Oracle® Contact Center Anywhere Supervision Manager Guide

Version 8.1.2

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ORACLE®

Contents

1 What's New in This Release

What's New in Oracle Contact Center Anywhere Supervision Manager, Version 8.1.2

Table 1 lists the changes described in this version of the documentation to support release 8.1.2 of the software.

Table 1. New Product Features in *Oracle Contact Center Anywhere Supervision Manager, Version 8.1.2*

Topic	Description
About Supervisor Templates on page 16	The Supervisor template feature provides a preconfigured template for a typical supervisor configuration. The default template provides a set of panels, and a basic configuration of the specific views, data, alarms, as well as user-specific data.
Alarms on page 49	This topic describes the supervisor template and alarms.
Viewing Activated Alarms on page 55	Revised the definition of the Start column on the Current Alarm view in this procedure.
Viewing Statistics on page 59	Columns have been added to the Agent View, Project Media Totals View, Project Statistics View, Workgroup Media Totals View, and Workgroup Statistics View to support the new SMS media type.
Creating a View Window on page 17 and About Display Styles on page 22.	You can view data in a graph or chart format. When you create a view window to show specific data, you can choose to view the data as a line graph, bar chart, or pie chart, depending upon the statistics that you choose.

2 Getting Started

This section provides an overview of Oracle Contact Center Anywhere Supervision Manager. It includes the following topics:

Overview of Supervision Manager

Supervision Manager is a Java application that allows you to do the following tasks:

- **Managing Agent Activity.** You can manage agents and operations from work or home.
- **Managing Workflow.** You can monitor interactions in the queue and see the real-time status of interactions, which allows you to adjust the workflow management and improve response time.
- **Monitoring in Real-Time.** You can assist the agent, send messages to one or all agents, listen in or join agent calls, and take over the agent's screen, if necessary.
- **Recording for Quality.** You can record and listen to agent conversations, and use recordings to improve agent communication skills.
- **Viewing Contact Center Statistics.** You can run reports that provide concrete performance statistics.

With Supervision Manager, you can supervise agents from almost any computer that can access your contact center.

This guide describes only the features that are available to a supervisor. To learn about agent features (which as a supervisor, you can also access) see *Contact Center Anywhere Interaction Manager Guide*.

NOTE: Internet Explorer or Firefox is required to launch Supervision Manager for the first time, to access the online help, and to push pages. See *Contact Center Anywhere Release Notes* for information on compatible browser versions.

Agents and Workgroups

Agents handle customer requests by phone, email, or chat.

Workgroups usually consist of a group of agents who do the same type of job or work in the same area of a company. For example, a contact center might have workgroups for:

- PC Technical Support: English
- PC Technical Support: Spanish
- PC Presale: English
- PC Presale: Spanish

When a customer reaches a contact center (for example, by phone, email, or chat) the customer is immediately connected to a project. Your administrator uses the project as a basis to route the customer, usually to a workgroup.

Your Contact Center Anywhere administrator can create a wide variety of routing options, including some complex routing. Figure 1 shows an example.

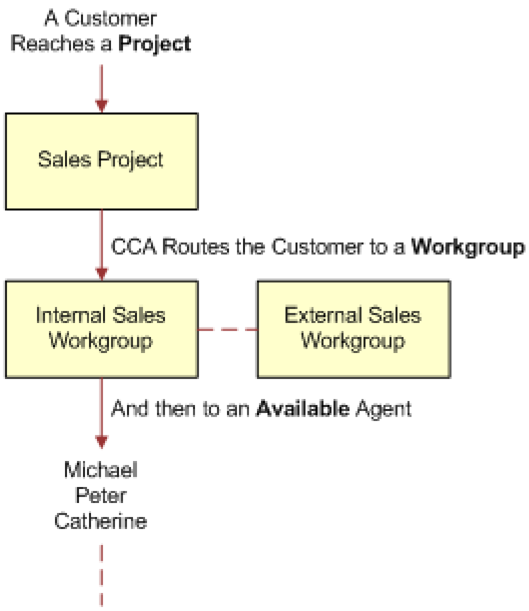

Figure 1. Customer_Flow_Through_a_Call_Center

A *partition* is a way for your administrator to segment your contact center operations into smaller, more manageable units.

A *unit* is typically a set of projects and workgroups, and other information related to them (such as, FAQs, scripts, reports, and so on).

Types of Supervisor Accounts

Before using Supervision Manager, your administrator must create an account for you. However, your administrator can also create supervisor accounts with different levels of access: limited or full access.

NOTE: If you are unsure which type of account you have, contact your administrator.

Supervisor Account with Limited or Full Access

Supervisor accounts have access to every screen and feature in Supervision Manager:

- **Limited access.** With a limited-access supervisor account, you can monitor only the activity of agents whom an administrator assigns to you.
- **Full access.** With a full-access supervisor account, you can monitor the activity of agents whom an administrator assigns to you as well as view the statistics for all workgroups.

Managing Sidebar and Application Tabs

The Supervision Manager main screen provides five application tabs: Interaction, Supervision, Reporting, Quality Control, and Outbound Control. It also has sidebar tabs for: Workspaces, My Statistics, Contact, Outbound Preview, and Interaction History.

Expanding Sidebar Tabs

You can expand and collapse the View and Alarms sidebar tabs by clicking the up or down arrows located on the right of each tab. Expanding the tab provides additional selections.

To expand and collapse panels

1. Double-click the My Panels icon.
2. The arrow to the right of My Panels displays a context menu. Click the arrow to display the context menu.

Collapsing the Sidebar

You can also expand or collapse the entire sidebar area.

NOTE: Pausing on a minimized sidebar panel displays the name of the panel.

To collapse the sidebar

1. Click one of the arrows on the window.

   The sidebar tabs collapse to show only the icons.

Collapsing the Interaction Control Bar Area

In addition, you can expand or collapse the Interaction Control Bar area, by clicking the arrow below it, to further maximize your workspace area.

To collapse the Interaction Control Bar area

1. Click the arrow below the Interaction Control Bar area.

   The size of your workspace area will be mazimized.

About Panels

A *panel* is a workspace view area, which you can modify to show workgroup, agent, interaction, and other contact center details. Panel templates are created and assigned to the supervisor and the. configuration of the panel and view combination is what you will see when you first log in. You can modify the panels to reflect specific workgroups, users and projects as required. You can also restore the modified panels back to the configuration assigned to you.

NOTE: Only a user with administrative rights can publish a supervisor template.

You can do the following:

- Change the name of a panel.
- Add up to 20 new panels.
- Delete panels.
- Create up to 15 view windows for each panel.
- Reorder panels by dragging and dropping them.
- Restore templates to the default templates.
- Add a group of view windows to My Panels, and so on, and then click between the panels.

For more information views and view windows, see About Views and View Windows on page 17.

Changing the Name of a Panel

You can create a different name for each of your panels to help you manage the information that the panels contain.

To change the name of a panel

1 Click the existing panel name.

The panel name is highlighted.

2 Type the new panel name over the existing one, and then press Enter.

Adding a New Panel

You can add up to 20 panels to the sidebar, or to a group of existing panels. You can rearrange them to suit your business needs. The new panels function in the same as the default panels.

To add a new panel

1 Click the default panel.

2 Select Add Panel.

Deleting a Panel

You can delete a panel from the sidebar or from a group of existing panels. Deleting a panel removes all your personal configurations and views on the panel.

To delete a panel

1 Click the panel that you want to delete.

2 Select Delete Panel.

Restoring Panels

You can restore modified panels back to the configuration assigned to you.

