ORACLE

Contents

1 What’s New in This Release

What’s New in Contact Center Anywhere Reports User’s Guide, Version 8.1

Table 1 lists changes described in this version of the documentation to support release 8.1 of the software.

Table 1. New Features in Contact Center Anywhere Reports User’s Guide, Version 8.1

Topic	Description
Table and field identification	The descriptions for each report now includes a corresponding database table reference, when applicable.
Calculations	The description for each report now includes the formula used for calculations, where applicable.

2 Introduction to Standard and Advanced Reports

This chapter covers which reports are available to help you understand the trends, activities, and agent performance in your contact center, and how to view them. It includes the following topics:

Overview of Standard Reports

To provide for more effective Contact Center Management, CCA lets you create reports to help you understand the trends, activities, and agent performance in your contact center. These reports may include:

- Agent activity, performance, and efficiency
- Interaction statistics
- Interaction outcomes
- Project billing and cost details
- Outcome of Predictive calls
- Weekly Project Schedules

CCA reports can be customized, so as long as you have proper user privileges, you can:

- Display as much or as little data as needed
- Specify a report date range
- Display data in the format that makes the most sense to you
- Control which Administrators and Supervisors can access reports
- Specify the date format, time zone, and language for the report
- Schedule reports to run automatically

NOTE: As a supervisor, you can view reports, but you cannot create or edit them. If you are a supervisor and need a new report, please contact your administrator.

Standard Report Groups

Standard reports are grouped into five sections:

1. Agent Profile & Productivity
2. Call Center Operations
3. Predictive/Preview
4. Project
5. Workgroup Productivity

Table 2 provides a list of all the standard reports available from the Supervision Manager (SM) by report group.

NOTE: The specific reports you can access, however, depend upon your system's configuration. Therefore, you may not see everything described.

Table 2. SM Standard Reports

Report Name	Description
Call Center Operations	
Weekly Project Routing Schedule	Lists all of the schedules defined for your contact center for DNIS routing.
Workgroup Skills	Displays the skills assigned to a workgroup and the rating of those skills.

Table 2. SM Standard Reports

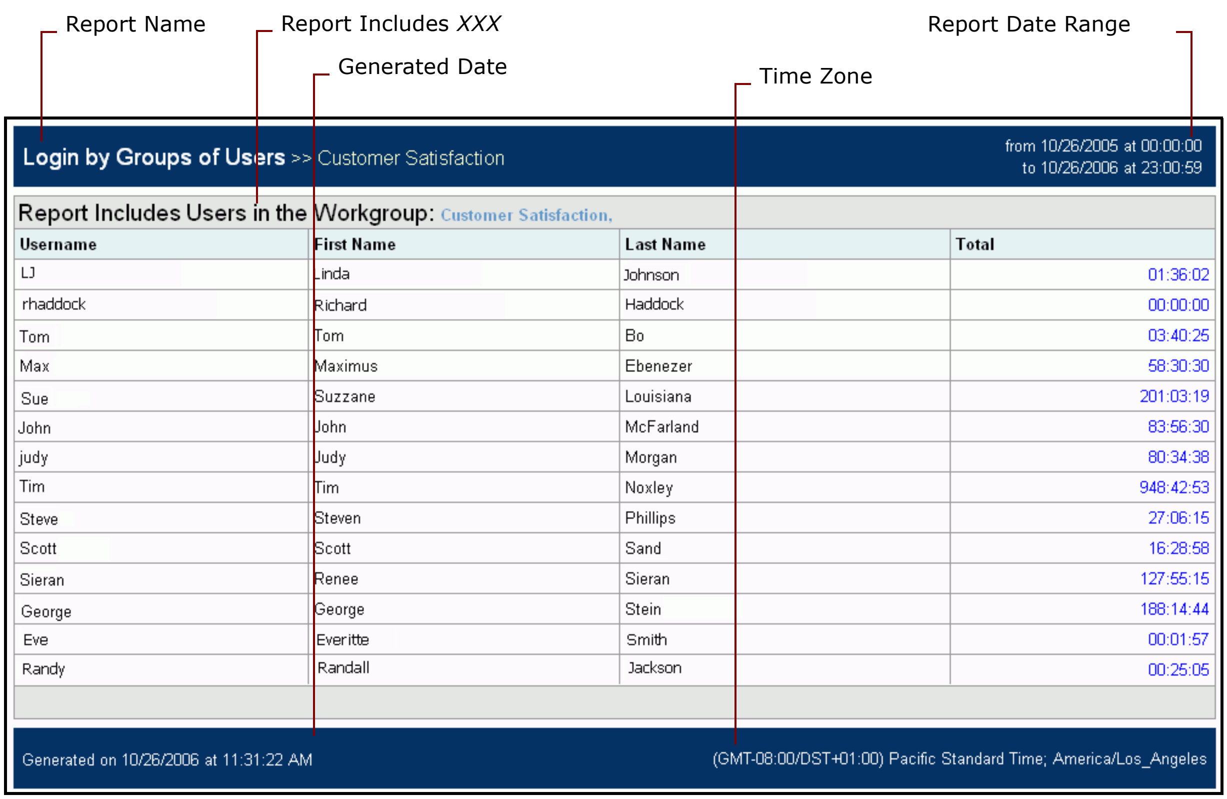
Report Name	Description
Billing	Summarizes the number and duration of interactions in each Contact Center for which you provide service.
Workgroup Productivity	
Workgroup Segments	(Formerly Workgroup Key Statistics) Shows statistics that help you understand the overall performance of your contact center.
Workgroup Interval Time	Shows how your workgroups are performing at specific times of the day.
Workgroup Interval Time by Media	Shows how many interactions of each media type your contact center receives at specific times of the day.
Outcome Statistics	Allows you to track the results of Interactions based on Interaction Type (ACD Call, Web Callback, and so on).
Overdue Callbacks	Lists all waiting Web callback Interactions
Predictive/Preview Reports	
Predictive Dialer Totals	Shows a group of call related statistics (number of calls, answer rate, and so on) for predictive dialing.
Predictive Productivity	Displays a breakdown of the production statistics based on the agents used for any or all Predictive call attempts. **NOTE:** Predictive Reports are available only if you have purchased Predictive Dialing capabilities with your version of CCA.
Predictive Summary	Displays a breakdown of the actions (left message, callback, and so on) of all Predictive call attempts. **NOTE:** Predictive Reports are available only if you have purchased Predictive Dialing capabilities with your version of CCA.
Predictive Detailed	Displays a breakdown of the results (busy, no answer, and so on) of all Predictive call attempts. **NOTE:** Predictive Reports are available only if you have purchased Predictive Dialing capabilities with your version of CCA.
Preview Summary	Displays a breakdown of the preview results based on the agents used for any or all Predictive call attempts. **NOTE:** Preview Reports are available only if you have purchased Preview Dialing capabilities with your version of CCA
Agent Profile & Productivity	
Agent Information	Displays profile information (extension, email address, and so on) for agents.

Table 2. SM Standard Reports

Report Name	Description
Agent Interaction	Displays details about number and duration of the selected interaction type for the selected agents.
Agent Skills	Lists all the Skills defined for your company, and indicates which agents possess that skill and their rating for the skill. Quickly shows you which agents possess each skill in your contact center.
Agent Utilization	Lets you analyze agent use by showing the amount of time each agent spent handling interactions, awaiting interactions, or on break.
Direct Dialing Statistics	Shows statistics for calls dialed directly to agents or dialed by agents to external numbers.
Login by Groups of Users	Displays the agents who logged in, login time, and login duration.
Login by User	Provides information about the login activity of each of your CCA agents.
Project	
Project Segments	(Formerly Project Key Statistics) Shows a set of interaction statistics, broken down by interaction type (phone, email, and so on), and as a summary across all interaction types.
Network Traffic	
Call Details	Provides detailed information about all calls coming into the system. This information is helpful in tracking and researching call and telephone company (telco) billing issues. **NOTE:** This report is only available from the Administration Manager (AM).

Common Standard Report Items

Most standard reports display the following items:



Login by Groups of Users >> Customer Satisfaction

from 10/26/2005 at 00:00:00
to 10/26/2006 at 23:00:59

Report Includes Users in the Workgroup: Customer Satisfaction,

Username	First Name	Last Name	Total
LJ	Linda	Johnson	01:36:02
rhaddock	Richard	Haddock	00:00:00
Tom	Tom	Bo	03:40:25
Max	Maximus	Ebenezer	58:30:30
Sue	Suzzane	Louisiana	201:03:19
John	John	McFarland	83:56:30
judy	Judy	Morgan	80:34:38
Tim	Tim	Noxley	948:42:53
Steve	Steven	Phillips	27:06:15
Scott	Scott	Sand	16:28:58
Sieran	Renee	Sieran	127:55:15
George	George	Stein	188:14:44
Eve	Everitte	Smith	00:01:57
Randy	Randall	Jackson	00:25:05

Generated on 10/26/2006 at 11:31:22 AM

(GMT-08:00/DST+01:00) Pacific Standard Time; America/Los_Angeles

Figure 1. Example Common Standard Report Items

Table 3 shows the items that most, but not all, standard reports have in common and a description of each.

Table 3. Example Standard Report Common Items

Column/Item	Description
Report Name	The name of the report followed by a user-defined name.
Report Includes *XXX*	Shows the subject or subjects of the report (such as workgroups, users, prospects, and so on)
Generated date and time	The day (mm/dd/yyyy) and time (hh:mm:ss AM or PM) when this report was generated.
Time Zone	The time zone used to generate the report.
Report Date Range to Include	This report includes information from this date (dd/mm/yyyy) and time (hh:mm:ss) to this date (dd/mm/yyyy) and time (hh:mm:ss)

Viewing and Printing Standard Reports

You can view and print standard reports, however, you cannot create new reports.

NOTE: If you need a new report, or want a report to be changed, please see your CCA Administrator.

1 Select the Reporting (Applications) tab.

2 Open the Reports menu.

3 Double-click to open one of the report groups (such as Agent Profiles & Productivity).

4 Then, double-click a report name (such as Agent Skills) to open a list of available reports. This list includes reports your administrator previously created and granted you permission. Figure 2 shows an example.

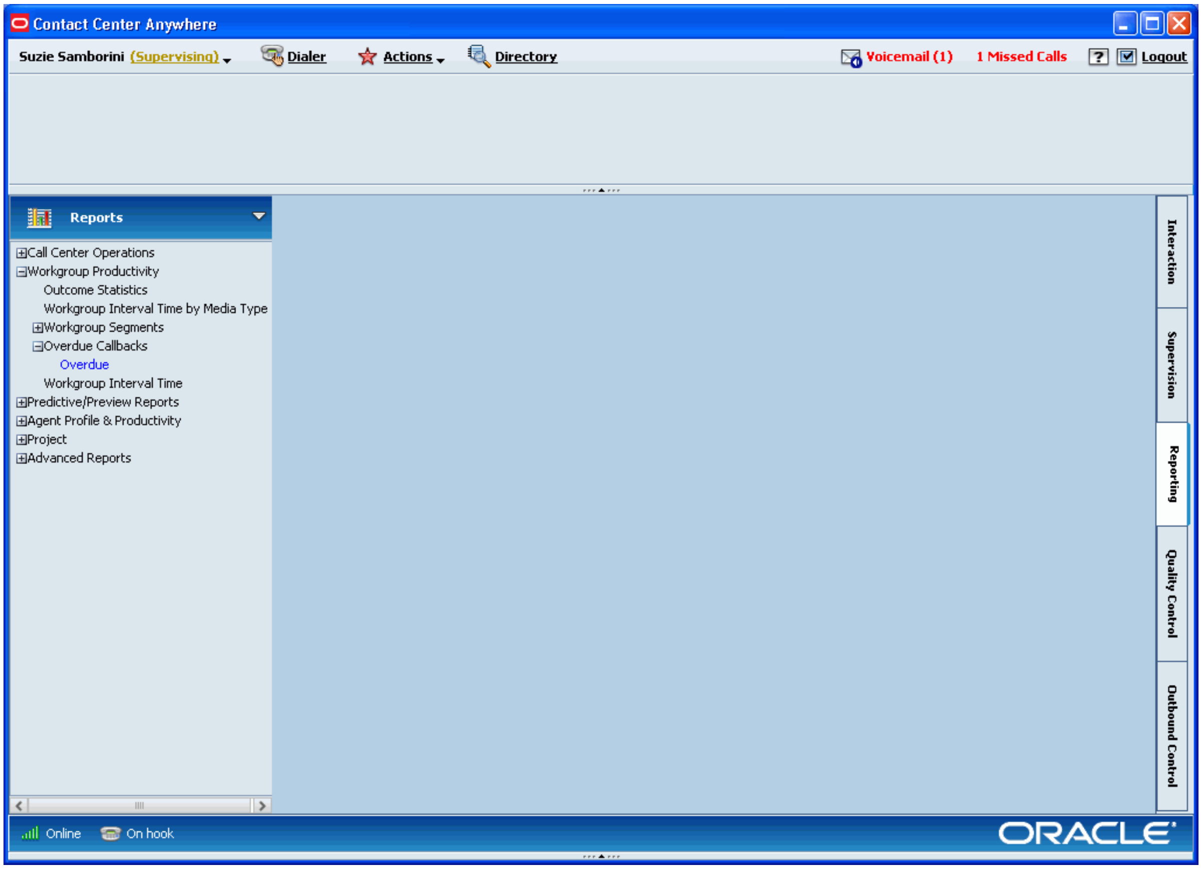


Figure 2. Agent Skills Report List

NOTE: In the Reports list, any names missing a box (such as Outcome Statistics in Figure 2) means that there are no available reports of that type.

- When your administrator creates a report, they can usually set some configuration options on the report. Exactly what kind of configuration they can do depends on the specific report.

  For example, your administrator can configure the Workgroup Key Statistic Report to show statistics on workgroups or statistics on projects. In fact, the administrator can also configure this report to show just one workgroup or all workgroups. The administrator can even control which types of interactions to include and ignore (such as include calls, chats, and emails, and ignore faxes).

TIP: Every configuration option for every report is explained in the *CCA Administration Manager User's Guide*. Work with your administrator to create the types of reports that are most useful to you.

Scheduling a Standard Report and Selecting Regional Options

1. Click on one of the report names (such as Customer Satisfaction in Figure 2). The Report dialog box (Figure 3) opens.

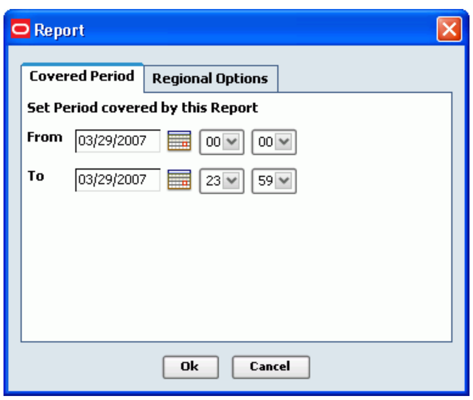


Figure 3. Report Dialog Box - Covered Period Tab

NOTE: Depending on what type of report you are viewing, you may see a Covered Period tab, a Regional Options tab, or both.

2 If available for the report type you selected, use the information in Table 4 to complete the Covered Period tab (by setting the from and to date range and time for the report).

Table 4. Report Covered Period Fields and Descriptions

Field	Description
From	Next to From, click the calendar icon to open a calendar from which you can choose the starting date of the report range. (You can also type a date into the text box, using the mm/dd/yyyy format.) **TIP:** For how to navigate the calendar, refer to "Using the Calendar" on page 35. ■ From the first drop-down menu, select the starting hour (24-hour notation). ■ From the second drop-down menu, select the starting minutes.
To	Click to open a calendar from which you can choose the ending date of the report range. (You can also type a date into the text box, using the mm/dd/yyyy format.) **TIP:** For how to navigate the calendar, refer to "Using the Calendar" on page 35. ■ From the first drop-down menu, select the ending hour (24-hour notation). ■ From the second drop-down menu, select the ending minutes.

3 Click the Regional Options tab (Figure 4).

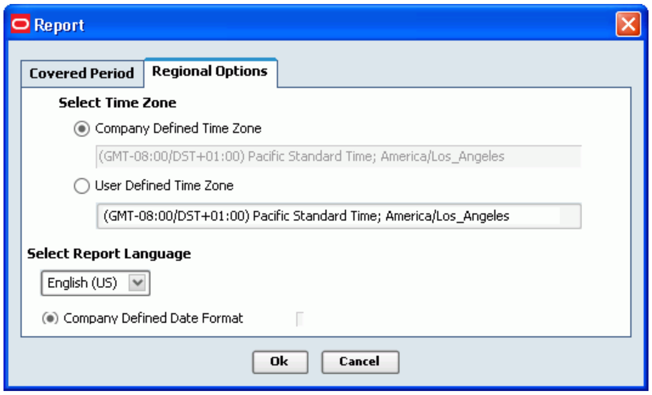


Figure 4. Report Dialog Box - Regional Options Tab

4 Using the information in Table 5, complete the Regional Options tab.

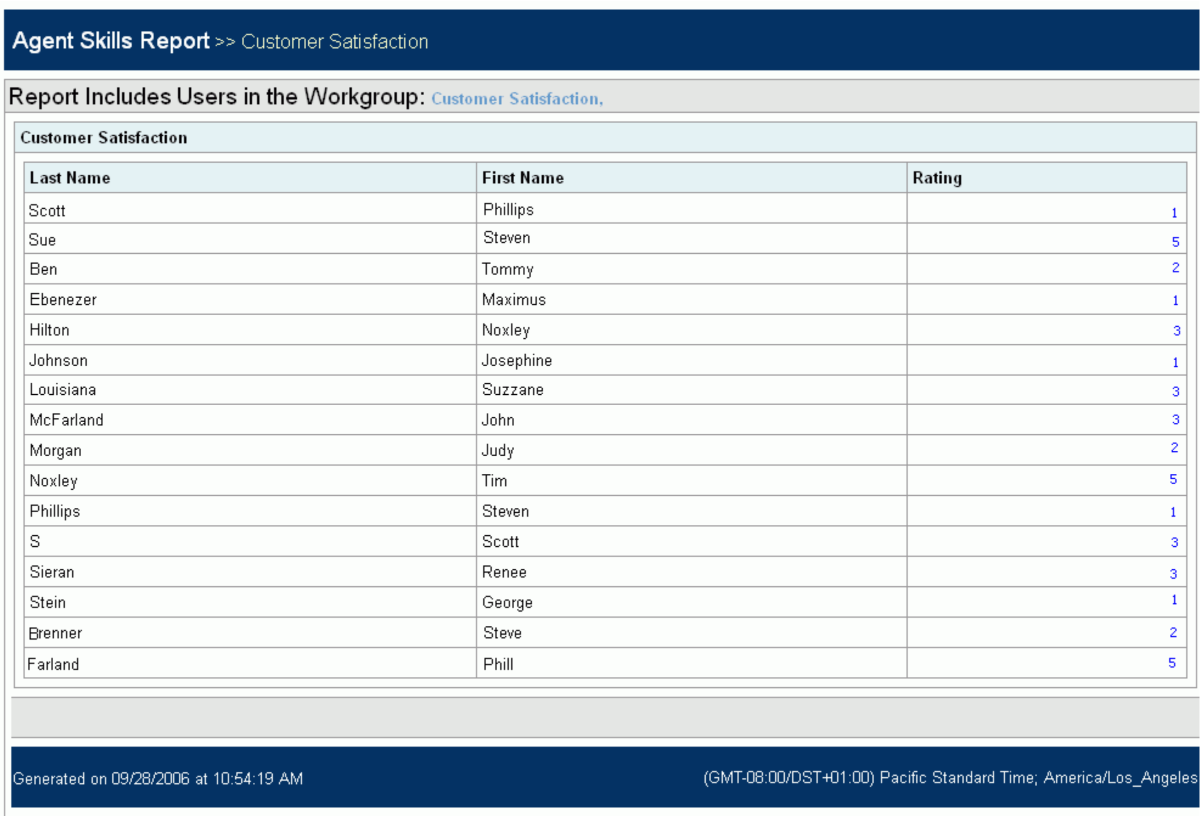
Table 5. Report Regional Options Tab Fields and Descriptions

Field	Description
Select Time Zone	
Company Defined Time Zone	Choose Company Default Time Zone to display all report times in your company's default time zone.

Table 5. Report Regional Options Tab Fields and Descriptions

Field	Description
User Defined Time Zone	Choose User Time Zone to display all report times in the time zone configured for your SM workstation.
Select Report Language	From the drop-down menu, choose the language to use in the report.
Select Date Format	
Company Defined Date Format	Choose Company Default Date Format to display all report dates in your company's default format.
User Defined Date Format	From the drop-down menu, select the report date format.

5 Click OK. A new browser window opens containing the report. Figure 5 shows an example of a new browser window showing the Agent Skills Report.


Agent Skills Report >> Customer Satisfaction

Report Includes Users in the Workgroup: Customer Satisfaction,

Customer Satisfaction

Last Name	First Name	Rating
Scott	Phillips	1
Sue	Steven	5
Ben	Tommy	2
Ebenezer	Maximus	1
Hilton	Noxley	3
Johnson	Josephine	1
Louisiana	Suzzane	3
McFarland	John	3
Morgan	Judy	2
Noxley	Tim	5
Phillips	Steven	1
S	Scott	3
Sieran	Renee	3
Stein	George	1
Brenner	Steve	2
Farland	Phill	5

Generated on 09/28/2006 at 10:54:19 AM (GMT-08:00/DST+01:00) Pacific Standard Time; America/Los_Angeles

Figure 5. Example Agent Skills Report

Understanding Advanced Reports

Advanced reports are available from the Administration Manager (AM) only. To provide for more effective Contact Center Management, you can create advanced, tabular and graphical reports to help you understand the trends, activities, and agent performance in your contact center. These reports include:

- Agent activity, performance, and efficiency
- Interaction statistics
- Interaction outcomes
- Project billing and cost details
- Outcome of Predictive calls

As an Administrator, you can configure any CCA report, which means you an can:

- Display as much or as little data as needed.
- Specify the report date range.
- Control which Administrators and Supervisors can access reports.
- Specify the date format, time zone, and language for the report.
- Schedule reports to run automatically

List of Advanced Reports

Table 6 provides the names and descriptions for each of the Advanced Reports available from the Administration Manager (AM).

Table 6. Advanced Reports

Report	Description
Daily Project Performance Report	This report provides Call Center Activity by call number and call type, time measurements of contact center activity (ASA / ABA), talk time, and service level performance against pre-set thresholds. Use this report to determine volume and service factors by project to identify busy hour and staffing requirements based upon call volume. You can configure this report to show all activity for all projects or for individual projects you select, by interval, or by dates.
Interval Workgroup Performance Report	This report shows workgroup call activity, total workgroup ACD status time, and total number of agents logged in by an administrator-set interval. Statistics tracked include: ■ Number, type and disposition of calls ■ Service levels ■ Collective time in ACD states ■ Agent login activity and visibility into ACD states Use this report to identify volume, call routing, and service factors measured by the workgroup service level, as well as a user-defined service level.
User Login/Logout Report	This report shows agent login and logout activity by date, time, event, and reason. Use this report to determine how a specific user is spending time in comparison with other users.
User Hourly Average Report	This report highlights individual agent performance by time in ACD status, call counts, call types, and talk time. It provides visibility into hourly agent activity, including calls handled, along with time spent in different ACD states. Use this report to determine agent average performance against reasonable expectations.
Daily User Performance Report	This report provides visibility into daily agent activity, including time spent in different ACD states, call counts, and talk time. Use this report to monitor agent performance against reasonable expectations.

Table 6. Advanced Reports

Report	Description
Peak Interactions Report	This report tracks the peak number of interactions in 15-minute intervals. (This information is stored in the Interactions Peak table in the database.) Use this report to determine peak interaction activity for all projects or for individual projects.
System Peaks Interactions Report	This report tracks the maximum peak number of interactions used by the system, reported in pre-set intervals by company. Use this report to determine when additional requirements may be needed to handle high volume interactions.
Interaction Outcome by Workgroup Report	This report tracks Interactions by outcome, number of Interactions per outcome duration, and average duration.
Service Billing Report - By Project	The report shows transaction times and billing rates by project, for a specified date range. Use this report to determine transaction and billing activity for all projects or for individual projects.
User Status Duration Report	This report tracks agent activity through the use of user-defined agent statuses. This provides more detail about the way an agent actually spends their time versus the standard ACD statuses of Available, Busy, and On Break. This report tracks: ■ User ■ Date ■ Status (company defined) ■ Duration ■ ACD status (system default) ■ Percent of total Use this report to determine how a specific user spends time in comparison with other users.
Inbound Traffic Report	This report provides a count of the number of calls offered by area code and exchange within that area code. Use this report to determine the exchange with the largest volume of calls within each area code.

NOTE: CCA supervisors ***cannot*** create or edit report definitions. If you are a supervisor and need a new report, or would like changes to an existing report, please contact your administrator.

Creating, Viewing, and Printing Advanced Reports

1 Click Advanced Reports and then click Advanced Reports again to open the Advanced Reports menu. A list of advanced report names appears (such as Daily Project Performance, Interval Workgroup Performance, User Login/Logout, and so on). Figure 6 shows an example.

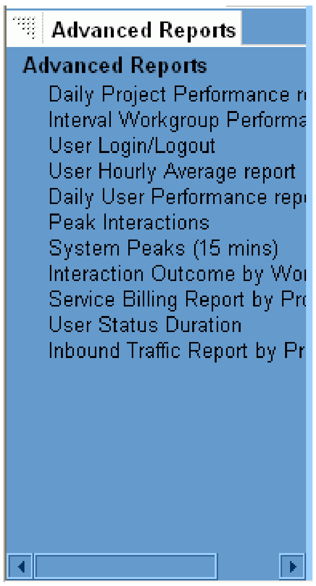


Figure 6. Example of Advanced Reports Menu

2 Click on your desired report (for example, the User Login/Logout report). A report list (Figure 7) opens.

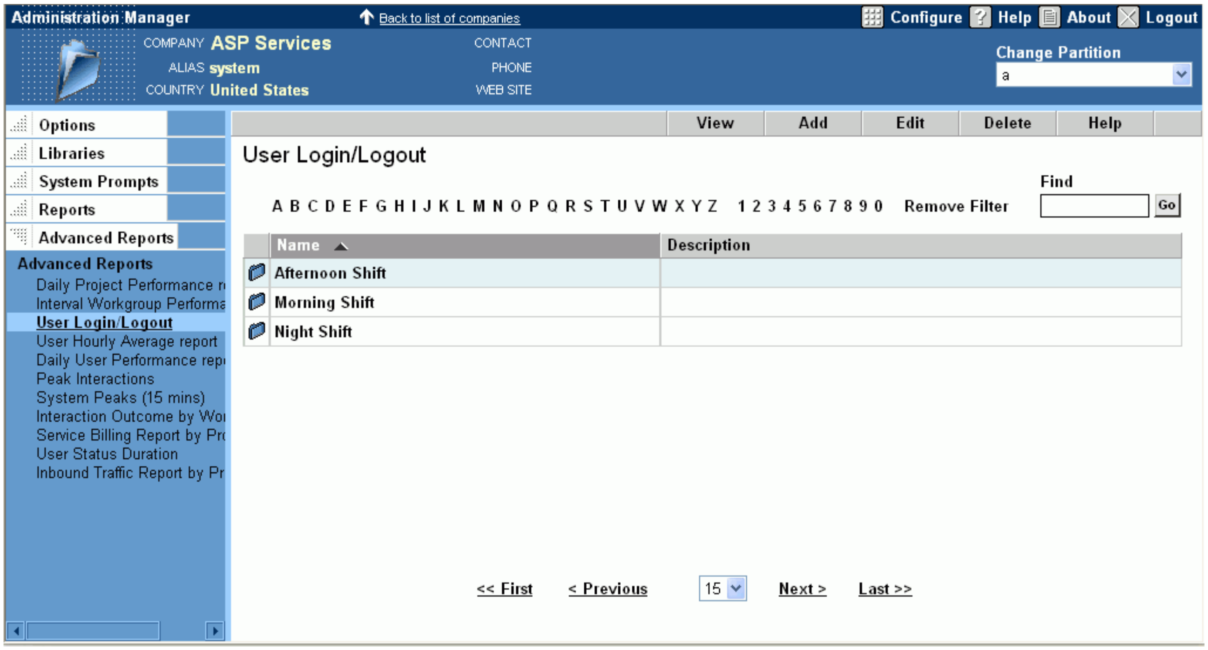


Figure 7. Example Reports List for User Login/Logout Report

Creating and Naming a New Advanced Report

1 Click a report name from the list of available reports. The report creation screen opens.

2 Select the Name tab, if it is not already selected. Figure 8 shows an example for the User Login/Logout Afternoon Shift Report, however, all reports have identical Name tabs.

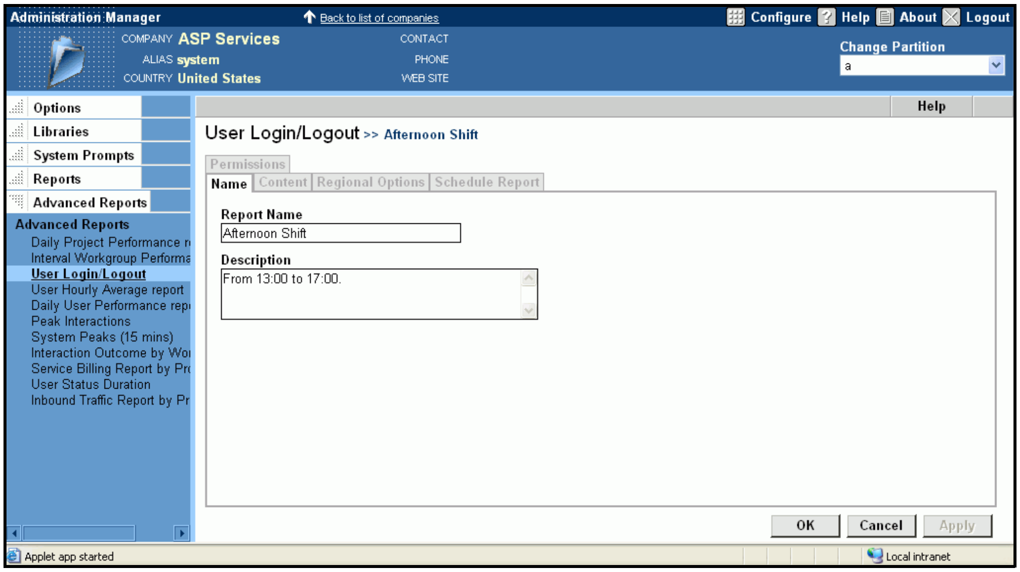


Figure 8. Example Name Tab

3 In the Report Name box, type a name for your report. This name will appear at the top of the report.

4 In the Description box, type a description of your report. The description only appears here and is not printed on the report.

Identifying Advanced Report Contents

NOTE: All reports, except Peak Interactions and System Interactions, have a Contents tab.

Click the Content tab. The items in the Content screen vary, depending upon which report you selected. Therefore, refer to the specific report chapter for details.

Identifying the Advanced Report Display Time, Language, and Format

1 Click the Regional Options tab (Figure 9) to select a time zone, report language, and report format. This screen is identical for all reports.

