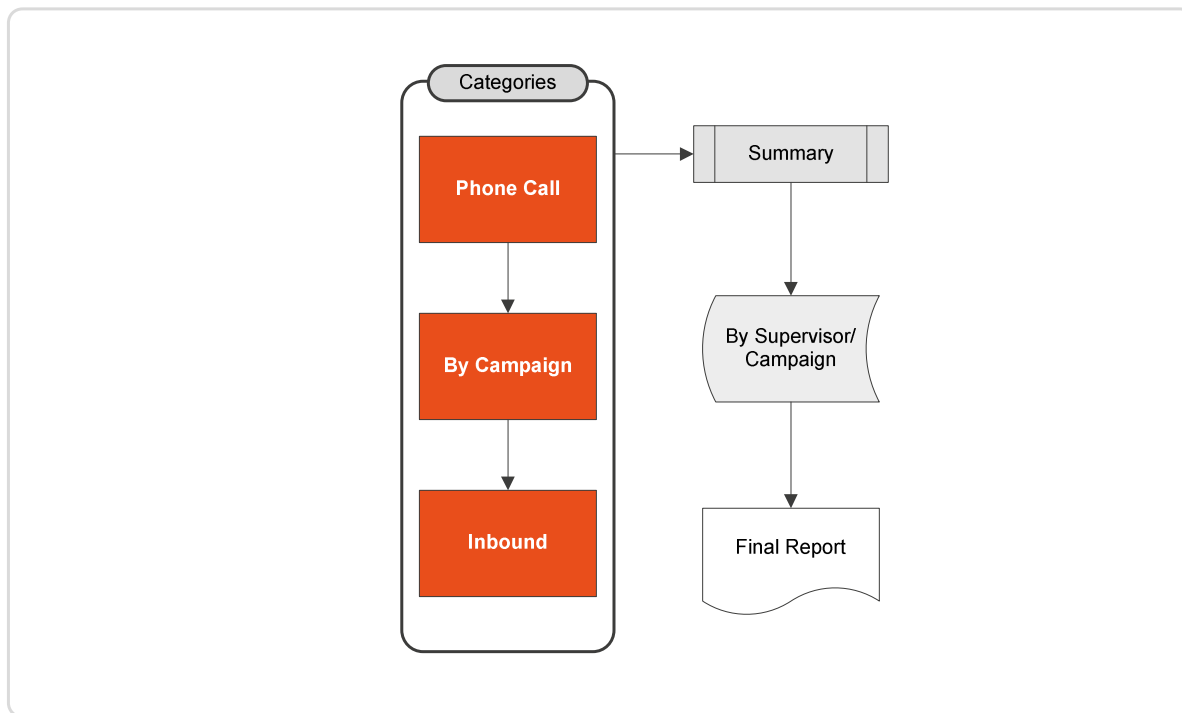
The fields in the report are:

- Slice:** indicates the period of time for which the report contains information. In minutes
- Total Inbound:** indicates the total number of inbound calls that reached the VCC, whether they were answered or not
- Total Abandonment:** indicates the total number of abandoned calls for a determined period of time
- Ghost:** if the call fits the predefined criteria for ghost calls threshold, the system lists it here
- In 1 sec:** Indicates the number of calls that reached the VCC and were abandoned within a 1 second threshold. Abandonment occurs when either the client or the system terminates the call. The system can terminate a call if it has been looking for an available agent longer than the pre-established waiting time for that campaign.

- **In 10 secs:** Indicates the number of calls that reached the VCC and were abandoned within a 10 second threshold. Abandonment occurs when either the client or the system terminates the call. The system can terminate a call if it has been looking for an available agent longer than the pre-established waiting time for that campaign.
- **More than 60 secs:** Indicates the number of calls that reached the VCC and were abandoned after a 60 second threshold. Abandonment occurs when either the client or the system terminates the call. The system can terminate a call if it has been looking for an available agent longer than the pre-established waiting time for that campaign.

Summary of Inbound Calls by Supervisor/Campaign

The report has information on the processing of inbound calls by supervisor or campaign.



The fields contained in the report are:

- Slice:** indicates the period of time for which the report contains information. In minutes
- Total Inbound:** indicates the total number of inbound calls that reached the VCC, whether they were answered or not
- Taken:** indicates the total number of answered calls
- Abandoned:** Indicates the total number of calls that reached the VCC and were terminated either by the client or the system, before an agent could answer them.
 - 1) If the call is an Inbound call, the client terminated it
 - 2) If the call is a result of a predictive dialer operation, the results may be:
 - 2.1) The client was called and the system looked for an available agent to assign the call. If there is no available agent before the waiting time threshold elapsed, then the system will proceed to terminate the call and label it as "Hang Up on threshold".
 - 2.2) The call reached the client, but he hung up
- IVR:** determines if the call was an inbound call or if it was made through an IVR process

- **Out of schedule without IVR:** indicates the calls that were made outside the scheduled times for the campaign, and were not processed by any client IVR.
- **Ghost:** if the call fits the predefined criteria for ghost calls threshold, the system lists it here
- **Out of schedule:** indicates the number of calls that entered the VCC outside the predefined schedule.
- **ASA:** indicates the answer time for a call. This value determines the number of seconds that elapsed since the system found an available agent and the agent effectively answered the call
- **Average Abandoned:** Indicates the average number of abandoned calls during the selected period of time (see the concept of Abandoned). The formula for calculation is:

$$\text{Average Abandoned} = \frac{\text{Total number of abandoned calls in the selected period}}{\text{Total number of calls for that period} - \text{Total number of Ghost Calls}}$$

Ghost calls are considered to be mistaken calls, and therefore are not taken into account

- **Inbound Service Level:** percentage of calls answered, abandoned or cancelled within the service threshold
- **Estimated CPH:** number of estimated calls per hour. The basis for calculation is the estimation of the number of calls made during the selected period of time.
- **Estimated GPH:** number of calls catalogued as a goal per hour. The calculation basis is the same as for CPH.
- **% Busy Agent:** indicates the percentage of the total time the agent spent tending to calls. The formula for calculation is:

$$\% \text{Busy Agent} = \frac{\text{Attention Time} + \text{Wrap - up Time} + \text{Ring Time}}{\text{Active state Time} + \text{Pause state Time}}$$

- **% Talking Time:** indicates the percentage of the total time the agent spent actually interacting with a customer. The formula for calculation is:

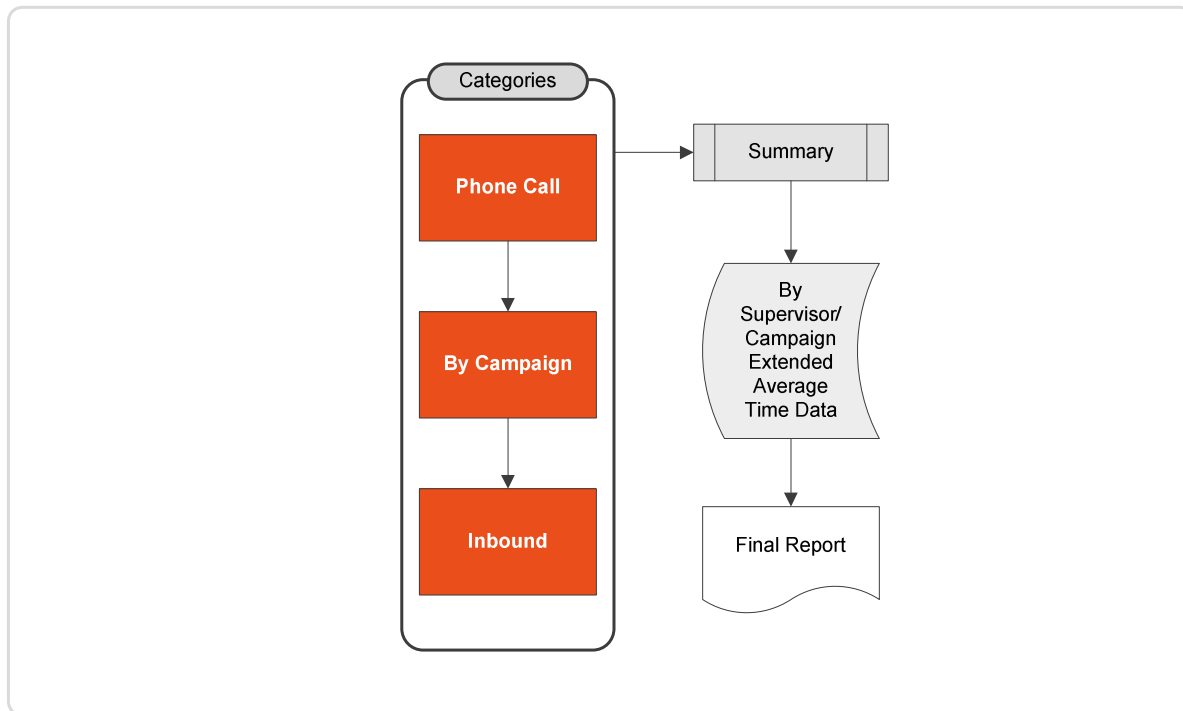
$$\% \text{Talking Time} = \frac{\text{Attention Time} + \text{Ring Time}}{\text{Active State Time} + \text{Pause State Time}}$$

- **Staff Time:** indicates the time each agent dedicated to the campaign. The formula for calculation is:

$$\text{Staff Time} = \frac{(\text{Attention Time} + \text{WUP} + \text{RingTime})}{(\text{Ringback Time})}$$

Summary of Inbound Calls by Supervisor/Campaign - Extended Average Time Data

This report contains information on inbound calls, and the average time the calls spent in different states of interaction.



The fields in the report are:

- Slice:** indicates the period of time for which the report contains information. In minutes
- Offered:** total number of calls the agent initiated
- Average Duration Time:** indicates the average duration of the call since the moment it entered the system until the client or system hung up. It's important to note that the system can terminate a call if it reached the maximum waiting time.
- Average Attention Time:** the average amount of time the agent tended to calls, it encompasses time speaking to clients as well as hold time
- Average Wrap-Up Time:** Indicates the average amount of time the agent spent in "Wrap-up". Wrap-Up time is the time elapsed between the agent or the client terminates the call, and the agent effectively finishes the interaction in the BarAgent application.
- Average Hold Time:** indicates the average amount of time the agent put calls on hold
- Average Abandoned Time:** indicates the average time for abandoned calls. The calculation formula is:

$$\textit{Average Abandoned Time} = \frac{\text{Total time of abandoned calls in the selected period}}{\text{Total number of abandoned calls in the period}}$$

- **Average Ringing Time:** indicates the average amount of time the call spent between the moment it reached the VCC the system assigns it to an available agent, and the agent answers it. The formula for calculation is:

$$\textit{Average Ringing Time} = \frac{\text{Total Ringing time}}{\text{Total number of answered calls}}$$

- **Average ACD Time:** indicates the amount of time during which the system looked for an available agent to assign the call. The calculation formula is:

$$\textit{Average ACD Time} = \frac{\text{Total amount of time during which the system looked for an available agent}}{\text{Total number of calls that reached the VCC}}$$

- **Average out of scheduler:** indicates the average number of calls that entered the VCC outside the predefined schedule. The calculation formula is:

$$\textit{Average Out of Scheduler} = \frac{\text{Total number of Out of Schedule Calls}}{\text{Total Inbound Calls} - \text{Total number of Ghost Calls}}$$

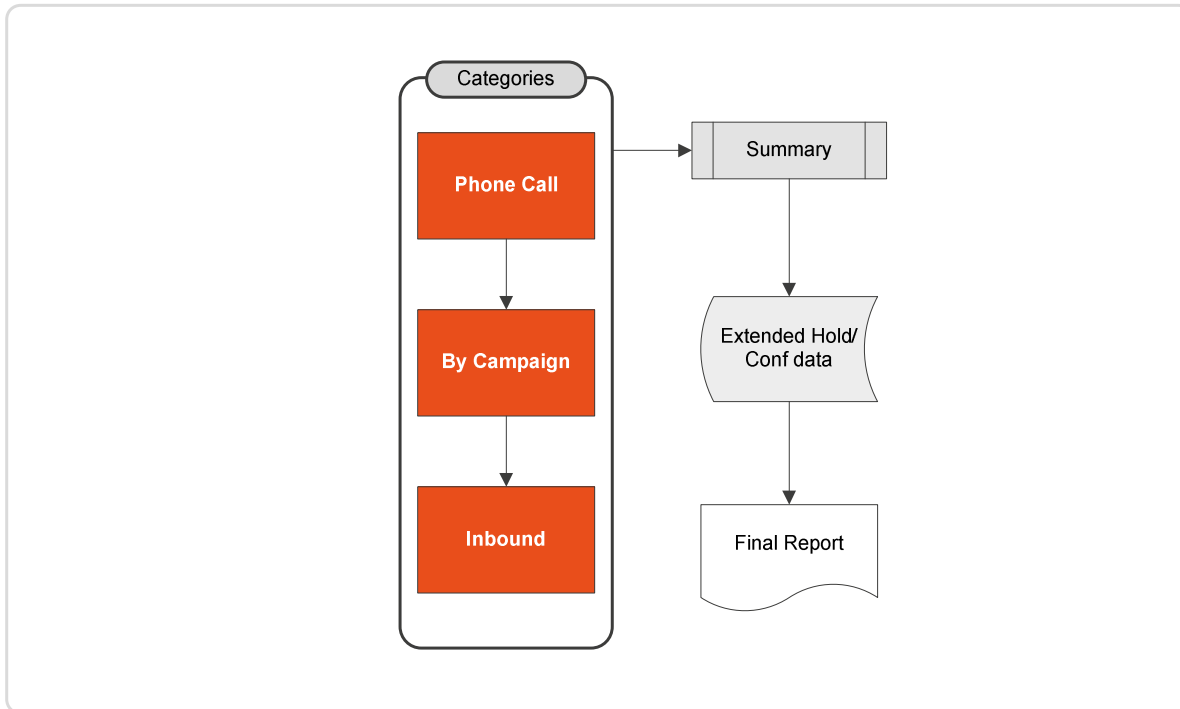
Ghost calls are considered to be mistaken calls, and therefore are not taken into account.

- **Average out of scheduler time:** indicates the average time for calls received outside the predefined attention schedule. If a call enters the VCC after the schedule for the campaign has ended, the duration of that call is recorded in the system. The duration of those calls is used to calculate the average out of scheduler time. The Calculation Formula is:

$$\textit{Average Out of Scheduler Time} = \frac{\text{Total Out of Scheduler time}}{\text{Total inbound out of schedule calls}}$$

Summary of Inbound Calls by Supervisor/Campaign - Extended Hold/Conf Data

The report includes information on calls by campaign or supervisor, with extended data on the different status the call went through- hold, conference and transfer time.

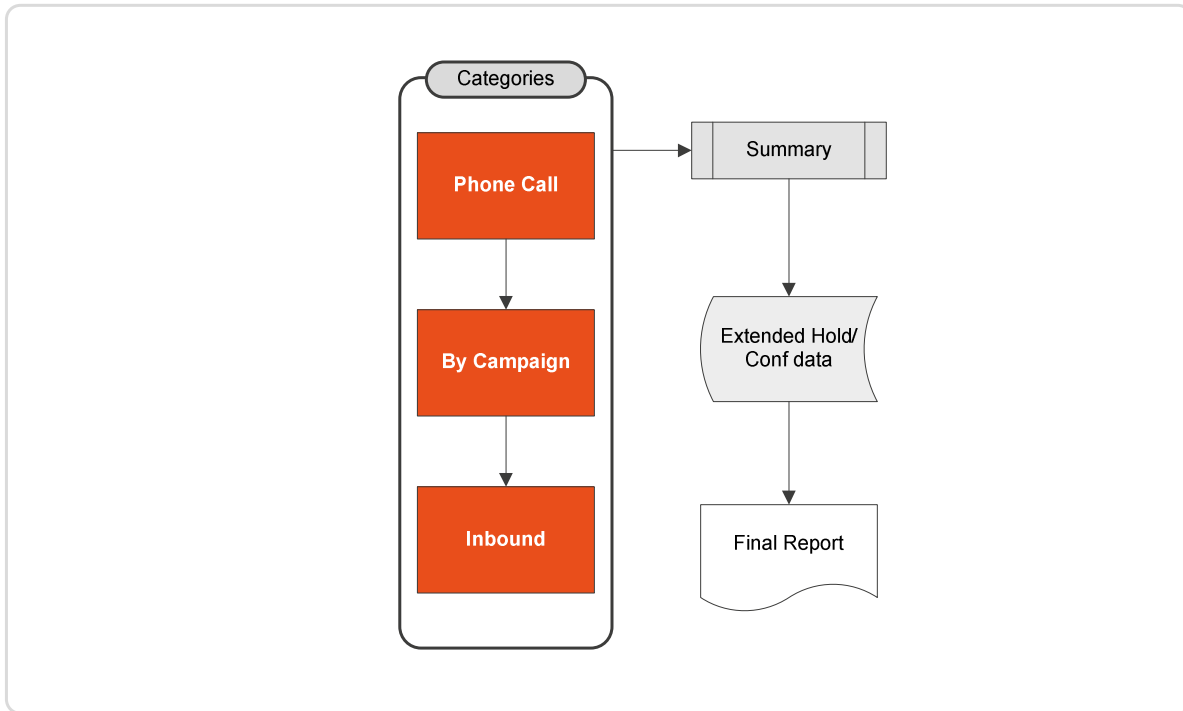


The fields present in the report are:

- Slice:** indicates the period of time for which the report contains information. In minutes
- Offered:** total number of calls the agent initiated
- Holds:** number of times the client was put on hold during the same call
- Holds per Call:** number of times the agent put one given call on hold
- Conferences:** number of times the agent sent calls to conferences during the selected period of time
- Conferences per Call:** number of times the agent sent one given call to conference

Summary of Inbound Calls by Supervisor/Campaign - Extended Max Time Data

This report contains summarized information on the maximum amount of time the calls spent in different interaction stages.



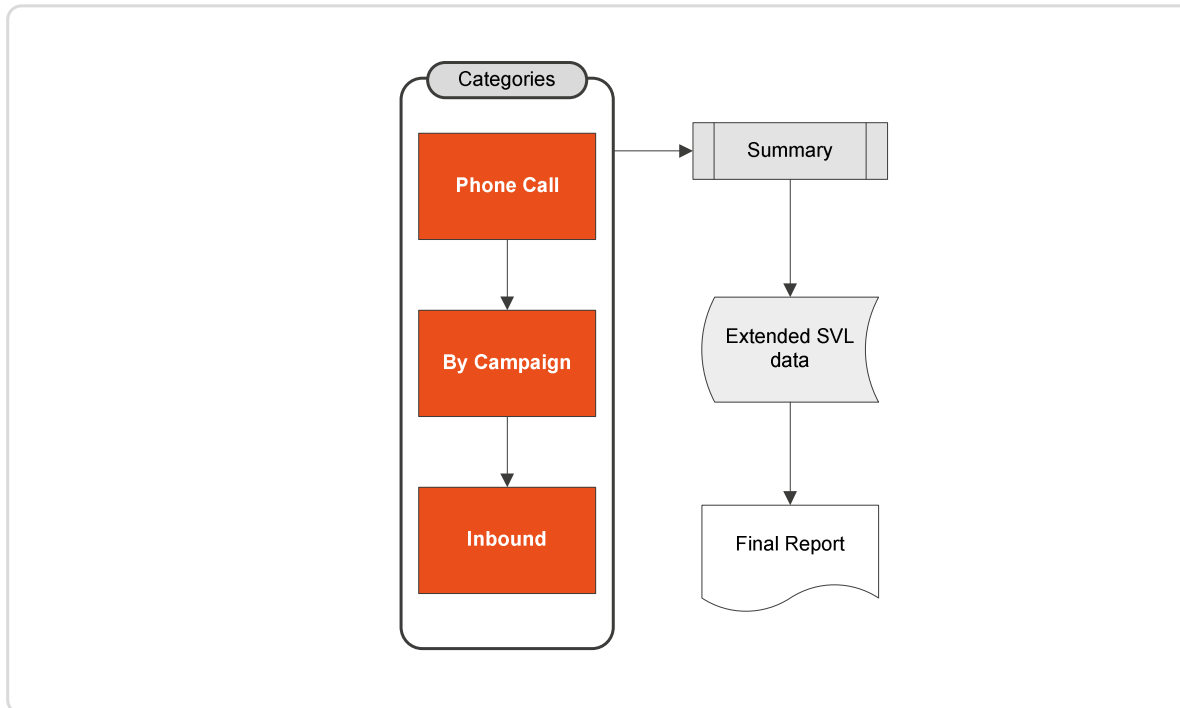
The fields contained in the report are:

- Slice:** indicates the period of time for which the report contains information. In minutes
- Agent:** the ID of the agent for which the information is being retrieved
- Offered:** total number of calls the agent initiated by the agent
- Max Duration Time:** Indicates the maximum duration time for a call in the selected period of time. Call duration is calculated from the moment the call reaches the VCC until it's terminated either by the client or the agent. The system can terminate the call if it has reached the maximum waiting time.
- Max Answer Delay Time:** Indicates the maximum waiting time for a call during the selected period of time. Waiting time is calculated since the moment the call reaches the VCC and an agent answers it.
- Max Attention Time:** Indicates the maximum attention time for a call during the selected period of time. Attention time is calculated since the moment the call is answered by an agent, and the agent or the client hangs up.

- **Max Ringing Time:** Indicates the maximum ringing time for calls during the selected period of time. Ringing time for one call is calculated computing the time in which the call is assigned to an agent and the agent effectively answers it.
- **Max Hold Time:** Indicates the maximum amount of time during which the call was put on hold in the selected period of time
- **Max Wrap-up Time:** Indicates the maximum ringing time for calls during the selected period of time. Ringing time for one call is calculated computing the time in which the call is assigned to an agent and the agent effectively answers it.

Summary of Inbound Calls by Supervisor/Campaign - Extended SVL Data

This report contains information on



The fields present in the report are:

- Slice:** indicates the period of time for which the report contains information. In minutes
- Offered:** total number of calls the agent initiated by the agent
- Short:** indicates if the call belongs to the group of “short calls”, defined in the administrator’s panel (if the call lasts less than the defined threshold it is considered a short call)
- Long:** Indicates if the call belongs to the group of “long calls”, defined in the administrator’s panel (if the call lasts more than the defined threshold it is considered a long call)
- Ghost:** if the call fits the predefined criteria for ghost calls threshold, the system lists it here if the call fits the predefined criteria for ghost calls threshold, the system lists it here
- SVL:** Indicates the service level. It determines the percentage of answered or abandoned calls within the service level threshold
- Answered:** Total number of calls that reached the VCC and were answered by an agent
- Abandoned:** Indicates the total number of calls that reached the VCC and were terminated either by the client or the system, before an agent could answer them.

1) If the call is an Inbound call, the client terminated it

2) If the call is a result of a predictive dialer operation, the results may be:

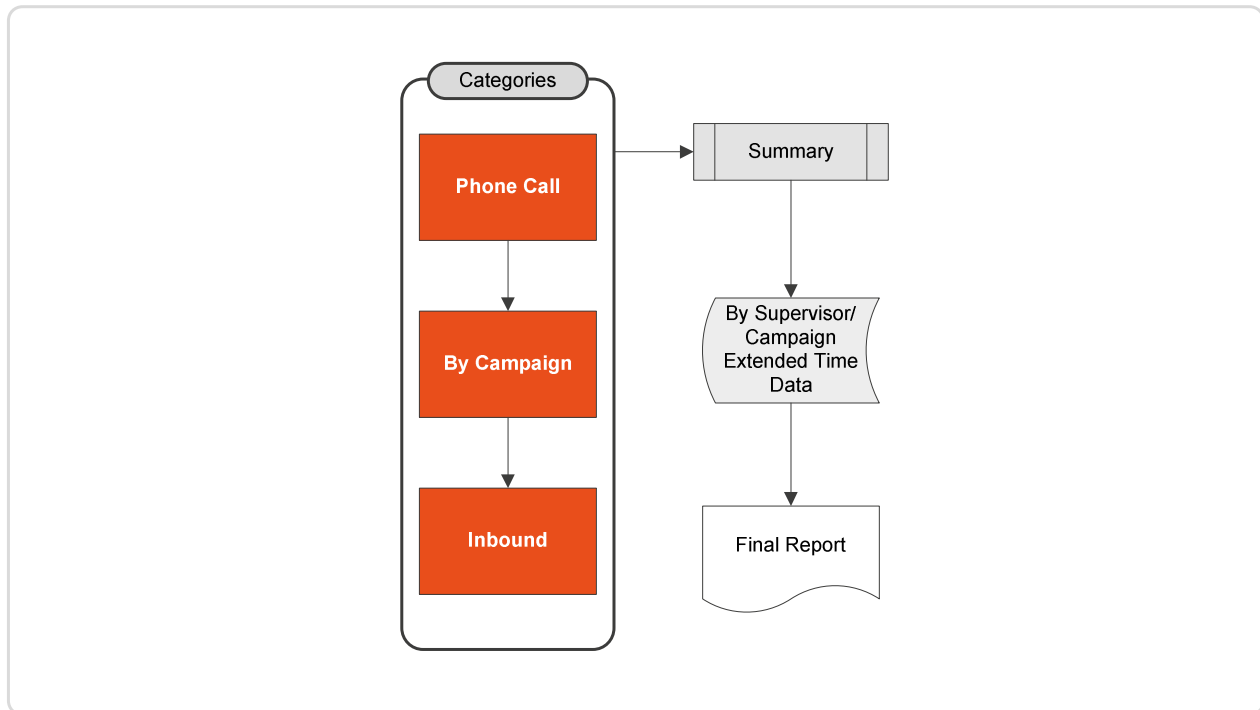
2.1) The client was called and the system looked for an available agent to assign the call. If there is no available agent before the waiting time threshold elapsed, then the system will proceed to terminate the call and label it as "Hang Up on threshold".

2.2) The call reached the client, but he hung up

- **+ SVL Answered:** Indicates the number of answered calls with a positive service level. The data is based on the number of calls answered within the service level threshold.
- **(+) SVL Abandoned:** Indicates the number of abandoned calls with a positive service level. The data is based on the number of abandoned calls within the service level threshold.
- **- SVL Answered:** Indicates the number of answered calls with a negative service level. The data is based on the number of calls answered after the service level threshold.
- **(-) SVL Abandoned:** Indicates the number of abandoned calls with a negative service level. The data is based on the number of abandoned calls after the service level threshold.
- **(+) SVL Cancelled:** Indicates the number of cancelled calls with a positive service level. The data is based on the number of cancelled calls within the service level threshold.
- **(-) SVL Cancelled:** Indicates the number of cancelled calls with a negative service level. The data is based on the number of cancelled calls after the service level threshold.

Summary of Inbound Calls by Supervisor/Campaign - Extended Time Data

This report contains information on the different statuses the call went through on a campaign or supervisor basis.



The report contains the following fields:

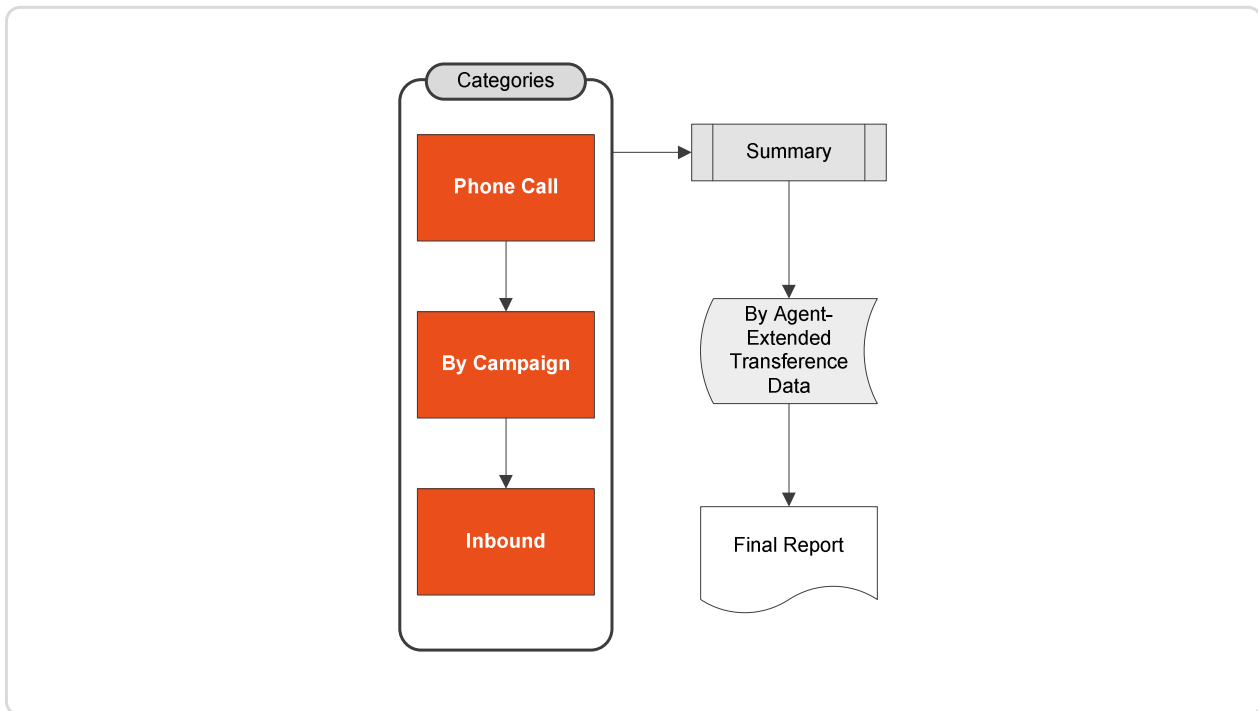
- Slice:** indicates the period of time for which the report contains information. In minutes indicates the period of time for which the report contains information. In minutes
- Offered:** total number of calls the agent initiated total number of calls the agent initiated by the agent
- Duration Time:** indicates the total duration of the call since the moment it entered the system until the client or system hung up.
The system can terminate the call if the waiting time has elapsed
- Attention Time:** the total amount of time the agent tended to calls, it encompasses time speaking to clients as well as hold time
- Ringling Time:** computes the total amount of time the call spent in "ringling" mode. Since the moment the call is assigned to an agent to the moment the agent answers it
- Wrap-up Time:** total amount of time spent by the agent in "Wrap-up" mode (see Agent's manual)
- Hold Time:** indicates the amount of time the calls were put on hold

- **Abandoned Time:** Indicates the total amount of abandon time of the calls that reached the contact center. This time is calculated using calls that are considered as abandoned. The calculation takes into consideration the time elapsed between the call reaches the VCC and the client or the system terminate it before an agent can answer
 - 1) If the call is an Inbound call, the time is calculated from the moment the call reaches the VCC until the client terminated it
 - 2) If the call is a result of a predictive dialer operation, the time is calculated since the client answered the call until it's terminated by the client himself or the system
- **Answer Time:** the total amount of time the agent (or the campaign as a whole) spent between the moment the call entered the Contact Center and he effectively answered the call
- **Transferred Time:** if the call is transferred to a queue, this is the time encompassed since one agent transferred the call until another one accepted it. If the transference is meant to take the call to another line, this indicates the time since the transference started, until it was accepted or rejected by the endpoint.
- **Average Holds per Call:** Average of number of times the agent put one given call on hold. The formula for calculation is:

$$\text{Average Holds per Call} = \frac{\text{Total number of Holds during the selected period}}{\text{Total number of answered calls by an agent during the selected period}}$$

Summary of Inbound Calls by Supervisor/Campaign- Extended Transference Data

The report contains information on the transfer time for calls on a campaign or supervisor basis.



The fields in the report are:

- Slice:** indicates the period of time for which the report contains information. In minutes
- Offered:** total number of inbound calls
- Transferred:** indicates whether the call was transferred to another number or not
- Transferred to Agent:** indicates if the call was transferred to another agent. Transfers to agents are directly queued in the agent's BarAgent application
- Transferred to Number:** number of calls that were transferred to an external number (not pertaining to the VCC)
- Transferred to Campaign:** It determines if the call was transferred to a campaign. Calls transferred to campaigns enter the system as a new call, just as if the call reached the VCC from an external number
- Transferred to Group:** indicates if the call was transferred to a queue. Transfers to queue are directly queued in the agent's BarAgent application

- **Average Transferred:** Indicates the average number of transferred calls. The field determines on average the number of calls that were transferred to another number. The formula for calculation is:

$$\text{Average Transferred} = \frac{\begin{array}{l} \text{N}^\circ \text{ of calls transferred to queue} \\ + \text{N}^\circ \text{ of calls transferred to Agent} \\ + \text{N}^\circ \text{ of calls transferred to an external number} \\ + \text{N}^\circ \text{ of calls transferred to Campaign} \end{array}}{\text{Total number of Answered Calls}}$$

- **Average Transferred to Group:** average number of calls that were transferred to a group (queue). Queued calls appear in each agent's queue.

The calculation formula for this field is:

$$\text{Average Transferred to Group} = \frac{\text{Total number of calls transferred to a group (queue)}}{\text{Total number of answered calls}}$$

- **Average Transferred to Agent:** Average number of calls that were transferred to an agent. The calls transferred to an agent are directly listed on the BarAgent queue. The calculation formula for this field is

$$\text{Average Transferred to Agent} = \frac{\text{Total number of calls transferred to the agent}}{\text{Total number of answered calls}}$$

- **Average Transferred to Number:** average number of calls that were transferred to a Number. The calculation formula for this field is:

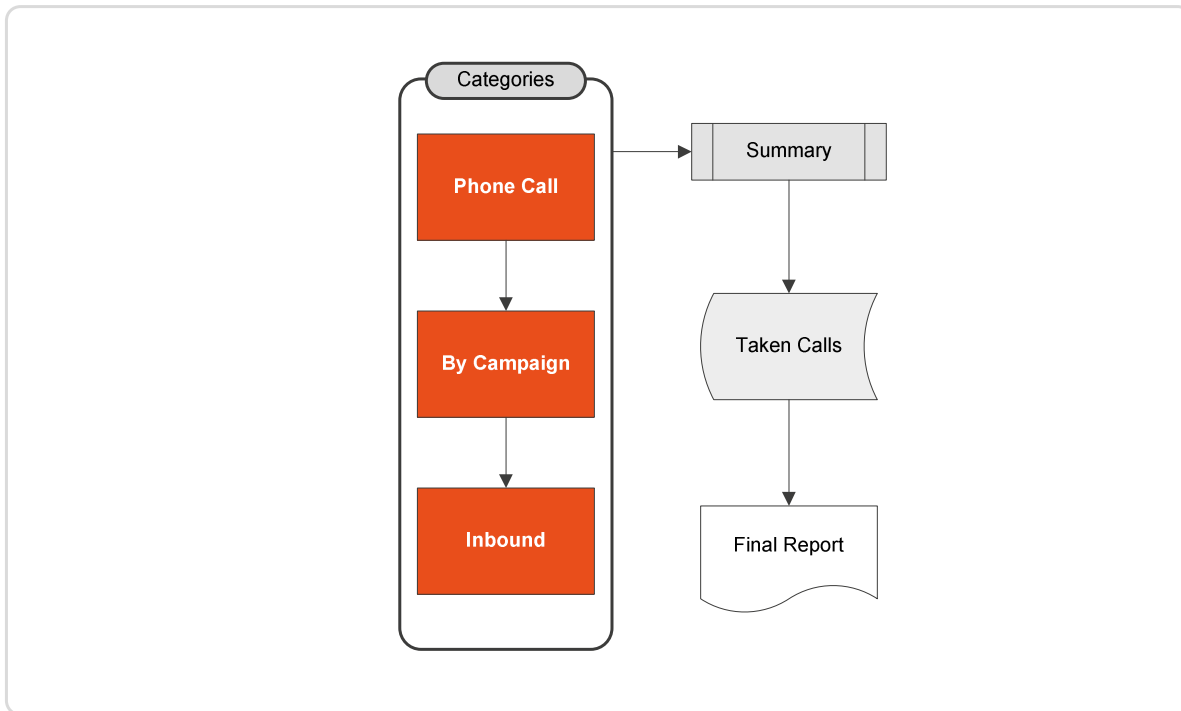
$$\text{Average Transferred to Number} = \frac{\text{Total number of calls transferred to a Number}}{\text{Total number of answered calls}}$$

- **Average Transferred to Campaign:** average number of calls that were transferred to a campaign. The calls transferred to a campaign are treated as new coming calls, and therefore go through an ACD process. The calculation formula for this field is:

$$\text{Average Transferred to Campaign} = \frac{\text{Total number of calls transferred to a campaign}}{\text{Total number of answered calls}}$$

Summary of Taken Inbound Calls by Campaign

This report contains a summary of taken calls in different spans of time for any given campaign.

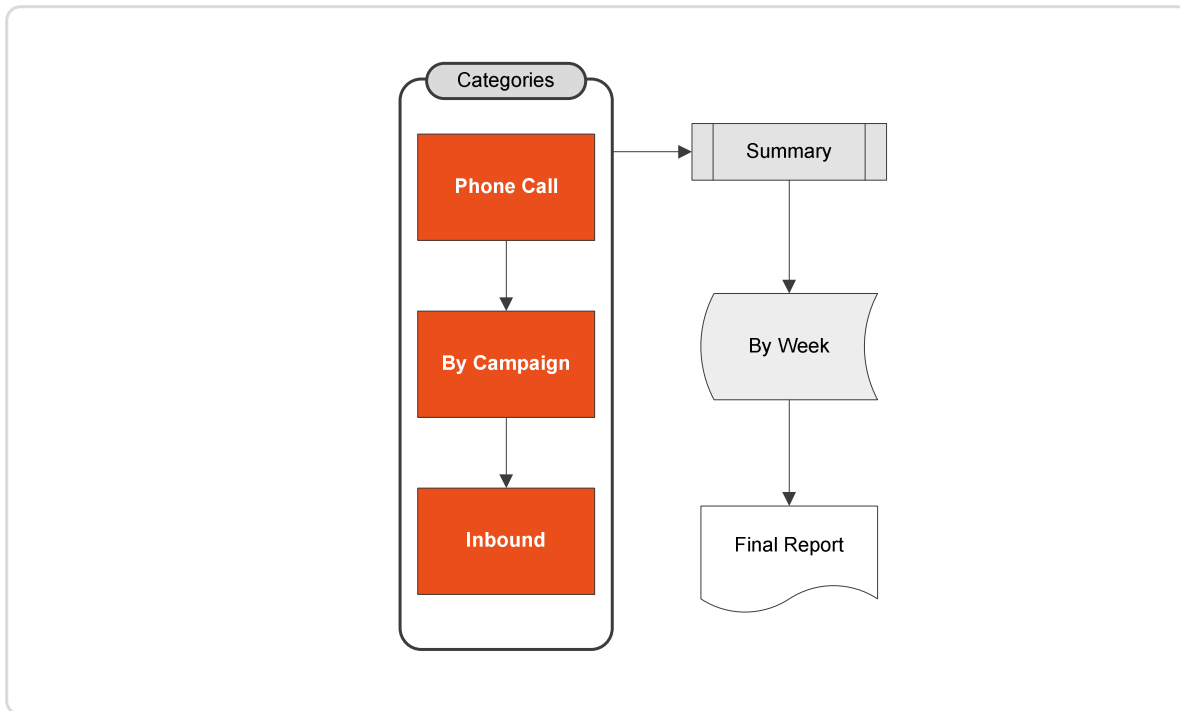


The fields in the report are:

- Slice:** indicates the period of time for which the report contains information. In minutes
- Total:** indicates the total number of calls the VCC processed
- In 1 sec:** Indicates the number of calls that reached the VCC and were abandoned within a 1 second threshold. Abandonment occurs when either the client or the system terminates the call. The system can terminate a call if it has been looking for an available agent longer than the pre-established waiting time for that campaign.
- In 10 secs:** Indicates the number of calls that reached the VCC and were abandoned within a 10 second threshold. Abandonment occurs when either the client or the system terminates the call. The system can terminate a call if it has been looking for an available agent longer than the pre-established waiting time for that campaign.
- More than 60 secs:** Indicates the number of calls that reached the VCC and were abandoned after a 60 second threshold. Abandonment occurs when either the client or the system terminates the call. The system can terminate a call if it has been looking for an available agent longer than the pre-established waiting time for that campaign.

Summary of Inbound Calls by Week

This report contains information on the number of inbound calls the campaign received during a given week of its operation.



The fields in the report are:

- Year-Month:** indicates the year and month for which the data is being retrieved
- Week:** indicates to which week the information belongs to
- Day:** indicates the day for which the information is being retrieved
- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Offered:** indicates the total number of inbound calls
- Taken:** indicates the total number of answered calls
- Abandoned:** Indicates the total number of calls that reached the VCC and were terminated either by the client or the system, before an agent could answer them.

1) If the call is an Inbound call, the client terminated it

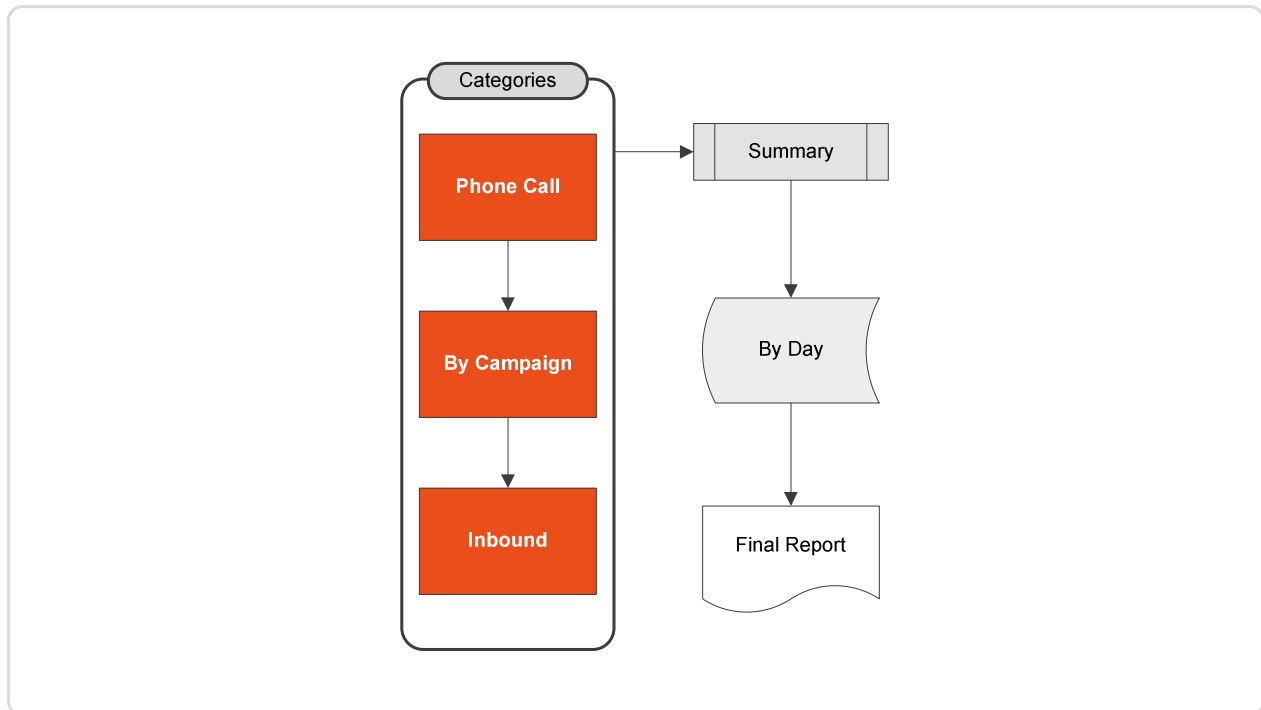
2) If the call is a result of a predictive dialer operation, the results may be:

2.1) The client was called and the system looked for an available agent to assign the call. If there is no available agent before the waiting time threshold elapsed, then the system will proceed to terminate the call and label it as "Hang Up on threshold"

2.2) The call reached the client, but he hung up

Summary of Inbound Calls by Supervisor/Campaign by Day

This report contains a summary of all the inbound calls each supervisor or campaign has received, on a day by day basis.



The fields in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Total Inbound:** indicates the total number of inbound calls that reached the VCC, whether they were answered or not
- Taken:** indicates the total number of answered calls
- Abandoned:** Indicates the total number of calls that reached the VCC and were terminated either by the client or the system, before an agent could answer them.
 - 1) If the call is an Inbound call, the client terminated it
 - 2) If the call is a result of a predictive dialer operation, the results may be:
 - 2.1) The client was called and the system looked for an available agent to assign the call. If there is no available agent before the waiting time threshold elapsed, then the system will proceed to terminate the call and label it as "Hang Up on threshold"
 - 2.2) The call reached the client, but he hung up

- **Cancelled:** If the inbound campaign has a voicemail process associated to incoming calls, and the system cannot find an available agent to answer the call; the call is cancelled and goes to voicemail.

If the calls are Outbound, this case happens when the call cannot reach the client (the client won't answer it for some reason)

- **IVR:** determines if the call was an inbound call or if it was made through an IVR process
- **Out Of Schedule without IVR:** indicates the calls that were made outside the scheduled times for the campaign, and were not processed by any client IVR.
- **Ghost:** if the call fits the predefined criteria for ghost calls threshold, the system lists it here
- **Average abandoned:** Indicates the average number of abandoned calls during the selected period of time (see the concept of Abandoned). The formula for calculation is:

$$\text{Average Abandoned} = \frac{\text{Total number of abandoned calls in the selected period}}{\text{Total number of calls for that period} - \text{Total number of Ghost Calls}}$$

Ghost calls are considered to be mistaken calls, and therefore are not taken into account.

- **Inbound Service Level:** percentage of calls answered, abandoned or cancelled within the service threshold
- **Estimated CPH:** number of estimated calls per hour. The basis for calculation is the estimation of the number of calls made during the selected period of time. For example, if the agent was logged during 15 minutes and made 3 calls, the CPH for that agent is 12 (if he had been logged in for 60 minutes, then he would have made 12 calls)
- **Estimated GPH:** number of calls catalogued as a goal per hour. The calculation basis is the same as for CPH.
- **% Busy Agent:** indicates the percentage of the total time the agent spent tending to calls. The formula for calculation is:

$$\% \text{Busy Agent} = \frac{\text{Attention Time} + \text{Wrap - up Time} + \text{Ring Time}}{\text{Active state Time} + \text{Pause state Time}}$$

- **% Talking Time:** indicates the percentage of the total time the agent spent actually interacting with a customer. The formula for calculation is:

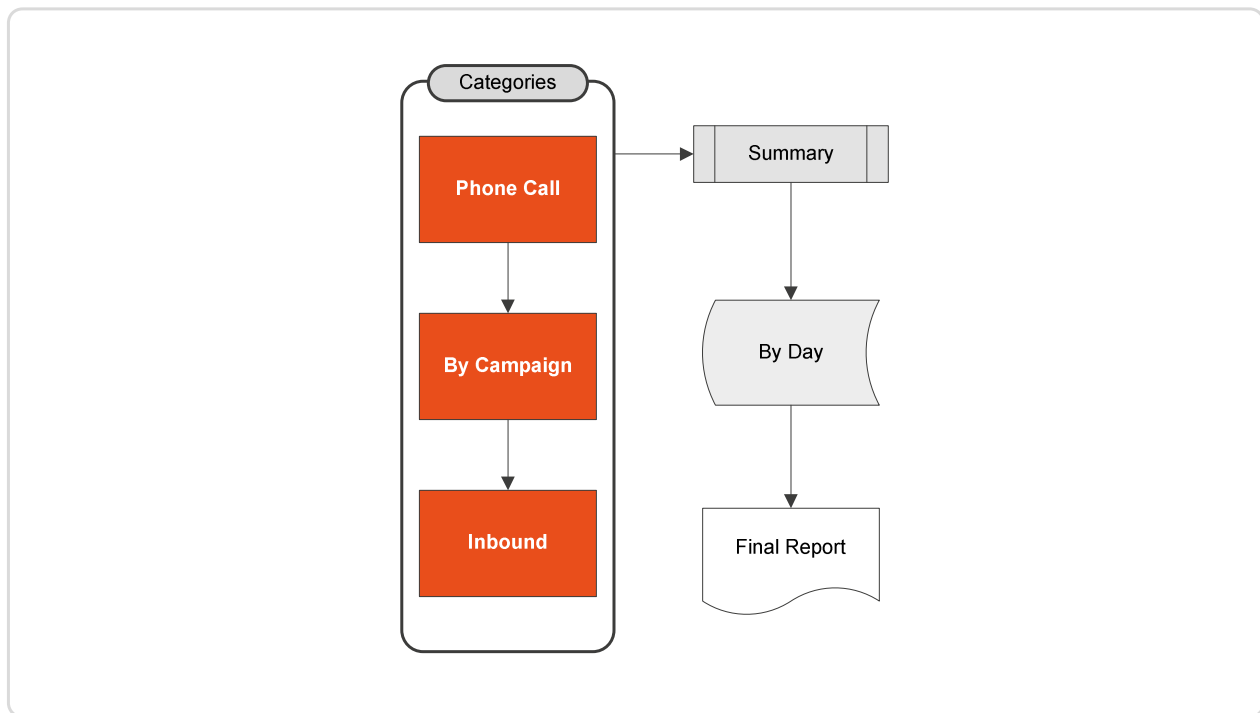
$$\% \text{Talking Time} = \frac{\text{Attention Time} + \text{Ring Time}}{\text{Active State Time} + \text{Pause State Time}}$$

- **Staff Time:** indicates the time each agent dedicated to the campaign. The formula for calculation is:

$$\textit{Staff Time} = \frac{(\text{Attention Time} + \text{WUP} + \text{RingTime})}{(\text{Ringback Time})}$$

Summary of Call Traces by Campaign by Day

This report contains information on....



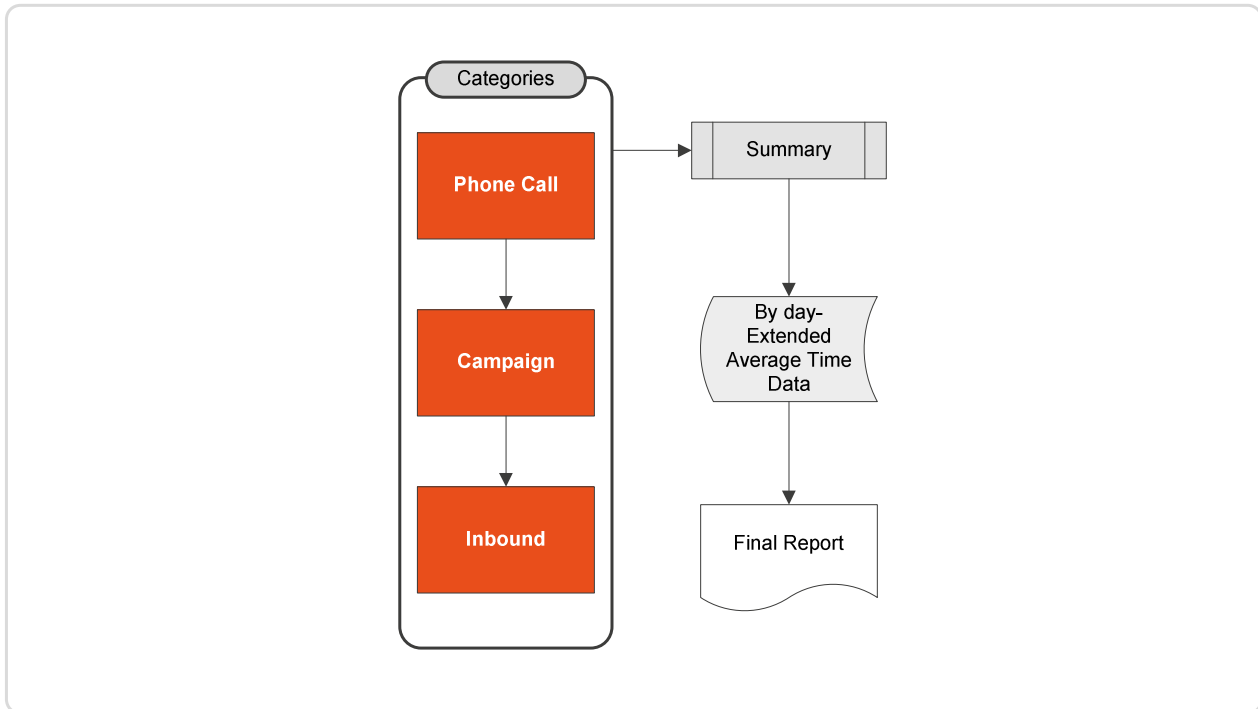
The fields contained in the report are:

- Campaign:** identifies the campaign for which the data is being retrieved
- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Offered:** total number of calls the campaign initiated
- Inbound Out of schedule:** indicates the total inbound calls received outside the predefined attention schedule.
- Inbound answered:** indicates the total number of inbound calls that reached the VCC, and were in fact answered by an agent
- Inbound abandoned:** Indicates the total number of calls that reached the VCC and were abandoned, terminated either by the client or by the system. The system can terminate a call if it has been looking for an available agent longer than the pre-established waiting time for that campaign.
- Inbound Cancelled:** indicates the number of inbound calls that were cancelled by the system. This type of calls occur when the campaign has the voicemail option configured, and the system couldn't find a free agent within the predefined waiting time

- **Inbound abandoned with callback:** inbound call that was hung up by the caller (while the system was looking for an available agent); after the incident, an agent picked the call up and returned the call to the caller
- **Inbound answered with callback:** indicates a call that was answered by an agent and he reprogrammed a callback for future calling. That call will appear in the interactions tray in the BarAgent application
- **Inbound cancelled with voicemail:** indicates inbound calls that were sent to voicemail (see Inbound Cancelled)
- **Inbound VM with callback:** indicates inbound calls that were sent to voicemail (see Inbound Cancelled) and answered by an agent

Summary of Inbound Calls by Supervisor/Campaign by Day - Extended Average Time Data

This report gives the administrator a summary of information on the inbound calls received by a campaign or under a supervisor, day by day.



The fields contained in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
 - Offered:** total number of calls the agent initiated
 - Average Duration Time:** indicates the average amount of time for each interaction
 - Average Attention Time:** the average amount of time the agent tended to calls, it encompasses time speaking to clients as well as hold time
 - Average Wrap-Up Time:** Indicates the average amount of time the agent spent in “Wrap-up”. Wrap-Up time is the time elapsed between the agent or the client terminates the call, and the agent effectively finishes the interaction in the BarAgent application.
 - Average Hold Time:** indicates the average amount of time the agent put calls on hold
- Average Abandoned Time:** indicates the average time for abandoned calls. The calculation formula is:

$$\text{Average Abandoned Time} = \frac{\text{Total time of abandoned calls in the selected period}}{\text{Total number of abandoned calls in the period}}$$

(see Abandoned and Abandoned Time)

- **Average Ringing Time:** indicates the average amount of time the call spent between the moment it reached the VCC the system assigns it to an available agent, and the agent answers it. The formula for calculation is:

$$\text{Average Ringing Time} = \frac{\text{Total Ringing time}}{\text{Total number of answered calls}}$$

- **Average ACD Time:** indicates the amount of time during which the system looked for an available agent to assign the call. The calculation formula is:

$$\text{Average ACD Time} = \frac{\text{Total amount of time during which the system looked for an available agent}}{\text{Total number of calls that reached the VCC}}$$

- **Average out of scheduler:** indicates the average number of calls that entered the VCC outside the predefined schedule. The calculation formula is:

$$\text{Average Out of Scheduler} = \frac{\text{Total number of Out of Schedule Calls}}{\text{Total Inbound Calls} - \text{Total number of Ghost Calls}}$$

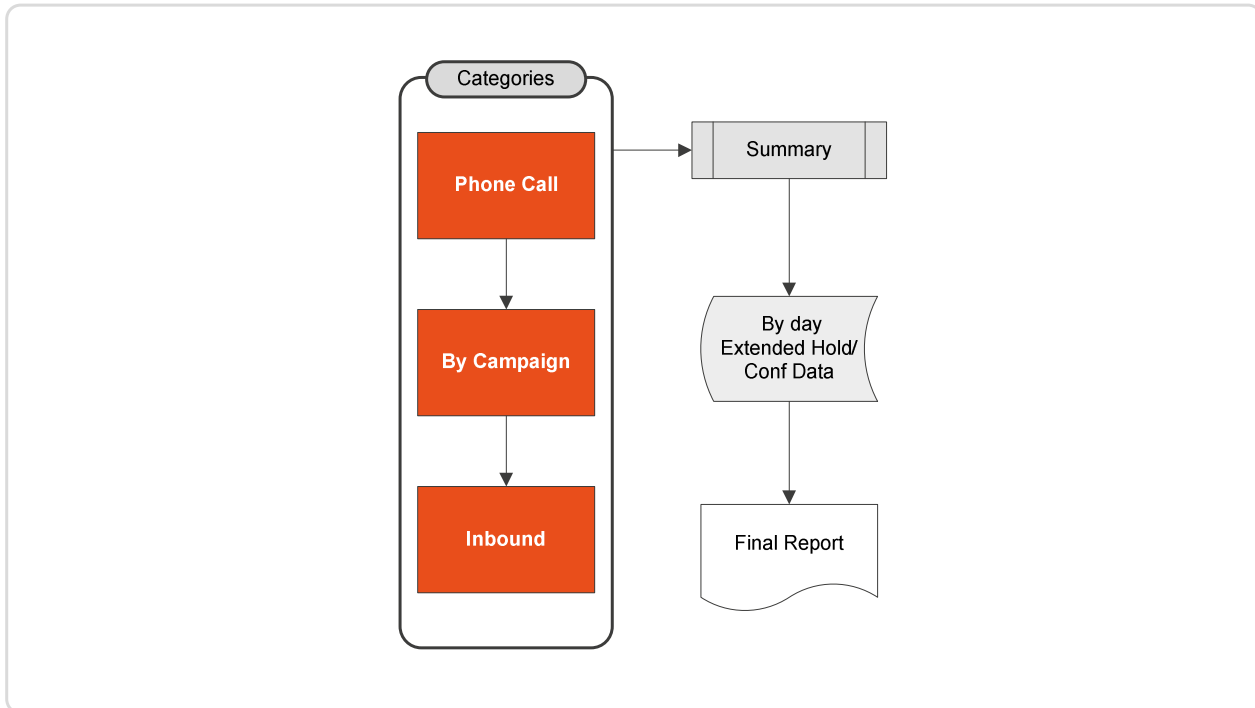
Ghost calls are considered to be mistaken calls, and therefore are not taken into account.