To restore panels

1 Click the panel.

2 Select Restore Template.

About Supervisor Templates

A template is a collection of panels and statistical views created with the panels. Supervisor templates are used by the system administrator to configure a set of panels and associated views as a baseline template for an agent. The agent can modify the panels and view to reflect specific workgroups, users, and projects as needed. CCA provides generic, pre-defined templates that are pre-configured. The pre-defined templates outline the data items that are to be included with the views and the view set for each panel to reflect the KPIs that management wants supervisors to monitor.

Supervisor Template for Alarm View Configurations

In the alarm view, generic data that does not require explicit objects to be defined can be preset in a supervisor template. Three types of alarms can be configured:

- **Media Duration.** This alarm type does not require objects to be defined.
- **Status Duration.** This alarm type has a generic portion and a user specific portion.

  The generic portion can be included in the template. The user specific (that is, specific Objects) must not be included in the template. To handle this case, templates will revert to ALL as opposed to specific user data.
- **General Alarm.** This alarm type has a generic portion and a user specific portion.

Publishing a Template

Publishing a template makes the template available for assignment to users through normal administrative functions. Published templates are available to select in Administration Manager for setting supervisor accounts.

CAUTION: Only a user with administrative rights and permissions can publish templates.

To publish a new template

1. Log in to Supervision Manager with an administrator account.
2. Create a supervision configuration in a panel.
3. Select Publish Template.
4. Fill in the name of the template.
5. Click Yes in the confirmation dialog to save and publish the new template.

For more information, see *Contact Center Anywhere Administration Manager Guide*.

About Views and View Windows

A view is a group of real-time, contact center statistics and information (such as agents, interactions, project media totals, and so on). As you select one or more views from the Sidebar Views list, Supervision Manager adds them to a view window within a selected panel.

Creating a View Window

You create a view window so that you can:

- Display real-time contact center statistics.
- Monitor and interact with agents.

To create a view window

1. Log in to Supervision Manager, select the Supervision tab, and select a panel.
2. In the sidebar, click the arrows to expand (or collapse) the panels and views.
3. In the sidebar, select a panel.

   NOTE: You cannot move the view window to another panel after Supervision Manager creates it. You must recreate it again, after selecting a different panel.

4. Click an item from the view window.

   The Configuration window opens for the selected view.

5. Select the General tab, if it is not already selected:

   a. Type a new name in the Name box.

   b. (Optional) In the Description box, describe the purpose of this view. You can use a maximum of 250 characters.

   c. Select one of the following:

      - Tabular/Numeric Columns: This option is the default option and requires no further configuration.

- Graphs/Charts: This option allows you to display your information in one of the following formats: line graph and pie chart.

NOTE: The Interactions display does not have a graphical option.

Table 2 describes the graph types and options.

Table 2. Graph Types and Options

Graph Type	Graph Option	Time Frame*	Description
Line	Plot value markers (Yes or No)	Can select a time frame (15 minutes (mins), 30 mins, 1 hour (hr), 2 hrs, 4 hrs, and 8 hrs.)	Displays line only (default value). If selected, markers plot the data values with a line connecting the markers.
Pie	No other options	Cannot select a time frame	Pie charts display with a legend of the color-value and a percentage of the whole chart.

NOTE: *Time Frame: Each display commences with the user's login. From that point, the client tracks real-time data for the duration of the time frame. If the user logs out of Supervision Manager, the statistics are removed. For more information about the display of contact center statistics, see About Display Styles on page 22.

6 Select the Data Elements tab.

The Data Elements tab shows all of the fields related to Workgroup Statistics. By default, all fields are already selected and appear in your view window (or your last selections appear). You can remove fields by using the left and right arrows, or by double-clicking them, which moves them to the Available Columns list.

NOTE: Depending on the Display Style that you select, some options might not be available.

7 You can do one or more of the following:

- Change the order of the fields by clicking Move Up or Move Down.
- Adjust the width of the view.
- Adjust each column width.

8. Select the Workgroups tab (or whichever tab is the Principal Identifier tab for the view that you selected). Select the third tab in the Configuration window.

   The name for this tab depends on the type of view that you select. For example, if you create an Agent View window, the tab is labeled Users, and so on. The Workgroups tab shows all of the accessible workgroups, from which you can make your specific selections.

   NOTE: The name of this Principal Identifier tab and what information it shows depends on the view that you select.

   For example, if you select the Agent View, then the Users tab appears as the Principal Identifier. This tab shows all of the agents whom you can monitor. If you select the Interactions View, then the Principal Identifier tab is the Projects tab, which shows all of the projects that you can access.

9. Click OK.

   See Chapter 7, “Viewing Statistics,” for individual column descriptions in each of the possible views (Agents, Interactions, Partition, Project Media Totals, Predictive Project Statistics, Workgroup Media Totals, Workgroup Statistics, and Project Statistics).

   NOTE: The next time that you recreate a workgroups statistics view, Supervision Manager recalls your previous selections. So, you do not have to select them again.

Managing View Windows

You can create multiple view windows in the same panel, and you can create view windows in any panel. When the view windows are in a panel, you can:

- Name a view window and assign a unique name to it.
- View multiple view windows in the same panel.
- Switch between view windows in the same panel.
- Move an entire view window.
- Delete a view window.
- Change view window contents.
- Resize a view window.

Multiple View Windows in the Same Panel

View windows can be the same type or different types. For example, you can have two Workgroup Statistics Views in the same panel:

- Agent View
- Interactions View

Switching Between View Windows in the Same Panel

If you have multiple view windows in a panel, you can switch their order to see more details.

To switch between view windows in the same panel

1 Click the Show/Hide task bar option.

A View box icon is displayed for each of the views in your panel.

2 Click the View box icon to bring the view windows to the foreground when you have more than one view window overlapping with each other.

You can move the Workgroup Statistics View on top of both the Agents View and the Interactions View.

Moving an Entire View Window

If you have multiple view windows in a panel, you can move them to see all of their contents.

To move an entire view window

1 Click the title bar of the view window that you want to move.

2 Drag and drop the entire window to a new location.

You can move the Agents View and the Interactions View under the Workgroup Statistics View, so you can see all information in all three view windows.

NOTE: The workspace area increases, and the scroll bar lengthens to include the entire area.

Deleting a View Window

If you no longer need a view window, you can delete it.

NOTE: After you delete a view window, the only way to recover it is to recreate it using the Configuration window. For more information on creating a view window, see Creating a View Window on page 17.

To delete a view window

1 Select the view window that you want to delete.

2 Click Yes to confirm that you want to delete the view window.

Changing View Window Contents

You can change the contents of a view window by opening the Configuration window. From this dialog box, you can add or remove columns of information.

To change view window contents

1 Click and drag the scroll bar to display the top of the view window.

2 Click Edit

The Edit option is a check mark in a square.

3 In the Edit Configuration window, you can:

- Select the Adjust width of view preserving width of existing columns check box. (This option keeps the width of the columns, and either increases or decreases the overall view to fit, as necessary.).
- Select the Adjust column widths preserving width of view check box. (This keeps the overall size of the view, and either shrinks or widens each of the columns to fit, as necessary.
- Add or remove columns.
- Change the order of the columns.

See Creating a View Window on page 17.

Resizing a View Window

You can change the size of the view window to view more or less information, by manually adjusting the size. For more information on changing the size, see Changing View Window Contents on page 21.

To resize a view window

1 Click any edge of the view window until the cursor changes to a double-arrow.

NOTE: Click the side edge to increase or decrease its length to show additional columns. Click the top edge to increase or decrease its height to view additional rows.

2 While holding the mouse, drag the view window to a new size.

TIP: You can click and drag a corner to change both the length and width of the view window.

Changing the Column Width

You can expand or shrink the width of an individual column to view all of its information.

To change the column width

1 Click a column side until the cursor changes to a double-arrow.

2 Drag the column width to the size that you want.

Sorting the Column Contents

You can sort a column's contents in ascending or descending order.

To sort the contents of a column

1 Click anywhere in a column heading.

An arrow appears, pointing either up or down to indicate the sort order.