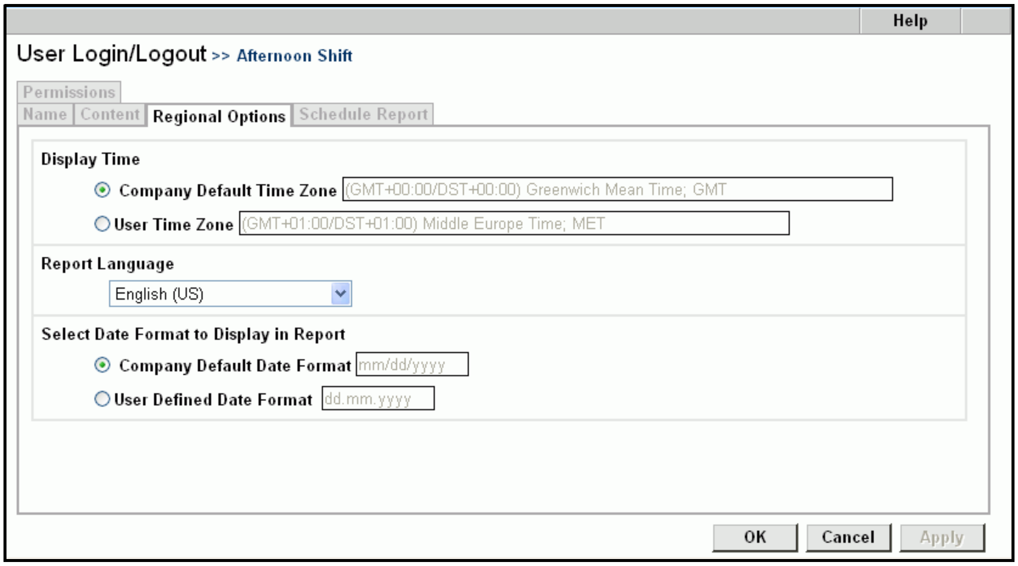


Figure 9. Example Regional Options Tab

2 Refer to the information in Table 7 to complete the Regional Options tab.

Table 7. Regional Options Tab

Field	Description
Display Time	Choose **Company Default Time Zone** to display all report times in the time zone defined as the default for your Company. - or - Choose **User Time Zone** to display all report times in the time zone configured for your AM workstation.
Report Language	From the drop-down list, select the language in which you would like the report to appear.
Select Date Format to Display in Report	Choose **Company Default Date Format** to display all report dates in the format defined as the default for your Company. - or - Choose **User Defined Date Format** to display all report dates in the format configured for your AM workstation.

TIP: Also read "A Note About Report Start and End Times" on page 35.

Scheduling an Advanced Report

CAUTION: Before using the scheduling feature the first time, you must make some minor edits to the report.xml file. Refer to "Configuring the report.xml File" on page 33.

1 Click the Schedule Report tab where you can schedule reports to run automatically, over selected periods of time, and be automatically mailed to one or more email addresses.

NOTE: CCA generates all scheduled reports at midnight, according to company itemizing.

2 Click the Enable Report Scheduling check box (Figure 10) and more choices appear on the screen.

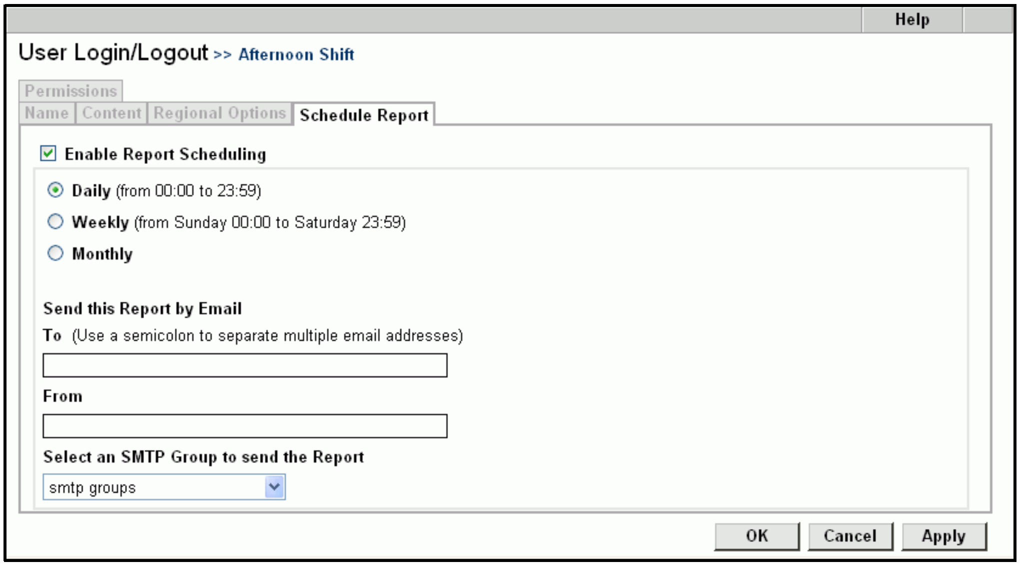


Figure 10. Schedule Report Tab

3 Select one reporting period from:

- Daily: Provides statistics for a 24-hour period between Midnight and Midnight daily
- Weekly: Shows information from Monday at 12:01 AM to the following Sunday Midnight
- Monthly: Provides information for a complete month

4 In the text boxes under Send this Report by Email:

a In the To text box, type one or more email addresses where you want CCA to send the report. Separate multiple email addresses with a semi-colon (;). For example:

`brice@indy500.com;gdefarran@indy500.com`

NOTE: You can enter a maximum of 2048 characters in the To field.

b In the From text box, type one email address. The person who receives the report will see this address in the email's From field.

NOTE: You can enter a maximum of 128 characters in the From field.

c From the Select an SMTP group to send the report drop-down list, select a group. (These groups are configured in the libraries section.)

Identifying Users Who can Access Advanced Reports

In most cases, you can decide which individual supervisor can access a report. However, since some reports are not available to supervisors, a Permissions tab is not available. These reports include:

- Billing Report
- System Peaks Interactions Report
- Service Billing Report
- Inbound Traffic Report by Project
- Call Details Report

1 If a Permissions tab appears (Figure 11), click it to identify the users who can access this report. All Permissions screens work the same way, however, the exact content varies, depending on users accessing your system.

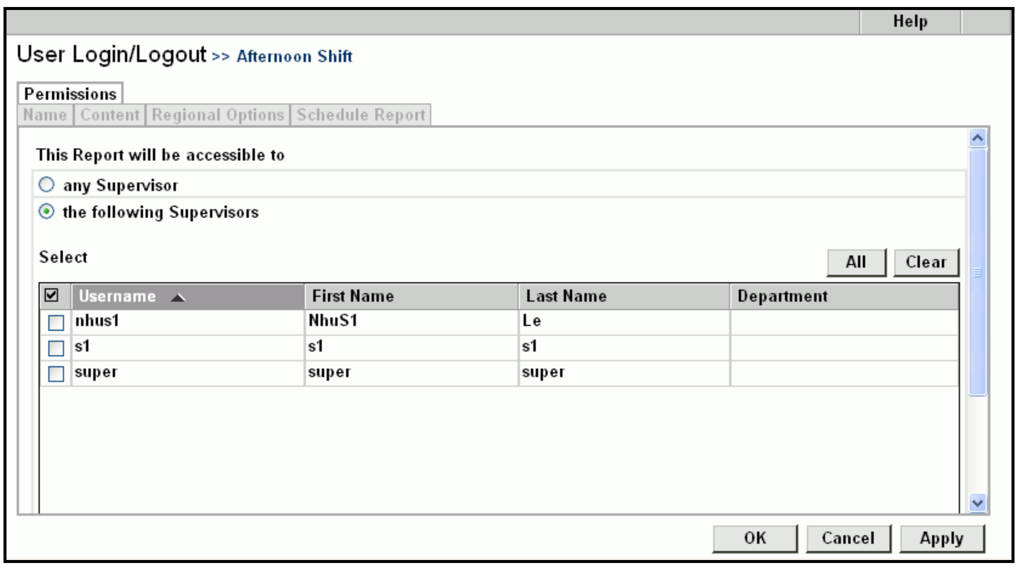


Figure 11. Example Permissions Tab

2 To allow any Supervisor logged into the system to run and view this report, click any Supervisor.

NOTE: You can also click the following Supervisors box and then the All button.

3 To allow permission to only those Supervisors you want, click the following Supervisors and then select each Supervisor individually by clicking the box next to the user's name (in the Select box).

Viewing Advanced Reports

1 From the report list, view a report by right-clicking on it and then choosing View from the pop-up menu (Figure 12).

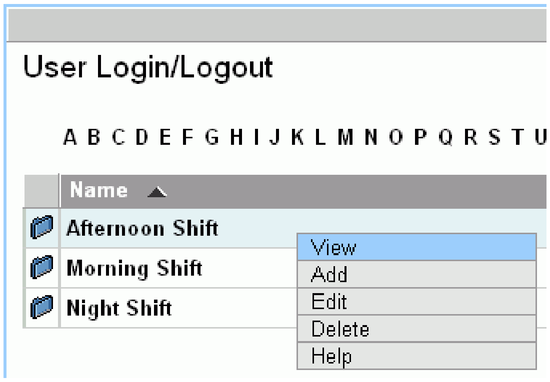


Figure 12. Example View Pop-up Menu

Or, you can also click the View button at the top of the screen after you select a report.

The Report dialog box (Figure 13) opens to the Period Covered tab.

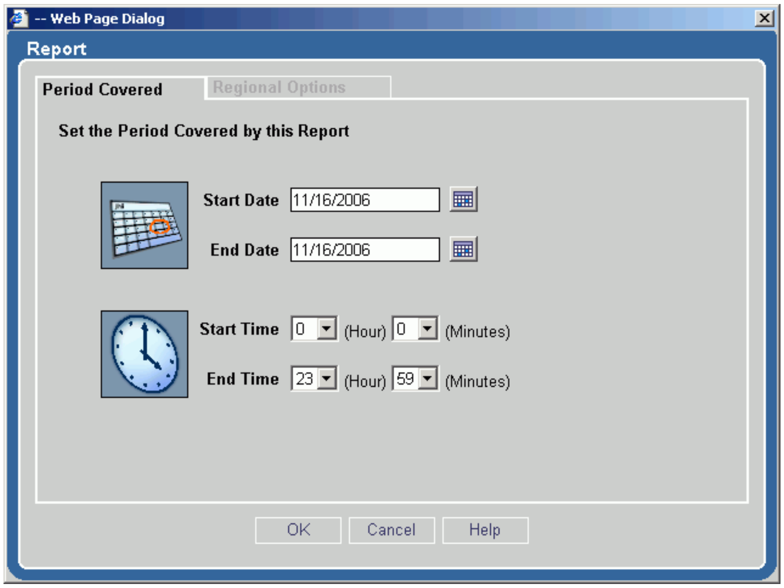


Figure 13. Report Dialog Box - Period Covered Tab

Defining the Time Range to Include in an Advanced Report

In the Period Covered tab, refer to the information in Table 8 to set the date and time range to include in your report.

Table 8. Period Covered Tab

Field	Description
Start Date	Click the calendar icon to open a calendar from which you can choose the start date of the report range. ■ Click **>** or **<** to advance or roll back the calendar one **month**, respectively. ■ Click **>>** or **<<** to advance or roll back the calendar one **year**, respectively. Choose the report start date by clicking a day in the calendar, or click **today** to choose today's date (based on your workstation's system clock).
End Date	Click the calendar icon to open a calendar from which you can choose the end date of the report range. ■ Click **>** or **<** to advance or roll back the calendar one **month**, respectively. ■ Click **>>** or **<<** to advance or roll back the calendar one **year**, respectively. Choose the report end date by clicking a day in the calendar, or click **today** to choose today's date (based on your workstation's system clock).
Start Time	From the drop-down lists, choose the starting hour (24-hour notation) and minute for your report range.
End Time	From the drop-down lists, choose the ending hour (24-hour notation) and minute for your report range.

Defining the Display Time, Language, and Date Format For an Advanced Report

1 Click the Regional Option tab (Figure 14).

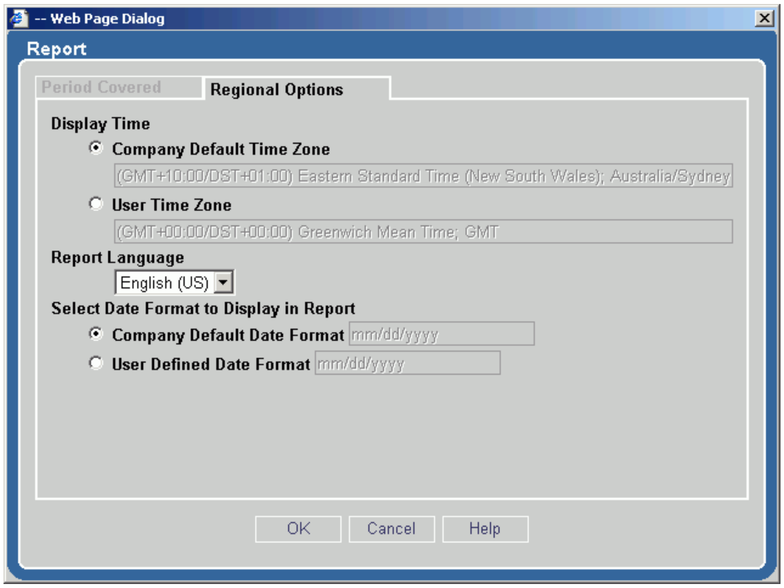


Figure 14. Report Dialog Box - Regional Options Tab

2 Refer to the information in Table 9 to complete the Regional Options tab.

Table 9. Regional Options Tab

Field	Description
Display Time	Choose **Company Default Time Zone** to display all report times in the time zone defined as the default for your Company. - or - Choose **User Time Zone** to display all report times in the time zone configured for your AM workstation.
Report Language	From the drop-down list, select the language in which you would like the report to appear.
Select Date Format to Display in Report	Choose **Company Default Date Format** to display all report dates in the format defined as the default for your Company. - or - Choose **User Defined Date Format** to display all report dates in the format configured for your AM workstation.

3 Click OK. The report appears in a browser window.

Printing Advanced Reports

1 Follow the steps to "Viewing Advanced Reports" on page 30. Advanced reports open in Acrobat Reader.

2 Select either your browser's Print command to print the report or the Print button provided by Acrobat Reader.

Configuring the report.xml File

The first time you use the report scheduling feature, you must make some minor edits to the report.xml file.

1 After installing the current build, find the report.xml file at: `TAW/custom/report.xml`

2 Open the file in a text editing program and verify that the following tags have correct values. The examples below show the default directory paths, but you should verify that these are correct for your site.

a The "url" parameter should contain the URL path of your TAW web server:

```
<parameter
    name="url"
    value="http://<machine name>/TAW"
/>
```

b The "urlReportCss" parameter should contain the URL path to the web_clients.css file:

```
<parameter
    name="urlReportCss"
    value="http://<machine_name>/TAW/css/web_clients.css"
/>
```

c The "urlReport" parameter should contain the URL path to the report directory:

```
<parameter
    name="urlReport" value="http://<machine_name>/TAW/AdministrationManager/report"
/>
```

NOTE: After editing the report.xml file, you must restart the TAW Web server.

Deleting an Advanced Report

1 Just as when viewing a report (“Creating, Viewing, and Printing Advanced Reports” on page 23), in the Navigation Pane, click Custom Reports, and then Advanced Reports to view the selections.

2 Then, click on a report name (such as Daily Project Performance) to access a list of reports of that type.

3 Right-click on the report that you want to delete and select Delete from the pop-up menu (Figure 15).

NOTE: You can also select a report and then click the Delete button.

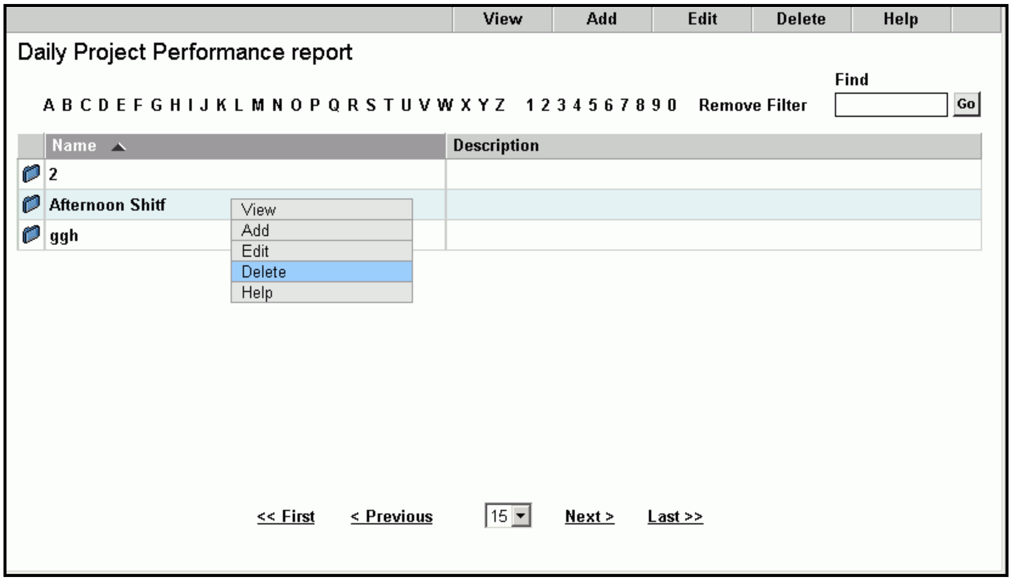


Figure 15. Deleting a Daily Project Performance Report

4 Click OK confirm the deletion.

Understanding Deleted Objects and Historical Reports

Although Administration Manager (AM) allows you to create and delete many *objects* such as companies, workgroups, agents, projects, data sources, and so on, deleting an object from AM does not delete the object from the CCA database. For example, if you delete a workgroup in AM, the workgroup is still in the database, it is just marked as *deactivated for display*.

Because objects remain in the database forever, they can be picked up by reports that contain historical data. If you delete a workgroup on January 15th, and then run a report that shows workgroup activity going back to January 1st, the report will show activity from the deleted workgroup.

Using the Calendar

Many SM screens include a calendar icon to help you select a date (such as when creating search parameters for finding a specific interaction stored in the system's database). The following sections help you use the Calendar feature.

Selecting a Date From the Calendar

1 Click the calendar icon to open a calendar (Figure 16).

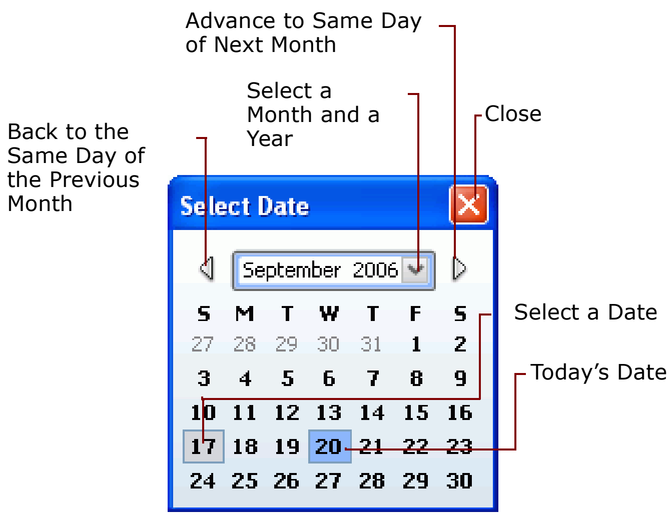


Figure 16. Calendar

2 On the calendar, the current month and year appear in the date box. Use the following to select a different day or month:

  a Click the arrow buttons to advance or roll back the calendar one month.

  b From the drop-down menu, select a different month-year combination from the list.

  c Click a day of the week for the date.

The calendar closes automatically after selecting a day.

NOTE: To close the calendar manually, click the red X in the upper-right corner.

A Note About Report Start and End Times

For almost every CCA report, the start and end times work in the same way. For example, let's say you are running a Billing report.

You select:

- 07/01/04 as the start date.

- 07/30/04 as the end date.
- 8:00 (am) as the start time.
- 17:00 (5:00 pm) as the end time.

Your report will include events:

- starting at 8:00 A.M. on 7/01/04
- through 5:00 P.M. on 07/30/04.

Any event that occurred between those times, *twenty-four hours a day*, *seven days a week*, will be included in your report. And every CCA report works this way -- with the following exceptions:

- The Workgroup Interval Time report
- The Workgroup Interval Time by Media report
- Advanced Report Templates

If you run these reports, and select the same start and end times that we mentioned above, your report would contain events that occurred between 8:00 A.M. and 5:00 P.M., *every day* between 07/01/04 and 07/30/04.

3 Call Center Operations Reports

This chapter describes the Call Center Operations Reports. This chapter includes the following topics:

- Weekly Project Routing Schedules Report
- Workgroup Skills Report
- Billing Report

Weekly Project Routing Schedules Report

The Weekly Project Routing Schedules Report (Figure 17) lists all project schedules and operating hours for your contact center, as configured by an administrator using the AM.

NOTE: When a company is using Campaign Manager for its call flow, then they typically use *business events* to define their company's operating hours.

Weekly Project Routing Schedules >> Weekly Project Routing

Report Includes Schedules: Monday Routing, Tuesday Routing, Wednesday Routing, Thursday Routing, Friday Routing, Saturday Routing, Sunday Routing,

DNIS	Day	Start Time	From Project	To Project	Time Zone
8584100448	Monday	00:00:00	John-2nd	John-Main	(GMT-08:00/DST+00:00) Pacific Standard Time; PST
8584100449	Tuesday	00:00:00	John-2nd	John-Main	(GMT-08:00/DST+00:00) Pacific Standard Time; PST
8584100450	Wednesday	00:00:00	John-2nd	John-Main	(GMT-08:00/DST+00:00) Pacific Standard Time; PST
8584100451	Thursday	00:00:00	John-2nd	John-Main	(GMT-08:00/DST+00:00) Pacific Standard Time; PST
8584100452	Friday	00:00:00	John-2nd	John-Main	(GMT-08:00/DST+00:00) Pacific Standard Time; PST
8584100453	Saturday	00:08:00	John-2nd	John-Schedule	(GMT-08:00/DST+00:00) Pacific Standard Time; PST
8584100454	Sunday	00:08:00	John-2nd	John-Schedule	(GMT-08:00/DST+00:00) Pacific Standard Time; PST
8584100455	Monday	00:08:00	John-Main	John-2nd	(GMT-08:00/DST+00:00) Pacific Standard Time; PST
8584100456	Tuesday	00:08:00	John-Main	John-2nd	(GMT-08:00/DST+00:00) Pacific Standard Time; PST
8584100457	Wednesday	00:08:00	John-Main	John-2nd	(GMT-08:00/DST+00:00) Pacific Standard Time; PST
8584100458	Thursday	00:08:00	John-Main	John-2nd	(GMT-08:00/DST+00:00) Pacific Standard Time; PST
8584100459	Friday	00:08:00	John-Main	John-2nd	(GMT-08:00/DST+00:00) Pacific Standard Time; PST

Generated on 17.12.2002 at 18:51 (GMT-08:00/DST+00:00) Pacific Standard Time; PST

Figure 17. Example Weekly Project Routing Schedules Report

Table 10 provides a description of the main report elements, their corresponding tables, and formulas used in calculations (where applicable).

Table 10. Weekly Project Routing Schedules Report

Column/ Item	Description	Table/Field
Day	The routing day.	
DNIS	(Dialed Number Identification Service) The telephone number or email address customers use to reach the scheduled project.	LibraryDNIS
From Project	The project that the schedule temporarily disables while the ***To Project*** runs.	ReportsWeeklyRouting / hasfromproject
Start Time	The time (24-hour clock) on the specified day the project is scheduled to start.	
Time Zone	The time zone used to generate the report. The values in the ***Start Time*** column are for this time zone.	ReportsWeeklyRouting / hastimezone
To Project	The name of the project the schedule runs at the specified day and start time.	ReportsWeeklyRouting / hastoproject

Workgroup Skills Report

The Workgroup Skills Report (Figure 18) shows the skills assigned to a workgroup. The report shows all agents for the entire company, not just the agents you supervise.

Workgroup Skills >> San Diego Call Center West

Report Includes All Workgroups,

English Workgroup

Skill Name	Rating
Desktop - PC	25
Network Management	20
Speaks English	20
Desktop - UNIX	15
Desktop - Macintosh	10
Speaks Spanish	10

Spanish Workgroup

Skill Name	Rating
Speaks English	50
Desktop - Macintosh	25
Desktop - PC	25

Figure 18. Example Workgroup Skills Report

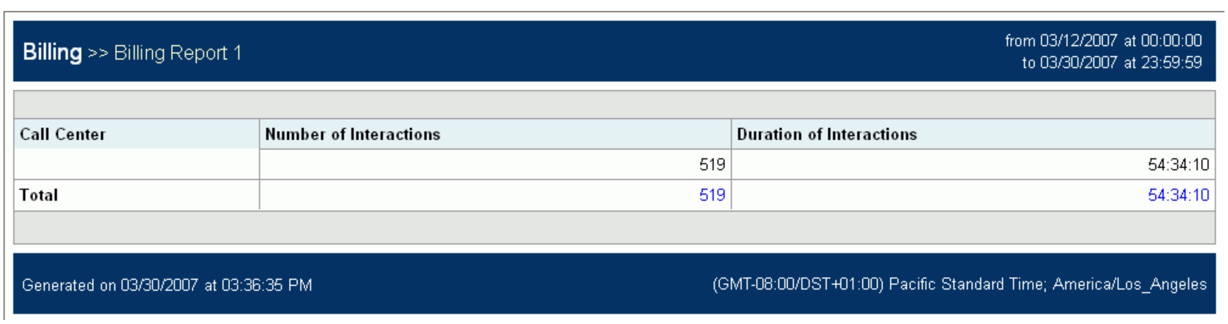
Table 11 provides a description of the main report elements, their corresponding tables, and formulas used in calculations (where applicable).

Table 11. Workgroup Skills Report

Column/ Item	Description	Table/Field
Rating	The rating (weight) of this skill (from 0 - 100) of importance to this workgroup. The higher the rating, the more likely CCA will route an Interaction to this workgroup.	Workgroupskill skillvalue
Skill Name	The name of the skill required in this workgroup.	Workgroupskill skillid
Workgroup	The name of the workgroup.	Workgroupskill workgroupid

Billing Report

The Billing Report (Figure 19) summarizes the number and duration of interactions in each Contact Center for which you provide service.



Billing >> Billing Report 1

from 03/12/2007 at 00:00:00
to 03/30/2007 at 23:59:59

Call Center	Number of Interactions	Duration of Interactions
	519	54:34:10
Total	519	54:34:10

Generated on 03/30/2007 at 03:36:35 PM

(GMT-08:00/DST+01:00) Pacific Standard Time; America/Los_Angeles

Figure 19. Billing Report

Table 12 provides a description of the main report elements, their corresponding tables, and formulas used in calculations (where applicable).

Table 12. Billing Report

Column/Item	Description
Call Center	The name of the call center.
Number of Interactions	The total number of interactions for the date and time specified, where each leg of an interaction increments the count by one.

Table 12. Billing Report

Column/Item	Description
Duration of Interactions	The total time for all interactions combined for the date and time specified.
Total	The total number and times for all interactions for the call center for the dates and times specified.

4 Workgroup Productivity Reports

This chapter describes the Workgroup Productivity Reports. This chapter includes the following topics:

Workgroup Segments Report

The Workgroup Segments Report (Figure 20) shows contact center use and agent performance for the projects and workgroups you select. It include activity for all agents in a project or workgroup.

This report includes:

- Interactions that were routed to workgroup agents by the Automatic Call Distribution (ACD) system

This report does not include:

- calls made directly to an agent
- outbound calls made by an agent

There are five subsections to this report, plus a summary:

1. Segment Events
2. Abandoned Interval
3. Agent Answered Interval
4. Media Type Segments Handled
5. Agent Segment Processing

6 Summary

NOTE: This report was formerly called the "Workgroup Key Statistics Report."

Workgroup Segments >> All Business projects

from 11/21/2006 at 00:00:00
to 11/21/2006 at 23:59:59

Report Includes All Projects

Segment Events	TOTAL	%
Agent Answered	65	65.00 %
Abandoned	18	18.00 %
Callback Calls	0	0.00 %
Voicemail	3	3.00 %
Other Workgroups	4	4.00 %
No Answer	10	10.00 %
Other Events	0	0.00 %
Total Segments Received	100	100 %

Abandoned Interval	TOTAL	%
Under 0 min 30 sec	10	55.56 %
0 min 31 sec to 1 min 0 sec	7	38.89 %
1 min 1 sec to 1 min 30 sec	1	5.56 %
1 min 31 sec to 2 min 0 sec	0	0.00 %
Over 2 min 0 sec	0	0.00 %
Total Segments Abandoned	18	100 %

Agent Answered Interval	TOTAL	%
Below Threshold 1	58	89.23 %
Threshold 1 to Threshold 2	4	6.15 %
Greater than Threshold 2	3	4.62 %
Total Segments Answered by Agent	65	100 %

Media Type Segments Handled	TOTAL	%
Workgroup Calls	94	94.00 %
Workgroup Voicemail	4	4.00 %
Callback	0	0.00 %
Web Callback	0	0.00 %
Chat	0	0.00 %
Workgroup Email	2	2.00 %
Workgroup Fax	0	0.00 %
Total Segments Received	100	100 %

Agent Segment Processing	TOTAL
Average Speed of Answer	00:00:10
Average Talk Time	00:02:23
Average Wrap Up Time	00:00:04
Average Handle Time per Segment	00:02:25
Average Hold Time	00:00:26

Summary	TOTAL
Total Segments Received	100
Total Segments Answered by Agent	65
Number of Times Segments Went to Hold	5
Duration of Handled Segments	02:37:34
Total Wait To Answer Time	00:11:49
Shortest Wait to Answer Time	00:00:00
Longest Wait to Answer Time	00:01:50
Average Ring Time	00:00:09
Average Time to Abandoned	00:00:28
OverFlow In	4
OverFlow Out	4
Transferred In	3

Figure 20. Example Workgroup Segments Report

The following tables provides a description of the main report elements, their corresponding tables, and formulas used in calculations (where applicable), for each section.

Segment Events

The **Segment Events** area (Table 13) shows information for interactions received by the contact center.

Table 13. Segment Events Items (in Alphabetical Order)

Column/Item	Description	Table/Field
Abandoned	The number of workgroup interactions received by the contact center but abandoned by the customer before being accepted by an agent.	ReportsCallCenterKey HistoryActions TimetoAbandoned
Agent Answered	The number of workgroup interactions routed to and accepted by agents.	ReportsCallCenterKey HistoryActions HasACDCalls HasACDCallback HasWebCB HasVoicemail HasChat HasEmail HasFax
Callback Calls	The number of callback and Web callback interactions handled by the contact center.	ReportsCallCenterKey HistoryActions HasACDCallback HasACDCalls
No Answer	The total number of interactions sent to, but not answered by, an agent.	ReportsCallCenterKey HistoryActions
Other Events	The total number of events that overflowed back to a project menu, or where the project results are “other.”	ReportsCallCenterKey HistoryActions
Other Workgroups	The total number of interactions routed to other workgroups.	ReportsCallCenterKey HistoryActions
Total Segments Received	The total number of interactions coming into the contact center.	ReportsCallCenterKey HistoryActions
Voicemail	The number of calls in which the caller left a voicemail message for a workgroup agent rather than wait in the queue to be connected to an agent.	ReportsCallCenterKey HistoryActions HasVoicemail

Abandoned Interval

The **Abandoned Interval** area (Table 14) shows statistics for the time that customers waited before deciding to abandon their attempt to reach your contact center.

Table 14. Abandoned Interval Items (in Alphabetical Order)

Column/Item	Description	Table/Field
0 min 31 sec to 1 min 0 sec	The number of interactions abandoned after waiting 30 seconds, but in under 60 seconds.	HistoryActions ActionID Duration
1 min 1 sec to 1 min 30 sec	The number of interactions abandoned after waiting 61 seconds, but in under 1 minute and 30 seconds.	HistoryActions ActionID Duration
1 min 31 sec to 2 min	The number of Interactions abandoned after waiting between 1 minute and 30 seconds and 2 minutes.	HistoryActions ActionID Duration
Over 2 min 0 sec	The number of Interactions abandoned after waiting more than 2 minutes.	HistoryActions ActionID Duration
under 0 min 30 Seconds	The number of interactions abandoned in under 30 seconds.	HistoryActions ActionID Duration

Agent Answered Interval

The **Agent Answered Interval** area (Table 15) shows statistics for the time customers waited before being connected to an agent.