- **Average out of scheduler time:** indicates the average time for calls received outside the predefined attention schedule. If a call enters the VCC after the schedule for the campaign has ended, the duration of that call is recorded in the system. The duration of those calls is used to calculate the average out of scheduler time. The Calculation Formula is:

$$\text{Average Out of Scheduler Time} = \frac{\text{Total Out of Scheduler time}}{\text{Total inbound out of schedule calls}}$$

Summary of Inbound Calls by Supervisor/Campaign by Day - Extended Hold/Conf Data

This report contains summary information on calls received by each campaign or under any supervisor, and how they were processed in terms of holds and conferences, on a daily basis.

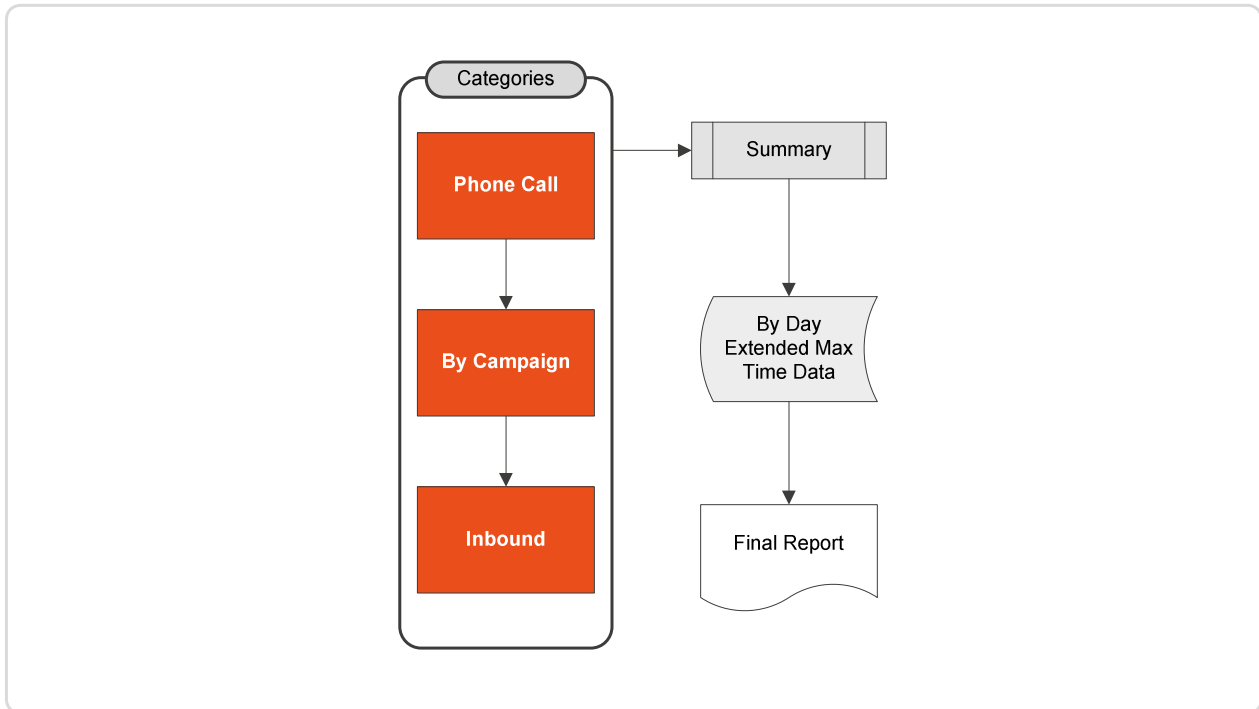


The fields contained in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Offered:** total number of calls the agent initiated
- Holds:** number of times the client was put on hold during the same call
- Holds per Call:** number of times the agent put one given call on hold
- Conferences:** number of times the agent sent calls to conferences during the selected period of time
- Conferences per Call:** number of times the agent sent one given call to conference

Summary of Inbound Calls by Supervisor/Campaign by Day - Extended Max Time Data

This report contains summary information on calls received by each campaign or under any supervisor, grouped on a daily basis.



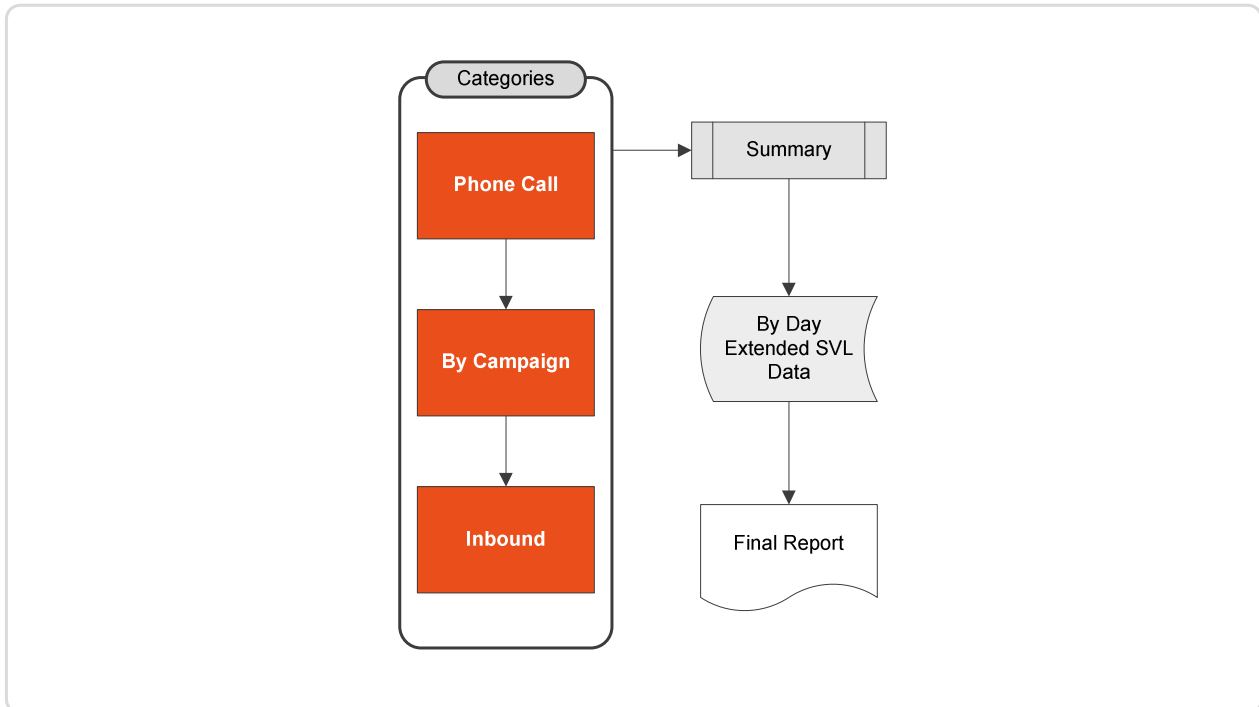
The fields contained in the report are:

- **Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- **Offered:** total number of inbound calls
- **Max Ringing Time:** Indicates the maximum ringing time for calls during the selected period of time. Ringing time for one call is calculated computing the time in which the call is assigned to an agent and the agent effectively answers it.
- **Max Hold Time:** Indicates the maximum amount of time during which the call was put on hold in the selected period of time
- **Max Wrap-up Time:** Indicates the maximum ringing time for calls during the selected period of time. Ringing time for one call is calculated computing the time in which the call is assigned to an agent and the agent effectively answers it.

- **Max Attention Time:** Indicates the maximum attention time for a call during the selected period of time. Attention time is calculated since the moment the call is answered by an agent, and the agent or the client hangs up.
- **Max Duration Time:** Indicates the maximum duration time for a call in the selected period of time. Call duration is calculated from the moment the call reaches the VCC until it's terminated either by the client or the agent. The system can terminate the call if it has reached the maximum waiting time.
- **Max Answer Delay Time:** Indicates the maximum waiting time for a call during the selected period of time. Waiting time is calculated since the moment the call reaches the VCC and an agent answers it.

Summary of Inbound Calls by Supervisor/Campaign by Day - Extended SVL Data

This report contains information on.....



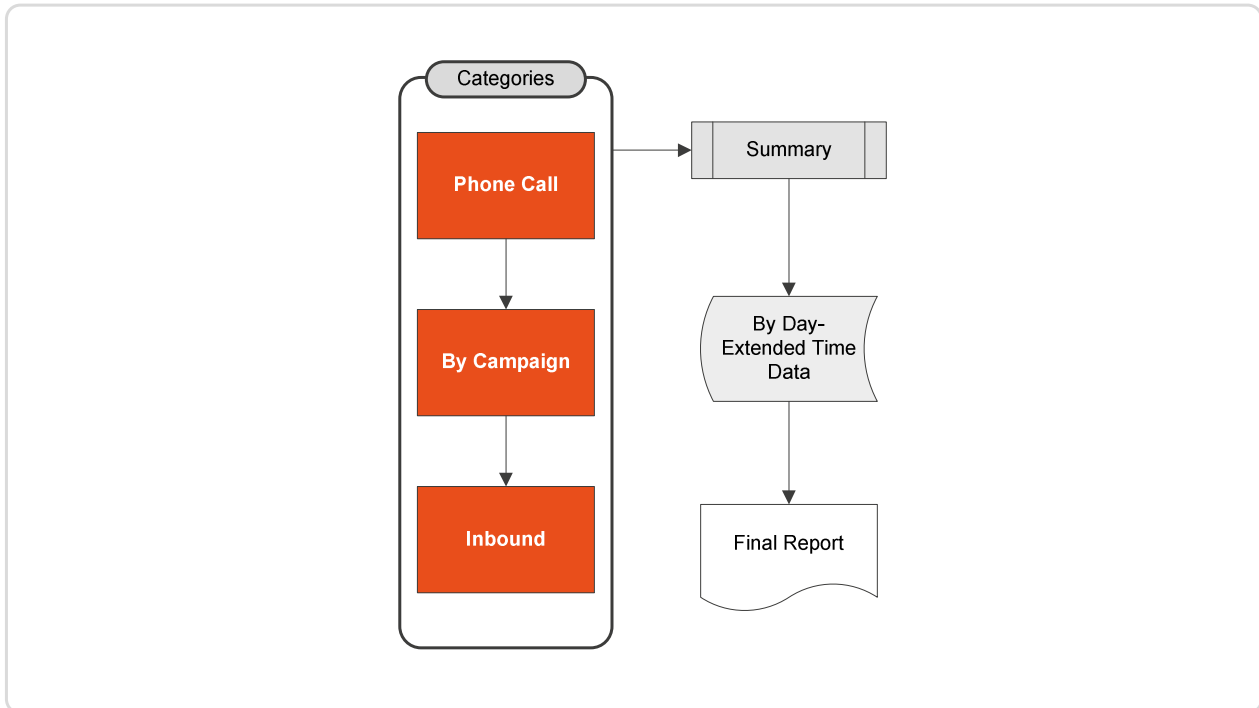
The fields contained in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Agent:** the ID of the agent for which the information is being retrieved
- Offered:** total number of calls the agent initiated
- Short:** indicates if the call belongs to the group of “short calls”, defined in the administrator’s panel (if the call lasts less than the defined threshold it is considered a short call)
- Long:** indicates if the call belongs to the group of “long calls”, defined in the administrator’s panel (if the call lasts more than the defined threshold it is considered a long call)
- Ghost:** if the call fits the predefined criteria for ghost calls threshold, the system lists it here
- Out of Schedule:** indicates the number of calls that entered the VCC outside the predefined schedule.
- IVR:** determines if the call was an inbound call or if it was made through an IVR process
- ACD:** indicates the total number of calls that reached the VCC

- **Blocked:** indicates the number of blocked calls. If a number is on the DNC list or a black list
- **Average blocked:** this field indicates the average number of blocked calls. A call can be blocked by the system if the number is blacklisted (the DNC -do not call- list)
- **Answered:** Total number of calls that reached the VCC and were answered by an agent
- **Abandoned:** Indicates the total number of calls that reached the VCC and were terminated either by the client or the system, before an agent could answer them.
 - 1) If the call is an Inbound call, the client terminated it
 - 2) If the call is a result of a predictive dialer operation, the results may be:
 - 2.1) The client was called and the system looked for an available agent to assign the call. If there is no available agent before the waiting time threshold elapsed, then the system will proceed to terminate the call and label it as "Hang Up on threshold".
 - 2.2) The call reached the client, but he hung up
- **+ SVL Answered:** Indicates the number of answered calls with a positive service level. The data is based on the number of calls answered within the service level threshold.
- **(+) SVL Abandoned:** Indicates the number of abandoned calls with a positive service level. The data is based on the number of abandoned calls within the service level threshold.
- **(+) SVL Cancelled:** Indicates the number of cancelled calls with a positive service level. The data is based on the number of cancelled calls within the service level threshold.
- **(-) SVL Answered:** Indicates the number of answered calls with a negative service level. The data is based on the number of calls answered after the service level threshold.
- **(-) SVL Abandoned:** Indicates the number of abandoned calls with a negative service level. The data is based on the number of abandoned calls after the service level threshold.
- **(-) SVL Cancelled:** Indicates the number of cancelled calls with a negative service level. The data is based on the number of cancelled calls after the service level threshold.

Summary of Inbound Calls by Supervisor/Campaign by Day - Extended Time Data

This report gives a summary of information regarding the activities the campaign has performed in one day.



The fields contained in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Agent:** the ID of the agent for which the information is being retrieved the ID of the agent for which the information is being retrieved
- Offered:** total number of calls the agent initiated total number of calls the agent initiated by the agent
- Duration Time:** indicates the amount of time for each interaction the sum of each call duration
- IVR time:** indicates the total amount of time during which the system processes the IVR interaction with the client.
- ACD Time:** indicates the amount of time during which the system looked for an available agent to assign the call.
- Attention Time:** the total amount of time the agent tended to calls, it encompasses time speaking to clients as well as hold time

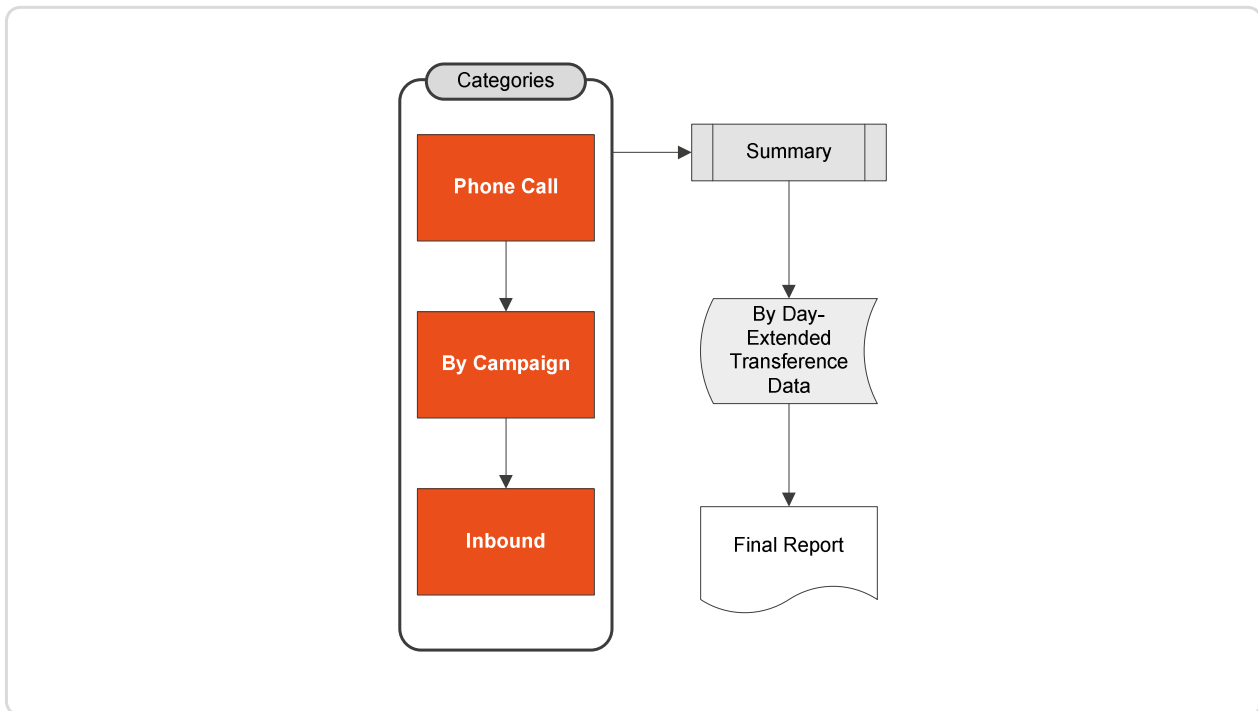
- **Ringling Time:** computes the total amount of time the call spent in "ringing" mode. Since the moment the call is assigned to an agent to the moment the agent answers it
- **Wrap-up Time:** total amount of time spent by the agent in "Wrap-up" mode (see Agent's manual)
- **Hold Time:** indicates the amount of time the calls were put on hold
- **Abandoned Time:** Indicates the total amount of abandon time of the calls that reached the contact center. This time is calculated using calls that are considered as abandoned. The calculation takes into consideration the time elapsed between the call reaches the VCC and the client or the system terminate it before an agent can answer.
 - 1) If the call is an Inbound call, the time is calculated from the moment the call reaches the VCC until the client terminated it
 - 2) If the call is a result of a predictive dialer operation, the time is calculated since the client answered the call until it's terminated by the client himself or the system
- **Answer Time:** the total amount of time the agent (or the campaign as a whole) spent between the moment the call entered the Contact Center and he effectively answered the call
- **Average Hold time per Call:** indicates the average time spent on hold for each call. The formula for calculation is:

$$\text{Average Hold Time per Call} = \frac{\text{Total Hold Time}}{\text{Total number of holds for the considered period}}$$

- **Transferred Time:** if the call is transferred to a queue, this is the time encompassed since one agent transferred the call until another one accepted it. If the transference is meant to take the call to another line, this indicates the time since the transference started, until it was accepted or rejected by the endpoint.

Summary of Inbound Calls by Supervisor/Campaign by Day - Extended Transference Data

The report contains information on the transfer time for calls on a campaign basis, using day to day data.



The report contains the following fields:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Offered:** total number of calls the agent initiated
- Transferred:** indicates whether the call was transferred to another number or not
- Transferred to Agent:** indicates if the call was transferred to another agent. Transfers to agents are directly queued in the agent's BarAgent application
- Transferred to Number:** number of calls that were transferred to an external number (not pertaining to the VCC)
- Transferred to Campaign:** It determines if the call was transferred to a campaign. Calls transferred to campaigns enter the system as a new call, just as if the call reached the VCC from an external number
- Transferred to Group:** indicates if the call was transferred to a queue. Transfers to queue are directly queued in the agent's BarAgent application

- **Average Transferred:** Indicates the average number of transferred calls. The field determines on average the number of calls that were transferred to another number. The formula for calculation is:

$$\text{Average Transferred} = \frac{\begin{array}{l} \text{N}^\circ \text{ of calls transferred to queue} \\ + \text{N}^\circ \text{ of calls transferred to Agent} \\ + \text{N}^\circ \text{ of calls transferred to an external number} \\ + \text{N}^\circ \text{ of calls transferred to Campaign} \end{array}}{\text{Total number of Answered Calls}}$$

- **Average Transferred to Group:** average number of calls that were transferred to a group (queue). Queued calls appear in each agent's queue. The calculation formula for this field is:

$$\text{Average Transferred to Group} = \frac{\text{Total number of calls transferred to a group (queue)}}{\text{Total number of answered calls}}$$

- **Average Transferred to Agent:** Average number of calls that were transferred to an agent. The calls transferred to an agent are directly listed on the BarAgent queue. The calculation formula for this field is:

$$\text{Average Transferred to Agent} = \frac{\text{Total number of calls transferred to the agent}}{\text{Total number of answered calls}}$$

- **Average Transferred to Number:** average number of calls that were transferred to a Number. The calculation formula for this field is:

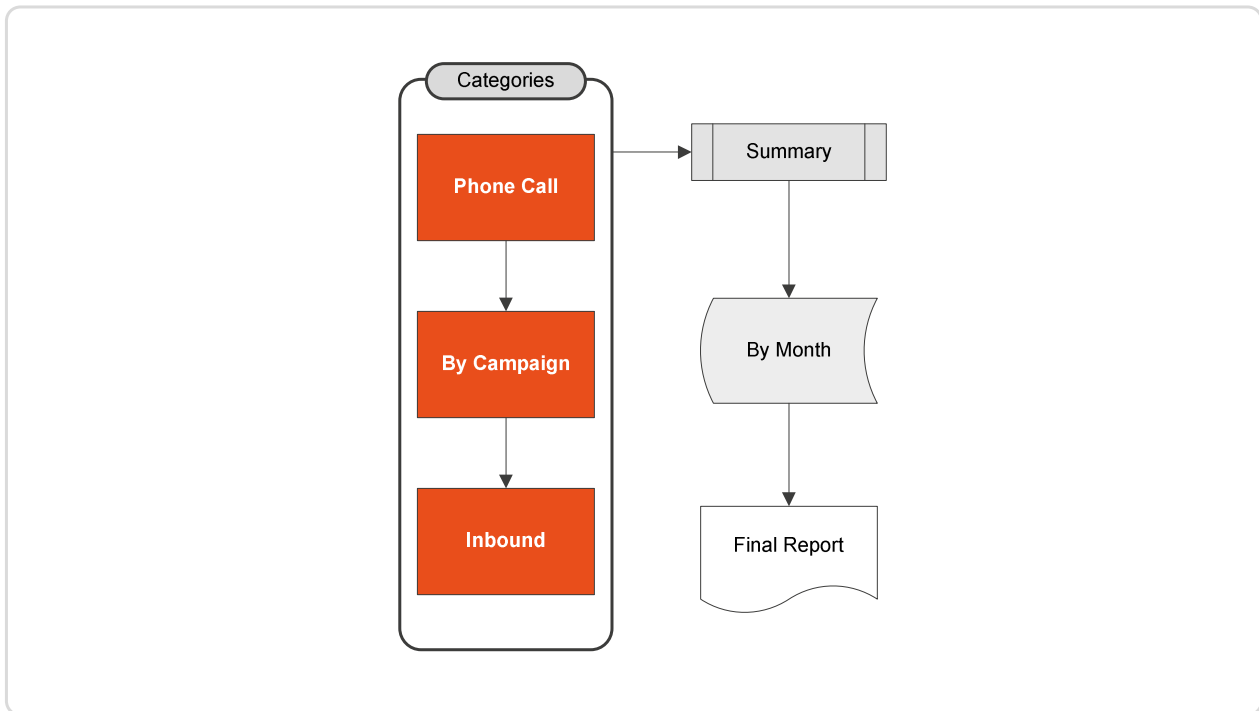
$$\text{Average Transferred to Number} = \frac{\text{Total number of calls transferred to a Number}}{\text{Total number of answered calls}}$$

- **Average Transferred to Campaign:** average number of calls that were transferred to a campaign. The calls transferred to a campaign are treated as new coming calls, and therefore go through an ACD process. The calculation formula for this field is:

$$\text{Average Transferred to Campaign} = \frac{\text{Total number of calls transferred to a campaign}}{\text{Total number of answered calls}}$$

Summary of Inbound Calls by Campaign/Supervisor by Month

This report summarizes the information on calls received by the different campaigns and under diverse supervisors during the last month of operations.



The fields contained in the report are:

- **Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- **Total Inbound:** indicates the total number of inbound calls that reached the VCC, whether they were answered or not
- **Taken:** indicates the total number of answered calls
- **Abandoned:** Indicates the total number of calls that reached the VCC and were terminated either by the client or the system, before an agent could answer them
 - 1) If the call is an Inbound call, the client terminated it
 - 2) If the call is a result of a predictive dialer operation, the results may be:
 - 2.1) The client was called and the system looked for an available agent to assign the call. If there is no available agent before the waiting time threshold elapsed, then the system will proceed to terminate the call and label it as "Hang Up on threshold".
 - 2.2) The call reached the client, but he hung up
- **Cancelled:** If the inbound campaign has a voicemail process associated to incoming calls, and the system cannot find an available agent to answer the call; the call is cancelled and goes to voicemail.
If the calls are Outbound, this case happens when the call cannot reach the client (the client won't

answer it for some reason)

- **IVR:** determines if the call was an inbound call or if it was made through an IVR process
- **Out of Schedule without IVR:** indicates the calls that were made outside the scheduled times for the campaign, and were not processed by any client IVR.
- **Ghost:** if the call fits the predefined criteria for ghost calls threshold, the system lists it here
- **Out of schedule:** indicates the number of calls that entered the VCC outside the predefined schedule.
- **ASA:** indicates the answer time for a call. This value determines the number of seconds that elapsed since the system found an available agent and the agent effectively answered the call
- **Average abandoned:** Indicates the average number of abandoned calls during the selected period of time (see the concept of Abandoned). The formula for calculation is:

$$\text{Average Abandoned} = \frac{\text{Total number of abandoned calls in the selected period}}{\text{Total number of calls for that period} - \text{Total number of Ghost Calls}}$$

Ghost calls are considered to be mistaken calls, and therefore are not taken into account.

- **Estimated GPH:** number of calls catalogued as a goal per hour. The calculation basis is the same as for CPH.
- **% Busy Agent:** indicates the percentage of the total time the agent spent tending to calls. The formula for calculation is:

$$\% \text{Busy Agent} = \frac{\text{Attention Time} + \text{Wrap - up Time} + \text{Ring Time}}{\text{Active state Time} + \text{Pause state Time}}$$

- **% Talking Time:** indicates the percentage of the total time the agent spent actually interacting with a customer. The formula for calculation is:

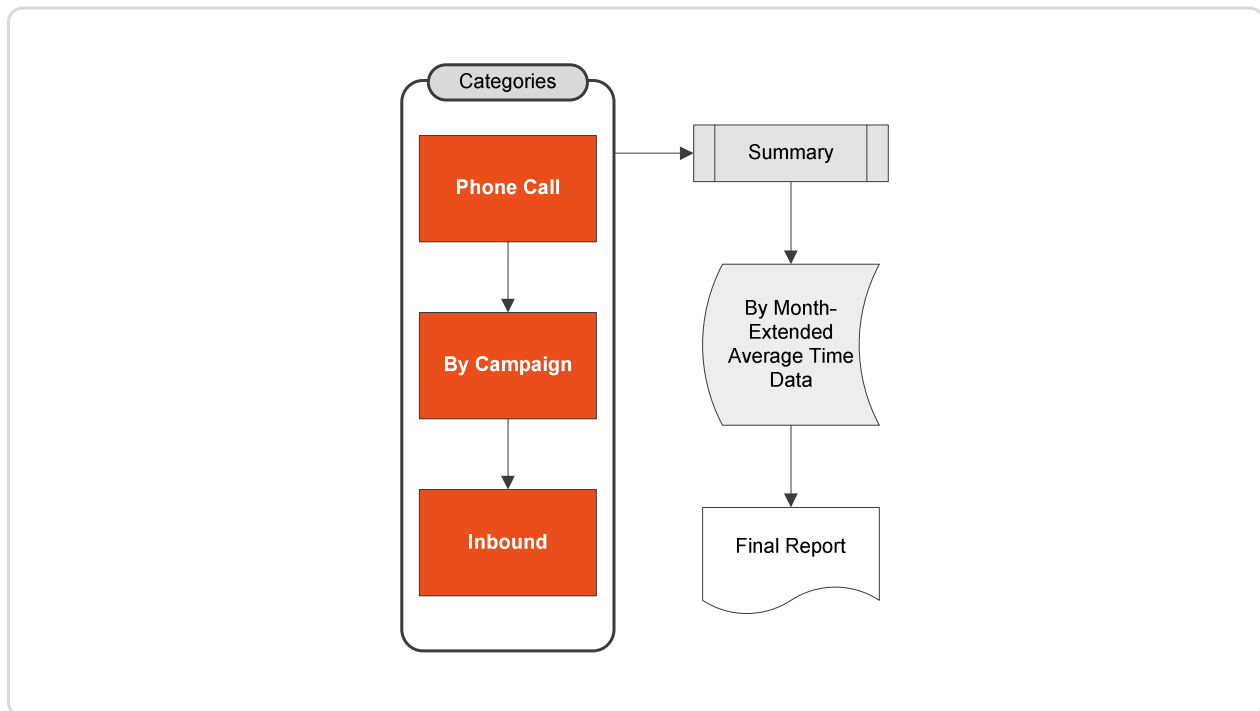
$$\% \text{Talking Time} = \frac{\text{Attention Time} + \text{Ring Time}}{\text{Active State Time} + \text{Pause State Time}}$$

- **Staff Time:** indicates the time each agent dedicated to the campaign. The formula for calculation is:

$$\text{Staff Time} = \frac{(\text{Attention Time} + \text{WUP} + \text{RingTime})}{(\text{Ringback Time})}$$

Summary of Inbound Calls by Supervisor/Campaign by Month - Extended Average Time Data

The report contains summary information on the inbound interactions different campaigns and supervisors participated in, collected on a monthly basis. The report shows the average number of times calls were offered, taken, etc.



The fields in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Offered:** total number of calls the agent initiated
- Average Duration Time:** indicates the average duration of the call since the moment it entered the system until the client or system hung up. It's important to note that the system can terminate a call if it reached the maximum waiting time.
- Average Attention Time:** the average amount of time the agent tended to calls, it encompasses time speaking to clients as well as hold time
- Average Wrap-Up Time:** Indicates the average amount of time the agent spent in "Wrap-up". Wrap-Up time is the time elapsed between the agent or the client terminates the call, and the agent effectively finishes the interaction in the BarAgent application.
- Average Hold Time:** indicates the average amount of time the agent put calls on hold

- **Average Ringing Time:** indicates the average amount of time the call spent between the moment it reached the VCC the system assigns it to an available agent, and the agent answers it. The formula for calculation is:

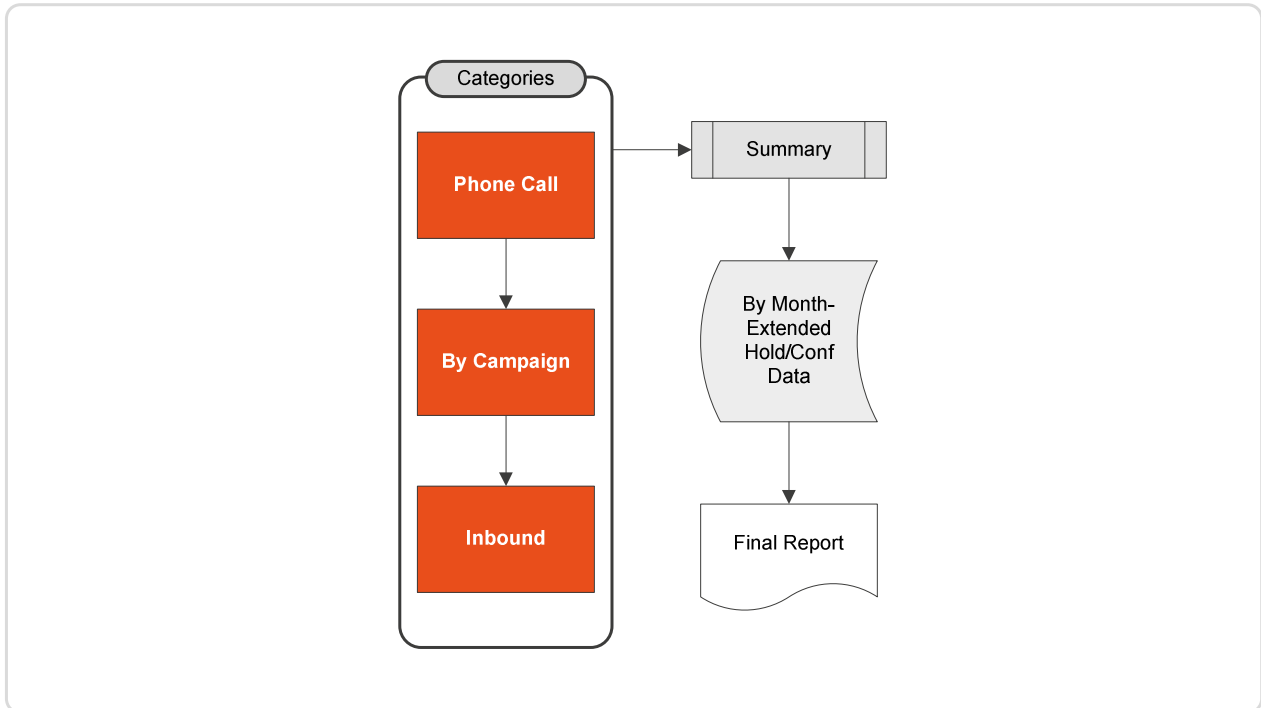
$$\textit{Staff Time} = \frac{(\textit{Attention Time} + \textit{WUP} + \textit{RingTime})}{(\textit{Ringback Time})}$$

- **Average ACD Time:** indicates the amount of time during which the system looked for an available agent to assign the call. The calculation formula is:

$$\textit{Average ACD Time} = \frac{\textit{Total amount of time during which the system looked for an available agent}}{\textit{Total number of calls that reached the VCC}}$$

Summary of Inbound Calls by Agent by Month - Extended Hold/Conf Data

This report contains summary information of the amount of time the different campaigns and supervisors participated in, spent on hold or on conference, on a monthly basis.

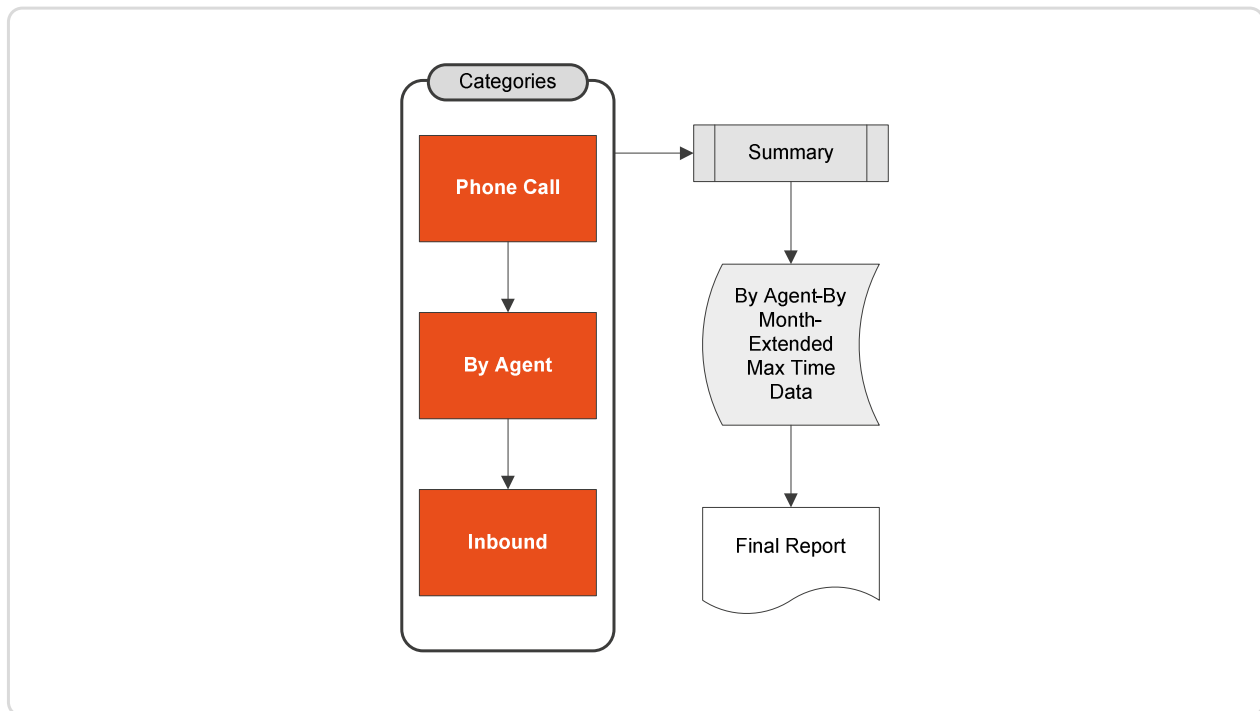


The fields in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Offered:** total number of calls the agent initiated
- Holds:** number of times the client was put on hold during the same call
- Holds per Call:** number of times the agent put one given call on hold
- Conferences:** number of times the agent sent calls to conferences during the selected period of time
- Conferences per Call:** number of times the agent sent one given call to conference

Summary of Inbound Calls by Supervisor/Campaign by Month - Extended Max Time Data

This report contains a summary of information regarding the maximum time the calls spent in different states.

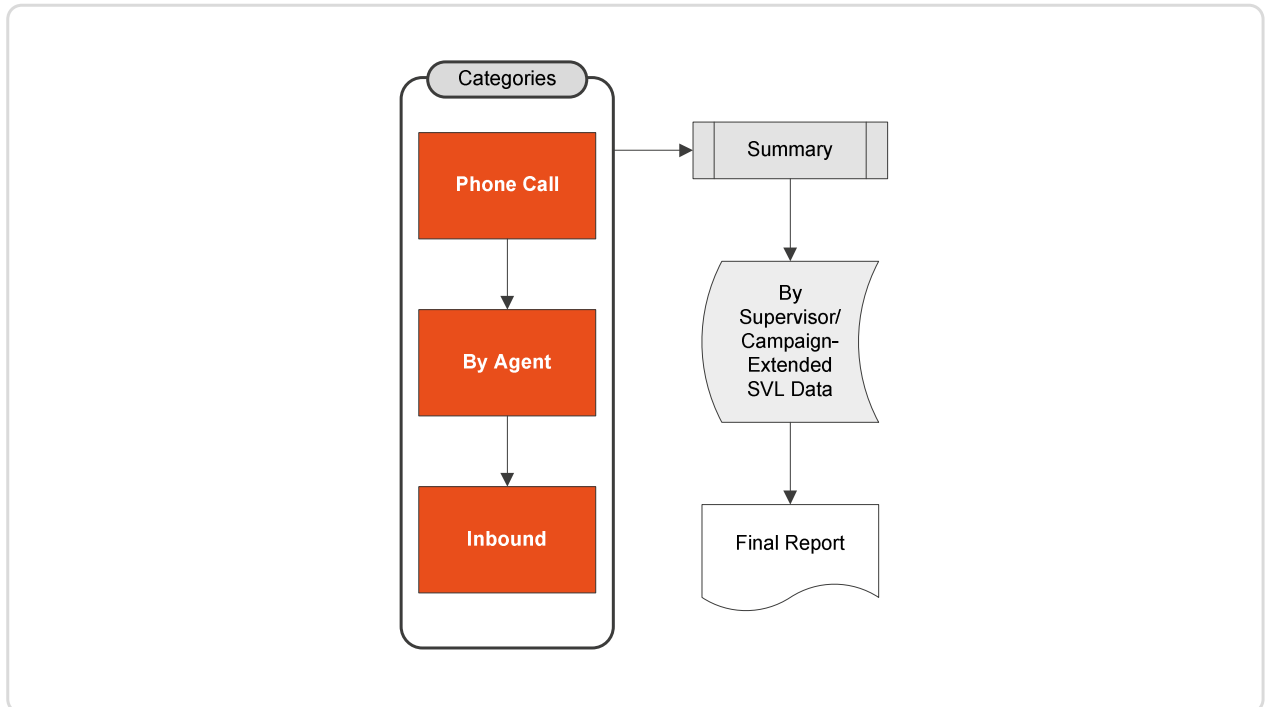


The fields contained in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Offered:** total number of calls the agent initiated
- Max Duration Time:** Indicates the maximum duration time for a call in the selected period of time. Call duration is calculated from the moment the call reaches the VCC until it's terminated either by the client or the agent. The system can terminate the call if it has reached the maximum waiting time.
- Max answer delay time:** Indicates the maximum waiting time for a call during the selected period of time. Waiting time is calculated since the moment the call reaches the VCC and an agent answers it.
- Max Ringing Time:** Indicates the maximum ringing time for calls during the selected period of time. Ringing time for one call is calculated computing the time in which the call is assigned to an agent and the agent effectively answers it.

- **Max Attention Time:** Indicates the maximum attention time for a call during the selected period of time. Attention time is calculated since the moment the call is answered by an agent, and the agent or the client hangs up.
- **Max Wrap-up Time:** Indicates the maximum ringing time for calls during the selected period of time. Ringing time for one call is calculated computing the time in which the call is assigned to an agent and the agent effectively answers it.
- **Max Hold Time:** Indicates the maximum amount of time during which the call was put on hold in the selected period of time

Summary of Inbound Calls Supervisor/Campaign by Month - Extended SVL Data

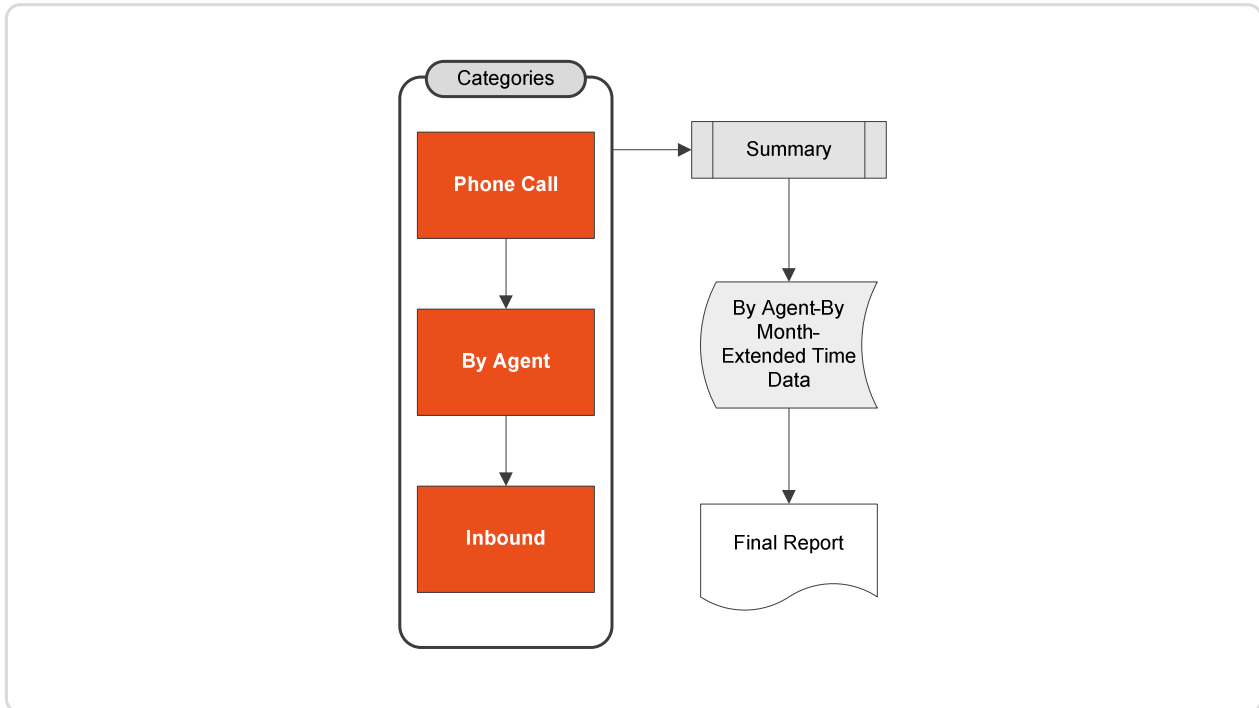


- **Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- **Agent:** the ID of the agent for which the information is being retrieved
- **Offered:** total number of calls the agent initiated
- **Short:** indicates if the call belongs to the group of “short calls”, defined in the administrator’s panel (if the call lasts less than the defined threshold it is considered a short call)
- **Long:** indicates if the call belongs to the group of “long calls”, defined in the administrator’s panel (if the call lasts more than the defined threshold it is considered a long call)
- **Ghost:** if the call fits the predefined criteria for ghost calls threshold, the system lists it here
- **Out of Schedule:** indicates the number of calls that entered the VCC outside the predefined schedule.
- **IVR:** determines if the call was an inbound call or if it was made through an IVR process
- **ACD:** indicates the total number of calls that reached the VCC
- **Blocked:** indicates the number of blocked calls. If a number is on the DNC list or a black list

- **Average blocked:** this field indicates the average number of blocked calls. A call can be blocked by the system if the number is blacklisted (the DNC -do not call- list)
- **Answered:** Total number of calls that reached the VCC and were answered by an agent
- **Abandoned:** Indicates the total number of calls that reached the VCC and were terminated either by the client or the system, before an agent could answer them.
 - 1) If the call is an Inbound call, the client terminated it
 - 2) If the call is a result of a predictive dialer operation, the results may be:
 - 2.1) The client was called and the system looked for an available agent to assign the call. If there is no available agent before the waiting time threshold elapsed, then the system will proceed to terminate the call and label it as "Hang Up on threshold".
 - 2.2) The call reached the client, but he hung up
- **+ SVL Answered:** Indicates the number of answered calls with a positive service level. The data is based on the number of calls answered within the service level threshold.
- **(+) SVL Abandoned:** Indicates the number of abandoned calls with a positive service level. The data is based on the number of abandoned calls within the service level threshold.
- **(+) SVL Cancelled:** Indicates the number of cancelled calls with a positive service level. The data is based on the number of cancelled calls within the service level threshold.
- **(-) SVL Answered:** Indicates the number of answered calls with a negative service level. The data is based on the number of calls answered after the service level threshold.
- **(-) SVL Abandoned:** Indicates the number of abandoned calls with a negative service level. The data is based on the number of abandoned calls after the service level threshold.
- **(-) SVL Cancelled:** Indicates the number of cancelled calls with a negative service level. The data is based on the number of cancelled calls after the service level threshold.
- **Answered:** Total number of calls that reached the VCC and were answered by an agent

Summary of Inbound Calls by Agent by Month- Extended Time Data

This report summarizes the information on calls received by different campaigns and supervisors during the last month of operations.



The fields in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Offered:** total number of inbound calls
- Duration Time:** indicates the amount of time for each interaction
- Ringling time:** computes the total amount of time the call spent in "ringing" mode. Since the moment the call is assigned to an agent to the moment the agent answers it
- Answer time:** the total amount of time the agent (or the campaign as a whole) spent between the moment the call entered the Contact Center and he effectively answered the call
- Wrap-up Time:** total amount of time spent by the agent in "Wrap-up" mode (see Agent's manual)
- Abandoned time:** Indicates the total amount of abandon time of the calls that reached the contact center. This time is calculated using calls that are considered as abandoned. The calculation takes into consideration the time elapsed between the call reaches the VCC and the client or the system terminate it before an agent can answer.

1) If the call is an Inbound call, the time is calculated from the moment the call reaches the VCC until the client terminated it

2) If the call is a result of a predictive dialer operation, the time is calculated since the client answered the call until it's terminated by the client himself or the system

□ **Hold Time:** indicates the amount of time the calls were put on hold

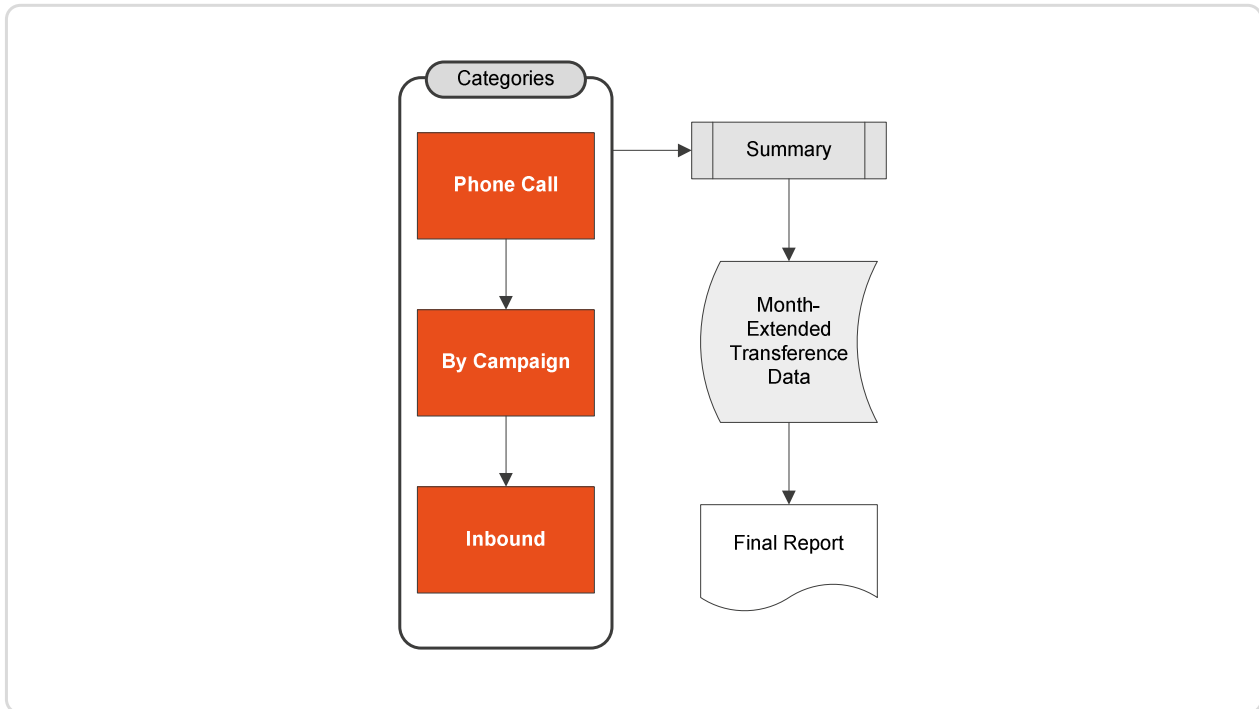
□ **Average Holds per Call:** Average of number of times the agent put one given call on hold. The formula for calculation is:

$$\text{Average Holds per Call} = \frac{\text{Total number of Holds during the selected period}}{\text{Total number of answered calls by an agent during the selected period}}$$

□ **Transferred Time:** if the call is transferred to a queue, this is the time encompassed since one agent transferred the call until another one accepted it. If the transference is meant to take the call to another line, this indicates the time since the transference started, until it was accepted or rejected by the endpoint.

Summary of Inbound Calls by Agent by Month - Extended Transference Data

The report contains information on the amount of time the calls spent being transferred once they entered the ACD.



The fields in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Offered:** total number of calls the agent initiated
- Transferred:** indicates whether the call was transferred to another number or not
- Transferred to Agent:** indicates if the call was transferred to another agent. Transfers to agents are directly queued in the agent's BarAgent application
- Transferred to Number:** number of calls that were transferred to an external number (not pertaining to the VCC)
- Transferred to Campaign:** It determines if the call was transferred to a campaign. Calls transferred to campaigns enter the system as a new call, just as if the call reached the VCC from an external number
- Transferred to Group:** indicates if the call was transferred to a queue. Transfers to queue are directly queued in the agent's BarAgent application

- **Average Transferred:** Indicates the average number of transferred calls. The field determines on average the number of calls that were transferred to another number. The formula for calculation is:

$$\text{Average Transferred} = \frac{\begin{array}{l} \text{N}^\circ \text{ of calls transferred to queue} \\ + \text{N}^\circ \text{ of calls transferred to Agent} \\ + \text{N}^\circ \text{ of calls transferred to an external number} \\ + \text{N}^\circ \text{ of calls transferred to Campaign} \end{array}}{\text{Total number of Answered Calls}}$$

- **Average Transferred to Group:** average number of calls that were transferred to a group (queue). Queued calls appear in each agent's queue. The calculation formula for this field is:

$$\text{Average Transferred to Group} = \frac{\text{Total number of calls transferred to a group (queue)}}{\text{Total number of answered calls}}$$

- **Average Transferred to Agent:** Average number of calls that were transferred to an agent. The calls transferred to an agent are directly listed on the BarAgent queue. The calculation formula for this field is:

$$\text{Average Transferred to Agent} = \frac{\text{Total number of calls transferred to the agent}}{\text{Total number of answered calls}}$$

- **Average Transferred to Number:** average number of calls that were transferred to a Number. The calculation formula for this field is:

$$\text{Average Transferred to Number} = \frac{\text{Total number of calls transferred to a Number}}{\text{Total number of answered calls}}$$

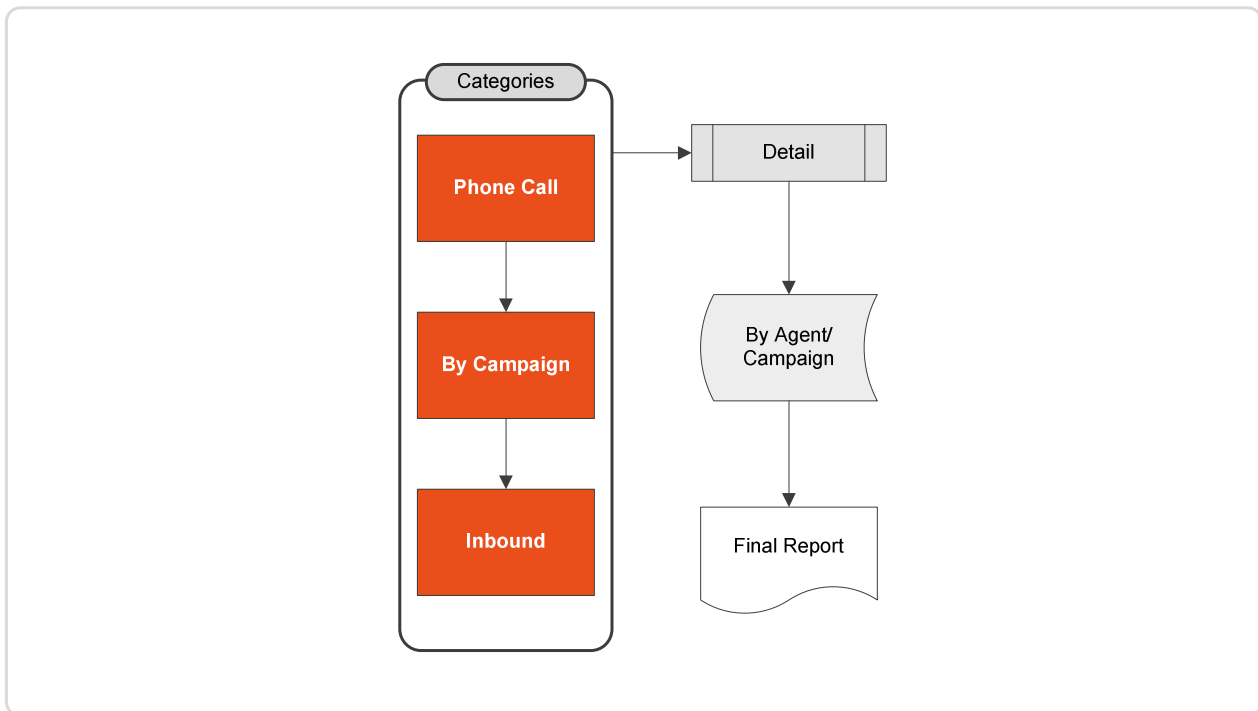
- **Average Transferred to Campaign:** average number of calls that were transferred to a campaign. The calls transferred to a campaign are treated as new coming calls, and therefore go through an ACD process. The calculation formula for this field is:

$$\text{Average Transferred to Campaign} = \frac{\text{Total number of calls transferred to a campaign}}{\text{Total number of answered calls}}$$

Detailed reports

Detail of Inbound/Outbound Calls by Agent/Campaign

This report contains detailed information regarding all the calls made or received in the VCC, classified by either agent or campaign.



The fields in the report are:

- Type:** indicates whether the call was inbound or outbound
- Agent:** the ID of the agent for which the information is being retrieved
- DNIS:** indicates the DNIS (Dialing Number Identification Service) number that identifies the call
- ANI:** indicates the number to which the system is calling (if it's an outbound call) or the number from which the call was effectuated (if it is an inbound call)
- Start Time:** indicates the time at which the interaction started- counting from the moment the call began
- Initiation Time:** indicates the time at which the interaction started- counting from the moment the agent established communication with the client
- End Time:** indicates the time in which the interaction ended
- Duration Time:** is the total amount of time the agent spent in telephonic interactions with clients
- Attention Time:** the total amount of time the agent tended to calls, it encompasses time speaking to clients as well as hold time
- ACD Time:** indicates the amount of time the calls spent in the ACD
- Ringin/RingbackTime:** indicates the total amount of time the system spent ringing and calling back

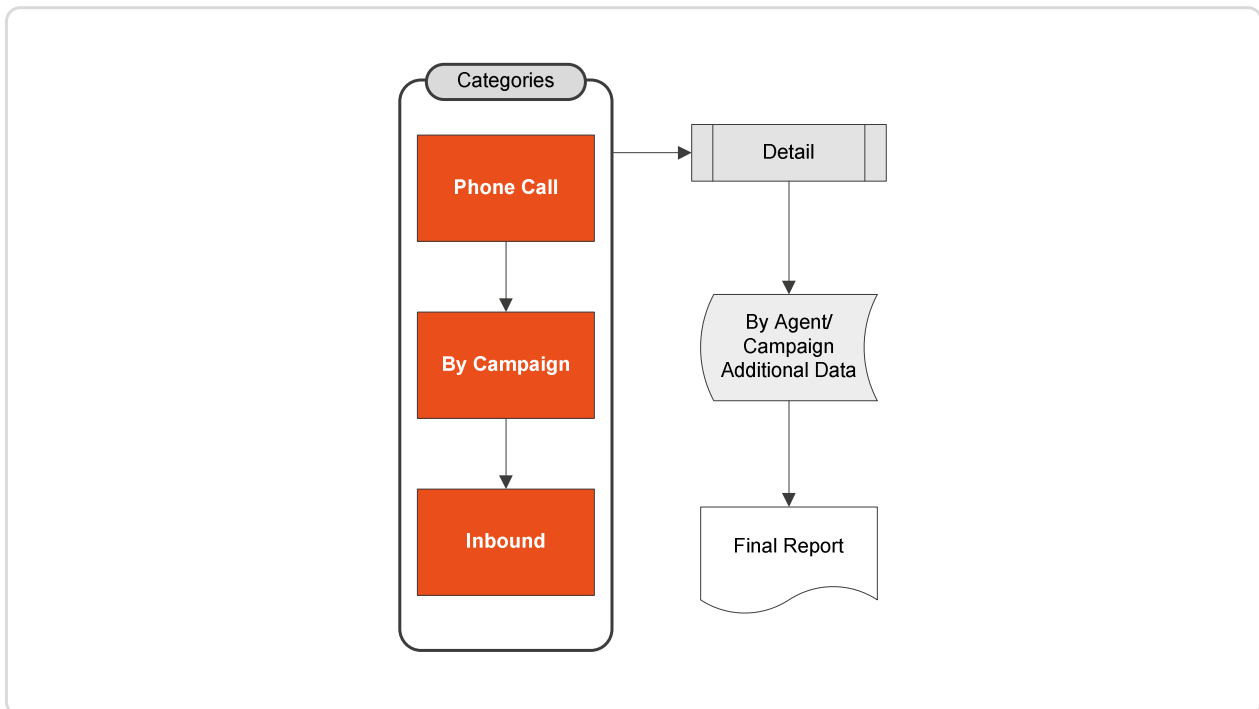
- **Disposition Time:** Indicates the total amount of time callers spent waiting for the system to allocate their calls.