2 Click the column heading again to change the order of the column contents.

NOTE: The arrow and the information order reverse each time that you click the column heading.

Selecting Multiple Columns

You can select multiple columns.

To select multiple columns

1 Press and hold the Ctrl key on the keyboard while you click each column heading.

Moving a Column

You can move a column to a new position, before or after another column.

To move a column

1 Click the column heading of the column that you want to move.

2 Drag it to its new position.

About Display Styles

In the View Window Configuration pane, you can display data in the following styles:

- **Line chart.** (With or without markers). Use a line chart for any type of numerical or percentage data.

  NOTE: Because you can include as many values as are available, it is best to keep your selections to a minimum. Otherwise, images overlap and are difficult to view. It is recommended that you select five or fewer elements for each chart.

  For most data, you can quickly see the trends.

  NOTE: The average always appears as the first color block on the left. The average is calculated within the view and is not provided as a data element.

- **Pie chart.** Each value is compared with the total, and a color legend is displayed. Use pie charts for results-type data, for example, outcomes for inbound or outbound projects, or dialer results for a predictive campaign.

  When selecting a pie chart, data must be numeric and must be similar data for a meaningful representation. Thus, examples include:

  - Duration (time format)
  - Call for each agent (numbers)
  - Ratios
  - Pool ratios
  - Agent ratios
  - Average wait times (time format)

  NOTE: Because you can include as many values as are available, it is best to keep your selections to a minimum. Otherwise, images overlap and are difficult to view. It is recommended that you select five or fewer elements for each chart.

  In a pie chart, Supervision Manager assigns a color to each data element. The order of the color assignment is defined by the order of the displayed data elements that you select.

3 Launching Supervision Manager

This section describes how to start and log in to Supervision Manager. It includes the following topics:

Starting and Logging In

You must log in to Supervision Manager to accept contact center interactions, supervise contact center agents, or configure your contact center system preferences. During the log in, you might be required to select a partition.

About Partitions

A *partition* is a way for your administrator to segment your contact center operations into smaller, more manageable units. A *unit* is typically a set of projects and workgroups, and other information related to them (such as FAQs, scripts, reports, and so forth). Partitioning has two purposes:

- **Functional.** Allows you to segment your configurations within a single company.
- **Security.** For example, assigning agents to specific partitions means they are able to log in and work only on one of these partitions. Furthermore, supervisors can monitor and supervise only the partitions to which they belong.

For more information on partitions, see *Contact Center Anywhere Administration Manager Guide*.

To start Supervision Manager

1. Start Internet Explorer.

   NOTE: You must have Internet Explorer version 6.0 or later to launch Supervision Manager for the first time, to access the online help, and to display pages. For more information on software requirements, see *Contact Center Anywhere Installation and Upgrade Guide*.

2. Enter the URL address for Supervision Manager provided by your contact center administrator.

   The Supervision Manager Launch screen appears.

3. Click the link to launch Supervision Manager.

   The Copyright screen opens for a short time, and then the Java script loads. When the Java script finishes loading, the Login screen opens.

4 Type your company alias, user name, and password into the corresponding boxes.

5 From the drop-down list, choose your preferred language.

Text appears in the language that you select.

6 Click Login.

During the login, a progress bar appears while Supervision Manager authenticates your user name and password. If partitions are configured, a Select Partition dialog box opens. For more information, see About Partitions on page 25.

7 Select a partition from the drop-down list, and click OK.

The Supervision Manager Main screen opens.

NOTE: If the main screen does not appear, contact your system administrator to confirm that you are using the correct address, company alias, user name, and password.

TIP: Before you log in, add the Supervision Manager Launch screen to your browser's Favorites menu. Then, for subsequent Interaction Manager sessions, load the Supervision Manager Launch screen by choosing it from your Favorites menu.

Troubleshooting Supervision Manager When You Log In

Occasionally, you might see one of the following error messages when you log in to Supervision Manager:

Mismatched API Error Message

A message appears, Mismatched API Version, after Supervision Manager performs an upgrade while you still have Supervision Manager open.

Resolving API Error Message

You can resolve API error messages.

To resolve API error message

1 Log out.

2 Shut down Supervision Manager.

3 Restart Supervision Manager.

NOTE: Supervision Manager upgrades itself when you attempt to log in.

Forcing a Logout Due to Inactivity

If Supervision Manager is configured to log users out due to inactivity when you exceed the maximum inactivity time set by your administrator, Supervision Manager will terminate your session, display the Inactivity Timeout message, and log you out.

NOTE: If you are logged out due to inactivity, when you attempt to log in again, an error message might appear indicating that you are locked out, and you will not be able to log in without the assistance of your system administrator who must reactivate your account.

Java Applet Error Messages

To run Supervision Manager, you must have the Java applet installed on your PC. An *applet* is a small Internet-based program written in Java (a programming language for the Web). Applets are designed to run inside a Web browser, and to perform some tasks, such as animated graphics, and interactive tools.

If Java is not installed, or if you have the wrong version, a message appears informing you of the problem, and provides information about solving the problem.

4 Configuring Supervision Manager

This section of Oracle Contact Center Anywhere Supervision Manager describes how to configure various settings for Supervision Manager. It includes the following topics:

Default Settings for Supervision Manager

Although the default settings allow you to use Supervision Manager immediately, you can change these settings to meet any unique requirements that you have. For more information on logging in to Supervision Manager, see Starting and Logging In on page 25.

You can, for example, configure Supervision Manager to play a specific sound when you receive an interaction. If you work from multiple locations (such as from the contact center, from your home, or from a different office location), then you must configure your telephone settings each time that you change locations.

NOTE: As a supervisor, you might not want to take interactions (calls, emails, Web chats, and so on). However, it is recommended that you set your workstation so that you can take interactions, if you want.

Specifying Sounds for New Interactions

When you receive a new interaction, such as a call, email, or Web chat, you can configure Supervision Manager to play a specific sound to alert you to the arrival of the interaction. In addition, you can direct Supervision Manager to play the sound once or continuously until you accept the interaction (calls, emails, Web chats, and so on).

To specify sounds for new interactions

1. From the toolbar click Configure.

   The Configuration dialog box displays.

2. You can configure the following sound options:

   - **Popup.** Automatically displays the Supervision Manager screen in the foreground, whenever you receive interactions.
   - **Play Sound.** Identify which sound to play. You can:
     - Type the filename and location (path) of the sound file into the Sound File text box.
     - Click Browse to locate the sound (.wav) file on your computer or network, and then click the filename.

     Supervision Manager plays the sound once when you receive an interaction. You can load a different sound file at any time.
   - **Play Continuously.** Supervision Manager plays the sound (.wav) file that you loaded repeatedly until you accept the interaction.

3. Click OK to save your configuration settings.

Identifying Your Email Program

To manage email or voicemail interactions, you must specify which email client application (such as Microsoft Outlook Express) to launch.

To identify your email program

1. From the toolbar click Configure.

   The Configuration dialog box displays.

2. In the Email Client Configuration text box, do one of the following:

   - In the Email Client Configuration text box, type the filename and location (path) of the email program that you use.
   - Click Browse, locate the file on your computer or network, and then click the filename.

3. Click OK.

   To configure Supervision Manager to log you in to your email client automatically, see Configuring Your Email (POP3) Server on page 35.

Using a Welcome Prompt

You can choose to play a welcome prompt to the customer who made an Automatic Call Distributor (ACD) call, before the customer begins speaking with you. An ACD call occurs when someone dials a number associated with your contact center and is routed to your workgroup, instead of directly calling your number. An example of a welcome prompt might be: *Hello, my name is John Smith.* Welcome prompts are useful in environments where you give the same greeting to each caller.

To play a welcome prompt

1. From the toolbar click Configure.

   The Configuration dialog box displays.