Table 15. Agent Answered Interval Items (in Alphabetical Order)

Column/Item	Description	Table/Field
Below Threshold 1	The total number of interactions that were accepted by an agent before expiration of the time limit supplied for Threshold 1 in the Content tab of the report definition.	HistoryActions ReportsCallCenterKey CallThreshold1 CallbackThreshold1 WebCallbackThreshold1 FaxesThreshold1 EmailThreshold1 ChatThreshold1
Below Threshold 2	The total number of interactions that were accepted by an agent before expiration of the time limit supplied for Threshold 2 in the Content tab of the report definition.	HistoryActions ReportsCallCenterKey CallThreshold2 CallbackThreshold2 WebCallbackThreshold2 FaxesThreshold2 EmailThreshold2 ChatThreshold2
Greater than Threshold 2	The total number of interactions that were accepted by an agent after expiration of the time than the value supplied for Threshold 1 in the Content tab of the report definition.	HistoryActions ReportsCallCenterKey CallThreshold2 CallbackThreshold2 WebCallbackThreshold2 FaxesThreshold2 EmailThreshold2 ChatThreshold2
Total Segments Answered by Agent	The total number of interactions routed to and accepted by workgroup agents.	HistoryActions ReportsCallCenterKey HasACDCalls HasACDCallback HasWebCB HasVoicemail HasChat HasEmail HasFax

Media Type Segments Handled

The **Media Type Segments Handled** area (Table 16) shows the number of interactions of each media type handled by the selected projects or workgroups.

Table 16. Media Type Items (in Alphabetical Order)

Column/Item	Description	Table/Field
Callback	The number and percentage of interactions that reached the contact center by phone, were routed to a workgroup, and requested a callback rather than wait in the workgroup queue for an agent.	ReportsCallCenterKey HistoryActions
Chat	The number and percentage of customers who reached the contact center by requesting a chat with an agent using your Web site.	ReportsCallCenterKey HistoryActions
Web Callback	The number and percentage of customers who reached the contact center by requesting a callback from an agent using your Web site.	ReportsCallCenterKey HistoryActions
Workgroup Calls	The number and percentage of interactions that reached the contact center by phone, were routed to a workgroup, and subsequently handled by an agent. **NOTE:** This does ***NOT*** include predictive calls and preview calls.	ReportsCallCenterKey HistoryActions
Workgroup Email	The number and percentage of interactions that reached the contact center by email, were routed to a workgroup, and subsequently handled by an agent.	ReportsCallCenterKey HistoryActions
Workgroup Fax	The number and percentage of fax interactions that were routed to a workgroup and subsequently handled by an agent.	ReportsCallCenterKey HistoryActions
Workgroup Voicemail	The number and percentage of interactions that reached the contact center by phone, were routed to a workgroup, and elected to leave a voicemail message rather than wait in the workgroup queue for an agent.	ReportsCallCenterKey HistoryActions

Agent Segment Processing

The **Agent Segment Processing** area (Table 17) shows the average time agents spent in various phases of the interaction.

Table 17. Agent Segment Processing Items (in Alphabetical Order)

Column/Item	Description	Table/Field	Calculation
Average Handle Time per Segment	The average time agents spent processing a call, (including talk time and wrap-up time), for the segment of the call, for the reporting workgroup.	ReportsCallCenterKey HistoryActions	[(Total Talk Time) + (Total Hold Time) + (Total Wrap Time)] / (Total number of segments)
Average Hold Time (AHT)	The average time agents kept callers on hold.	ReportsCallCenterKey HistoryActions	
Average Speed of Answer (ASA)	The average time for agents to answer an interaction.	ReportsCallCenterKey HistoryActions	
Average Talk Time (ATT)	The average time agents spent talking with callers, including hold time.	ReportsCallCenterKey HistoryActions	
Average Wrap Up Time	The average time agents spent wrapping-up interactions (where agent status = wrap-up)	ReportsCallCenterKey HistoryActions	

Summary

The **Summary** area (Table 18) shows overview data for interactions received and for interaction wait times.

Table 18. Summary Items (in Alphabetical Order)

Column/Item	Descriptions	Table/Field	Calculation
Average Ring Time	The average ring time. (This is calculated as the total ring time / number of calls offered to the agent.)	ReportsCallCenterKey HistoryActions	
Average Time to Abandoned	The average time before the interaction was abandoned for all segments of the interaction.	ReportsCallCenterKey HistoryActions	

Table 18. Summary Items (in Alphabetical Order)

Column/Item	Descriptions	Table/Field	Calculation
Duration of Handled Segments	The total time interactions spent in the system.	ReportsCallCenterKey HistoryActions	CCA calculates this as the difference between the time the interaction was received by CCA and the conclusion of the interaction for the segment of the call for the reporting
Longest Wait to Answer Time	How long the interaction with the longest queue time waited for an agent.	ReportsCallCenterKey HistoryActions	
Number of Times Interactions Went to Hold	The total number of voice interactions that an agent placed on hold at any time.	ReportsCallCenterKey HistoryActions	
OverFlow In	The total number of ACD interactions that were answered in the overflow workgroup.	ReportsCallCenterKey HistoryActions	
OverFlow Out	The total number of ACD interactions that were overflowed to another workgroup.	ReportsCallCenterKey HistoryActions	
Shortest Wait to Answer Time	How long the interaction with the shortest queue time waited for an agent.	ReportsCallCenterKey HistoryActions	
Total Segments Answered by Agent	The total number of interactions received by CCA, routed to a workgroup, and handled by an agent.	ReportsCallCenterKey HistoryActions	
Total Segments Received	The total number of interactions received by your workgroup or project.	ReportsCallCenterKey HistoryActions	

Table 18. Summary Items (in Alphabetical Order)

Column/Item	Descriptions	Table/Field	Calculation
Total Wait To Answer Time	The total time interactions spent waiting for an agent in a workgroup queue.	ReportsCallCenterKey HistoryActions	
Transferred In	The number of interactions that entered the workgroup by way of a transfer.	ReportsCallCenterKey HistoryActions	

Workgroup Interval Time Report

The Workgroup Interval Time Report (Figure 21) shows how agents are performing at specific times of the day over a time range. Time intervals can be as brief as one minute and as long as 60 minutes.

Each row of the report shows a single time interval, based on the interval value your administrator set. Threshold values may be included by your administrator to indicate the number of interactions missed or met by interval. Therefore, selecting a start and end time for this report is slightly different than the procedure for other reports.

TIP: Refer to "A Note About Report Start and End Times" on page 35 for more information.

Workgroup Interval Time >> All Business projects

from 09/13/2006 at 18:00:00
to 09/13/2006 at 19:30:59

Report Includes All Projects, Workgroup Calls, Voicemail, Callback, Web Callback, Chats, E-mail, Faxes,

Interval	Answered Interaction			Abandoned Interaction		Answered Interaction	Service Performance Level
	Below Threshold 1	Below Threshold 2	Greater than Threshold 2	Above Threshold 1	Total		
18:00-18:15	0	0	0	0	0	0	0.0 %
18:15-18:30	0	0	0	0	0	0	0.0 %
18:30-18:45	4	0	1	0	0	5	80.0 %
18:45-19:00	1	0	0	0	1	1	100.0 %
19:00-19:15	1	0	2	1	1	3	25.0 %
19:15-19:30	0	0	0	0	0	0	0.0 %
19:30-19:45	0	0	0	0	0	0	0.0 %
Total	6	0	3	1	2	9	60.0 %

Generated on 11/21/2006 at 09:51:52 AM

(GMT+07:00/DST+00:00) Indochina Time; Asia/Saigon

Figure 21. Example Workgroup Interval Time Report

Table 19 provides a description of the main report elements, their corresponding tables, and formulas used in calculations (where applicable).

Table 19. Workgroup Interval Time Report

Column/Item	Description	Table/Field	Calculation
Interval	The time span to report on in each row of the report. The total number of rows in the report is based on your specified Interval Time and the period covered by the report. For example, if you create a report for the period between 2:00 p.m. and 4:00 p.m. of a single day and you specified an Interval Time of 15 minutes, the report will contain eight rows.	HistoryActions ReportsACDIntervalTime Invervaltime	
Agent Answered	The columns under this section apply to the number of interactions that were answered by agents during each of the time intervals.		
Below Threshold 1	The total number of interactions accepted by agents within the first defined threshold for interactions set for the report.	HistoryActions Duration ReportsACDIntervalTime Callthreshold1 Callbackthreshold1 WebCallbackthreshold1 Chathreshold1 Emailthreshold1 Faxthreshold1	
Below Threshold 2	The total number of interactions accepted by agents within the second defined threshold for interactions set for the report.	HistoryActions Duration ReportsACDIntervalTime Callthreshold2 Callbackthreshold2 WebCallbackthreshold2 Chathreshold2 Emailthreshold2 Faxthreshold2	
Greater than Threshold 2	The total number of interactions accepted by agents outside the second threshold for interactions set for the report.	HistoryActions Duration ReportsACDIntervalTime Callthreshold2 callbackthreshold2 WebCallbackthreshold2 Chathreshold2 Emailthreshold2 Faxthreshold2	

Table 19. Workgroup Interval Time Report

Column/Item	Description	Table/Field	Calculation
Abandon	The total number of interactions where the client disconnected after entering the queue but before reaching an agent.	HistoryActions ReportsACDIntervalTime Hasdropped	
Above Threshold 1	The total number of interactions abandoned outside the first threshold for interactions set for the report.		
Total	The total number of abandoned.	HistoryActions ReportsACDIntervalTime HasTotalInteractions	
Service Performance Level	The percentage of calls answered within the time specified.	HistoryActions ReportsACDIntervalTime HasPercentageServiceLevel	Answered before threshold 1 / (Total answered + abandoned after threshold 1)

Workgroup Interval Time by Media Report

The Workgroup Interval Time by Media Report (Figure 22) shows how many interactions of each media type your contact center receives at specific times of the day, over a specified time range.

Each row of the report is dedicated to a single time interval, based on the value your administrator set up for this report. Therefore, selecting a start and end time for this report is slightly different than the procedure for other reports.

TIP: Refer to "A Note About Report Start and End Times" on page 35 for more information.

Workgroup Interval Time by Media Type >> Business Project

from 20-11-2006 at 18:00:00
to 20-11-2006 at 19:30:59

Report Includes Project: Business project

Interval	Workgroup Calls	Callback	Workgroup Email	Workgroup Fax	Web Callback	Chat	Workgroup Voicemail	Total
18:00-18:15	0	0	0	0	0	0	0	0
18:15-18:30	2	0	2	0	0	1	0	5
18:30-18:45	3	0	1	0	2	0	2	8
18:45-19:00	0	0	0	0	3	0	0	3
19:00-19:15	0	0	0	0	0	0	0	0
19:15-19:30	0	0	0	0	2	0	0	2
19:30-19:45	0	0	0	0	0	0	0	0
Total	5	0	3	0	7	1	2	18

Generated on 21-11-2006 at 11:01:08 AM

(GMT+07:00/DST+00:00) Indochina Time; Asia/Saigon

Figure 22. Example Workgroup Interval Time by Media Report

Table 20 provides a description of the main report elements, their corresponding tables, and formulas used in calculations (where applicable).

Table 20. Workgroup Interval Time by Media Report

Column/ Item	Description	Table/Field
Callback	The number of callback interactions agents accepted.	HistoryActions ReportsACDInterval HasCallback
Chat	The number of chat interactions agents accepted.	HistoryActions ReportsACDInterval HasACDChat

Table 20. Workgroup Interval Time by Media Report

Column/ Item	Description	Table/Field
Interval	The time span to report on in each row of the report. You can set the length for each interval in the Set Interval Time field on the Content tab when creating the report definition. The total number of rows in the report is based on your specified Interval Time and the period covered by your report. For example, if you create a report for the period between 2:00 pm and 4:00 pm of a single day, and you specified an Interval Time of 15 minutes, then your report will contain eight rows.	HistoryActions ReportsACDInterval TimeInterval
Total	The grand total number of interactions received for the entire time span. **NOTE:** The total interaction count does not increment unless an agent accepts the interaction.	HistoryActions ReportsACDInterval HasTotInteractions
Total	Total number of interactions received for each time interval. **NOTE:** The total interaction count does not increment unless an agent accepts the interaction.	HistoryActions ReportsACDInterval HasTotIntervalInteractions
Web Callback	This report shows how many Web callback interactions were accepted by agents.	HistoryActions ReportsACDInterval HasWebCallback
Workgroup Calls	This report shows how many inbound telephone call interactions (routed to a workgroup) were accepted by agents.	HistoryActions ReportsACDInterval HasACDCalls
Workgroup Email	This report shows how many workgroup email interactions were accepted by agents.	HistoryActions ReportsACDInterval HasACDEmail
Workgroup Fax	This report shows how many workgroup fax interactions this agent handled.	HistoryActions ReportsACDInterval HasACDFax
Workgroup Voicemail	This report shows how many workgroup voicemail interactions were accepted by agents.	HistoryActions ReportsACDInterval HasACDVoicemail

Outcome Statistic Report

For each interaction type, the Outcome Statistic Report (Figure 23) shows the number of interactions that were assigned an outcome by agents at the conclusion of each interaction. This way, you can track the results of interactions based on interaction type.

NOTE: This report is only available if outcomes are defined.

Outcome Statistic Report >> Business project

from 20-11-2006 at 00:00:00
to 20-11-2006 at 23:59:59

Report Includes Project: Business project

Outcome	Workgroup Email	Workgroup Fax	Chat	Workgroup Calls	Web Callback	Outbound	Inbound	Preview	Predictive	Callback	Workgroup Voicemail	Total
Request for Literature	0	0	0	2	0	0	0	0	0	0	1	3

Report Includes Project: Business project

Outcome	Workgroup Email	Workgroup Fax	Chat	Workgroup Calls	Web Callback	Outbound	Inbound	Preview	Predictive	Callback	Workgroup Voicemail	Total
Request for Product Change	1	0	0	1	1	1	0	0	0	0	0	4

Report Includes Project: Business project

Outcome	Workgroup Email	Workgroup Fax	Chat	Workgroup Calls	Web Callback	Outbound	Inbound	Preview	Predictive	Callback	Workgroup Voicemail	Total
Sale	2	0	1	0	1	1	0	0	0	0	1	6

Generated on 20-11-2006 at 06:41:27 PM (GMT+07:00/DST+00:00) Indochina Time; Asia/Saigon

Figure 23. Example Outcome Statistic Report

Table 21 provides a description of the main report elements, their corresponding tables, and formulas used in calculations (where applicable).

Table 21. Outcome Statistic Report

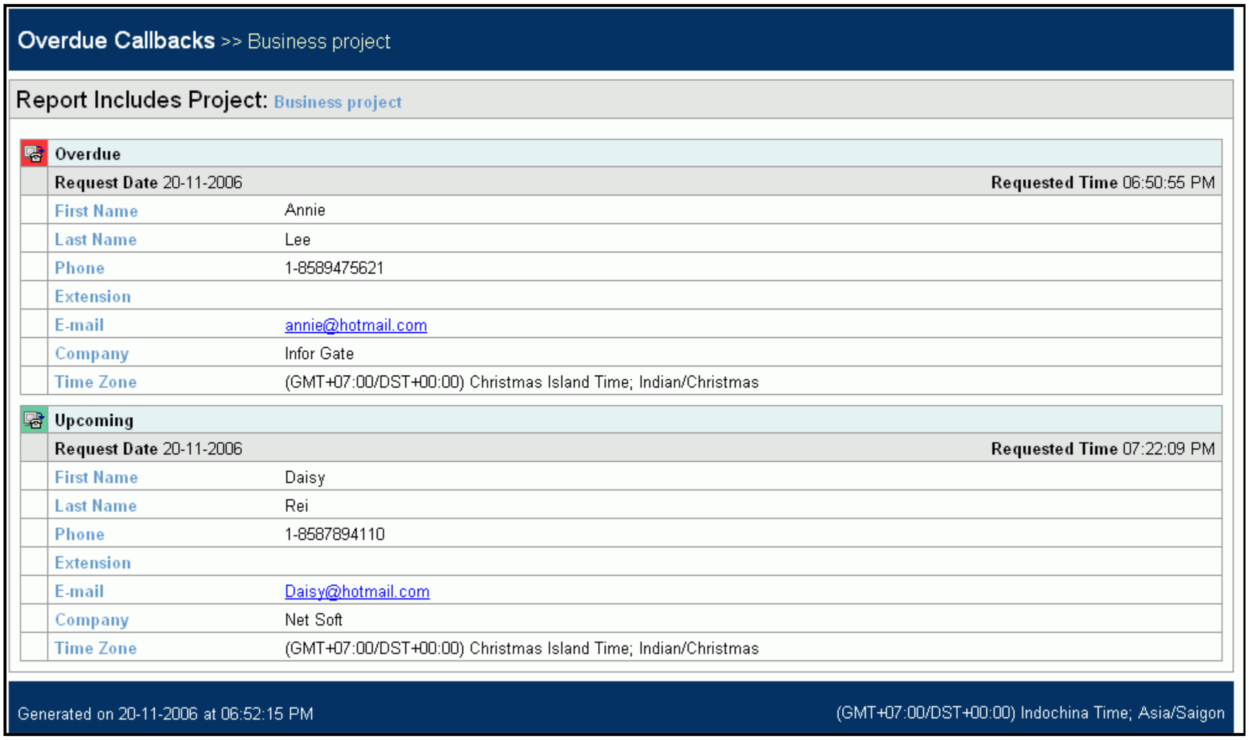
Column/ Item	Description	Table/Field
Callback	The number of ACD workgroup callback interactions assigned this outcome.	HistoryActions ReportsOutcomes HasCallback
Chat	The number of chat interactions assigned this outcome.	HistoryActions ReportsOutcomes HasACDChats

Table 21. Outcome Statistic Report

Column/ Item	Description	Table/Field
Inbound	The number of inbound interactions agents assigned this outcome. **NOTE:** This does not include calls routed through the ACD Server to an available workgroup agent.	HistoryActions ReportsOutcomes HasInbound
Outbound	The number of outbound interactions agents assigned this outcome.	HistoryActions ReportsOutcomes HasOutbound
Outcome	Administrators can create a list of outcomes to describe the result of an interaction. Whether an agent is required to select an outcome is decided by the administrator. Example outcomes may include *Sale*, *Request for Literature*, *Request for Product Change*, *Order Pending*, *Order Placed*, and so on.	
Predictive	The number of predictive interactions agents assigned this outcome.	HistoryActions ReportsOutcomes HasPredictive
Preview	The number of preview interactions agents assigned this outcome.	HistoryActions ReportsOutcomes HasPreview
Web Callback	This report shows how many Web callback interactions agents assigned this outcome.	HistoryActions ReportsOutcomes HasWebCallback
Workgroup Calls	This report shows how many inbound telephone call interactions (routed to a workgroup) agents assigned this outcome.	HistoryActions ReportsOutcomes HasACDCalls
Workgroup Emails	This report shows how many workgroup email interactions agents assigned this outcome.	HistoryActions ReportsOutcomes HasEmails
Workgroup Fax	This report shows how many workgroup fax interactions agents assigned this outcome.	HistoryActions ReportsOutcomes HasFaxes
Workgroup Voicemail	This report shows how many workgroup voicemail interactions agents assigned this outcome.	HistoryActions ReportsOutcomes HasVoicemails
Total	The total number of interactions assigned this outcome.	HistoryActions ReportsOutcomes HasACDCalls

Overdue Callbacks Report

The Overdue Callbacks Report (Figure 24) lists all Web callback requests that aged past the requestor's desired date and time. It shows the date and time that the customer requested the callback, as well as the customer's contact information. This way, you know whether interactions are overdue, recently overdue, or upcoming.



Overdue Callbacks >> Business project

Report Includes Project: Business project

Overdue		
Request Date 20-11-2006		**Requested Time** 06:50:55 PM
First Name	Annie	
Last Name	Lee	
Phone	1-8589475621	
Extension		
E-mail	annie@hotmail.com	
Company	Infor Gate	
Time Zone	(GMT+07:00/DST+00:00) Christmas Island Time; Indian/Christmas	
Upcoming		
Request Date 20-11-2006		**Requested Time** 07:22:09 PM
First Name	Daisy	
Last Name	Rei	
Phone	1-8587894110	
Extension		
E-mail	Daisy@hotmail.com	
Company	Net Soft	
Time Zone	(GMT+07:00/DST+00:00) Christmas Island Time; Indian/Christmas	

Generated on 20-11-2006 at 06:52:15 PM (GMT+07:00/DST+00:00) Indochina Time; Asia/Saigon

Figure 24. Example Overdue Callbacks Report

Table 22 provides a description of the main report elements, their corresponding tables, and formulas used in calculations (where applicable).

Table 22. Overdue Callbacks Report

Column/Item	Description
Customer Information	Information about the customer, including the customer's first name, last name, phone number, extension (if applicable), email address, company, and the customer's time zone.
Overdue	The customer has been waiting (for a requested callback) longer than the ***maximum*** Overdue Threshold time.
Recently Overdue	The customer has been waiting (for a requested callback) longer than the overdue time, but has not yet waited longer than the ***maximum*** Overdue Threshold time.

Table 22. Overdue Callbacks Report

Column/Item	Description
Request Date	The day when the customer requested the callback.
Request Time	The time the customer requested the callback.
Upcoming	The time when the customer requested a callback has not yet arrived.

6 Agent Profile and Productivity Reports

This chapter describes the Agent Profile & Productivity Reports. This chapter includes the following topics:

- Agent Information Report
- Agent Interaction Report
- Agent Skills Report
- Agent Utilization Report
- Direct Dialing Statistics Report
    - Agent Call Processing
    - Interaction Type
    - Interaction Type
- Login by Groups of Users Report
- Login by User Report

Agent Information Report

The Agent Information Report (Figure 25) shows profile information for each agent defined for the company, in the workgroups and departments you select.

Agent Information Report >> users

Report Includes Users in the Workgroup: Customer Satisfaction,

Username	First Name	Last Name	Phone	Extension	E-mail	Active Address	Skills	Workgroups	Account Standing
tnoxley	Tim	Noxley	1-8587805555	58676	noxely@cox.net	192.168.4.113		Customer Satisfaction	Active
Steve	Steven	Phillips	1-8055558587	23453	steven.phillips@yahoo.co	192.168.4.70		Customer Satisfaction	Active
ReneeS	Renee	Sieran	1-5587805555	56856	renney@hotmail.com	192.168.4.650		Customer Satisfaction	Active

Generated on 10/26/2006 at 10:19:33 AM (GMT-08:00/DST+01:00) Pacific Standard Time; America/Los_Angeles

Figure 25. Example Agent Information Report

Table 23 provides a description of the main report elements, their corresponding tables, and formulas used in calculations (where applicable).

Table 23. Agent Information Report

Column/Item	Description
Accounting Standing	Identifies whether the agent is active or inactive.
Active Address	The number the agent configured for inbound call routing.
Email	The agent's email address.
Extension	The agent's telephone extension number.
First Name	The agent's first name.
Last Name	The agent's last name.
Phone	The agent's telephone number.
Skills	The skills assigned to the agent.
Username	The agent's login name.
Workgroups	The workgroups to which the agent belongs.

Agent Interaction Report

The Agent Interaction Report (Figure 26) shows the distribution of calls and other interaction types for agents grouped by projects, workgroups, or departments. It shows the number of interactions the agent handled.

Agent Interaction Report >> All

from 09/27/2006 at 00:00:00
to 10/27/2006 at 00:00:59

Report Includes All Projects

Agents	Workgroup Calls	Voicemail	Callback	Web Callback	Outbound	Inbound	In Ext	Out Ext	Workgroup Email	Workgroup Fax	Chat	Preview	Predictive	Total
Chris Morgon	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Judy Morgon	2	0	0	0	0	0	0	0	0	0	0	0	0	2
Maximus Ebenezer	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Renee Sieran	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tim Noxley	2	0	0	1	0	0	0	0	0	0	16	0	1	20

Generated on 10/26/2006 at 10:39:47 AM

(GMT-08:00/DST+01:00) Pacific Standard Time; America/Los_Angeles

Figure 26. Example Agent Interaction Report

Table 24 provides a description of the main report elements, their corresponding tables, and formulas used in calculations (where applicable).

Table 24. Agent Interaction Report

Column/Item	Description	Table/Field
Agents	The agent's full name. This column heads the list of agents (one agent user name per row).	
Callback	The number of callback interactions the agent accepted.	HistoryActions ReportsAgentInteractions HasACDCallback
Chat	The number of chat interactions the agent accepted.	HistoryActions ReportsAgentInteractions HasChat
In Ext	The number of telephone calls the agent received from other CCA agents.	HistoryActions ReportsAgentInteractions HasInExt
Inbound	The number of inbound calls made directly to and accepted by the agent.	HistoryActions ReportsAgentInteractions HasInbound
Out Ext	The number of telephone calls this agent placed to other CCA agents.	HistoryActions ReportsAgentInteractions HasOutExt
Outbound	The number of outbound calls placed to customers by the agent.	HistoryActions ReportsAgentInteractions HasOutbound
Predictive	The number of predictive call interactions accepted by the agent.	HistoryActions ReportsAgentInteractions HasPredictive
Preview	The number of preview call interactions placed by the agent.	HistoryActions ReportsAgentInteractions HasPreview
Total	The total number of interactions handled by the agent.	HistoryActions ReportsAgentInteractions
Voicemail	The number of voicemail interactions the agent accepted.	HistoryActions ReportsAgentInteractions HasVoicemail
Web Callback	The number of Web callback interactions the agent accepted.	HistoryActions ReportsAgentInteractions HasWebCallback
Workgroup Calls	The number of workgroup calls the agent accepted.	HistoryActions ReportsAgentInteractions HasACDCalls

Table 24. Agent Interaction Report

Column/Item	Description	Table/Field
Workgroup Email	The number of workgroup email interactions the agent accepted.	HistoryActions ReportsAgentInteractions HasEmail
Workgroup Fax	The number of workgroup fax interactions the agent accepted.	HistoryActions ReportsAgentInteractions HasFax

Agent Skills Report

The Agent Skills Report (Figure 27) shows agent profiles and their associated skill levels. It shows:

- All the skills defined for your company
- Which agents possess each skill and
- Each agent's rating for that skill

Thus, you can quickly see which agents possess each skill in your contact center and identify the agents to include in a workgroup requiring specific skills or requirements.

NOTE: This report is only available to companies for whom skills were created.

Agent Skills Report >> Customer Satisfaction

Report Includes Users in the Workgroup: Customer Satisfaction,

Customer Satisfaction

Last Name	First Name	Rating
Noxley	Tim	1
Ebenezer	George	3
Hilton	Tom	5
Phillip	Maximus	2
Renee	Paris	0
Sieran	Renee	4
Stein	Alice	3
Kimbell	Robert	3
Johnson	Thomas	3

Generated on 10/26/2006 at 10:41:22 AM (GMT-08:00/DST+01:00) Pacific Standard Time; America/Los_Angeles

Figure 27. Example Agent Skills Report

Table 25 provides a description of the main report elements, their corresponding tables, and formulas used in calculations (where applicable).

Table 25. Agent Skills Report

Column/Item		Description
Skill Name (such as Macintosh, PC, UNIX)		The name of the skill required for the agent.
	First Name	The agent’s first name.
	Last Name	The agent’s last name.
	Rating	The skill level rate (weight of importance from 0 to 100) assigned to a skill when creating an agent.

Agent Utilization Report

The Agent Utilization Report (Figure 28) shows agent activity, including the amount of time each agent spent handling interactions, awaiting interactions, on a break, and total time logged in.

Agent Utilization Report >> Customer Satisfaction

from 10/26/2005 at 00:00:00
to 10/26/2006 at 23:00:59

Report Includes All ProjectsUsers in the Workgroup: Customer Satisfaction,

Agents	Available		Busy		On Break		Total Time Logged In
Smith, Thomas	01:21:46	85.14 %	00:14:16	14.86 %	00:00:00	0.00 %	01:36:02
Jackson, Debbie	00:00:00	0.00 %	00:00:00	0.00 %	00:00:00	0.00 %	00:00:00
Bo, Tom	02:25:59	66.23 %	01:14:24	33.75 %	00:00:02	0.02 %	03:40:25
Louisiana, Suzzane	94:02:42	46.73 %	62:45:18	31.18 %	44:26:38	22.08 %	201:14:38
McFarland, John	24:03:26	27.53 %	18:41:26	21.39 %	44:38:43	51.09 %	87:23:35
Morgan, Judy	72:14:03	89.65 %	04:16:36	5.31 %	04:03:58	5.05 %	80:34:37
Noxley, Tim	222:05:49	23.70 %	677:35:00	72.32 %	37:16:22	3.98 %	936:57:11
Phillips, Steven	25:06:56	90.34 %	02:34:00	9.23 %	00:07:06	0.43 %	27:48:02
S, Scott	07:04:01	42.88 %	09:21:01	56.73 %	00:03:55	0.40 %	16:28:57
Sieran, Renee	110:30:57	76.54 %	31:59:27	22.16 %	01:53:14	1.31 %	144:23:38
Stein, George	28:23:10	15.08 %	149:09:06	79.26 %	10:38:59	5.66 %	188:11:15
Cobb, Mary	00:01:57	100.00 %	00:00:00	0.00 %	00:00:00	0.00 %	00:01:57
Heart, James	00:25:05	100.00 %	00:00:00	0.00 %	00:00:00	0.00 %	00:25:05

Generated on 10/26/2006 at 11:15:40 AM

(GMT-08:00/DST+01:00) Pacific Standard Time; America/Los_Angeles

Figure 28. Example Agent Utilization Report

[Table 26](#) provides a description of the main report elements, their corresponding tables, and formulas used in calculations (where applicable).

Table 26. Agent Utilization Report

Column/Item	Description
Agents	The full names of the agents included in this report appear below this column (one agent per row).
Available	How long (hh:mm:ss) the agent's status was *Available* and the percentage of time the agent was *Available* when compared to the agent's total logged in time. This amount accumulates with the addition of each login segment.
Busy	How long (hh:mm:ss) the agent's status was *Busy* and the percentage of time the agent was *Busy* when compared to the agent's total logged in time. This amount accumulates with the addition of each login segment.
On Break	How long (hh:mm:ss) the agent's status was *On Break* and the percentage of time the agent was *On Break* when compared to the agent's total logged in time. This amount accumulates with the addition of each login segment.
Report Date Range to Include	This report includes information from this date (dd/mm/yyyy) and time (hh:mm:ss) to this date (dd/mm/yyyy) and time (hh:mm:ss)
Total Time Logged In	How long (hh:mm:ss) the agent was logged into the system. (This amount accumulates with the addition of each login segment.)

Direct Dialing Statistics Report

The Direct Dialing Statistics Report (Figure 29) shows non-workgroup calls where:

- An agent dialed another agent
- An agent called an external number
- A caller dialed an agent directly

This report shows activity for the entire company and includes all agents in a selected project or workgroup, not just the agents you supervise.

The report includes three sections:

1. Agent Call Processing - The average time agents spent in various phases of each interaction.
2. Summary - The overall data for interactions received and overview data for interaction wait times.

3 Interaction Type - The number of interactions of each media type handled by the selected projects.

Direct Dialing Statistics >> Direct Dialing Statistics

from 01.12.2002 at 00:00
to 17.12.2002 at 23:59

Report Includes All Projects

Agent Call Processing	TOTAL
Average Talk Time	00:01:12
Average Hold Time	00:01:03
Average Process Time per Call	00:01:13

Summary	TOTAL
Total Interactions Received	164
Total Interactions that Went to Hold	3
Duration of Interactions	03:21:32

Interaction Type	TOTAL	%
Direct Inbound	58	35.37 %
Direct Outbound	40	24.39 %
Inbound Extension	33	20.12 %
Outbound Extension	33	20.12 %
Total Interactions	164	100 %

Generated on 17.12.2002 at 18:23 (GMT-08:00/DST+00:00) Pacific Standard Time; PST

Figure 29. Example Direct Dialing Statistics Report

The following provides a description of the main report elements, their corresponding tables, and formulas used in calculations (where applicable), for each section.