If the call does not go through an IVR process, the calculation takes into consideration the time elapsed from the moment the call reached the VCC until it was answered by an agent. This field also contains the transfer time to groups and agent. since those times are waiting time for the client.

- **Wrap-Up Time:** total amount of time spent by the agent in “Wrap-up” mode (see Agent’s manual)
- **Hold Time:** indicates the amount of time the calls were put on hold

Detail of Inbound/Outbound Calls by Agent/Campaign - Additional Data

This report complements the previous report, with additional data.

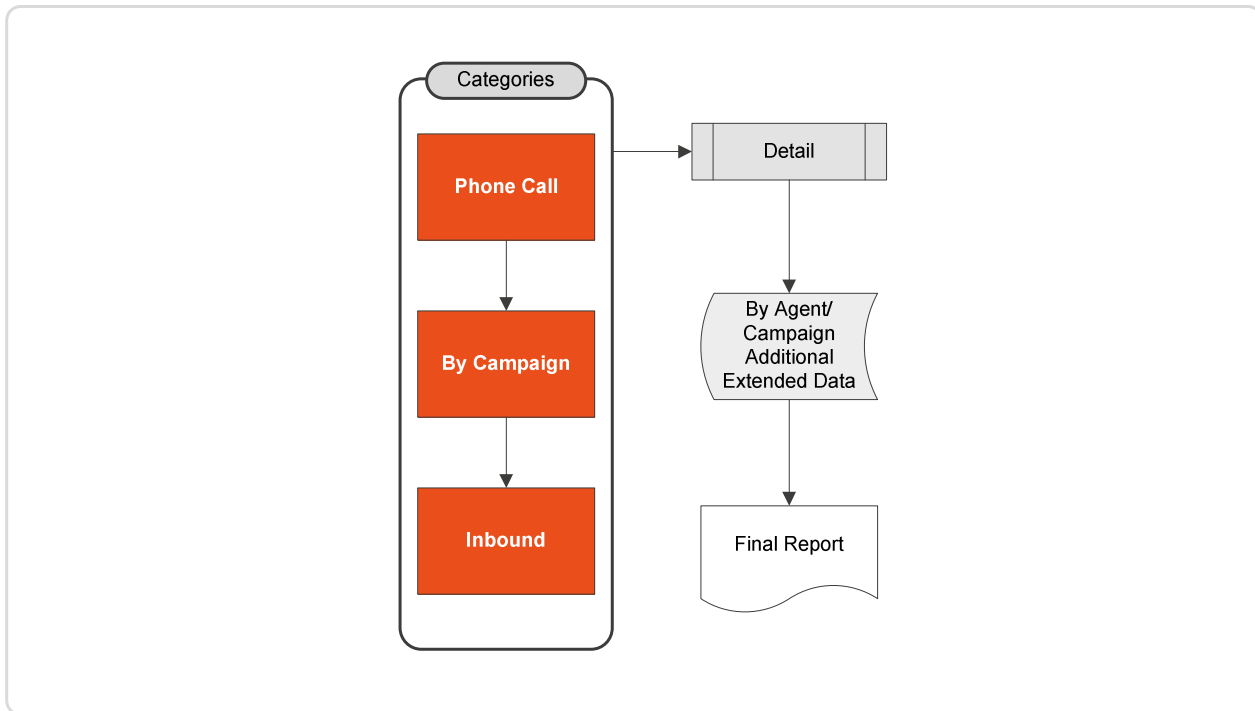


The fields contained in the report are:

- Agent:** the ID of the agent for which the information is being retrieved
- Direction:** indicates whether the call was inbound or outbound
- DNIS:** indicates the DNIS (Dialing Number Identification Service) number that identifies the call
- ANI:** indicates the number to which the system is calling (if it's an outbound call) or the number from which the call was effectuated (if it is an inbound call)
- Start Time:** indicates the time at which the interaction started- counting from the moment the call began
- End Time:** indicates the time in which the interaction ended
- First Attention Time:** indicates the time at which the interaction started- counting from the moment the agent established communication with the client
- Prefix First Agent:** indicates the prefix number that identifies the first agent that took or made the calls
- Last Agent:** identifies the last agent that intervened in a call

Detail of Inbound/Outbound Calls by Agent/Campaign - Additional Extended Data

The report includes detailed information on calls by campaign or agent.



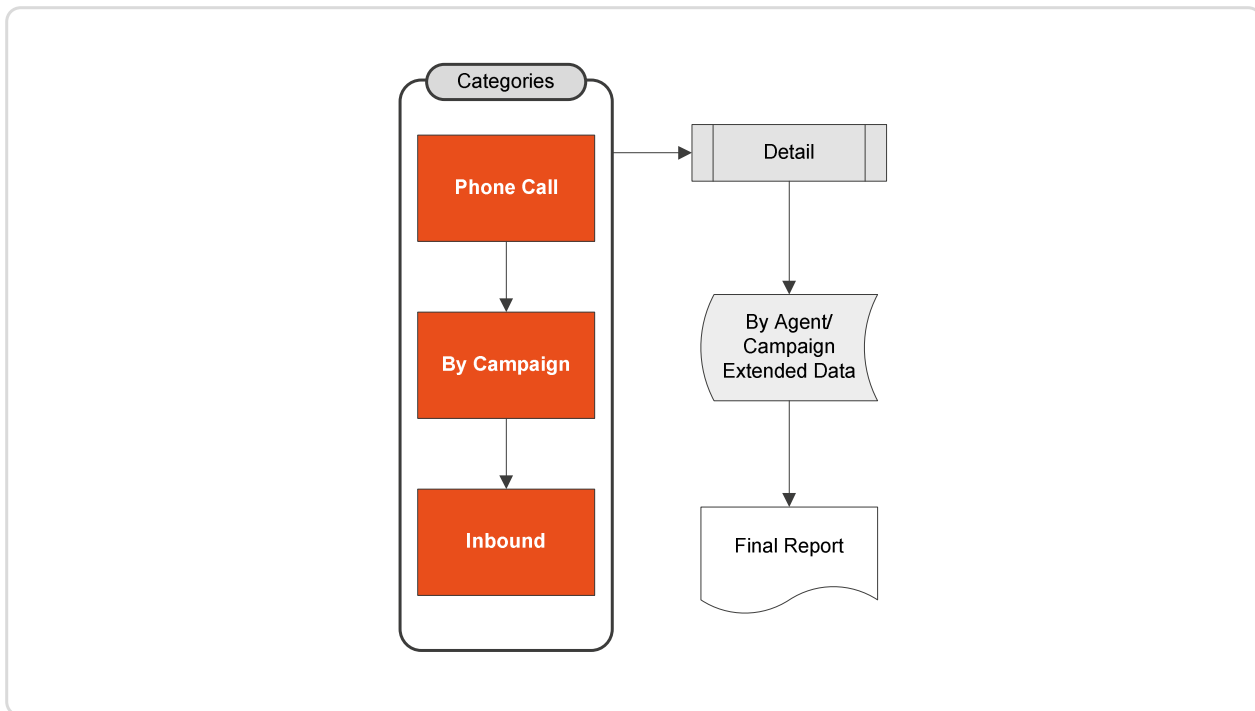
The fields included in the report are:

- Agent:** the ID of the agent for which the information is being retrieved
- Direction:** indicates whether the call was inbound or outbound
- Start Time:** indicates the time at which the interaction started- counting from the moment the call began
- Is Callback:** Determines if the call in question is a callback call. Callback is allowed when a call is actually finished and the wrap-up process has not yet been completed.
- (+) SVL:** indicates the sum of abandoned, answered and cancelled calls within the service level threshold
- Is Ghost:** if the call fits the predefined criteria for ghost calls threshold, the system lists it here
- Is Short:** indicates if the call belongs to the group of “short calls”, defined in the administrator’s panel (if the call lasts less than the defined threshold it is considered a short call)
- Is Long:** indicates if the call belongs to the group of “long calls”, defined in the administrator’s panel (if the call lasts more than the defined threshold it is considered a long call)
- Is out of Schedule:** if the call was made during hours that were not considered as a part of the campaign schedule, the system lists it here.

- **Was sent to the search for an Agent:** indicates a call that reached the VCC and the system started the process of looking for an available agent to answer the call
- **Has Callback:** Determines if during the call in question, a callback was effectuated. Callback is allowed when a call is actually finished and the wrap-up process has not yet been completed.

Detail of Inbound/Outbound Calls by Agent/Campaign - Extended Data

The report includes detailed information on calls by campaign or agent, with extended data on the different facts pertaining the call.

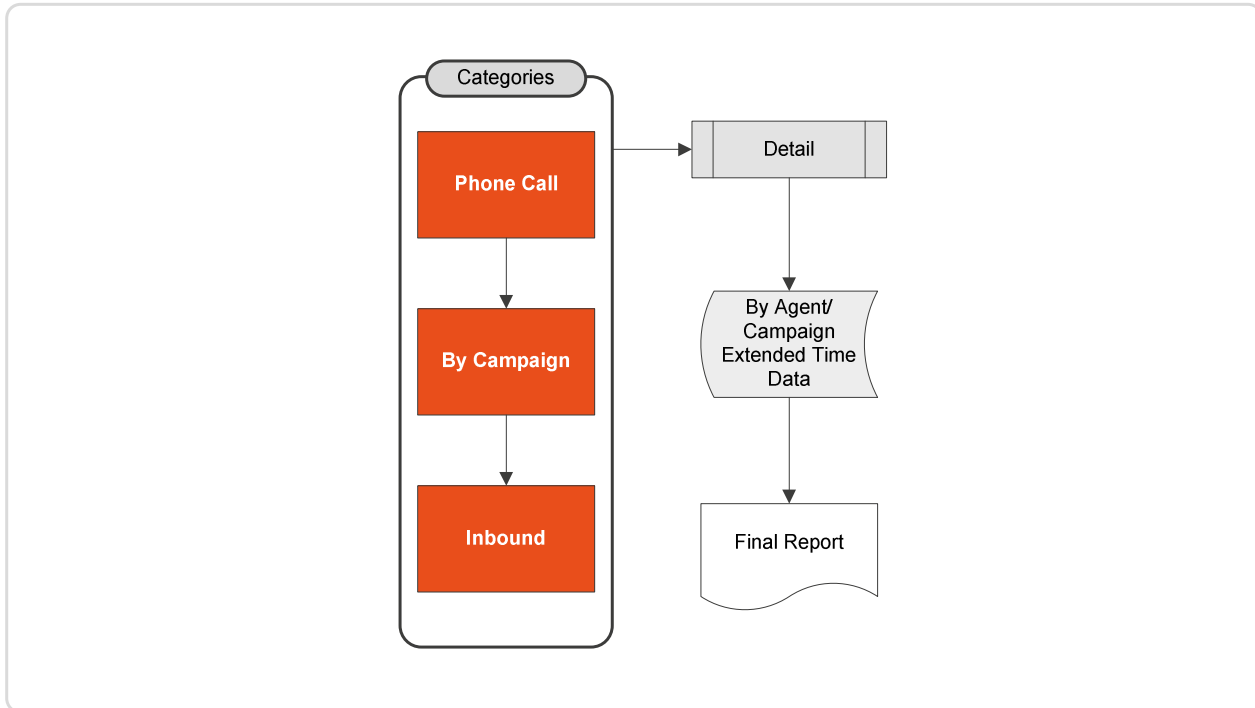


The fields included in the report are:

- Agent:** the ID of the agent for which the information is being retrieved
- Direction:** indicates whether the call was inbound or outbound
- Start Time:** indicates the time at which the interaction started- counting from the moment the call began
- Disposition:** indicates the final state of the interaction, for example “abandoned”, “cancelled”, etc
- Original Campaign:** indicates the name of the campaign to which the call belongs
- Contact ID:** indicates the identification number of the contact in the system. This data is usually used in outbound engine campaigns.
- Contact Name:** indicates the name of the contact as it appears in the system. This data is basically used for outbound campaigns.
- Disposition Code:** “Indicates the result of the interaction. This is used with clients/campaigns that have Front-end integration with InConcert.

Detail of Inbound/Outbound Calls by Agent/Campaign - Extended Time Data

The report includes detailed information on calls by campaign or agent, with extended time data on the different status the call went through.



The fields included in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Direction :** indicates whether the call was inbound or outbound
- Agent:** the ID of the agent for which the information is being retrieved
- Start Time:** indicates the time at which the interaction started- counting from the moment the call began
- IVR time:** indicates the total amount of time during which the system processes the IVR interaction with the client.
- ACD Time:** indicates the amount of time the calls spent in the ACD
- Ringling/Ringback time:** indicates the total amount of time the system spent ringing and calling back. Since the moment the call is assigned to an agent to the moment the agent answers it
- Attention Time:** the total amount of time the agent tended to calls, it encompasses time

speaking to clients as well as hold time

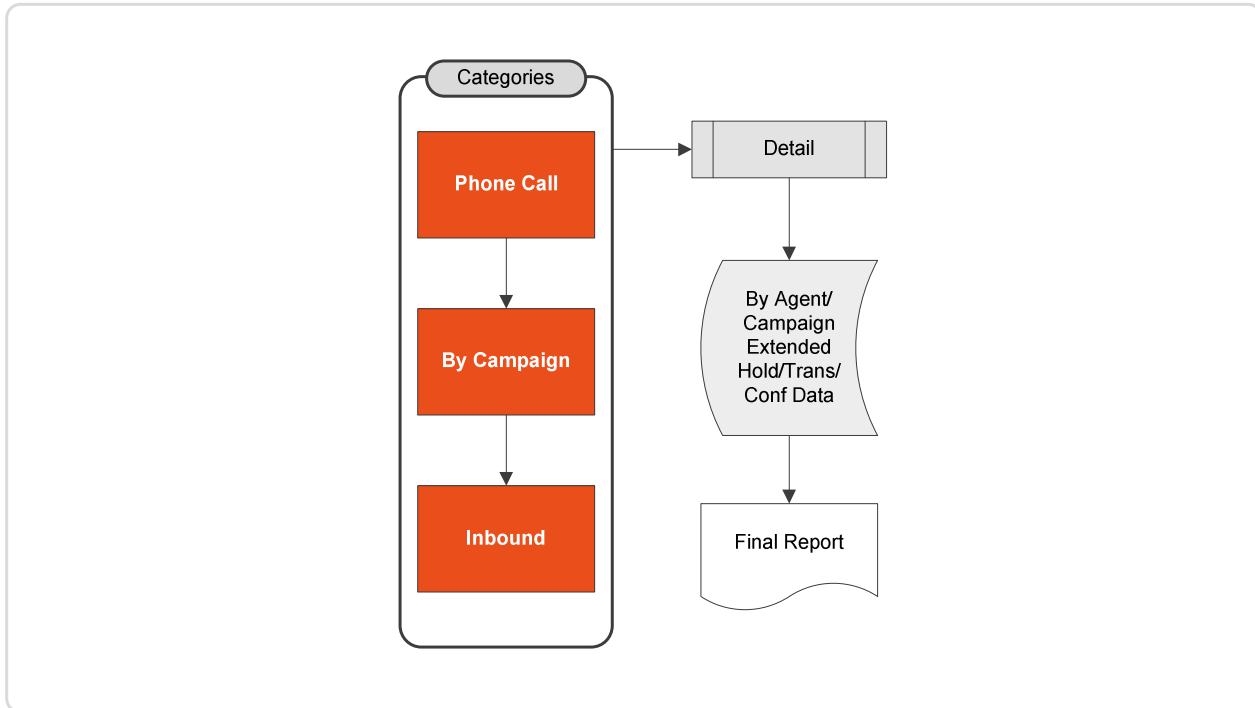
- **Average Attention Time:** the average amount of time the agent tended to calls, it encompasses time speaking to clients as well as hold time
- **Disposition time:** Indicates the total amount of time callers spent waiting for the system to allocate their calls.

If the call does not go through an IVR process, the calculation takes into consideration the time elapsed from the moment the call reached the VCC until it was answered by an agent. This field also contains the transfer time to groups and agent. since those times are waiting time for the client.

- **Wrap-up Time:** total amount of time spent by the agents in “Wrap-up” mode (see Agent’s manual)
- **Park Time:** this field takes into account the time since the moment the call was transferred (transferred to agent or group) until it was effectively answered by an agent

Detail of Inbound/Outbound Calls by Agent/Campaign - Extended Hold/Conf/Trans Data

The report includes detailed information on calls by campaign or agent, with extended data on the different status the call went through- hold, conference and transfer time.



The fields included in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Direction:** indicates whether the call was inbound or outbound
- Agent:** the ID of the agent for which the information is being retrieved
- Start Time:** indicates the time at which the interaction started- counting from the moment the call started
- Hold Time:** indicates the amount of time the calls were put on hold
- Holds:** number of times the client was put on hold during the same call
- Is Transfer:** indicates if the call had a transfer at any point or not:
- Transfer Type:** Indicates the type of transference effectuated by the agent:
 1. Campaign: the call was transferred to another campaign in the VCC. It's considered as a new call
 2. Queue: the call is retransferred to the campaign queue
 3. Number: the call was transferred to an external number
 4. Agent: the call is transferred to an agent and appears in the BarAgent queue

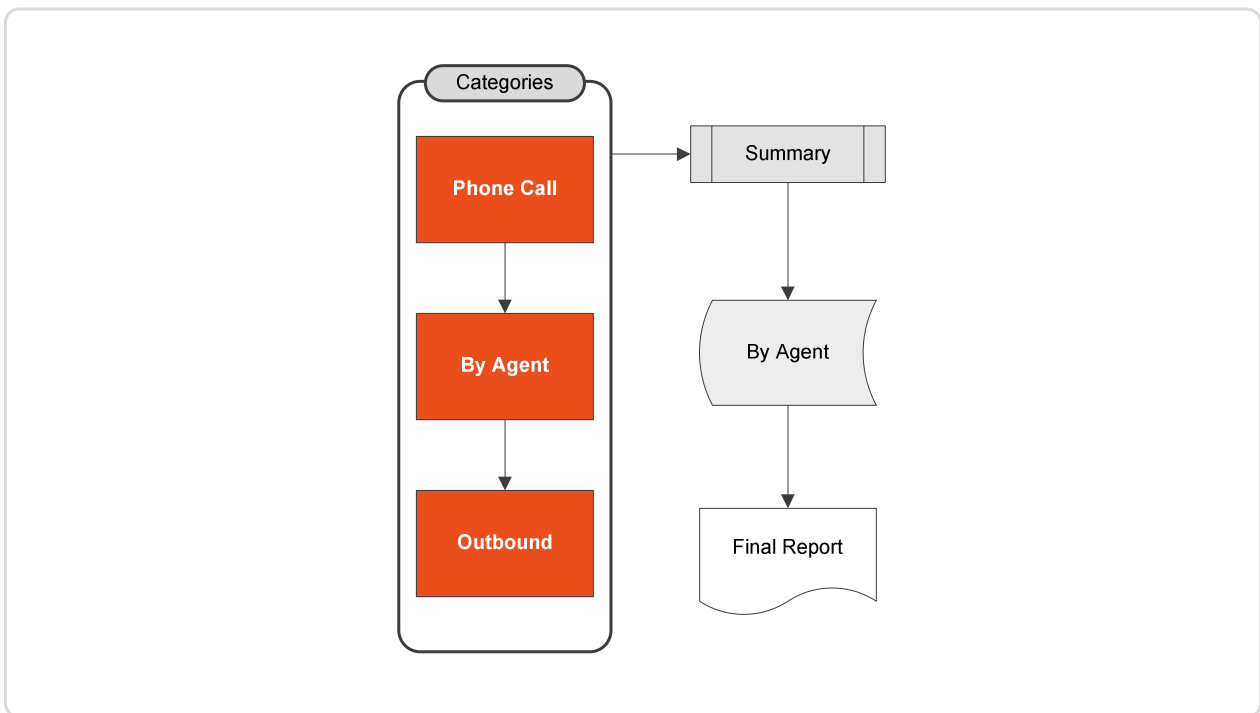
- **Transfer Destination:** identifies the destination for the transfer, if the transference was of one of these different types:
 1. Campaign: Indicates the campaign ID
 2. Queue: indicates the campaign ID
 3. Number: indicates the external number with which communication was established
 4. Agent: indicates the ID of the agent to which the call was transferred
- **Transfer Time:** if the call is transferred to a queue or to an agent, this is the time encompassed since one agent transferred the call until another one accepted it. If the transference is meant to take the call to another line or to campaign, this indicates the time since the transference started, until it was completed or rejected by the agent.
- **Transfer Result:** indicates the result for the transference operation. If it indicates “Error” then it means that the transference could not be completed. If it indicates “Ok”, the transference process was completed.
- **Is Conference:** determines if the call in question was part of a conference or not
- **Conference Destination:** indicates the phone number with which the conference was effectuated

Outbound calls by Agent

Summary Reports

Summary of Outbound Calls by Agent

The report consists of a summary of basic data for each agent, and comprises (by default) the last 15 minutes of interactions.



The fields in the report are:

- Period:** the window of time for which the report will retrieve data from the system. If the administrator has chosen 15 minutes, the report will show projected data for every 15 minutes of interactions in the selected window of time
- Agent:** the ID of the agent for which the information is being retrieved the ID of the agent for which the information is being retrieved
- Made:** total number of calls made, indifferent to whether they were answered or not
- Taken:** indicates the total number of answered calls

- **Abandoned:** Indicates the total number of calls that reached the VCC and were terminated either by the client or the system, before an agent could answer them.

1) If the call is an Inbound call, the client terminated it

2) If the call is a result of a predictive dialer operation, the results may be:

2.1) The client was called and the system looked for an available agent to assign the call. If there is no available agent before the waiting time threshold elapsed, then the system will proceed to terminate the call and label it as "Hang Up on threshold"

2.2) The call reached the client, but he hung up

- **Average abandoned:** Indicates the average number of abandoned calls during the selected period of time (see the concept of Abandoned). The formula for calculation is:

$$\text{Average Abandoned} = \frac{\text{Total number of abandoned calls in the selected period}}{\text{Total number of calls for that period} - \text{Total number of Ghost Calls}}$$

Ghost calls are considered to be mistaken calls, and therefore are not taken into account.

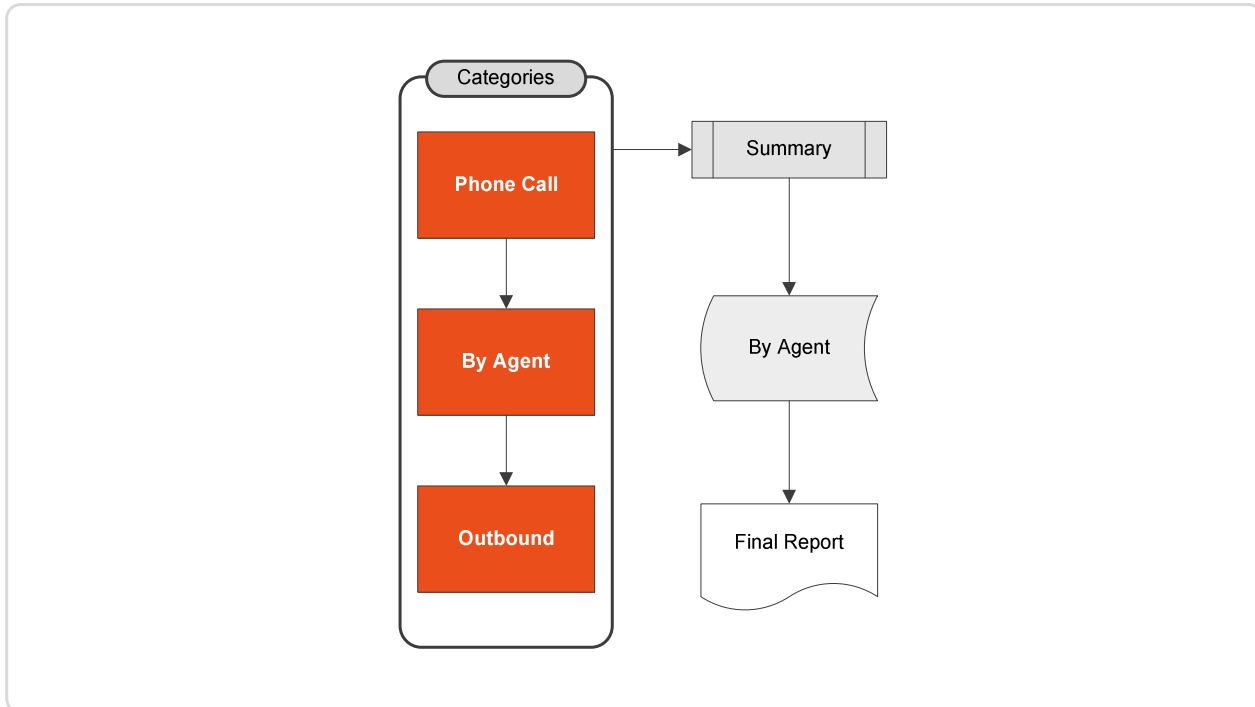
- **Cancelled:** If the inbound campaign has a voicemail process associated to incoming calls, and the system cannot find an available agent to answer the call; the call is cancelled and goes to voicemail.

If the calls are Outbound, this case happens when the call cannot reach the client (the client won't answer it for some reason)

- **Blocked:** indicates the number of blocked calls. If a number is on the DNC list or a black list
- **Short:** indicates if the call belongs to the group of "short calls", defined in the administrator's panel (if the call lasts less than the defined threshold it is considered a short call)
- **Long:** indicates if the call belongs to the group of "long calls", defined in the administrator's panel (if the call lasts more than the defined threshold it is considered a long call)
- **Estimated CPH Slice:** this field estimates the projection of received calls in the incumbent slice
- **Estimated CPH Agent:** number of estimated calls per hour. The basis for calculation is the estimation of the number of calls made during the selected period of time. For example, if the agent was logged during 15 minutes and made 3 calls, the CPH for that agent is 12 (if he had been logged in for 60 minutes, then he would have made 12 calls)
- **Estimated GPH:** number of calls catalogued as a goal per hour. The calculation basis is the same as for CPH. number of calls catalogued as a goal per hour. The calculation basis is the same as for CPH.

Summary of Outbound Calls by Agent - Extended Average Time Data

This report includes information on the outbound calls each agent made, with extended average time data for each state of the call.



The fields in the report are:

- Slice:** indicates the period of time for which the report contains information. In minutes
- Agent:** the ID of the agent for which the information is being retrieved the ID of the agent for which the information is being retrieved
- Made:** total number of calls made, indifferent to whether they were answered or not
- Average Duration Time:** indicates the average duration of the call since the moment it entered the system until the client or system hung up. It's important to note that the system can terminate a call if it reached the maximum waiting time.
- Average Attention Time:** the average amount of time the agent tended to calls, it encompasses time speaking to clients as well as hold time
- Average hold time:** indicates the average amount of time the agent put calls on hold
- Average ACD time:** indicates the amount of time during which the system looked for an available agent to assign the call. The calculation formula is:

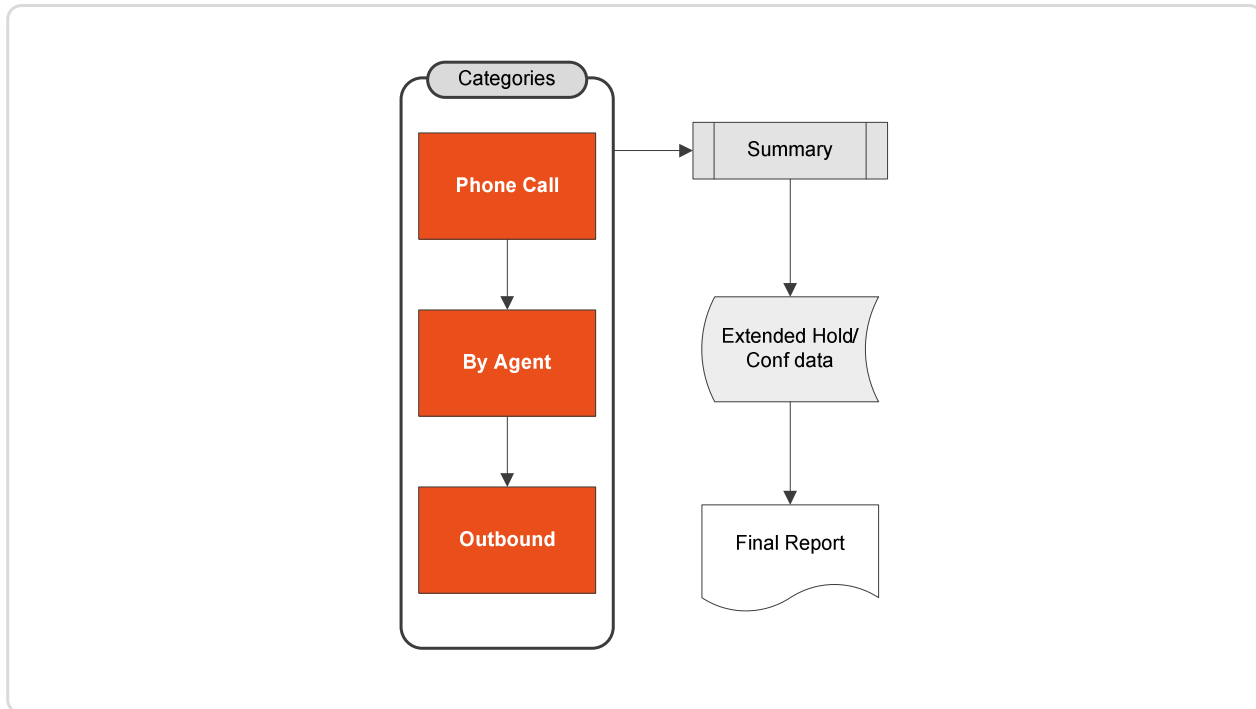
$$\text{Average ACD Time} = \frac{\text{Total amount of time during which the system looked for an available agent}}{\text{Total number of calls that reached the VCC}}$$

- **Average Wrap-Up Time:** Indicates the average amount of time the agent spent in “Wrap-up”. Wrap-Up time is the time elapsed between the agent or the client terminates the call, and the agent effectively finishes the interaction in the BarAgent application.
- **Average ringback time:** indicates the average ringback time. The formula for calculation is:

$$\textit{Average Ringback Time} = \frac{\textit{Total ringback time}}{\textit{Total number of outbound calls}}$$

Summary of Outbound Calls by Agent - Extended Hold/Conf Data

This report contains summary information on calls made by each agent, and how they were processed in terms of holds and conferences.

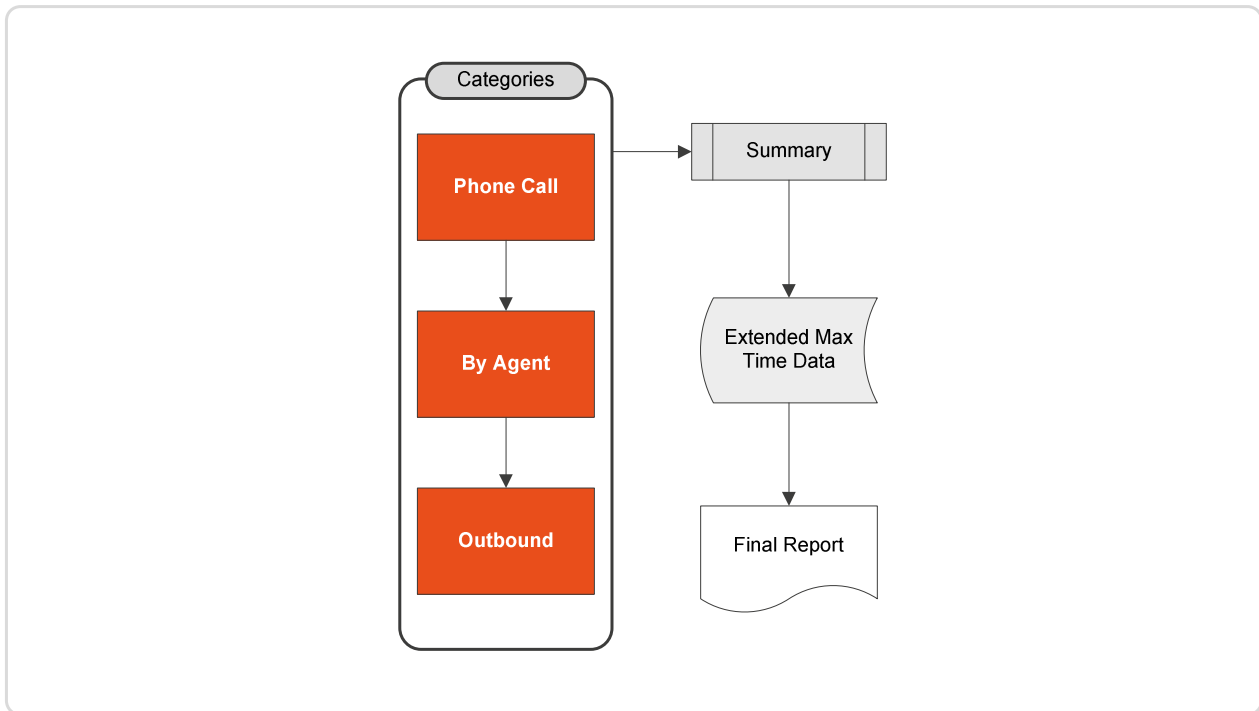


The fields contained in the report are:

- Period:** the window of time for which the report will retrieve data from the system. If the administrator has chosen 15 minutes, the report will show projected data for every 15 minutes of interactions in the selected window of time
- Agent:** the ID of the agent for which the information is being retrieved the ID of the agent for which the information is being retrieved
- Made:** total number of calls made, indifferent to whether they were answered or not
- Holds:** number of times the client was put on hold during the same call
- Holds per Call:** number of times the agent put one given call on hold
- Conferences:** number of times the agent sent calls to conferences during the selected period of time
- Conferences per Call:** number of times the agent sent one given call to conference

Summary of Outbound Calls by Agent - Extended Max Time Data

The report contains information on the maximum amount of time the calls spent in different states.



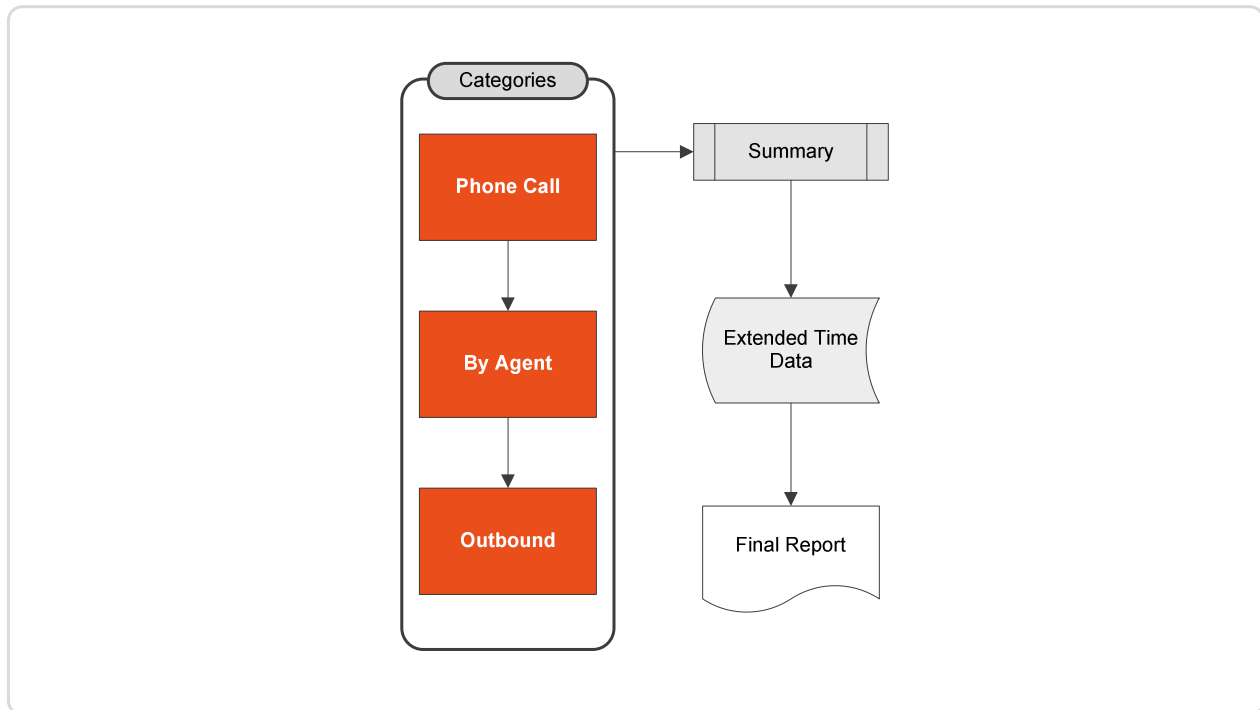
The fields contained in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Agent:** the ID of the agent for which the information is being retrieved the
- Made:** total number of calls made, indifferent to whether they were answered or not
- Max Duration Time:** Indicates the maximum duration time for a call in the selected period of time. Call duration is calculated from the moment the call reaches the VCC until it's terminated either by the client or the agent. The system can terminate the call if it has reached the maximum waiting time.
- Max Attention Time:** Indicates the maximum attention time for a call during the selected period of time. Attention time is calculated since the moment the call is answered by an agent, and the agent or the client hangs up.
- Max Wrap-up Time:** Indicates the maximum ringing time for calls during the selected period of time. Ringing time for one call is calculated computing the time in which the call is assigned to an agent and the agent effectively answers it.
- Max Hold Time:** Indicates the maximum amount of time during which the call was put on hold in the selected period of time

- **Max ringback time:** Indicates the maximum ringback time for calls during the selected period of time. Ringback time for one call is calculated computing the time in which the call is ringing in the client phone and the client effectively answers it.

Summary of Outbound Calls by Agent - Extended Time Data

This report contains information on the different statuses the call went through on an agent by agent basis.



The report contains the following fields:

- Slice:** indicates the period of time for which the report contains information. In minutes
- Agent:** the ID of the agent for which the information is being retrieved the ID
- Made:** total number of calls made, indifferent to whether they were answered or not
- Duration Time:** indicates the amount of time for each interaction
- Ringback time:** indicates the total amount of time the system spent ringing and calling back. Since the moment the call is assigned to an agent to the moment the agent answers it
- Attention Time:** the total amount of time the agent tended to calls, it encompasses time speaking to clients as well as hold time
- Wrap-up Time:** total amount of time spent by the agent in “Wrap-up” mode (see Agent’s manual)
- Abandon Time:** indicates the amount of time spent between the moment the call reaches the system, and the caller hangs up (when nobody answers the call)
- Hold Time:** indicates the amount of time the calls were put on hold

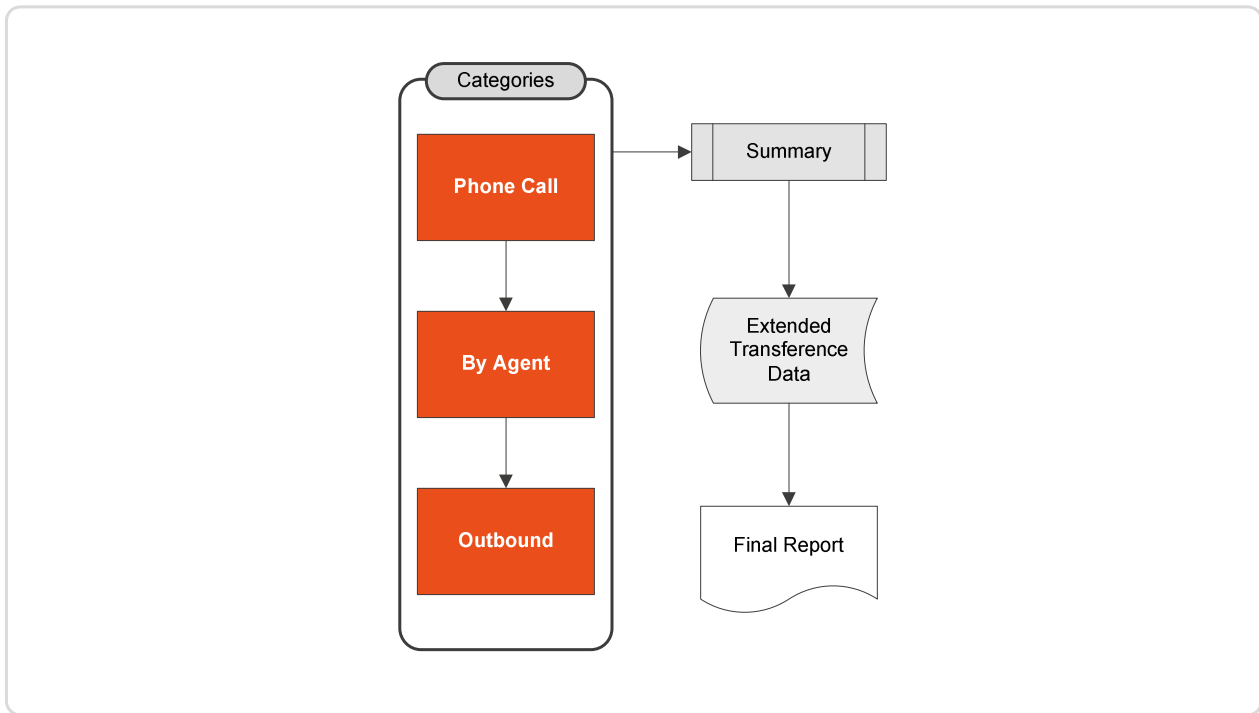
- **Average Holds per Call:** Average of number of times the agent put one given call on hold. The formula for calculation is:

$$\textit{Average Holds per Call} = \frac{\text{Total number of Holds during the selected period}}{\text{Total number of answered calls by an agent during the selected period}}$$

- **Transferred Time:** if the call is transferred to a queue, this is the time encompassed since one agent transferred the call until another one accepted it. If the transference is meant to take the call to another line, this indicates the time since the transference started, until it was accepted or rejected by the endpoint.

Summary of Outbound Calls by Agent - Extended Transference Data

The report contains information on the transfer time for calls on an agent by agent basis.



The fields in the report are

- Slice:** indicates the period of time for which the report contains information. In minutes
- Made:** total number of calls made, indifferent to whether they were answered or not
- Transferred:** indicates whether the call was transferred to another number or not
- Transferred to Agent:** indicates if the call was transferred to another agent. Transfers to agents are directly queued in the agent's BarAgent application
- Transferred to Number:** number of calls that were transferred to an external number (not pertaining to the VCC)
- Transferred to Group:** indicates if the call was transferred to a queue. Transfers to queue are directly queued in the agent's BarAgent application
- Average Transferred:** Indicates the average number of transferred calls. The field determines on average the number of calls that were transferred to another number. The formula for calculation is:

$$Average\ Transferred = \frac{\begin{array}{l} N^{\circ}\ of\ calls\ transferred\ to\ queue \\ +N^{\circ}\ of\ calls\ transferred\ to\ Agent \\ +N^{\circ}\ of\ calls\ transferred\ to\ an\ external\ number \\ +\ N^{\circ}\ of\ calls\ transferred\ to\ Campaign \end{array}}{Total\ number\ of\ Answered\ Calls}$$

- **Average Transferred to Group:** average number of calls that were transferred to a group (queue). Queued calls appear in each agent's queue. The calculation formula for this field is:

$$Average\ Transferred\ to\ Group = \frac{Total\ number\ of\ calls\ transferred\ to\ a\ group\ (queue)}{Total\ number\ of\ answered\ calls}$$

- **Average Transferred to Agent:** Average number of calls that were transferred to an agent. The calls transferred to an agent are directly listed on the BarAgent queue. The calculation formula for this field is:

$$Average\ Transferred\ to\ Agent = \frac{Total\ number\ of\ calls\ transferred\ to\ the\ agent}{Total\ number\ of\ answered\ calls}$$

- **Average Transferred to Number:** average number of calls that were transferred to a Number. The calculation formula for this field is:

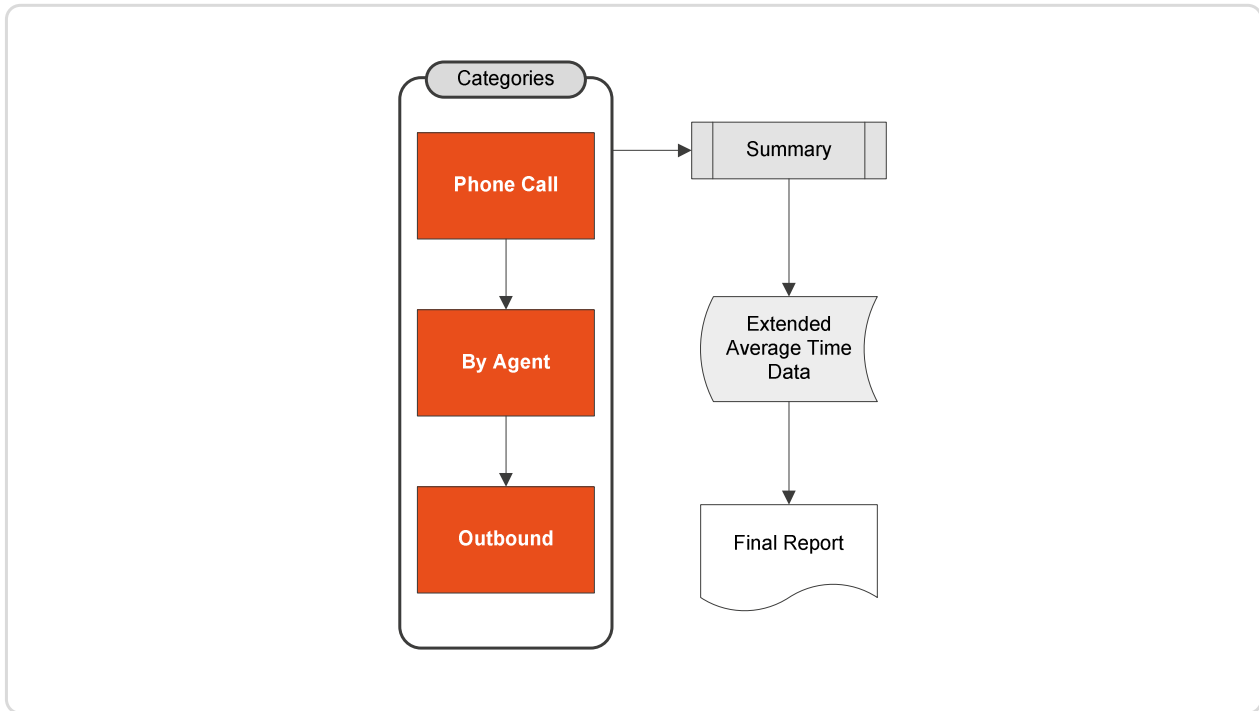
$$Average\ Transferred\ to\ Number = \frac{Total\ number\ of\ calls\ transferred\ to\ a\ Number}{Total\ number\ of\ answered\ calls}$$

- **Average Transferred to Campaign:** average number of calls that were transferred to a campaign. The calls transferred to a campaign are treated as new coming calls, and therefore go through an ACD process. The calculation formula for this field is

$$Average\ Transferred\ to\ Campaign = \frac{Total\ number\ of\ calls\ transferred\ to\ a\ campaign}{Total\ number\ of\ answered\ calls}$$

Summary of Outbound Calls by Agent by Day - Extended Average Time Data

This report gives the administrator a summary of information on the interactions each agent participated in, day by day.



The fields included in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Agent:** the ID of the agent for which the information is being retrieved the ID
- Made:** total number of calls made, indifferent to whether they were answered or not
- Average Duration Time:** indicates the average duration of the call since the moment it entered the system until the client or system hung up. It's important to note that the system can terminate a call if it reached the maximum waiting time.
- Average Attention Time:** the average amount of time the agent tended to calls, it encompasses time speaking to clients as well as hold time
- Average Hold Time:** indicates the average amount of time the agent put calls on hold
- Average ACD Time:** indicates the amount of time during which the system looked for an available agent to assign the call. The calculation formula is:

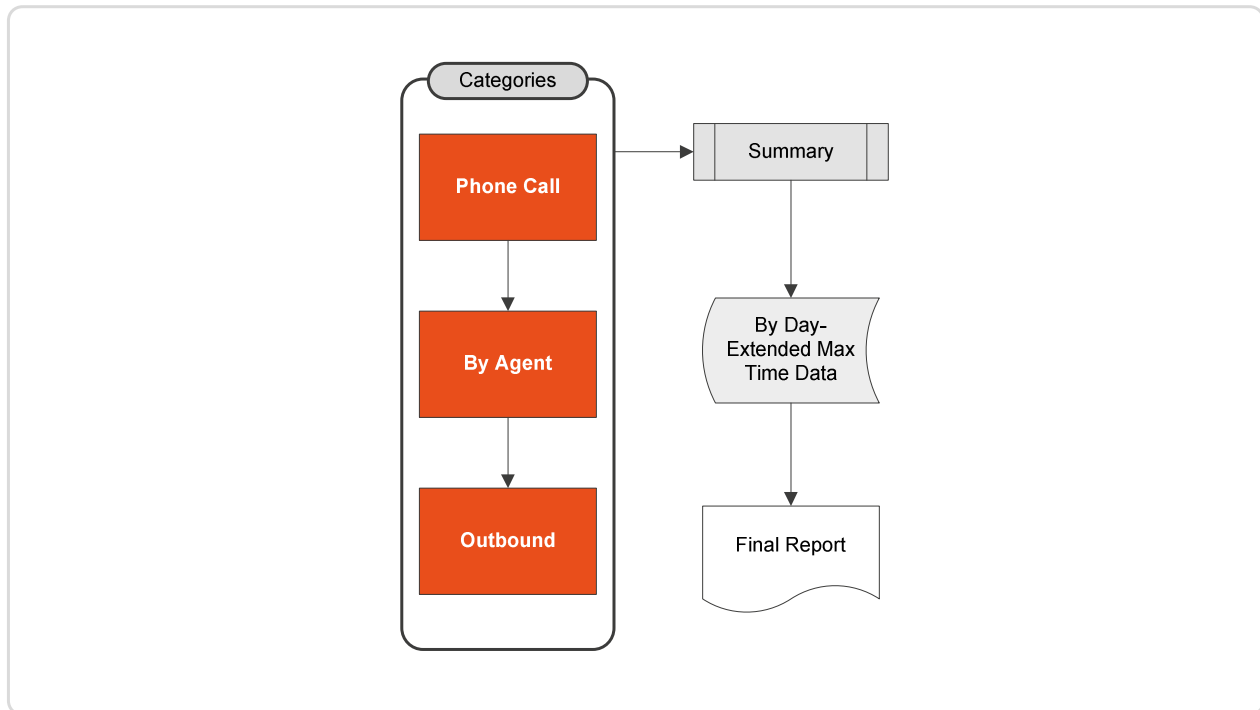
$$\text{Average ACD Time} = \frac{\text{Total amount of time during which the system looked for an available agent}}{\text{Total number of calls that reached the VCC}}$$

- **Average Wrap-Up Time:** Indicates the average amount of time the agent spent in “Wrap-up”. Wrap-Up time is the time elapsed between the agent or the client terminates the call, and the agent effectively finishes the interaction in the BarAgent application.
- **Average ringback time:** indicates the average ringback time. The formula for calculation is:

$$\text{Average Ringback Time} = \frac{\text{Total ringback time}}{\text{Total number of outbound calls}}$$

Summary of Outbound Calls by Agent by Day - Extended Max Time Data

This report gives a summary of information regarding maximum amount of times the calls of each agent spent in different states in one day.



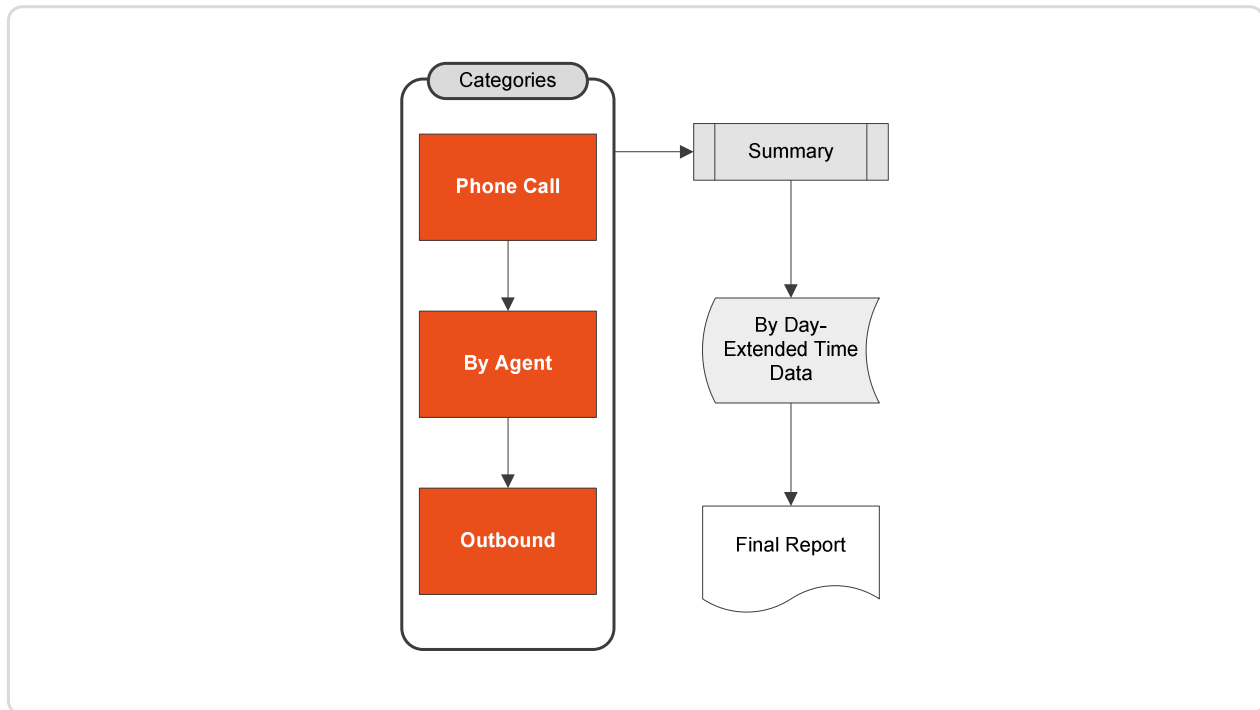
The fields of the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Agent:** the ID of the agent for which the information is being retrieved
- Made:** total number of calls made, indifferent to whether they were answered or not
- Max Duration Time:** Indicates the maximum duration time for a call in the selected period of time. Call duration is calculated from the moment the call reaches the VCC until it's terminated either by the client or the agent. The system can terminate the call if it has reached the maximum waiting time.
- Max Attention Time:** Indicates the maximum attention time for a call during the selected period of time. Attention time is calculated since the moment the call is answered by an agent, and the agent or the client hangs up.
- Max Wrap-up Time:** Indicates the maximum ringing time for calls during the selected period of time. Ringing time for one call is calculated computing the time in which the call is assigned to an agent and the agent effectively answers it.

- **Max Hold Time:** Indicates the maximum amount of time during which the call was put on hold in the selected period of time
- **Max ringback time:** Indicates the maximum ringback time for calls during the selected period of time. Ringback time for one call is calculated computing the time in which the call is ringing in the client phone and the client effectively answers it.

Summary of Outbound Calls by Agent by Day - Extended Time Data

This report gives a summary of information regarding the calls each agent has performed in one day.



The fields in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Agent:** the ID of the agent for which the information is being retrieved the
- Made:** total number of calls made, indifferent to whether they were answered or not
- Duration Time:** indicates the amount of time for each interaction
- Ringback time:** indicates the total amount of time the system spent ringing and calling back. Since the moment the call is assigned to an agent to the moment the agent answers it
- Attention Time:** the total amount of time the agent tended to calls, it encompasses time speaking to clients as well as hold time
- Wrap-up Time:** total amount of time spent by the agent in “Wrap-up” mode (see Agent’s manual)
- Abandoned time:** Indicates the total amount of abandon time of the calls that reached the contact center. This time is calculated using calls that are considered as abandoned. The calculation takes into consideration the time elapsed between the call reaches the VCC and the client or the system terminate it before an agent can answer.