2. In Other Settings, select the Play Welcome Prompt check box, and then click OK.

   For more information, see Recording Voicemail Prompts on page 36.

Working Off-Hook

Working *off-hook* means that instead of picking up the phone every time an interaction arrives, you click Accept Interaction. To work off-hook, you must configure Supervision Manager and the server to recognize that you are working off-hook.

To work off-hook

1. From the toolbar click Configure.

   The Configuration dialog box displays.

2. In Other Settings, select the Work Off-hook (Disable Dial Tone) check box, and then click OK.
3. From the toolbar click the Actions link, select Connect to Server from the drop-down list, and then wait for the phone to ring.
4. When the phone rings, pick up your telephone receiver to begin working off-hook.

   Leave your receiver off-hook until you are finished for the day.

   CAUTION: Each time that you physically hang up the receiver, you must repeat this procedure.

   NOTE: After you select Connect to Server, this option changes to Hang-up to notify you to hang up the phone after you finish accepting all calls.

Using Automatic Call Acceptance for ACD Calls

A feature of working off-hook is that you can automatically accept ACD calls as soon as they arrive in Supervision Manager. An ACD call occurs when someone dials a number associated with your contact center and is routed to your workgroup, instead of directly calling your number.

When a call arrives, a tone plays and Supervision Manager automatically connects you to the caller so that you do not have to click Accept Interaction.

To use automatic call acceptance

1. From the toolbar click Configure.

   The Configuration dialog box displays.

2. In Other Settings, select the Work Off Hook (Disable Dial Tone) check box.
3. Select the Automatic Call Acceptance check box.
4. Click OK.

CAUTION: The Automatic Call Acceptance feature works only with ACD calls. Supervision Manager does not automatically accept calls made directly to your phone number (such as direct inbound and extension-to-extension calls). For these call types, you must click Accept Interaction to connect to the caller.

Selecting a Project for Billing

If your contact center is configured to allow agents to make outbound calls, you must first select a project. Selecting a project allows Supervision Manager to bill your outbound calls to a specific project, and to use a predesigned, project-specific template for contact information, phone numbers, and other information.

Because each project is different, it is important to select the correct one. If you select a project other than the one assigned to the contact, then one of two things occurs:

- If Supervision Manager cannot find a matching project number, it will not assign a project to the customer or the interaction record, and it will use a default template. This template might not satisfy all requirements for your project.
- If Supervision Manager finds a matching project, it will use its template, even though you identified the wrong project. This template might not satisfy all requirements for your project.

NOTE: If you are not sure which billing project to use, check with your supervisor.

To select a project for billing

1. From the toolbar, click Configure.

   The Configuration dialog box opens displays.

2. In Other Settings, select the Project Billing check box.

   A list of available projects opens.

3. Select a project from the list, and click OK.

Changing the Appearance of Icons

You can change the appearance of your Supervision Manager icons to suit your individual needs. You can make the icons small or large, and display them with or without text. If you are a new user, you might want to see the icons with their corresponding text descriptions until they become familiar to you.

To change the appearance of icons

1. From the toolbar, click Configure.

   The Configuration dialog box opens displays.

2. From the Customization drop-down list, select one of the following:
   - Small Icons Without Text
   - Large Icons Without Text
   - Small Icons With Text
   - Large Icons Without Text.

3. Click OK.
4. Click OK after the message, Update Successful, appears.

Identifying Phone Options

You can access the contact center from a variety of locations. To receive calls at your present location, select the type of phone system that your company uses to route calls, and then enter your personal extension number for that system. You must repeat these steps each time that you access the contact center from a different location (for example, your home, a different office location, or the contact center).

Setting Your Phone Extension

You can specify the extension where you want to receive calls.

To set your phone extension

1. From the toolbar, click Configure.

   The Configuration dialog box displays.

2. Click the Phone tab, and identify the type of phone you are using.

   CAUTION: If you are not sure which type of phone you are using, contact your contact center administrator.

3. Choose your phone type from the following:

- If you choose SIP (Session Initiation Protocol), enter the IP address for your workstation in the corresponding address box.

  SIP is a signaling protocol for Internet conferencing, telephony presence, events notification, and instant messaging.

- If you choose PBX (Private Branch Exchange), enter your extension number in the corresponding phone box.

  PBX is a private telephone network used within an enterprise, which works as a switching system to provide telephone communications between internal stations and external telephone networks. Users of the PBX share a specific number of outside lines for making telephone calls that are external to the PBX.

- If you work remotely, for example, if you work at home or at a site that is different from the contact center, click Outside Phone, select your Country Code from the drop-down list, and then type your phone number in the adjacent box.

  If you select Outside Phone, you can also select the adjacent Play Announcement check box. When selected, Oracle Contact Center Anywhere Supervision Manager plays a recorded message telling you there is a phone interaction waiting to be connected. You also have the option to accept or decline the interaction.

- If you choose Dialogic Analog Extension, type your MSI (Modular Station Interface) identification number in the MSI ID box.

  NOTE: This option is for a contact center system that uses an MSI board for the phone extension. If you have an MSI extension, you can also choose to work off-hook. For more information on working off-hook, see Working Off-Hook on page 31.

4 Click OK to save your configuration settings.

Setting an Outside Phone Number

If you plan to travel from one workstation to another, you must configure Supervision Manager to recognize which number you will be using before you leave.

To set an outside phone number

1 From the toolbar, click the Status drop-down arrow, and select Last Call.

  The status drop-down arrow is located next to the user name on the left side of the screen.

2 Click Configure.

  The Configuration dialog box displays.

3 Click the Phone tab, and select the Outside Phone check box.

4 Select the Country from the drop-down list, and type the phone number that you will use at the other location.

  NOTE: Add the area code and eliminate the preceding zero if necessary.

5 Click OK.

6 Log out of Supervision Manager.

When you log in at the other location, Supervision Manager will be ready to send interactions to the number that you identified.

NOTE: Each time that you change phone numbers, you must repeat this procedure.

Setting Regional Options (Time Zone and Date Formats)

You can configure your time zone and date format to match someone else's time zone and date format. You might want to do this, for example, if you work in a different time zone from most of your customers (or your company headquarters), and it would be easier to work within their time zone.

To set regional options

1. From the toolbar, click Configure.

   The Configuration dialog box displays.

2. Click the Regional Options tab.

3. Do one of the following:

   - To set your time zone to the same time zone defined for your company, choose Company Defined Time Zone.
   - To set a different time zone, click User Defined Time Zone, and then choose a time zone from the Set Time Zone drop-down list.

4. Do one of the following:

   - To set your date format to the same format defined for your company, select Company Defined Date Format.
   - To set a different date format, click User Defined Date Format, and then choose a date format from the drop-down list.

5. Click OK to save your configuration settings.

   All Supervision Manager screens immediately display times and dates in the time zone and format that you select.

NOTE: The date format for the United States is mm/dd/yyyy. The format for Europe is dd/mm/yyyy.

Configuring Your Email (POP3) Server

This task is optional. To receive voicemail by dialing in from a phone, you must have the following:

- A server on your network that distributes email (the POP3 server)
- An account on that mail server with your user name and password

In most cases, your system administrator sets up your mail account, and you will never have to change any settings. However, your contact center might require you to change your POP3 login information.

To configure POP3 login information

1. From the toolbar, click Configure.

   The Configuration dialog box displays.

2. Click the Email tab.
3. Enter or change the User and Password field information to match your POP3 server login.

   You can do this step at any time. If you are not sure what to enter, contact your supervisor or administrator.

NOTE: If you click the User and Password fields, but find that you cannot edit the fields, it means that your administrator has not yet entered your initial POP3 information in Administration Manager. Contact your administrator for more information.