Agent Call Processing

The Agent Call Processing area of the Direct Dialing Statistics Report shows the average time agents spent in various phases of an interaction (Table 27).

Table 27. Direct Dialing Statistics Report: Agent Call Processing Area

Column/Item	Description	Calculation
Average Talk Time (ATT)	The average time (in seconds) agents spent talking with callers, including hold time (for the requested date/time range).	

Table 27. Direct Dialing Statistics Report: Agent Call Processing Area

Column/Item	Description	Calculation
Average Hold Time (ATH)	The average time (in seconds) agents kept callers on hold (for the requested date/time range).	
Average Process Time per Call	The average time (in seconds) agents spent processing a call (including talk time, hold time, and wrap-up time) for the segment of the call for the reporting project (for the requested date/time range).	(Talk + Wrap) / (Total Interactions)

Interaction Type

The Interaction Type area (Table 28) of the Direct Dialing Statistics Report shows the number of interactions of each media type handled by the selected projects or workgroups.

Table 28. Direct Dialing Statistics Report: Interaction Type Area

Item	Description	Table/Field
Direct Inbound	The number of calls placed by callers directly to a specific agent plus calls abandoned in the IVR before becoming an ACD call (even if the call was not directed to an agent). A caller using the company directory to reach a specific agent is also counted as a Direct Inbound call.	HistoryActions ReportCallCenterKeyNoACD HasInbound
Direct Outbound	The number of calls placed by agents directly to an external phone number.	HistoryActions ReportCallCenterKeyNoACD HasOutbound
Inbound Extension	The number of calls received by agents from other agents.	HistoryActions ReportCallCenterKeyNoACD HasInExt
Outbound Extension	The number of calls placed by a specific agent to other agents.	HistoryActions ReportCallCenterKeyNoACD HasOutExt
Total Interactions	The total number of direct dialed calls placed or handled by agents (for the requested date/time range).	HistoryActions ReportCallCenterKeyNoACD

Summary

The **Summary** area (Table 29) of the Direct Dialing Statistics Report shows overview data for interactions received and interaction wait times.

Table 29. Direct Dialing Statistics Report: Summary Area

Column/ Item	Descriptions	Table/Field	Calculation
Total Interactions Received	The total number of interactions received by the specified project.	HistoryActions ReportCallCenterKeyNoACD	
Number of Times Interactions Went to Hold	The total number of times that non-workgroup voice interactions are placed on hold at any time by an agent.	HistoryActions ReportCallCenterKeyNoACD	
Duration of Interactions	The total time interactions spent in the system.	HistoryActions ReportCallCenterKeyNoACD	The difference between the time the system received the interaction and the conclusion of the interaction.

Login by Groups of Users Report

The Login by Groups of Users Report (Figure 30) shows the total logged in time for each agent. it is similar to the Login by User Report, except that this report shows data for the entire time range and not for each session.

NOTE: When configuring this report, you can use the "Users Supervised By" option to exclude supervisors.

Login by Groups of Users >> Customer Satisfaction

from 10/26/2005 at 00:00:00
to 10/26/2006 at 23:00:59

Report Includes Users in the Workgroup: Customer Satisfaction,

Username	First Name	Last Name	Total
LJ	Linda	Johnson	01:36:02
rhaddock	Richard	Haddock	00:00:00
Tom	Tom	Bo	03:40:25
Max	Maximus	Ebenezer	58:30:30
Sue	Suzzane	Louisiana	201:03:19
John	John	McFarland	83:56:30
judy	Judy	Morgan	80:34:38
Tim	Tim	Noxley	948:42:53
Steve	Steven	Phillips	27:06:15
Scott	Scott	Sand	16:28:58
Sieran	Renee	Sieran	127:55:15
George	George	Stein	188:14:44
Eve	Everitte	Smith	00:01:57
Randy	Randall	Jackson	00:25:05

Generated on 10/26/2006 at 11:31:22 AM (GMT-08:00/DST+01:00) Pacific Standard Time; America/Los_Angeles

Figure 30. Example Login by Groups of Users Report

Table 30 provides a description of the main report elements, their corresponding tables, and formulas used in calculations (where applicable).

Table 30. Login by Groups of Users Report

Column/Item	Description
First Name	The agent's first name.
Last Name	The agent's last name.
Agent or Workgroup, Department, or Supervisor to which the agent belongs	This report can include all agents in a department or workgroup, supervised by a supervisor, or only selected agents. The names of the departments, workgroups, supervisors, or agents appear here.

Table 30. Login by Groups of Users Report

Column/Item	Description
Total	The total time (hh:mm:ss) that the agent was logged into the system.
Username	The agent's login name.

Login by User Report

The Login by User Report (Figure 25) shows the total time that agents and supervisors were logged into the system for each session.

The difference between this report and the Login by Groups of Users Report is that the Login by User Report shows data for each session. The Login by Groups of Users Report shows data for the entire time range.

Login by User >> Customer Satisfaction

from 10/26/2005 at 00:00:00
to 10/26/2006 at 23:00:59

Report Includes Users in the Workgroup: Customer Satisfaction,

Username	First Name	Last Name	Duration	Login Date	Login Time	Total Time Logged In
aaa	Alice	Alberts	01:21:39	06/09/2006	12:49:12 PM	01:21:39
aaa	Alice	Alberts	00:00:57	06/09/2006	02:13:16 PM	01:22:36
aaa	Alice	Alberts	00:00:07	06/09/2006	02:14:13 PM	01:22:43

Username	First Name	Last Name	Duration	Login Date	Login Time	Total Time Logged In
bx	Brenda	Ajax	00:00:00		00:00:00	00:00:00

Username	First Name	Last Name	Duration	Login Date	Login Time	Total Time Logged In
ta5	Tom	Bo	01:53:00	04/17/2006	02:50:01 PM	01:53:00
ta5	Tom	Bo	00:00:16	05/01/2006	08:20:53 AM	01:53:16
ta5	Tom	Bo	00:05:32	05/09/2006	04:10:00 PM	01:58:48
ta5	Tom	Bo	00:41:18	05/09/2006	04:15:32 PM	02:40:06

Username	First Name	Last Name	Duration	Login Date	Login Time	Total Time Logged In
ts1	George	Stein	01:23:03	02/02/2006	10:19:48 AM	01:23:03
ts1	George	Stein	00:00:59	08/17/2006	10:40:54 AM	185:18:16
ts1	George	Stein	00:03:11	08/17/2006	10:42:58 AM	185:21:27
ts1	George	Stein	00:01:01	08/20/2006	02:11:20 PM	185:22:28

Username	First Name	Last Name	Duration	Login Date	Login Time	Total Time Logged In
ta7	Lydia	Tassy	00:01:57	05/01/2006	09:30:04 AM	00:01:57

Username	First Name	Last Name	Duration	Login Date	Login Time	Total Time Logged In
ta99	Ted	Thompson	00:00:15	05/08/2006	01:30:07 PM	00:00:15
ta99	Ted	Thompson	00:04:29	05/08/2006	01:30:35 PM	00:04:44
ta99	Ted	Thompson	00:05:57	05/08/2006	01:35:04 PM	00:10:41
ta99	Ted	Thompson	00:14:24	05/08/2006	01:44:37 PM	00:25:05

Generated on 10/26/2006 at 11:46:57 AM

(GMT-08:00/DST+01:00) Pacific Standard Time; America/Los_Angeles

Figure 31. Example Login by User Report

Table 31 provides a description of the main report elements, their corresponding tables, and formulas used in calculations (where applicable).

Table 31. Login by User Report

Column/Item	Definition
Last Name	The agent’s last name.
Username	The agent’s login name.
First Name	The agent’s first name.
Duration	How long the agent was logged into the system for each session.
Login Date	The day (mm.dd.yyyy) when the agent logged into the system.
Login Time	The time (hh:mm:ss AM or PM) when the agent logged into the system.
Total Time Logged In	How long the agent was logged into the system, summarized with each additional session over the reporting time date/time range.

5 Predictive/Preview Reports

This chapter describes the Predictive/Preview Reports. This chapter includes the following topics:

- Predictive Dialer Total Report
- Predictive Productivity Report
- Predictive Summary Report
- Predictive Detailed Report
- Preview Summary Report

NOTE: You will not see these reports if your contact center is not running predictive or preview campaigns.

Predictive Dialer Total Report

The Predictive Dialer Total Report (Figure 32) shows a group of call related statistics (number of calls, answer rate, and so forth) for predictive dialing in one minute intervals.

Predictive Dialer Totals Report >> Support

from 11/21/2006 at 10:54:00
to 11/21/2006 at 23:59:59

Report Includes Project: Support

Project Name	Time	Number of Calls	Number of Active Calls	Abandon Rate	Answer Rate	Average Waiting Time	Number of Calls per Hour	Number of Calls per Agent	Dialer Ratio
Support	11/21/2006 - 10:54:34 AM	2	2	0.00	100.00	0.00	43.00	267.00	1.0
Support	11/21/2006 - 10:55:39 AM	3	3	33.33	100.00	8.00	46.00	99.00	1.0
Support	11/21/2006 - 10:56:41 AM	5	5	60.00	100.00	8.00	61.00	165.00	1.0
Support	11/21/2006 - 10:57:43 AM	6	6	66.67	100.00	8.00	60.00	198.00	1.0
Support	11/21/2006 - 10:58:46 AM	9	9	77.78	100.00	8.00	77.00	297.00	1.0
Support	11/21/2006 - 10:59:52 AM	9	9	77.78	100.00	8.00	67.00	297.00	1.0
Support	11/21/2006 - 11:00:55 AM	9	9	77.78	100.00	8.00	59.00	297.00	1.0
Support	11/21/2006 - 11:01:57 AM	9	9	77.78	100.00	8.00	53.00	297.00	1.0
Support	11/21/2006 - 11:02:59 AM	9	9	77.78	100.00	8.00	48.00	297.00	1.0
Support	11/21/2006 - 11:04:03 AM	9	9	77.78	100.00	8.00	44.00	297.00	1.0
Support	11/21/2006 - 11:05:13 AM	9	9	77.78	100.00	8.00	40.00	297.00	1.0

Generated on 11/21/2006 at 11:05:41 AM

(GMT+07:00/DST+00:00) Indochina Time; Asia/Saigon

Figure 32. Example Predictive Dialer Total Report

Table 32 provides a description of the main report elements, their corresponding tables, and formulas used in calculations (where applicable).

Table 32. Predictive Dialer Total Report

Column/ Item	Description	Table/Field	Calculation
Abandon Rate (Dropped Rate)	This shows the percentage of calls where the system detected an answer, however it was unable to connect to an agent within the acceptable time. Therefore, the call was disconnected. **NOTE:** This field is cumulative.	PredictiveProjectStats ReportsPredictiveTotal	[The total number of abandon (dropped) calls] / [The total number of calls since the project started]
Answer Rate	The total number of answered calls compared to the total number of calls since the project began. **NOTE:** This field is cumulative.	PredictiveProjectStats ReportsPredictiveTotal	[The total number of live answered calls] / [The total number of calls since the project started]
Average Waiting Time	The average time all agents in the project spent waiting to be given a call since predictive dialing began. This field is cumulative. To be considered *waiting* an agent must be: ■ Available ■ Associated with a predictive project that is running. ■ Logged into Predictive Dialing.	PredictiveProjectStats ReportsPredictiveTotal	

Table 32. Predictive Dialer Total Report

Column/ Item	Description	Table/Field	Calculation
Dialer Ratio	A predictive call can have a number of different results. For example, there may be no answer, the line may be busy, or the customer may hang up. Therefore, on average, CCA calls more than one number to successfully connect one customer to an agent. The number of calls CCA makes to successfully connect one customer to an agent is called the Dialer Ratio. If the system makes an average of 3 calls before it connects one customer to an agent, then the dialer ratio is 3 calls/1 completed call = 3. CCA tries to predict when an agent will be available and makes a specific number of predictive calls. If the dialer ratio is fixed, the ratio is simply reported from the setting in AM. If the dialer ratio was set to “pacing” in AM, the dialer algorithm dynamically calculates the dialer ratio.	PredictiveProjectStats ReportsPredictiveTotal	

Table 32. Predictive Dialer Total Report

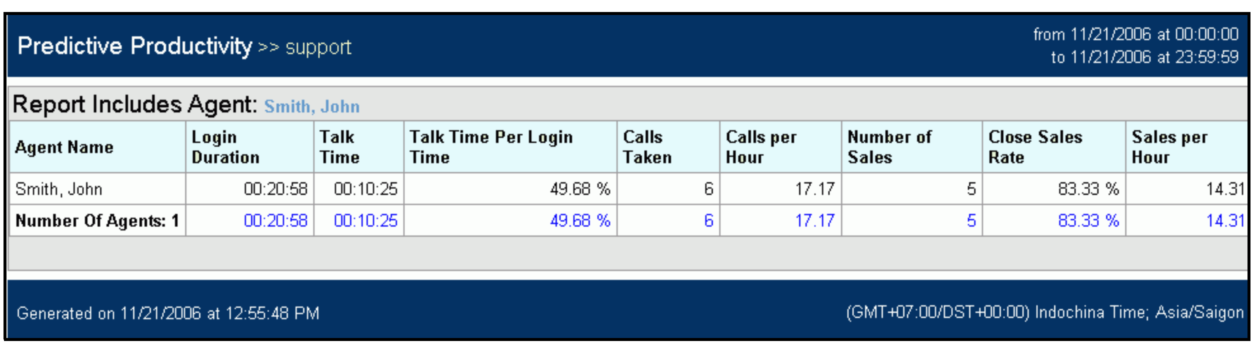
Column/ Item	Description	Table/Field	Calculation
Number of Active Calls	The number of calls that were active in CCA during the reporting interval. A call is considered active when CCA begins dialing that number. A call is considered inactive when a customer or agent hangs up, or when CCA hangs up. For example, if the project is in the 5th minute of running, the total number of calls made (Number of Calls) might be 50. However, during the 5th minute, only 15 calls might be active.	PredictiveProjectStats ReportsPredictiveTotal	
Number of Calls	The total number of calls made since the predictive project began in the Administration Manager. This number is cumulative for as long as the predictive project runs. If you stop the project, the number of calls resets to 0.	PredictiveProjectStats ReportsPredictiveTotal	
Number of Calls Per Agent	The total number of calls an agent handled compared to the number of times the agent had an *Available* status. **NOTE:** This field is cumulative.	PredictiveProjectStats ReportsPredictiveTotal	[The total number of calls] / [The total number of times that agents were *Available*]
Number of Calls Per Hour	The average number of calls made per hour.	PredictiveProjectStats ReportsPredictiveTotal	([The total number of calls made] / [The total dialing time]) x 60

Table 32. Predictive Dialer Total Report

Column/ Item	Description	Table/Field	Calculation
Project Name	The name of the project(s) selected for the report.	PredictiveProjectStats ReportsPredictiveTotal	
Time	Each row in the report shows the statistics for one minute of predictive dialing. For example, if you chose a report start time of 9:00 am and a report end time of 5:00 pm, the report will have 480 rows for each project selected.	PredictiveProjectStats ReportsPredictiveTotal	

Predictive Productivity Report

The Predictive Productivity Report (Figure 33) shows the results for a specific Predictive Dialing Project.



Predictive Productivity >> support

from 11/21/2006 at 00:00:00
to 11/21/2006 at 23:59:59

Report Includes Agent: Smith, John

Agent Name	Login Duration	Talk Time	Talk Time Per Login Time	Calls Taken	Calls per Hour	Number of Sales	Close Sales Rate	Sales per Hour
Smith, John	00:20:58	00:10:25	49.68 %	6	17.17	5	83.33 %	14.31
Number Of Agents: 1	00:20:58	00:10:25	49.68 %	6	17.17	5	83.33 %	14.31

Generated on 11/21/2006 at 12:55:48 PM

(GMT+07:00/DST+00:00) Indochina Time; Asia/Saigon

Figure 33. Example Predictive Productivity Report

Table 33 provides a description of the main report elements, their corresponding tables, and formulas used in calculations (where applicable).

Table 33.   Predictive Productivity Report

Column/Item	Description	Table/Field	Calculation
Agent Name	The name of agent included in this report.	HistoryActions HistoryOutcome ProjectsPredictiveProduction HasAgentName	
Calls per Hour	The number of calls accepted per hour.	HistoryActions HistoryOutcome ProjectsPredictiveProduction HasCallsPerHour	(Number of Calls) /(Login Time)
Calls Taken	The number of calls the agent accepted during login.	HistoryActions HistoryOutcome ProjectsPredictiveProduction HasCallsTaken	
Close Rate Sales	The percentage of sales the agent made against the number of calls accepted during login.	HistoryActions HistoryOutcome ProjectsPredictiveProduction HasSalesCloseRate	
Log in Duration	How long the agent was logged into this predictive campaign.	HistoryActions HistoryOutcome ProjectsPredictiveProduction HasLoginDuration	
Number of Sales	The number of sales made by the agent.	HistoryActions HistoryOutcome ProjectsPredictiveProduction HasAgentName	
Sales per Hour	The number of sales made per hour.		(Number of Sales) /(Login Time)
Talk Time	How long the agent spent in *Busy* status during this predictive campaign.	HistoryActions HistoryOutcome ProjectsPredictiveProduction HasTalkTime	
Talk Time per Log In	The percentage of time the agent spent in a *Busy* status during the predictive campaign.	HistoryActions HistoryOutcome ProjectsPredictiveProduction HasNumberofSales	

Predictive Summary Report

The Predictive Summary Report (Figure 34) lists the total occurrences of each possible predictive call result for the selected projects or workgroups.

Predictive Summary Report >> support

from 11/21/2006 at 00:00:00
to 11/21/2006 at 23:59:59

Report Includes All Projects

Results	Total	
Error	0	0.00%
Busy	5	15.15%
No Answer	6	18.18%
Fax	0	0.00%
Invalid	3	9.09%
Answer, Not Connected	7	21.21%
Answering Machine	0	0.00%
Answer	2	6.06%
Answering Machine, Not Connected	10	30.30%
Total	33	100.0%

Percentage of \"Answer, Not Connected\" to \"Answer\" = 77.78%

Percentage of \"Answering Machine, Not Connected\" to \"Answering Machine\" = 0.0%

Generated on 11/21/2006 at 12:28:01 PM

(GMT+07:00/DST+00:00) Indochina Time; Asia/Saigon

Figure 34. Example Predictive Summary Report

Table 34 provides a description of the main report elements, their corresponding tables, and formulas used in calculations (where applicable).

Table 34. Predictive Summary Report

Column/Item	Description	Table/Field
Results	The result of the predictive call attempt appear under this main heading.	LibOutcome ReportsOutcome ReportsPredictive HistoryPredictiveResults ResultsID
Answer	A result in which a person answered the predictive call.	LibOutcome ReportsOutcome ReportsPredictive HistoryPredictiveResults ResultsID

Table 34. Predictive Summary Report

Column/Item	Description	Table/Field
Answer, Not Connected	A result where the predictive call was answered but the agent and the client were not connected.	LibOutcome ReportsOutcome ReportsPredictive HistoryPredictiveResults ResultsID
Answering Machine	A result where an answering machine answered the predictive call.	LibOutcome ReportsOutcome ReportsPredictive HistoryPredictiveResults ResultsID
Answering Machine, Not Connected	A result in which the predictive call was answered but the agent and the answering machine were not connected.	LibOutcome ReportsOutcome ReportsPredictive HistoryPredictiveResults ResultsID
Busy	A result in which the predictive call reached a busy signal.	LibOutcome ReportsOutcome ReportsPredictive HistoryPredictiveResults ResultsID
Error	A result in which an error prevented the predictive call from being placed. For example, there was no dial tone or no line was available, and so on.	LibOutcome ReportsOutcome ReportsPredictive HistoryPredictiveResults ResultsID
Fax	A result in which a Fax machine answered the predictive call.	LibOutcome ReportsOutcome ReportsPredictive HistoryPredictiveResults ResultsID
Invalid	A result in which the number used for the predictive call was out of service or not a valid number.	LibOutcome ReportsOutcome ReportsPredictive HistoryPredictiveResults ResultsID
No Answer	A result in which there was no answer to the number dialed.	LibOutcome ReportsOutcome ReportsPredictive HistoryPredictiveResults ResultsID
Action	The action taken as a result of the predictive call attempt can be the following items:	

Table 34. Predictive Summary Report

Column/Item	Description	Table/Field
Abandon before connect	The call was abandoned before connection to an agent.	
Call back	Will call this number back at the specified time.	
Call back message	Left the specified message on the answering machine that answered the predictive call and will call this number back at the specified time.	
Call back message failed	Failed to leave the specified message on the answering machine that answered the predictive call.	
Call failed	The predictive call failed.	
Connect to agent	The predictive call was connected to an agent.	
Leave message	Left the specified message on the answering machine that answered the predictive call.	
Leave message failed	Failed to leave the specified message on the answering machine that answered the predictive call.	
Out of list	The number was removed from the predictive database and will not be called again.	
Route to project	The predictive call was answered then routed to a project.	
Route to project failed	The predictive call was answered by routing to the specified project failed.	
Send Fax	Sent the specified Fax to the Fax machine that answered the predictive call.	
Send Fax failed	An attempt to send a Fax was unsuccessful.	
Outcomes	Outcomes are call results that are configured by the company Administrator and assigned to the predictive project.	
Total	The total number of predictive call attempts receiving Results, Actions, or Outcomes. (This totals 100%).	LibOutcome ReportsOutcome ReportsPredictive HistoryPredictiveResults ResultsID

Table 34. Predictive Summary Report

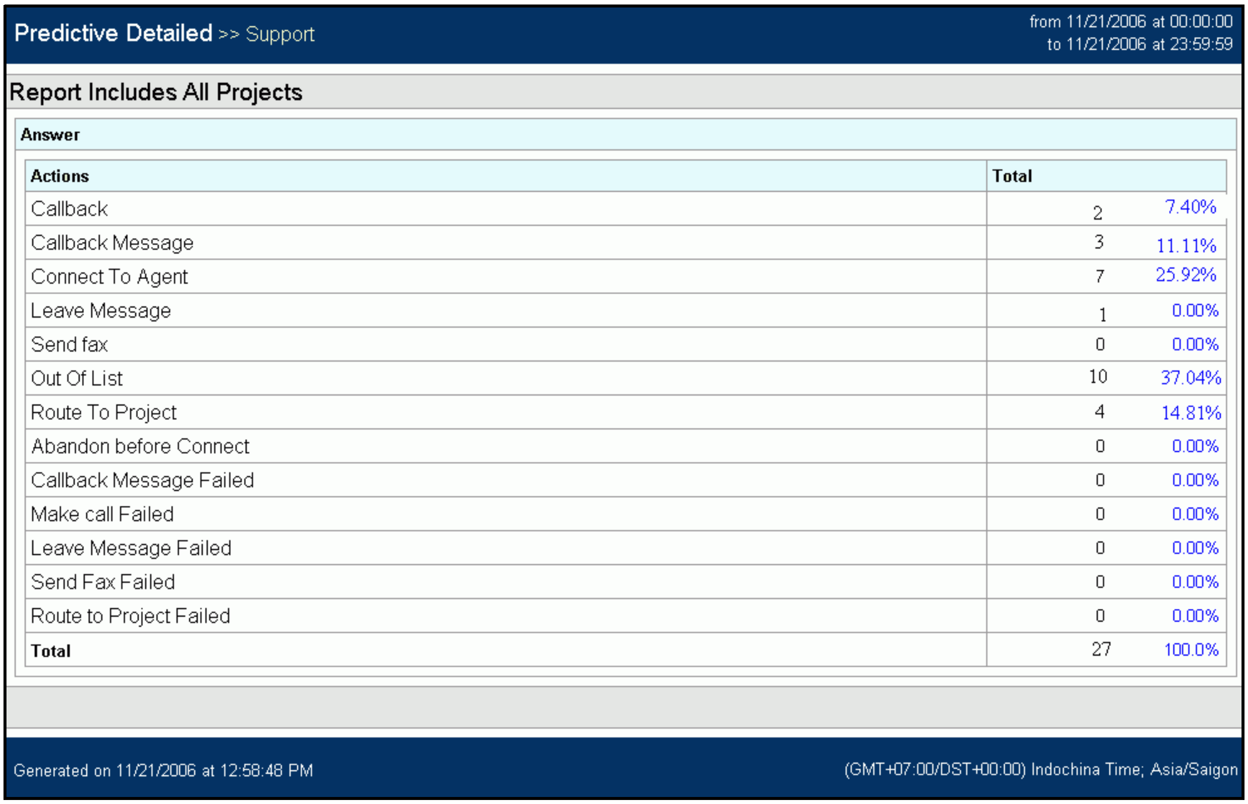
Column/Item	Description	Table/Field
Total	The total number of predictive call attempts for each result, action, or outcome, and the percentage of each type.	LibOutcome ReportsOutcome ReportsPredictive HistoryPredictiveResults ResultsID
Percentage of "Answer Machine, Not Connected" to "Answer"	This report automatically calculates the percent of interactions that received an *Answer Machine, Not Connected* outcome to those that received an *Answer* outcome.	LibOutcome ReportsOutcome ReportsPredictive HistoryPredictiveResults ResultsID
Percentage of "Answer, Not Connected" to "Answer"	This report automatically calculated the percent of interactions that received an *Answer, Not Connected* outcome to those that received an *Answer* outcome.	LibOutcome ReportsOutcome ReportsPredictive HistoryPredictiveResults ResultsID

Predictive Detailed Report

The Predictive Detailed Report (Figure 35) provides statistics in three different formats:

- Results detected by the predictive dialer of the call attempt (Answered, Error, Answer Machine, and so on)
- Outcome of the call as dispositioned by the agent (Sale, Sale Pending, No Sale, and so on), as defined for the company.
- Actions taken based upon the dialer results (call back later, leave a message, and so on)

CAUTION: Since you can run the Predictive Detailed Report a number of ways, the report can become quite large.



Predictive Detailed >> Support

from 11/21/2006 at 00:00:00
to 11/21/2006 at 23:59:59

Report Includes All Projects

Answer

Actions	**Total**	
Callback	2	7.40%
Callback Message	3	11.11%
Connect To Agent	7	25.92%
Leave Message	1	0.00%
Send fax	0	0.00%
Out Of List	10	37.04%
Route To Project	4	14.81%
Abandon before Connect	0	0.00%
Callback Message Failed	0	0.00%
Make call Failed	0	0.00%
Leave Message Failed	0	0.00%
Send Fax Failed	0	0.00%
Route to Project Failed	0	0.00%
Total	27	100.0%

Generated on 11/21/2006 at 12:58:48 PM

(GMT+07:00/DST+00:00) Indochina Time; Asia/Saigon

Figure 35. Example Predictive Detailed Report

Table 35 provides a description of the main report elements, their corresponding tables, and formulas used in calculations (where applicable).

Table 35. Predictive Detailed Report

Column/Item		**Description**	**Table/Field**
Results	The results heading shows the type of predictive call attempts.		
Total	The total number of each interaction result type and the percentage of that type compared to all results.		
	Error	An error (such as no dial tone, no line available, and so on) prevented the predictive call from being placed.	ReportsPredictive HistoryActions HistoryPredictiveResults HistoryOutcomes ResultID

Table 35. Predictive Detailed Report

Column/Item		Description	Table/Field
	Busy	The predictive call resulted in a busy signal.	ReportsPredictive HistoryActions HistoryPredictiveResults HistoryOutcomes ResultID
	No Answer	There was no answer at the number dialed.	ReportsPredictive HistoryActions HistoryPredictiveResults HistoryOutcomes ResultID
	Fax	A Fax machine answered the predictive call.	ReportsPredictive HistoryActions HistoryPredictiveResults HistoryOutcomes ResultID
	Invalid	The number used for the predictive call was out of service or not a valid number.	ReportsPredictive HistoryActions HistoryPredictiveResults HistoryOutcomes ResultID
	Answer, Not Connected	The predictive call was answered but the agent and the client were not connected.	ReportsPredictive HistoryActions HistoryPredictiveResults HistoryOutcomes ResultID
	Answering Machine	An answering machine answered the predictive call.	ReportsPredictive HistoryActions HistoryPredictiveResults HistoryOutcomes ResultID
	Answer	A person answered the predictive call.	ReportsPredictive HistoryActions HistoryPredictiveResults HistoryOutcomes ResultID
	Answering Machine, Not Connected	The predictive call was answered but the agent and the answering machine were not connected.	ReportsPredictive HistoryActions HistoryPredictiveResults HistoryOutcomes ResultID
Total	The total number of interactions for each result type. The percentage equals 100%.		

Table 35. Predictive Detailed Report

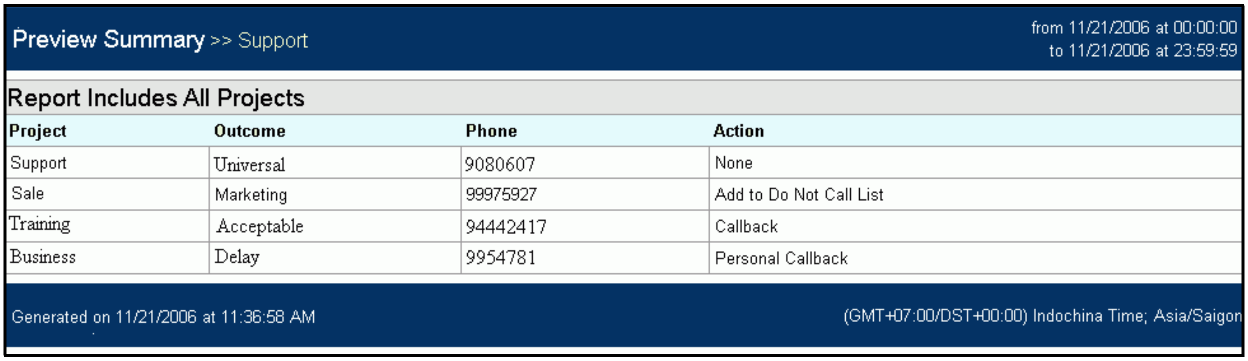
Column/Item		Description	Table/Field
Actions	The action taken as a result of the predictive call attempt.		
	Abandon before connect	Call was abandoned before connecting.	ReportsPredictive HistoryActions HistoryPredictiveResults HistoryOutcomes ActionID
	Call back	Will call this number back at the specified time.	ReportsPredictive HistoryActions HistoryPredictiveResults HistoryOutcomes ActionID
	Call back message	Left the specified message on the answering machine that answered the predictive call and will call this number back at the specified time.	ReportsPredictive HistoryActions HistoryPredictiveResults HistoryOutcomes ActionID
	Call back message failed	Failed to leave the specified message on the answering matching that answered the predictive call.	ReportsPredictive HistoryActions HistoryPredictiveResults HistoryOutcomes ActionID
	Call failed	The predictive call failed.	ReportsPredictive HistoryActions HistoryPredictiveResults HistoryOutcomes ActionID
	Connect to agent	The predictive call was connect with an agent.	ReportsPredictive HistoryActions HistoryPredictiveResults HistoryOutcomes ActionID
	Leave message	Left the specified message on the answering machine that answered the predictive call.	ReportsPredictive HistoryActions HistoryPredictiveResults HistoryOutcomes ActionID
	Leave message failed	Failed to leave the specified message on the answering machine that answered the predictive call.	ReportsPredictive HistoryActions HistoryPredictiveResults HistoryOutcomes ActionID

Table 35. Predictive Detailed Report

Column/Item		Description	Table/Field
	Out of list	The number was removed from the predictive database and will not be called again.	ReportsPredictive HistoryActions HistoryPredictiveResults HistoryOutcomes ActionID
	Route to project	The predictive call was answered and then routed to a project.	ReportsPredictive HistoryActions HistoryPredictiveResults HistoryOutcomes ActionID
	Route to project failed	The predictive call was answered but routing to the specified project failed.	ReportsPredictive HistoryActions HistoryPredictiveResults HistoryOutcomes ActionID
	Send Fax	Sent the specified Fax to the Fax machine that answered the predictive call.	ReportsPredictive HistoryActions HistoryPredictiveResults HistoryOutcomes ActionID
	Send Fax failed	An attempt to send a Fax was unsuccessful.	ReportsPredictive HistoryActions HistoryPredictiveResults HistoryOutcomes ActionID

Preview Summary Report

The Preview Summary Report (Figure 36) provides a breakdown of the results (busy, no answer, and so on) of all preview call attempts, and the follow-up action taken in response to each result.