1) If the call is an Inbound call, the time is calculated from the moment the call reaches the VCC until the client terminated it

2) If the call is a result of a predictive dialer operation, the time is calculated since the client answered the call until it's terminated by the client himself or the system

□ **Hold Time:** indicates the amount of time the calls were put on hold

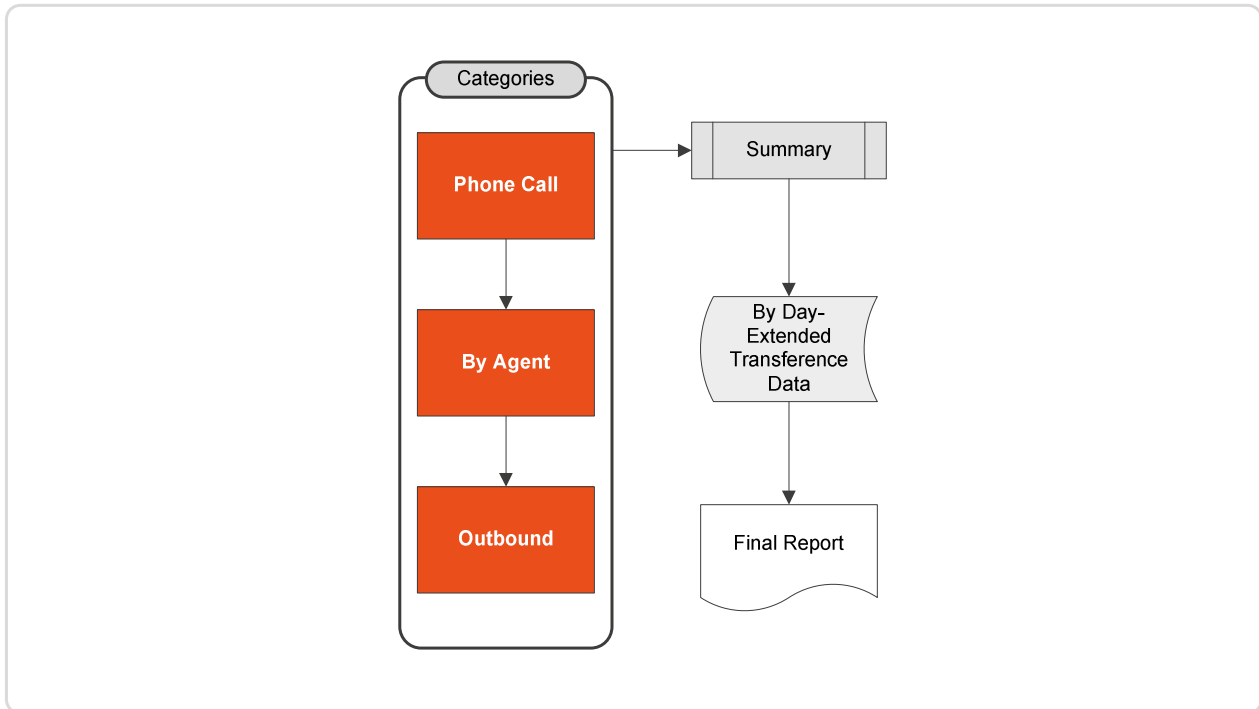
□ **Average Holds per Call:** Average of number of times the agent put one given call on hold. The formula for calculation is:

$$\text{Average Holds per Call} = \frac{\text{Total number of Holds during the selected period}}{\text{Total number of answered calls by an agent during the selected period}}$$

□ **Transferred Time:** if the call is transferred to a queue, this is the time encompassed since one agent transferred the call until another one accepted it. If the transference is meant to take the call to another line, this indicates the time since the transference started, until it was accepted or rejected by the endpoint.

Summary of Outbound Calls by Agent by Day - Extended Transference Data

The report contains information on the transfer time day by day, for calls on an agent by agent basis.



The fields in the report are:

- Agent:** the ID of the agent for which the information is being retrieved
- Made:** total number of calls made, indifferent to whether they were answered or not
- Transferred:** indicates whether the call was transferred to another number or not
- Transferred to Agent:** indicates if the call was transferred to another agent. Transfers to agents are directly queued in the agent's BarAgent application
- Transferred to Number:** number of calls that were transferred to an external number (not pertaining to the VCC)
- Transferred to Campaign:** It determines if the call was transferred to a campaign. Calls transferred to campaigns enter the system as a new call, just as if the call reached the VCC from an external number
- Transferred to Group:** indicates if the call was transferred to a queue. Transfers to queue are directly queued in the agent's BarAgent application

- **Average Transferred:** Indicates the average number of transferred calls. The field determines on average the number of calls that were transferred to another number. The formula for calculation is:

$$\text{Average Transferred} = \frac{\begin{array}{l} \text{N}^\circ \text{ of calls transferred to queue} \\ + \text{N}^\circ \text{ of calls transferred to Agent} \\ + \text{N}^\circ \text{ of calls transferred to an external number} \\ + \text{N}^\circ \text{ of calls transferred to Campaign} \end{array}}{\text{Total number of Answered Calls}}$$

- **Average Transferred to Group:** average number of calls that were transferred to a group (queue). Queued calls appear in each agent's queue. The calculation formula for this field is:

$$\text{Average Transferred to Group} = \frac{\text{Total number of calls transferred to a group (queue)}}{\text{Total number of answered calls}}$$

- **Average Transferred to Agent:** Average number of calls that were transferred to an agent. The calls transferred to an agent are directly listed on the BarAgent queue. The calculation formula for this field is:

$$\text{Average Transferred to Agent} = \frac{\text{Total number of calls transferred to the agent}}{\text{Total number of answered calls}}$$

- **Average Transferred to Number:** average number of calls that were transferred to a Number. The calculation formula for this field is:

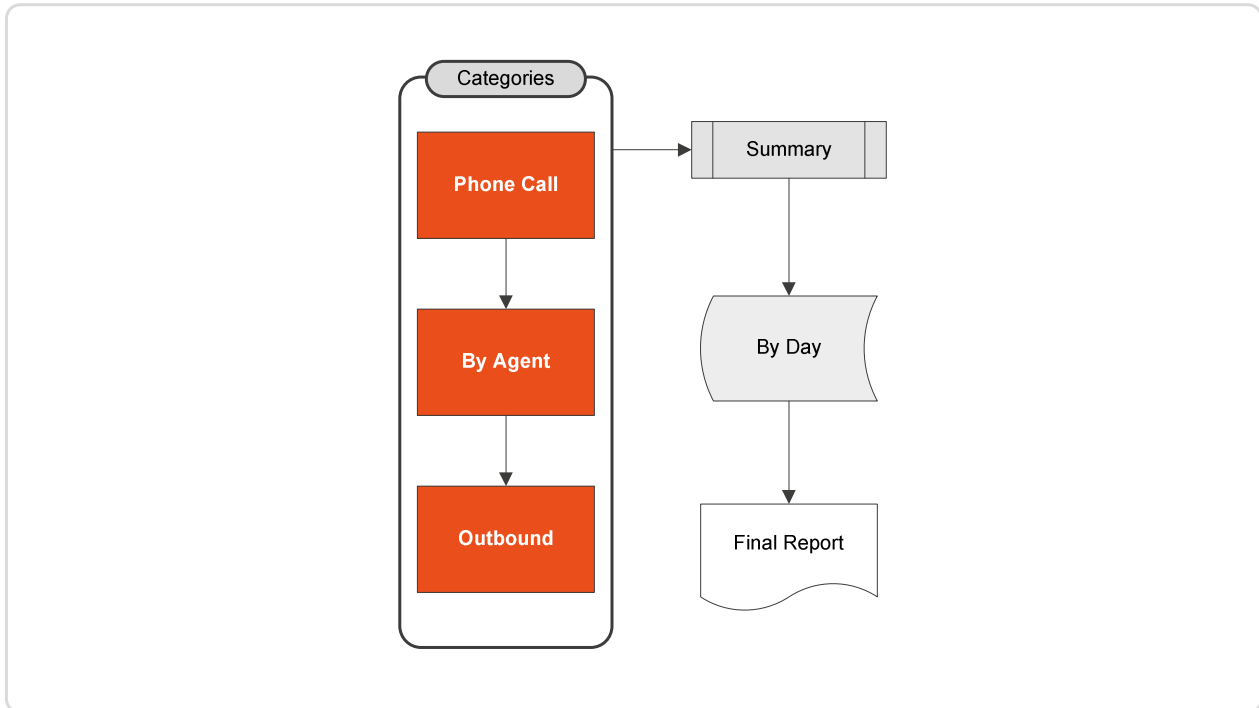
$$\text{Average Transferred to Number} = \frac{\text{Total number of calls transferred to a Number}}{\text{Total number of answered calls}}$$

- **Average Transferred to Campaign:** average number of calls that were transferred to a campaign. The calls transferred to a campaign are treated as new coming calls, and therefore go through an ACD process. The calculation formula for this field is:

$$\text{Average Transferred to Campaign} = \frac{\text{Total number of calls transferred to a campaign}}{\text{Total number of answered calls}}$$

Summary of Outbound Calls by Agent by Day

This report contains a summary of all the inbound calls each agent has received, on a day by day basis.



The fields in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Agent:** the ID of the agent for which the information is being retrieved the ID of the agent for which the information is being retrieved
- Made:** total number of calls made, indifferent to whether they were answered or not
- Taken:** indicates the total number of answered calls
- Abandoned:** Indicates the total number of calls that reached the VCC and were terminated either by the client or the system, before an agent could answer them.
 - 1) If the call is an Inbound call, the client terminated it
 - 2) If the call is a result of a predictive dialer operation, the results may be:
 - 2.1) The client was called and the system looked for an available agent to assign the call. If there is no available agent before the waiting time threshold elapsed, then the system will proceed to terminate the call and label it as "Hang Up on threshold"
 - 2.2) The call reached the client, but he hung up

- **Average abandoned:** Indicates the average number of abandoned calls during the selected period of time (see the concept of Abandoned). The formula for calculation is:

$$\text{Average Abandoned} = \frac{\text{Total number of abandoned calls in the selected period}}{\text{Total number of calls for that period} - \text{Total number of Ghost Calls}}$$

Ghost calls are considered to be mistaken calls, and therefore are not taken into account.

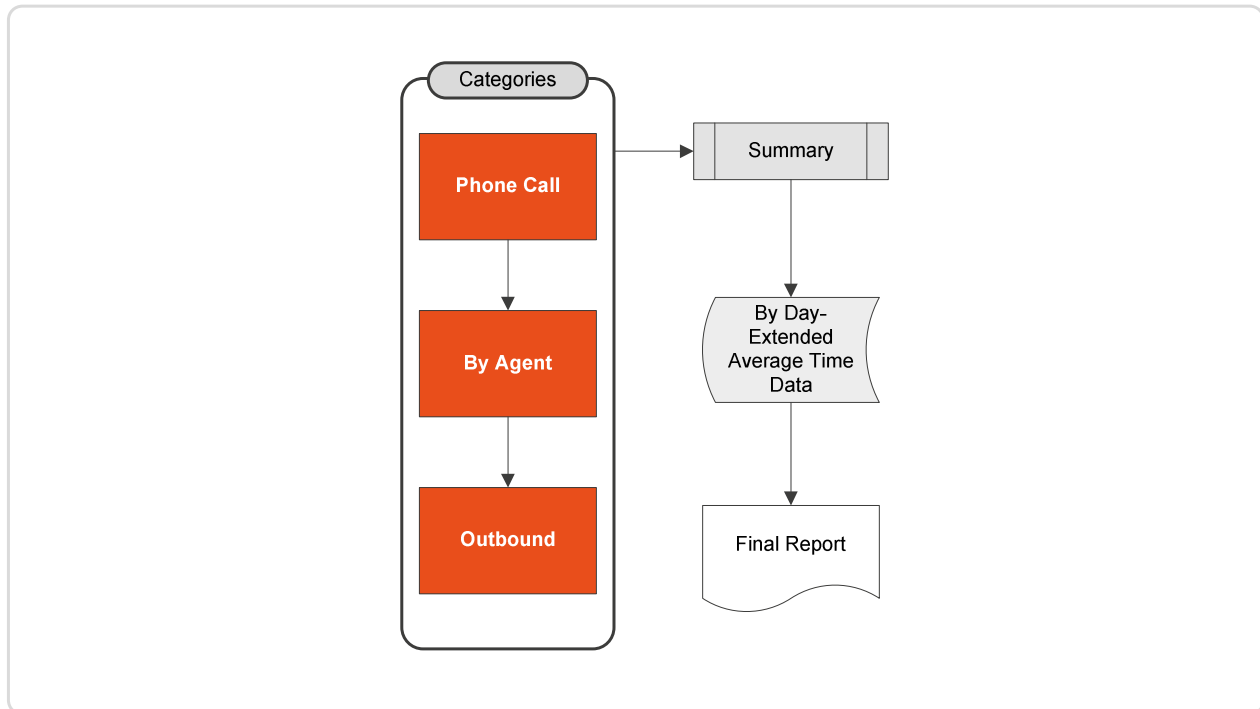
- **Cancelled:** If the inbound campaign has a voicemail process associated to incoming calls, and the system cannot find an available agent to answer the call; the call is cancelled and goes to voicemail.

If the calls are Outbound, this case happens when the call cannot reach the client (the client won't answer it for some reason)

- **Blocked:** indicates the number of blocked calls. If a number is on the DNC list or a black list
- **Short:** indicates if the call belongs to the group of “short calls”, defined in the administrator’s panel (if the call lasts less than the defined threshold it is considered a short call)
- **Long:** indicates if the call belongs to the group of “long calls”, defined in the administrator’s panel (if the call lasts more than the defined threshold it is considered a long call)
- **Estimated CPH Slice:** this field estimates the projection of received calls in the incumbent slice
- **Estimated CPH Agent:** number of estimated calls per hour. The basis for calculation is the estimation of the number of calls made during the selected period of time. For example, if the agent was logged during 15 minutes and made 3 calls, the CPH for that agent is 12 (if he’d been online for one hour, the number of calls we would have made is 12)
- **Estimated GPH:** number of calls catalogued as a goal per hour. The calculation basis is the same as for CPH.

Summary of Outbound Calls by Agent by Month - Extended Average Time Data

This report contains information on the time spent by the agents in different statuses. The report aggregates the data on a monthly basis detailing how much time the calls spent in different states.



The fields contained in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Agent:** the ID of the agent for which the information is being retrieved
- Made:** total number of calls made, indifferent to whether they were answered or not
- Average Duration Time:** indicates the average duration of the call since the moment it entered the system until the client or system hung up. It's important to note that the system can terminate a call if it reached the maximum waiting time.
- Average Attention Time:** the average amount of time the agent tended to calls, it encompasses time speaking to clients as well as hold time
- Average Hold Time:** indicates the average amount of time the agent put calls on hold

- **Average ACD Time:** indicates the amount of time during which the system looked for an available agent to assign the call. The calculation formula is:

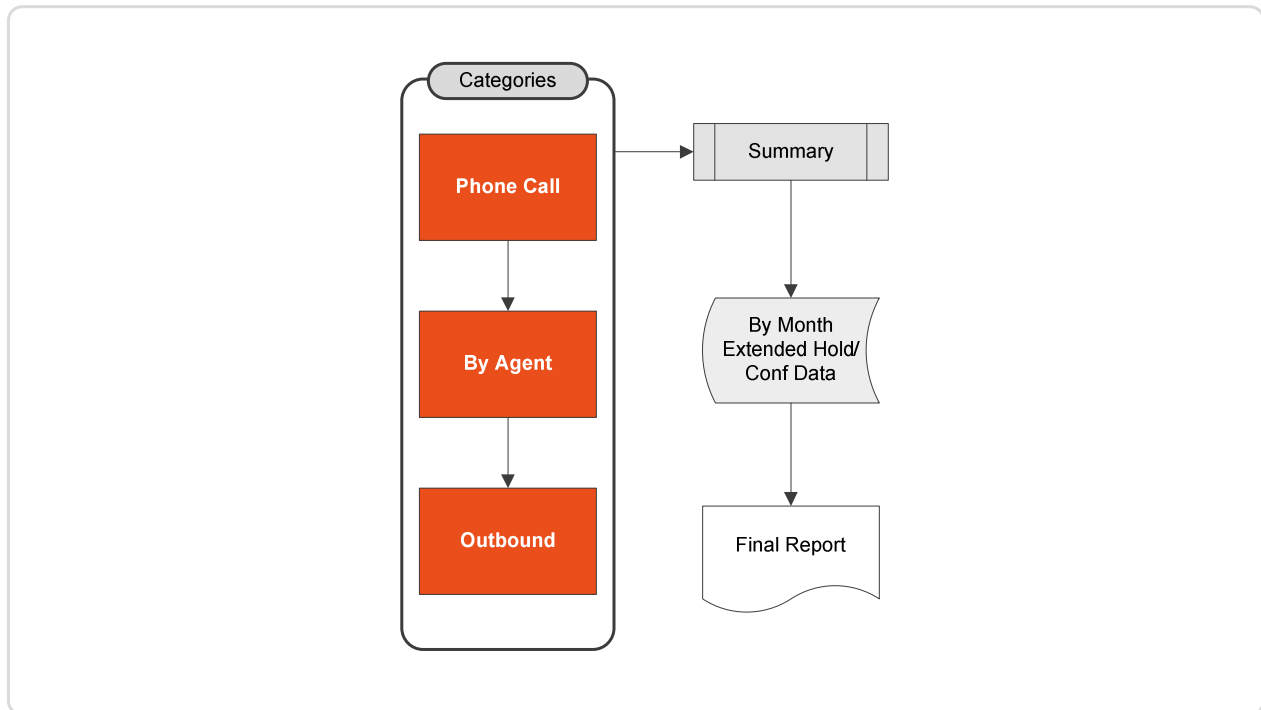
$$\textit{Average ACD Time} = \frac{\textit{Total amount of time during which the system looked for an available agent}}{\textit{Total number of calls that reached the VCC}}$$

- **Average Wrap-Up Time:** Indicates the average amount of time the agent spent in “Wrap-up”. Wrap-Up time is the time elapsed between the agent or the client terminates the call, and the agent effectively finishes the interaction in the BarAgent application.
- **Average ringback time:** indicates the average ringback time. The formula for calculation is:

$$\textit{Average Ringback Time} = \frac{\textit{Total ringback time}}{\textit{Total number of outbound calls}}$$

Summary of Outbound Calls by Agent by Month - Extended Hold/Conf Data

This report contains information on the calls each agent has participated in, with details on how much time the callers waited on hold, transfer and conferencing with the agent.

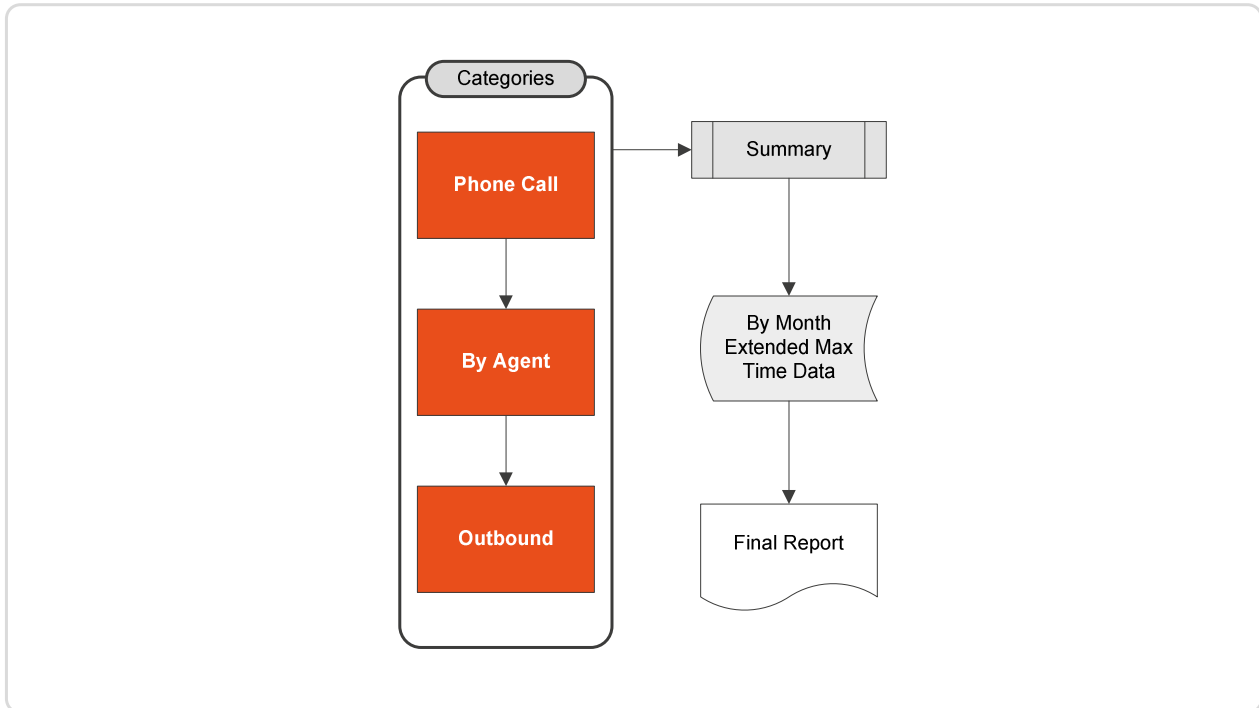


The fields in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Agent:** the ID of the agent for which the information is being retrieved
- Made:** total number of calls made, indifferent to whether they were answered or not
- Holds:** number of times the client was put on hold during the same call
- Holds per Call:** number of times the agent put one given call on hold
- Conferences:** number of times the agent sent calls to conferences during the selected period of time
- Conferences per Call:** number of times the agent sent one given call to conference

Summary of Outbound Calls by Agent by Month - Extended Max Time Data

This report contains summary information on calls made by each agent, and how they were processed in terms of status.



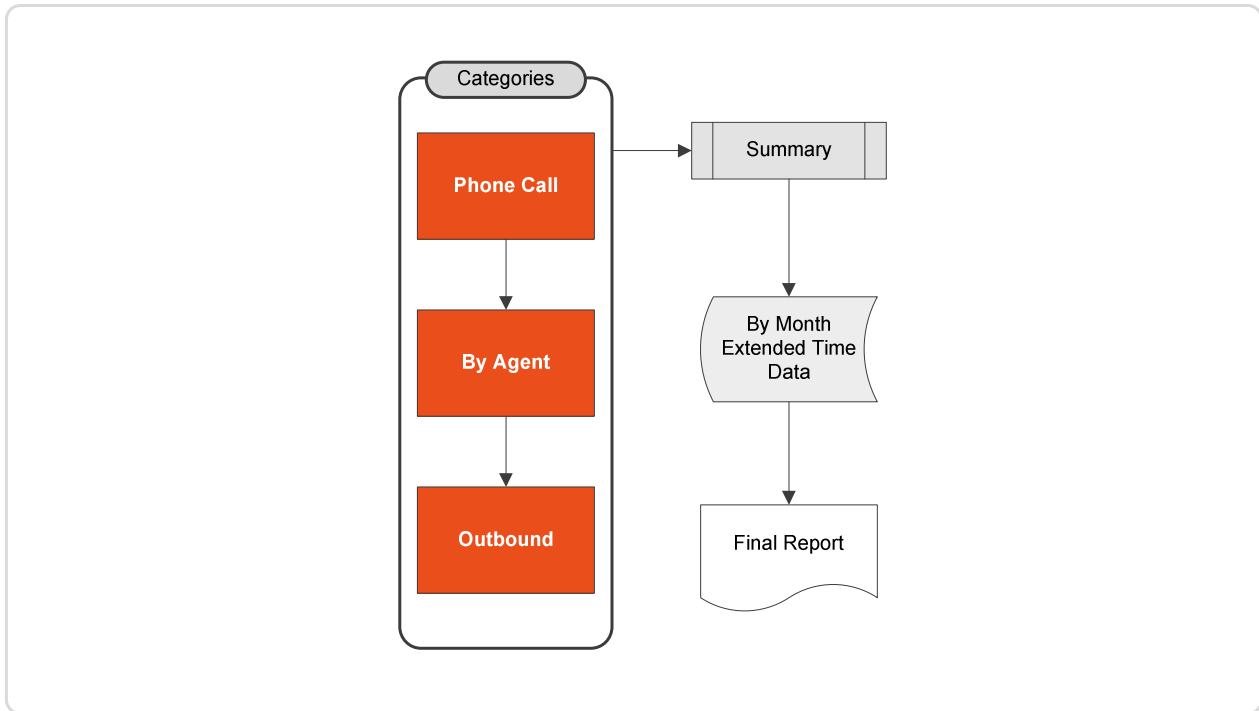
The fields present in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Agent:** the ID of the agent for which the information is being retrieved the ID of the agent for which the information is being retrieved
- Made:** total number of calls made, indifferent to whether they were answered or not
- Max Duration Time:** Indicates the maximum duration time for a call in the selected period of time. Call duration is calculated from the moment the call reaches the VCC until it's terminated either by the client or the agent. The system can terminate the call if it has reached the maximum waiting time.
- Max ringback Time:** Indicates the maximum ringback time for calls during the selected period of time. Ringback time for one call is calculated computing the time in which the call is ringing in the client phone and the client effectively answers it.

- **Max Attention Time:** Indicates the maximum attention time for a call during the selected period of time. Attention time is calculated since the moment the call is answered by an agent, and the agent or the client hangs up.
- **Max Hold Time:** Indicates the maximum amount of time during which the call was put on hold in the selected period of time
- **Max Wrap-up Time:** Indicates the maximum ringing time for calls during the selected period of time. Ringing time for one call is calculated computing the time in which the call is assigned to an agent and the agent effectively answers it.

Summary of Outbound Calls by Agent by Month - Extended Time Data

This report contains information on the time spent by the agents in different statuses. The report aggregates the data on a monthly basis detailing how much time each agent spent in different states.



The fields contained in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Agent:** the ID of the agent for which the information is being retrieved
- Made:** total number of calls made, indifferent to whether they were answered or not
- Duration Time:** indicates the amount of time for each interaction
- Ringback time:
- Attention Time:** the total amount of time the agent tended to calls, it encompasses time speaking to clients as well as hold time
- Wrap-up Time:** total amount of time spent by the agent in “Wrap-up” mode (see Agent’s manual)
- Abandoned time:** Indicates the total amount of abandon time of the calls that reached the contact center. This time is calculated using calls that are considered as abandoned. The calculation takes into consideration the time elapsed between the call reaches the VCC and the client or the system terminate it before an agent can answer.

1) If the call is an Inbound call, the time is calculated from the moment the call reaches the VCC until the client terminated it

2) If the call is a result of a predictive dialer operation, the time is calculated since the client answered the call until it's terminated by the client himself or the system

□ **Hold Time:** indicates the amount of time the calls were put on hold

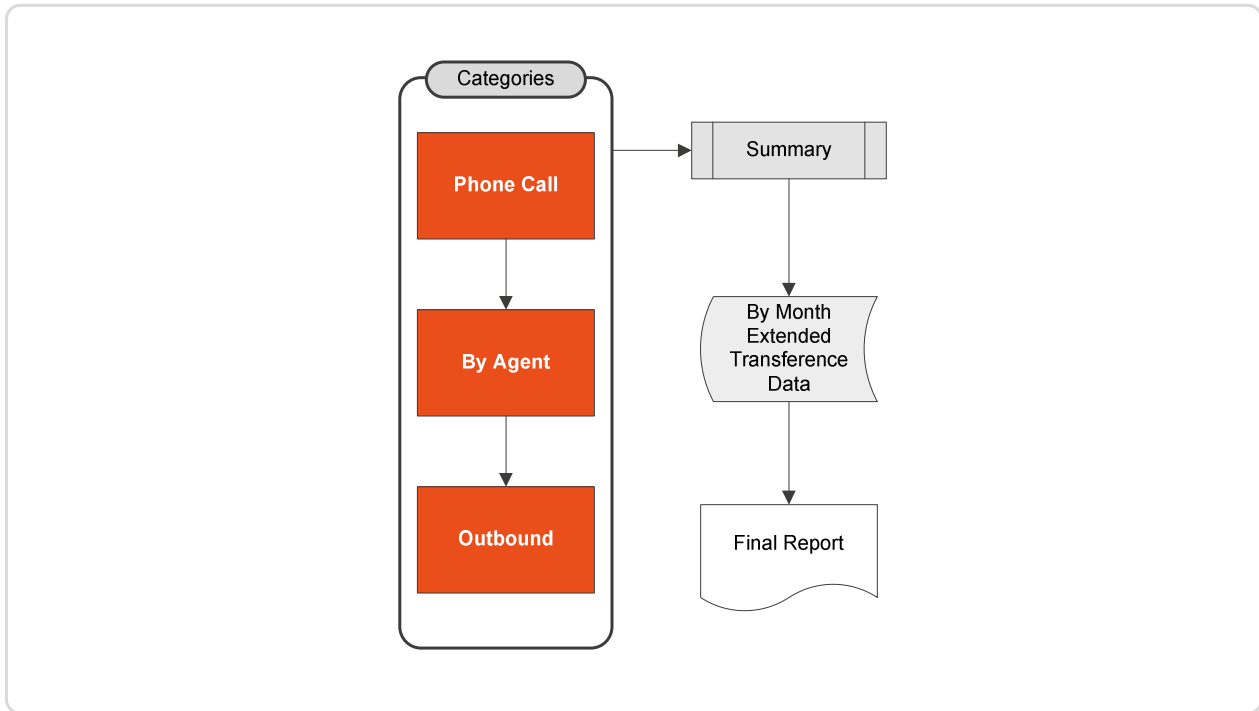
□ **Average Holds per Call:** Average of number of times the agent put one given call on hold. The formula for calculation is:

$$\text{Average Holds per Call} = \frac{\text{Total number of Holds during the selected period}}{\text{Total number of answered calls by an agent during the selected period}}$$

□ **Transferred Time:** if the call is transferred to a queue, this is the time encompassed since one agent transferred the call until another one accepted it. If the transference is meant to take the call to another line, this indicates the time since the transference started, until it was accepted or rejected by the endpoint.

Summary of Outbound Calls by Agent by Month - Extended Transference Data

This report contains information about the different transfer processes the call went through. The report aggregates the data on a monthly basis.



The fields contained in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Agent:** the ID of the agent for which the information is being retrieved
- Made:** total number of calls made, indifferent to whether they were answered or not
- Transferred:** indicates whether the call was transferred to another number or not
- Transferred to Agent:** indicates if the call was transferred to another agent. Transfers to agents are directly queued in the agent's BarAgent application
- Transferred to Group:** indicates if the call was transferred to a queue. Transfers to queue are directly queued in the agent's BarAgent application
- Transferred to Campaign:** It determines if the call was transferred to a campaign. Calls transferred to campaigns enter the system as a new call, just as if the call reached the VCC from an external number

- **Transferred to Number:** number of calls that were transferred to an external number (not pertaining to the VCC)
- **Average transferred:** Indicates the average number of transferred calls. The field determines on average the number of calls that were transferred to another number. The formula for calculation is:

$$Average Transferred = \frac{\begin{array}{l} N^{\circ} \text{ of calls transferred to queue} \\ + N^{\circ} \text{ of calls transferred to Agent} \\ + N^{\circ} \text{ of calls transferred to an external number} \\ + N^{\circ} \text{ of calls transferred to Campaign} \end{array}}{\text{Total number of Answered Calls}}$$

- **Average Transferred to Agent:** Average number of calls that were transferred to an agent. The calls transferred to an agent are directly listed on the BarAgent queue.
The calculation formula for this field is:

$$Average Transferred to Agent = \frac{\text{Total number of calls transferred to the agent}}{\text{Total number of answered calls}}$$

- **Average Transferred to Group:** average number of calls that were transferred to a group (queue). Queued calls appear in each agent's queue.
The calculation formula for this field is:

$$Average Transferred to Group = \frac{\text{Total number of calls transferred to a group (queue)}}{\text{Total number of answered calls}}$$

- **Average Transferred to Campaign:** average number of calls that were transferred to a campaign. The calls transferred to a campaign are treated as new coming calls, and therefore go through an ACD process. The calculation formula for this field is:

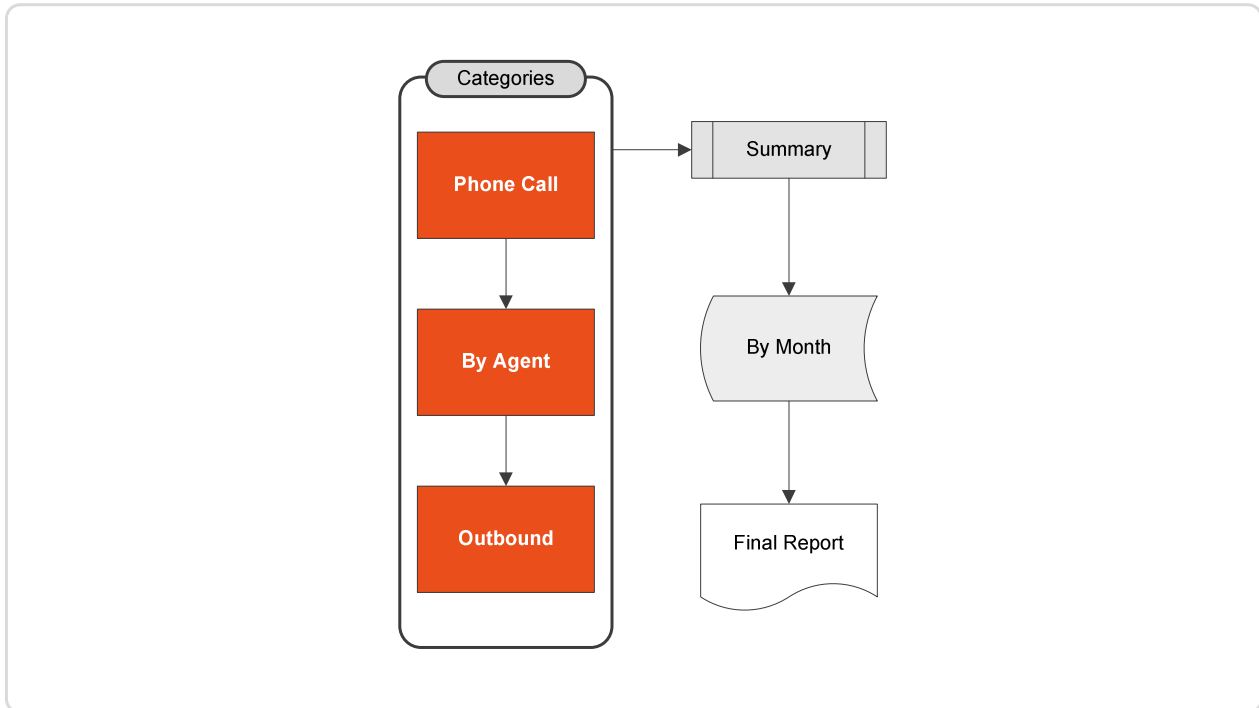
$$Average Transferred to Campaign = \frac{\text{Total number of calls transferred to a campaign}}{\text{Total number of answered calls}}$$

-
- **Average Transferred to Number:** average number of calls that were transferred to a Number.
The calculation formula for this field is:

$$Average Transferred to Number = \frac{\text{Total number of calls transferred to a Number}}{\text{Total number of answered calls}}$$

Summary of Outbound Calls by Agent by Month

This report contains summarized information regarding the outbound calls made by agents during the last month.



The fields contained in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Agent:** the ID of the agent for which the information is being retrieved
- Made:** total number of calls made, indifferent to whether they were answered or not
- Taken:** indicates the total number of answered calls
- Abandoned:** Indicates the total number of calls that reached the VCC and were terminated either by the client or the system, before an agent could answer them.
 - 1) If the call is an Inbound call, the client terminated it
 - 2) If the call is a result of a predictive dialer operation, the results may be:
 - 2.1) The client was called and the system looked for an available agent to assign the call. If there is no available agent before the waiting time threshold elapsed, then the system will proceed to terminate the call and label it as "Hang Up on threshold"
 - 2.2) The call reached the client, but he hung up

- **Average abandoned:** Indicates the average number of abandoned calls during the selected period of time (see the concept of Abandoned). The formula for calculation is:

$$\text{Average Abandoned} = \frac{\text{Total number of abandoned calls in the selected period}}{\text{Total number of calls for that period} - \text{Total number of Ghost Calls}}$$

Ghost calls are considered to be mistaken calls, and therefore are not taken into account.

- **Cancelled:** If the inbound campaign has a voicemail process associated to incoming calls, and the system cannot find an available agent to answer the call; the call is cancelled and goes to voicemail.

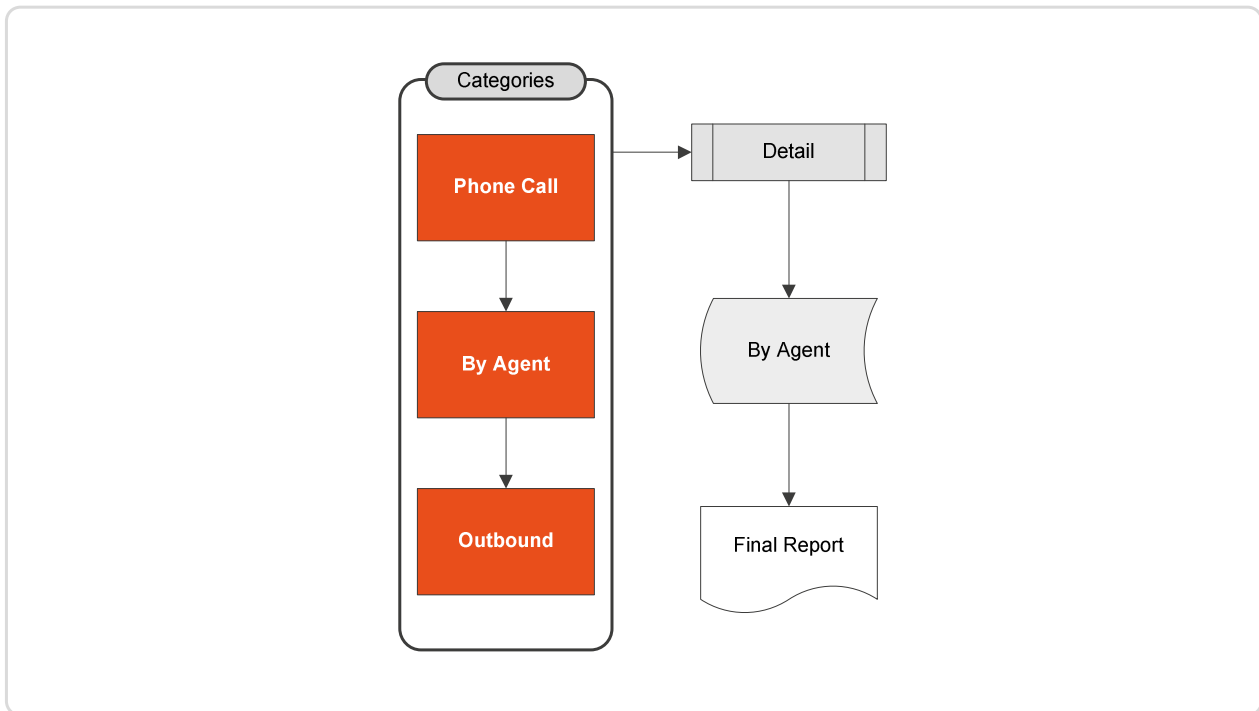
If the calls are Outbound, this case happens when the call cannot reach the client (the client won't answer it for some reason)

- **Blocked:** indicates the number of blocked calls. If a number is on the DNC list or a black list
- **Short:** indicates if the call belongs to the group of “short calls”, defined in the administrator’s panel (if the call lasts less than the defined threshold it is considered a short call)
- **Long:** indicates if the call belongs to the group of “long calls”, defined in the administrator’s panel (if the call lasts more than the defined threshold it is considered a long call)
- **Estimated CPH:** number of estimated calls per hour. The basis for calculation is the estimation of the number of calls made during the selected period of time.
- **Estimated CPH Agent:** number of estimated calls per hour. The basis for calculation is the estimation of the number of calls made during the selected period of time. For example, if the agent was logged during 15 minutes and made 3 calls, the CPH for that agent would be 12 calls in 60 minutes
- **Estimated GPH:** number of calls catalogued as a goal per hour. The calculation basis is the same as for CPH.

Detailed Reports

Detail of Inbound/Outbound Calls by Agent

This report offers detailed information on all interactions each agent participated in with details on timing and type of calls.



The report fields are:

- DNIS:** indicates the DNIS (Dialing Number Identification Service) number that identifies the call
- ANI:** indicates the number to which the system is calling (if it's an outbound call) or the number from which the call was effectuated (if it's an inbound call)
- Start Time:** indicates the time at which the interaction started- counting from the moment the call started
- Initiation Time:** indicates the time at which the interaction started- counting from the moment the agent established communication with the client
- End Time:** indicates the time in which the interaction
- Duration Time:** indicates the amount of time for each interaction
- ACD Time:** indicates the amount of time during which the system looked for an available agent to assign the call.

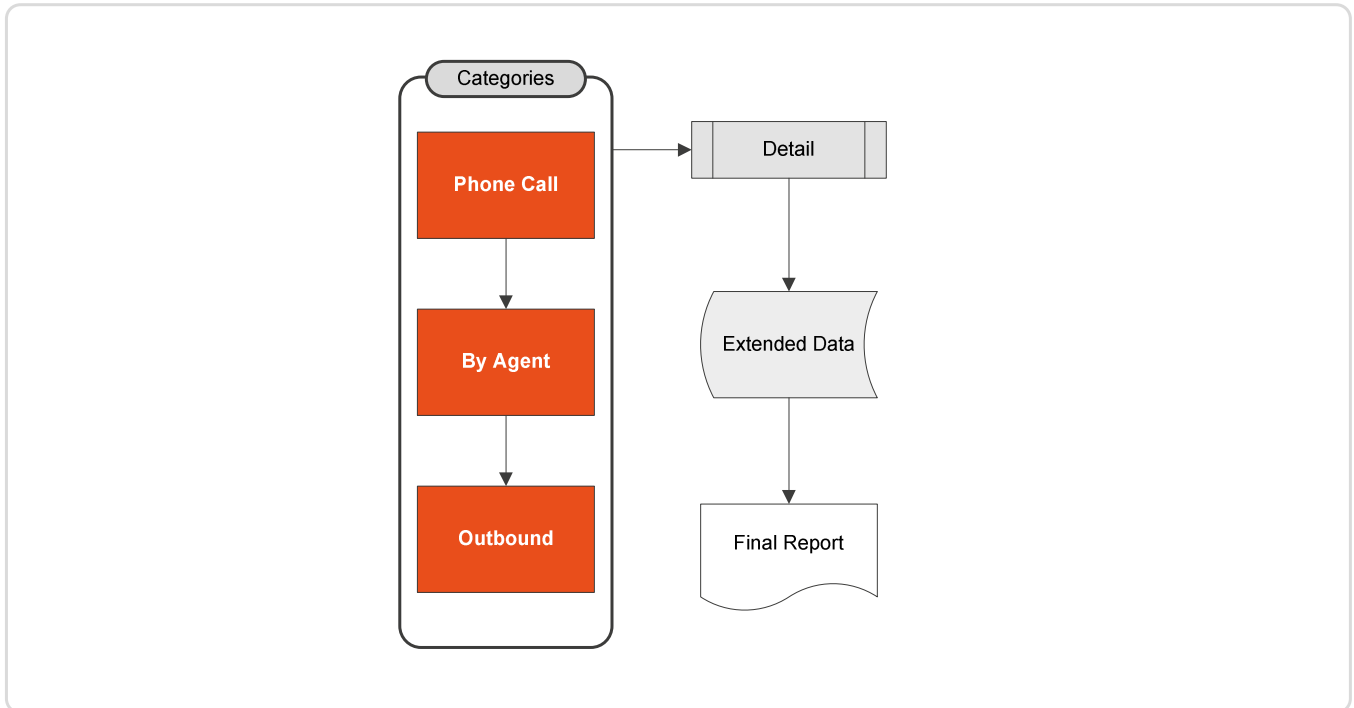
- **Waiting Time:** Indicates the total amount of time callers spent waiting for the system to allocate their calls.

If the call does not go through an IVR process, the calculation considers the time between the moment the call reached the system and it is answered by an agent. This field also considers transfer times since those times are waiting times for the client.

- **Ringling/Ringback Time:** indicates the total amount of time the system spent ringing and calling back. Since the moment the call is assigned to an agent to the moment the agent answers it
- **Attention Time:** the total amount of time the agent tended to calls, it encompasses time speaking to clients as well as hold time
- **Wrap-up Time:** indicates the amount of time the agent spent during wrap-up after each interaction
- **Hold Time:** indicates the amount of time the calls were put on hold
- **Type:** indicates whether the call was inbound or outbound

Detail of Inbound/Outbound Calls by Agent - Extended Data

This report offers detailed information on all interactions each agent participated in with details on timing and type of calls.



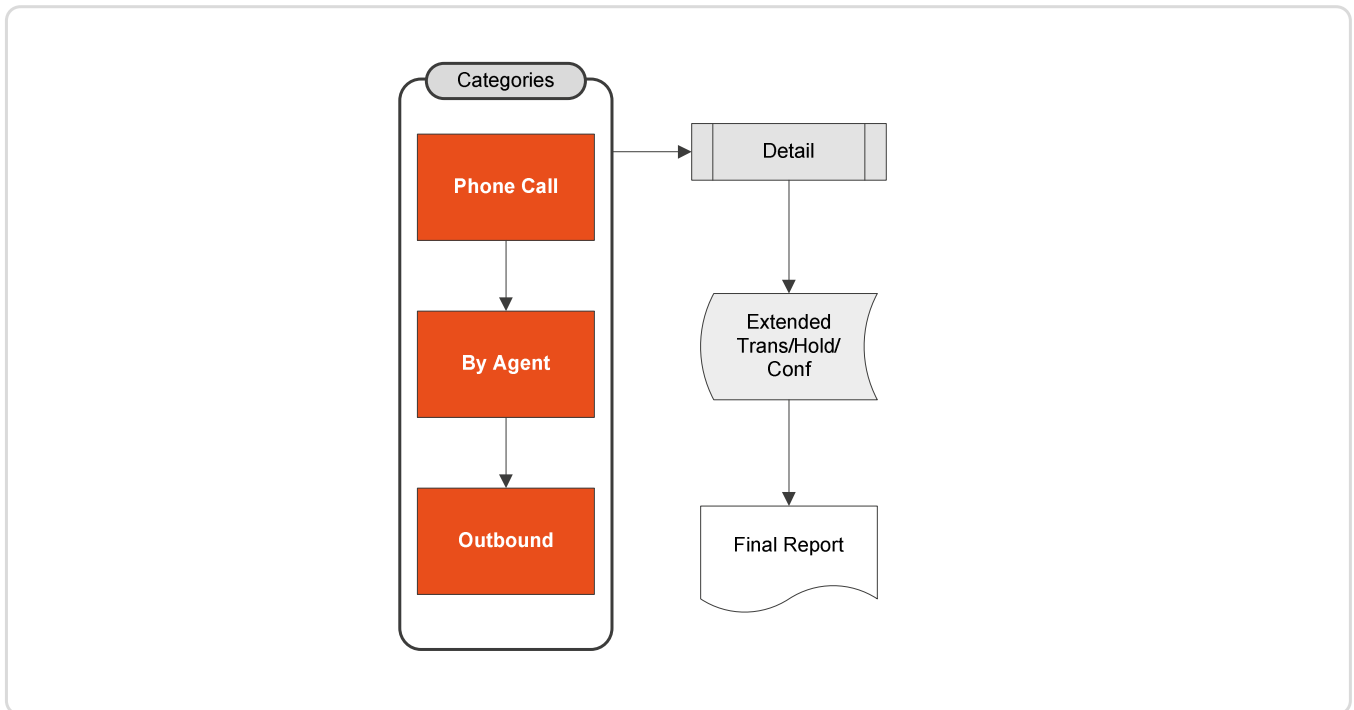
The report fields are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Direction:** indicates whether the call was inbound or outbound:
- Initiation Time:** indicates the time at which the interaction started- counting from the moment the agent established communication with the client
- Disposition:** indicates the final state of the interaction, for example “abandoned”, “cancelled”, etc
- Original Campaign:** indicates the name of the campaign to which the call belongs
- Result:** Indicates the result of the interaction. This is used with clients/campaigns that have Front-end integration with InConcert.
- Is Callback:** Determines if the call in question is a callback call. Callback is allowed when a call is actually finished and the wrap-up process has not yet been completed.
- (+) SVL:** indicates the positive service level. Determines if the call was answered or abandoned within the service level threshold defined for the campaign indicates the sum of abandoned, answered and cancelled calls within the service level threshold

- **Part:**
- **Completed:** indicates whether the agent effectively finished the call or not. If the agent transferred the call the status here will be “Not completed” and the call will appear as “Finished” in the disposition field
- **Is Short:** indicates if the call belongs to the group of “short calls”, defined in the administrator’s panel (if the call lasts less than the defined threshold it is considered a short call)
- **Is Long:** indicates if the call belongs to the group of “long calls”, defined in the administrator’s panel (if the call lasts more than the defined threshold it is considered a long call)
- **Is Ghost:** if the call fits the predefined criteria for ghost calls threshold, the system lists it here
- **Is out of Schedule:** if the call was made during hours that were not considered as a part of the campaign schedule, the system lists it here.

Detail of Inbound/Outbound Calls by Agent - Extended Trans/Hold/Conf

This report contains information on the calls each agent has participated in, with details on how much time the callers waited on hold, transfer and conferencing with the agent.



The fields in the report are:

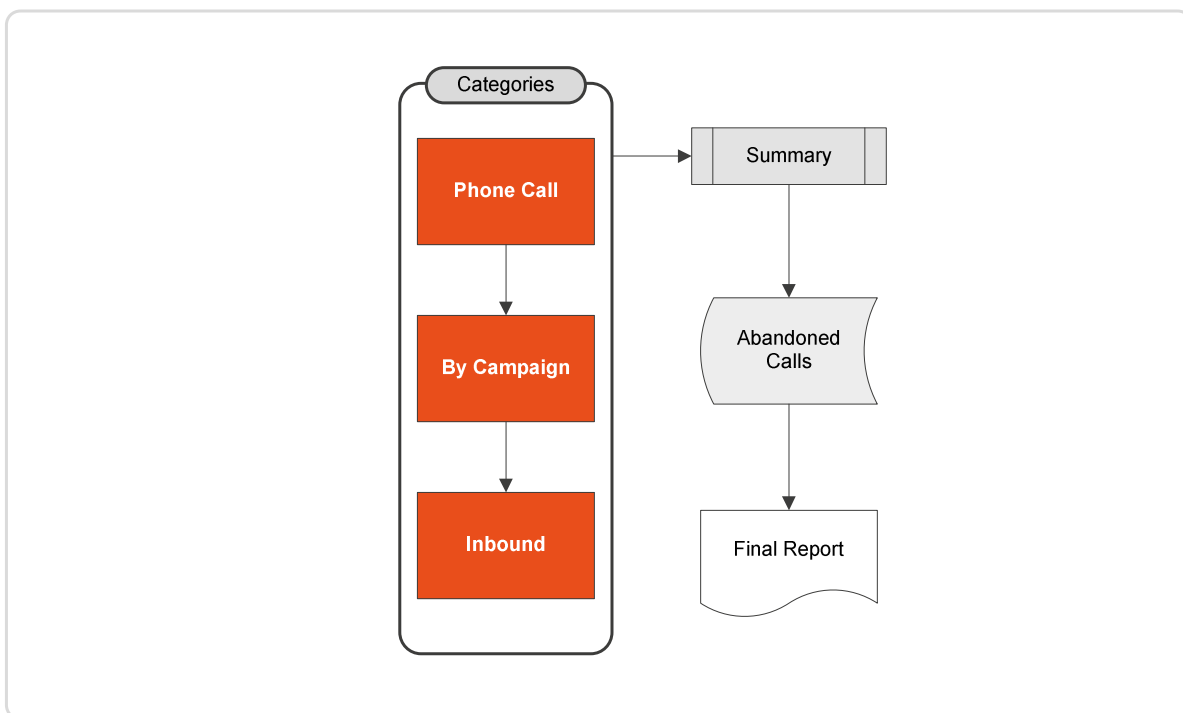
- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Direction:** indicates whether the call was inbound or outbound
- Initiation Time:** indicates the time at which the interaction started- counting from the moment the agent established communication with the client
- Hold Time:** indicates the amount of time the calls were put on hold
- Holds:** number of times the client was put on hold during the same call
- Is Transfer:** indicates if the call had a transfer at any point or not:
- Transfer Type:** Indicates the type of transference effectuated by the agent:
 1. Campaign: the call was transferred to another campaign in the VCC. It's considered as a new call
 2. Queue: the call is retransferred to the campaign queue
 3. Number: the call was transferred to an external number
 4. Agent: the call is transferred to an agent and appears in the BarAgent queue

- **Transfer Result:** indicates the result for the transference operation. If it indicates “Error” then it means that the transference could not be completed. If it indicates “Ok”, the transference process was completed.
- **Is Conference:** determines if the call in question was part of a conference or not
- **Conference Destination:** indicates the phone number with which the conference was effectuated

Summary Reports

Summary of Inbound Abandoned Calls by Campaign

This report contains a summary of abandoned calls in different spans of time for any given campaign.



The fields in the report are:

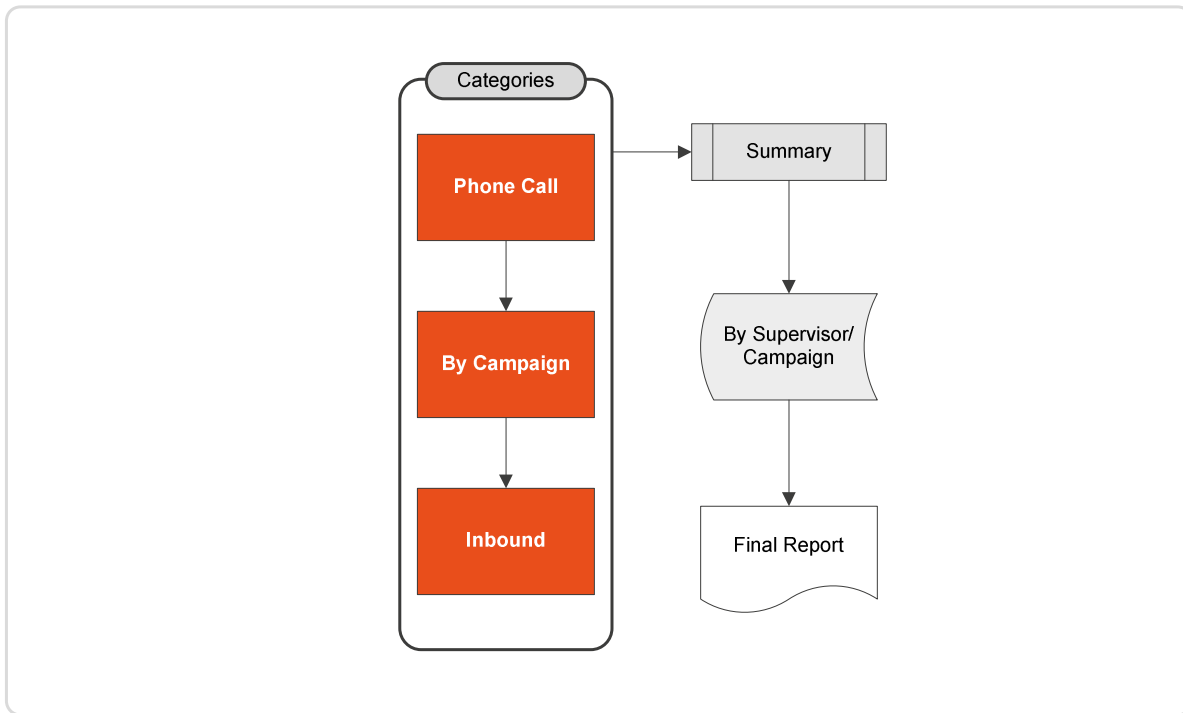
- Slice:** indicates the period of time for which the report contains information. In minutes
- Total Inbound:** indicates the total number of inbound calls that reached the VCC, whether they were answered or not
- Total Abandonment:** indicates the total number of abandoned calls for a determined period of time
- Ghost:** if the call fits the predefined criteria for ghost calls threshold, the system lists it here
- In 1 sec:** Indicates the number of calls that reached the VCC and were abandoned within a 1 second threshold. Abandonment occurs when either the client or the system terminates the call.

The system can terminate a call if it has been looking for an available agent longer than the pre-established waiting time for that campaign.

- **In 10 secs:** Indicates the number of calls that reached the VCC and were abandoned within a 10 second threshold. Abandonment occurs when either the client or the system terminates the call. The system can terminate a call if it has been looking for an available agent longer than the pre-established waiting time for that campaign.
- **More than 60 secs:** Indicates the number of calls that reached the VCC and were abandoned after a 60 second threshold. Abandonment occurs when either the client or the system terminates the call. The system can terminate a call if it has been looking for an available agent longer than the pre-established waiting time for that campaign.

Summary of Inbound Calls by Supervisor/Campaign

The report has information on the processing of inbound calls by supervisor or campaign.



The fields contained in the report are:

- Slice:** indicates the period of time for which the report contains information. In minutes
- Total Inbound:** indicates the total number of inbound calls that reached the VCC, whether they were answered or not
- Taken:** indicates the total number of answered calls
- Abandoned:** Indicates the total number of calls that reached the VCC and were terminated either by the client or the system, before an agent could answer them.
 - 1) If the call is an Inbound call, the client terminated it
 - 2) If the call is a result of a predictive dialer operation, the results may be:
 - 2.1) The client was called and the system looked for an available agent to assign the call. If there is no available agent before the waiting time threshold elapsed, then the system will proceed to terminate the call and label it as "Hang Up on threshold".
 - 2.2) The call reached the client, but he hung up
- IVR:** determines if the call was an inbound call or if it was made through an IVR process

- **Out of schedule without IVR:** indicates the calls that were made outside the scheduled times for the campaign, and were not processed by any client IVR.
- **Ghost:** if the call fits the predefined criteria for ghost calls threshold, the system lists it here
- **Out of schedule:** indicates the number of calls that entered the VCC outside the predefined schedule.
- **ASA:** indicates the answer time for a call. This value determines the number of seconds that elapsed since the system found an available agent and the agent effectively answered the call
- **Average Abandoned:** Indicates the average number of abandoned calls during the selected period of time (see the concept of Abandoned). The formula for calculation is:

$$\text{Average Abandoned} = \frac{\text{Total number of abandoned calls in the selected period}}{\text{Total number of calls for that period} - \text{Total number of Ghost Calls}}$$

Ghost calls are considered to be mistaken calls, and therefore are not taken into account.