Recording Voicemail Prompts

You can personalize the recorded message that a customer hears before you pick up the phone and before the customer leaves a voicemail message. Example messages include your personally recorded greeting, your name, and a welcome prompt.

To record a voicemail prompt

1. Make sure your phone is configured.

   For more information on configuring your phone, see Identifying Phone Options on page 33.

2. From the toolbar, click Configure.

   The Configuration dialog box displays.

3. Click the Voicemail Prompt tab.
4. Click the Here hyperlink, and wait for your phone to ring.
5. When your phone rings, pick it up, and follow the instructions you hear over your telephone hand set.
6. When you finish recording your message, press Star on your phone, or hang up.
7. Click OK.

5 Working with Agents

This section of Oracle Contact Center Anywhere Supervision Manager explains how to monitor and supervise the tasks performed by the agents whom you supervise. It includes the following topics:

Monitoring Agents

A primary concern of any contact center is to handle callers in a uniform, professional manner. So, contact center supervisors use different methods to monitor agents’ calls .

Supervision Manager goes beyond simple monitoring. To use your knowledge across your teams, you can listen to an agent without the agent knowing, coach an agent, without the customer knowing, or join an agent to speak with both the agent and the customer.

Listening to an Agent

You can listen to the active phone interaction for any agent that you supervise. The agent does not know when you are listening.

To listen to an agent

1. Create an Agent View.

   See Creating Agents Statistics View on page 60.

2. In the Agent View, select the agent whom you want.

   TIP: You can find an agent on an ACD Call by viewing the Agent View statistics (status).

3. Click the Listen to Agent icon.

   Supervision Manager connects your telephone to the agent’s phone extension.

4 Pick up your telephone and begin listening.

Your handset is in listen-only mode, so neither the customer nor the agent can hear you.

NOTE: No tones are played to either the supervisor or agent handsets.

Stop Listening to an Agent

You can stop listening to an agent, without the agent knowing.

To stop listening to an agent

- Hang up your phone.

Coaching an Agent

Coaching allows you to talk to the agent while the agent is handling an interaction and is working off-hook. The agent can hear you, but the customer cannot, which is commonly known as *whisper coaching*.

To coach an agent

1. In the Agent View, select the agent whom you want to coach.
2. Click the Listen with Whisper Coaching icon.

   Supervision Manager connects your telephone to the agent's extension when the agent is on an ACD call.
3. Pick up your telephone and begin coaching the agent.

Stop Coaching an Agent

You can stop coaching the agent at any time.

To stop coaching an agent

- Hang up your phone.

NOTE: It is best to inform agents about this capability before using it, because a sudden voice in the agent's ear can cause anxiety and unforeseen behavior during a call.

Joining an Agent

Joining an agent is similar to a conference call. Both the agent and the customer can hear you.

To join an agent

1. In the Agent View, select the agent whom you want to join.

2. Click the Join icon.

   Contact Center Anywhere Interaction Manager connects your telephone to the agent’s extension.

3. Pick up your telephone, and begin speaking.

   Both the agent and the customer can hear you.

Removing Yourself from the Joined Interaction

You can leave the conversation when you want to.

To remove yourself from a joined interaction

- Hang up your phone.

Disconnecting or Logging Out an Agent

In some cases, during a monitoring session, you might determine that an agent needs additional training or coaching prior to answering any more calls. Or, in extreme circumstances, you might want to remove an agent from a call due to unprofessional behavior.

You can disconnect a caller from the agent, so that the caller is connected only to your phone, or log the agent out of the contact center, and change the agent’s password to prevent further access to the contact center.

Disconnecting Both the Agent and the Caller

You can disconnect both the agent and the caller, and make the agent available to take another call.

To disconnect both agent and caller

1. In the Agent View window, select the agent whom you want to disconnect.
2. Click the Hang Up icon, and click OK.

   Supervision Manager immediately disconnects the agent, and the caller and returns the agent to Available status. The agent is ready for the next interaction.

Logging an Agent Out of Interaction Manager

You can log an agent out of Interaction Manager, so that the agent cannot take another call without first logging in.

To log an agent out of Interaction Manager

1. In the Agent View window, select the agent whom you want log out.

2 Click the Log Out icon.

The Supervisor Logout dialog box appears.

3 Depending on how you want to log the agent out of Interaction Manager, do one of the following:

- Click OK without entering any information.

  This step leaves the agent with the ability to log in to Interaction Manager again, using the normal password, and does not disconnect the call.

- Type a new password in the Enter new password box, and click OK.

  NOTE: If you were listening, Supervision Manager routes the caller to you. If you were not listening, Supervision Manager disconnects the caller.

  This step forces the agent to enter a new password, which you provide, but does not disconnect the call. You must give this new password to the agent before the agent can log in again to Interaction Manager.

  NOTE: If you were listening, Supervision Manager routes the caller to you. If you were not listening, Supervision Manager disconnects the caller.

- Type a new password in the Enter new password box, select the Hang-up Agent Channel check box, and click OK.

  This step forces the agent to use a new password, which you provide, and disconnects the call. You must give this new password to the agent before the agent can log in to Interaction Manager again.

Sending Messages

During a shift, you might want to notify your team about urgent issues (such as ACD queues backing up) or matters of lesser importance (such as a team meeting). Supervision Manager lets you broadcast and send messages using Agent View.

- Use the Broadcast feature to send a message to all of the agents who are assigned to you and logged in. Your text message appears on each agent's screen in the wallboard.

  NOTE: Agents who are not logged in at the time the broadcast message is sent will not receive the message. The message will not be present to agents who log in after a broadcast message is sent.

- Use the Message feature to send a message to one agent. Your text message appears only on the screen of the agent whom you select in the wallboard.

NOTE: These messages are one-way only. The agent cannot respond. If you want the agent to be able to respond, use the Chat feature.

Broadcasting a Message to All of Your Agents

You can broadcast a message to all your agents.

To send a broadcast message to all agents

1. In the Agent View, click the Broadcast icon.

   The Send Broadcast Message dialog box opens.

2. Type your message in the box, and click OK.

   The text message that you entered appears in the wallboard of every logged-in agent that you supervise.

   The wallboard stops scrolling until the agent reads your message, and clicks OK.

Sending a Message to One Agent

You can send a message to a single agent.

To send a message to one agent

1. In the Agent View, select an agent.
2. Click the Message icon.

   The Send Message to Agent dialog box opens.

3. In the Message box, type your text, and then click OK.

   Only the agent whom you select sees your message in the wallboard.

   NOTE: The Wallboard stops scrolling until the agent reads your message, and clicks OK.

Chatting with an Agent

In some cases, coaching an agent during a call is not advisable. An agent might not be able to concentrate on the caller. Instead, you can send them a specific script of what to say, or some other information, to help them to resolve the caller's issue.

You might also ask the agent to communicate with you to clarify information. The advantages of using a supervisory chat function are:

- You can start a text-based chat with any agent that you supervise.
- An agent does not have to be handling an interaction for you to chat with the agent.
- Your chat opens in a new window on the agent's screen, so if the agent is managing an interaction, your chat does not cause any disruption.
- Although you can only chat one-on-one with each agent, you can have multiple chat sessions, (each with a different agent) at the same time.

To chat with an agent

1. In the Agent View, select the agent with whom you want to chat.

2. Click the Chat icon.

   The Chat With User window opens.

3. Type your message in the box at the bottom, and then click Send.

   Your message appears in the upper portion of the Chat With User window, together with your name. An Active Direct Chat window appears in the selected agent's Interaction Bar. When the agent clicks Accept, a Chat With User window opens, showing your message and name. The agent types a response in the Text area of the Chat With User window, and clicks Send. You can use the URL tab to send the agent a URL to assist with the call.

Ending a Chat Session

When you have finished chatting, you can end the session.

To end a chat session

- Click Delete in the top-right corner of the Chat With User Window.