Preview Summary >> Support

from 11/21/2006 at 00:00:00
to 11/21/2006 at 23:59:59

Report Includes All Projects

Project	Outcome	Phone	Action
Support	Universal	9080607	None
Sale	Marketing	99975927	Add to Do Not Call List
Training	Acceptable	94442417	Callback
Business	Delay	9954781	Personal Callback

Generated on 11/21/2006 at 11:36:58 AM

(GMT+07:00/DST+00:00) Indochina Time; Asia/Saigon

Figure 36. Example Preview Summary Report

Table 36 provides a description of the main report elements, their corresponding tables, and formulas used in calculations (where applicable).

Table 36. Preview Summary Report

Column/ Item	Description	Table/Field
Project	The name of the preview calling project.	HistoryActions HistoryPredictiveResults ReportsPreview
Outcome	The outcome assigned to the interaction by the agent.	HistoryActions HistoryPredictiveResults ReportsPreview HasOutcomeName
Phone	The telephone number dialed in the preview call attempt.	HistoryActions HistoryPredictiveResults ReportsPreview HasPhone
Action	The action taken as a result of the predictive call attempt.	
None	No action is needed.	HistoryActions HistoryPredictiveResults ReportsPreview HasAction ActionID

Table 36. Preview Summary Report

Column/ Item	Description	Table/Field
Add to Do Not Call List	Choosing this result removes the number from the preview calling list so that CCA will not provide it to agents to call again.	HistoryActions HistoryPredictiveResults ReportsPreview HasAction ActionID
Call Back	Will call this number back at a specified day and time. **NOTE:** Callbacks for Predictive and Preview calls work differently than they do for regular ACD calls: When you schedule an ACD Callback (after the customer calls your company and is routed to you) the system automatically calls the customer at the correct time and then connects the customer to an agent. When you schedule a Callback for a Predictive or Preview call, the system tries to call every number in the current Dialer List before it tries the callback number. (A Dialer List is the list of Predictive or Preview phone numbers that the system is using.) If there are a lot of numbers in the current Dialer List, it is possible that the callback will not be dialed at the time you set in the Outcome dialog box.	HistoryActions HistoryPredictiveResults ReportsPreview HasAction ActionID
Personal Callback	When selected, the system adds a new task to your Task tab. When the time for the callback arrives, IM opens a reminder box on your machine with the customer's name and phone number.	HistoryActions HistoryPredictiveResults ReportsPreview HasAction ActionID

7 Project Reports

This chapter describes the Project Reports. This chapter includes the following topics:

- Project Segments Report

Project Segments Report

The Project Segments Report (Figure 37) shows a set of interaction statistics, by interaction type (phone, email, and so on) and as a summary across all interaction types.

NOTE: This report was formerly known as the *Project Key Statistics Report*.

Project Segments >> Business projects

from 09/13/2006 at 00:00:00
to 09/13/2006 at 23:59:59

Report Includes All Projects

Segment Events	TOTAL
Total Segments Received	12
Total Talk Time	21:47:54
Average Talk Time	01:58:54
Total Hold Time	00:00:00
Average Hold Time	00:00:00
Total Wait To Answer Time	40:51:01
Average Speed of Answer	03:24:15
Longest Wait to Answer Time	14:34:24
Shortest Wait to Answer Time	00:00:01
Total Wrap-up Time	00:00:00
Average Wrap Up Time	00:00:00
Total Enter IVR	0
Total IVR Time	00:00:00
Average Time in IVR	00:00:00

Interaction Type Summary	TOTAL	%
Inbound Calls	7	58.33 %
Outbound Calls	0	0.00 %
Chat	2	16.67 %
Workgroup Email	3	25.00 %
Web Callback	0	0.00 %
Predictive	0	0.00 %
Preview	0	0.00 %
Total	12	100 %

Generated on 11/20/2006 at 02:45:04 PM

(GMT+07:00/DST+00:00) Indochina Time; Asia/Saigon

Figure 37. Example Project Segments Report

Table 37 provides a description of the main report elements, their corresponding tables, and formulas used in calculations (where applicable).

Table 37. Project Segments Report

Column/Item		Description	Table/Field	Calculation
Interaction Summary		The rows under this area show statistics for interactions that were recorded during this reporting period.		
	Average Hold Time (AHT)	The average time customers spent on hold.	HistoryActions	(Total Hold Time) / (Total Number of Hold Segments)
	Average Speed of Answer (ASA)	The average time customers spent waiting in a queue for an agent, including ring time.	HistoryActions	(Total Time in Queue) / (Total Number of Answered Segments)
	Average Talk Time (ATT)	The average time agents spent on talking with customers.	HistoryActions	(Total Talk Time) / (Total Number of Answered Segments)
	Average Wrap Up Time (AWT)	The average time agents spent wrapping-up a concluded interaction.	HistoryActions	(Total Wrap-up Time) / (Total Number of Answered Segments that Went to Wrap-up)
	Longest Wait to Answer Time	The longest time spent by any customer waiting in a queue for an agent, including ring time.	HistoryActions	
	Shortest Wait to Answer Time	The shortest time spent by any customer waiting in a queue for an agent, including ring time.	HistoryActions	
	Total Hold Time	The total time customers spend on hold.	HistoryActions	
	Total Segments Received	The total number of interactions that occurred for the specified time range and project.	HistoryActions	
	Total Wait To Answer Time	The total time that all customers spent in a queue (including ring time) for the specified time range.	HistoryActions	

Table 37. Project Segments Report

Column/Item		Description	Table/Field	Calculation
	Total Talk Time	The total time agents spent talking with customers (for the specified time range).	HistoryActions	(Talk Time)
	Total Wrap-up Time	The total time that all agents spent in the *wrap-up* state while wrapping-up concluded interactions.	HistoryActions	
	Total Enter IVR	The total interactions that entered IVR.	HistoryActions	
	Total IVR Time	The total time that all customers spent in IVR, for the specified time.	HistoryActions	
	Average Time in IVR	The average time that all customers spent in IVR, for the specified time.	HistoryActions	
Interaction Type Summary				
	Chat	The total number of chat interactions.	HistoryActions	
	Inbound Calls	The total number of inbound call interactions. **NOTE:** If a Direct Inward Dialing number (DID) was set for an Agent (Options > Agents > Phone > Direct Inward Dialing), then Direct Inbound calls are not included in reports, unless a billing project is set for the agent.	HistoryActions	
	Outbound Calls	The total number of calls made by agents directly to outside numbers.	HistoryActions	

Table 37. Project Segments Report

Column/Item		Description	Table/Field	Calculation
	Predictive	The total number of predictive calls made during the time range specified.	HistoryActions	
	Preview	The total number of preview calls made during the time range specified.	HistoryActions	
	Total	The total number of interactions for all types recorded during this reported time range.	HistoryActions	
	Web Callback	The total number of Web callbacks that were made during the time range specified.	HistoryActions	
	Workgroup Email	The total number of workgroup emails that were made during the time range specified.	HistoryActions	

8 Network Traffic Report

This chapter describes the Network Traffic Report. This chapter includes the following topic:

- Call Details Report

Call Details Report

The Call Details Report (Figure 38) provides detailed information about all calls coming into the system. Information includes call start time, drop time, time spent in IVR, time in queue, first and last agent, hold count, hold time, transfer count, and so on. This information is helpful in tracking and researching call and telephone company (Telco) billing issues.

NOTE: This report is only available from the Administration Manager (AM).

Call Details >> Universe Company

from 11/21/2006 at 16:29:00
to 11/21/2006 at 23:59:59

Report Includes Project: Accounting

ID	Start Time	Duration	Ending Reason	ANI	DNIS	Call Type	Project Name	Resource Name	Dialed Number
1999183203712	11/21/2006 - 04:51:35 PM	00:00:57	Call ended by the application.	99975927	4001	Inbound Call	Accounting	Universe	()
1999183203713	11/21/2006 - 04:53:50 PM	00:01:18	Call ended by the application.	99903848	4001	Inbound Call	Accounting	Universe	()
1999183203715	11/21/2006 - 04:56:44 PM	00:00:07	Call ended by the application.			Regular Outbound Call	Accounting	Universe	(84) 99080607
1999183203716	11/21/2006 - 04:57:21 PM	00:00:16	Call ended by the application.			Regular Outbound Call	Accounting	Universe	(84) 99975927
1999183203717	11/21/2006 - 04:57:52 PM	00:02:14	Call ended by the application.	99905677	4001	Inbound Call	Accounting	Universe	()
1999183203718	11/21/2006 - 05:00:23 PM	00:00:03	Call ended by the application.	98400601	4001	Inbound Call	Accounting	Universe	()

Generated on 11/21/2006 at 05:00:35 PM

(GMT+07:00/DST+00:00) Indochina Time; Asia/Saigon

Figure 38. Example Call Details Report

Table 38 provides a description of the main report elements, their corresponding tables, and formulas used in calculations (where applicable).

NOTE: You may not see all of the information listed in this table, since the creator of this report (your administrator) can select some or all of the possible columns (or items).

Table 38. Call Detail Report

Column/Item	Description
ID	The unique call transaction identification number.
Start Time	The date (mm/dd/yyyy) and time (hh:mm:ss AM or PM) when the call entered the interactive voice response (IVR) system.
Duration	How long the call lasted from the time it entered the IVR to when it was dropped, in hh:mm:ss format.
Ending Reason	The reason why the call ended (such as disconnected from the network, ended by the application).
ANI	The telephone number of the originating call, retrieved by the automatic number identification (ANI) service. For example, if a customer calls the system, the customer's telephone number appears. If an agent call the system, the agent's extension number appears.
DNIS	The telephone number dialed by the caller, retrieved by the dialed number identification service (DNIS).
Call Type	The type of call (such as inbound, outbound, remote agent leg).
Project Name	The name of the project associated with the DNIS, if known.
Resource Name	The telephony services resource name, such as Session Initiated Protocol (SIP).
Dialed Number	The area code and telephone number dialed by the agent (outbound call).

9 Daily Project Performance Report

This chapter describes the Daily Project Performance Report and how to create it. This chapter includes the following topics:

Introduction

The Daily Project Performance Report (Figure 39) shows Call Center Activity by Call Number and Type, Time Measurements of Call Center activity, and Service Level performance against pre-set thresholds.

Daily Project Performance

Date(s): 11/09/2006 - 11/20/2006

Project(s): Accounting

	Call Measures								Time Measures (Avg)					Service
Project/ Date	Total In	Total Out	Internal In	Internal Out	Ans ACD	Off ACD	Abdn ACD	Ref ACD	Talktime ACD Duration	Talktime Out Duration	ABDN ACD Duration	Wrap ACD Duration	Max ABND ACD	ACD ASA
Accounting														
11/17/2006														
10:45 AM	2	2	1	2	1	2	1	0	00:00:00	00:00:00	00:00:04	00:00:00	00:00:04	00:00:03
11:00 AM	4	4	1	4	1	6	2	2	00:00:46	00:00:46	00:00:03	00:00:20	00:00:04	00:01:31
11:15 AM	2	2	2	2	2	4	1	1	00:02:51	00:02:51	00:00:37	00:00:15	00:00:37	00:00:06
11:30 AM	3	3	3	3	3	6	0	0	00:01:46	00:01:46	00:00:00	00:00:00	00:00:00	00:00:04
11:45 AM	1	1	1	1	1	1	0	0	00:00:09	00:00:09	00:00:00	00:00:20	00:00:00	00:00:01
Total: 11/17/2006	12	12	8	12	8	19	4	3	00:01:24	00:01:24	00:00:11	00:00:20	00:00:37	00:00:15
Accounting:	12	12	8	12	8	19	4	3	00:01:24	00:01:24	00:00:11	00:00:20	00:00:37	00:00:15
Grand Total:	12	12	8	12	8	19	4	3	00:01:24	00:01:24	00:00:11	00:00:20	00:00:37	00:00:15

Additional projects:

Report Printed On : 11/20/2006 10:15 AM Asia/Saigon

Page 1 of 1

Figure 39. Example Daily Project Performance Report

NOTE: You can also configure this report to show all activity by all projects or for selected individual projects.

Report Elements

- On the top of the report:
  - Daily Project Performance (report name)
  - Date(s): The period covered start and end dates.

    TIP: Refer to "Defining the Time Range to Include in an Advanced Report" on page 31.

- Project(s): The project names selected from the Contents - Projects tab.

  TIP: Refer to“Creating a Daily Project Performance Report” on page 100.

  NOTE: If the project name is too long for the space provided within the report, only part of the name appears.

  NOTE: If the report includes more projects than room to completely display at the top of the report, the additional project names will appear at the bottom of the report.

- Contact Center Anywhere logo appears in the upper-right corner.

- On the bottom center of the report:
  - Report Printed On: The date and time based on the time zone selection.

    TIP: Refer to “Defining the Time Range to Include in an Advanced Report” on page 31

  - Page 1 of *X* (where *X* = the total number of pages)
- The report includes three sections in its main body:
  - Call Measures
  - Time Measures
  - Average Speed to Answer

Call Measures

The Call Measures area tracks Call Type, Calls Offered, Calls Answered, and Percentage of Calls answered pre- and post-threshold. Refer to Table 39 for a description of each item, the corresponding table and field names, and the formula used in the calculation.

Table 39. Call Measures Area of Daily Project Performance Report Template

Item	Description	Table/Field	Calculation
Total In	Total Incoming Calls	Project Stats TotalInCalls	Sum(TotInCalls)
Total Out	Total Outgoing Calls	Projectstats TotalOutCalls	Sum(TotOutCalls)
Internal In	Total Internal Extension Calls	ProjectStats TotInternalInCalls	Sum(TotInternalInCalls)
Internal Out	Total Outgoing Extension Calls	ProjectStats TotalInternalOut	Sum(TotInternalOutCalls)
Ans ACD	Total ACD Calls Answered	ProjectStats TotalABUACDCalls	Sum(TotABUACDCalls)
Off ACD	Total ACD calls offered by the project to the workgroup.	ProjectStats TotACDCalls	Sum(TotACDCalls)

Table 39. Call Measures Area of Daily Project Performance Report Template

Item	Description	Table/Field	Calculation
Abdn ACD	Total ACD Calls Abandoned	ProjectStats TotAbanACDCalls	Sum(TotAbanACDCalls)
Ref ACD	Total ACD Calls Refused	ProjectStats TotRefusedACDCalls	Sum(TotRefusedACDCalls)
Total <*date*>	For each day of a project, this is the total amount for each Call Measures item.	ProjectStats	
Total <*Project Name*>	For each project, this is the total amount for each Call Measures item, for all days.	ProjectStats	
Grand Total	The sum total amount for each Call Measures item, for all projects.	ProjectStats	

Time Measures (Avg)

The Time Measures (Avg) area provides information showing the Average time for the key statistical areas. Refer to Table 40 for a description of each item, table and field names, and the formula used in the calculation.

Table 40. Time Measures (AVG) Area of Daily Project Performance Report Template

Item	Description	Table/Field	Calculation
Talktime ACD Duration	Average talk time for all ACD calls in the project.	ProjectStats TimeTalkACDCalls	Sum(TimeTalkACDCalls) / Sum(TotACDCalls)
Talktime Out Duration	Average talk time for all outbound calls.	ProjectStats TotTimeOutCalls	Sum(TotTimeOutCalls) / Sum(TotOutCalls)
ABDN ACD Duration	Average time callers waited prior to abandoning a call.	ProjectStats TimeAbanACDCalls	Sum(TimeAbanACDCalls) / Sum(TotAbanACDCalls)
Wrap ACD Duration	Average wrap-up time for ACD calls.	ProjectStats TimeWrapACDCalls	Sum(TimeWrapACDCalls) / Sum(TotWrapACDCalls)
Max ABND	Longest time an ACD call was in queue prior to abandoning.	ProjectStats MaxTAbanACD	Max(MaxTAbanACDCalls)

Table 40. Time Measures (AVG) Area of Daily Project Performance Report Template

Item	Description	Table/Field	Calculation
Total <*date*>	For each day of a project, this is the total duration for each Time Measures item.	ProjectStats	
Total <*Project Name*>	Average for each item for the project, except Max, ABND ACD, which represents the maximum wait to abandoned for the project.	ProjectStats	
Grand Total	Average for each item for all projects, except Max, ABND ACD, which represents the maximum wait to abandoned for all projects.	ProjectStats	

Average Speed to Answer (ASA)

The Average Speed to Answer (ASA) area provides information showing the average time for the project to receive ACD calls. Refer to Table 41 for a description, table and field names, and the formula used in the calculation.

Table 41. Average Speed to Answer Area of Daily Project Performance Report Template

Item	Description	Table/Field	Calculation
ACD ASA	The average speed of answer for ACD calls received by the project.	Ans2-300ACDCalls TotACDCalls	Sum(Ans2-300ACDCalls) / Sum(TotAnsACDCalls)
Total <*date*>	Average speed of answer for ACD calls for the day.	ProjectStats	
<*Project Name*>	Average speed of answer for ACD calls for all days.	ProjectStats	
Grand Total	Average ACD ASA for all projects.	ProjectStats	

Creating a Daily Project Performance Report

When configuring the Project Performance Report, the Administrator can select all objects or a subset of the available objects.

1 From Advanced Reports, Daily Project Performance, click the Add button. The Name tab opens, where you type a name and a description for the report.

TIP: Refer to "Creating and Naming a New Advanced Report" on page 24.

2 Click the Content tab (Figure 40), which opens to show Include Statistics On tabs (Projects and Report Interval).

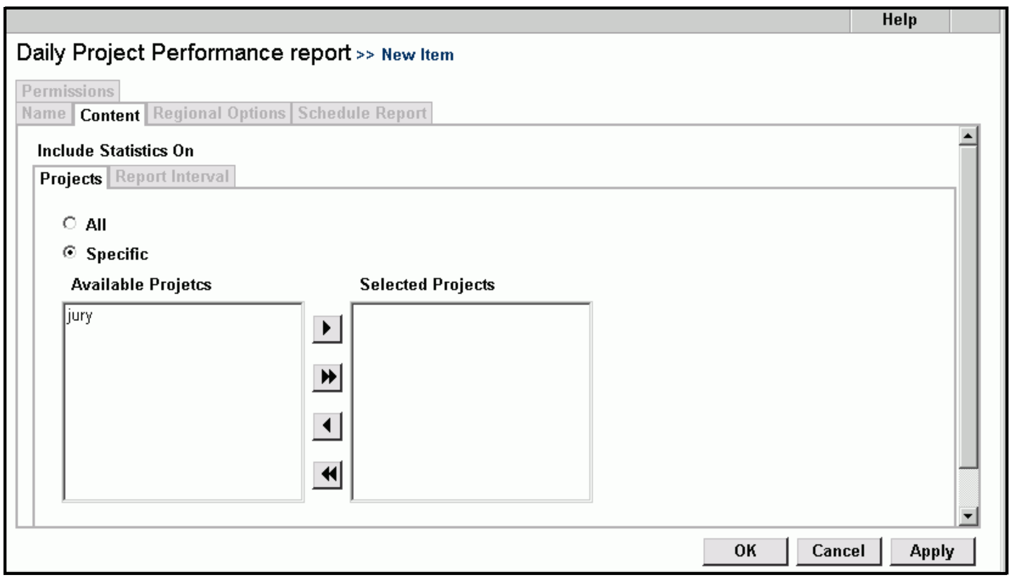


Figure 40. Daily Project Performance - Content - Projects Tab

3 Click the Project tab and identify which projects to include on the report (All or Specific).

a If you select All, then the report will include the statistics for all configured projects in the system, by Project and by Date.

b If you select Specific, then you must also identify the individual projects to include in the report. Do this by moving them from the left box (Available Projects) to the right box (Selected Projects), using the arrows.

4 Click the Report Interval tab (Figure 41) and select how often to report the information, from the drop-down list (15 min., 30 min., 60 min., or Daily).

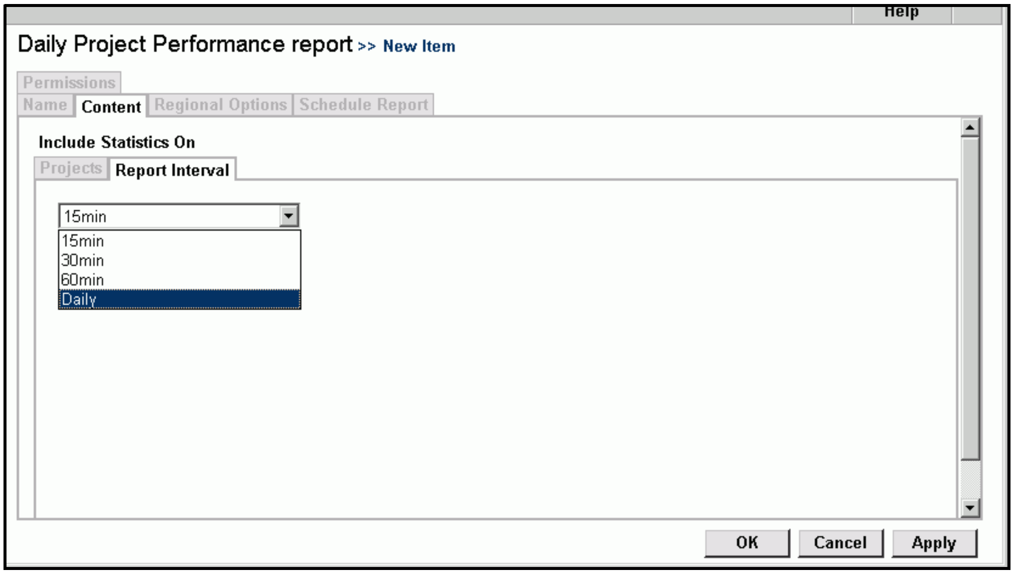


Figure 41. Daily Project Performance - Content - Report Interval Tab

5 Click the Regional Options tab to select a time zone, report language, and report format.

TIP: Refer to "Defining the Display Time, Language, and Date Format For an Advanced Report" on page 32.

6 Click the Schedule Report tab to run the report automatically, over selected periods of time, and have CCA automatically send it to one or more email addresses.

TIP: Refer to "Scheduling an Advanced Report" on page 27.

7 Click the Permissions tab and identify the users that you want to give access to this report.

TIP: Refer to "Identifying Users Who can Access Advanced Reports" on page 28.

8 Click OK.

10 Interval Workgroup Performance Report

This chapter describes the Interval Workgroup Performance Report and how to create it. This chapter includes the following topics:

Introduction

The Interval Workgroup Performance Report (Figure 42) tracks workgroup activity in 15-minutes intervals. Statistics tracked include:

- Number, Type, and Disposition of Calls
- Service Levels
- Collective time in ACD States

- Agent Login activity and visibility into ACD States

Interval Workgroup Performance

Date(s): 11/17/2006 - 11/17/2006

Within Hours: 12:00 AM - 04:59 PM

Workgroups(s): Accounting

ORACLE

	Calls								TFS	Time(Totals)							Handled Time				User Defined Threshold								
Time	ACD In	Abdn ACD	Ref ACD	Wrap ACD	ACD Xfered In	ACD Xfered Out	ACD OVR In	ACD OVR Out	(20 sec)/% Service Level	Logged In	Avail	Busy	On Break	Max Answer Delay	Max Abandon Delay	ACD ASA	Total ACD Talk Time	Avg ACD Talk Time	Total Wrap Time	Avg Wrap Time	Ans Pre Thresh	% Ans Pre Thresh	Ans Post Thresh	% Ans Post Thresh	Aban Pre Thresh	% Aban Pre Thresh	Aban Post Thresh	% Aban Post Thresh	Custom Service Level
Accounting																													
11/17/2006																													
10:45 AM	1	0	0	0	0	0	0	0	100.0%	00:14:51	00:14:16	00:00:35	00:00:00	00:00:03	00:00:00	00:00:03	00:00:00	00:00:00	00:00:00	00:00:00	0	0.0%	1	100.0%	0	0.0%	0	0.0%	0.0%
11:00 AM	6	2	2	1	0	0	0	0	0.0%	00:15:00	00:03:45	00:09:21	00:01:14	00:01:31	00:00:04	00:00:15	00:04:41	00:04:41	00:00:20	00:00:20	0	0.0%	1	100.0%	1	50.0%	1	50.0%	0.0%
11:15 AM	3	1	1	2	0	1	0	0	100.0%	00:15:00	00:08:10	00:07:39	00:00:33	00:00:11	00:00:37	00:00:03	00:11:26	00:11:26	00:00:38	00:00:19	0	0.0%	1	100.0%	0	0.0%	1	100.0%	0.0%
11:30 AM	3	0	0	0	0	0	0	3	0.0%	00:15:00	00:00:08	00:14:50	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:02	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0.0%
11:45 AM	1	0	0	1	0	0	0	0	100.0%	00:12:17	00:08:18	00:03:39	00:00:00	00:00:01	00:00:00	00:00:01	00:00:09	00:00:09	00:00:20	00:00:20	1	100.0%	0	0.0%	0	0.0%	0	0.0%	100.0%
12:00 PM	0	0	0	0	0	0	0	0	0.0%	00:15:00	00:15:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0.0%
12:15 PM	0	0	0	0	0	0	0	0	0.0%	00:15:00	00:15:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0.0%
12:30 PM	0	0	0	0	0	0	0	0	0.0%	00:15:00	00:15:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0.0%
12:45 PM	0	0	0	0	0	0	0	0	0.0%	00:15:00	00:15:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0.0%
01:00 PM	0	0	0	0	0	0	0	0	0.0%	00:15:00	00:15:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0.0%
01:15 PM	0	0	0	0	0	0	0	0	0.0%	00:15:00	00:15:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0.0%
02:45 PM	0	0	0	0	0	0	0	0	0.0%	00:13:02	00:13:02	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0.0%
03:00 PM	0	0	0	0	0	0	0	0	0.0%	00:05:24	00:05:24	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0.0%
Total: 11/17/2006	14	3	3	4	0	1	0	3	75.0%	00:20:03	00:07:50	00:03:16	00:00:05	00:01:31	00:00:37	00:00:07	00:16:16	00:04:04	00:01:20	00:00:20	1	25.0%	3	75.0%	1	33.3%	2	66.7%	16.7%
Accounting Total:	14	3	3	4	0	1	0	3	75.0%	00:20:03	00:07:50	00:03:16	00:00:05	00:01:31	00:00:37	00:00:07	00:16:16	00:04:04	00:01:20	00:00:20	1	25.0%	3	75.0%	1	33.3%	2	66.7%	16.7%
Grand Total	14	3	3	4	0	1	0	3	75.0%	00:20:03	00:07:50	00:03:16	00:00:05	00:01:31	00:00:37	00:00:07	00:16:16	00:04:04	00:01:20	00:00:20	1	25.0%	3	75.0%	1	33.3%	2	66.7%	16.7%

Report Printed On : 11/20/2006 10:14 AM Asia/Saigon

Page 1 of 1

Figure 42. Interval Workgroup Performance Report

Report Elements

- On the top of the report:
  - Interval Workgroup Performance (report name)
  - Date(s): The period covered start and end dates.

    TIP: Refer to "Defining the Time Range to Include in an Advanced Report" on page 31.
  - Within Hours: The time range the report covers.
  - Workgroup(s): The name of the workgroups identified in the Content tab.

    TIP: Refer to "Creating the Interval Workgroup Performance Report" on page 110.
- On the bottom center of the report:
  - Report Printed On: The date and time based on the time zone selection.

    TIP: Refer to "Defining the Display Time, Language, and Date Format For an Advanced Report" on page 32.
  - Page 1 of X (where X = the total number of pages)
- The Workgroup Performance Report has four main areas:

Calls

The Calls area tracks the number and type of calls offered, the disposition of the call (answered, refused, abandoned, and so on) and the Service Level of the Workgroup against its pre-set threshold.

Refer to the information in Table 42 for a description of the fields, tables, and formulas used in the calculations, where applicable.

Table 42. Calls Area Elements of the Interval Workgroup Performance Report

Field	Description	Table/Field	Calculation
Time	Beginning of 15-minute interval	Workgroup Stats StartIntervalTime	
ACD In	Total number of ACD calls offered within the interval.	Workgroup Stats TotAbuACDCalls	Sum(TotAbuACDCalls)
Abn ACD	Total number of Abandoned ACD calls within the interval.	Workgroup Stats TotAbanACDCalls	Sum(TotAbanACDCalls)
Ref ACD	Total number of Refused ACD calls during the interval. (ACD calls offered to the workgroup and not accepted.)	Workgroup Stats TotRefusedACDCalls	Sum(TotRefusedACDCalls)
Wrap ACD	Total number of calls that went into Wrap-up mode during the interval.	Workgroup Stats TotWrapACDCalls	Sum(TotWrapACDCalls)
ACD Xfered In	Number of ACD calls that were Transferred Into a workgroup during the interval.	WorkgroupStats TrxIn	Sum(TrxIn)
ACD Xfered Out	Number of ACD calls that were Transferred Out Of the Workgroup during the interval.	WorkgroupStats TrxOut	Sum(TrxOut)

Table 42. Calls Area Elements of the Interval Workgroup Performance Report

Field	Description	Table/Field	Calculation
ACD OVR In	The number of calls that were offered by Overflowed to a workgroup.	WorkgroupStats TotOVinACDCalls	Sum(TotOVinACDCalls)
ACD OVR Out	The number of calls that met Overflow Criteria (though not necessarily answered by another workgroup).	WorkgroupStats TotOVOutACDCalls	Sum(TotOvOutACDCalls)
Total	The total number or percentage of each Call item, for each workgroup (during the requested date range).		
Grand Total	The total number or percentage of each Call item, for all selected workgroups combined (during the requested date range).		

TFS (Service Level)

Table 43 shows the TFS fields and Descriptions.

Table 43. TFS Area Elements of the Interval Workgroup Performance Report

Field	Description	Table/Field	Calculation
% Service Level	The percentage of calls answered by a workgroup against a target within the interval.	WorkgroupStats Ans2-300ACDCalls TotABUACD Abn2-300ACDCalls	Sum(Ans2-300ACDCalls)/ ((SumTotABUACD)+Sum (TotAbn2-300ACDCalls)
Total	The average Service Level percent for each Call item, for each workgroup (during the requested date range).		
Grand Total	The average Service Level percent for each Call item, for all selected workgroups combined (during the requested date range).		

Time (Totals)

The Time (Totals) area tracks the time that agents were logged in during the interval, the cumulative time spent in the different ACD States (*Busy*, *Available*, *On Break*), Maximum Abandon and Answer Delay, and the Average Speed of Answer (ASA).

Refer to Table 44 for a description of the fields, tables, and formulas used in the calculations, where applicable.

Table 44. Time (Totals) Area Elements of the Interval Workgroup Performance Report

Field	Description	Table/Field	Calculation
Logged In	Cumulative total time users were logged in during the interval.	Workgroup Stats TimeUsersLoggedIn	Sum(TimeUsersLoggedIn)
Busy	Cumulative total time users spent in the *Busy* state during the interval.	Workgroup Stats TimeUsersBusy	Sum(TimeUsersBusy)
Avail	Cumulative total time users spent in the *Available* state during the interval.	WorkgroupStats TimeUsersAvailable	Sum(TimeUsersAvailable)
On Break	Cumulative total time users spent in the *On Break* state during the interval.	Workgroup Stats TimeUsersOnBrea	Sum(TimeUsersOnBreak)
Max Answer Delay	Maximum time to answer a call during the interval.	WorkgroupStats MaxTABUACDCalls	Sum(MaxTABUACDCalls)
Max Abandon Delay	Maximum time before the caller abandoned the call during the interval.	WorkgroupStats MaxTAbanACDCalls	Sum(MaxTAbanACDCalls)
ACD ASA	Average Speed to Answer during the interval.	WorkgroupStats AnsPreThre TotACDCalls	Sum(TimeABUACDCalls) / TotACDCalls
Total	The average total time for each Time field (except Max Answer Delay and Max Abandon Delay), for all workgroups combined (during the requested date range).		