- **Inbound Service Level:** percentage of calls answered, abandoned or cancelled within the service threshold
- **Estimated CPH:** number of estimated calls per hour. The basis for calculation is the estimation of the number of calls made during the selected period of time.
- **Estimated GPH:** number of calls catalogued as a goal per hour. The calculation basis is the same as for CPH.
- **% Busy Agent:** indicates the percentage of the total time the agent spent tending to calls. The formula for calculation is:

$$\% \text{Busy Agent} = \frac{\text{Attention Time} + \text{Wrap - up Time} + \text{Ring Time}}{\text{Active state Time} + \text{Pause state Time}}$$

- **% Talking Time:** indicates the percentage of the total time the agent spent actually interacting with a customer. The formula for calculation is:

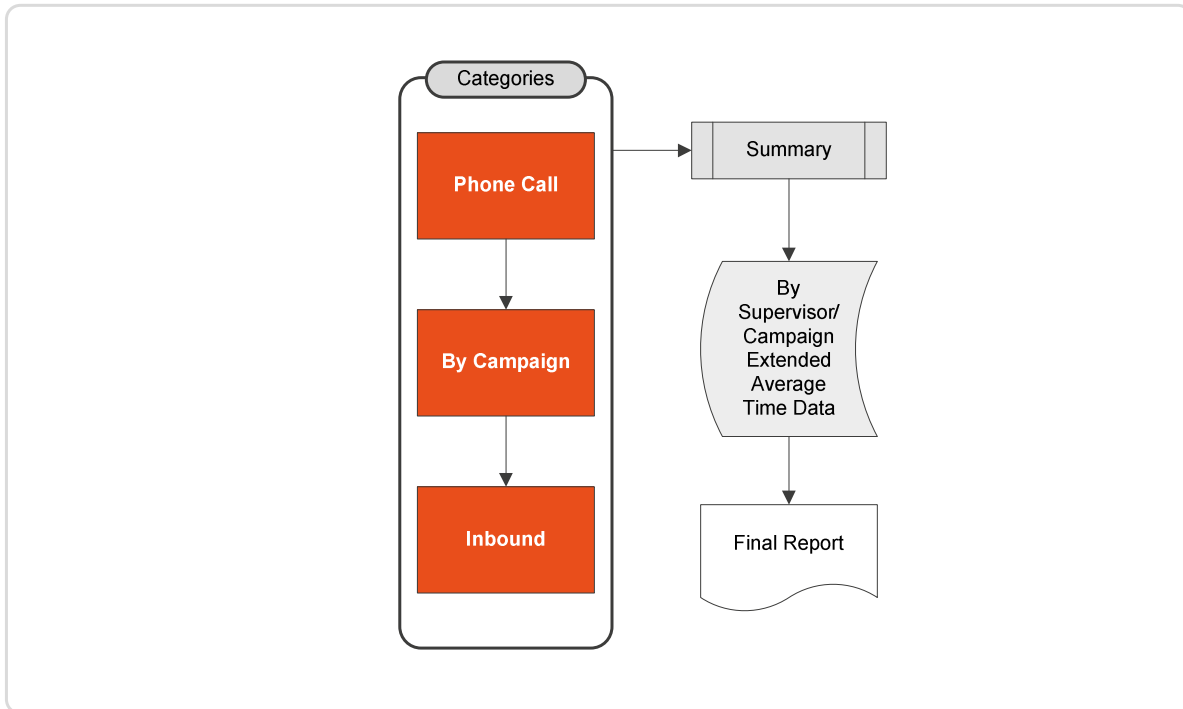
$$\% \text{Talking Time} = \frac{\text{Attention Time} + \text{Ring Time}}{\text{Active State Time} + \text{Pause State Time}}$$

- **Staff Time:** indicates the time each agent dedicated to the campaign. The formula for calculation is:

$$\text{Staff Time} = \frac{(\text{Attention Time} + \text{WUP} + \text{RingTime})}{(\text{Ringback Time})}$$

Summary of Inbound Calls by Supervisor/Campaign - Extended Average Time Data

This report contains information on inbound calls, and the average time the calls spent in different states of interaction.



The fields in the report are:

- Slice:** indicates the period of time for which the report contains information. In minutes
- Offered:** total number of calls the agent initiated
- Average Duration Time:** indicates the average duration of the call since the moment it entered the system until the client or system hung up. It's important to note that the system can terminate a call if it reached the maximum waiting time.
- Average Attention Time:** the average amount of time the agent tended to calls, it encompasses time speaking to clients as well as hold time
- Average Wrap-Up Time:** Indicates the average amount of time the agent spent in "Wrap-up". Wrap-Up time is the time elapsed between the agent or the client terminates the call, and the agent effectively finishes the interaction in the BarAgent application.
- Average Hold Time:** indicates the average amount of time the agent put calls on hold
- Average Abandoned Time:** indicates the average time for abandoned calls. The calculation formula is:

$$\textit{Average Abandoned Time} = \frac{\text{Total time of abandoned calls in the selected period}}{\text{Total number of abandoned calls in the period}}$$

- **Average Ringing Time:** indicates the average amount of time the call spent between the moment it reached the VCC the system assigns it to an available agent, and the agent answers it. The formula for calculation is:

$$\textit{Average Ringing Time} = \frac{\text{Total Ringing time}}{\text{Total number of answered calls}}$$

- **Average ACD Time:** indicates the amount of time during which the system looked for an available agent to assign the call. The calculation formula is:

$$\textit{Average ACD Time} = \frac{\text{Total amount of time during which the system looked for an available agent}}{\text{Total number of calls that reached the VCC}}$$

- **Average out of scheduler:** indicates the average number of calls that entered the VCC outside the predefined schedule. The calculation formula is:

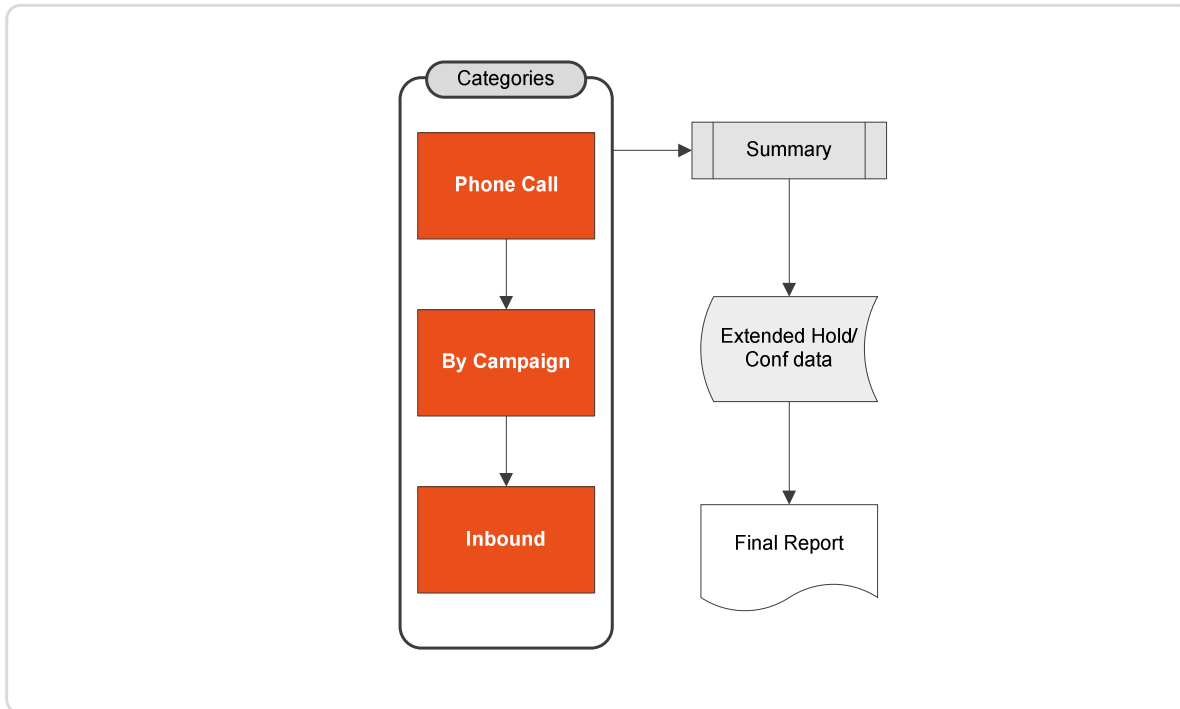
$$\textit{Average Out of Scheduler} = \frac{\text{Total number of Out of Schedule Calls}}{\text{Total Inbound Calls} - \text{Total number of Ghost Calls}}$$

- **Average out of scheduler:** indicates the average number of calls that entered the VCC outside the predefined schedule. The calculation formula is:

$$\textit{Average Out of Scheduler} = \frac{\text{Total number of Out of Schedule Calls}}{\text{Total Inbound Calls} - \text{Total number of Ghost Calls}}$$

Summary of Inbound Calls by Supervisor/Campaign - Extended Hold/Conf Data

The report includes information on calls by campaign or supervisor, with extended data on the different status the call went through- hold, conference and transfer time.

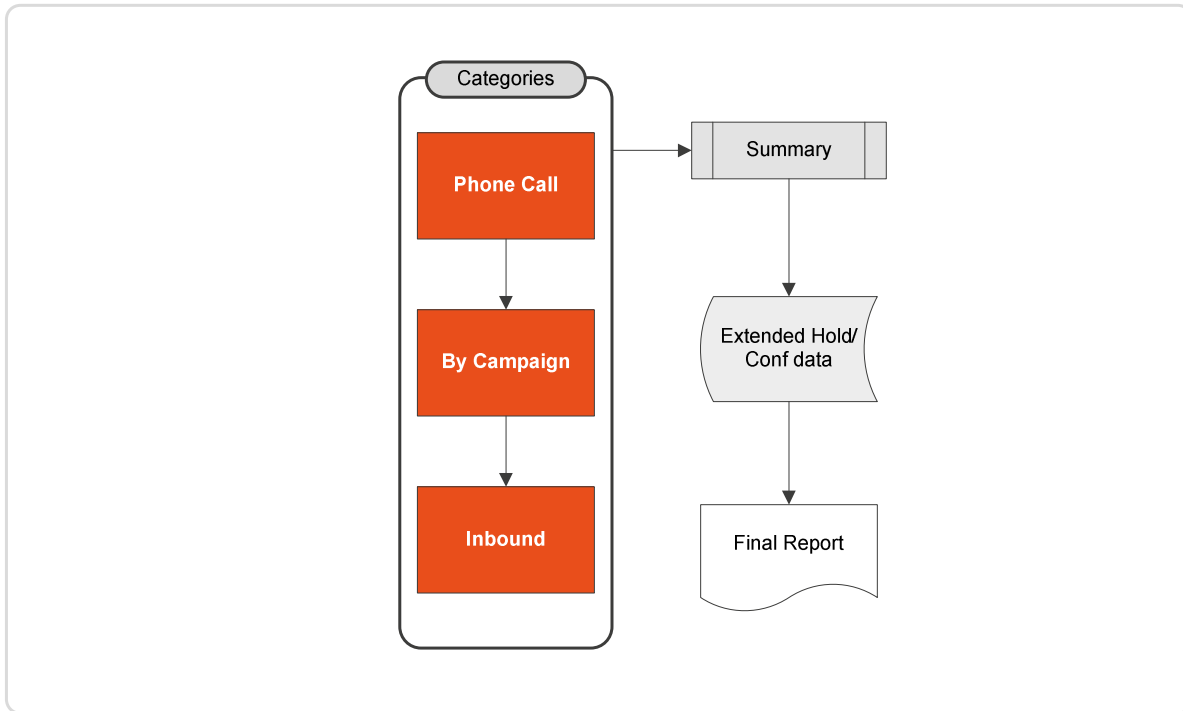


The fields present in the report are:

- Slice:** indicates the period of time for which the report contains information. In minutes
- Offered:** total number of calls the agent initiated
- Holds:** number of times the client was put on hold during the same call
- Holds per Call:** number of times the agent put one given call on hold
- Conferences:** number of times the agent sent calls to conferences during the selected period of time
- Conferences per Call:** number of times the agent sent one given call to conference

Summary of Inbound Calls by Supervisor/Campaign - Extended Max Time Data

This report contains summarized information on the maximum amount of time the calls spent in different interaction stages.



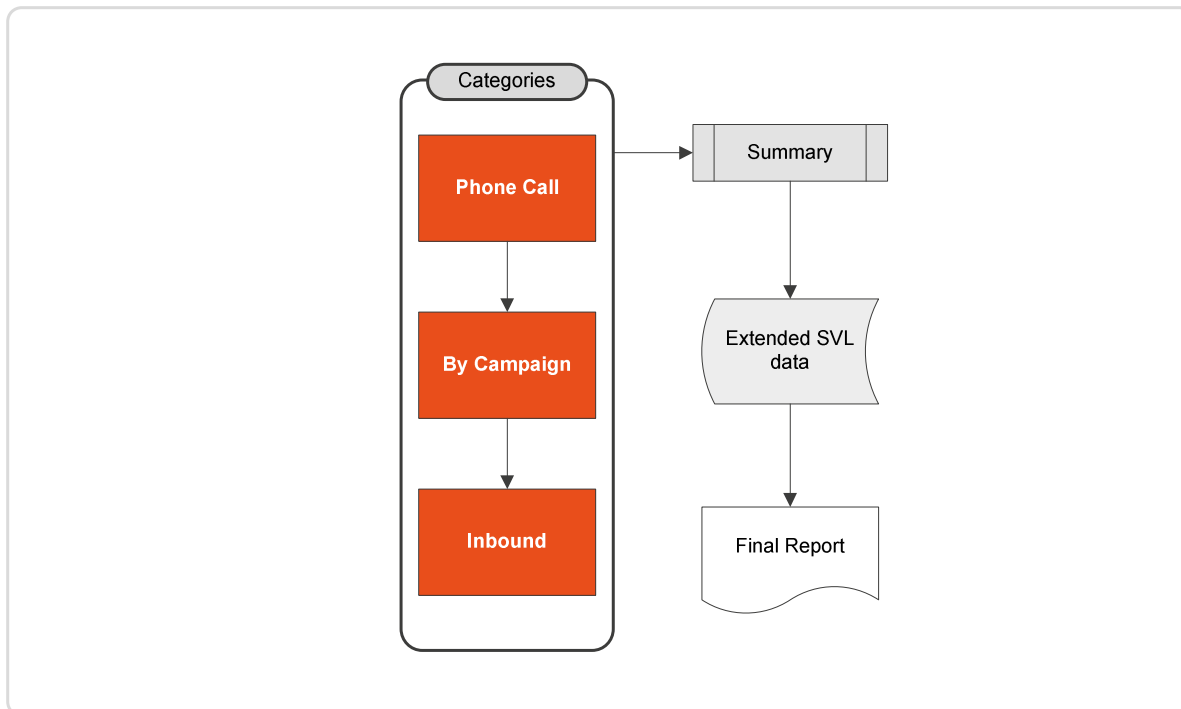
The fields contained in the report are:

- Slice:** indicates the period of time for which the report contains information. In minutes
- Agent:** the ID of the agent for which the information is being retrieved
- Offered:** total number of calls the agent initiated
- Max Answer Delay Time:** Indicates the maximum waiting time for a call during the selected period of time. Waiting time is calculated since the moment the call reaches the VCC and an agent answers it.
- Max Attention Time:** Indicates the maximum attention time for a call during the selected period of time. Attention time is calculated since the moment the call is answered by an agent, and the agent or the client hangs up.
- Max Ringing Time:** Indicates the maximum ringing time for calls during the selected period of time. Ringing time for one call is calculated computing the time in which the call is assigned to an agent and the agent effectively answers it.

- **Max Hold Time:** Indicates the maximum amount of time during which the call was put on hold in the selected period of time
- **Max Wrap-up Time:** Indicates the maximum ringing time for calls during the selected period of time. Ringing time for one call is calculated computing the time in which the call is assigned to an agent and the agent effectively answers it.

Summary of Inbound Calls by Supervisor/Campaign - Extended SVL Data

This report contains information on



The fields present in the report are:

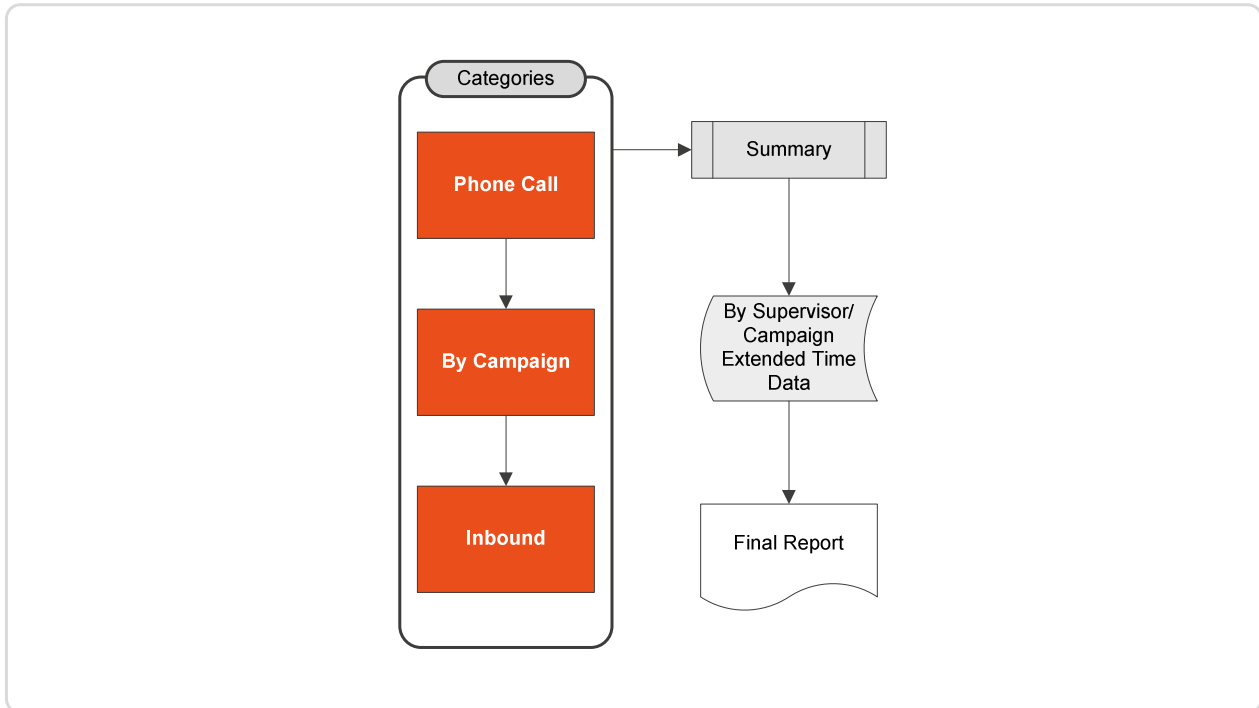
- Slice:** indicates the period of time for which the report contains information. In minutes
- Offered:** total number of calls the agent initiated by the agent
- Short:** indicates if the call belongs to the group of “short calls”, defined in the administrator’s panel (if the call lasts less than the defined threshold it is considered a short call)
- Long:** Indicates if the call belongs to the group of “long calls”, defined in the administrator’s panel (if the call lasts more than the defined threshold it is considered a long call)
- Ghost:** if the call fits the predefined criteria for ghost calls threshold, the system lists it here if the call fits the predefined criteria for ghost calls threshold, the system lists it here
- SVL:** Indicates the service level. It determines the percentage of answered or abandoned calls within the service level threshold

- Answered:** Total number of calls that reached the VCC and were answered by an agent

- **Abandoned:** Indicates the total number of calls that reached the VCC and were terminated either by the client or the system, before an agent could answer them.
 - 1) If the call is an Inbound call, the client terminated it
 - 2) If the call is a result of a predictive dialer operation, the results may be:
 - 2.1) The client was called and the system looked for an available agent to assign the call. If there is no available agent before the waiting time threshold elapsed, then the system will proceed to terminate the call and label it as "Hang Up on threshold"
 - 2.2) The call reached the client, but he hung up
- **+ SVL Answered:** Indicates the number of answered calls with a positive service level. The data is based on the number of calls answered within the service level threshold.
- **(+) SVL Abandoned:** Indicates the number of abandoned calls with a positive service level. The data is based on the number of abandoned calls within the service level threshold.
- **- SVL Answered:** Indicates the number of answered calls with a negative service level. The data is based on the number of calls answered after the service level threshold.
- **(-) SVL Abandoned:** Indicates the number of abandoned calls with a negative service level. The data is based on the number of abandoned calls after the service level threshold.
- **(+) SVL Cancelled:** Indicates the number of cancelled calls with a positive service level. The data is based on the number of cancelled calls within the service level threshold.
- **(-) SVL Cancelled:** Indicates the number of cancelled calls with a negative service level. The data is based on the number of cancelled calls after the service level threshold.

Summary of Inbound Calls by Supervisor/Campaign - Extended Time Data

This report contains information on the different statuses the call went through on a campaign or supervisor basis.



The report contains the following fields:

- Slice:** indicates the period of time for which the report contains information. In minutes indicates the period of time for which the report contains information. In minutes
- Offered:** total number of calls the agent initiated total number of calls the agent initiated by the agent
- Duration Time:** indicates the amount of time for each interaction the sum of each call duration
- Attention Time:** the total amount of time the agent tended to calls, it encompasses time speaking to clients as well as hold time
- Ringling Time:** computes the total amount of time the call spent in "ringling" mode. Since the moment the call is assigned to an agent to the moment the agent answers it
- Wrap-up Time:** total amount of time spent by the agent in "Wrap-up" mode (see Agent's manual)
- Hold Time:** indicates the amount of time the calls were put on hold
- Abandoned Time:** Indicates the total amount of abandon time of the calls that reached the contact center. This time is calculated using calls that are considered as abandoned. The calculation takes

into consideration the time elapsed between the call reaches the VCC and the client or the system terminate it before an agent can answer.

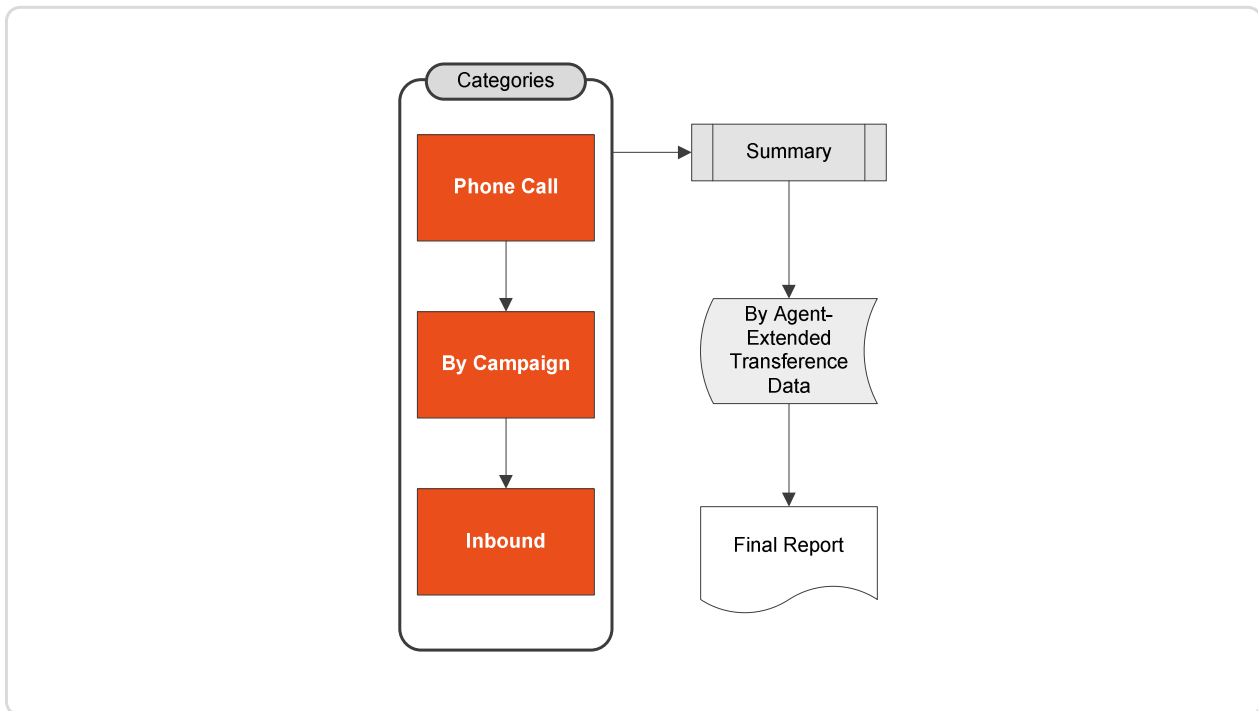
- 1) If the call is an Inbound call, the time is calculated from the moment the call reaches the VCC until the client terminated it
- 2) If the call is a result of a predictive dialer operation, the time is calculated since the client answered the call until it's terminated by the client himself or the system

- **Answer Time:** the total amount of time the agent (or the campaign as a whole) spent between the moment the call entered the Contact Center and he effectively answered the call
- **Transferred Time:** if the call is transferred to a queue, this is the time encompassed since one agent transferred the call until another one accepted it. If the transference is meant to take the call to another line, this indicates the time since the transference started, until it was accepted or rejected by the endpoint.
- **Average Holds per Call:** Average of number of times the agent put one given call on hold. The formula for calculation is:

$$\text{Average Holds per Call} = \frac{\text{Total number of Holds during the selected period}}{\text{Total number of answered calls by an agent during the selected period}}$$

Summary of Inbound Calls by Supervisor/Campaign- Extended Transference Data

The report contains information on the transfer time for calls on a campaign or supervisor basis.



The fields in the report are:

- Slice:** indicates the period of time for which the report contains information. In minutes
- Offered:** total number of calls the agent initiated
- Transferred:** indicates whether the call was transferred to another number or not
- Transferred to Agent:** indicates if the call was transferred to another agent. Transfers to agents are directly queued in the agent's BarAgent application
- Transferred to Number:** number of calls that were transferred to an external number (not pertaining to the VCC)
- Transferred to Campaign:** It determines if the call was transferred to a campaign. Calls transferred to campaigns enter the system as a new call, just as if the call reached the VCC from an external number
- Transferred to Group:** indicates if the call was transferred to a queue. Transfers to queue are directly queued in the agent's BarAgent application

- **Average Transferred:** Indicates the average number of transferred calls. The field determines on average the number of calls that were transferred to another number. The formula for calculation is:

$$\text{Average Transferred} = \frac{\begin{array}{l} \text{N}^\circ \text{ of calls transferred to queue} \\ + \text{N}^\circ \text{ of calls transferred to Agent} \\ + \text{N}^\circ \text{ of calls transferred to an external number} \\ + \text{N}^\circ \text{ of calls transferred to Campaign} \end{array}}{\text{Total number of Answered Calls}}$$

- **Average Transferred to Group:** average number of calls that were transferred to a group (queue). Queued calls appear in each agent's queue. The calculation formula for this field is:

$$\text{Average Transferred to Group} = \frac{\text{Total number of calls transferred to a group (queue)}}{\text{Total number of answered calls}}$$

- **Average Transferred to Agent:** Average number of calls that were transferred to an agent. The calls transferred to an agent are directly listed on the BarAgent queue. The calculation formula for this field is:

$$\text{Average Transferred to Agent} = \frac{\text{Total number of calls transferred to the agent}}{\text{Total number of answered calls}}$$

- **Average Transferred to Number:** average number of calls that were transferred to a Number. The calculation formula for this field is:

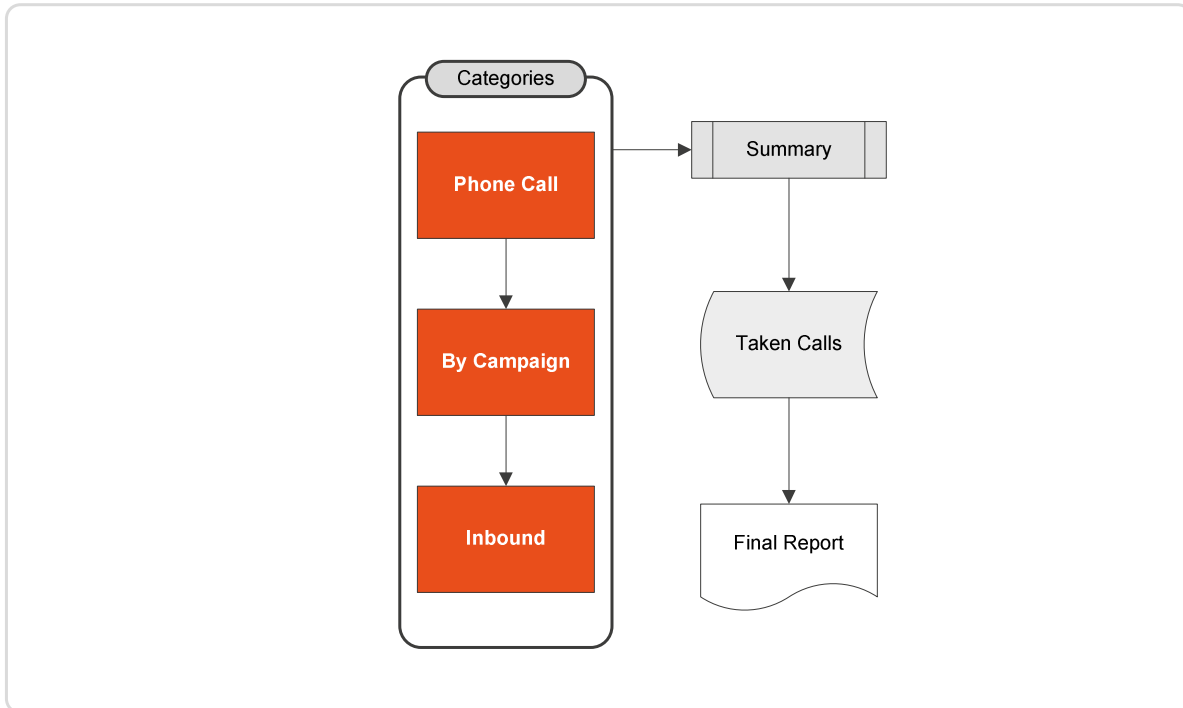
$$\text{Average Transferred to Number} = \frac{\text{Total number of calls transferred to a Number}}{\text{Total number of answered calls}}$$

- **Average Transferred to Campaign:** average number of calls that were transferred to a campaign. The calls transferred to a campaign are treated as new coming calls, and therefore go through an ACD process. The calculation formula for this field is:

$$\text{Average Transferred to Campaign} = \frac{\text{Total number of calls transferred to a campaign}}{\text{Total number of answered calls}}$$

Summary of Taken Inbound Calls by Campaign

This report contains a summary of taken calls in different spans of time for any given campaign.

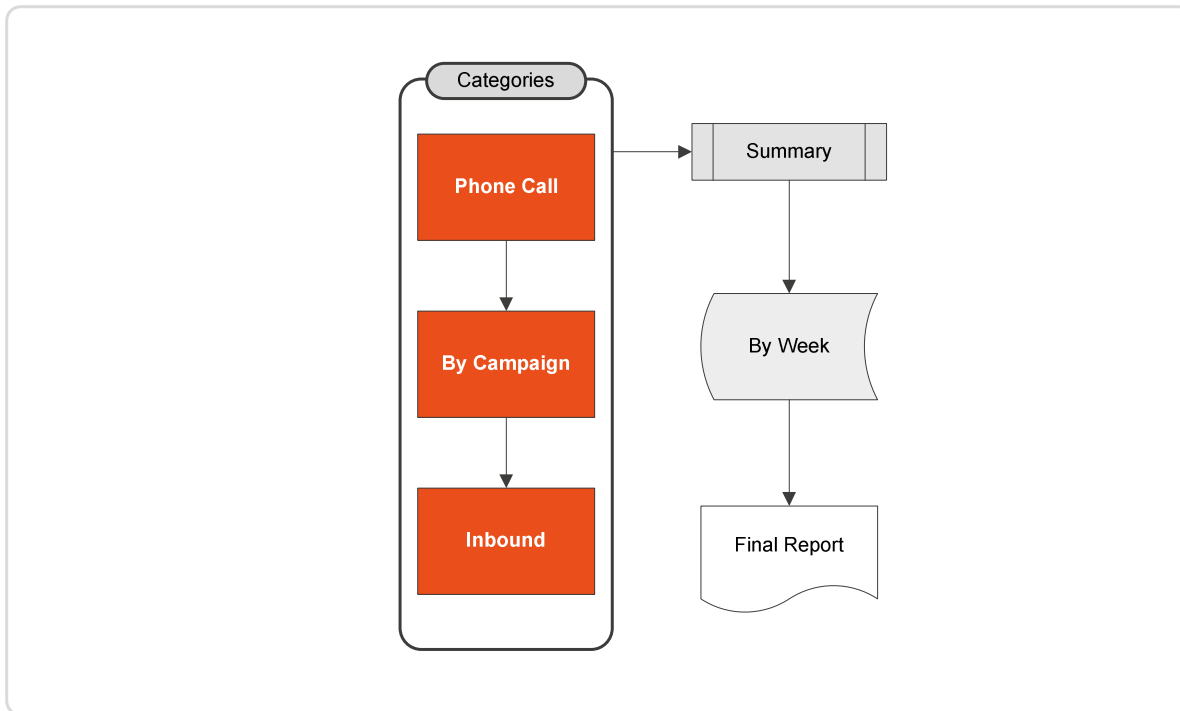


The fields in the report are:

- Slice:** indicates the period of time for which the report contains information. In minutes
- Total:** indicates the total number of calls the VCC processed
- In 1 sec:** Indicates the number of calls that reached the VCC and were abandoned within a 1 second threshold. Abandonment occurs when either the client or the system terminates the call. The system can terminate a call if it has been looking for an available agent longer than the pre-established waiting time for that campaign.
- In 10 secs:** Indicates the number of calls that reached the VCC and were abandoned within a 10 second threshold. Abandonment occurs when either the client or the system terminates the call. The system can terminate a call if it has been looking for an available agent longer than the pre-established waiting time for that campaign.
- More than 60 secs:** Indicates the number of calls that reached the VCC and were abandoned after a 60 second threshold. Abandonment occurs when either the client or the system terminates the call. The system can terminate a call if it has been looking for an available agent longer than the pre-established waiting time for that campaign.

Summary of Inbound Calls by Week

This report contains information on the number of inbound calls the campaign received during a given week of its operation.



The fields in the report are:

- Year-Month:** indicates the year and month for which the data is being retrieved
- Week:** indicates to which week the information belongs to
- Day:** indicates the day for which the information is being retrieved
- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Offered:** indicates the total number of inbound calls
- Taken:** indicates the total number of answered calls
- Abandoned:** Indicates the total number of calls that reached the VCC and were terminated either by the client or the system, before an agent could answer them.

1) If the call is an Inbound call, the client terminated it

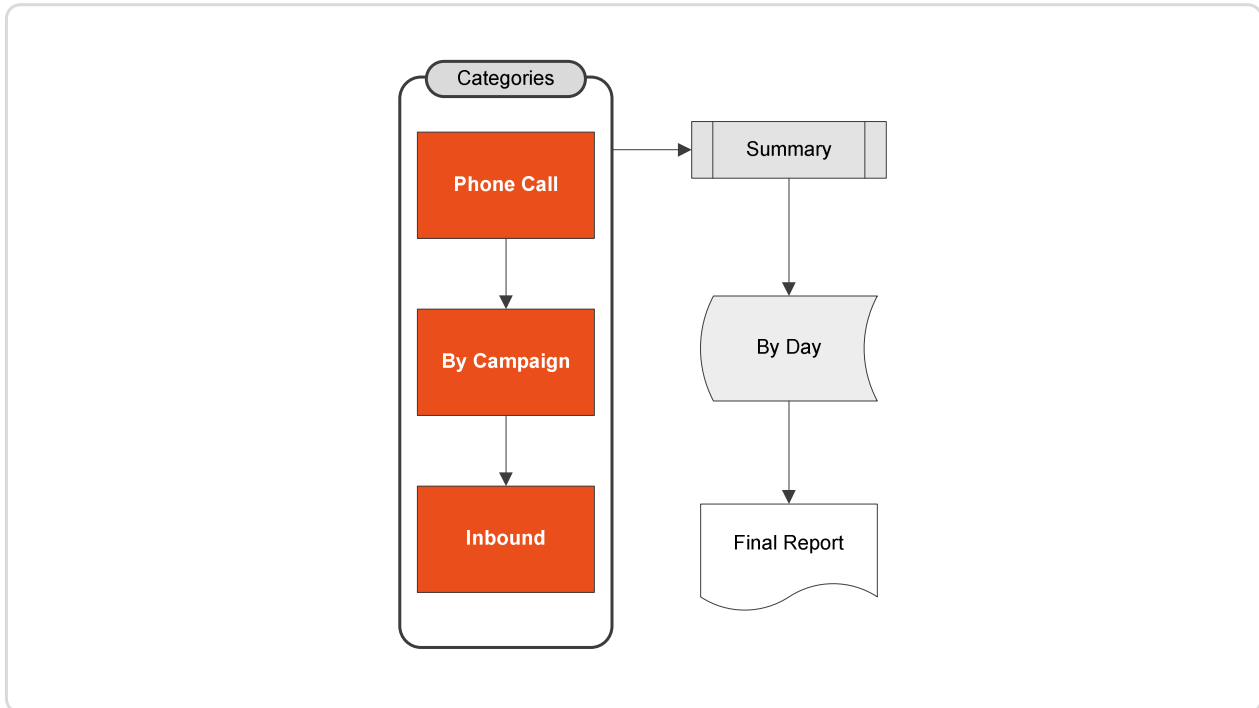
2) If the call is a result of a predictive dialer operation, the results may be:

2.1) The client was called and the system looked for an available agent to assign the call. If there is no available agent before the waiting time threshold elapsed, then the system will proceed to terminate the call and label it as "Hang Up on threshold"

2.2) The call reached the client, but he hung up

Summary of Inbound Calls by Supervisor/Campaign by Day

This report contains a summary of all the inbound calls each supervisor or campaign has received, on a day by day basis.



The fields in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Total Inbound:** indicates the total number of inbound calls that reached the VCC, whether they were answered or not
- Taken:** indicates the total number of answered calls
- Abandoned:** Indicates the total number of calls that reached the VCC and were terminated either by the client or the system, before an agent could answer them.

1) If the call is an Inbound call, the client terminated it

2) If the call is a result of a predictive dialer operation, the results may be:

2.1) The client was called and the system looked for an available agent to assign the call. If there is no available agent before the waiting time threshold elapsed, then the system will proceed to terminate the call and label it as "Hang Up on threshold"

2.2) The call reached the client, but he hung up

- **Cancelled:** If the inbound campaign has a voicemail process associated to incoming calls, and the system cannot find an available agent to answer the call; the call is cancelled and goes to voicemail.

If the calls are Outbound, this case happens when the call cannot reach the client (the client won't answer it for some reason)

- **IVR:** determines if the call was an inbound call or if it was made through an IVR process
- **Out Of Schedule without IVR:** indicates the calls that were made outside the scheduled times for the campaign, and were not processed by any client IVR.
- **Ghost:** if the call fits the predefined criteria for ghost calls threshold, the system lists it here
- **Average abandoned:** Indicates the average number of abandoned calls during the selected period of time (see the concept of Abandoned). The formula for calculation is:

$$\text{Average Abandoned} = \frac{\text{Total number of abandoned calls in the selected period}}{\text{Total number of calls for that period} - \text{Total number of Ghost Calls}}$$

Ghost calls are considered to be mistaken calls, and therefore are not taken into account.

- **Inbound Service Level:** percentage of calls answered, abandoned or cancelled within the service threshold
- **Estimated CPH:** number of estimated calls per hour. The basis for calculation is the estimation of the number of calls made during the selected period of time. For example, if the agent was logged during 15 minutes and made 3 calls, the CPH for that agent is 12 (if he had been logged in for 60 minutes, then he would have made 12 calls)
- **Estimated GPH:** number of calls catalogued as a goal per hour. The calculation basis is the same as for CPH.
- **% Busy Agent:** indicates the percentage of the total time the agent spent tending to calls. The formula for calculation is:

$$\% \text{Busy Agent} = \frac{\text{Attention Time} + \text{Wrap - up Time} + \text{Ring Time}}{\text{Active state Time} + \text{Pause state Time}}$$

- **% Talking Time:** indicates the percentage of the total time the agent spent actually interacting with a customer. The formula for calculation is:

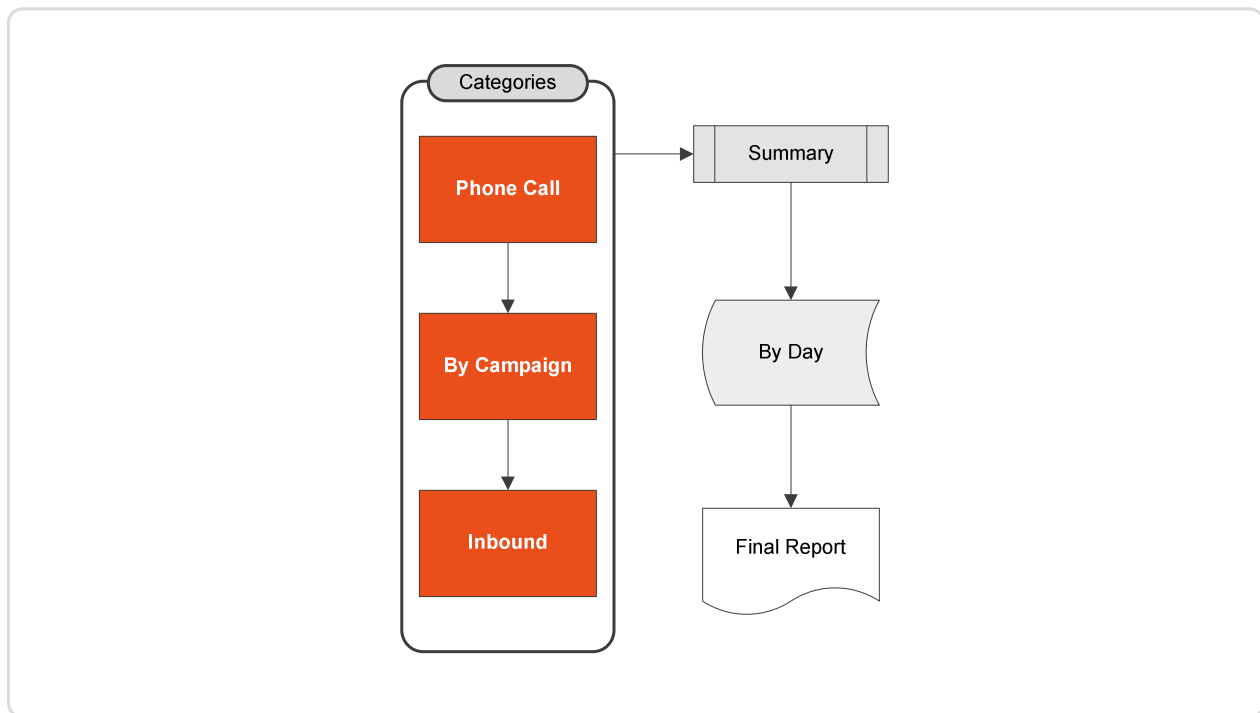
$$\% \text{Talking Time} = \frac{\text{Attention Time} + \text{Ring Time}}{\text{Active State Time} + \text{Pause State Time}}$$

- **Staff Time:** indicates the time each agent dedicated to the campaign. The formula for calculation is:

$$\mathbf{Staff\ Time} = \frac{(\mathbf{Attention\ Time} + \mathbf{WUP} + \mathbf{RingTime})}{(\mathbf{Ringback\ Time})}$$

Summary of Call Traces by Campaign by Day

This report contains information on different campaign data divided on a **day by day** basis.



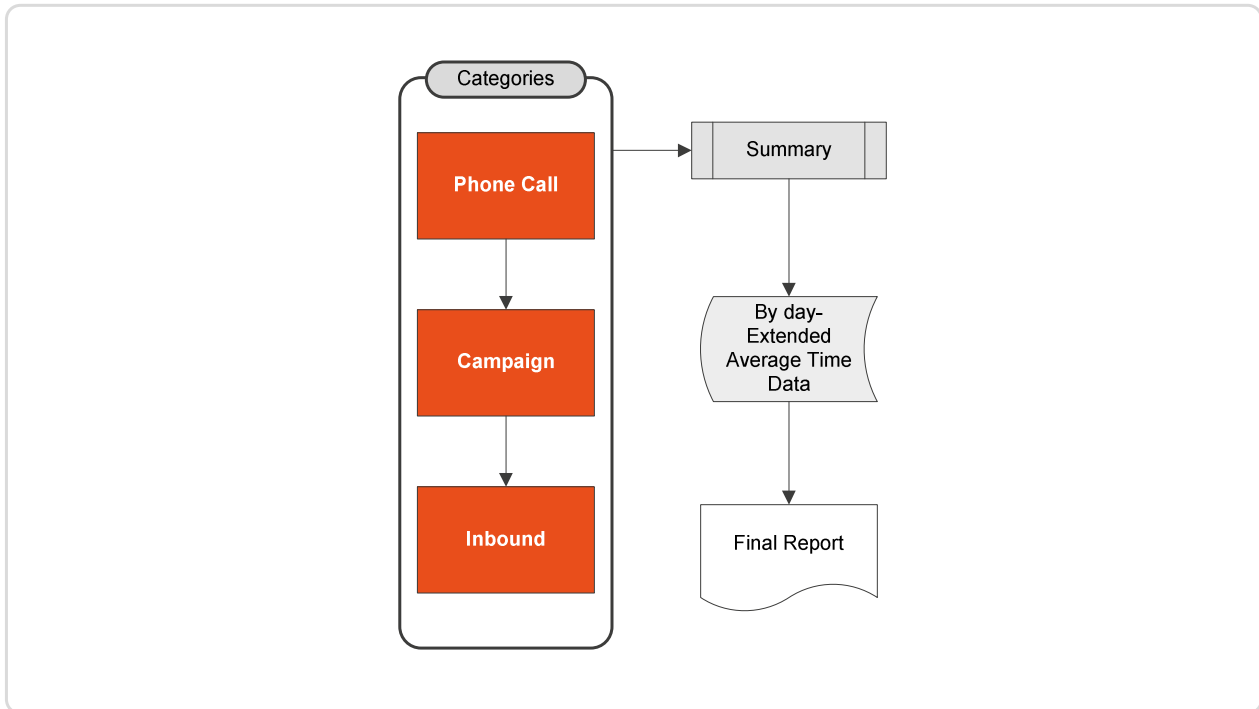
The fields contained in the report are:

- Campaign:** identifies the campaign for which the data is being retrieved
- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Offered:** total number of calls the agent initiated
- Inbound Out of schedule:** indicates the total inbound calls received outside the predefined attention schedule.
- Inbound answered:** indicates the total number of inbound calls that reached the VCC, and were in fact answered by an agent
- Inbound abandoned:** Indicates the total number of calls that reached the VCC and were abandoned, terminated either by the client or by the system. The system can terminate a call if it has been looking for an available agent longer than the pre-established waiting time for that campaign.
- Inbound Cancelled:** indicates the number of inbound calls that were cancelled by the system. This type of calls occur when the campaign has the voicemail option configured, and the system couldn't find a free agent within the predefined waiting time

- **Inbound abandoned with callback:** inbound call that was hung up by the caller (while the system was looking for an available agent); after the incident, an agent picked the call up and returned the call to the caller
- **Inbound answered with callback:** indicates a call that was answered by an agent and he reprogrammed a callback for future calling. That call will appear in the interactions tray in the BarAgent application
- **Inbound cancelled with voicemail:** indicates inbound calls that were sent to voicemail (see Inbound Cancelled)
- **Inbound VM with callback:** indicates inbound calls that were sent to voicemail (see Inbound Cancelled) and answered by an agent

Summary of Inbound Calls by Supervisor/Campaign by Day - Extended Average Time Data

This report gives the administrator a summary of information on the inbound calls received by a campaign or under a supervisor, day by day.



The fields contained in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Offered:** total number of calls the agent initiated
- Average Duration Time:** indicates the average amount of time for each interaction
- Average Attention Time:** the average amount of time the agent tended to calls, it encompasses time speaking to clients as well as hold time
- Average Wrap-Up Time:** Indicates the average amount of time the agent spent in “Wrap-up”. Wrap-Up time is the time elapsed between the agent or the client terminates the call, and the agent effectively finishes the interaction in the BarAgent application.
- Average Hold Time:** indicates the average amount of time the agent put calls on hold
- Average Abandoned Time:** indicates the average time for abandoned calls. The calculation formula is:

$$\textit{Average Abandoned Time} = \frac{\text{Total time of abandoned calls in the selected period}}{\text{Total number of abandoned calls in the period}}$$

- **Average Ringing Time:** indicates the average amount of time the call spent between the moment it reached the VCC the system assigns it to an available agent, and the agent answers it. The formula for calculation is:

$$\textit{Average Ringing Time} = \frac{\text{Total Ringing time}}{\text{Total number of answered calls}}$$

- **Average ACD Time:** indicates the amount of time during which the system looked for an available agent to assign the call. The calculation formula is:

$$\textit{Average ACD Time} = \frac{\text{Total amount of time during which the system looked for an available agent}}{\text{Total number of calls that reached the VCC}}$$

- **Average out of scheduler:** indicates the average number of calls that entered the VCC outside the predefined schedule. The calculation formula is:

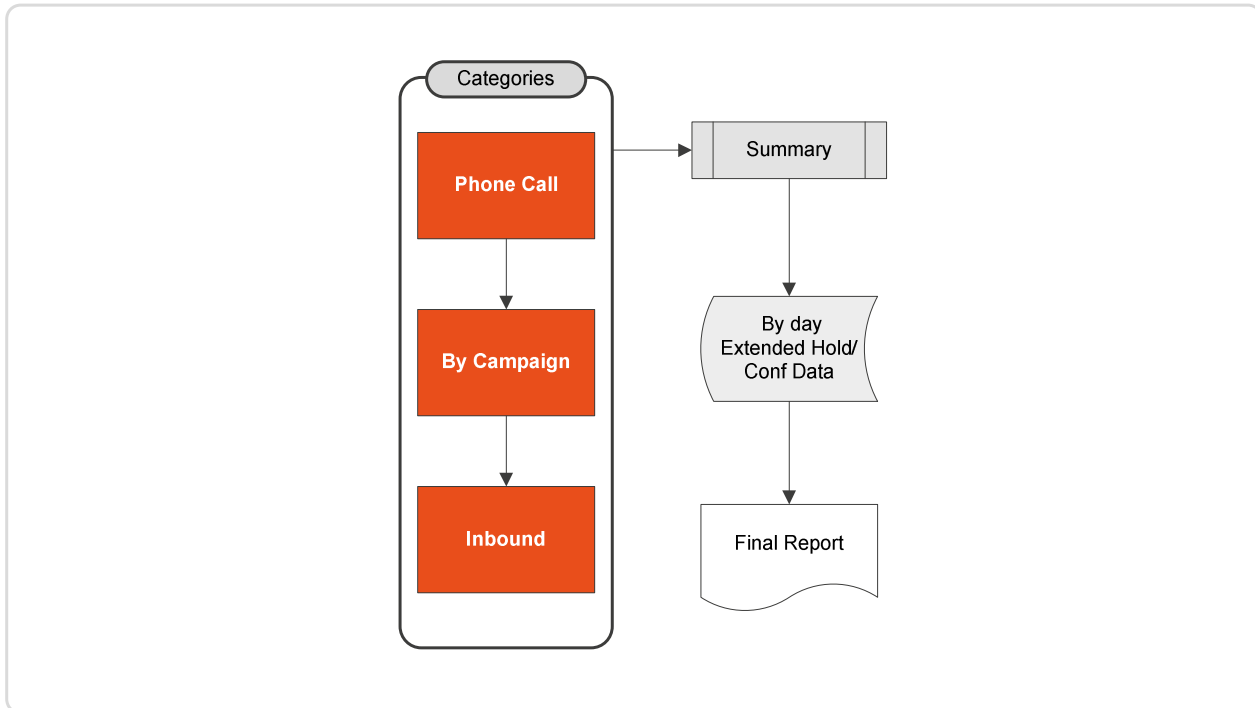
$$\textit{Average Out of Scheduler} = \frac{\text{Total number of Out of Schedule Calls}}{\text{Total Inbound Calls} - \text{Total number of Ghost Calls}}$$

- **Average out of scheduler time:** indicates the average time for calls received outside the predefined attention schedule. If a call enters the VCC after the schedule for the campaign has ended, the duration of that call is recorded in the system. The duration of those calls is used to calculate the average out of scheduler time. The Calculation Formula is:

$$\textit{Average Out of Scheduler Time} = \frac{\text{Total Out of Scheduler time}}{\text{Total inbound out of schedule calls}}$$

Summary of Inbound Calls by Supervisor/Campaign by Day - Extended Hold/Conf Data

This report contains summary information on calls received by each campaign or under any supervisor, and how they were processed in terms of holds and conferences, on a daily basis.

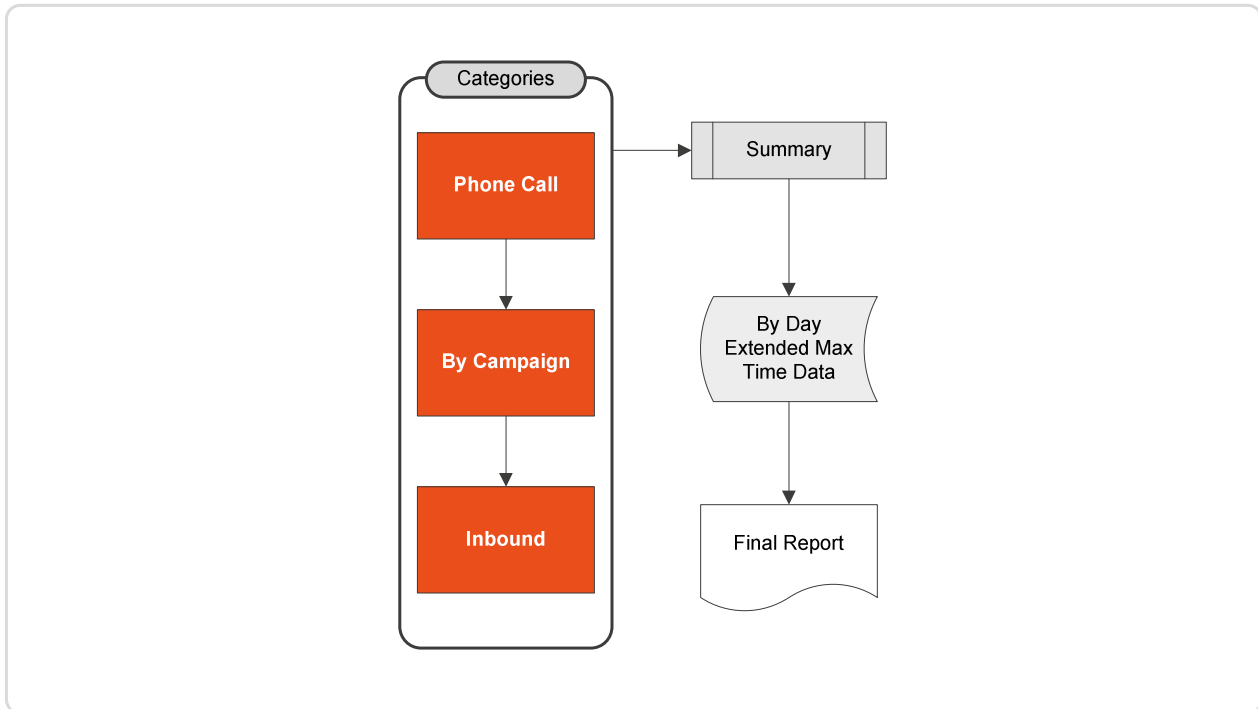


The fields contained in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Offered:** total number of calls the agent initiated
- Holds:** number of times the client was put on hold during the same call
- Holds per Call:** number of times the agent put one given call on hold
- Conferences:** number of times the agent sent calls to conferences during the selected period of time
- Conferences per Call:** number of times the agent sent one given call to conference

Summary of Inbound Calls by Supervisor/Campaign by Day - Extended Max Time Data

This report contains summary information on calls received by each campaign or under any supervisor, grouped on a daily basis.



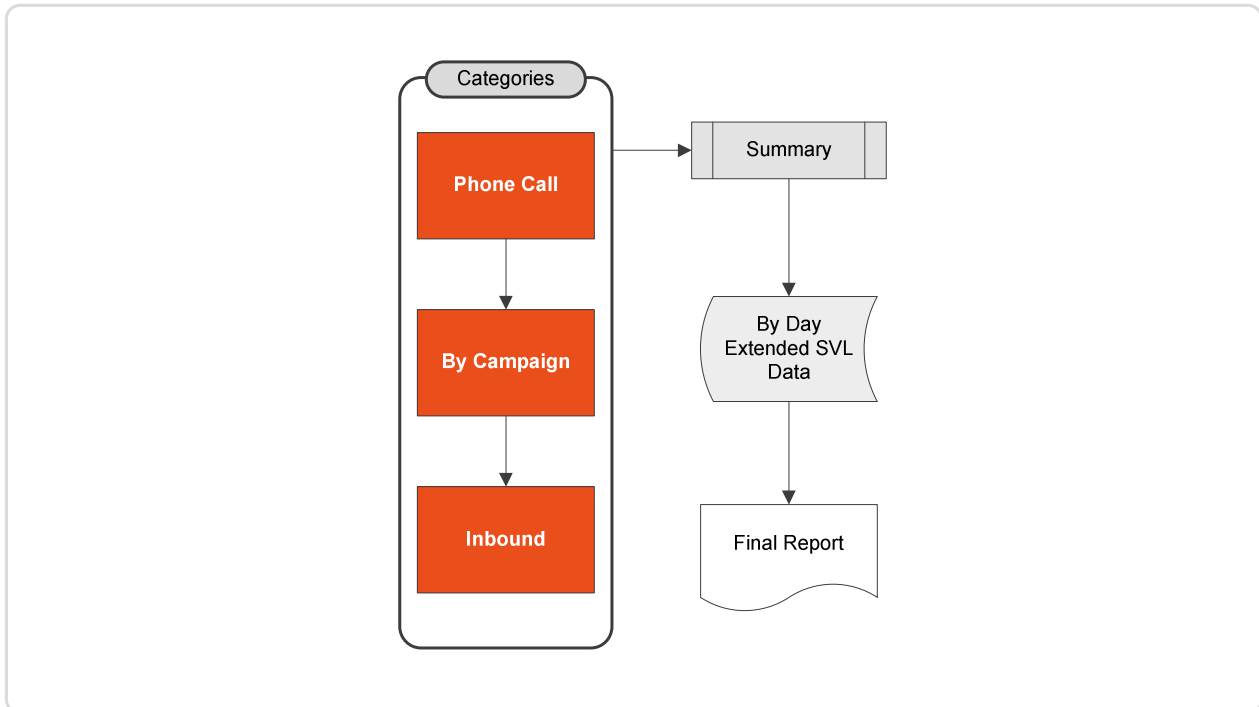
The fields contained in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Offered:** total number of calls the agent initiated
- Max Ringing Time:** Indicates the maximum ringing time for calls during the selected period of time. Ringing time for one call is calculated computing the time in which the call is assigned to an agent and the agent effectively answers it.
- Max Hold Time:** Indicates the maximum amount of time during which the call was put on hold in the selected period of time
- Max Wrap-up Time:** Indicates the maximum ringing time for calls during the selected period of time. Ringing time for one call is calculated computing the time in which the call is assigned to an agent and the agent effectively answers it.
- Max Attention Time:** Indicates the maximum attention time for a call during the selected period of time. Attention time is calculated since the moment the call is answered by an agent, and the agent or the client hangs up.