  While chatting with an agent, if the agent logs out, Supervision Manager terminates the chat interaction and alerts you.

Viewing and Taking Over an Agent's Screen

At times, while monitoring your agents, you might want to see what agents can see on their computer screens. Or, in the case of new agents, you might want to help them navigate through the screens necessary to meet the caller's needs:

- You can view an agent's computer without the agent knowing that you are watching.
- You can also take over an agent's computer and use it as if you were sitting directly in front of it. This is useful when showing the agent how to do or find something.

NOTE: The features described in this topic are currently available only for users on Windows workstations.

NOTE: For the Remote View and Take Over features to work, your administrator might have to install additional third-party software components on your agents' workstations. If you are not able to use these features, contact your administrator. For more information, see *Contact Center Anywhere Installation and Upgrade Guide*.

To view or take over an agent's computer

1. In the Agent View, select the agent whom you want to supervise, and click the View icon.

   A new window opens, showing the agent's screen. You can see everything that is happening on the agent's computer, in real-time.

2 To take over the agent’s mouse, click Remote Control.

Now, you can move the mouse, and take over the agent’s computer.

You can still navigate to another screen in your computer by first selecting the original window. In addition, if you open a new window (using your browser), you can view a different agent at the same time. Thus, by opening new windows, you can view multiple agents, each one in a different window.

CAUTION: Viewing several agents in this way might slow the performance of your system.

Stopping Viewing or Taking Over an Agent’s Screen

You can return control to the agent, and stop viewing the agent’s screen.

To stop viewing or taking over an agent’s computer

1 After you finish taking over an agent’s screen, click View.

2 After you finish viewing an agent’s screen, click Delete.

The window closes and ends the remote session.

Recording an Agent’s Interaction

You can automatically record an agent’s active (current) phone interaction, and save the recording for later review. Sometimes you might want to record a good call or a bad call for later coaching.

NOTE: You cannot use the automatic recording feature to record agent-to-agent calls.

Turning Recording On or Off Manually

You can turn recording on and off manually.

NOTE: Make sure that the unannounced recording of conversations is permitted by law in your area, the agent’s area, and the customer’s area.

To turn recording on and off manually

1 In the Agent View window, select the agent whom you want to record.

2 Click the Record icon.

Supervision Manager begins recording the call.

3 Click the Stop icon to stop recording.

Supervision Manager saves the recording in the CCA database. To find a recording, see Finding Recordings on page 44.

Quality Control Recordings

The Quality Control tab is where you can search the database for saved recordings, such as previously recorded telephone conversations. If you previously recorded a phone interaction, or if there is an existing recording that you want to hear, you must first find the recorded interaction. For more information on how to record a call, see Turning Recording On or Off Manually on page 43.

TIP: To find a recording, see Finding Recordings on page 44.

Finding Recordings

Supervision Manager stores recordings in the CCA database. Find recordings by choosing a project and a user (agent), and then entering a specific interaction date range. For more information on how to record a call, see Turning Recording On or Off Manually on page 43.

To find recordings

1. Click the Quality Control tab and, in the sidebar, click the Recording arrow to open the option.
2. From the Recordings options, use some or all of the selections to create search parameters for locating the recording in the database:
    a. From the Project drop-down menu, select a project.

       The default selection is to search All projects.
    b. From the User drop-down menu, select the user you recorded.

       The default selection is to search All users.
    c. In the Period From box, type the date, or select a date from the calendar, to specify the first day to search.
    d. Use the two boxes below the From date box to specify the time of day when you want to start searching. Type or select the hour (from 00 to 23) and the minutes (from 00 to 59).
    e. In the To box, type the date, or select a date from the calendar to specify the last day to search.
    f. Use the two boxes below the To date box to specify the time of day when you want to stop searching. Type or select the hour (from 00 to 23) and the minutes (from 00 to 59).
    g. Click Find.

   Recordings that meet the search parameters appear in a list in your workspace (up to a maximum of 500 matches).

Listening to a Recording

You can listen to the recordings you find. See Finding Recordings on page 44.

To listen to a recording

1. From the list of recordings, select the recording that you want.
2. Click the Play arrow to play the recording.

   Supervision Manager launches the default audio application that your system associates with the .wav or .mp3 files, and plays the recording.

Predefined System States

Although a different agent status might appear, Oracle Contact Center Anywhere Supervision Manager always assigns an agent to one of three internal states:

- Available
- Busy
- On Break

Table 3 lists the interaction statuses, as they appear, and the corresponding system state. It also indicates whether agents can receive new interactions while they are in that state.

Table 3. Interaction Status, System State, and Meaning

Interaction Status	System State	Description
ACD Call	Busy	The agent is handling a call.
ACD Callback	Busy	The agent is handling a callback request.
ACD Chat	Busy	The agent is handling a chat interaction.
ACD Email	Busy	The agent is handling an email interaction.
ACD Fax	Busy	The agent is handling a fax interaction.
ACD Status Outbound Email	Busy	The agent is using Interaction Manager Contact tab to initiate an outbound email.
ACD Voicemail	Busy	The agent is responding to a voicemail interaction.
ACD Web Callback	Busy	The agent is handling a Web callback request.
Available	Available	The agent is not presently handling an interaction. **NOTE:** The agent can manually select this status or automatically receive this status after completing an interaction (depending on your configuration).
Busy	Busy	The agent is not available to receive any other ACD interactions.
Direct Chat	Busy	A supervisor and an agent are chatting.
Last Call	Busy	The agent selected Last Call so that CCA will not send another interaction after the agent completes the current one.
Login	Available	Reserved for future use.
Logout	On Break	The agent logged out of Interaction Manager. **NOTE:** Logout appears only in the Company Directory.
New Inbound Call	Busy	The agent accepted a call made directly to the phone from a number that was outside the contact center.
New Inbound Extension	Busy	The agent accepted a call made directly to the phone from an internal extension.
New Outbound Call	Busy	The agent dialed a number outside the contact center.
New Outbound Extension	Busy	The agent dialed a company extension.
New Predictive Call	Busy	The agent accepted a predictive call.

Table 3. Interaction Status, System State, and Meaning

Interaction Status	System State	Description
New Preview Call	Busy	The agent accepted a preview call.
No Answer	On Break	The agent did not answer a workgroup call after the maximum allowed number of rings.
On Break	On Break	The agent selected On Break to alert CCA not to send any interactions.
Selecting Outcome	Busy	The agent disconnected from the last interaction, but is still selecting an outcome for that interaction.
SMS	Busy	The agent is handling an SMS interaction.
Supervising	Busy	A user logged in to Supervision Manager and is not available to receive ACD interactions.
Wrap Up	Busy	The agent is wrapping up an interaction. CCA automatically changes the agent status to Available when the wrap-up time expires. **NOTE:** Wrap-up time does not apply to Outbound Calls.

NOTE: Your administrator might have created additional statuses to control agent availability. Contact your administrator for a description of the custom statuses.

6 Configuring Alarms

This section of Oracle Contact Center Anywhere Supervision Manager describes the different types of alarms, and how you can create, enable, disable, and view them while working in Supervision Manager. It includes the following topics:

Alarms

In a busy contact center, a supervisor wants to know immediately when agents are spending too much time on the phone, if interactions are on hold for too long, or if a workgroup is overflowing too many calls into another workgroup. Supervision Manager lets supervisors configure alarms that will alert them to specific issues immediately, so that they can address these issues quickly.

Configuring the alarms feature means that Oracle Contact Center Anywhere Supervision Manager will automatically notify you whenever your alarm conditions are met. For example, you can create an alarm to notify you when an agent holds the same status too long or when an agent is working on an interaction of a specific type. You can select from three different types of alarms, and set up to five severity levels within each. As soon as you create an alarm, it takes effect and remains in your Supervision Manager until you temporarily disable it or delete it. Alarms use a 24-hour clock that resets at midnight. When alarm conditions are met, the alarm is activated. You can view all activated alarms in your workspace. For more information on viewing alarms, see Viewing Activated Alarms on page 55.