Table 44. Time (Totals) Area Elements of the Interval Workgroup Performance Report

Field	Description	Table/Field	Calculation
Total <*date*>	The average time for each time field (except Max Answer Delay and Max Abandoned Delay) for the day.		
Grand Total	The average time for each time field for all workgroups combined during the requested date range.		

Handled Time

The Handled Time area tracks the total and average ACD Talk Time. Refer to Table 45 for a description of the fields, tables, and formulas used in the calculations, where applicable.

Table 45. Handled Time Area Elements of the Interval Workgroup Performance Report

Field	Description	Table/Field	Calculation
Total ACD Talk Time	Total Talk Time (including Hold time) for ACD calls during the interval.	WorkgroupStats TimeTalkACDCalls	Sum(TimeTalkACDCalls)
Avg ACD Talk Time	Average Talk Time (including Hold time) for ACD calls during the interval.	WorkgroupStats TimeTalkACDCalls TotABUACDCalls	Sum(TimeTalkACDCalls) / Sum(TotABUACDCalls)
Total Wrap Time	Total time users are in the wrap-up state for this workgroup for the interval.	WorkgroupStats TimeWrapACDCalls	Sum(TimeWrapACDCalls)
Avg Wrap Time	Average time in wrap-up per call.	WorkgroupStats TimeWrapACDCalls TotWrapACDCalls	Sum(TimeWrapACDCalls) / Sum(TotWrapACDCalls)
Total	The total and average amount of time, for each Talk Time field, for each workgroup (during the requested date range).		
Grand Total	The total and average amount of time, for each Talk Time field, for all workgroups combined (during the requested date range).		

User Defined Threshold

Refer to the information in Table 46 for a description of the fields, tables, and formulas used in the calculations, where applicable.

Table 46. User Defined Threshold Area Elements of the Interval Workgroup Performance Report

Field	Description	Table/Fields	Example Calculation
Ans Pre Thresh	The number of ACD calls that were answered (Ans) *within* (less than) the user-defined threshold within the daily group.	Ans2ACDCalls-Ans300ACDCalls (where 2 is min. and 300 is max.)	Sum(Ans2ACDCalls-300ACDCalls)
% Ans Pre Thresh	The percentage of ACD calls that were answered (Ans) *within* (less than) the user-defined threshold within the daily group.	Ans2ACDCalls-Ans300ACDCalls TotAbuACDCalls (where Abu = answered by user)	Sum(Ans2ACDCalls-Ans300ACDCalls) / Sum(TotAbuACDCalls)
Ans Post Thresh	The number of ACD calls that were answered (Ans) *after* (greater than) the user-defined threshold within the daily group.	Ans2ACDCalls-Ans300ACDCalls	Sum(Ans2ACDCalls-Ans300ACDCalls)
% AnsPost Thresh	The percentage of ACD calls that were answered (Ans) *after* (greater than) the user-defined threshold within the daily group.	Ans2ACDCalls-Ans300ACDCalls TotAbuACDCalls	Sum(Ans2ACDCalls-Ans300ACDCalls) / Sum(TotAbuACDCalls)
Abn Pre Thresh	The number of ACD calls that were abandoned (Abnd) *before* (less than) the user-defined threshold within the daily group.	Abnd2ACDCalls-Abnd300ACDCalls TotAbndACDCalls	Sum(Abnd2ACDCalls-Abnd300ACDCalls)
% Abn Pre Thresh	The percentage of ACD calls that were abandoned (Abnd) *before* (less than) the user-defined threshold within the daily group.	Abnd2ACDCalls-Abnd300ACDCalls TotAbndACDCalls	Sum(Abnd2ACDCalls-Abnd300ACDCalls) / Sum(TotAbndACDCalls)
Abn Post Thresh	The number of ACD calls that were abandoned *after* (greater than) the user-defined threshold within the daily group.	Abnd2ACDCalls-Abnd300ACDCalls TotAbndACDCalls	Sum(Abnd2ACDCalls-Abnd300ACDCalls)

Table 46. User Defined Threshold Area Elements of the Interval Workgroup Performance Report

Field	Description	Table/Fields	Example Calculation
% Abn Post Thresh	The percentage of ACD calls that were abandoned *after* (greater than) the user-defined threshold within the daily group.	Abnd2ACDCalls-300ACDCalls TotAbndACDCalls	Sum(Abn2-300ACDCalls) / Sum(TotAbndACDcalls)
Custom Service Level	The percentage of calls that were answered within *X* seconds (where *X* is a Service Level time factor defined as a variable for the report).	Ans2ACDCalls-Ans300ACDCalls TotAbuACDCalls Abnd2ACDCalls-Abnd300ACDCalls	Sum(Ans2ACDCalls-Ans300ACDCalls) / Sum(TotAbuACDCalls) + Sum(Abnd2ACDCalls-Abnd300ACDCalls)
Total	The total number or percentage for each field for the workgroup.		
Grand Total	The total number or percentage for each field for all workgroups.		

Creating the Interval Workgroup Performance Report

1 From Advanced Reports, Interval Workgroup Performance, click the Add button. The Name tab opens, where you type a name and a description for the report.

TIP: Refer to "Creating and Naming a New Advanced Report" on page 24.

2 Click the Content tab (Figure 43), which opens to show Include Statistics On tabs (Workgroups, Report Interval, Regional Options, Formulas, and Threshold).

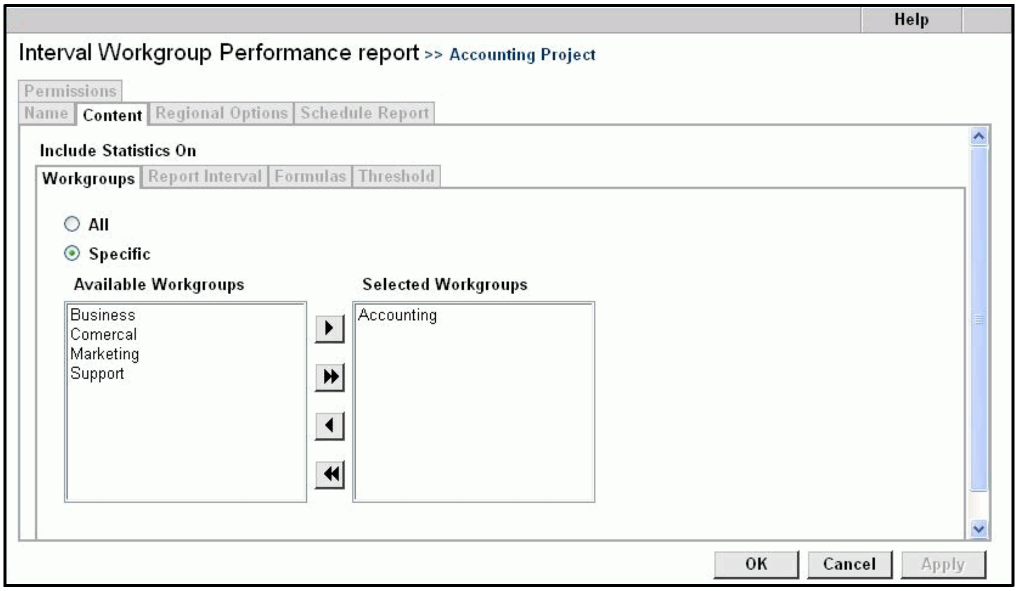


Figure 43. Interval Workgroup Performance Report - Content - Workgroups Tab

3 Click the Workgroups tab (Figure 43) and select either All (workgroups) or Specific (workgroups) to include in you report.

a If you select All, then the report will include the statistics for all configured workgroups in the system, by Workgroup and by date.

b If you select Specific, then you must identify the individual workgroups you want to include in the report. Do this my moving them from the left box (Available Workgroups) to the right box (Selected Workgroups), using the arrows.

4 Select the Report Interval tab (Figure 44) and select how often to report the information, from the drop-down list (15 min., 30 min., 60 min., or Daily).

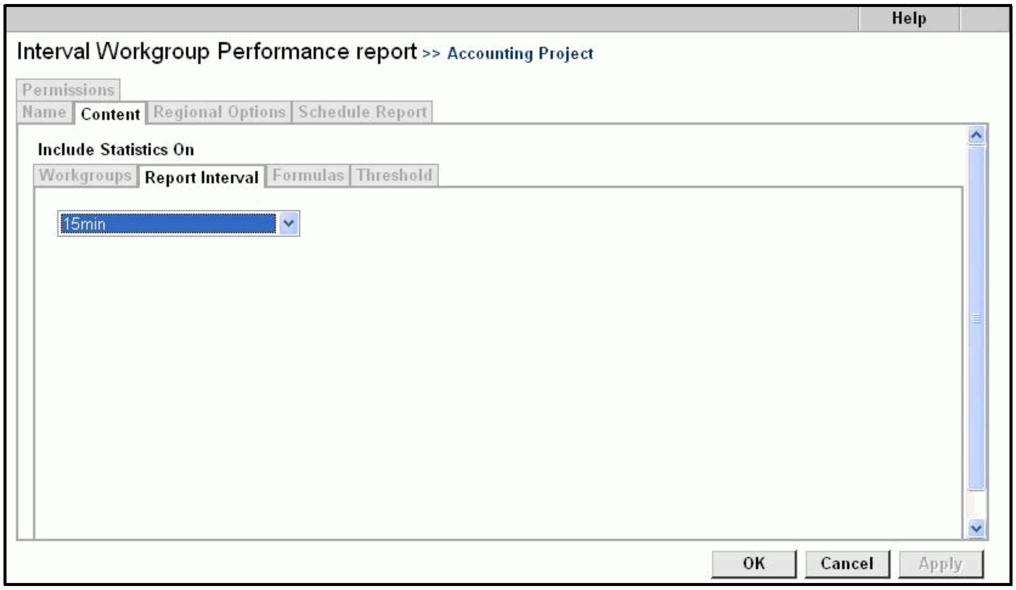


Figure 44. Interval Workgroup Performance - Content - Report Interval Tab

5 Select the Formulas tab (Figure 45) and select the formula for the TFS field from the drop-down list.

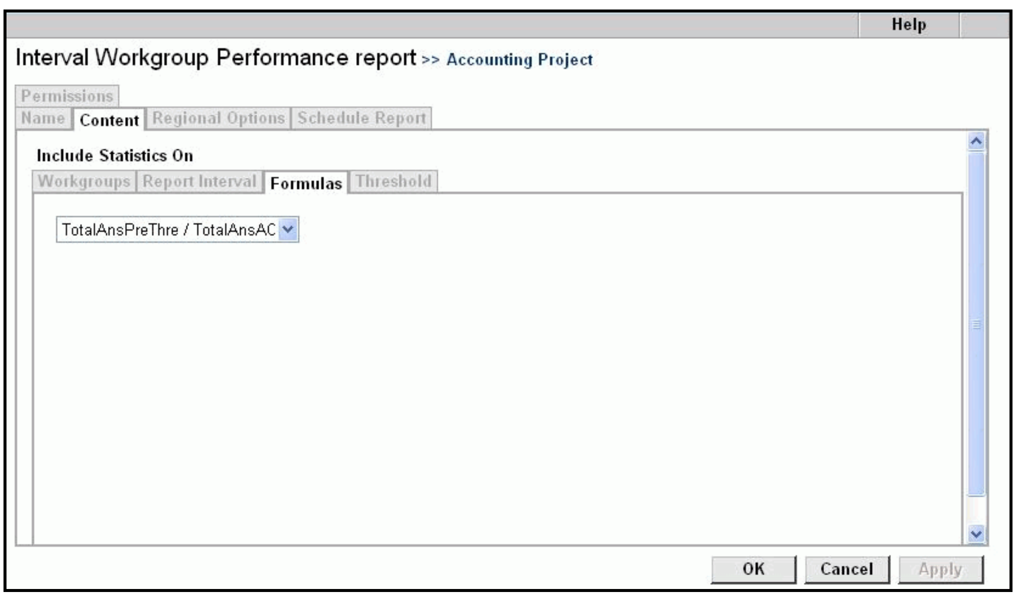


Figure 45. Interval Workgroup Performance - Content - Formulas Tab

a TotalAnsPreThre / (TotalAnsACD - TotalAbanPostThre) - Provides a service level percentage of calls answered within the threshold of all answered calls excluding calls that abandoned within the threshold value.

b TotalAnsPreThre / TotalAnsACD - Provides a service level percentage of calls answered within the threshold of all answered calls.

6 Select the Threshold tab (Figure 46) and select a custom threshold (a Service Level time factor). Refer to Table 46.

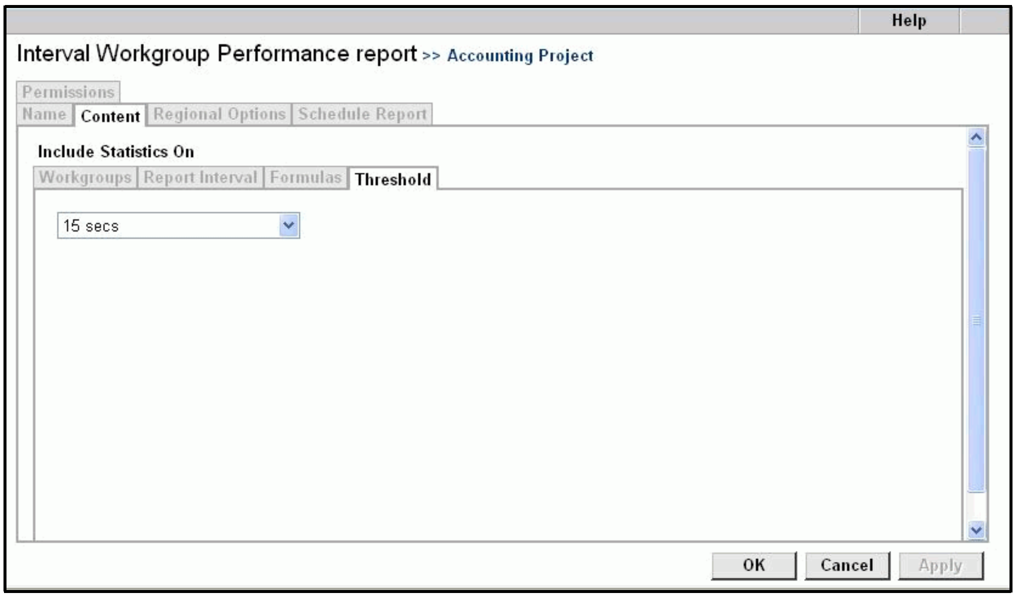


Figure 46. Interval Workgroup Performance - Content - Threshold Tab

7 Click the Regional Options tab to select a time zone, report language, and report format.

TIP: Refer to "Defining the Display Time, Language, and Date Format For an Advanced Report" on page 32.

8 Click the Schedule Report tab to run the report automatically, over selected periods of time, and have CCA automatically send it to one or more email addresses.

TIP: Refer to "Scheduling an Advanced Report" on page 27.

9 Click the Permissions tab and identify the users that you want to give access to this report.

TIP: Refer to "Identifying Users Who can Access Advanced Reports" on page 28.

10 Click OK.

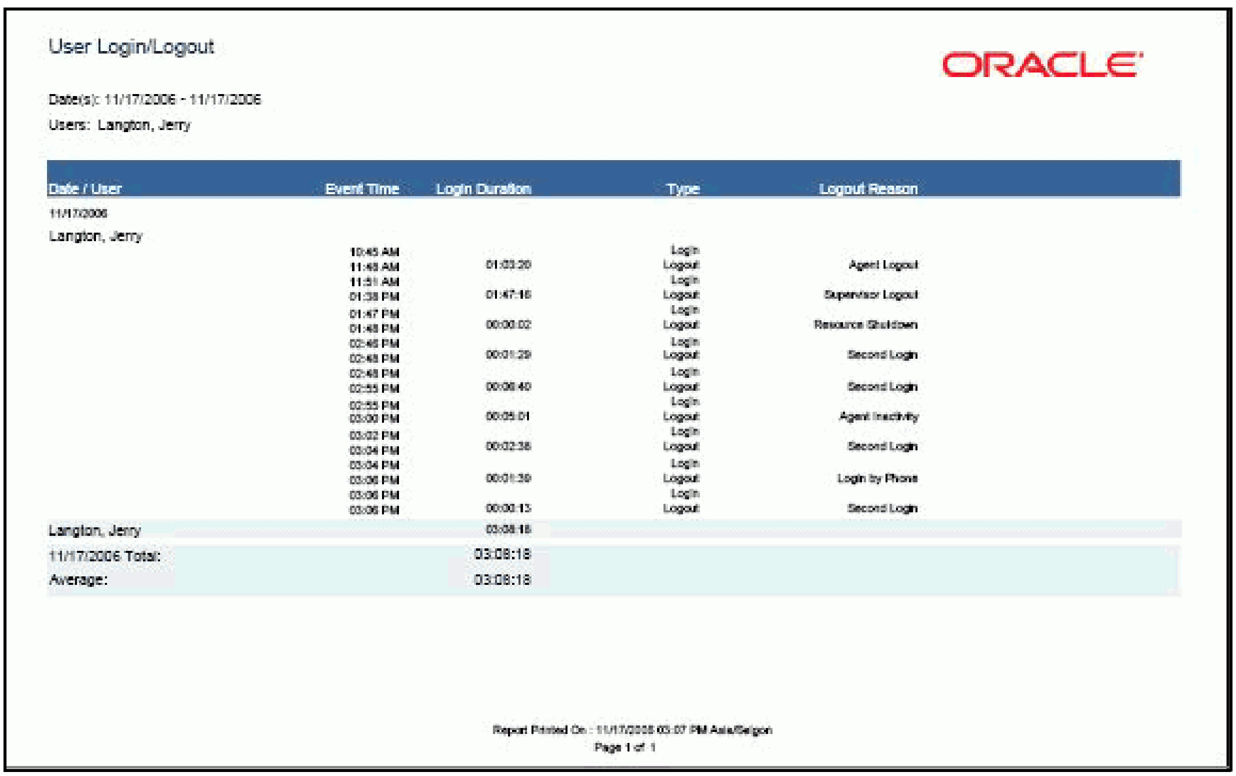
11 User Login/Logout Report

This chapter describes the User Login/Logout Report and how to create it. This chapter includes the following topics:

- Introduction
- Report Elements
- Creating a User Login/Logout Report

Introduction

The User Login/Logout Report (Figure 47) tracks, by user (agents and supervisors), the user's login/logout activity, duration of login, and the logout reason for the date and time you specify.


User Login/Logout

Date(s): 11/17/2006 - 11/17/2006

Users: Langton, Jerry

Date / User	Event Time	Login Duration	Type	Logout Reason
11/17/2006				
Langton, Jerry				
	10:45 AM		Login	
	11:48 AM	01:03:20	Logout	Agent Logout
	11:51 AM		Login	
	01:38 PM	01:47:18	Logout	Supervisor Logout
	01:47 PM		Login	
	01:48 PM	00:00:02	Logout	Resource Shutdown
	02:46 PM		Login	
	02:48 PM	00:01:29	Logout	Second Login
	02:48 PM		Login	
	02:55 PM	00:06:40	Logout	Second Login
	02:55 PM		Login	
	03:00 PM	00:05:01	Logout	Agent Inactivity
	03:02 PM		Login	
	03:04 PM	00:02:38	Logout	Second Login
	03:04 PM		Login	
	03:06 PM	00:01:39	Logout	Login by Phone
	03:06 PM		Login	
	03:06 PM	00:00:13	Logout	Second Login
Langton, Jerry		03:08:18		
11/17/2006 Total:		03:08:18		
Average:		03:08:18		

Report Printed On : 11/17/2006 03:07 PM Asia/Saigon

Page 1 of 1

Figure 47. User Login/Logout Report

Report Elements

- On the top of the report:
  - User Login/Logout (report name)
  - Date(s): The period covered start and end dates.

    TIP: Refer to "Defining the Time Range to Include in an Advanced Report" on page 31.
  - Users: The users included in the report, as identified in the Content tab.

    TIP: Refer to "Creating and Naming a New Advanced Report" on page 24.
- On the bottom center of the report:
  - Report Printed On: The date and time based on the time zone selection.

    TIP: Refer to "Defining the Display Time, Language, and Date Format For an Advanced Report" on page 32.
  - Page 1 of X (where X = the total number of pages)

Refer to Table 47 for a description of the main report elements, their corresponding tables, and formulas used in calculations, where applicable.

Table 47. Login/Logout Area of the User Login/Logout Report

Field	Description	Table/Field	Calculation
Name	User Name	userlogin ul u.userid	
Date	Date of Login	userlogin ul	
Event Time	Time of Login/Logout	UserStats logindate	None
Type	Agent's activity (login/logout) associated with each event time	userlogin logintype	None
Duration	Duration of Login	UserStats duration	Sum(Duration)
Logout Reason	Reason for Logout: **0** = Agent Logout **1** = Web Session Timeout **2** = Agent Inactivity **3** = Resource Shutdown **4** = Second Login **5** = Supervisor Logout **6** = Login by Phone	userlogin logoutreason	none

Table 47. Login/Logout Area of the User Login/Logout Report

Field	Description	Table/Field	Calculation
Total	The total login duration of all selected agents.	userlogin Date duration	date + duration
Average	The average login duration for all agents.		Total login duration / number of agents reported

Creating a User Login/Logout Report

1 From Advanced Reports, User Login/Logout, click the Add button. The Name tab opens, where you type a name and a description for the report.

TIP: Refer to "Creating and Naming a New Advanced Report" on page 24.

2 Click the Content tab (Figure 48) and select one of the following:

- All (users)
- Supervised by
- Department
- Workgroup
- Specific (users)

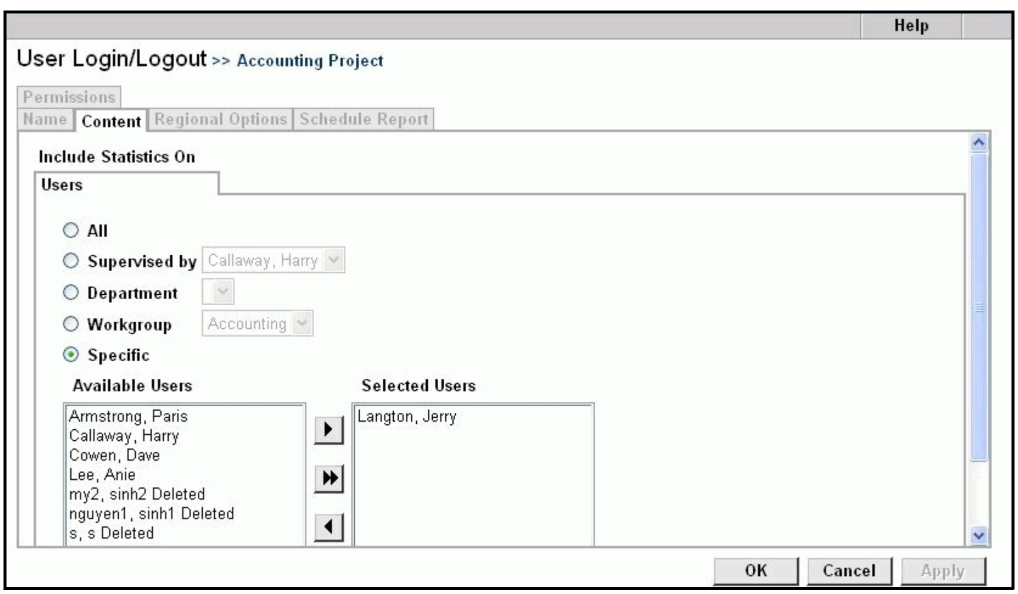


Figure 48. User Login/Logout Report - Content Tab

3 Refer to Table 48 for a description of each field option to select.

Table 48. User LogIn/Logout Report - Content Tab Options

Field	Description
All	To report on the statistics for All configured users in the system.
Supervised By (list of supervisors)	To report on the statistics for all users who are supervised by the **Supervisor** you select from the drop-down list.
Department (list of departments)	To report on the statistics for all users within the **Department** you select from the drop-down list.
Workgroup (list of workgroups)	To report on the statistics for all users who belong to the e **Workgroup** you select from the drop-down list.
Specific (Available Users and Selected Users)	Select individual users from the **Available Users** selection box and move them to the **Selected Users** box, using the arrows.

4 Click the Regional Options tab to select a time zone, report language, and report format.

TIP: Refer to "Defining the Display Time, Language, and Date Format For an Advanced Report" on page 32.

5 Click the Schedule Report tab to run the report automatically, over selected periods of time, and have CCA automatically send it to one or more email addresses.

TIP: Refer to "Scheduling an Advanced Report" on page 27.

6 Click the Permissions tab and identify the users that you want to give access to this report.

TIP: Refer to "Identifying Users Who can Access Advanced Reports" on page 28.

7 Click OK.

12 User Hourly Average Report

This chapter describes the User Hourly Average Report and how to create it. This chapter includes the following topics:

- Introduction
- Report Elements
- Creating a User Hourly Average Report

Introduction

The User Hourly Average Report (Figure 49) highlights individual Agent performance by time in ACD status, call counts, call types, and talk time. It provides visibility into hourly Agent Activity, including calls handled, along with time spent in different ACD States.

User Hourly Average

ORACLE

Date(s): 11/17/2006 - 11/17/2006

Users: Langton, Jerry; Smith, Jane

Time	Average ACD Calls Per Hour	Average Talk Time	Average Available Time	Average Busy Time	Average Break Time	Average Hold Time	Average Wrap Up Time	Average Handle Time
Langton, Jerry								
11/17/2006	1.329	00:05:24	00:46:52	00:11:59	00:00:36	00:01:08	00:00:27	00:04:24
Total: Langton, Jerry	1.329	00:05:24	00:46:52	00:11:59	00:00:36	00:01:08	00:00:27	00:04:24
Smith, Jane								
11/17/2006	2.085	00:05:32	00:54:21	00:05:39	00:00:00	00:00:00	00:00:00	00:02:39
Total: Smith, Jane	2.085	00:05:32	00:54:21	00:05:39	00:00:00	00:00:00	00:00:00	00:02:39
Grand Total	1.623	00:05:27	00:49:47	00:09:31	00:00:22	00:00:42	00:00:16	00:03:32

Figure 49. Example User Hourly Average Report

Use this report to assist contact center Management in determining agent average performance against reasonable expectations.

NOTE: You can also configure this report to show all activity by all projects or for selected individual projects.

Report Elements

- On the top of the report:

User Hourly Average (report name)

  - Date(s): The period covered start and end dates.

    TIP: Refer to "Defining the Time Range to Include in an Advanced Report" on page 31.

  - Users: The users identified in the Content tab.

    TIP: Refer to "Creating a User Hourly Average Report" on page 121.

- On the bottom center of the report:
  - Report Printed On: The date and time based on the time zone selection.

    TIP: Refer to "Defining the Display Time, Language, and Date Format For an Advanced Report" on page 32.

  - Page 1 of X (where X = the total number of pages)

Refer to Table 49 for a description of the main report elements, their corresponding tables, and the formulas used in the calculation, where applicable.

Table 49. User Hourly Average Report Elements

Item	Description	Table/Field	Calculation
Date	The date of user activity.	UserStats StartDate EndDate	None
Average Calls Per Hour	The average number of calls handled per hour.	UserStats TotACDCalls TimeUserLoggedIn	(TotACDCalls / TimeUserLoggedIn (in seconds)) x 3600 seconds
Average Talk Time	The average time spent talking on phone calls (including hold time).	UserStates TimeTalkACDCalls TimeUserLoggedIn	(TimeTalkACDCalls / TimeUserLoggedIn (in seconds)) x 3600 seconds
Average Available Time	The average time spent in the *Available* state.	UserStats TotUserAvailable TimeUserLoggedIn	(TotUserAvailable) / TimeUserLoggedIn (in seconds)) x 3600 seconds
Average Busy Time	The average time spent in the *Busy* state.	UserStats TotUserBusy TimeUserLoggedIn	(TotUserBusy / TotLoggedIn (in seconds)) x 3600 seconds
Average Break Time	The average time spent in the *On Break* state.	TimeUserOnBreak TimeUserLoggedIn	(TotUserOnBreak / TotLoggedIn (in seconds)) x 3600 seconds
Average Hold Time	The average time spent in the *Hold* state.	TimeHoldACDCalls TimeUserLoggedIn	(TimeHoldACDCalls / TotLoggedIn (in seconds)) x 3600 seconds

Table 49. User Hourly Average Report Elements

Item	Description	Table/Field	Calculation
Average Wrap Time	The average time spent in the *Wrap-up* state.	TimeWrapACDCalls TimeUserLoggedIn	(TimeWrapACDCalls / TotLoggedIn (in seconds)) x 3600 seconds
Average Handle Time	The average time to process calls.	TimeTalkACDCalls TimeWrapACDCalls TotACDCalls	(TimeTalkACDCalls + TimeWrapACDCalls) / TotACDCalls
Total	The average time of each item, for each agent in the report.	UserStats TimeUserLoggedIn	
Grand Total	The average time of each item, for all agents in the report.	UserStats TimeUserLoggedIn	

Creating a User Hourly Average Report

1 From Advanced Reports, User Hourly Average Report, click the Add button. The Name tab opens, where you type a name and a description for the report.

TIP: Refer to "Creating and Naming a New Advanced Report" on page 24.

2 Click the Content tab (Figure 50), which opens the Include Statistics On tab to Users.

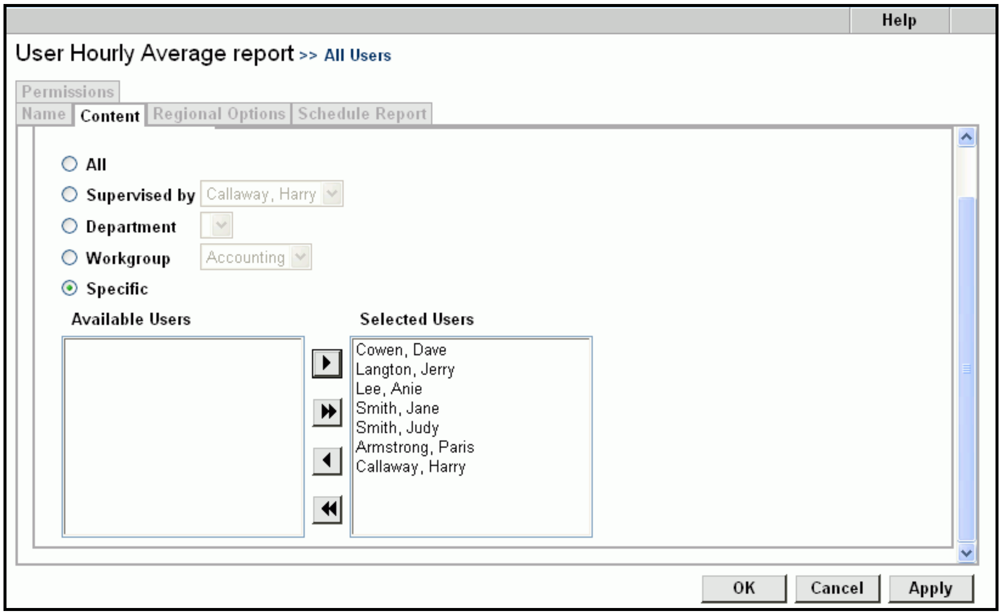


Figure 50. User Average Hourly Report - Content - Users Tab

Refer to the information in Table 50 to identify which users to include in the report.