- **Max Duration Time:** Indicates the maximum duration time for a call in the selected period of time. Call duration is calculated from the moment the call reaches the VCC until it's terminated either by the client or the agent. The system can terminate the call if it has reached the maximum waiting time.
- **Max Answer Delay Time:** Indicates the maximum waiting time for a call during the selected period of time. Waiting time is calculated since the moment the call reaches the VCC and an agent answers it.

Summary of Inbound Calls by Supervisor/Campaign by Day - Extended SVL Data

This report contains information on service levels by supervisor and campaigns.



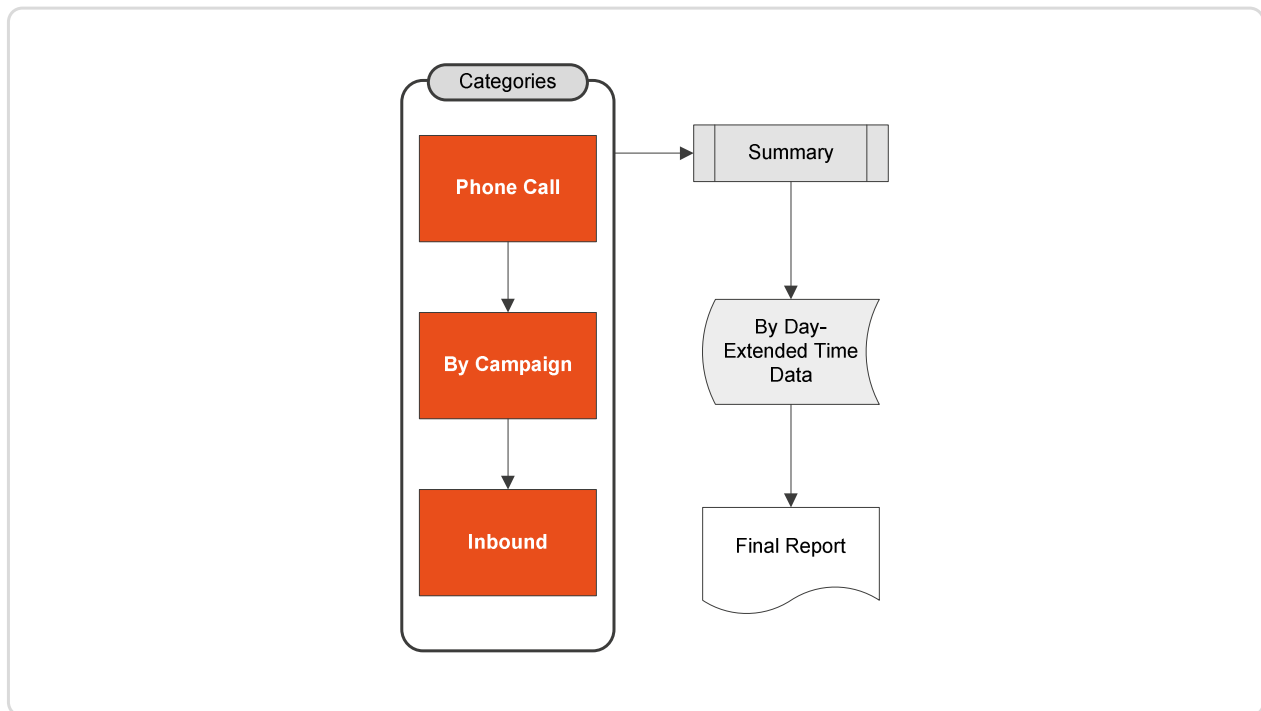
The fields contained in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Agent:** the ID of the agent for which the information is being retrieved
- Offered:** total number of calls the agent initiated
- Short:** indicates if the call belongs to the group of “short calls”, defined in the administrator’s panel (if the call lasts less than the defined threshold it is considered a short call)
- Long:** indicates if the call belongs to the group of “long calls”, defined in the administrator’s panel (if the call lasts more than the defined threshold it is considered a long call)
- Ghost:** if the call fits the predefined criteria for ghost calls threshold, the system lists it here
- Out of Schedule:** indicates the number of calls that entered the VCC outside the predefined schedule.
- IVR:** determines if the call was an inbound call or if it was made through an IVR process
- ACD:** indicates the total number of calls that reached the VCC

- **Blocked:** indicates the number of blocked calls. If a number is on the DNC list or a black list
- **Average blocked:** this field indicates the average number of blocked calls. A call can be blocked by the system if the number is blacklisted (the DNC -do not call- list)
- **Answered:** Total number of calls that reached the VCC and were answered by an agent
- **Abandoned:** Indicates the total number of calls that reached the VCC and were terminated either by the client or the system, before an agent could answer them.
 - 1) If the call is an Inbound call, the client terminated it
 - 2) If the call is a result of a predictive dialer operation, the results may be:
 - 2.1) The client was called and the system looked for an available agent to assign the call. If there is no available agent before the waiting time threshold elapsed, then the system will proceed to terminate the call and label it as "Hang Up on threshold"
 - 2.2) The call reached the client, but he hung up
- **+ SVL Answered:** Indicates the number of answered calls with a positive service level. The data is based on the number of calls answered within the service level threshold.
- **(+) SVL Abandoned:** Indicates the number of abandoned calls with a positive service level. The data is based on the number of abandoned calls within the service level threshold.
- **(+) SVL Cancelled:** Indicates the number of cancelled calls with a positive service level. The data is based on the number of cancelled calls within the service level threshold.
- **(-) SVL Answered:** Indicates the number of answered calls with a negative service level. The data is based on the number of calls answered after the service level threshold.
- **(-) SVL Abandoned:** Indicates the number of abandoned calls with a negative service level. The data is based on the number of abandoned calls after the service level threshold.
- **(-) SVL Cancelled:** Indicates the number of cancelled calls with a negative service level. The data is based on the number of cancelled calls after the service level threshold.

Summary of Inbound Calls by Supervisor/Campaign by Day - Extended Time Data

This report gives a summary of information regarding the activities the campaign has performed in one day.



The fields contained in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Agent:** the ID of the agent for which the information is being retrieved
- Offered:** total number of calls the agent initiated by the agent
- Duration Time:** indicates the amount of time for each interaction the sum of each call duration
- IVR time:** indicates the total amount of time during which the system processes the IVR interaction with the client.
- ACD Time:** indicates the amount of time during which the system looked for an available agent to assign the call.
- Attention Time:** the total amount of time the agent tended to calls, it encompasses time speaking to clients as well as hold time

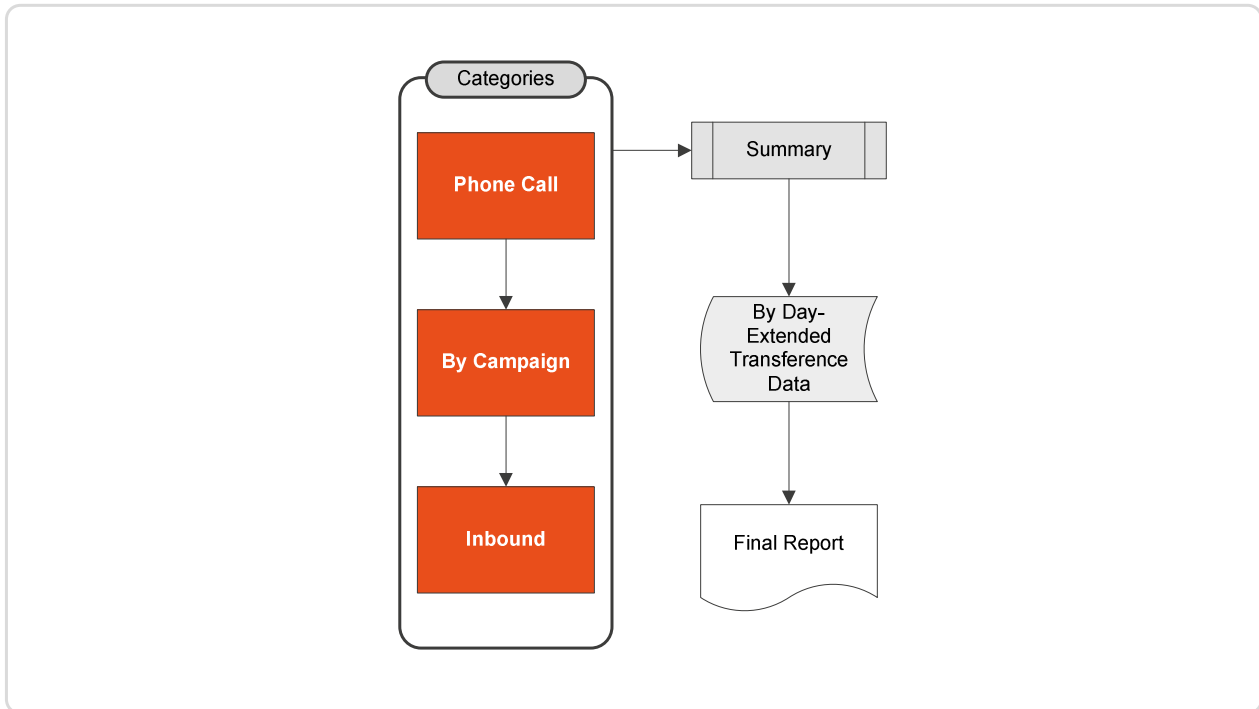
- **Ringling Time:** computes the total amount of time the call spent in "ringing" mode. Since the moment the call is assigned to an agent to the moment the agent answers it
- **Wrap-up Time:** total amount of time spent by the agent in "Wrap-up" mode (see Agent's manual)
- **Hold Time:** indicates the amount of time the calls were put on hold
- **Abandoned Time:** Indicates the total amount of abandon time of the calls that reached the contact center. This time is calculated using calls that are considered as abandoned. The calculation takes into consideration the time elapsed between the call reaches the VCC and the client or the system terminate it before an agent can answer.
 - 1) If the call is an Inbound call, the time is calculated from the moment the call reaches the VCC until the client terminated it
 - 2) If the call is a result of a predictive dialer operation, the time is calculated since the client answered the call until it's terminated by the client himself or the system
- **Answer Time:** the total amount of time the agent (or the campaign as a whole) spent between the moment the call entered the Contact Center and he effectively answered the call
- **Average Hold time per Call:** indicates the average time spent on hold for each call. The formula for calculation is:

$$\text{Average Hold Time per Call} = \frac{\text{Total Hold Time}}{\text{Total number of holds for the considered period}}$$

- **Transferred Time:** if the call is transferred to a queue, this is the time encompassed since one agent transferred the call until another one accepted it. If the transference is meant to take the call to another line, this indicates the time since the transference started, until it was accepted or rejected by the endpoint.

Summary of Inbound Calls by Supervisor/Campaign by Day - Extended Transference Data

The report contains information on the transfer time for calls on a campaign basis, using day to day data.



The report contains the following fields:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Offered:** total number of calls the agent initiated
- Transferred:** indicates whether the call was transferred to another number or not
- Transferred to Agent:** indicates if the call was transferred to another agent. Transfers to agents are directly queued in the agent's BarAgent application
- Transferred to Number:** number of calls that were transferred to an external number (not pertaining to the VCC)
- Transferred to Campaign:** It determines if the call was transferred to a campaign. Calls transferred to campaigns enter the system as a new call, just as if the call reached the VCC from an external number
- Transferred to Group:** indicates if the call was transferred to a queue. Transfers to queue are directly queued in the agent's BarAgent application

- **Average Transferred:** Indicates the average number of transferred calls. The field determines on average the number of calls that were transferred to another number. The formula for calculation is:

$$\text{Average Transferred} = \frac{\begin{array}{l} \text{N}^\circ \text{ of calls transferred to queue} \\ + \text{N}^\circ \text{ of calls transferred to Agent} \\ + \text{N}^\circ \text{ of calls transferred to an external number} \\ + \text{N}^\circ \text{ of calls transferred to Campaign} \end{array}}{\text{Total number of Answered Calls}}$$

- **Average Transferred to Group:** average number of calls that were transferred to a group (queue). Queued calls appear in each agent's queue. The calculation formula for this field is:

$$\text{Average Transferred to Group} = \frac{\text{Total number of calls transferred to a group (queue)}}{\text{Total number of answered calls}}$$

- **Average Transferred to Agent:** Average number of calls that were transferred to an agent. The calls transferred to an agent are directly listed on the BarAgent queue. The calculation formula for this field is:

$$\text{Average Transferred to Agent} = \frac{\text{Total number of calls transferred to the agent}}{\text{Total number of answered calls}}$$

- **Average Transferred to Number:** average number of calls that were transferred to a Number. The calculation formula for this field is:

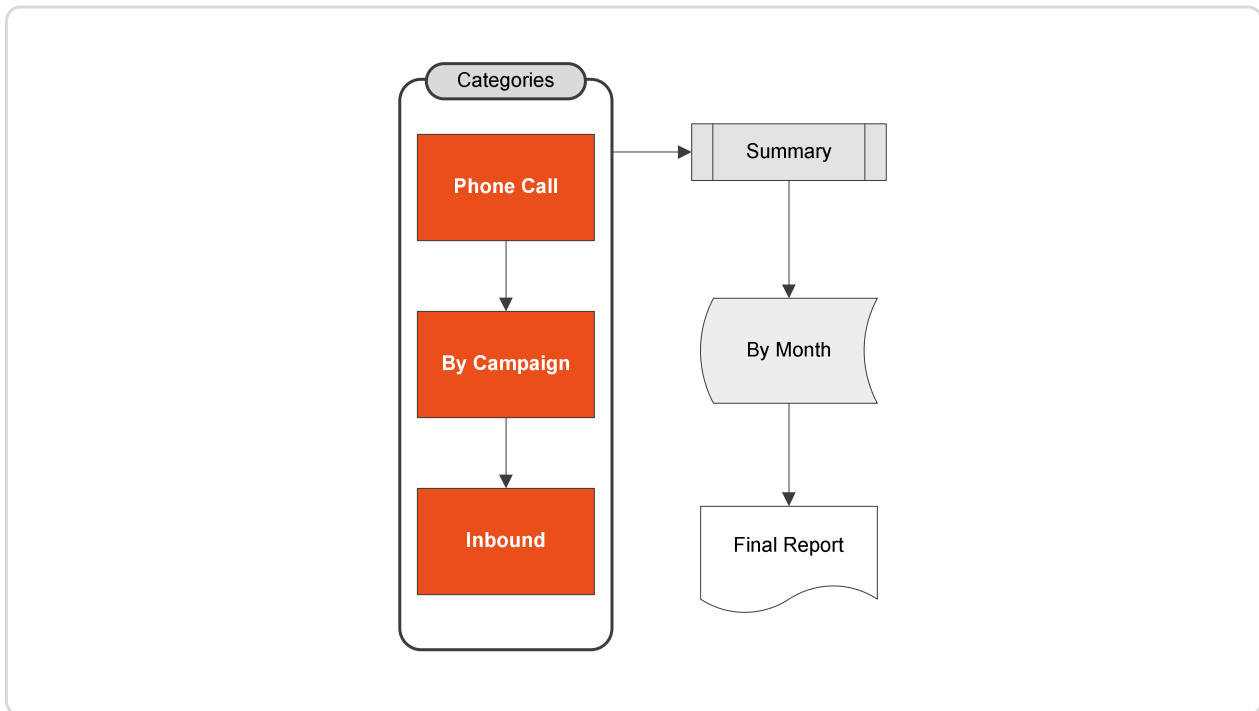
$$\text{Average Transferred to Number} = \frac{\text{Total number of calls transferred to a Number}}{\text{Total number of answered calls}}$$

- **Average Transferred to Campaign:** average number of calls that were transferred to a campaign. The calls transferred to a campaign are treated as new coming calls, and therefore go through an ACD process. The calculation formula for this field is:

$$\text{Average Transferred to Campaign} = \frac{\text{Total number of calls transferred to a campaign}}{\text{Total number of answered calls}}$$

Summary of Inbound Calls by Campaign/Supervisor by Month

This report summarizes the information on calls received by the different campaigns and under diverse supervisors during the last month of operations.



The fields contained in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Total Inbound:** indicates the total number of inbound calls that reached the VCC, whether they were answered or not
- Taken:** indicates the total number of answered calls
- Abandoned:** Indicates the total number of calls that reached the VCC and were terminated either by the client or the system, before an agent could answer them.
 - 1) If the call is an Inbound call, the client terminated it
 - 2) If the call is a result of a predictive dialer operation, the results may be:
 - 2.1) The client was called and the system looked for an available agent to assign the call. If there is no available agent before the waiting time threshold elapsed, then the system will proceed to terminate the call and label it as "Hang Up on threshold"
 - 2.2) The call reached the client, but he hung up
- Cancelled:** If the inbound campaign has a voicemail process associated to incoming calls, and the system cannot find an available agent to answer the call; the call is cancelled and goes to voicemail.

If the calls are Outbound, this case happens when the call cannot reach the client (the client won't answer it for some reason)

- **IVR:** determines if the call was an inbound call or if it was made through an IVR process
- **Out of Schedule without IVR:** indicates the calls that were made outside the scheduled times for the campaign, and were not processed by any client IVR.
- **Ghost:** if the call fits the predefined criteria for ghost calls threshold, the system lists it here
- **Out of schedule:** indicates the number of calls that entered the VCC outside the predefined schedule.
- **ASA:** indicates the answer time for a call. This value determines the number of seconds that elapsed since the system found an available agent and the agent effectively answered the call
- **Average abandoned:** Indicates the average number of abandoned calls during the selected period of time (see the concept of Abandoned). The formula for calculation is:

$$\text{Average Abandoned} = \frac{\text{Total number of abandoned calls in the selected period}}{\text{Total number of calls for that period} - \text{Total number of Ghost Calls}}$$

Ghost calls are considered to be mistaken calls, and therefore are not taken into account.

- **Estimated GPH:** number of calls catalogued as a goal per hour. The calculation basis is the same as for CPH.
- **% Busy Agent:** indicates the percentage of the total time the agent spent tending to calls. The formula for calculation is:

$$\% \text{Busy Agent} = \frac{\text{Attention Time} + \text{Wrap - up Time} + \text{Ring Time}}{\text{Active state Time} + \text{Pause state Time}}$$

- **% Talking Time:** indicates the percentage of the total time the agent spent actually interacting with a customer. The formula for calculation is:

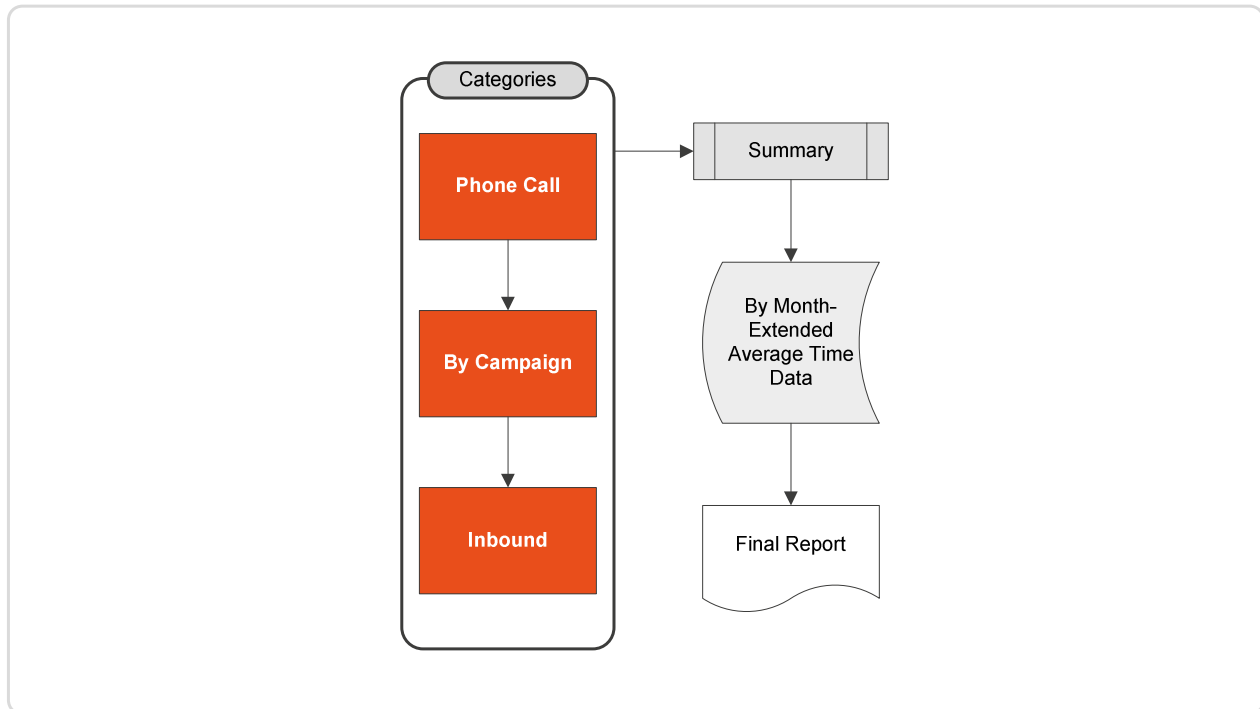
$$\% \text{Talking Time} = \frac{\text{Attention Time} + \text{Ring Time}}{\text{Active State Time} + \text{Pause State Time}}$$

- **Staff Time:** indicates the time each agent dedicated to the campaign. The formula for calculation is:

$$\text{Staff Time} = \frac{(\text{Attention Time} + \text{WUP} + \text{RingTime})}{(\text{Ringback Time})}$$

Summary of Inbound Calls by Supervisor/Campaign by Month - Extended Average Time Data

The report contains summary information on the inbound interactions different campaigns and supervisors participated in, collected on a monthly basis. The report shows the average number of times calls were offered, taken, etc.



The fields in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Offered:** total number of calls the agent initiated
- Average Duration Time:** indicates the average duration of the call since the moment it entered the system until the client or system hung up. It's important to note that the system can terminate a call if it reached the maximum waiting time.
- Average Attention Time:** the average amount of time the agent tended to calls, it encompasses time speaking to clients as well as hold time
- Average Wrap-Up Time:** Indicates the average amount of time the agent spent in "Wrap-up". Wrap-Up time is the time elapsed between the agent or the client terminates the call, and the agent effectively finishes the interaction in the BarAgent application.
- Average Hold Time:** indicates the average amount of time the agent put calls on hold

- **Average Ringing Time:** indicates the average amount of time the call spent between the moment it reached the VCC the system assigns it to an available agent, and the agent answers it. The formula for calculation is:

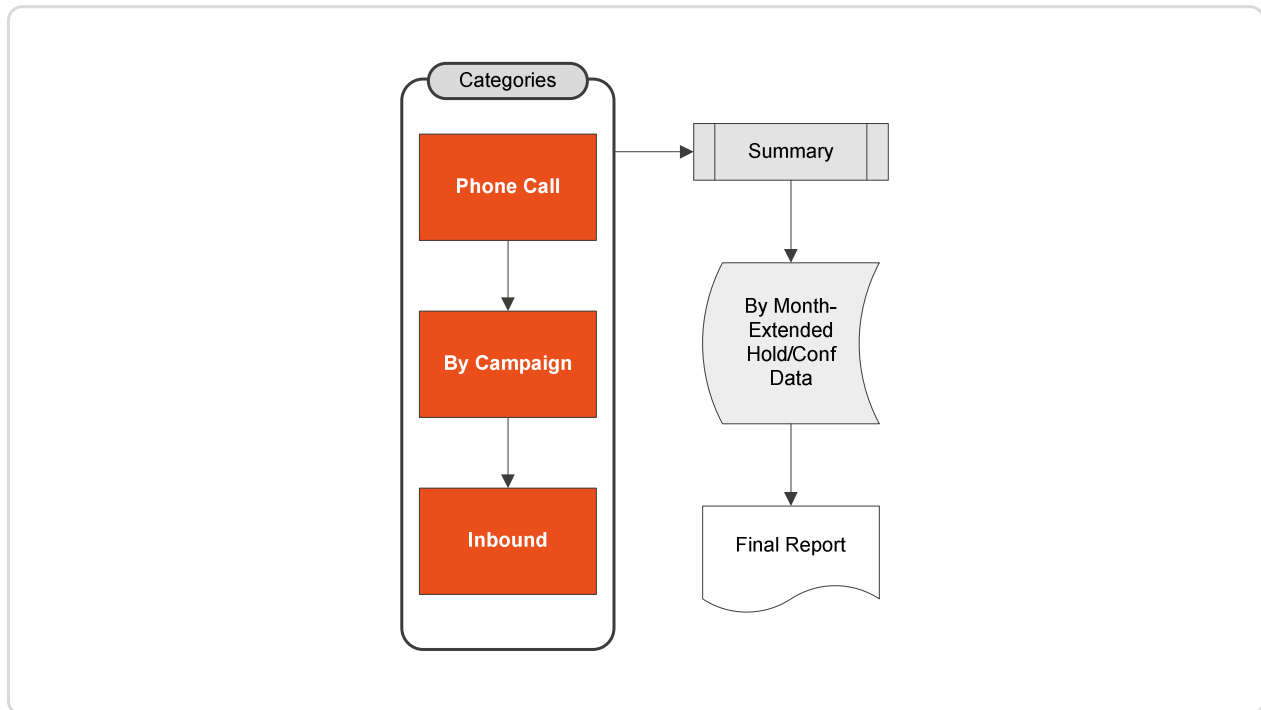
$$\textit{Average Ringing Time} = \frac{\textit{Total Ringing time}}{\textit{Total number of answered calls}}$$

- **Average ACD Time:** indicates the amount of time during which the system looked for an available agent to assign the call. The calculation formula is:

$$\textit{Average ACD Time} = \frac{\textit{Total amount of time during which the system looked for an available agent}}{\textit{Total number of calls that reached the VCC}}$$

Summary of Inbound Calls by Agent by Month - Extended Hold/Conf Data

This report contains summary information of the amount of time the different campaigns and supervisors participated in, spent on hold or on conference, on a monthly basis.

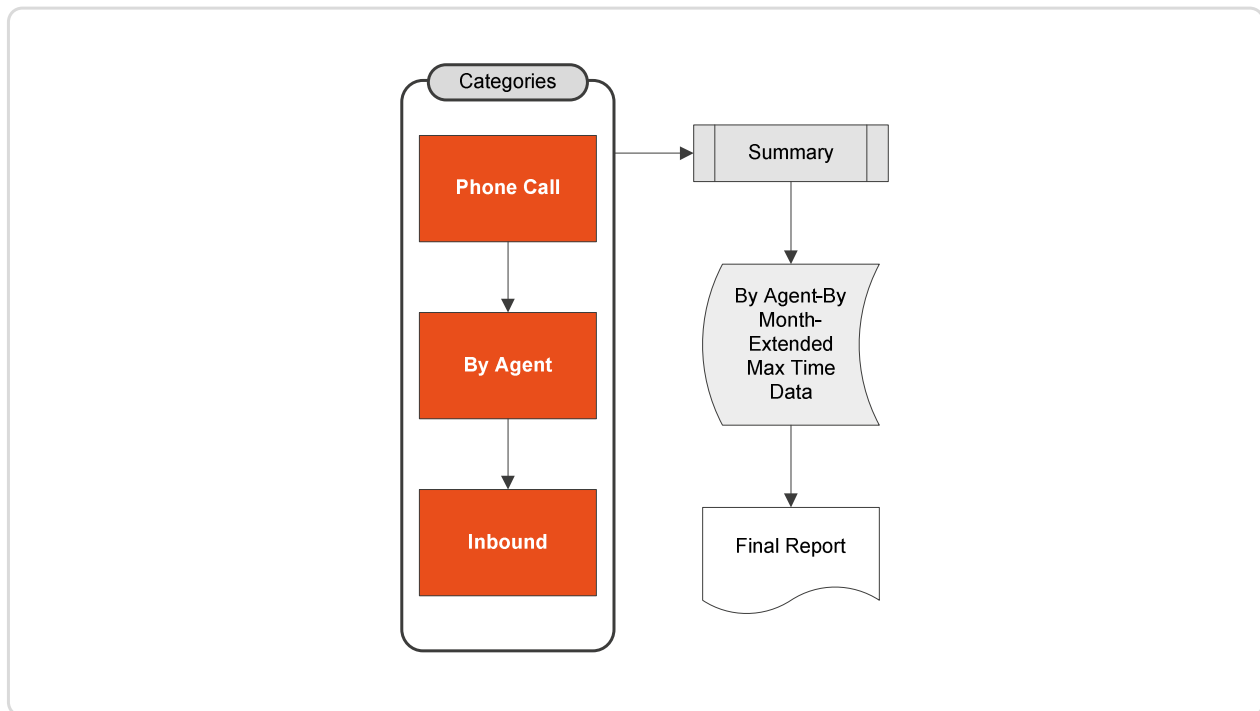


The fields in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Offered:** total number of calls the agent initiated
- Holds:** number of times the client was put on hold during the same call
- Holds per Call:** number of times the agent put one given call on hold
- Conferences:** number of times the agent sent calls to conferences during the selected period of time
- Conferences per Call:** number of times the agent sent one given call to conference

Summary of Inbound Calls by Supervisor/Campaign by Month - Extended Max Time Data

This report contains a summary of information regarding the maximum time the calls spent in different states.

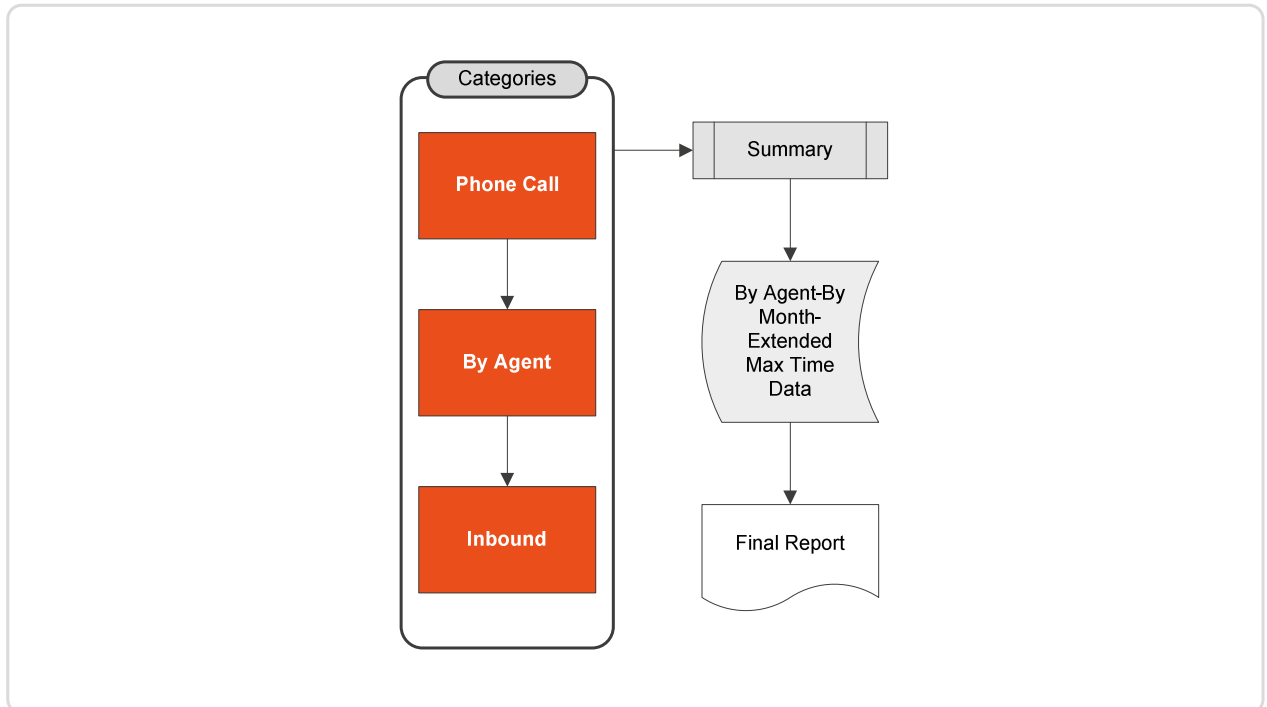


The fields contained in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Offered:** total number of calls the agent initiated
- Max Duration Time:** Indicates the maximum duration time for a call in the selected period of time. Call duration is calculated from the moment the call reaches the VCC until it's terminated either by the client or the agent. The system can terminate the call if it has reached the maximum waiting time.
- Max answer delay time:** Indicates the maximum waiting time for a call during the selected period of time. Waiting time is calculated since the moment the call reaches the VCC and an agent answers it.
- Max Ringing Time:** Indicates the maximum ringing time for calls during the selected period of time. Ringing time for one call is calculated computing the time in which the call is assigned to an agent and the agent effectively answers it.

- **Max Attention Time:** Indicates the maximum attention time for a call during the selected period of time. Attention time is calculated since the moment the call is answered by an agent, and the agent or the client hangs up.
- **Max Wrap-up Time:** Indicates the maximum ringing time for calls during the selected period of time. Ringing time for one call is calculated computing the time in which the call is assigned to an agent and the agent effectively answers it.
- **Max Hold Time:** Indicates the maximum amount of time during which the call was put on hold in the selected period of time

Summary of Inbound Calls Supervisor/Campaign by Month - Extended SVL Data



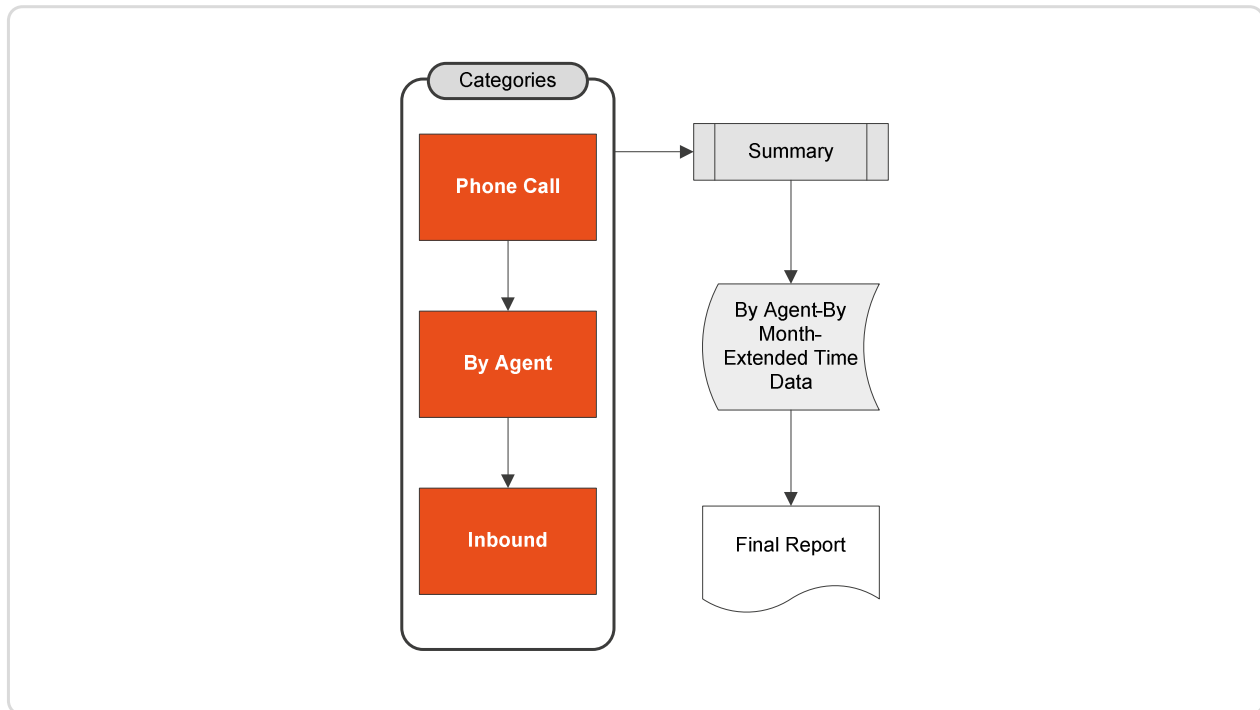
The fields contained in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Agent:** the ID of the agent for which the information is being retrieved
- Offered:** total number inbound calls
- Short:** indicates if the call belongs to the group of “short calls”, defined in the administrator’s panel (if the call lasts less than the defined threshold it is considered a short call)
- Long:** indicates if the call belongs to the group of “long calls”, defined in the administrator’s panel (if the call lasts more than the defined threshold it is considered a long call)
- Ghost:** if the call fits the predefined criteria for ghost calls threshold, the system lists it here
- Out of Schedule:** indicates the number of calls that entered the VCC outside the predefined schedule.
- IVR:** determines if the call was an inbound call or if it was made through an IVR process
- ACD:** indicates the total number of calls that reached the VCC

- **Blocked:** indicates the number of blocked calls. If a number is on the DNC list or a black list
- **Average blocked:** this field indicates the average number of blocked calls. A call can be blocked by the system if the number is blacklisted (the DNC -do not call- list)
- **Answered:** Total number of calls that reached the VCC and were answered by an agent
- **Abandoned:** Indicates the total number of calls that reached the VCC and were terminated either by the client or the system, before an agent could answer them.
 - 1) If the call is an Inbound call, the client terminated it
 - 2) If the call is a result of a predictive dialer operation, the results may be:
 - 2.1) The client was called and the system looked for an available agent to assign the call. If there is no available agent before the waiting time threshold elapsed, then the system will proceed to terminate the call and label it as "Hang Up on threshold"
 - 2.2) The call reached the client, but he hung up
- **+ SVL Answered:** Indicates the number of answered calls with a positive service level. The data is based on the number of calls answered within the service level threshold.
- **(+) SVL Abandoned:** Indicates the number of abandoned calls with a positive service level. The data is based on the number of abandoned calls within the service level threshold.
- **(+) SVL Cancelled:** Indicates the number of cancelled calls with a positive service level. The data is based on the number of cancelled calls within the service level threshold.
- **(-) SVL Answered:** Indicates the number of answered calls with a negative service level. The data is based on the number of calls answered after the service level threshold.
- **(-) SVL Abandoned:** Indicates the number of abandoned calls with a negative service level. The data is based on the number of abandoned calls after the service level threshold.
- **(-) SVL Cancelled:** Indicates the number of cancelled calls with a negative service level. The data is based on the number of cancelled calls after the service level threshold.

Summary of Inbound Calls by Agent by Month- Extended Time Data

This report summarizes the information on calls received by different campaigns and supervisors during the last month of operations.



The fields in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Offered:** total number of calls the agent initiated
- Duration Time:** indicates the amount of time for each interaction
- Ringing Time:** computes the total amount of time the call spent in "ringing" mode. Since the moment the call is assigned to an agent to the moment the agent answers it
- Answer time:** the total amount of time the agent (or the campaign as a whole) spent between the moment the call entered the Contact Center and he effectively answered the call
- Wrap-up Time:** total amount of time spent by the agent in "Wrap-up" mode (see Agent's manual)
total amount of time spent by the agent in "Wrap-up" mode (see Agent's manual)
- Abandoned time:** Indicates the total amount of abandon time of the calls that reached the contact center. This time is calculated using calls that are considered as abandoned. The calculation takes into consideration the time elapsed between the call reaches the VCC and the client or the system terminate it before an agent can answer.

1) If the call is an Inbound call, the time is calculated from the moment the call reaches the VCC until the client terminated it

2) If the call is a result of a predictive dialer operation, the time is calculated since the client answered the call until it's terminated by the client himself or the system

□ **Hold Time:** indicates the amount of time the calls were put on hold

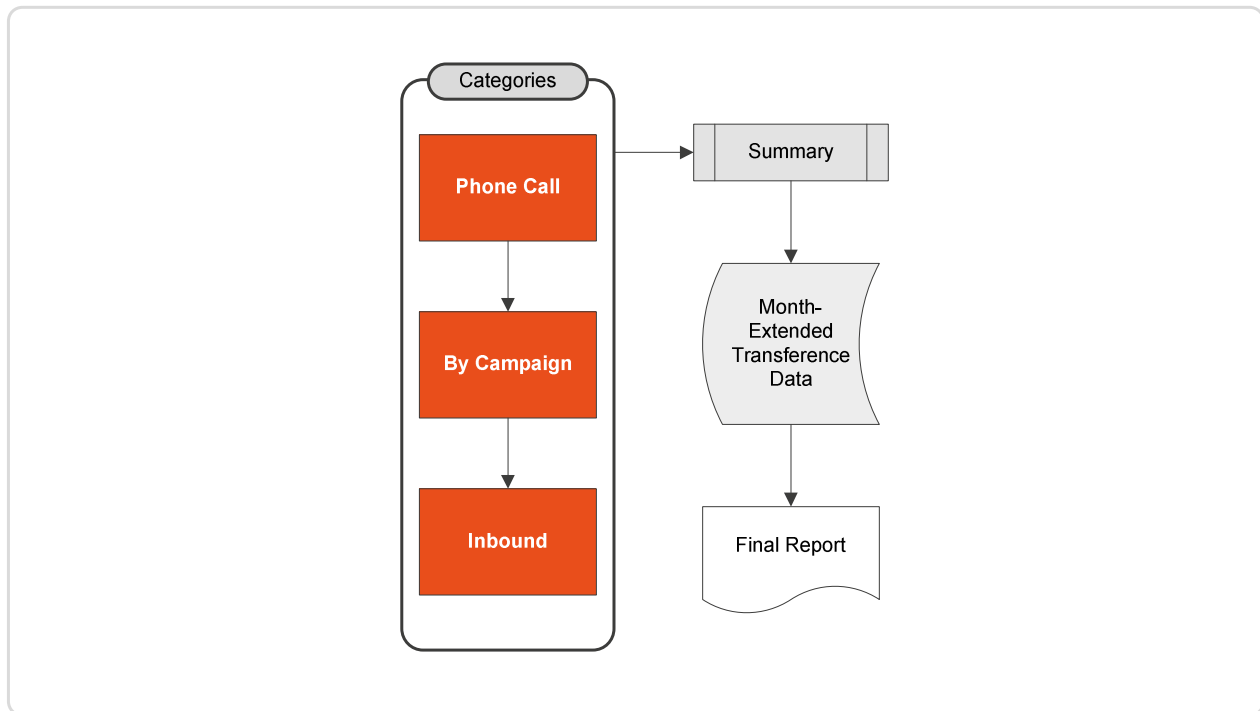
□ **Average Holds per Call:** Average of number of times the agent put one given call on hold. The formula for calculation is:

$$\text{Average Holds per Call} = \frac{\text{Total number of Holds during the selected period}}{\text{Total number of answered calls by an agent during the selected period}}$$

□ **Transferred Time:** if the call is transferred to a queue, this is the time encompassed since one agent transferred the call until another one accepted it. If the transference is meant to take the call to another line, this indicates the time since the transference started, until it was accepted or rejected by the endpoint.

Summary of Inbound Calls by Agent by Month - Extended Transference Data

The report contains information on the amount of time the calls spent being transferred once they entered the ACD.



The fields in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Offered:** total number of calls the agent initiated
- Transferred:** indicates whether the call was transferred to another number or not
- Transferred to Agent:** indicates if the call was transferred to another agent. Transfers to agents are directly queued in the agent's BarAgent application
- Transferred to Number:** number of calls that were transferred to an external number (not pertaining to the VCC)
- Transferred to Campaign:** It determines if the call was transferred to a campaign. Calls transferred to campaigns enter the system as a new call, just as if the call reached the VCC from an external number
- Transferred to Group:** indicates if the call was transferred to a queue. Transfers to queue are directly queued in the agent's BarAgent application

- **Average Transferred:** Indicates the average number of transferred calls. The field determines on average the number of calls that were transferred to another number. The formula for calculation is:

$$\text{Average Transferred} = \frac{\begin{array}{l} \text{N}^\circ \text{ of calls transferred to queue} \\ + \text{N}^\circ \text{ of calls transferred to Agent} \\ + \text{N}^\circ \text{ of calls transferred to an external number} \\ + \text{N}^\circ \text{ of calls transferred to Campaign} \end{array}}{\text{Total number of Answered Calls}}$$

- **Average Transferred to Group:** average number of calls that were transferred to a group (queue). Queued calls appear in each agent's queue. The calculation formula for this field is:

$$\text{Average Transferred to Group} = \frac{\text{Total number of calls transferred to a group (queue)}}{\text{Total number of answered calls}}$$

- **Average Transferred to Agent:** Average number of calls that were transferred to an agent. The calls transferred to an agent are directly listed on the BarAgent queue. The calculation formula for this field is:

$$\text{Average Transferred to Agent} = \frac{\text{Total number of calls transferred to the agent}}{\text{Total number of answered calls}}$$

- **Average Transferred to Number:** average number of calls that were transferred to a Number. The calculation formula for this field is:

$$\text{Average Transferred to Number} = \frac{\text{Total number of calls transferred to a Number}}{\text{Total number of answered calls}}$$

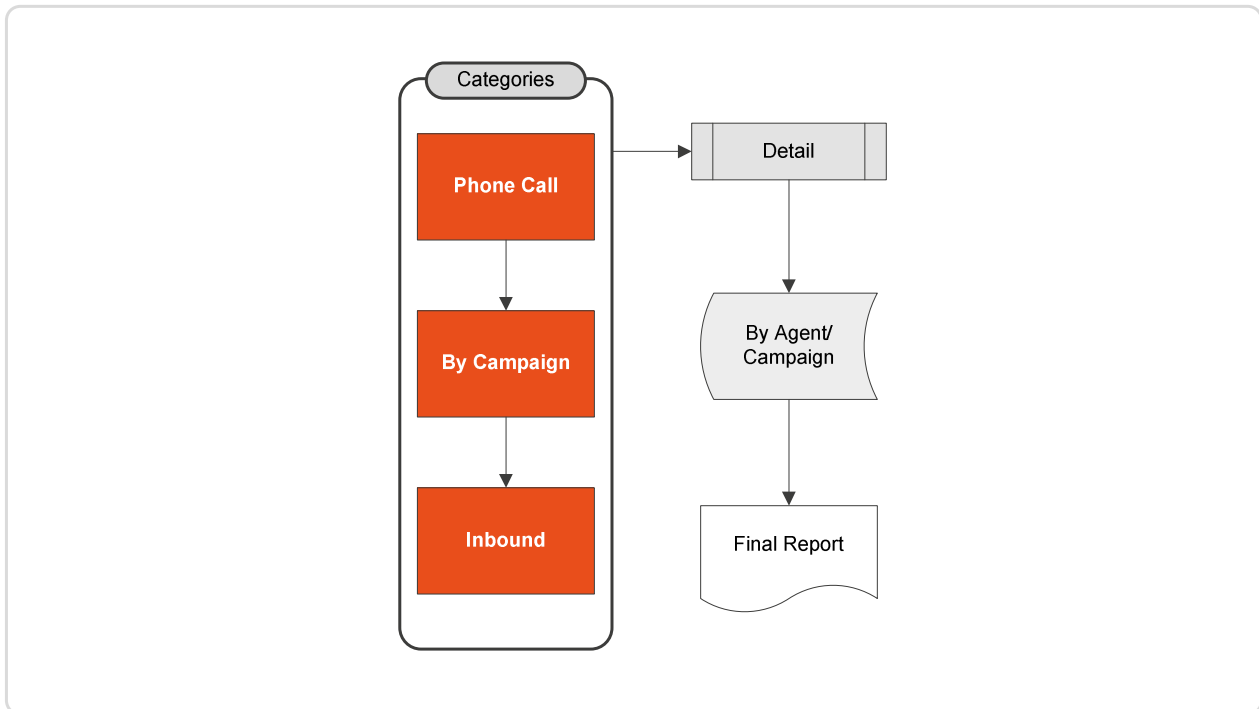
- **Average Transferred to Campaign:** average number of calls that were transferred to a campaign. The calls transferred to a campaign are treated as new coming calls, and therefore go through an ACD process. The calculation formula for this field is:

$$\text{Average Transferred to Campaign} = \frac{\text{Total number of calls transferred to a campaign}}{\text{Total number of answered calls}}$$

Detailed reports

Detail of Inbound/Outbound Calls by Agent/Campaign

This report contains detailed information regarding all the calls made or received in the VCC, classified by either agent or campaign.



The fields in the report are:

- Type:** indicates whether the call was inbound or outbound
- Agent:** the ID of the agent for which the information is being retrieved
- DNIS:** indicates the DNIS (Dialing Number Identification Service) number that identifies the call
- ANI:** indicates the number to which the system is calling (if it's an outbound call) or the number from which the call was effectuated (if it is an inbound call)
- Start Time:** indicates the time at which the interaction started- counting from the moment the call began
- Initiation Time:** indicates the time at which the interaction started- counting from the moment the agent established communication with the client
- End Time:** indicates the time in which the interaction ended
- Duration Time:** is the total amount of time the agent spent in telephonic interactions with clients
- Attention Time:** the total amount of time the agent tended to calls, it encompasses time

speaking to clients as well as hold time

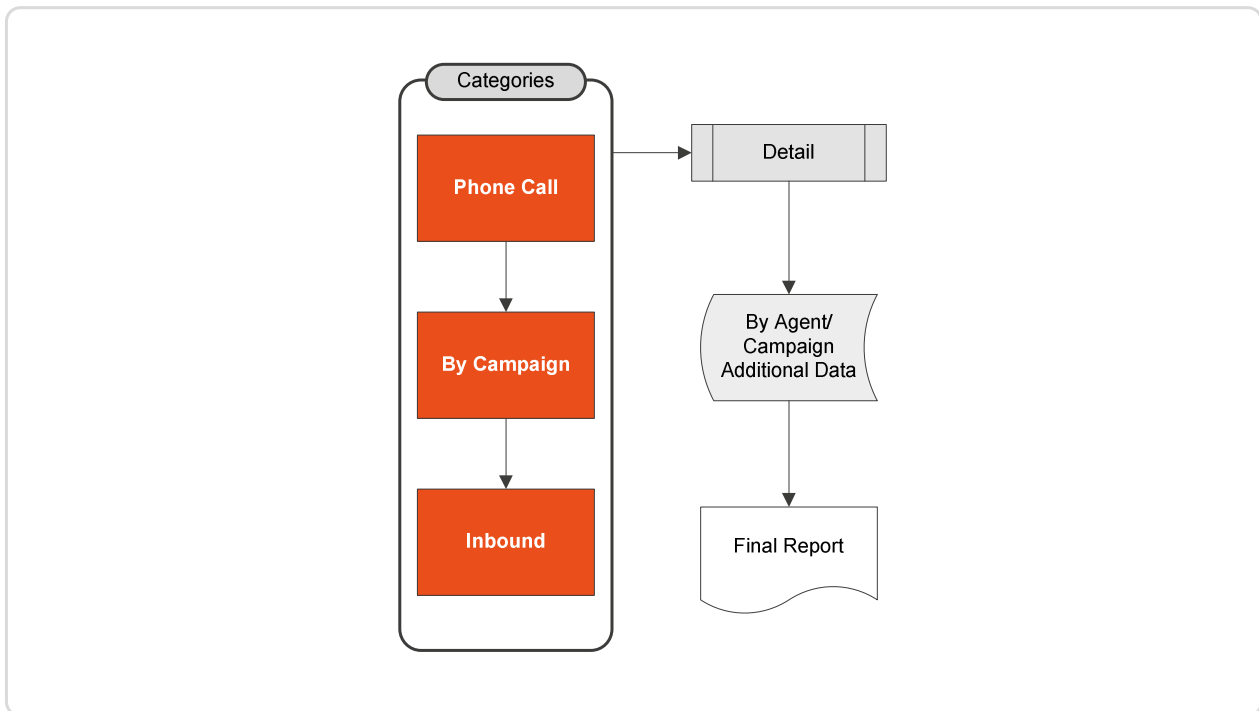
- **ACD Time:** indicates the amount of time during which the system looked for an available agent to assign the call.
- **Ringin/Ringback Time:** indicates the total amount of time the system spent ringin and calling back. Since the moment the call is assigned to an agent to the moment the agent answers it
- **Disposition Time:** Indicates the total amount of time callers spent waiting for the system to allocate their calls.

If the call does not go through an IVR process, the calculation takes into consideration the time elapsed from the moment the call reached the VCC until it was answered by an agent. This field also contains the transfer time to groups and agent. Since those times are waiting time for the client.

- **Wrap-up Time:** total amount of time spent by the agent in “Wrap-up” mode (see Agent’s manual)
- **Hold Time:** indicates the amount of time the calls were put on hold

Detail of Inbound/Outbound Calls by Agent/Campaign - Additional Data

This report complements the previous report, with additional data.

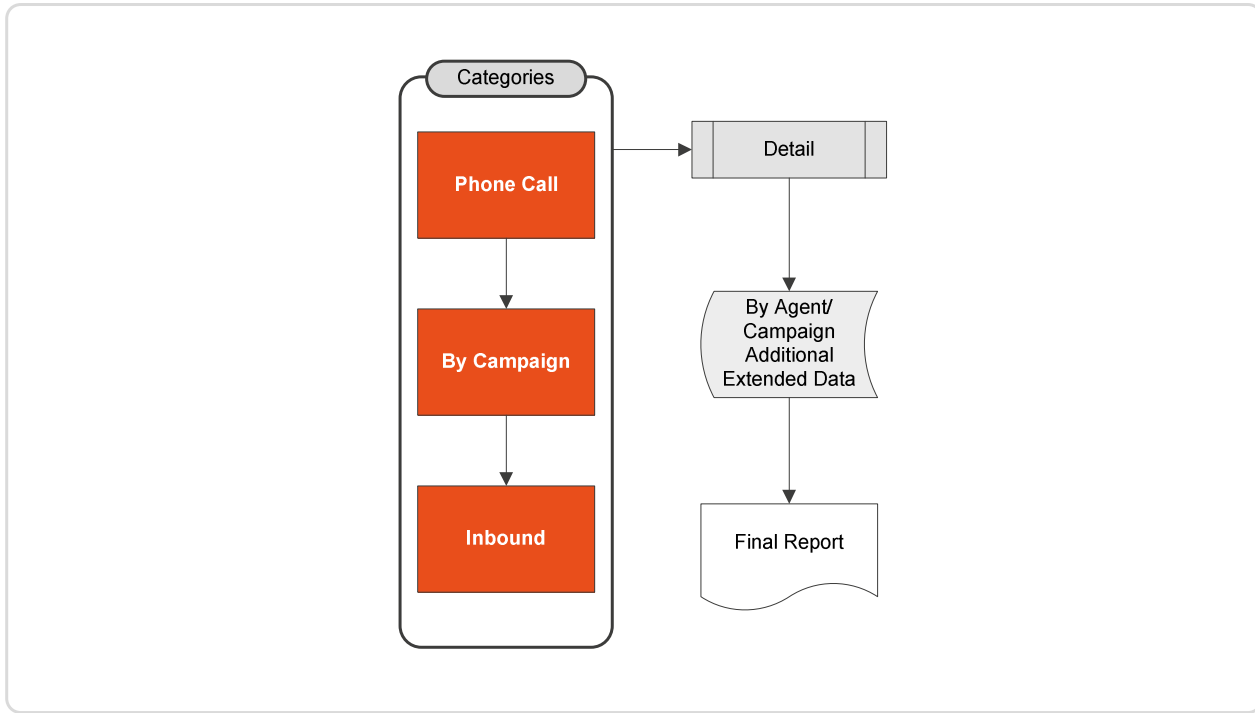


The fields contained in the report are:

- Agent:** the ID of the agent for which the information is being retrieved
- Direction:** indicates whether the call was inbound or outbound
- DNIS:** indicates the DNIS (Dialing Number Identification Service) number that identifies the call
- ANI:** indicates the number to which the system is calling (if it's an outbound call) or the number from which the call was effectuated (if it is an inbound call)
- Start Time:** indicates the time at which the interaction started- counting from the moment the call began
- End Time:** indicates the time in which the interaction ended
- First Attention Time:** indicates the time at which the interaction started- counting from the moment the agent established communication with the client
- Prefix First Agent:** indicates the prefix number that identifies the first agent that took or made the calls
- Last Agent:** identifies the last agent that intervened in a call

Detail of Inbound/Outbound Calls by Agent/Campaign - Additional Extended Data

The report includes detailed information on calls by campaign or agent.