You can use the default templates for your alarm views that were preset by the administrator. For more information on using the default templates, see Supervisor Template for Alarm View Configurations on page 16.

Alarm Types

When creating an alarm, first select the type that you want to create from the following:

- **Status Duration Alarm.** When you select this alarm type, Supervision Manager notifies you when an agent holds the same status for too long. This information is critical in managing the queue hold times. Agents talking longer than the reasonable expectations set for the call can cause the queue to back up. Knowing when this backup is occurring is essential for proactive queue management.
- **Media Duration Alarm.** When you select this alarm type (interaction handling time), Supervision Manager notifies you each time an agent works on a specific interaction type and for how long. Thus, a floor supervisor can better determine whether agents are spending too much time on a specific type of interaction. Knowing this might help a supervisor decide if more training is required for specific interaction types, or if stronger action is required for the individual agents.
- **General Alarm.** Use this alarm type to create alarms for specific columns of information (such as login duration, total interactions, and so forth) from one or more views (including agents, interactions, partitions, project media totals, interactions, workgroup media totals, and workgroup statistics views). Thus, you can track project-, agent-, and workgroup-specific information (such as calls overflowing out of workgroups) and more actively manage workloads and personnel.

Alarm Levels

For each alarm type (status duration, media duration, and general), you can also create a maximum of five severity levels. Each security level has a corresponding color:

- Very low (green)
- Low (blue)
- Medium (yellow)
- High (orange)
- Very high (red)

For example, for outbound calls if you set a low (blue) alarm for 5 minutes and a high (orange) alarm for 20 minutes, then if:

- The agent stays on an outbound call for 5 minutes, the agent's row turns blue.
- The agent stays on an outbound call for 20 minutes, the agent's row turns red.

Creating a Status Duration Alarm

Use a Status Duration alarm to notify you when an agent's status exceeds the set thresholds. You determine and set the duration time. When an agent meets or exceeds that time, the agent's entry changes color on your screen.

To create a status duration alarm

1. In the Alarms sidebar tab, click the New Alarm.

   The New Alarm Definition dialog box opens.

2. Click Status Duration, and then click Next.

   The Alarm Levels dialog box opens.

3. From the User Status drop-down menu, select one of the following: Available, On Break, or Busy.

   Table 4 lists the alarm status types and a description for each.

   Table 4. Alarm Status Types

Status	Description
Available	The agent is available to accept a new interaction.
Busy	The agent cannot accept a new interaction. (The agent might be handling an interaction, wrapping-up an interaction, or otherwise engaged.)
On Break	The agent is not available to accept a new interaction.

4. For each alarm level, select its corresponding check box, and then do the following:

   a. In the first text box of each selected alarm, enter the threshold (minutes) to activate the alarm for this level.

   b. In the second text box of each selected alarm, enter the threshold (seconds) to activate the alarm at this level.

5. Click Next.

   The New Alarm Definition (Objects) dialog box opens so that you can select which users Supervision Manager will apply the alarm.

6. Do one of the following:

   - Select the All objects check box to apply this alarm to all users, including future users that do not yet appear in the list.
   - Select one or more users from the Available Users box, and click the double-right arrows to move them to the Displayed Users box.

     Supervision Manager applies the alarm to only those users that you move to the Displayed Users box.

7. Click Next.

   The Name dialog box opens.

   a. In the Name text box, enter a name for the alarm.

   b. In the Description text box, type a description for the alarm.

8 Click Finish.

The name of your new alarm appears in the Alarms selection in My Alarms.

Status Duration Alarms

When your administrator sets alarm types (busy, available, or on break), Administration Manager automatically applies the alarm to all company custom agent statuses.

NOTE: Only an administrator with access to Administration Manager can create these custom statuses.

For example, if your administrator configured a custom status called Clearing Support Ticket, and then set the corresponding ACD state as Busy, Oracle Contact Center Anywhere Supervision Manager automatically applies the alarm connected to the Busy status to the clearing support ticket, because they are both statuses with Busy as the underlying value.

Creating a Media Duration Alarm

The Media Duration Alarm notifies you when an agent is working on an interaction of a type and time that you specify.

To create a media duration alarm

1 In the Alarms sidebar tab, click the New Alarm.

The New Alarm Definition dialog box opens.

2 Select Media Type, and then click Next.

The New Alarm Definition (Alarm Levels) dialog box opens.

3 From the Media Duration drop-down menu, select a call-handling duration type (such as Inbound Call).

Table 5 explains the alarm media types and how each one works.

Table 5. Media Types - Alarms

Media Type (Call Handling Duration)	Description
Workgroup Call	Sets a time limit for telephone-based customers.
Workgroup Chat	Sets a time limit for chat interactions that are waiting in the queue.
Workgroup Email	Sets a time limit for email interactions that are waiting in the queue.
Workgroup Fax	Sets a time limit for fax interactions that are waiting in the queue.
Workgroup Callback	Sets a time limit for callback requests (left by phone customers) that are waiting in the queue.

Table 5. Media Types - Alarms

Media Type (Call Handling Duration)	Description
Workgroup Web Callback	Sets a time limit for callback requests (left by phone customers) that are waiting in the queue.
Workgroup Voicemail	Sets a time limit for voicemail interactions (left by phone customers) that are waiting in the queue.

4 Select the check box for one or more alarm levels and for each alarm level that you select:

  a In the first text box, enter the threshold (minutes) to activate the alarm for this level.

  b In the second text box, enter the threshold (seconds) to activate the alarm for this level.

  For example, select an Inbound Call media type, and then enter 5 in the minutes text box of the Medium column. Thus, if an agent stays on an Inbound Call for more than 5 minutes, the agent's row turns yellow.

5 Click Next, and do the following:

  a In the Name text box, enter a name for the alarm.

  b In the Description text box, type a description for the alarm.

6 Click Finish.

The name of your new alarm (from the Name box in Step 5) appears in the Alarms selection, in My Alarms.

Creating a General Alarm

The General Alarm notifies you when the specific conditions that you set are met. You can set conditions for the following views: Agents, Interactions, Project Media Totals, Interactions, Workgroup Media Totals, and Workgroup Statistics. Each View provides different columns for you to select (such as Login Duration, % Busy, Total Interactions, and so on).

To create a general alarm

1 In the Alarms sidebar tab, click the New Alarm.

The New Alarm Definition dialog box opens.

2 Click General and then Next.

The New Alarm Definition (View) dialog box opens.

3 From the View drop-down menu, select one of the following views:

- Agents
- Interactions
- Partitions

- Project Media Totals
- Project Statistics
- Workgroup Media Totals
- Workgroup Statistics

NOTE: For more information on views and view windows, see Types of View Window on page 59.

4 From the Column drop-down menu, make a selection.

The column choices vary, depending on which of the seven views that you select.

a If you want to add another column, click Add Column.

The first column that you selected appears in a new *Column 1* text box and a new *Column 2* box appears.

b Continue selecting, and adding columns in this way.

To remove a column, click Remove.

5 When you are finished, click Next.

The New Alarms Definition Alarm Levels dialog box opens, showing the columns that you selected next to each alarm level.

6 Click each alarm level that you want to set.

7 Then, for each alarm level, follow these steps:

a From the first column's drop-down list (such as Status Duration), select either Greater than or Less than.

b In the adjacent boxes, type your specific threshold values.

For example, in Status Duration mins. and secs. boxes, type the number of minutes and seconds for this alarm level. For % Available, type the percentage of total time.

c Repeat the previous two steps for each column that you selected.