Table 50. User Average Hourly Report - Content - Users Options

Selection	Description
All	To report on the statistics for **All** configured users in the system.
Supervised By (list of supervisors)	To report on the statistics for all users who are supervised by the **Supervisor** you select from the drop-down list.
Department (list of departments)	To report on the statistics for all users within the **Department** you select from the drop-down list.
Workgroup (list of workgroups)	To report on the statistics for all users who belong to the e **Workgroup** you select from the drop-down list.
Specific (Available Users and Selected Users)	Select individual users from the **Available Users** selection box and move them to the **Selected Users** box, using the arrows.

3 Click the Regional Options tab to select a time zone, report language, and report format.

TIP: Refer to "Defining the Display Time, Language, and Date Format For an Advanced Report" on page 32.

4 Click the Schedule Report tab to run the report automatically, over selected periods of time, and have CCA automatically send it to one or more email addresses.

TIP: Refer to "Scheduling an Advanced Report" on page 27.

5 Click the Permissions tab and identify the users that you want to give access to this report.

TIP: Refer to "Identifying Users Who can Access Advanced Reports" on page 28.

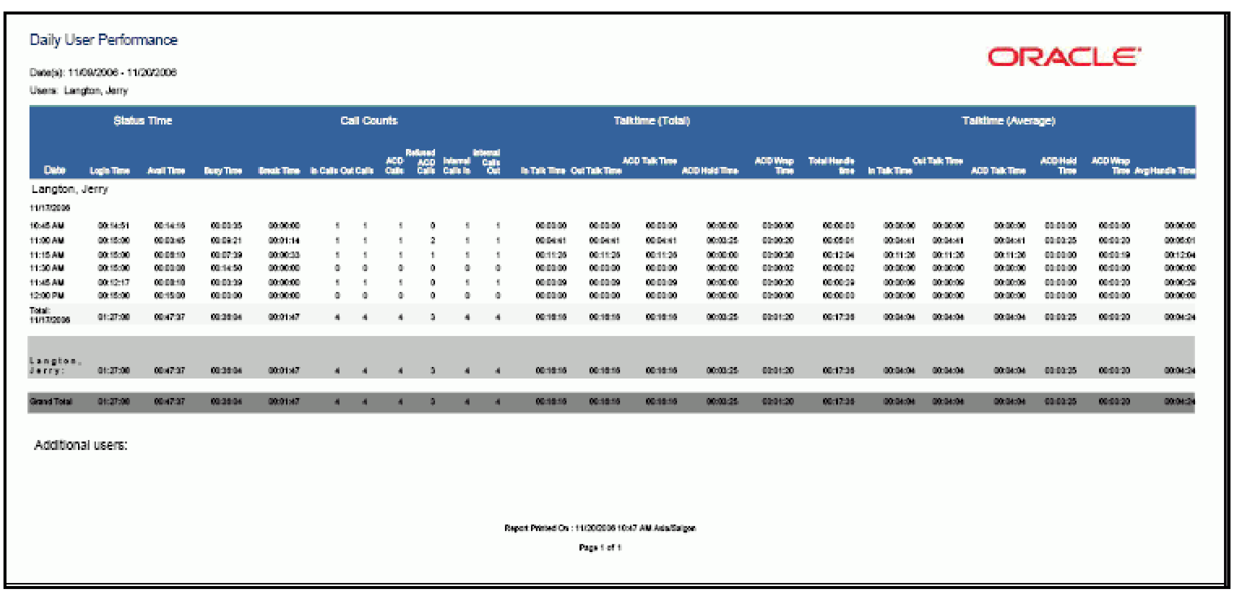
6 Click OK.

13 Daily User Performance Report

This chapter describes the Daily User Performance Report and how to create it. This chapter includes the following topics:

Introduction

The Daily User Performance Report (Figure 51) provides visibility into daily Agent Activity, including time spent in different ACD States, Call Counts, and Talk Time.



Daily User Performance

Date(s): 11/09/2006 - 11/20/2006

Users: Langton, Jerry

	Status Time				Call Counts						Talktime (Total)						Talktime (Average)					
Date	Login Time	Avail Time	Busy Time	Break Time	In Calls	Out Calls	ACD Calls	Refused ACD Calls	Internal Calls In	Internal Calls Out	In Talk Time	Out Talk Time	ACD Talk Time	ACD Hold Time	ACD Wrap Time	Total Handle time	In Talk Time	Out Talk Time	ACD Talk Time	ACD Hold Time	ACD Wrap Time	Avg Handle Time
Langton, Jerry																						
11/17/2006																						
10:45 AM	00:14:51	00:14:16	00:00:35	00:00:00	1	1	1	0	1	1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
11:00 AM	00:15:00	00:03:45	00:09:21	00:01:14	1	1	1	2	1	1	00:04:41	00:04:41	00:04:41	00:03:25	00:00:20	00:05:01	00:04:41	00:04:41	00:04:41	00:03:25	00:00:20	00:05:01
11:15 AM	00:15:00	00:08:10	00:07:39	00:00:33	1	1	1	1	1	1	00:11:26	00:11:26	00:11:26	00:00:00	00:00:38	00:12:04	00:11:26	00:11:26	00:11:26	00:00:00	00:00:19	00:12:04
11:30 AM	00:15:00	00:00:00	00:14:50	00:00:00	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:02	00:00:02	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
11:45 AM	00:12:17	00:08:10	00:03:39	00:00:00	1	1	1	0	1	1	00:00:09	00:00:09	00:00:09	00:00:00	00:00:20	00:00:29	00:00:09	00:00:09	00:00:09	00:00:00	00:00:20	00:00:29
12:00 PM	00:15:00	00:15:00	00:00:00	00:00:00	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Total: 11/17/2006	01:27:00	00:47:37	00:38:04	00:01:47	4	4	4	3	4	4	00:16:16	00:16:16	00:16:16	00:03:25	00:01:20	00:17:36	00:04:04	00:04:04	00:04:04	00:03:25	00:00:20	00:04:24
Langton, Jerry:	01:27:00	00:47:37	00:38:04	00:01:47	4	4	4	3	4	4	00:16:16	00:16:16	00:16:16	00:03:25	00:01:20	00:17:36	00:04:04	00:04:04	00:04:04	00:03:25	00:00:20	00:04:24
Grand Total	01:27:00	00:47:37	00:38:04	00:01:47	4	4	4	3	4	4	00:16:16	00:16:16	00:16:16	00:03:25	00:01:20	00:17:36	00:04:04	00:04:04	00:04:04	00:03:25	00:00:20	00:04:24

Additional users:

Report Printed On : 11/20/2006 10:47 AM Asia/Saigon

Page 1 of 1

Figure 51. Example Daily User Performance Report

Use this report to assist contact center Management in monitoring Agent performance against reasonable expectations.

NOTE: You can also configure this report to show all activity by all projects or for selected individual projects.

Report Elements

- On the top of the report:
  - Daily User Performance (report name)
  - Date(s): The period covered start and end dates.

    TIP: Refer to "Defining the Time Range to Include in an Advanced Report" on page 31.
  - User(s): The user names selected from the Contents, Users tab.

    TIP: Refer to "Creating a Daily User Performance Report" on page 130. The names appear alphabetically by last name and then first name.

    NOTE: If the name is too long for the space provided, the name will be cutoff.

    NOTE: If the report includes more users than can be completely displayed at the top of the report, then additional names will appear at the bottom of the report.
  - Contact Center Anywhere logo appears in the upper-right corner.
- On the bottom center of the report:
  - Report Printed On: The date and time based on the time zone selection.

    TIP: Refer to "Defining the Display Time, Language, and Date Format For an Advanced Report" on page 32.
  - Page 1 of X (where X = the total number of pages)
- The report includes four sections in its main body:

1. Status Time
2. Call Counts
3. Talk Time (Total)
4. Talk Time (Average)

Status Time

Refer to Table 51 for a description of the report Status Time elements, their corresponding tables, and formulas for calculations, if applicable.

Table 51. Status Time Elements

Item	Description	Table/Field	Calculation
Login Time	The total time the user was logged into the system.	UserStats UserLoggedIn	Sum(TimeUserLoggedIn)
Avail Time	The total time the was in the "Available" state.	UserStats TimeUserAvailable	Sum(TimeUserAvailable)
Busy Time	The total time user was in the "Busy" state.	UserStats TimeUserBusy	Sum(TimeUserBusy)
Break Time	The total time user was in the "On Break" state.	UserStats TimeUserOnBreak	Sum(TimeUseronBreak)
Total	The total time the user was in each state (for each of the Status Time fields).	UserStats	
Grand Total	The total time, in each state, for all users combined (for each of the Status Time fields).	UserStats	

Call Counts

Refer to Table 52 for a description of the report Call Counts elements, their corresponding tables, and formulas for calculations, if applicable.

Table 52. Call Counts Elements

Item	Description	Table/Field	Calculation
In Calls	The number of direct inbound calls received by the user during this time.	UserStats TotInCalls	Sum(TotInCalls)
Out Calls	The number of Outbound calls the user made during this time.	UserStats TotOutCalls	Sum(TotOutCalls)
ACD Calls	The number of ACD calls the user received during this time.	UserStats TotACDCalls	Sum(TotACDCalls)
Refused ACD Calls	The number of ACD calls the user Refused during this time.	UserStats TotRefusedACDCalls	Sum(TotRefusedACDCalls)

Table 52. Call Counts Elements

Item	Description	Table/Field	Calculation
Internal Calls In	The number of internal extension calls received during this time.	UserStats TotInternalInCalls	Sum(TotInternalInCalls)
Internal Calls Out	The number of Internal Outbound Extension calls the user made during this time.	UserStats TotInternalOutCalls	Sum(TotInternalOutCalls)
Total	The total number of calls the user made for each call type (for each of the Call Counts fields).	UserStats	
Grand Total	The total number of calls, in each state, for all users combined (for each of the Call Counts fields).	UserStats	

Talk Time (Total)

Refer to Table 53 for a description of the report Talk Time (Total) elements, their corresponding tables, and formulas for calculations, if applicable.

Table 53. Talk Time (Total) Elements

Item	Description	Table/Field	Calculation
In Talk Time	The total talk time for inbound calls (including Hold time).	TimeTalkInCalls	Sum(TimeTalkInCalls)
Out Talk Time	The total talk time for outbound calls (including hold time).	TimeTalkOutCalls	Sum(TimeTalkOutCalls)
ACD Talk Time	The total talk time for ACD calls (including hold time).	TimeTalkACDCalls TotACDCalls	Sum(TimeTalkACDCalls)
ACD Hold Time	The total time on hold for ACD calls.	TimeHoldACDCalls	Sum(TimeHoldACDCalls)
ACD Wrap Time	The total time in wrap-up for ACD calls.	TimeWrapACDCalls	Sum(TimeWrapACDCalls)
Total Handle Time	The total time spent handling ACD call interactions.	TimeTalkACDCalls TimeHoldACDCalls TimeWrapACDCalls	Sum(TimeTalkACDCalls)+ Sum(TimeWrapACDCalls)

Table 53. Talk Time (Total) Elements

Item	Description	Table/Field	Calculation
Total	The total time for all calls of each call type for the user (for each of the Talk Time fields).	UserStats	
Grand Total	The total time for all calls, in each state, for all users combined (for each of the Talk Time fields).	UserStats	

Talk Time (Average)

Refer to Table 54 for a description of the report Talk Time (Average) elements, their corresponding tables, and formulas for calculations, if applicable.

Table 54. Talk Time (Average) Elements

Item	Description	Table/Field	Calculation
In Talk Time	The average talk time for all internal calls the user received.	UserStats TimeTalkInCalls TotInCalls	Sum (TimeTalkInCalls) / TotInCalls
Out Talk Time	The average talk time for all outbound calls the user generated.	UserStats TimeTalkOutCalls TotOutCalls	Sum (TimeTalkOutCalls) / Sum (TotOutCalls)
ACD Talk Time	The average talk time for all ACD calls the user received.	UserStats TimeTalkACDCalls	Sum (TimeTalkACDCalls) / Sum(TotACDCalls)
ACD Hold Time	The average time for all ACD calls the user placed on hold.	UserStats TotTimeHoldACDCalls	Sum(TotTimeHoldACDCalls / Count (TimeHoldACDCalls)
ACD Wrap Time	The average time for all ACD calls the user placed in the wrap-up state.	UserStats TimeWrapACDCalls	Sum(TimeWrapACDCalls) / Count(TimeWrapACDCalls)
Avg Handle Time	The average time the user spent handling all ACD calls.	UserStats TimeTalkACDCalls TimeHoldACDCalls TimeWrapACDCalls	[Sum (TimetalkACDCalls) + Sum(TimeWrapACDCalls)]/ Sum (TotACDCalls)

Table 54. Talk Time (Average) Elements

Item	Description	Table/Field	Calculation
Total	The average talk time for all calls, of each call type, for the user (for each of the Talk Time fields).	UserStats	
Grand Total	The average talk time for all calls, of each call type, for all users combined (for each of the Talk Time fields).	UserStats	

Creating a Daily User Performance Report

1 From Advanced Reports, Daily User Performance, click the Add button. The Name tab opens, where you type a name and a description for the report.

   TIP: Refer to "Creating and Naming a New Advanced Report" on page 24.

2 Click the Content tab (Figure 52), which opens to the Include Statistics On tabs (Users and Report Interval).

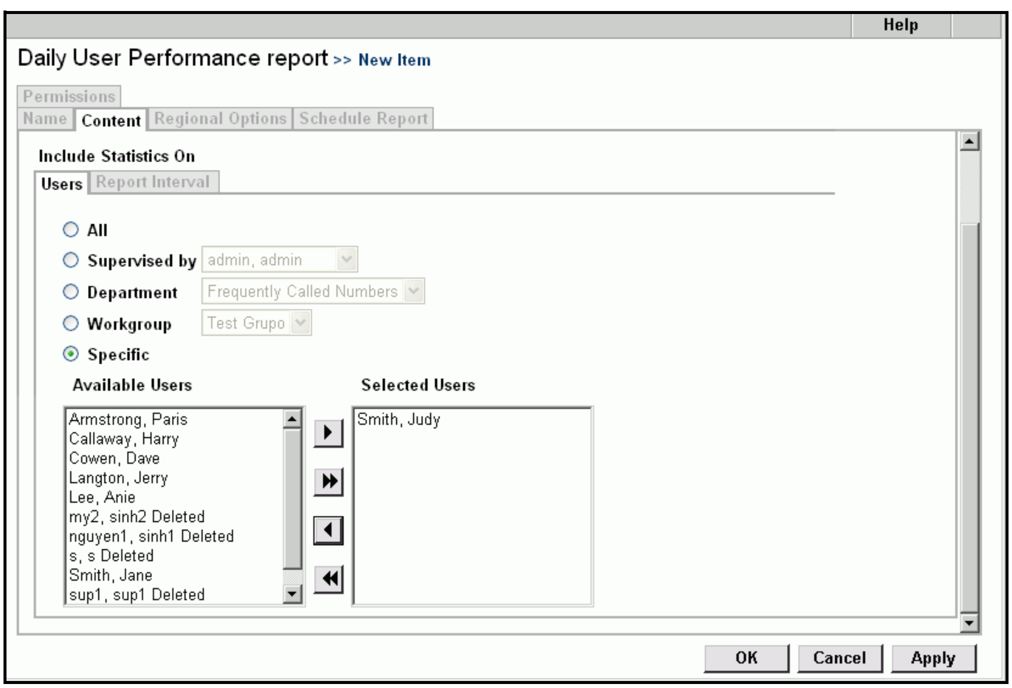


Figure 52. Daily User Performance Report - Content - Users Tab

3 Click the Users tab and identify which users to include in the report.

TIP: Refer to the information in Table 55 for selections and descriptions.

Table 55. Daily User Performance Report - Content - Users Tab Options

Selection	Description
All	To report on the statistics for **All** configured users in the system.
Supervised By (list of supervisors)	To report on the statistics for all users who are supervised by the **Supervisor** you select from the drop-down list.
Department (list of departments)	To report on the statistics for all users within the **Department** you select from the drop-down list.
Workgroup (list of workgroups)	To report on the statistics for all users who belong to the e **Workgroup** you select from the drop-down list.
Specific (Available Users and Selected Users)	Select individual users from the **Available Users** selection box and move them to the **Selected Users** box, using the arrows.

4 Click the Report Interval tab (Figure 53) and select how often to report the information, from the drop-down list (15 min., 30 min., 60 min., or Daily.)

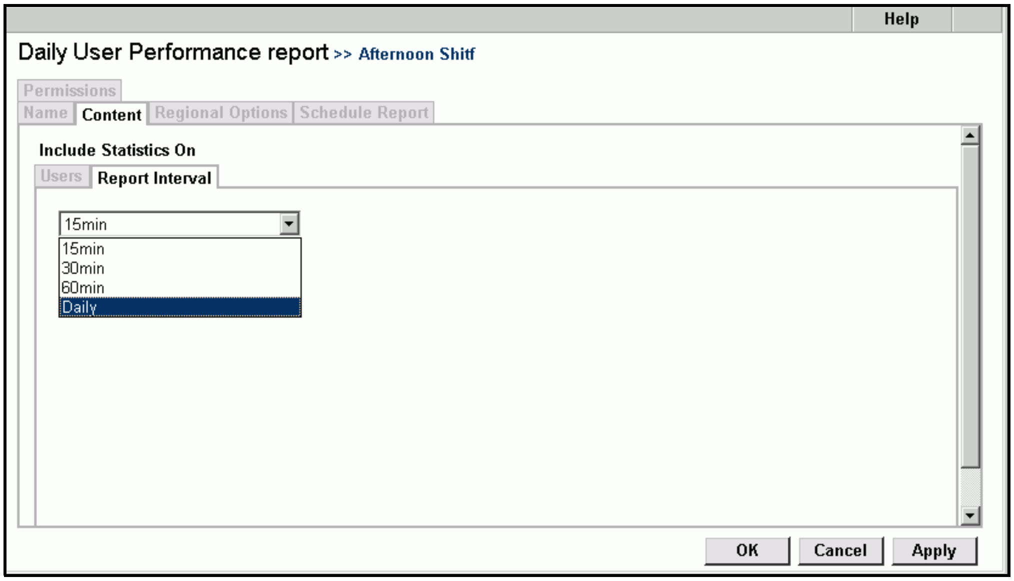


Figure 53. Daily User Performance - Content - Report Interval Tab

5 Click the Regional Options tab to select a time zone, report language, and report format.

TIP: Refer to "Defining the Display Time, Language, and Date Format For an Advanced Report" on page 32.

6 Click the Schedule Report tab to run the report automatically, over selected periods of time, and have CCA automatically send it to one or more email addresses.

TIP: Refer to "Scheduling an Advanced Report" on page 27.

7 Click the Permissions tab and identify the users that you want to give access to this report.

TIP: Refer to "Identifying Users Who can Access Advanced Reports" on page 28.

8 Click OK.

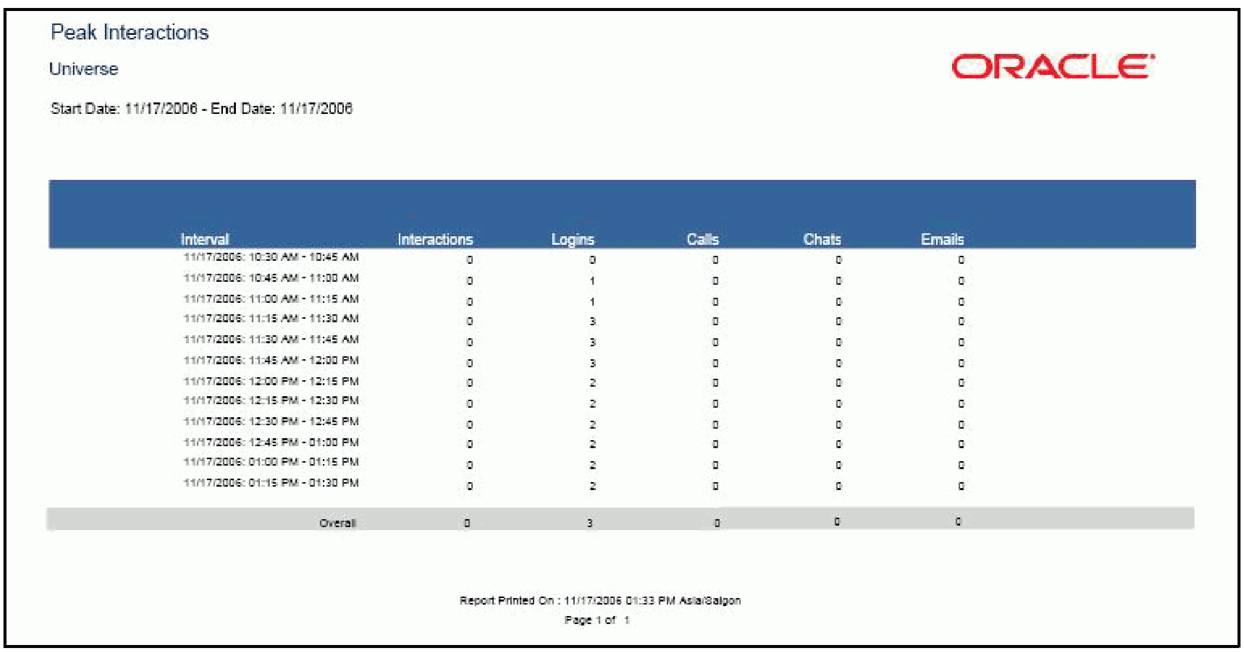
14 Peak Interactions Report

This chapter describes the Peak Interactions Report and how to create it. This chapter includes the following topics:

- Introduction
- Report Elements
- Creating a Peak Interactions Report

Introduction

The Peak Interactions Report (Figure 54) tracks the peak number of Interactions used by the system, reported in pre-set intervals for the company.


Peak Interactions

Universe

Start Date: 11/17/2006 - End Date: 11/17/2006

Interval	Interactions	Logins	Calls	Chats	Emails
11/17/2006: 10:30 AM - 10:45 AM	0	0	0	0	0
11/17/2006: 10:45 AM - 11:00 AM	0	1	0	0	0
11/17/2006: 11:00 AM - 11:15 AM	0	1	0	0	0
11/17/2006: 11:15 AM - 11:30 AM	0	3	0	0	0
11/17/2006: 11:30 AM - 11:45 AM	0	3	0	0	0
11/17/2006: 11:45 AM - 12:00 PM	0	3	0	0	0
11/17/2006: 12:00 PM - 12:15 PM	0	2	0	0	0
11/17/2006: 12:15 PM - 12:30 PM	0	2	0	0	0
11/17/2006: 12:30 PM - 12:45 PM	0	2	0	0	0
11/17/2006: 12:45 PM - 01:00 PM	0	2	0	0	0
11/17/2006: 01:00 PM - 01:15 PM	0	2	0	0	0
11/17/2006: 01:15 PM - 01:30 PM	0	2	0	0	0
Overall	0	3	0	0	0

Report Printed On : 11/17/2006 01:33 PM Asia/Saigon

Page 1 of 1

Figure 54. Example Peak Interactions Report

Report Elements

- On the top of the report:
  - Peak Interactions (report name)

  - Company name
  - Start Date and End Date: The period covered start and end dates.

    TIP: Refer to "Defining the Time Range to Include in an Advanced Report" on page 31.

- On the bottom center of the report:
  - Report Printed On: The date and time based on the time zone selection.

    TIP: Refer to "Defining the Display Time, Language, and Date Format For an Advanced Report" on page 32.

  - Page 1 of X (where X = the total number of pages)

Refer to the information in Table 56 for a description of the main report elements, their corresponding tables, and formulas used in calculations, where applicable.

Table 56. Peak Interactions Report Elements

Item	Description	Table/Field	Calculation
Intervals	The time interval.		None
Interactions	The peak number of interactions during the interval.	InteractionsPeak peakInteractions	None
Logins	The peak number of logins during the interval.	InteractionsPeak peakLogins	None
Calls	The peak number of calls during the interval.	InteractionsPeak peakCalls	None
Chats	The peak number of chats during the interval.	InteractionsPeak peakChats	None
Emails	The peak number of emails during the interval.	InteractionsPeak peakEmails	None
Overall	The maximum number of simultaneous logins/interactions/calls/chat/emails of the company during the requested date/time range.	InteractionsPeak peakEmails peakLogins peakCalls peakChats	

Creating a Peak Interactions Report

1. From Advanced Reports, Peak Interactions, click the Add button. The Name tab opens, where you type a name and a description for the report.

   TIP: Refer to "Creating and Naming a New Advanced Report" on page 24.

2 Click the Regional Options tab to select a time zone, report language, and the report's date format.

TIP: Refer to "Defining the Display Time, Language, and Date Format For an Advanced Report" on page 32.

3 Click the Schedule Report tab to run the report automatically, over selected periods of time, and have CCA automatically send it to one or more email addresses.

TIP: Refer to "Scheduling an Advanced Report" on page 27.

4 Click the Permissions tab and identify the users that you want to give access to this report.

TIP: Refer to "Identifying Users Who can Access Advanced Reports" on page 28.

5 Click OK.

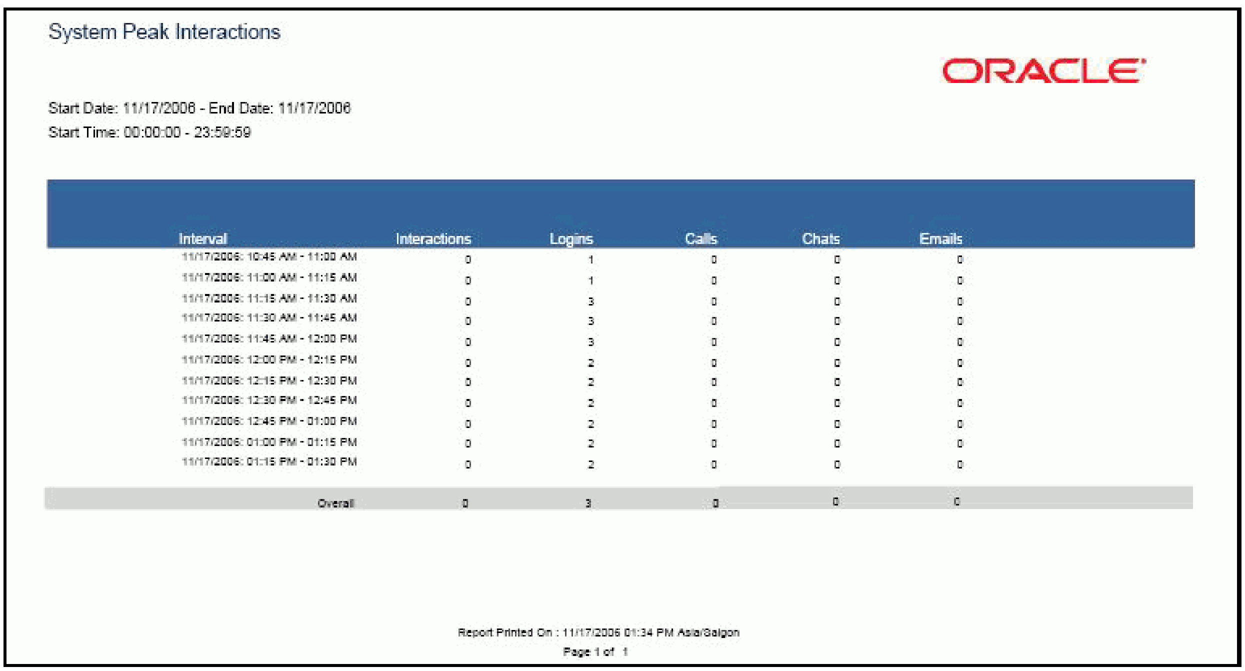
15 System Peaks Interactions Report

This chapter describes the System Peaks Interactions Report and how to create it. This chapter includes the following topics:

- Introduction
- Report Elements
- Creating a System Peaks Interactions Report

Introduction

The System Peaks Interactions Report (Figure 55) tracks the number of system peak interactions in 15-minute intervals. This number is determined from the Interactions Peak table in the database.


System Peak Interactions

Start Date: 11/17/2006 - End Date: 11/17/2006
Start Time: 00:00:00 - 23:59:59

Interval	Interactions	Logins	Calls	Chats	Emails
11/17/2006: 10:45 AM - 11:00 AM	0	1	0	0	0
11/17/2006: 11:00 AM - 11:15 AM	0	1	0	0	0
11/17/2006: 11:15 AM - 11:30 AM	0	3	0	0	0
11/17/2006: 11:30 AM - 11:45 AM	0	3	0	0	0
11/17/2006: 11:45 AM - 12:00 PM	0	3	0	0	0
11/17/2006: 12:00 PM - 12:15 PM	0	2	0	0	0
11/17/2006: 12:15 PM - 12:30 PM	0	2	0	0	0
11/17/2006: 12:30 PM - 12:45 PM	0	2	0	0	0
11/17/2006: 12:45 PM - 01:00 PM	0	2	0	0	0
11/17/2006: 01:00 PM - 01:15 PM	0	2	0	0	0
11/17/2006: 01:15 PM - 01:30 PM	0	2	0	0	0
Overall	0	3	0	0	0

Report Printed On : 11/17/2006 01:34 PM Asia/Saigon
Page 1 of 1

Figure 55. Example System Peaks Interactions Report

CAUTION: To insert the System Peak interactions, the Company 1 StatServer (the StatServer for the Company ASP) must be running. This becomes an issue if the customer does not use Company 1 (such as with Telus).

Report Elements

- On the top of the report:
  - System Peaks Interactions (report name)
  - Start Date and End Date: The period covered start and end dates.

    TIP: Refer to "Identifying Advanced Report Contents" on page 25.
  - Start Time
- On the bottom center of the report:
  - Report Printed On: The date and time based on the time zone selection.

    TIP: Refer to "Defining the Display Time, Language, and Date Format For an Advanced Report" on page 32.
  - Page 1 of X (where X = the total number of pages)

Refer to Table 57 for a description of each main report element, its corresponding table, and formula used in calculations, where applicable.

Table 57. System Peaks Interactions Report Elements

Item	Description	Table/Field
Intervals	Time intervals.	InteractionsPeak
Interactions	The peak number of interactions during the interval.	InteractionsPeak peakInteractions
Logins	The peak number of logins during the interval.	InteractionsPeak peakLogins
Calls	The peak number of calls during the interval.	InteractionsPeak peakCalls
Chats	The peak number of chats during the interval.	InteractionsPeak peakChats
Emails	The peak number of emails during the interval.	InteractionsPeak peakEmails
Overall	The maximum number of simultaneous logins/interactions/calls/chat/emails of the whole system during the requested date/time range.	InteractionsPeak peakChats peakEmails peakCalls peakLogins

Creating a System Peaks Interactions Report

1. From Advanced Reports, System Peaks Interactions, click the Add button. The Name tab opens, where you type a name and a description for the report.

   TIP: Refer to "Creating and Naming a New Advanced Report" on page 24.

2. Click the Regional Options tab to select a time zone, report language, and the report's date format.

   TIP: Refer to "Defining the Display Time, Language, and Date Format For an Advanced Report" on page 32.

3. Click the Schedule Report tab to run the report automatically, over selected periods of time, and have CCA automatically send it to one or more email addresses.

   TIP: Refer to "Scheduling an Advanced Report" on page 27.

4. Click OK.

16 Interaction Outcome by Workgroup Report

This chapter describes the Interaction Outcome by Workgroup Report and how to create it. This chapter includes the following topics:

- Introduction
- Report Elements
- Creating an Interaction Outcome by Workgroup Report

Introduction

The Interaction Outcome by Workgroup Report (Figure 56) tracks Interactions by outcome, number of Interactions per outcome duration, and average duration.