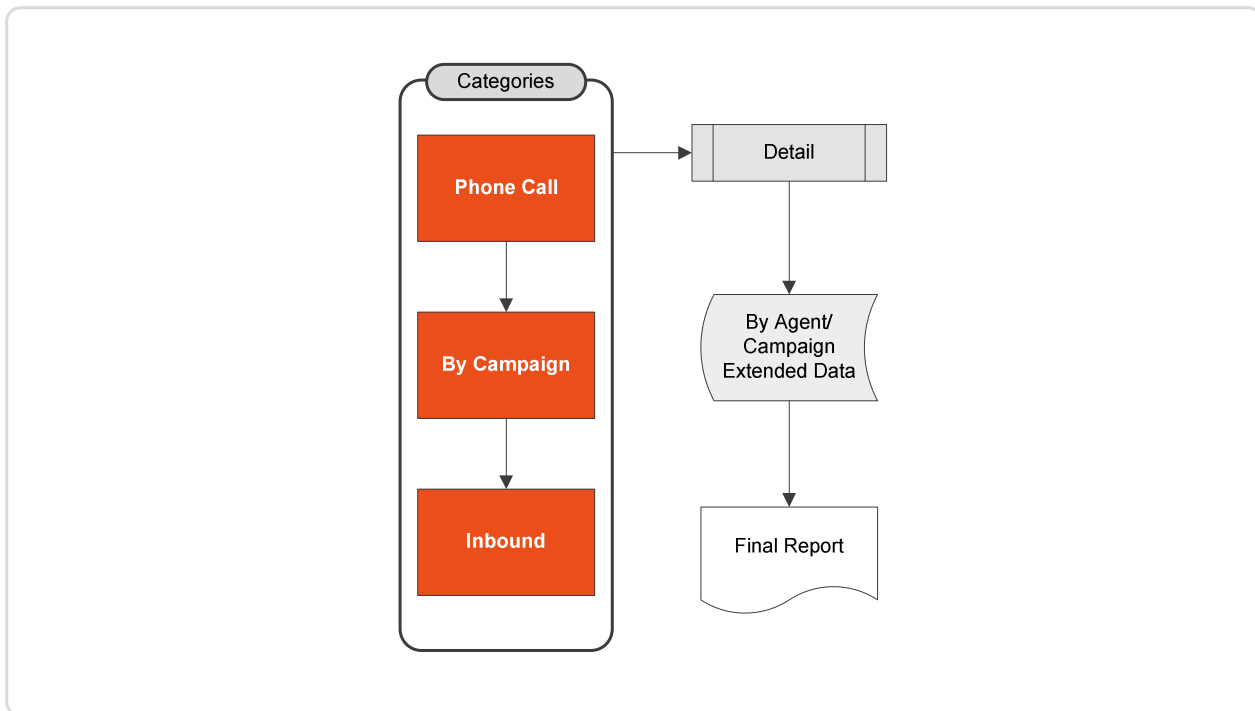
The fields included in the report are:

- Agent:** the ID of the agent for which the information is being retrieved
- Direction:** indicates whether the call was inbound or outbound
- Start Time:** indicates the time at which the interaction started- counting from the moment the call began
- Is Callback:** Determines if the call in question is a callback call. Callback is allowed when a call is actually finished and the wrap-up process has not yet been completed.
- (+) SVL:** indicates the sum of abandoned, answered and cancelled calls within the service level threshold
- Is Ghost:** if the call fits the predefined criteria for ghost calls threshold, the system lists it here
- Is Short:** indicates if the call belongs to the group of “short calls”, defined in the administrator’s panel (if the call lasts less than the defined threshold it is considered a short call)
- Is Long:** indicates if the call belongs to the group of “long calls”, defined in the administrator’s panel (if the call lasts more than the defined threshold it is considered a long call)

- **Is out of Schedule:** if the call was made during hours that were not considered as a part of the campaign schedule, the system lists it here.
- **Was sent to the search for an Agent:** indicates a call that reached the VCC and the system started the process of looking for an available agent to answer the call
- **Has Callback:** Determines if during the call in question, a callback was effectuated. Callback is allowed when a call is actually finished and the wrap-up process has not yet been completed.

Detail of Inbound/Outbound Calls by Agent/Campaign - Extended Data

The report includes detailed information on calls by campaign or agent, with extended data on the different facts pertaining the call.

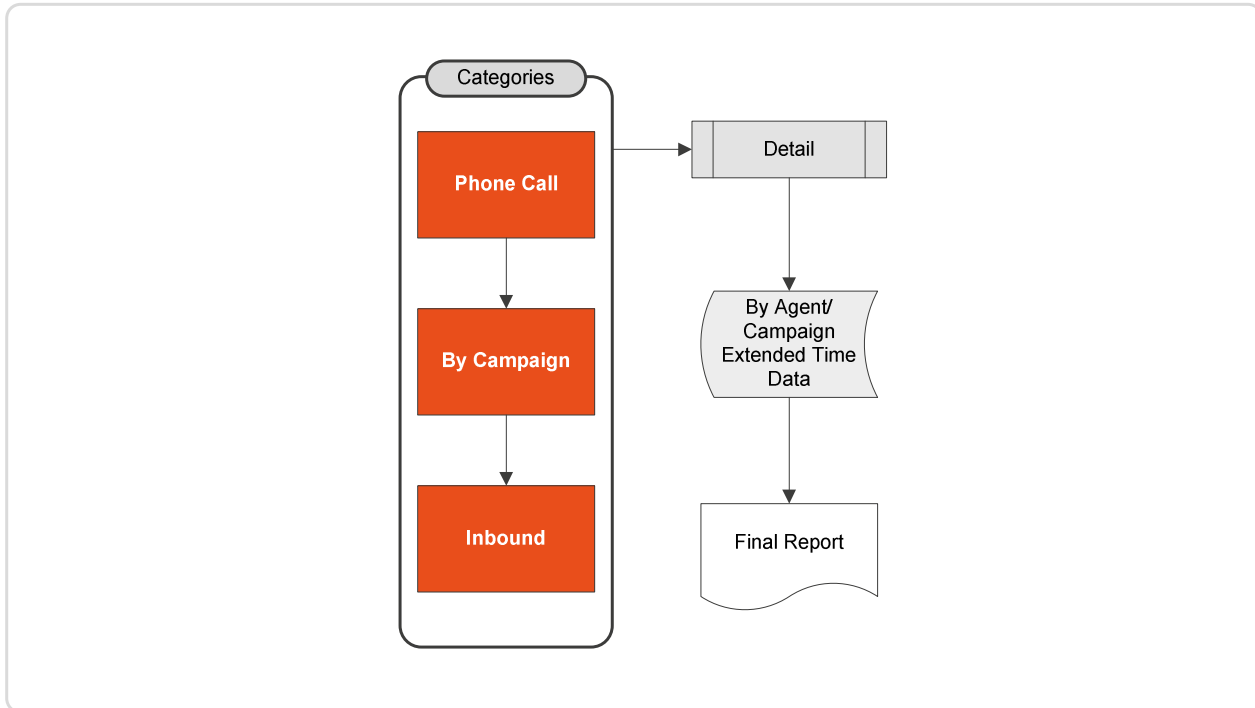


The fields included in the report are:

- Agent:** the ID of the agent for which the information is being retrieved
- Direction:** indicates whether the call was inbound or outbound
- Start Time:** indicates the time at which the interaction started- counting from the moment the call began
- Disposition:** indicates the final state of the interaction, for example “abandoned”, “cancelled”, etc
- Original Campaign:** indicates the name of the campaign to which the call belongs
- Contact ID:** indicates the identification number of the contact in the system. This data is usually used in outbound engine campaigns.
- Contact Name:** indicates the name of the contact as it appears in the system. This data is basically used for outbound campaigns.
- Disposition Code:** “Indicates the result of the interaction. This is used with clients/campaigns that have Front-end integration with InConcert.

Detail of Inbound/Outbound Calls by Agent/Campaign - Extended Time Data

The report includes detailed information on calls by campaign or agent, with extended time data on the different status the call went through.



The fields included in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Direction :** indicates whether the call was inbound or outbound
- Agent:** the ID of the agent for which the information is being retrieved
- Start Time:** indicates the time at which the interaction started- counting from the moment the call began
- IVR time:** indicates the total amount of time during which the system processes the IVR interaction with the client.
- ACD Time:** indicates the amount of time during which the system looked for an available agent to assign the call.
- Ringling/Ringback Time:** indicates the total amount of time the system spent ringing and calling back. Since the moment the call is assigned to an agent to the moment the agent answers it
- Attention Time:** the total amount of time the agent tended to calls, it encompasses time

speaking to clients as well as hold time

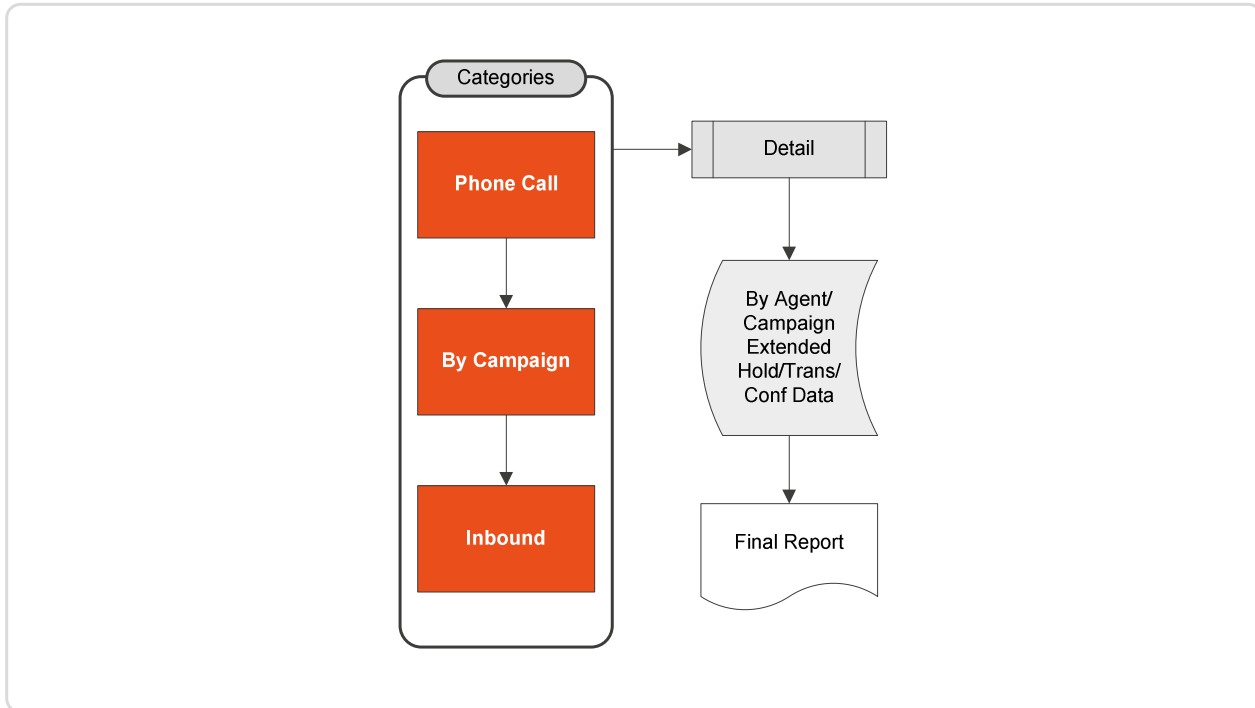
- **Average Attention Time:** the average amount of time the agent tended to calls, it encompasses time speaking to clients as well as hold time
- **Disposition time:** Indicates the total amount of time callers spent waiting for the system to allocate their calls.

If the call does not go through an IVR process, the calculation takes into consideration the time elapsed from the moment the call reached the VCC until it was answered by an agent. This field also contains the transfer time to groups and agent. since those times are waiting time for the client.

- **Wrap-up Time:** total amount of time spent by the agents in “Wrap-up” mode (see Agent’s manual)

Detail of Inbound/Outbound Calls by Agent/Campaign - Extended Hold/Conf/Trans Data

The report includes detailed information on calls by campaign or agent, with extended data on the different status the call went through- hold, conference and transfer time.



The fields included in the report are:

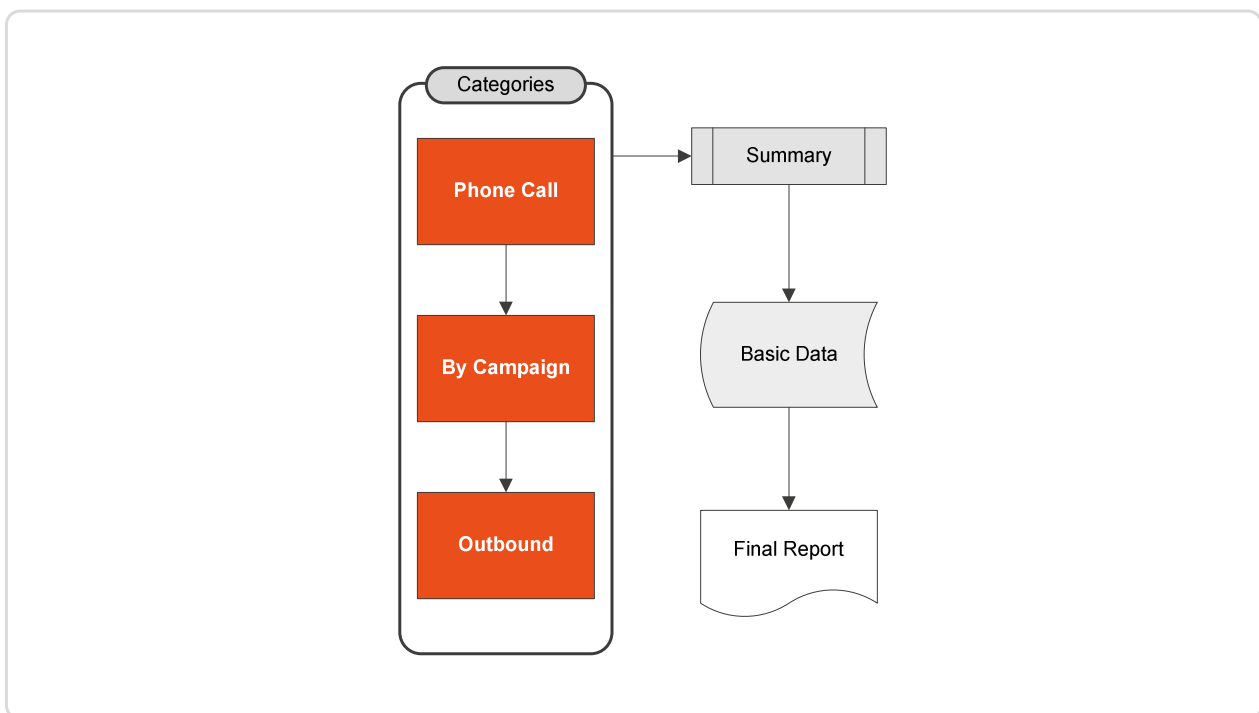
- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Direction:** indicates whether the call was inbound or outbound
- Agent:** the ID of the agent for which the information is being retrieved
- Start Time:** indicates the time at which the interaction started- counting from the moment the call started
- Hold Time:** indicates the amount of time the calls were put on hold
- Holds:** number of times the client was put on hold during the same call
- Is Transfer:** indicates if the call had a transfer at any point or not:
- Transfer Type:** Indicates the type of transference effectuated by the agent:
 1. Campaign: the call was transferred to another campaign in the VCC. It's considered as a new call
 2. Queue: the call is retransferred to the campaign queue
 3. Number: the call was transferred to an external number
 4. Agent: the call is transferred to an agent and appears in the BarAgent queue

- **Transfer Destination:** identifies the destination for the transfer, if the transference was of one of these different types:
 1. Campaign: Indicates the campaign ID
 2. Queue: indicates the campaign ID
 3. Number: indicates the external number with which communication was established
 4. Agent: indicates the ID of the agent to which the call was transferred
- **Transfer Time:** if the call is transferred to a queue or to an agent, this is the time encompassed since one agent transferred the call until another one accepted it. If the transference is meant to take the call to another line or to campaign, this indicates the time since the transference started, until it was completed or rejected by the agent.
- **Transfer Result:** indicates the result for the transference operation. If it indicates “Error” then it means that the transference could not be completed. If it indicates “Ok”, the transference process was completed.
- **Is Conference:** determines if the call in question was part of a conference or not
- **Conference Destination:** indicates the phone number with which the conference was effectuated

Summary reports

Summary of Outbound Calls by Supervisor/Campaign

The report consists of a summary of basic data for each supervisor/campaign, and comprises (by default) the last 15 minutes of interactions.



The fields in the report are:

- Slice:** indicates the period of time for which the report contains information. In minutes
- Total Outbound:** indicates the total number of outbound calls made from the VCC, whether they were answered or not
- Answered:** Total number of calls that reached the VCC and were answered by an agent
- Abandoned:** Indicates the total number of calls that reached the VCC and were terminated either by the client or the system, before an agent could answer them.
 - 1) If the call is an Inbound call, the client terminated it
 - 2) If the call is a result of a predictive dialer operation, the results may be:

2.1) The client was called and the system looked for an available agent to assign the call. If there is no available agent before the waiting time threshold elapsed, then the system will proceed to terminate the call and label it as "Hang Up on threshold"

2.2) The call reached the client, but he hung up

- **Average abandoned:** Indicates the average number of abandoned calls during the selected period of time (see the concept of Abandoned). The formula for calculation is:

$$\text{Average Abandoned} = \frac{\text{Total number of abandoned calls in the selected period}}{\text{Total number of calls for that period} - \text{Total number of Ghost Calls}}$$

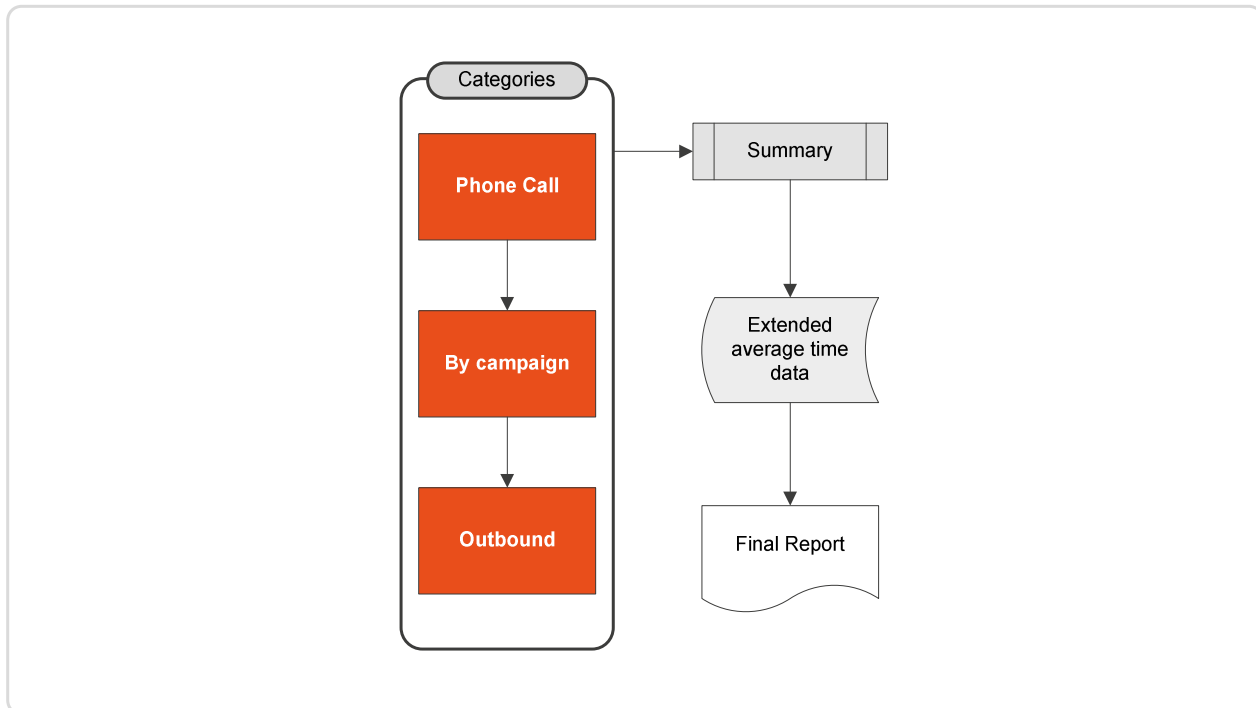
Ghost calls are considered to be mistaken calls, and therefore are not taken into account.

- **Cancelled:** If the inbound campaign has a voicemail process associated to incoming calls, and the system cannot find an available agent to answer the call; the call is cancelled and goes to voicemail.
If the calls are Outbound, this case happens when the call cannot reach the client (the client won't answer it for some reason)
- **Blocked:** indicates the number of blocked calls. If a number is on the DNC list or a black list
- **Average blocked:** this field indicates the average number of blocked calls. A call can be blocked by the system if the number is blacklisted (the DNC -do not call- list)
- **ACD:** indicates the total number of calls that reached the VCC
- **Short:** indicates if the call belongs to the group of "short calls", defined in the administrator's panel (if the call lasts less than the defined threshold it is considered a short call)
- **Long:** indicates if the call belongs to the group of "long calls", defined in the administrator's panel (if the call lasts more than the defined threshold it is considered a long call)
- **Estimated CPH Slice:** this field estimates the projection of received calls in the incumbent slice
- **Estimated CPH Agent:** number of estimated calls per hour. The basis for calculation is the estimation of the number of calls made during the selected period of time. For example, if the agent was logged during 15 minutes and made 3 calls, the CPH for that agent is 12 (if he had been logged in for 60 minutes, then he would have made 12 calls)
- **Estimated GPH:** number of calls catalogued as a goal per hour. The calculation basis is the same as for CPH. number of calls catalogued as a goal per hour. The calculation basis is the same as for CPH.
- **Staff Time:** indicates the time each agent dedicated to the campaign. The formula for calculation is:

$$\text{Staff Time} = \frac{(\text{Attention Time} + \text{WUP} + \text{RingTime})}{(\text{Ringback Time})}$$

Summary of Outbound Calls by Supervisor/Campaign - Extended Average Time Data

This report includes information on the outbound calls made by a campaign, with extended average time data for each state of the call.



The fields in the report are:

- ❑ **Slice:** indicates the period of time for which the report contains information. In minutes
- ❑ **Made:** total number of calls made, indifferent to whether they were answered or not
- ❑ **Average Duration Time:** indicates the average duration of the call since the moment it entered the system until the client or system hung up. It's important to note that the system can terminate a call if it reached the maximum waiting time.
- ❑ **Average Attention Time:** the average amount of time the agent tended to calls, it encompasses time speaking to clients as well as hold time
- ❑ **Average hold time:** indicates the average amount of time the agent put calls on hold
- ❑ **Average ACD time:** indicates the amount of time during which the system looked for an available agent to assign the call. The calculation formula is:

$$\text{Average ACD Time} = \frac{\text{Total amount of time during which the system looked for an available agent}}{\text{Total number of calls that reached the VCC}}$$

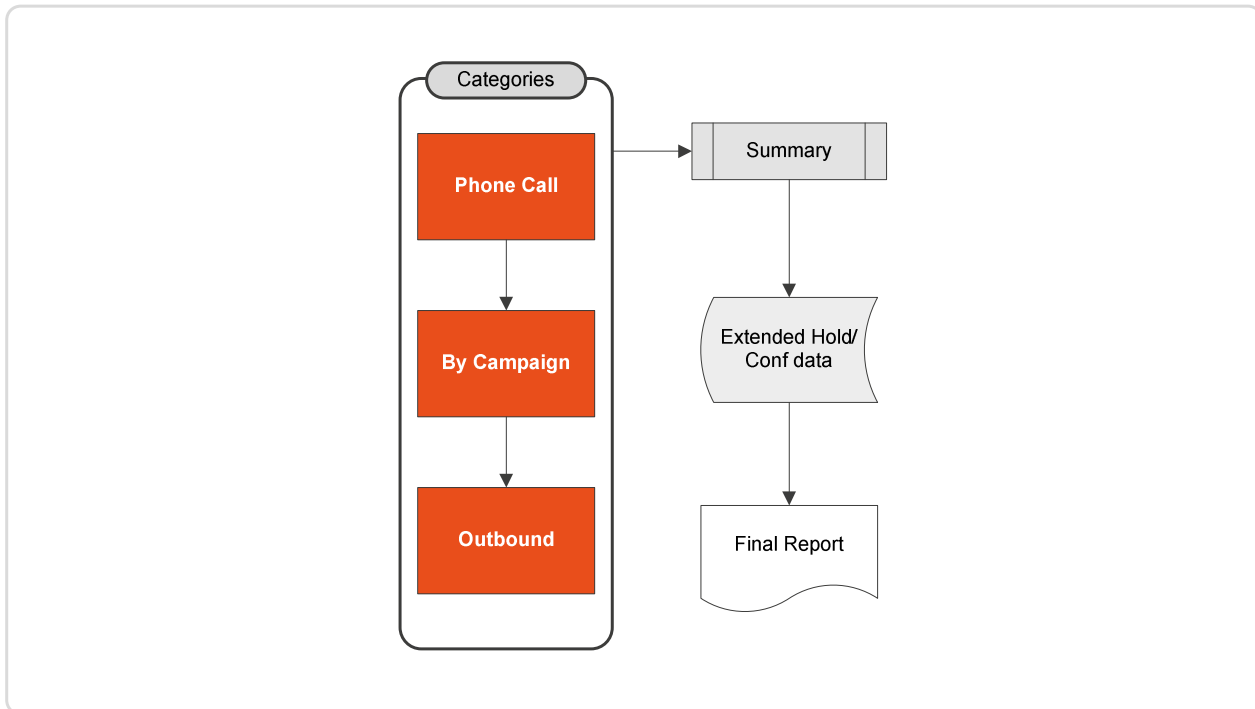
- ❑ **Average Wrap-Up Time:** Indicates the average amount of time the agent spent in "Wrap-up". Wrap-Up time is the time elapsed between the agent or the client terminates the call, and the agent effectively finishes the interaction in the BarAgent application.

- **Average ringback time:** indicates the average ringback time. The formula for calculation is:

$$\textit{Average Ringback Time} = \frac{\textit{Total ringback time}}{\textit{Total number of outbound calls}}$$

Summary of Outbound Calls by Campaign/Supervisor - Extended Hold/Conf Data

This report contains summary information on calls made by each campaign or under any supervisor, and how they were processed in terms of holds and conferences.

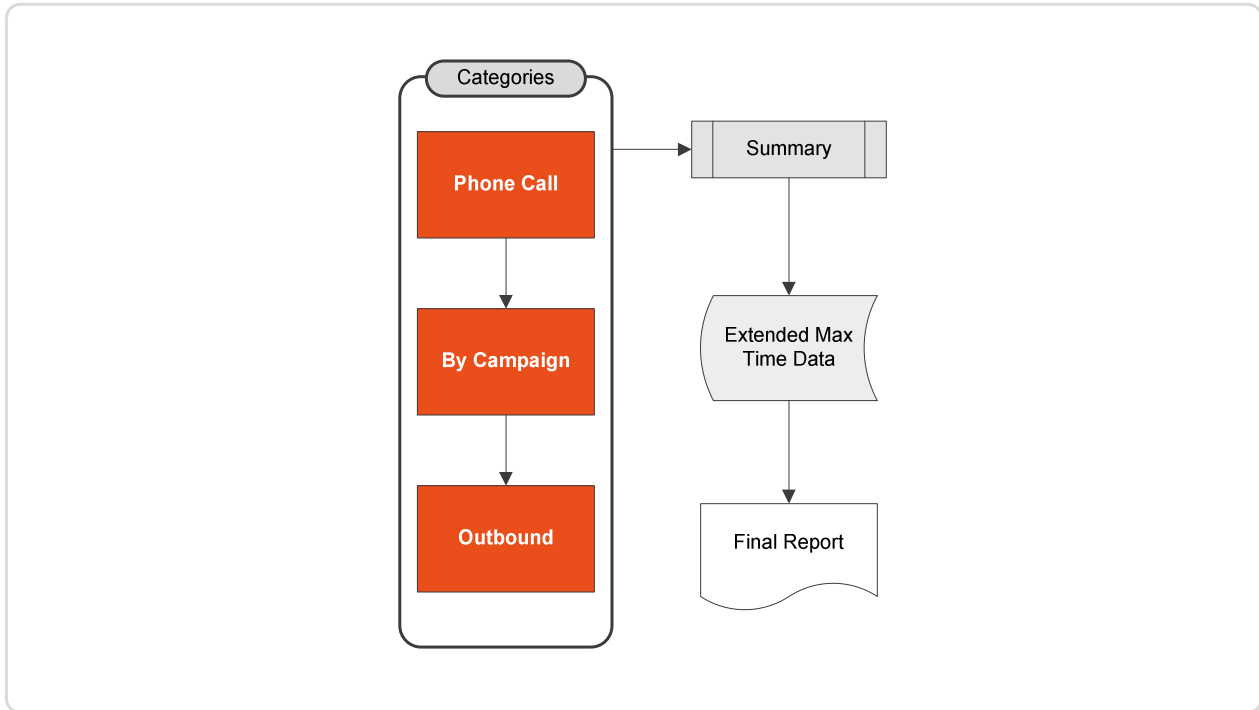


The fields contained in the report are:

- Slice:** indicates the period of time for which the report contains information. In minutes
- Made:** total number of calls made, indifferent to whether they were answered or not
- Holds:** number of times the client was put on hold during the same call
- Holds per Call:** number of times the agent put one given call on hold
- Conferences:** number of times the agent sent calls to conferences during the selected period of time
- Conferences per Call:** number of times the agent sent one given call to conference

Summary of Outbound Calls by Campaign/Supervisor - Extended Max Time Data

The report contains information on the maximum amount of time the calls spent in different states.



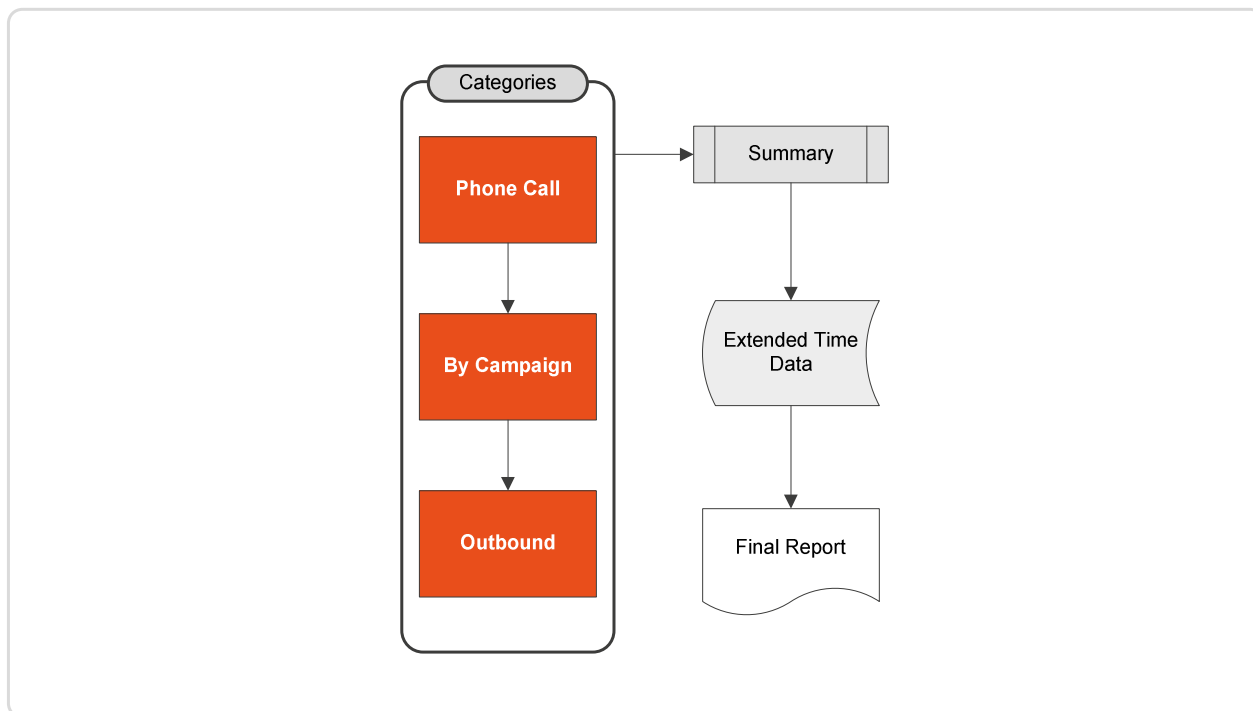
The fields contained in the report are:

- Slice:** indicates the period of time for which the report contains information. In minutes
- Made:** total number of calls made, indifferent to whether they were answered or not
- Max Duration Time:** Indicates the maximum duration time for a call in the selected period of time. Call duration is calculated from the moment the call reaches the VCC until it's terminated either by the client or the agent. The system can terminate the call if it has reached the maximum waiting time.
- Max Attention Time:** Indicates the maximum attention time for a call during the selected period of time. Attention time is calculated since the moment the call is answered by an agent, and the agent or the client hangs up.
- Max Wrap-up Time:** Indicates the maximum ringing time for calls during the selected period of time. Ringing time for one call is calculated computing the time in which the call is assigned to an agent and the agent effectively answers it.
- Max Hold Time:** Indicates the maximum amount of time during which the call was put on hold in the selected period of time

- **Max ringback time:** Indicates the maximum ringback time for calls during the selected period of time. Ringback time for one call is calculated computing the time in which the call is ringing in the client phone and the client effectively answers it.

Summary of Outbound Calls by Campaign/Supervisor - Extended Time Data

This report contains information on the different statuses the call went through on a campaign or supervisor basis.



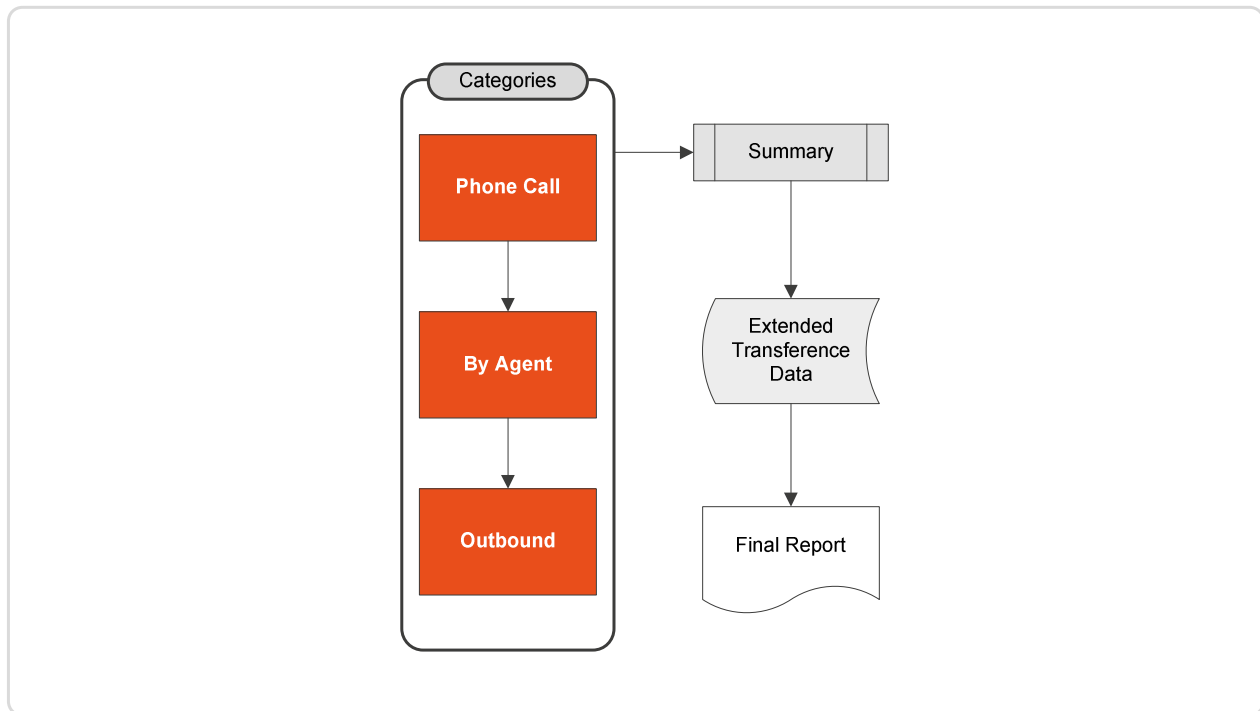
The report contains the following fields:

- Slice:** indicates the period of time for which the report contains information. In minutes
- Offered:** total number of calls the agent initiated
- Duration Time:** indicates the amount of time for each interaction
- ACD Time:** indicates the amount of time during which the system looked for an available agent to assign the call.
- Ringback time:** indicates the total amount of time the system spent ringing and calling back. Since the moment the call is assigned to an agent to the moment the agent answers it
- Attention Time:** the total amount of time the agent tended to calls, it encompasses time speaking to clients as well as hold time
- Wrap-up Time:** total amount of time spent by the agent in “Wrap-up” mode (see Agent’s manual))
- Abandon Time:** indicates the amount of time spent between the moment the call reaches the system, and the caller hangs up (when nobody answers the call)
- Hold Time:** indicates the amount of time the calls were put on hold

- **Average Hold Time:** indicates the average amount of time the agent put calls on hold
- **Transferred Time:** if the call is transferred to a queue, this is the time encompassed since one agent transferred the call until another one accepted it. If the transference is meant to take the call to another line, this indicates the time since the transference started, until it was accepted or rejected by the endpoint.

Summary of Outbound Calls by Campaign/Supervisor - Extended Transference Data

The report contains information on the transfer time for calls on a campaign or supervisor basis.



The fields in the report are

- Slice:** indicates the period of time for which the report contains information. In minutes
- Made:** total number of calls made, indifferent to whether they were answered or not
- Transferred:** indicates whether the call was transferred to another number or not
- Transferred to Agent:** indicates if the call was transferred to another agent. Transfers to agents are directly queued in the agent's BarAgent application
- Transferred to Number:** number of calls that were transferred to an external number (not pertaining to the VCC)
- Transferred to Group:** indicates if the call was transferred to a queue. Transfers to queue are directly queued in the agent's BarAgent application

- **Average Transferred:** Indicates the average number of transferred calls. The field determines on average the number of calls that were transferred to another number. The formula for calculation is:

$$\text{Average Transferred} = \frac{\begin{array}{l} \text{N}^\circ \text{ of calls transferred to queue} \\ + \text{N}^\circ \text{ of calls transferred to Agent} \\ + \text{N}^\circ \text{ of calls transferred to an external number} \\ + \text{N}^\circ \text{ of calls transferred to Campaign} \end{array}}{\text{Total number of Answered Calls}}$$

- **Average Transferred to Group:** average number of calls that were transferred to a group (queue). Queued calls appear in each agent's queue. The calculation formula for this field is:

$$\text{Average Transferred to Group} = \frac{\text{Total number of calls transferred to a group (queue)}}{\text{Total number of answered calls}}$$

- **Average Transferred to Agent:** Average number of calls that were transferred to an agent. The calls transferred to an agent are directly listed on the BarAgent queue. The calculation formula for this field is:

$$\text{Average Transferred to Agent} = \frac{\text{Total number of calls transferred to the agent}}{\text{Total number of answered calls}}$$

- **Average Transferred to Number:** average number of calls that were transferred to a Number. The calculation formula for this field is:

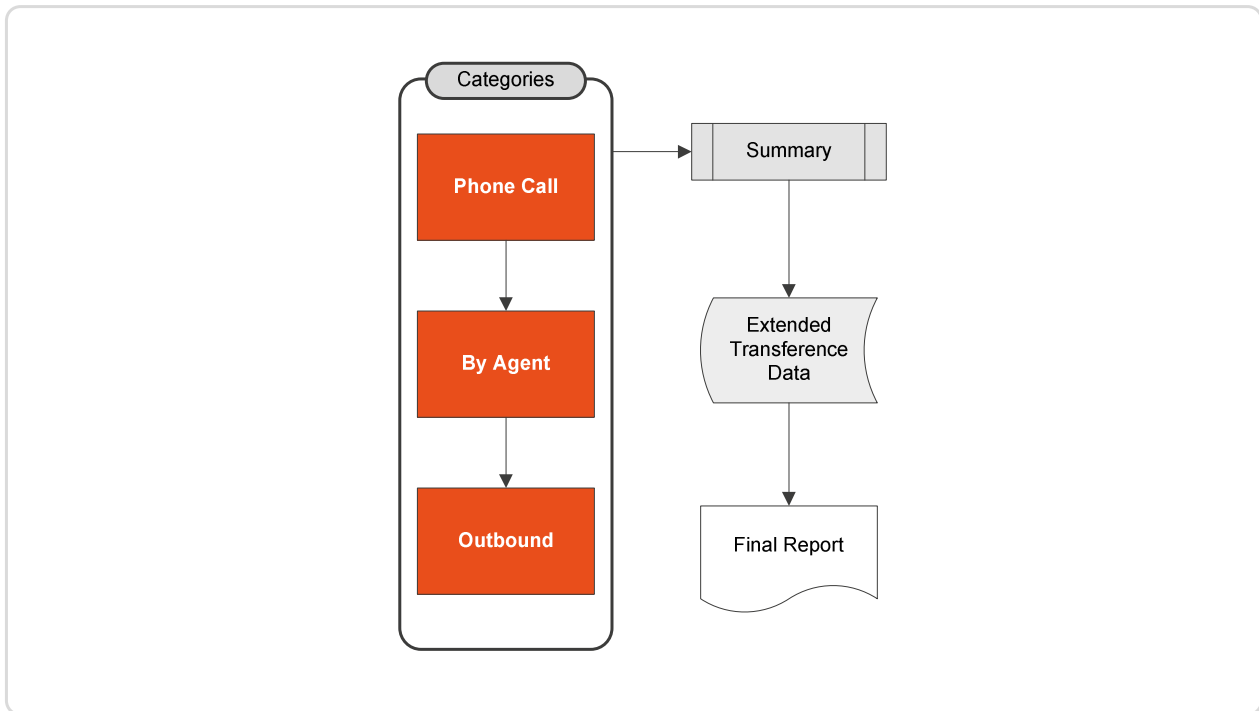
$$\text{Average Transferred to Number} = \frac{\text{Total number of calls transferred to a Number}}{\text{Total number of answered calls}}$$

- **Average Transferred to Campaign:** average number of calls that were transferred to a campaign. The calls transferred to a campaign are treated as new coming calls, and therefore go through an ACD process. The calculation formula for this field is

$$\text{Average Transferred to Campaign} = \frac{\text{Total number of calls transferred to a campaign}}{\text{Total number of answered calls}}$$

Summary of Outbound Calls by Supervisor/Campaign by Day

This report contains information on the outbound calls generated by the different campaigns, or under any supervisor on a daily basis.



The fields contained in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Total outbound:** indicates the number of all the performed outbound interactions
- Answered:** Total number of calls that reached the VCC and were answered by an agent
- Abandoned:** Indicates the total number of calls that reached the VCC and were terminated either by the client or the system, before an agent could answer them.
 - 1) If the call is an Inbound call, the client terminated it
 - 2) If the call is a result of a predictive dialer operation, the results may be:
 - 2.1) The client was called and the system looked for an available agent to assign the call. If there is no available agent before the waiting time threshold elapsed, then the system will proceed to terminate the call and label it as "Hang Up on threshold"
 - 2.2) The call reached the client, but he hung up
- Cancelled:** If the inbound campaign has a voicemail process associated to incoming calls, and the system cannot find an available agent to answer the call; the call is cancelled and goes to voicemail.

If the calls are Outbound, this case happens when the call cannot reach the client (the client won't answer it for some reason)

- **Blocked:** indicates the number of blocked calls. If a number is on the DNC list or a black list

Average abandoned: Indicates the average number of abandoned calls during the selected period of time (see the concept of Abandoned).

$$\text{Average Abandoned} = \frac{\text{Total number of abandoned calls in the selected period}}{\text{Total number of calls for that period} - \text{Total number of Ghost Calls}}$$

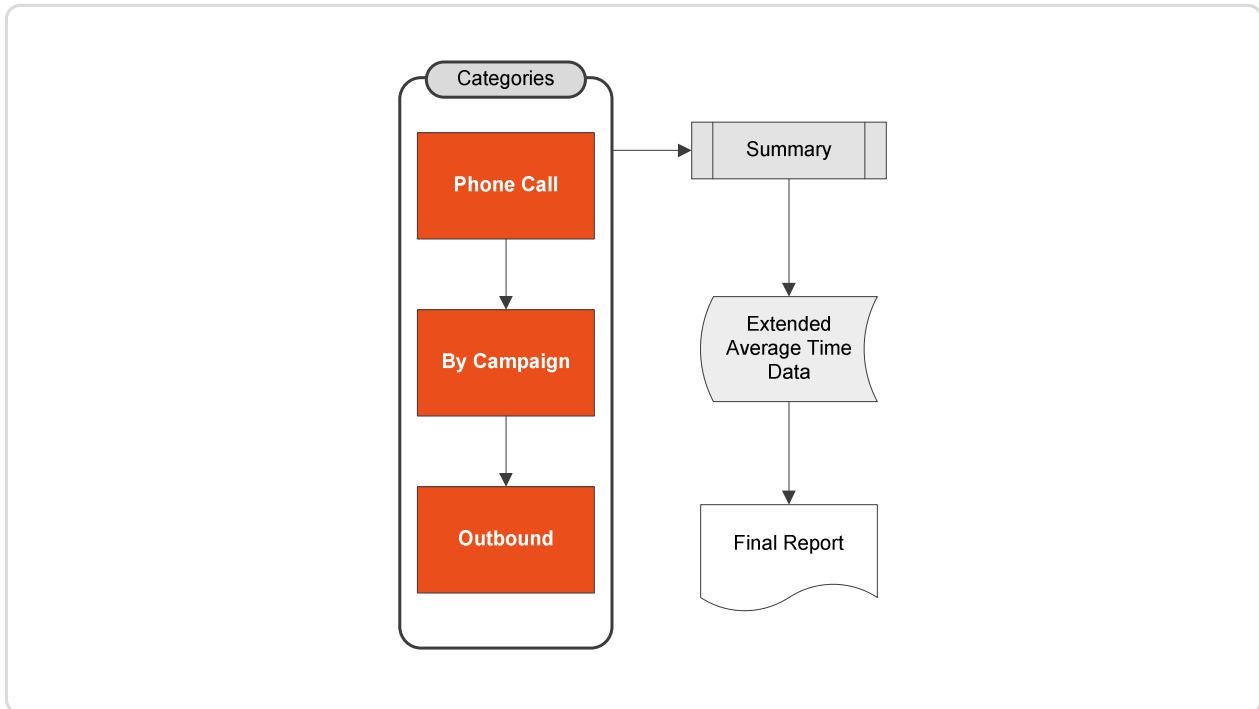
Ghost calls are considered to be mistaken calls, and therefore are not taken into account.

- **Average blocked:** this field indicates the average number of blocked calls. A call can be blocked by the system if the number is blacklisted (the DNC -do not call- list)
- **ACD:** indicates the total number of calls that reached the VCC
- **Short:** indicates if the call belongs to the group of “short calls”, defined in the administrator’s panel (if the call lasts less than the defined threshold it is considered a short call)
- **Long:** indicates if the call belongs to the group of “long calls”, defined in the administrator’s panel (if the call lasts more than the defined threshold it is considered a long call)
- **Estimated CPH Slice:** this field estimates the projection of received calls in the incumbent slice
- **Estimated CPH Agent:** number of estimated calls per hour. The basis for calculation is the estimation of the number of calls made during the selected period of time. For example, if the agent was logged during 15 minutes and made 3 calls, the CPH for agent is 12
- **Estimated GPH:** number of calls catalogued as a goal per hour. The calculation basis is the same as for CPH.
- **Staff Time:** indicates the time each agent dedicated to the campaign. The formula for calculation is:

$$\text{Staff Time} = \frac{(\text{Attention Time} + \text{WUP} + \text{RingTime})}{(\text{Ringback Time})}$$

Summary of Outbound Calls by Supervisor/Campaign by Day - Extended Average Time Data

This report gives the administrator a summary of information on the interactions for each campaign or under any supervisor, day by day.



The fields included in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Made:** total number of calls made, indifferent to whether they were answered or not
- Average Duration Time:** indicates the average duration of the call since the moment it entered the system until the client or system hung up. It's important to note that the system can terminate a call if it reached the maximum waiting time.
- Average Attention Time:** the average amount of time the agent tended to calls, it encompasses time speaking to clients as well as hold time
- Average Hold Time:** indicates the average amount of time the agent put calls on hold
- Average ACD Time:** indicates the amount of time during which the system looked for an available agent to assign the call. The calculation formula is:

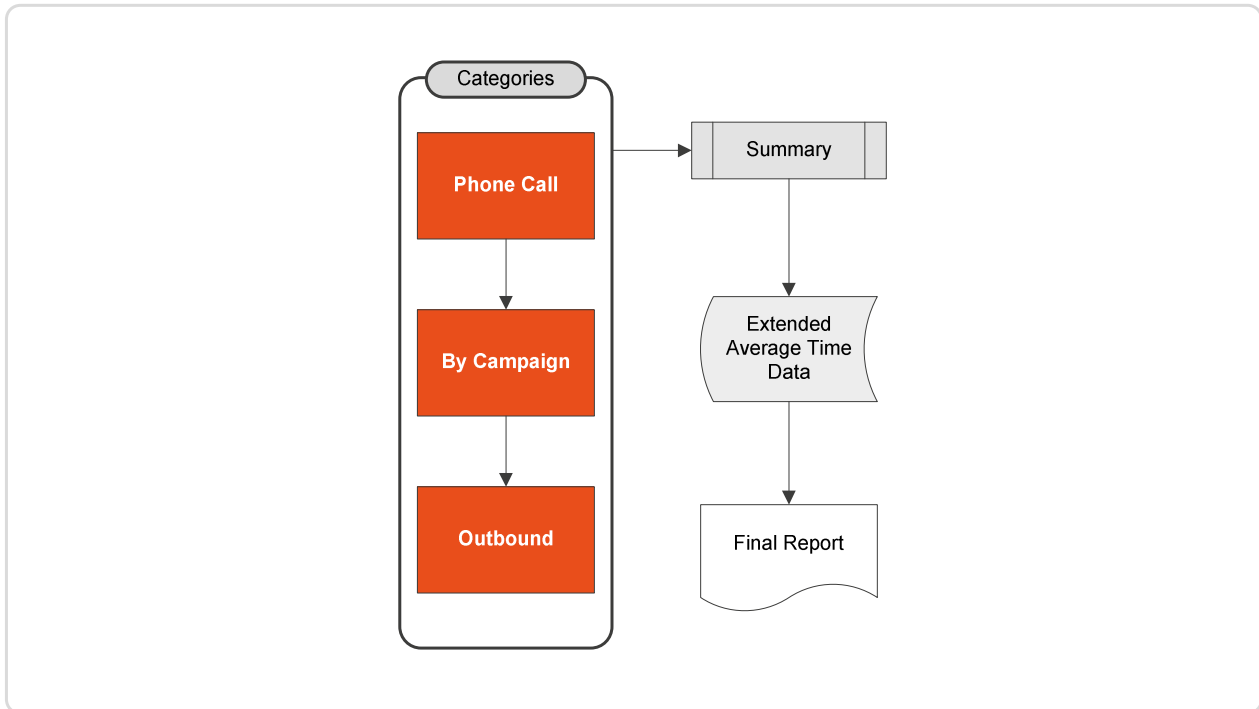
$$\text{Average ACD Time} = \frac{\text{Total amount of time during which the system looked for an available agent}}{\text{Total number of calls that reached the VCC}}$$

- **Average Wrap-Up Time:** Indicates the average amount of time the agent spent in “Wrap-up”. Wrap-Up time is the time elapsed between the agent or the client terminates the call, and the agent effectively finishes the interaction in the BarAgent application.
- **Average ringback time:** indicates the average ringback time. The formula for calculation is:

$$\textit{Average Ringback Time} = \frac{\textit{Total ringback time}}{\textit{Total number of outbound calls}}$$

Summary of Outbound Calls by Supervisor/Campaign by Day - Extended Hold/Conf Data

This report contains summary information on calls made by each campaign or under any supervisor, and how they were processed in terms of holds and conferences.

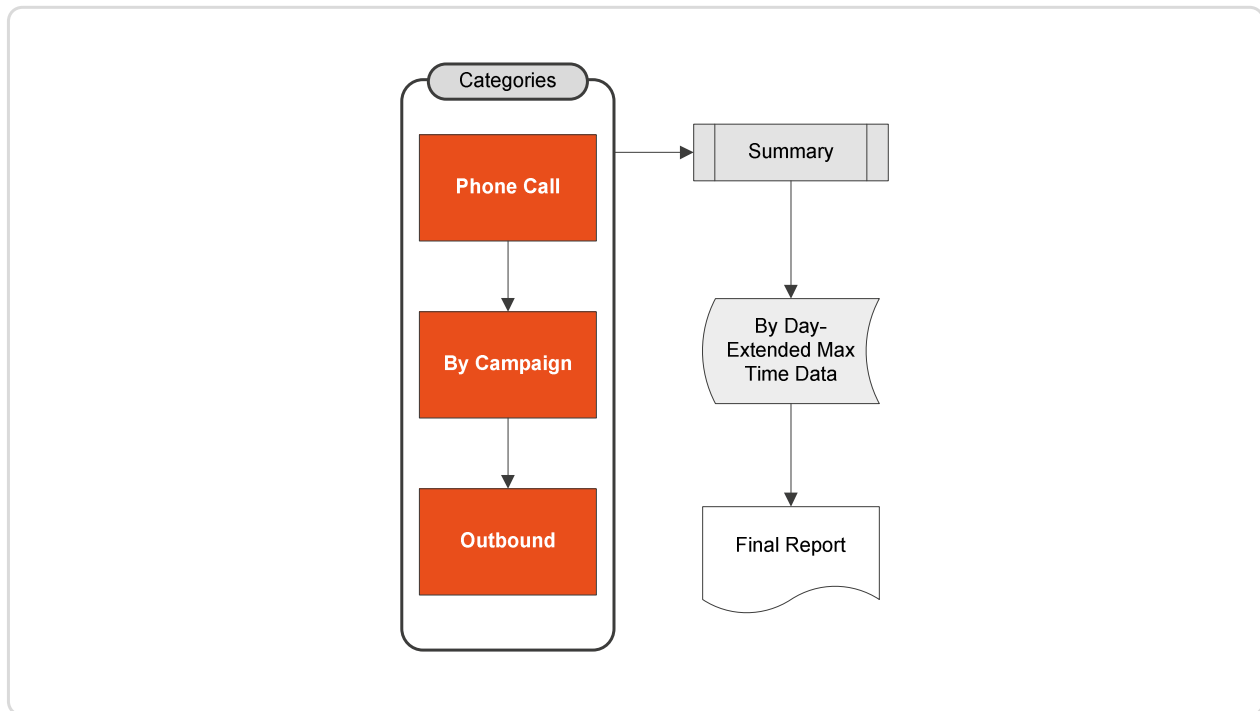


The fields contained in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Made:** total number of calls made, indifferent to whether they were answered or not
- Holds:** number of times the client was put on hold during the same call
- Holds per Call:** number of times the agent put one given call on hold
- Conferences:** number of times the agent sent calls to conferences during the selected period of time
- Conferences per Call:** number of times the agent sent one given call to conference

Summary of Outbound Calls by Agent by Campaign/Supervisor by Day - Extended Max Time Data

This report gives a summary of information regarding maximum amount of times the calls spent in different states in one day.



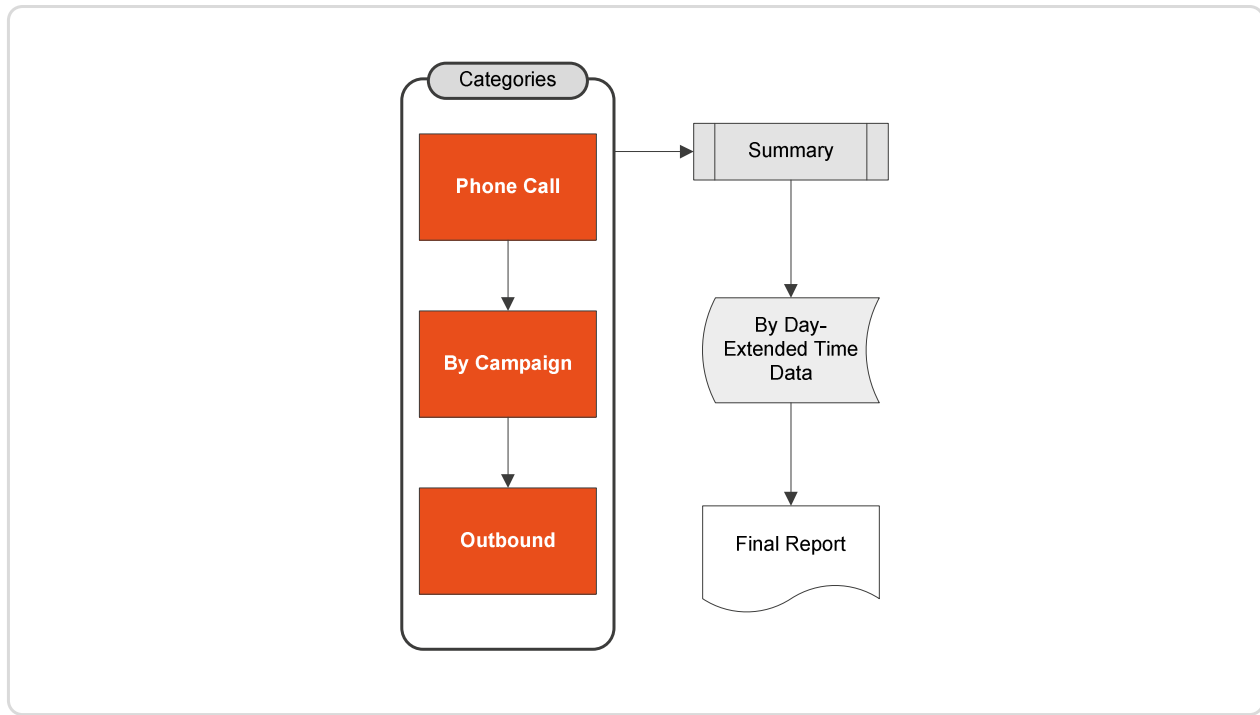
The fields of the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Agent:** the ID of the agent for which the information is being retrieved
- Made:** total number of calls made, indifferent to whether they were answered or not
- Max Duration Time:** Indicates the maximum duration time for a call in the selected period of time. Call duration is calculated from the moment the call reaches the VCC until it's terminated either by the client or the agent. The system can terminate the call if it has reached the maximum waiting time.
- Max Attention Time:** Indicates the maximum attention time for a call during the selected period of time. Attention time is calculated since the moment the call is answered by an agent, and the agent or the client hangs up.
- Max Wrap-up Time:** Indicates the maximum ringing time for calls during the selected period of time. Ringing time for one call is calculated computing the time in which the call is assigned to an agent and the agent effectively answers it.