Interaction Outcome by Workgroup

ORACLE

Date(s): 2006-11-15 - 2006-11-15

Workgroups(s): Business group1

	Date	Outcome	Total Time of Interaction	Count of Interactions	Average Interaction Duration
Business group1			00:08:57	4	00:02:14
Media Type Segments HandledWorkgroup Call			00:01:51	2	00:00:55
	2006-11-15		00:01:51	2	00:00:55
		Excellent	00:01:51	2	00:00:55
Media Type Segments HandledChat			00:04:28	1	00:04:28
	2006-11-15		00:04:28	1	00:04:28
		Acceptable	00:04:28	1	00:04:28
Media Type Segments HandledWorkgroup Voicemail			00:02:38	1	00:02:38
	2006-11-15		00:02:38	1	00:02:38
		Good	00:02:38	1	00:02:38

Figure 56. Example Interaction Outcome by Workgroup Report

NOTE: You can also configure this report to show all activities by all workgroups or for selected individual workgroups.

Report Elements

- On the top of the report:
  - Interaction Outcome by Workgroup (report name)

- Date(s): The period covered start and end dates.

  TIP: Refer to "Defining the Time Range to Include in an Advanced Report" on page 31.

- Workgroup(s): The name of the workgroups identified in the Content tab.

  TIP: Refer to "Creating an Interaction Outcome by Workgroup Report" on page 143.

- On the bottom center of the report:
  - Report Printed On: The date and time based on the time zone selection.

    TIP: Refer to "Defining the Display Time, Language, and Date Format For an Advanced Report" on page 32.

  - Page 1 of X (where X = the total number of pages)

Table 58 provides a description of the main report elements, their corresponding tables, and formulas used in calculations (where applicable).

Table 58. Interaction Outcome Report Elements

Item	Description	Table/Field	Calculation
Date	The date of the selected outcome.		
Outcome	The name of the outcome selected for interaction type.		
Total Time of Interaction	The total time of the interaction, including queue time, talk time, and wrap-up time.	TimeABUACDCalls TimeTalkACDCalls TimeWrapACDCalls (Repeated for each media type)	Sum(TimeABUACDCalls) + Sum(TimeTalkACDCalls) + Sum(TimeWrapACDCalls) (Repeated for each media type.)
Count of Interaction	The number of answered interactions.	TotABUACDCalls (Repeated for each media type.)	Sum(TotalABUACDCalls) Repeated for each media type.)
Average Interaction Duration	The average time of the interaction.	TimeABUACDCalls TimeTalkACDCalls TimeWrapACDCalls TotABUACDCalls (Repeated for each media type.)	[Sum(TimeABUACDCalls) + Sum(TimeTalkACDCalls) + Sum(TimeWrapACDCalls)] / TotABUACD Calls (Repeated for each media type.)

Creating an Interaction Outcome by Workgroup Report

1 From Advanced Reports, Interaction Outcome by workgroup, click the Add button. The Name tab opens, where you type a name and a description for the report.

TIP: Refer to "Creating and Naming a New Advanced Report" on page 24.

2 Click the Content tab (Figure 57) and select either All (workgroups) or Specific (workgroups) to include in you report.

a If you select All, then the report will include the statistics for all configured workgroups in the system, by Workgroups and by date.

b If you select Specific, then you must identify the individual workgroups you want to include in the report. Do this by moving them from the left box (Available Workgroups) to the right box (Selected Workgroups), using the arrows.

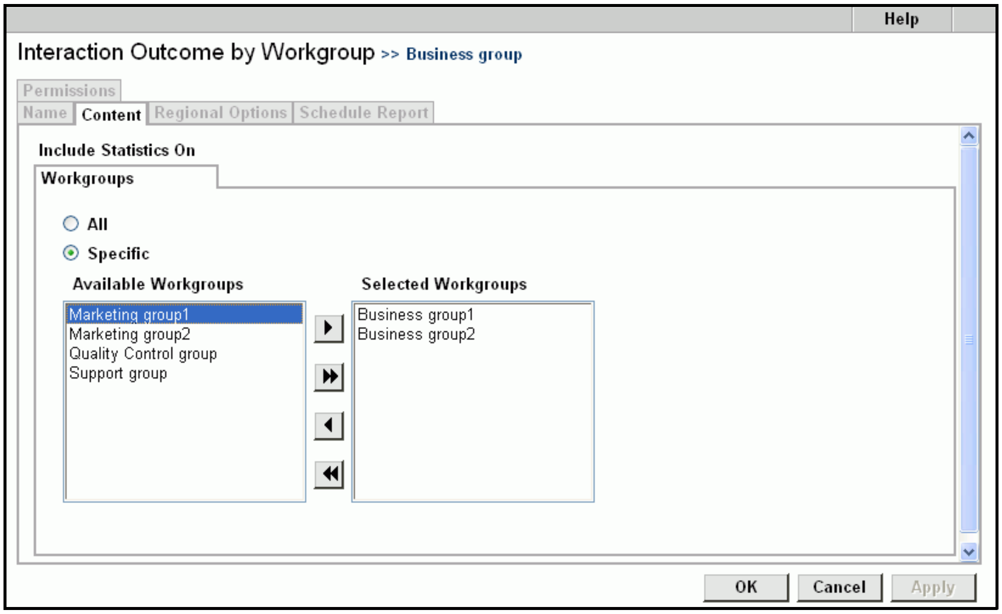


Figure 57. Interaction Outcome by Workgroup Report - Content - Workgroups

3 Click the Regional Options tab to select a time zone, report language, and report format.

TIP: Refer to "Defining the Display Time, Language, and Date Format For an Advanced Report" on page 32.

4 Click the Schedule Report tab to run the report automatically, over selected periods of time, and have CCA automatically send it to one or more email addresses.

TIP: Refer to "Scheduling an Advanced Report" on page 27.

5 Click the Permissions tab and identify the users that you want to give access to this report.

TIP: Refer to "Identifying Users Who can Access Advanced Reports" on page 28.

6 Click OK.

17 Service Billing Report by Project

This chapter describes the Service Billing Report by Project Report and how to create it. This chapter includes the following topics:

- Introduction
- Report Elements
- Creating a Service Billing by Project Report

Introduction

The Service Billing Report By Project Report (Figure 58) shows transaction times and billing rates by project, for a specified date range.

Service Billing Report - By Project

ORACLE

Date(s): 09/13/2006 - 09/13/2006

Project(s): Marketing; Support

Media Type(s): Workgroup Call, Chat, Workgroup Email, Web Callback

Billing Variables: $50/Minute $1.25/Interaction

Project / Date / shift	Number of Interactions	Transaction Times: Total Time: Total Talk Time	Total Wrap-up Time	Total Handle time	Averages: averageTalkTime	Average Wrap Up Time	Average Handle Time	Billing: Total Billing/Minute	Total Billing/Interaction
Marketing									
INBOUND Media									
Workgroup Call	1	00:00:23	00:00:00	00:00:23	00:00:23	00:00:00	00:00:23	$0.0	$1.25
Chat	1	00:14:28	00:00:00	00:14:28	00:14:28	00:00:00	00:14:28	700.00	1.25
Workgroup Email	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00	0.00
OUTBOUND Media									
Web Callback	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00	0.00
09/13/2006 - Total	2	00:14:51	00:00:00	00:14:51	00:14:51	00:00:00	00:14:51	$700.0	$2.5
Project Total:	2	00:14:51	00:00:00	00:14:51	00:14:51	00:00:00	00:14:51	$700.0	$2.5
Support									
INBOUND Media									
Workgroup Call	4	04:53:34	00:00:00	04:53:34	01:13:23	00:00:00	01:13:23	$14700.0	$5.0
Chat	1	00:25:47	00:00:00	00:25:47	00:25:47	00:00:00	00:25:47	1,300.00	1.25
Workgroup Email	1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00	1.25
OUTBOUND Media									
Web Callback	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00	0.00
09/13/2006 - Total	6	05:19:21	00:00:00	05:19:21	01:39:10	00:00:00	01:39:10	$16000.0	$7.5
Project Total:	6	05:19:21	00:00:00	05:19:21	01:39:10	00:00:00	01:39:10	$16000.0	$7.5
Total	8	05:34:12	00:00:00	05:34:12	01:54:01	00:00:00	01:54:01	$16700.0	$10.0

Billing Summary	*Per Minute*	*Per Interaction*
Marketing	$700.00	$2.50
Support	16,000.00	7.50
Total	$16,700.00	$10.00

Prepared For: Universe

Date Run: 11/16/2006 08:21 PM Australia/Sydney

By: System

Figure 58. Example Service Billing Report

NOTE: You can also configure this report to show all activity by all projects or for selected individual projects.

Report Elements

- On the top of the report:
  - Service Billing Report - By Project (report name)

- Date(s): The period covered start and end dates.

  TIP: Refer to "Defining the Time Range to Include in an Advanced Report" on page 31.

- Project(s): The projects identified in the Contents, Projects tab.

  TIP: Refer to "Creating a Service Billing by Project Report" on page 149.

- Media Type(s): The media types identified in the Contents tab.

  TIP: Refer to "Creating a Service Billing by Project Report" on page 149.

- Billing Variables: The variables identified in the Contents, Other Params tab.

  TIP: Refer to "Creating a Service Billing by Project Report" on page 149.

- On the bottom center of the report:
  - Report Printed On: The date and time based on the time zone selection.

    TIP: Refer to "Defining the Display Time, Language, and Date Format For an Advanced Report" on page 32.

  - Page 1 of X (where X = the total number of pages)

Refer to Table 59 for a description of the main report elements, their corresponding tables, and formulas used in calculations, where applicable.

Table 59. Service Billing Report Elements

Item	Description	Table/Field	Calculation
Project	The name of the project.		
Date	The date of the project.		
Shift	The time the project ran.		
Number of Interactions	The total number of interactions for the project.		
Total Talk Time	The sum of all Talk Time (including Hold Time) for all Interactions handled by the project.	TimeTalkACDCalls TimeTalkACDChats TimeTalkACDEMail TimeTalkACDWCB	Sum(TimeTalkACDCalls) (Repeat for each media selected.)
Total Wrap-up Time	The sum of all Wrap-up time for all Interactions handled by the project.	TimeWrapACDCalls TimeWrapACDChats TImeWrapACDEMails TimeWrapACDWCB	Sum(TimeWrapACDCalls) (Repeat for each media selected.)
Total Handle Time	The total Handle time for each Interaction.	TimeTalk(MediaType) TimeWrap(MediaType)	Sum(TimeTalk Selected Media Types) + Sum (TimeWrap Selected Media Types)

Table 59. Service Billing Report Elements

Item	Description	Table/Field	Calculation
Average Talk Time (for transactions)	The Average Talk Time per Interaction Type.	TimeTalk(MediaType) TotABU(MediaType)	Sum(TimeTalk(MediaType)) / Sum(TotABU(MediaTypes))
Average Wrap-up Time (for transactions)	The Average Wrap-up Time per Interaction Type.	TimeWrap(MediaType) TotABU(MediaType)	Sum(TimeWrap(MediaType) / Sum(TotABU(MediaTypes)
Average Handle Time (for transactions)	The Average Handle Time per Interaction Type (including Hold time).	TimeTalk(MediaType) TimeWrap(MediaType TotABU(MediaType)	Sum(TimeTalk(MediaType) + Sum(TimeWrap(MediaTypes)) / Sum(TotABU(MediaTypes))
Total Billing / Minute	Total talk time (rounded to the nearest minute) by media type, multiplied by the billing rate per minute for the project.	TimeTalk(MediaType) TimeWrap(MediaType	Sum(TimeTalk(MediaType)) x Billing Rate per Minute
Total Billing / Interaction	Total handled interactions multiplied by the billing rate per call.		Sum of all Interactions X Billing Rate per Call

Table 59. Service Billing Report Elements

Item	Description	Table/Field	Calculation
Project Total	The total (or average) of items for each project.	ProjectStats	These fields are totaled: Number of Interactions Total Talk Time Total Wrap-up Time Total Billing/Minute Total Billing/Interaction These fields are averaged: Average Talk Time Average Wrap-up Time Average Handle Time
Total	The total (or average) of items for all projects combined.	ProjectStats	These fields are totaled: Number of Interactions Total Talk Time Total Wrap-up Time Total Billing/Minute Total Billing/Interaction These fields are averaged: Average Talk Time Average Wrap-up Time Average Handle Time

Creating a Service Billing by Project Report

1 From Advanced Reports, Service Billing by Project, click the Add button. The Name tab opens, where you type a name and a description for the report.

TIP: Refer to "Creating and Naming a New Advanced Report" on page 24.

2 Click the Content tab (Figure 59), which opens the Include Statistics On tabs (Projects and Other Parameters).

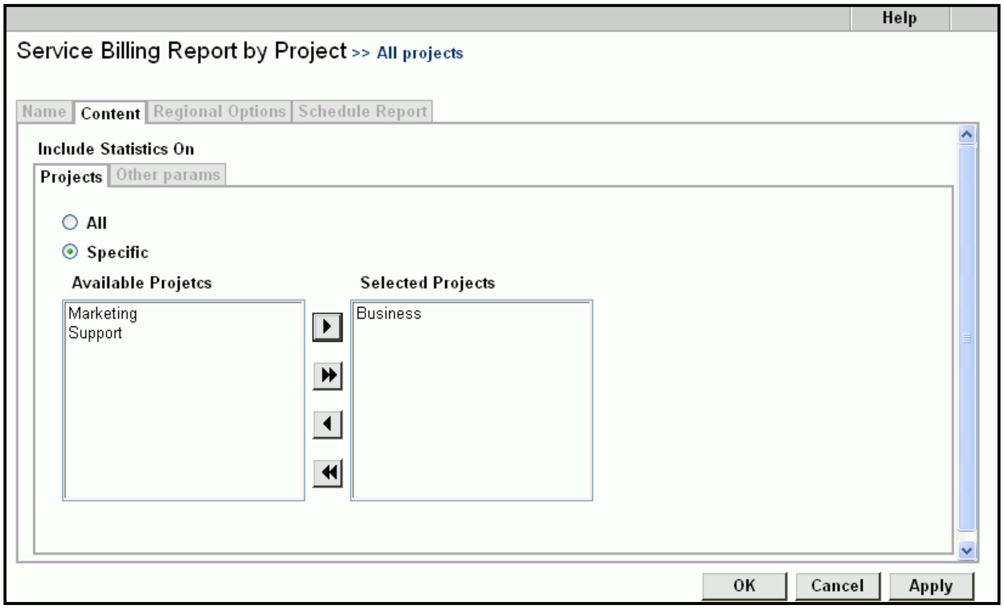


Figure 59. Service Billing Report - Content - Projects Tab

3 Click the Projects tab and select either All (projects) or Specific (projects) to include in you report.

a If you select All, then the report will include the statistics for all configured projects in the system, by Project and by Date.

b If you select Specific, then you must identify the individual projects you want to include in the report. Do this my moving them from the left box (Available Projects) to the right box (Selected Projects), using the arrows.

4 Click the Other Parameters tab (Figure 60) and type additional information, including:

- Currency (This appears at the top of the report in the Billing Variables area.)
- Billing per Minute (This appears at the top of the report in the Billing Variables area.)
- Billing per Call (This appears at the top of the report in the Billing Variables area.)
- Prepared By (Identify who created the report, which will appear at the bottom of the report.)

- Routing factor (in seconds)

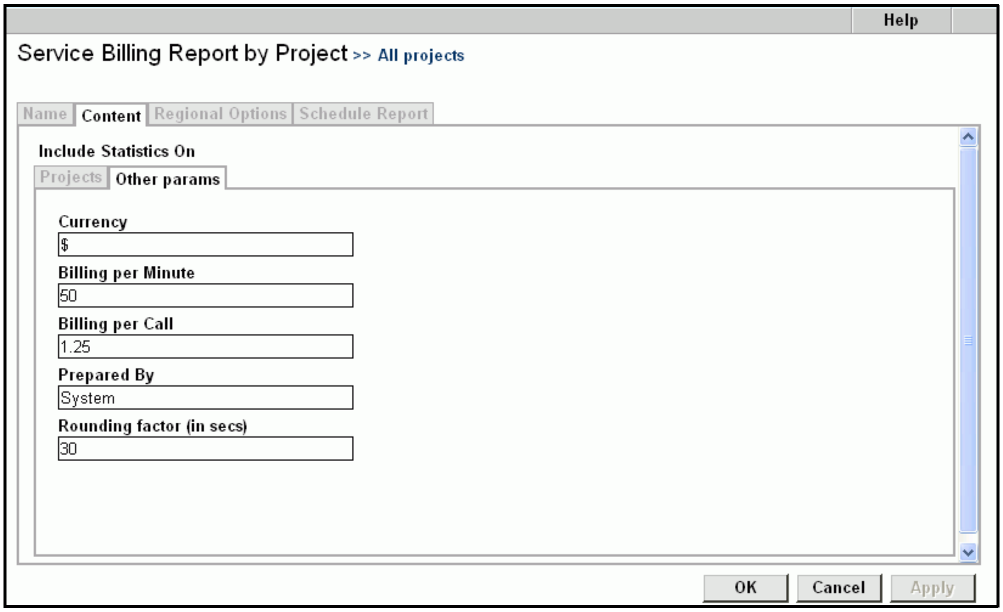


Figure 60. Service Billing Report - Content - Other Parameters Tab

5 Click the Regional Options tab to select a time zone, report language, and report format.

TIP: Refer to "Defining the Display Time, Language, and Date Format For an Advanced Report" on page 32.

6 Click the Schedule Report tab to run the report automatically, over selected periods of time, and have CCA automatically send it to one or more email addresses.

TIP: Refer to "Scheduling an Advanced Report" on page 27.

7 Click OK.

18 User Status Duration Report

This chapter describes the User Status Duration Report and how to create it. This chapter includes the following topics:

- Introduction
- Report Elements
- Creating a User Status Duration Report

Introduction

The User Status Duration Report (Figure 61) tracks Agent Activity through the use of User-Defined Agent Statuses. This provides more granularity in regards to the way that an Agent actually spends their time versus the standard ACD Statuses of Available, Busy, and On Break.

User Status Duration

Date(s): 09/13/2006 - 09/13/2006

Users: Armstrong, Paris; Callaway, Harry; Cowen, Dave; Smith, Judy

User	Date	Status	Duration	ACD Status	% of Total
Armstrong, Paris	09/13/2006	Available	06:39:22	Available	88.8%
Armstrong, Paris	09/13/2006	On Break	00:24:39	On Break	5.5%
Armstrong, Paris	09/13/2006	ACD Chat	00:14:41	Busy	3.3%
Armstrong, Paris	09/13/2006	ACD Call	00:11:00	Busy	2.4%
Armstrong, Paris	*09/13/2006*	*First Login:*	*09/13/2006 02:51 PM*	*Total Busy:*	*00:25:41*
		Last Logout:	*09/13/2006 10:21 PM*	*Total Available:*	*06:39:22*
		Total At Work Time:	*07:29:42*	*Total On Break:*	*00:24:39*
Callaway, Harry	09/13/2006	Available	00:06:53	Available	1.5%
Callaway, Harry	09/13/2006	Supervising	07:20:13	Busy	96.6%
Callaway, Harry	09/13/2006	Logout	00:00:30	On Break	0.1%
Callaway, Harry	09/13/2006	Direct Chat	00:08:14	Busy	1.8%
Callaway, Harry	*09/13/2006*	*First Login:*	*09/13/2006 01:50 PM*	*Total Busy:*	*07:28:27*
		Last Logout:	*09/13/2006 10:20 PM*	*Total Available:*	*00:06:53*
		Total At Work Time:	*08:29:35*	*Total On Break:*	*00:00:30*
Cowen, Dave	09/13/2006	Available	01:09:36	Available	18.6%
Cowen, Dave	09/13/2006	On Break	00:12:39	On Break	3.4%
Cowen, Dave	09/13/2006	ACD Chat	00:01:33	Busy	0.4%
Cowen, Dave	09/13/2006	Last Call	00:25:14	Busy	6.8%
Cowen, Dave	09/13/2006	ACD Call	04:01:02	Busy	64.5%
Cowen, Dave	09/13/2006	Busy	00:23:22	Busy	6.3%
Cowen, Dave	*09/13/2006*	*First Login:*	*09/13/2006 04:07 PM*	*Total Busy:*	*04:51:11*
		Last Logout:	*09/13/2006 10:20 PM*	*Total Available:*	*01:09:36*
		Total At Work Time:	*06:13:26*	*Total On Break:*	*00:12:39*

Figure 61. Example User Status Duration Report

This report tracks:

- User
- Date
- Status (Company Defined)
- Duration
- ACD Status (System Default)
- % of Total

Use this report to assist contact center Management in determining how a specific user spends time in comparison with other users.

NOTE: You can also configure this report to show all activity by all users or for selected individual user.

Report Elements

- On the top of the report:
  - User Status Duration (report name)
  - Date(s): The period covered start and end dates.

    TIP: Refer to "Defining the Time Range to Include in an Advanced Report" on page 31.
  - Users: The names of the users, as identified in the Content tab.

    TIP: Refer to "Creating a User Status Duration Report" on page 155.
- On the bottom center of the report:
  - Report Printed On: The date and time based on the time zone selection.

    TIP: Refer to "Defining the Display Time, Language, and Date Format For an Advanced Report" on page 32.
  - Page 1 of X (where X = the total number of pages)

Refer to Table 60 for a description of the main report elements, their corresponding tables, and the formulas used in the calculations, where applicable.

Table 60. User Status Duration Report Elements

Item	Description	Table/Field	Calculation
Status	The name of the user-defined status.	UserStatusName Name	None
Duration	The cumulative time spent in the status.	UserStatusDuration Duration	None
ACD State	The ACD status (*available*, *busy*, or *on break*) that corresponds to the user-defined status.	UserStatus UserStatusID	None

Table 60. User Status Duration Report Elements

Item	Description	Table/Field	Calculation
% of Total	The time the user spent in each status as a percentage of the total duration signed in for that day. **NOTE:** This amount may not equal 100% for the total.	UserStatusName UserStatusDuration TimeUserLoggedIn	Sum (UsersStatusDuration) / Sum (TimeUserLoggedIn)
First Log In	The time stamp of the first login of the day.		
Last Logout	The time stamp of the last logout of the day. **NOTE:** If the agent is logged in, this field is blank.		
Total At Work Time	The total "clock" time of the user for the day. **NOTE:** If the agent is still logged in, this field is blank.	TimeUserLoggedIn	Time difference between the user's first login time stamp and the last logout time stamp.
Total Busy	The total duration for the ACD status "Busy." **NOTE:** This includes the user-defined status as well as the ACD status.	TotUserBusy	Sum (TotUserBusy)
Total Available	The total duration for the ACD status "available." **NOTE:** This includes the user-defined status as well as the ACD status.	TotUserAvailable	Sum (TotUserAvailable)
Total On Break	The total duration for the ACD status "On Break." **NOTE:** This includes the user-defined status as well as the ACD status.	TotUserOnBreak	Sum (TotUserOnBreak)

Creating a User Status Duration Report

1 From Advanced Reports, User Status Duration, click the Add button. The Name tab opens, where you type a name and a description for the report.

TIP: Refer to "Creating and Naming a New Advanced Report" on page 24.

2 Click the Content tab (Figure 62), which opens the Include Statistics On tab to Users.

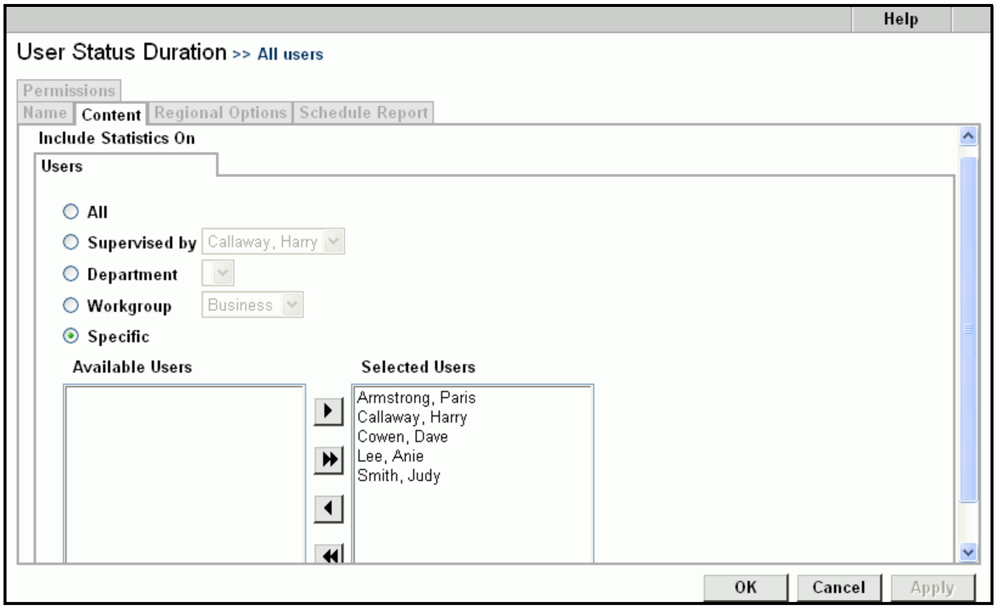


Figure 62. User Status Duration Report - Content Tab

Refer to the information in Table 61 to identify which users to include in the report.

Table 61. User Average Hourly Report - Content - Users Options

Selection	Description
All	To report on the statistics for **All** configured users in the system.
Supervised By (list of supervisors)	To report on the statistics for all users who are supervised by the **Supervisor** you select from the drop-down list.
Department (list of departments)	To report on the statistics for all users within the **Department** you select from the drop-down list.
Workgroup (list of workgroups)	To report on the statistics for all users who belong to the e **Workgroup** you select from the drop-down list.
Specific (Available Users and Selected Users)	Select individual users from the **Available Users** selection box and move them to the **Selected Users** box, using the arrows.

3 Click the Regional Options tab to select a time zone, report language, and report format.

TIP: Refer to "Defining the Display Time, Language, and Date Format For an Advanced Report" on page 32.

4 Click the Schedule Report tab to run the report automatically, over selected periods of time, and have CCA automatically send it to one or more email addresses.

TIP: Refer to "Scheduling an Advanced Report" on page 27.

5 Click the Permissions tab and identify the users that you want to give access to this report.

TIP: Refer to "Identifying Users Who can Access Advanced Reports" on page 28.

6 Click OK.

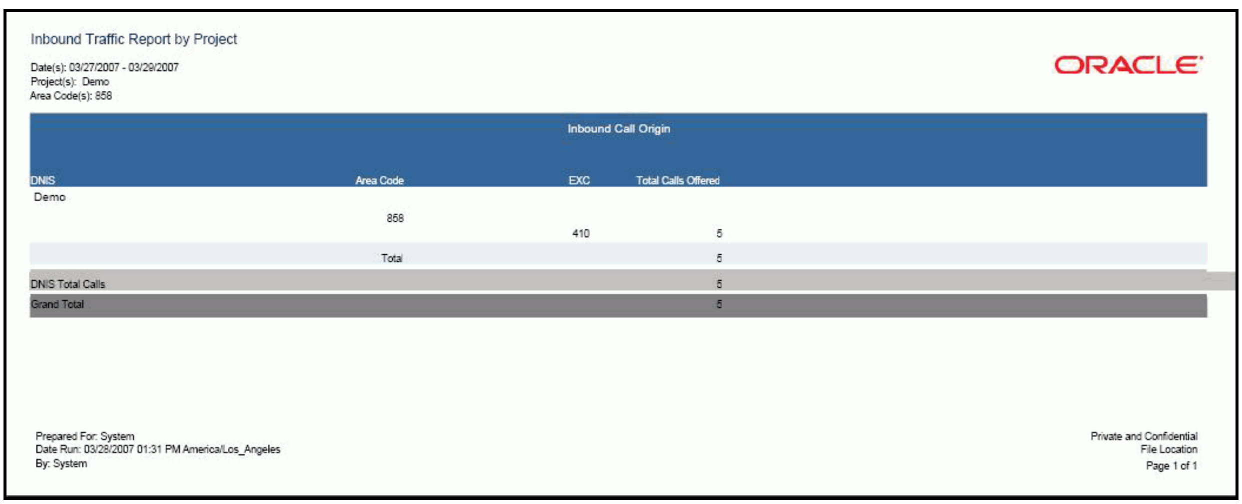
19 Inbound Traffic Report

This chapter describes the Inbound Traffic Report and how to create it. This chapter includes the following topics:

- Introduction
- Report Elements
- Creating an Inbound Traffic Report

Introduction

The Inbound Traffic Report (Figure 63) provides a count of the number of calls offered by area code and exchange within that area code.



Inbound Traffic Report by Project

Date(s): 03/27/2007 - 03/29/2007
Project(s): Demo
Area Code(s): 858

ORACLE

Inbound Call Origin			
DNIS	Area Code	EXC	Total Calls Offered
Demo			
	858		
		410	5
	Total		5
DNIS Total Calls			5
Grand Total			5

Prepared For: System
Date Run: 03/28/2007 01:31 PM America/Los_Angeles
By: System

Private and Confidential
File Location
Page 1 of 1

Figure 63. Example Inbound Traffic Report

NOTE: You can also configure this report to show all activity by all projects or for selected individual projects.

Report Elements

- On the top of the report:

Inbound Traffic Report by Project (report name)

  - Date(s): The period covered start and end dates.

    TIP: Refer to "Defining the Time Range to Include in an Advanced Report" on page 31.

  - Project(s): The project names selected from the Content, Projects tab.

    TIP: Refer to "Creating an Inbound Traffic Report" on page 161.

  - Area Code(s): The area codes entered in the Content, Other Params tab.

    TIP: Refer to "Creating an Inbound Traffic Report" on page 161.

- On the bottom right of the report:
  - Prepared For: The name entered in the Content, Other Params tab.

    TIP: Refer to "Creating an Inbound Traffic Report" on page 161.

  - Date Run: The date and time based on the time zone selection.

    TIP: Refer to "Defining the Display Time, Language, and Date Format For an Advanced Report" on page 32.

  - By: The name entered in the Content, Other Params tab.

    TIP: Refer to "Creating an Inbound Traffic Report" on page 161.

- On the bottom left of the report:
  - Private and Confidential
  - File Location
  - Page 1 of X (where X = the total number of pages)

Table 62 provides a description of the main report elements, their corresponding tables, and formulas for calculations (where applicable).

Table 62. Inbound Traffic Report Elements

Item		Description	Table/Field	Calculation
DNIS		Project phone number (DNIS)	Projects	
Inbound Call Origin:				
	Area Code	Area code where the call originated	Projects ANI	
	EXC	The exchange where the call originated		
	Total Calls Offered	Total number of calls offered to the project		
	Total	The total number of inbound calls for each origin and for each project.		

Table 62. Inbound Traffic Report Elements

Item	Description	Table/Field	Calculation
DNIS Total Calls	The total number of DNIS inbound calls from all origins for each project.		
Grand Total	The total number of DNIS calls from all origins and for all projects combined.		

Creating an Inbound Traffic Report

1 From Advanced Reports, Inbound Traffic, click the Add button. The Name tab opens, where you type a name and a description for the report.

TIP: Refer to "Creating and Naming a New Advanced Report" on page 24.

2 Click the Content tab, which opens to show Include Statistics On tabs (Projects and Other Params).

3 Click the Project tab and identify which projects to include on the report (All or Specific).

a If you select All, then the report will include the statistics for all configured projects in the system, by Project and by Date.

b If you select Specific, then you must also identify the individual projects to include in the report. Do this by moving them from the left box (Available Projects) to the right box (Selected Projects), using the arrows.

4 Click the Other Params tab and type additional information, including:

- Area codes (which will appear at the top of the report)
- Who prepared the report (which will appear at the bottom of the report)
- Who will receive the report (which will appear at the bottom of the report
- Inbound Traffic Report - Content - Other Params Tab

5 Click the Regional Options tab to select a time zone, report language, and report format.

TIP: Refer to "Defining the Display Time, Language, and Date Format For an Advanced Report" on page 32.

6 Click the Schedule Report tab to run the report automatically, over selected periods of time, and have CCA automatically send it to one or more email addresses.

TIP: Refer to "Scheduling an Advanced Report" on page 27.

7 Click the Permissions tab and identify the users that you want to give access to this report.

TIP: Refer to "Identifying Users Who can Access Advanced Reports" on page 28.

8 Click OK.

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