- **Max Hold Time:** Indicates the maximum amount of time during which the call was put on hold in the selected period of time
- **Max ringback time:** Indicates the maximum ringback time for calls during the selected period of time. Ringback time for one call is calculated computing the time in which the call is ringing in the client phone and the client effectively answers it.

Summary of Outbound Calls by Campaign/Supervisor by Day - Extended Time Data

This report gives a summary of information regarding the calls performed in one day.



The fields in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Offered:** total number of calls the agent initiated
- Duration Time:** indicates the amount of time for each interaction
- ACD Time:** indicates the amount of time during which the system looked for an available agent to assign the call.
- Ringback time:** indicates the total amount of time the system spent ringing and calling back. Since the moment the call is assigned to an agent to the moment the agent answers it
- Attention Time:** the total amount of time the agent tended to calls, it encompasses time speaking to clients as well as hold time
- Wrap-up Time:** total amount of time spent by the agent in “Wrap-up” mode (see Agent’s manual)
- Abandoned time:** Indicates the total amount of abandon time of the calls that reached the contact center. This time is calculated using calls that are considered as abandoned. The calculation takes

into consideration the time elapsed between the call reaches the VCC and the client or the system terminate it before an agent can answer.

1) If the call is an Inbound call, the time is calculated from the moment the call reaches the VCC until the client terminated it

2) If the call is a result of a predictive dialer operation, the time is calculated since the client answered the call until it's terminated by the client himself or the system

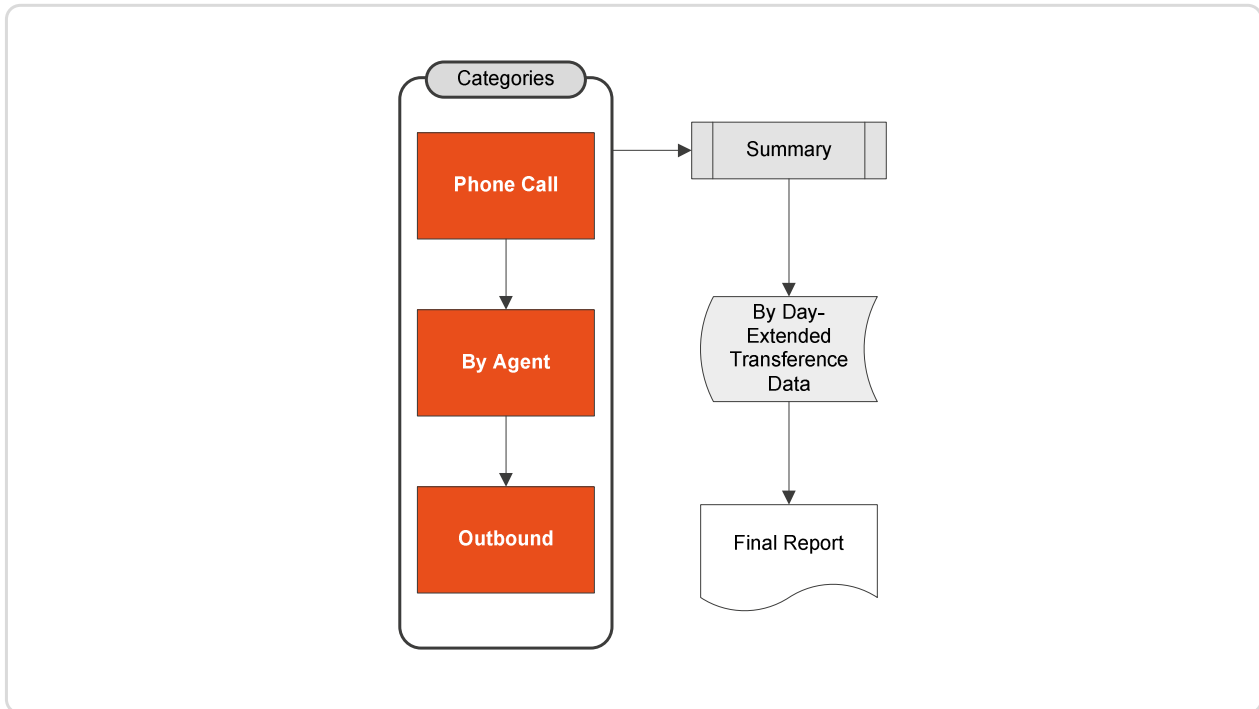
- **Hold Time:** indicates the amount of time the calls were put on hold
- **Average Holds per Call:** Average of number of times the agent put one given call on hold. The formula for calculation is:

$$\text{Average Holds per Call} = \frac{\text{Total number of Holds during the selected period}}{\text{Total number of answered calls by an agent during the selected period}}$$

- **Transferred Time:** if the call is transferred to a queue, this is the time encompassed since one agent transferred the call until another one accepted it. If the transference is meant to take the call to another line, this indicates the time since the transference started, until it was accepted or rejected by the endpoint.

Summary of Outbound Calls by Campaign/Supervisor by Day - Extended Transference Data

The report contains information on the transfer time day by day, for calls on campaign or supervisor basis.



The fields in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Made:** total number of calls made, indifferent to whether they were answered or not
- Transferred:** indicates whether the call was transferred to another number or not
- Transferred to Agent:** indicates if the call was transferred to another agent. Transfers to agents are directly queued in the agent's BarAgent application
- Transferred to Number:** number of calls that were transferred to an external number (not pertaining to the VCC)
- Transferred to Campaign:** It determines if the call was transferred to a campaign. Calls transferred to campaigns enter the system as a new call, just as if the call reached the VCC from an external number
- Transferred to Group:** indicates if the call was transferred to a queue. Transfers to queue are directly queued in the agent's BarAgent application

- **Average Transferred:** Indicates the average number of transferred calls. The field determines on average the number of calls that were transferred to another number. The formula for calculation is:

$$Average\ Transferred = \frac{N^{\circ}\ of\ calls\ transferred\ to\ queue + N^{\circ}\ of\ calls\ transferred\ to\ Agent + N^{\circ}\ of\ calls\ transferred\ to\ an\ external\ number + N^{\circ}\ of\ calls\ transferred\ to\ Campaign}{Total\ number\ of\ Answered\ Calls}$$

- **Average Transferred to Group:** indicates if the call was transferred to a queue. Transfers to queue are directly queued in the agent's BarAgent application average number of calls that were transferred to a group (queue). Queued calls appear in each agent's queue. The calculation formula for this field is:

$$Average\ Transferred\ to\ Group = \frac{Total\ number\ of\ calls\ transferred\ to\ a\ group\ (queue)}{Total\ number\ of\ answered\ calls}$$

- **Average Transferred to Agent:** indicates if the call was transferred to another agent. Transfers to agents are directly queued in the agent's BarAgent application Average number of calls that were transferred to an agent. The calls transferred to an agent are directly listed on the BarAgent queue. The calculation formula for this field is:

$$Average\ Transferred\ to\ Agent = \frac{Total\ number\ of\ calls\ transferred\ to\ the\ agent}{Total\ number\ of\ answered\ calls}$$

- **Average Transferred to Number:** number of calls that were transferred to an external number (not pertaining to the VCC) average number of calls that were transferred to a Number. The calculation formula for this field is:

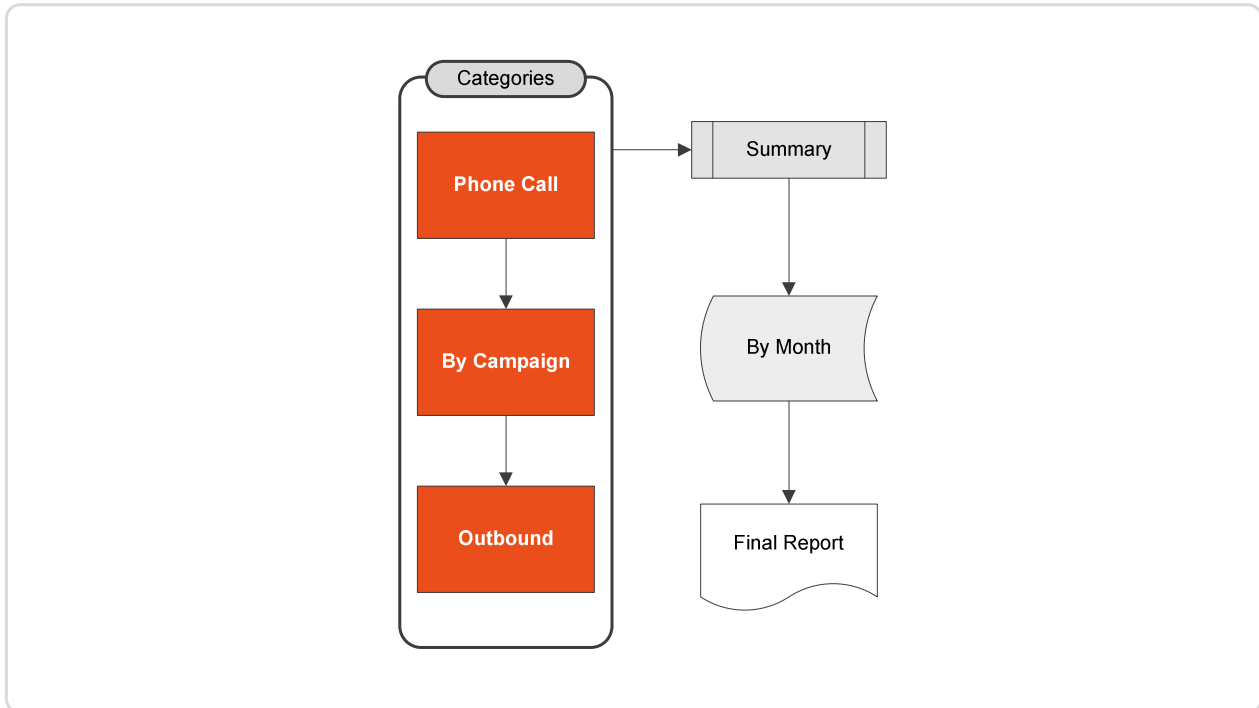
$$Average\ Transferred\ to\ Number = \frac{Total\ number\ of\ calls\ transferred\ to\ a\ Number}{Total\ number\ of\ answered\ calls}$$

- **Average Transferred to Campaign:** It determines if the call was transferred to a campaign. Calls transferred to campaigns enter the system as a new call, just as if the call reached the VCC from an external number average number of calls that were transferred to a campaign. The calls transferred to a campaign are treated as new coming calls, and therefore go through an ACD process. The calculation formula for this field is:

$$\textit{Average Transferred to Campaign} = \frac{\text{Total number of calls transferred to a campaign}}{\text{Total number of answered calls}}$$

Summary of Outbound Calls by Campaign/Supervisor by Month

This report contains summarized information regarding the outbound calls made by agents during the last month.



The fields contained in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Total Outbound:** indicates the total number of calls that were made by the VCC
- Answered:** Total number of calls that reached the VCC and were answered by an agent
- Abandoned:** Indicates the total number of calls that reached the VCC and were terminated either by the client or the system, before an agent could answer them.
 - 1) If the call is an Inbound call, the client terminated it
 - 2) If the call is a result of a predictive dialer operation, the results may be:
 - 2.1) The client was called and the system looked for an available agent to assign the call. If there is no available agent before the waiting time threshold elapsed, then the system will proceed to terminate the call and label it as "Hang Up on threshold"
 - 2.2) The call reached the client, but he hung up
- Cancelled:** If the inbound campaign has a voicemail process associated to incoming calls, and the system cannot find an available agent to answer the call; the call is cancelled and goes to

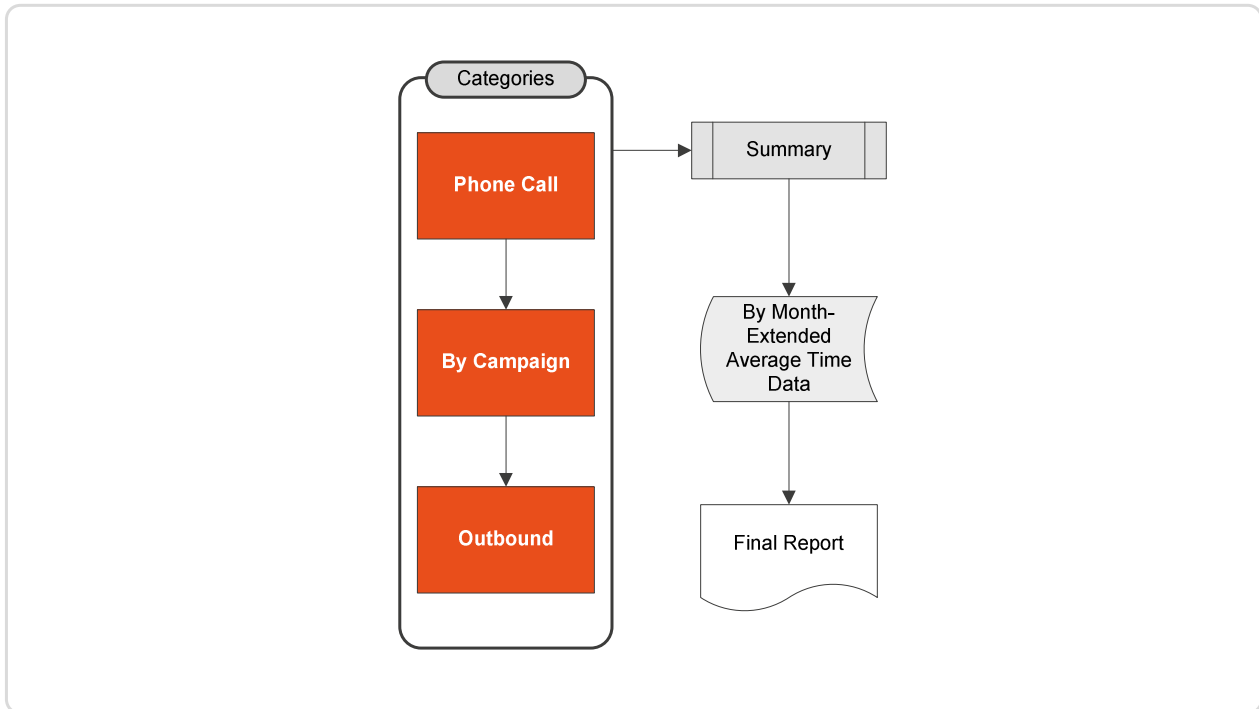
voicemail.

If the calls are Outbound, this case happens when the call cannot reach the client (the client won't answer it for some reason)

- **Blocked:** indicates the number of blocked calls. If a number is on the DNC list or a black list
- **ACD:** indicates the total number of calls that reached the VCC
- **Short:** indicates if the call belongs to the group of “short calls”, defined in the administrator’s panel (if the call lasts less than the defined threshold it is considered a short call)
- **Long:** indicates if the call belongs to the group of “long calls”, defined in the administrator’s panel (if the call lasts more than the defined threshold it is considered a long call)
- **Estimated CPH:** number of estimated calls per hour. The basis for calculation is the estimation of the number of calls made during the selected period of time.
- **Estimated CPH Agent:** number of estimated calls per hour. The basis for calculation is the estimation of the number of calls made during the selected period of time. For example, if the agent was logged during 15 minutes and made 3 calls, the CPH for that agent is 12
- **Estimated GPH:** number of calls catalogued as a goal per hour. The calculation basis is the same as for CPH.

Summary of Outbound Calls by Campaign/Supervisor by Month - Extended Average Time Data

This report aggregates the data on a monthly basis detailing how much time the calls spent in different states.



The fields contained in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Made:** total number of calls made, indifferent to whether they were answered or not
- Average Duration Time:** indicates the average duration of the call since the moment it entered the system until the client or system hung up. It's important to note that the system can terminate a call if it reached the maximum waiting time.
- Average Attention Time:** the average amount of time the agent tended to calls, it encompasses time speaking to clients as well as hold time
- Average Hold Time:** indicates the average amount of time the agent put calls on hold
- Average ACD Time:** indicates the amount of time during which the system looked for an available agent to assign the call. The calculation formula is:

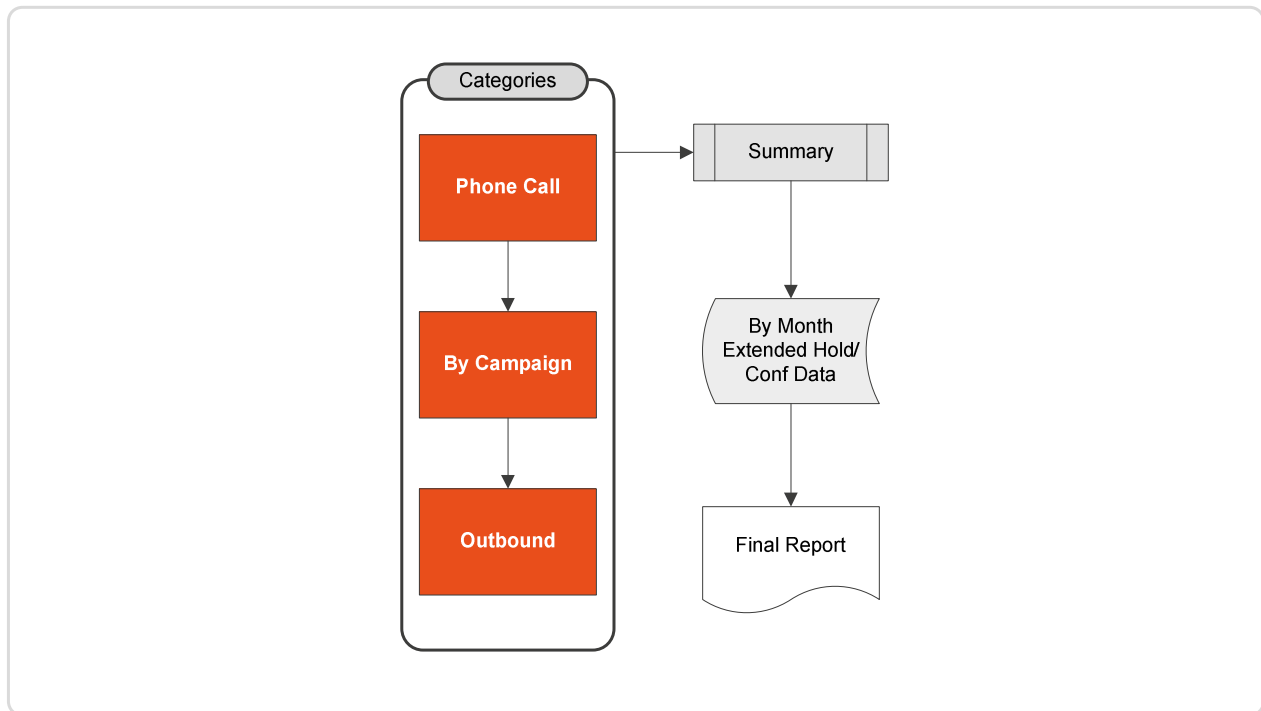
$$\text{Average ACD Time} = \frac{\text{Total amount of time during which the system looked for an available agent}}{\text{Total number of calls that reached the VCC}}$$

- **Average Wrap-Up Time:** Indicates the average amount of time the agent spent in “Wrap-up”. Wrap-Up time is the time elapsed between the agent or the client terminates the call, and the agent effectively finishes the interaction in the BarAgent application.
- **Average ringback time:** indicates the average ringback time. The formula for calculation is:

$$\textit{Average Ringback Time} = \frac{\textit{Total ringback time}}{\textit{Total number of outbound calls}}$$

Summary of Outbound Calls by Campaign/Supervisor by Month - Extended Hold/Conf Data

This report contains information on the calls the campaign participated in, with details on how much time the callers waited on hold, transfer and conferencing with the agent.

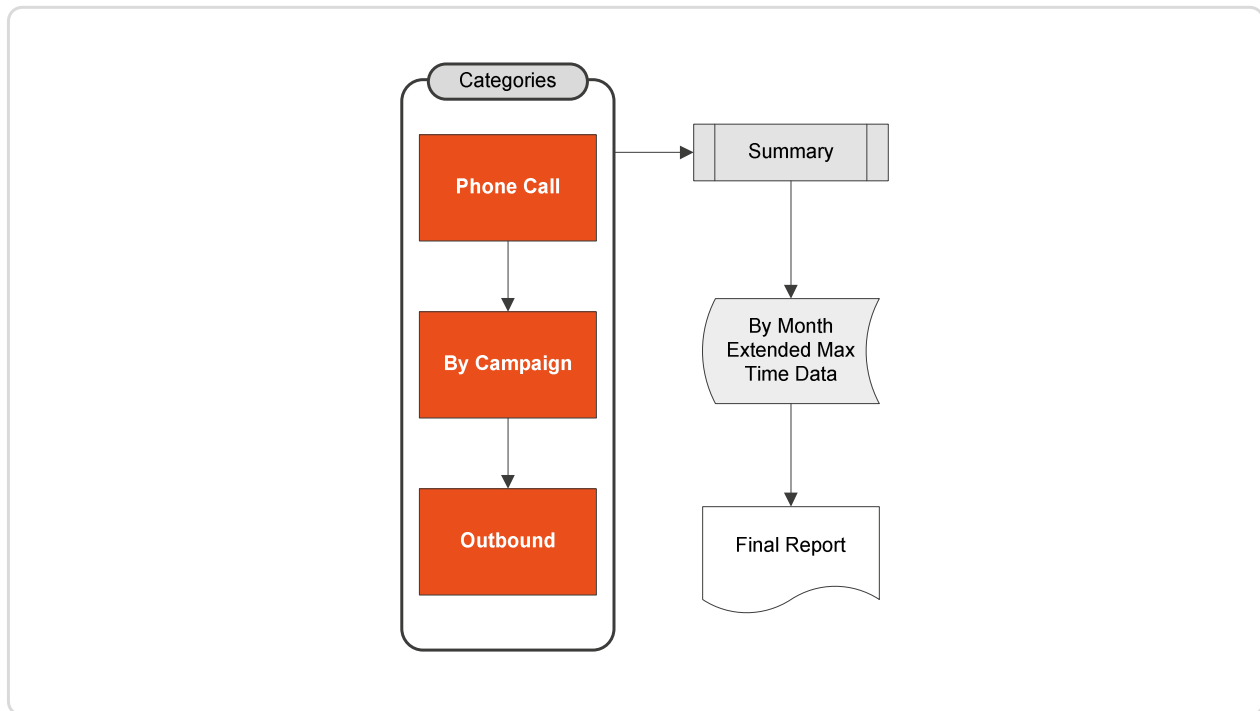


The fields in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Made:** total number of calls made, indifferent to whether they were answered or not
- Holds:** number of times the client was put on hold during the same call
- Holds per Call:** number of times the agent put one given call on hold
- Conferences:** number of times the agent sent calls to conferences during the selected period of time
- Conferences per Call:** number of times the agent sent one given call to conference

Summary of Outbound Calls by Campaign/Supervisor by Month - Extended Max Time Data

This report contains summary information on calls made by each campaign, and how they were processed in terms of status.



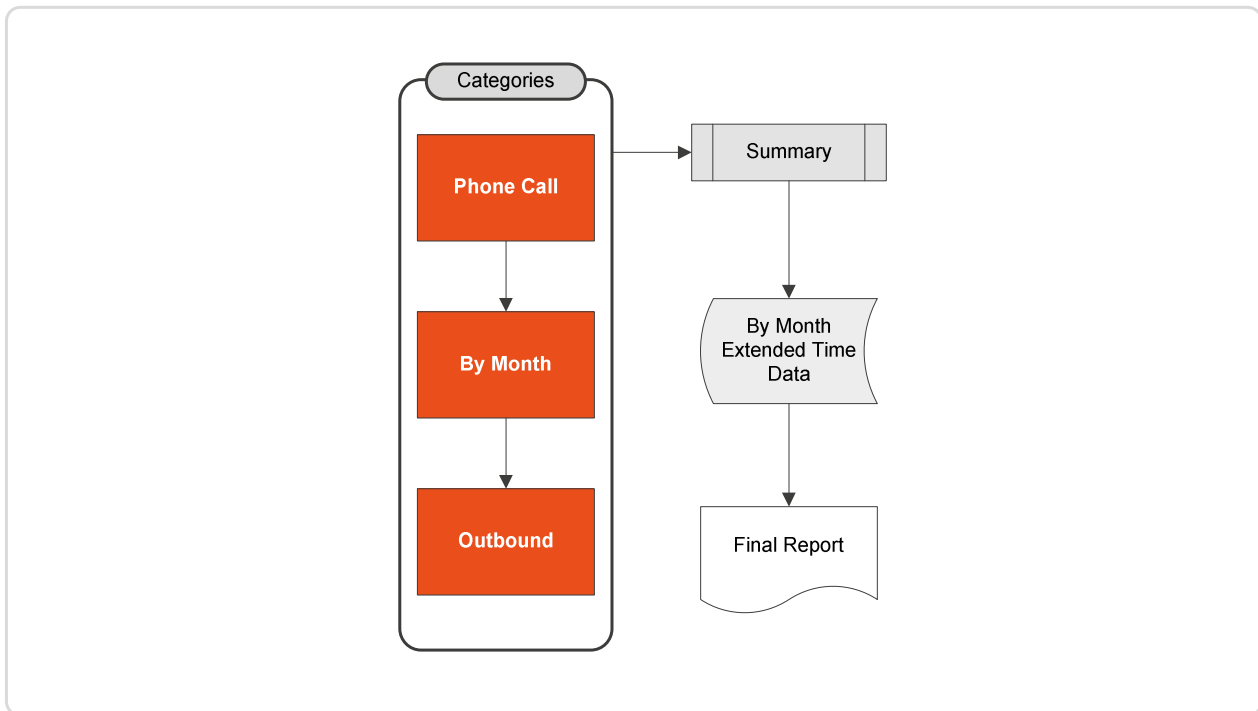
The fields present in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Made:** total number of calls made, indifferent to whether they were answered or not
- Max Duration Time:** Indicates the maximum duration time for a call in the selected period of time. Call duration is calculated from the moment the call reaches the VCC until it's terminated either by the client or the agent. The system can terminate the call if it has reached the maximum waiting time.
- Max ringback Time:** Indicates the maximum ringback time for calls during the selected period of time. Ringback time for one call is calculated computing the time in which the call is ringing in the client phone and the client effectively answers it.
- Max Attention Time:** Indicates the maximum attention time for a call during the selected period of time. Attention time is calculated since the moment the call is answered by an agent, and the agent or the client hangs up.

- **Max Hold Time:** Indicates the maximum amount of time during which the call was put on hold in the selected period of time
- **Max Wrap-up Time:** Indicates the maximum ringing time for calls during the selected period of time. Ringing time for one call is calculated computing the time in which the call is assigned to an agent and the agent effectively answers it.

Summary of Outbound Calls by Campaign/Supervisor by Month - Extended Time Data

This report aggregates the data on a monthly basis detailing how much time different campaigns spent in different states.



The fields contained in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Offered:** total number of calls the agent initiated
- Duration Time:** indicates the amount of time for each interaction
- ACD Time:** indicates the amount of time during which the system looked for an available agent to assign the call.
- Ringback time:** indicates the total amount of time the system spent ringing and calling back. Since the moment the call is assigned to an agent to the moment the agent answers it
- Attention Time:** the total amount of time the agent tended to calls, it encompasses time speaking to clients as well as hold time
- Wrap-up Time:** total amount of time spent by the agent in “Wrap-up” mode (see Agent’s manual)
- Abandoned time:** Indicates the total amount of abandon time of the calls that reached the contact center. This time is calculated using calls that are considered as abandoned. The calculation takes

into consideration the time elapsed between the call reaches the VCC and the client or the system terminate it before an agent can answer.

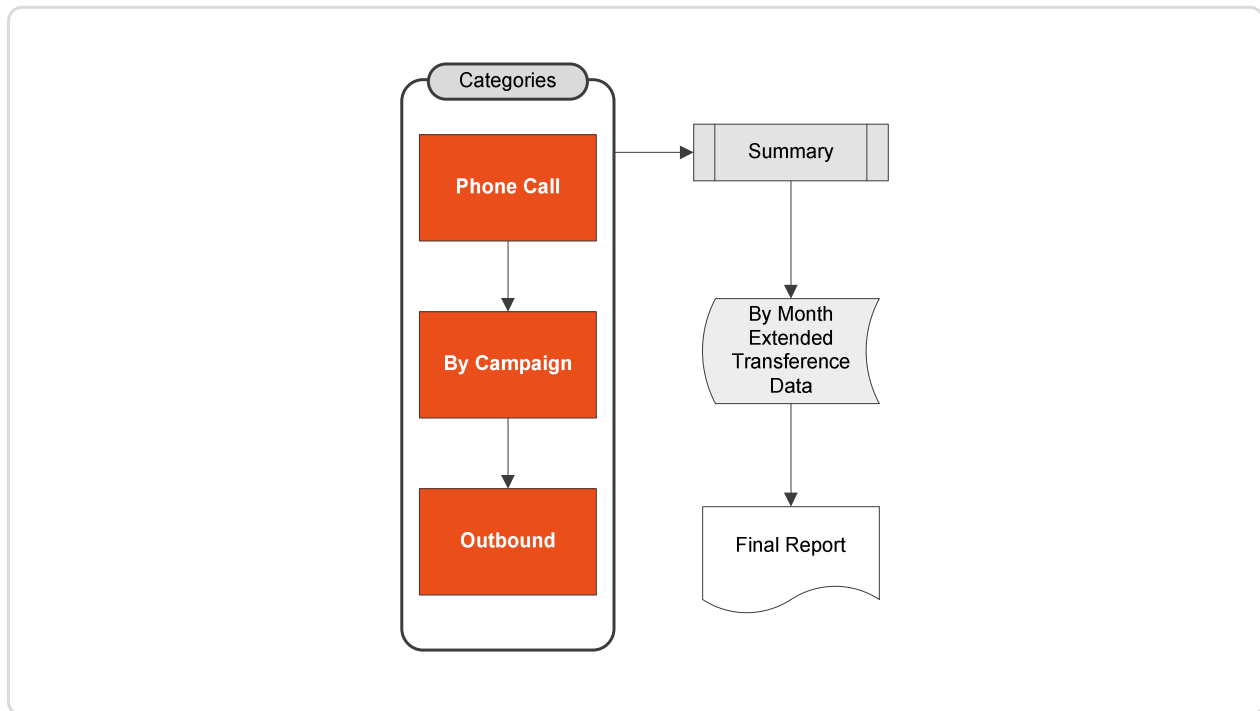
1) If the call is an Inbound call, the time is calculated from the moment the call reaches the VCC until the client terminated it

2) If the call is a result of a predictive dialer operation, the time is calculated since the client answered the call until it's terminated by the client himself or the system

- **Hold Time:** indicates the amount of time the calls were put on hold
- **Average Hold Time:** indicates the average amount of time the agent put calls on hold
- **Transferred Time:** if the call is transferred to a queue, this is the time encompassed since one agent transferred the call until another one accepted it. If the transference is meant to take the call to another line, this indicates the time since the transference started, until it was accepted or rejected by the endpoint.

Summary of Outbound Calls by Campaign/Supervisor by Month - Extended Transference Data

This report contains information about the different transfer processes the call went through. The report aggregates the data on a monthly basis.



The fields contained in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Made:** total number of calls made, indifferent to whether they were answered or not
- Transferred:** indicates whether the call was transferred to another number or not
- Transferred to Agent:** indicates if the call was transferred to another agent. Transfers to agents are directly queued in the agent's BarAgent application
- Transferred to Group:** indicates if the call was transferred to a queue. Transfers to queue are directly queued in the agent's BarAgent application
- Transferred to Campaign:** It determines if the call was transferred to a campaign. Calls transferred to campaigns enter the system as a new call, just as if the call reached the VCC from an external number
- Transferred to Number:** number of calls that were transferred to an external number (not pertaining to the VCC)

- **Average transferred:** Indicates the average number of transferred calls. The field determines on average the number of calls that were transferred to another number. The formula for calculation is:

$$\text{Average Transferred} = \frac{\begin{array}{l} \text{N}^\circ \text{ of calls transferred to queue} \\ + \text{N}^\circ \text{ of calls transferred to Agent} \\ + \text{N}^\circ \text{ of calls transferred to an external number} \\ + \text{N}^\circ \text{ of calls transferred to Campaign} \end{array}}{\text{Total number of Answered Calls}}$$

- **Average Transferred to Agent:** Average number of calls that were transferred to an agent. The calls transferred to an agent are directly listed on the BarAgent queue. The calculation formula for this field is:

$$\text{Average Transferred to Agent} = \frac{\text{Total number of calls transferred to the agent}}{\text{Total number of answered calls}}$$

- **Average Transferred to Group:** average number of calls that were transferred to a group (queue). Queued calls appear in each agent's queue. The calculation formula for this field is:

$$\text{Average Transferred to Group} = \frac{\text{Total number of calls transferred to a group (queue)}}{\text{Total number of answered calls}}$$

- **Average Transferred to Campaign:** average number of calls that were transferred to a campaign. The calls transferred to a campaign are treated as new coming calls, and therefore go through an ACD process. The calculation formula for this field is:

$$\text{Average Transferred to Campaign} = \frac{\text{Total number of calls transferred to a campaign}}{\text{Total number of answered calls}}$$

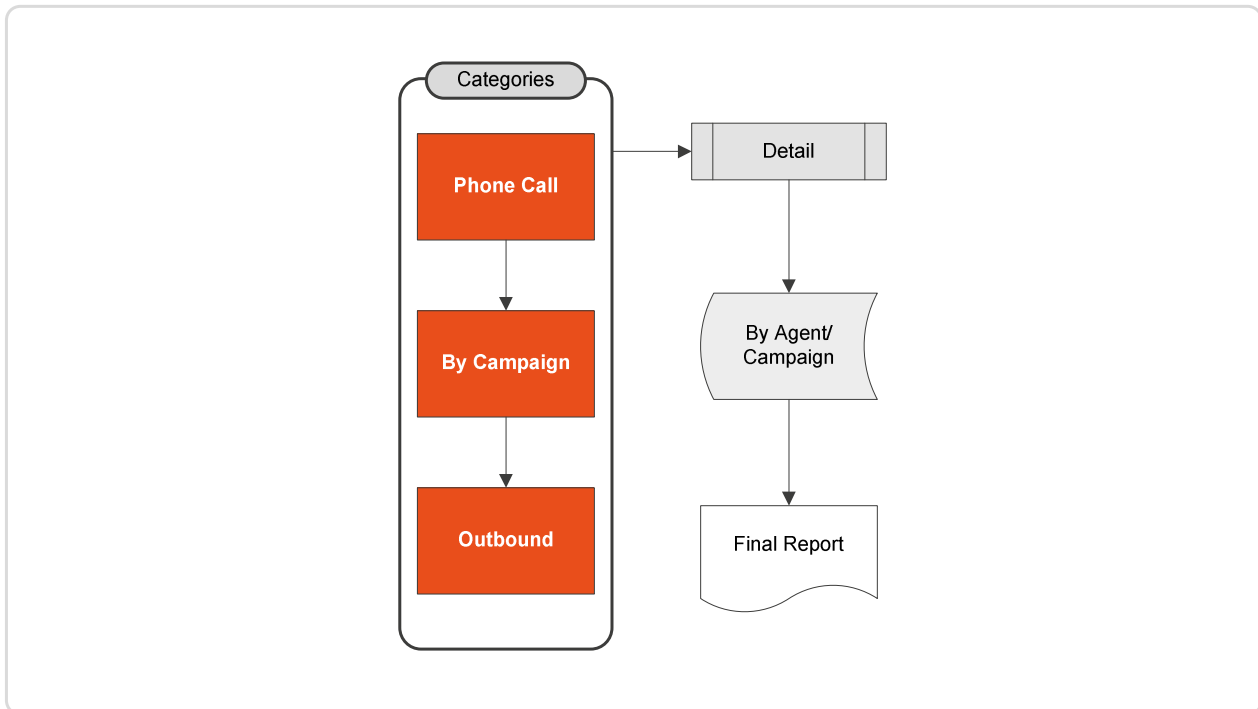
- **Average Transferred to Number:** average number of calls that were transferred to a Number. The calculation formula for this field is:

$$\text{Average Transferred to Number} = \frac{\text{Total number of calls transferred to a Number}}{\text{Total number of answered calls}}$$

Detailed reports

Detail of Inbound/Outbound Calls by Agent/Campaign

This report contains detailed information regarding all the calls made or received in the VCC, classified by either agent or campaign.



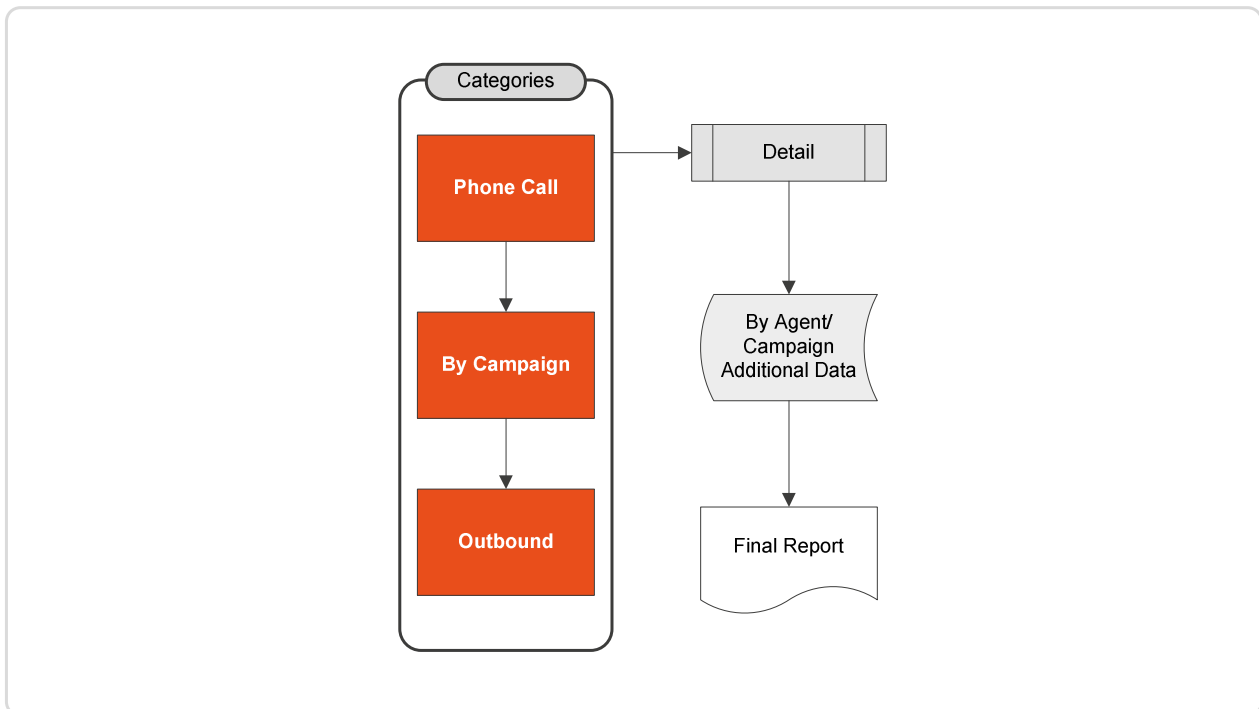
The fields in the report are:

- Type:** indicates whether the call was inbound or outbound
- Agent** the ID of the agent for which the information is being retrieved
- DNIS:** indicates the DNIS (Dialing Number Identification Service) number that identifies the call
- ANI:** indicates the number to which the system is calling (if it's an outbound call) or the number from which the call was made (if it is an inbound call)
- Start Time:** indicates the time at which the interaction started- counting from the moment the call began
- Initiation Time:** indicates the time at which the interaction started- counting from the moment the agent established communication with the client
- End Time:** indicates the time in which the interaction ended
- Duration Time:** is the total amount of time the agent spent in telephonic interactions with clients

- **Attention Time:** the total amount of time the agent tended to calls, it encompasses time speaking to clients as well as hold time
- **ACD Time:** indicates the amount of time during which the system looked for an available agent to assign the call.
- **Ringling/RingbackTime:** indicates the total amount of time the system spent ringing and calling back
- **Disposition Time:** Indicates the total amount of time callers spent waiting for the system to allocate their calls.
If the call does not go through an IVR process, the calculation takes into consideration the time elapsed from the moment the call reached the VCC until it was answered by an agent. This field also contains the transfer time to groups and agent. since those times are waiting time for the client.
- **Wrap-Up Time:** total amount of time spent by the agent in “Wrap-up” mode (see Agent’s manual)
- **Hold Time:** indicates the amount of time the calls were put on hold

Detail of Inbound/Outbound Calls by Agent/Campaign - Additional Data

This report complements the previous report, seen in page 32 with additional data.

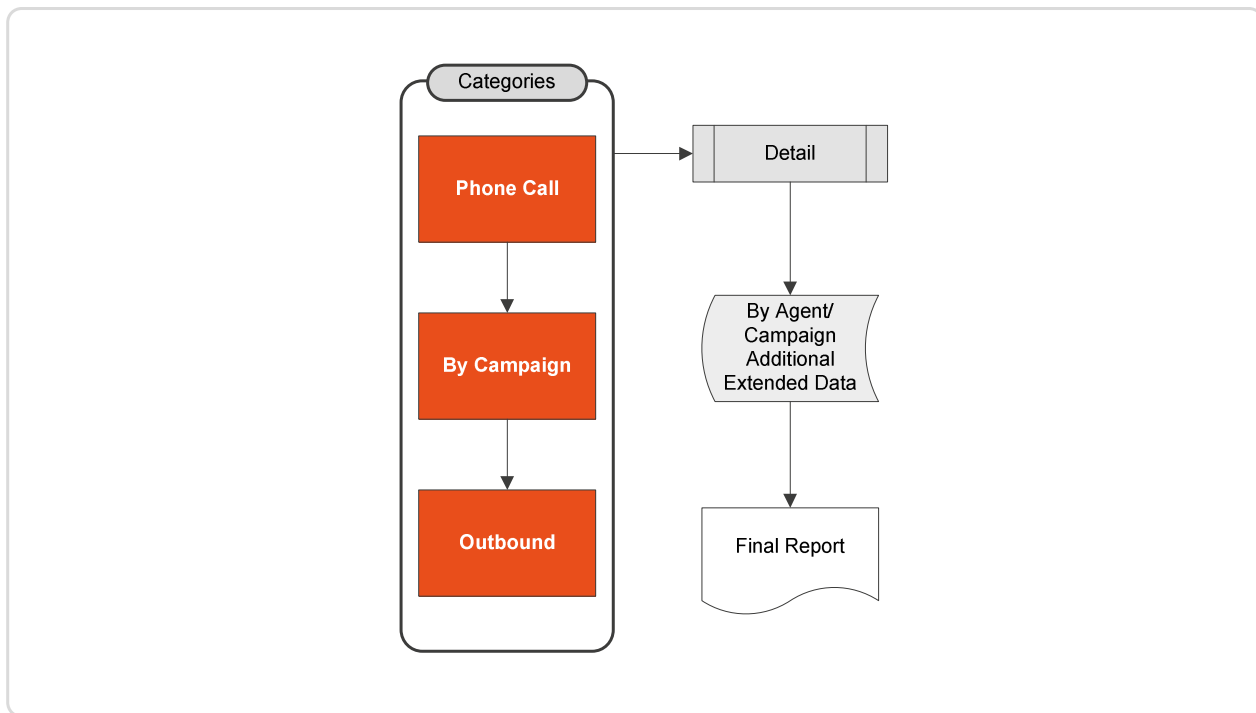


The fields contained in the report are:

- Agent:** the ID of the agent for which the information is being retrieved
- Direction:** indicates whether the call was inbound or outbound
- DNIS:** indicates the DNIS (Dialing Number Identification Service) number that identifies the call
- ANI:** indicates the number to which the system is calling (if it's an outbound call) or the number from which the call was made (if it is an inbound call)
- Start Time:** indicates the time at which the interaction started- counting from the moment the call began
- End Time:** indicates the time in which the interaction ended
- First Attention Time:** indicates the time at which the interaction started- counting from the moment the agent established communication with the client
- Prefix First Agent:** indicates the prefix number that identifies the first agent that took or made the calls
- Last Agent:** identifies the last agent that intervened in a call

Detail of Inbound/Outbound Calls by Agent/Campaign - Additional Extended Data

The report includes detailed information on calls by campaign or agent.



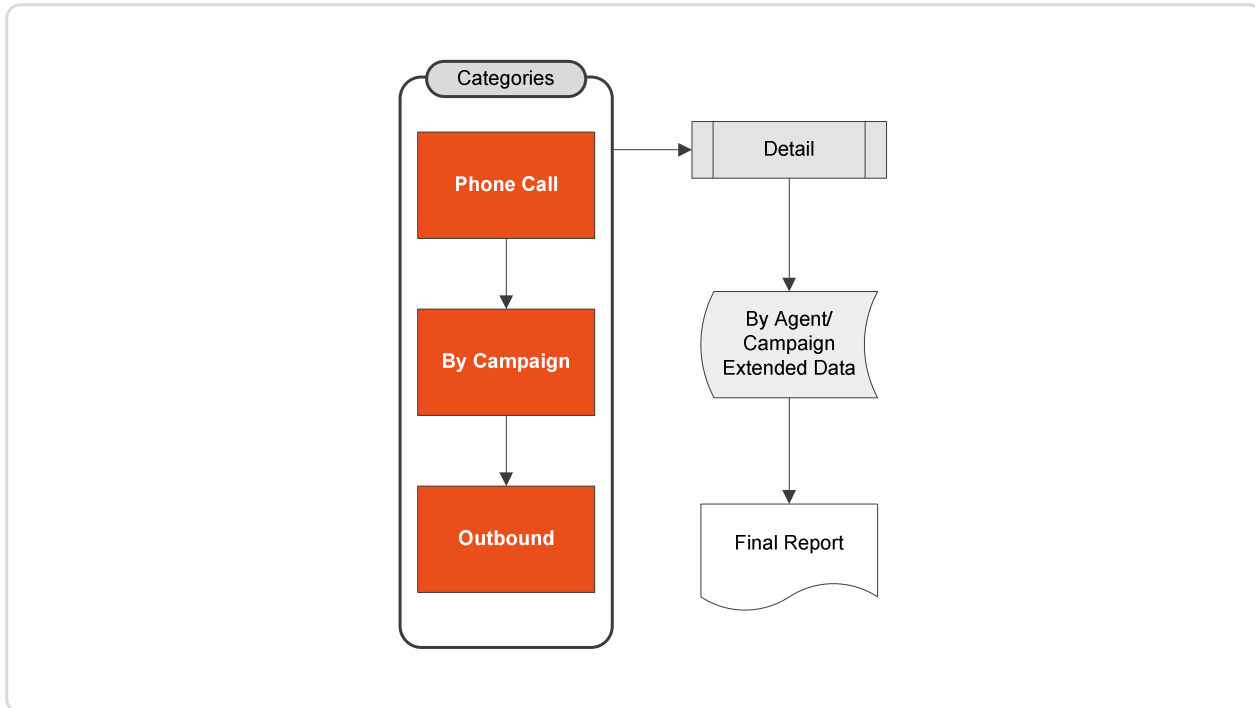
The fields included in the report are:

- Agent:** the ID of the agent for which the information is being retrieved
- Direction:** indicates whether the call was inbound or outbound
- Start Time:** indicates the time at which the interaction started- counting from the moment the call began
- Is Callback:** Determines if the call in question is a callback call. Callback is allowed when a call is actually finished and the wrap-up process has not yet been completed.
- (+) SVL:** indicates the sum of abandoned, answered and cancelled calls within the service level threshold
- Is Ghost:** if the call fits the predefined criteria for ghost calls threshold, the system lists it here
- Is Short:** indicates if the call belongs to the group of “short calls”, defined in the administrator’s panel (if the call lasts less than the defined threshold it is considered a short call)
- Is Long:** indicates if the call belongs to the group of “long calls”, defined in the administrator’s panel (if the call lasts more than the defined threshold it is considered a long call)
- Is out of Schedule:** if the call was made during hours that were not considered as a part of the campaign schedule, the system lists it here.

- **Was sent to the search for an Agent:** indicates a call that reached the VCC and the system started the process of looking for an available agent to answer the call
- **Has Callback:** Determines if during the call in question, a callback was effectuated. Callback is allowed when a call is actually finished and the wrap-up process has not yet been completed.:

Detail of Inbound/Outbound Calls by Agent/Campaign - Extended Data

The report includes detailed information on calls by campaign or agent, with extended data on the different facts pertaining the call.

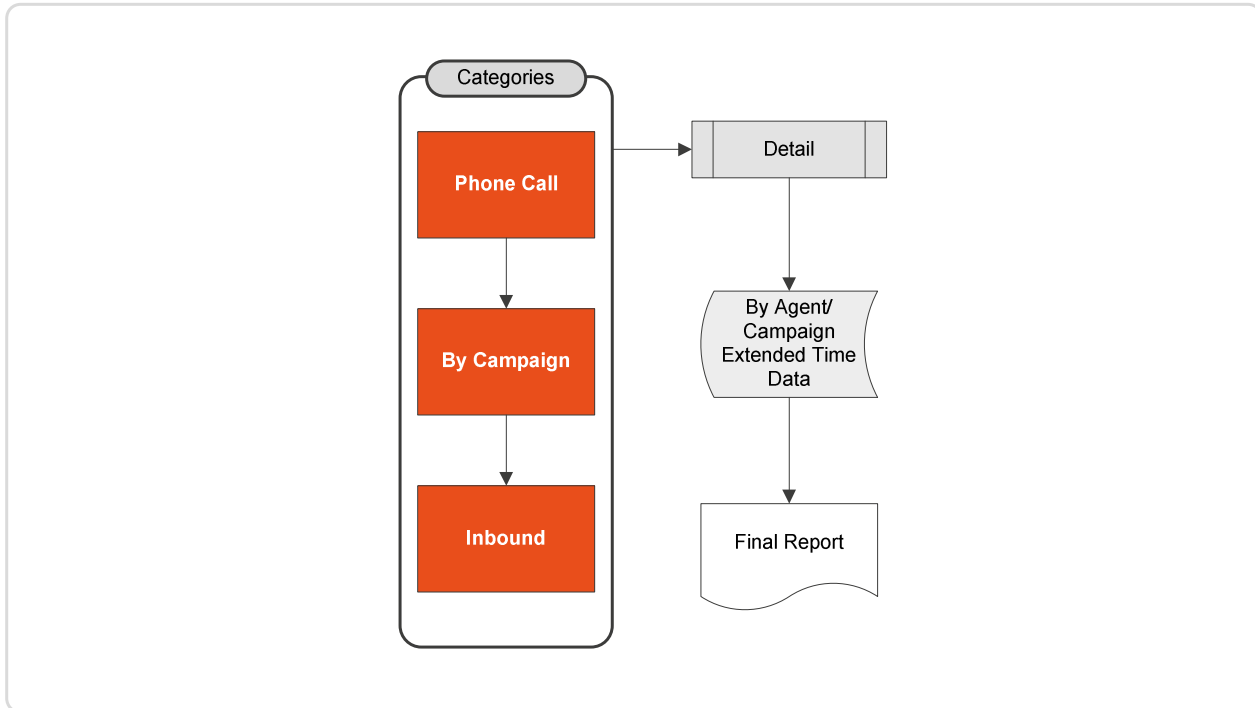


The fields included in the report are:

- Agent:** the ID of the agent for which the information is being retrieved
- Direction:** indicates whether the call was inbound or outbound
- Start Time:** indicates the time at which the interaction started- counting from the moment the call began
- Disposition:** indicates the final state of the interaction, for example “abandoned”, “cancelled”, etc
- Original Campaign:** indicates the name of the campaign to which the call belongs
- Contact ID:** indicates the identification number of the contact in the system. This data is usually used in outbound engine campaigns.
- Contact Name:** indicates the name of the contact as it appears in the system. This data is basically used for outbound campaigns.
- Disposition Code:** “Indicates the result of the interaction. This is used with clients/campaigns that have Front-end integration with InConcert.

Detail of Inbound/Outbound Calls by Agent/Campaign - Extended Time Data

The report includes detailed information on calls by campaign or agent, with extended time data on the different status the call went through.



The fields included in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Direction :** indicates whether the call was inbound or outbound
- Agent:** the ID of the agent for which the information is being retrieved
- Start Time:** indicates the time at which the interaction started- counting from the moment the call began
- IVR time:** indicates the total amount of time during which the system processes the IVR interaction with the client.
- ACD Time:** indicates the amount of time the calls spent in the ACD
- Ringling/Ringbacktime:** indicates the total amount of time the system spent ringing and calling back. Since the moment the call is assigned to an agent to the moment the agent answers it
- Attention Time:** the total amount of time the agent tended to calls, it encompasses time speaking to clients as well as hold time

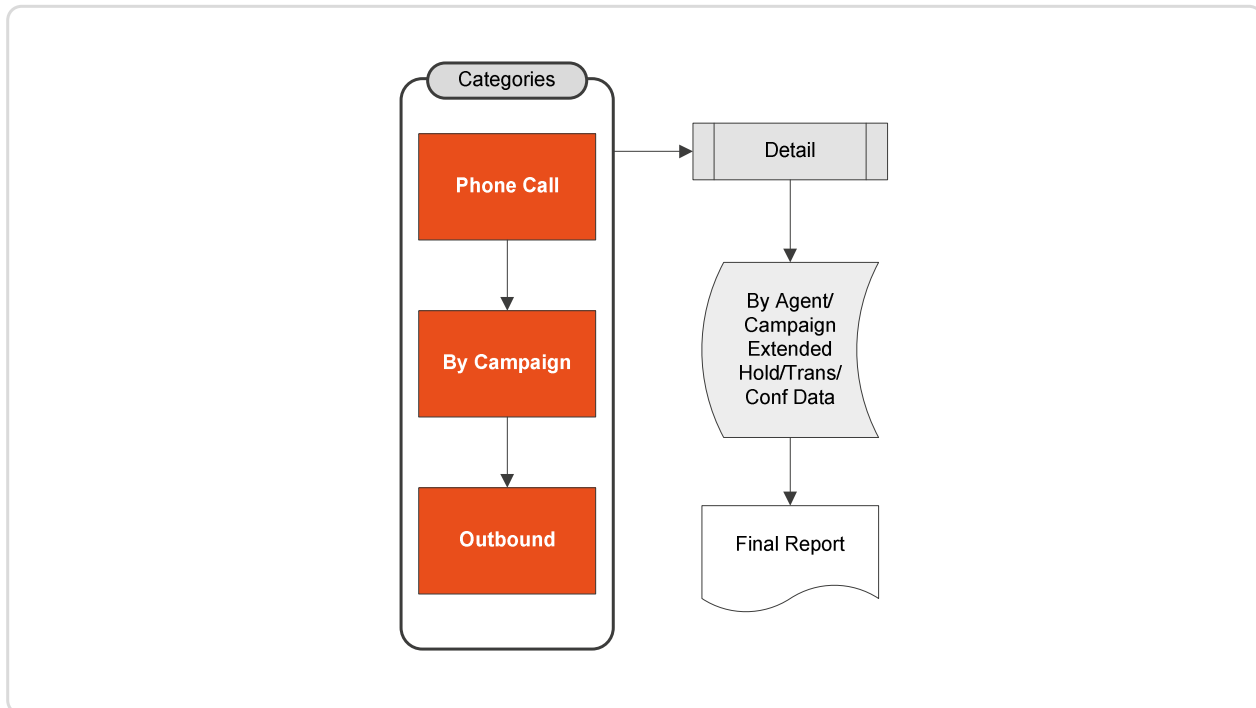
- **Average Attention Time:** the average amount of time the agent tended to calls, it encompasses time speaking to clients as well as hold time
- **Disposition time:** Indicates the total amount of time callers spent waiting for the system to allocate their calls.

If the call does not go through an IVR process, the calculation takes into consideration the time elapsed from the moment the call reached the VCC until it was answered by an agent. This field also contains the transfer time to groups and agent. since those times are waiting time for the client.

- **Wrap-up Time:** total amount of time spent by the agents in “Wrap-up” mode (see Agent’s manual)

Detail of Inbound/Outbound Calls by Agent/Campaign - Extended Hold/Conf/Trans Data

The report includes detailed information on calls by campaign or agent, with extended data on the different status the call went through- hold, conference and transfer time.



The fields included in the report are:

- Shift:** indicates to which shift the retrieved information belongs to. Each call is associated to a corresponding shift
- Direction:** indicates whether the call was inbound or outbound
- Agent:** the ID of the agent for which the information is being retrieved
- Start Time:** indicates the time at which the interaction started- counting from the moment the call started
- Hold Time:** indicates the amount of time the calls were put on hold
- Holds:** number of times the client was put on hold during the same call
- Is Transfer:** indicates if the call had a transfer at any point or not:
- Transfer Type:** Indicates the type of transference effectuated by the agent:
 1. Campaign: the call was transferred to another campaign in the VCC. It's considered as a new call
 2. Queue: the call is retransferred to the campaign queue
 3. Number: the call was transferred to an external number
 4. Agent: the call is transferred to an agent and appears in the BarAgent queue

- **Transfer Destination:** identifies the destination for the transfer, if the transference was of one of these different types:
 1. Campaign: Indicates the campaign ID
 2. Queue: indicates the campaign ID
 3. Number: indicates the external number with which communication was established
 4. Agent: indicates the ID of the agent to which the call was transferred
- **Transfer Time:** if the call is transferred to a queue or to an agent, this is the time encompassed since one agent transferred the call until another one accepted it. If the transference is meant to take the call to another line or to campaign, this indicates the time since the transference started, until it was completed or rejected by the agent.
- **Transfer Result:** indicates the result for the transference operation. If it indicates “Error” then it means that the transference could not be completed. If it indicates “Ok”, the transference process was completed.
- **Is Conference:** determines if the call in question was part of a conference or not
- **Conference Destination:** indicates the phone number with which the conference was effectuated