8 Click Next.

Unless you selected the Interactions View, the New Alarm Definition Objects dialog box opens. This dialog box is where you identify the objects to which Supervision Manager will apply the alarm. The objects vary, depending upon the view that you select. The objects might be users, projects, partitions, or workgroups.

If you selected the Interactions View, then do not select any object. The New Alarm Definition Objects dialog box does not appear. Skip to Step 10.

9 Do one of the following:

- Click the All objects check box to apply the alarm to all objects, including future ones that do not yet appear in the list.

- From the list in Available *xxxxxx* (where *xxxxxx* indicates users, projects, partitions, or workgroups), select one or more objects to which Supervision Manager will apply the alarm. Click the double-right arrows to move your selections to the Displayed Users box.

  Supervision Manager applies the alarm only to those objects appearing in the Displayed box.

10 Click Next.

The New Alarm Definition (Name) dialog box opens.

11 Enter a name and a description for the alarm in the corresponding text boxes, and click Finish.

The name of your new alarm appears in Alarms, in My Alarms.

Viewing Activated Alarms

You can view all activated alarms in your workspace.

To view activated alarms

1 In the sidebar, click Current Alarms.

An Alarms dialog box opens in your workspace, which shows only the alarms that have been triggered.

NOTE: The alarms are displayed real-time. Alarms that were triggered but went to a normal state are not displayed.

Table 6 lists the describes the Alarms dialog box.

Table 6. Alarm Dialog Box

Column	Description
Alarm	The name of the alarm.
Object	The objects (such as a user, project, partition, or workgroup) you selected from the New Alarm Definition dialog box.
Start	The current time when the Current Alarms Dialog Box is opened.
Value	The value depends on the alarm type: ■ For a status alarm, this value shows how long the alarm has been activated (from when it was first triggered). ■ For a media type alarm, this value shows the media type (such as Workgroup Call, Workgroup Chat, and so on). ■ For a general alarm, this value shows the name of the columns that you selected when creating the alarm.
Severity	The alarm color identifies the alarm level (very low, low, medium, high, and very high), which you set in the Alarm Levels dialog box.
Active	A check mark indicates that the user is currently triggering the alarm.

NOTE: Alarms that were activated in the past, but are currently not active remain in the Alarms dialog box (without a check mark in the Active column) until you close and reopen the Alarms dialog box again.

Editing an Alarm

You can edit alarm information.

To edit an alarm

1 In the sidebar, click Alarms.

2 In My Alarms, click the name of the alarm that you want to edit.

The *xxx* Alarm Definition dialog box displays (where *xxx* represents the name of the alarm).

3 Change the name or description of the alarm.

4 Click the tab of the next area that you want to modify, such as Alarm Levels.

Because these tabs vary, depending on the alarm type, do one of the following:

- If you are editing a status duration alarm, the Edit Alarm Definition dialog box provides two additional tabs: Alarm Levels and Objects. Click the appropriate tab.

  For more information on status duration alarms, see Creating a Status Duration Alarm on page 50.

- If you are editing a media duration alarm, the Edit Alarm Definition dialog box provides an Alarm Level tab. Click the Alarm Level tab to change the alarm levels and times for each alarm.

  For more information on media duration alarms, see Creating a Media Duration Alarm on page 52.)

- If you are editing a general alarm, the Edit Alarm Definition dialog box might provide an Alarm Levels tab and Objects tab, depending on the view. Click the appropriate tab.

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  For more information on general alarms, see Creating a General Alarm on page 53.

Deleting an Alarm

You can delete any alarm listed in My Alarms.

To delete an alarm

1 In My Alarms, right-click the alarm that you want to delete.

A menu of options appears.

2 Select Delete.

A confirmation message appears.

3 Click OK.

The selected alarm is deleted and removed from the My Alarms list.

Enabling or Disabling Alarms

By default, alarms are automatically enabled upon creation. You can, however, temporarily disable a single alarm or all of your alarms at once.

To enable or disable alarms

1. In My Alarms, right-click the alarm to enable it.
2. From the menu of options, click one of the following:
   - Disable (temporarily stops the alarm)
   - Disable All (temporarily stops all alarms)
   - Enable (restarts the alarm after disabling it)
   - Enable All (restarts all alarms after disabling them)

7 Viewing Statistics

This section of Oracle Contact Center Anywhere Supervision Manager describes how to view statistics. It includes the following topics:

NOTE: This chapter assumes that you already understand the basics, and provides only the available statistics for each of the view window types.

Types of View Window

You create a different view window for each group of contact center statistics that you want to view or monitor. The view window types are:

- Agents
- Interactions
- Partition
- Predictive Project Statistics
- Project Media Totals
- Project statistics
- Workgroup Media Totals
- Workgroup Statistics

You can create as many view windows with statistics as you need. When you create a view window with the statistics of your choice, it is always available whenever you log in to Supervision Manager, until you delete it. In addition, you can modify any of your view windows at any time, and Supervision Manager recalls your changes.

The basics for creating, editing, and deleting any view window are identical, no matter which View you create. The only differences are the available statistics for each type of view window.

For more information about view windows, see the following topics:

- About Views and View Windows on page 17
- Creating a View Window on page 17
- Managing View Windows on page 19

Creating Agents Statistics View

Create an agents statistics view window to monitor real-time activity for the agents whom you supervise. From the Agents Statistics View, you can monitor agents, disconnect or log out an agent, send messages, chat with an agent, view or take over an agent's screen, and record an agent's interaction.

To create agents statistics view

1. Select a panel, open the Views options, and then click Agents.

   The Agents Configuration dialog box displays.

2. Enter a name and description, and then select how you want to view the information.
3. Click the Data Elements tab to select some or all of the statistics to view.

   Table 7 lists the describes the available real-time statistics.

Table 7. Available Real-Time Statistics

Statistics (Column)	Description
% Available	The percentage of time when the agent's status was Available for one day, from 12 A.M. to 12 A.M. It is calculated as follows: (Total time the agent's status was Available divided by total time since the agent logged in to CCA, daily from midnight to midnight) multiplied by 100
% Busy	The percentage of time when the agent's status was Busy for one day, from 12 A.M. to 12 A.M. It is calculated as follows: (Total time the agent's status was Busy divided by total time since the agent logged in to CCA, daily from midnight to midnight) multiplied by 100
% On Break	The percentage of time when the agent's status was On Break for one day, from 12 A.M. to 12 A.M. It is calculated as follows: ((Total time the agent's status was On Break*)* divided by (Total time since the agent logged in to CCA, daily from midnight to midnight)) multiplied by 100

Table 7. Available Real-Time Statistics

Statistics (Column)	Description
Agent	The name of the agent whom you supervise. **NOTE:** The agent's name appears only when the agent is logged in to *Contact Center Anywhere Interaction Manager Guide*.
AHT Total (Avg Handle Time)	The average handle time (AHT) for all interactions. It is calculated as follows: (Total talk time) plus (total wrap time) divided by (total number of interactions handled)
Assistance Needed	A notice to you that this agent needs assistance.
ATT Call (Avg Talk Time)	The average talk time the agent spent on calls (including time on hold). It is calculated as follows: (Total talk time for the agent) divided by (total number of calls the agent handled)
ATT Chat (Avg Transaction Time)	The average transaction time that the agent spent on chat interactions. It is calculated as follows: (Total chat time for the agent) divided by (total number of chats the agent handled)
ATT SMS (Avg Transaction Time)	The average transaction time that the agent spent on SMS interactions. It is calculated as follows: (Total SMS time for the agent) divided by (total number of SMSs the agent handled)
ATT Email (Avg Transaction Time)	The average transaction time that the agent spent on email interactions. It is calculated as follows: (Total email time for the agent) divided by (total number of emails that the agent handled)
ATT Total (Average Talk Time)	The total talk time for all interactions. It is calculated as follows: (Total time for the agent on all interactions) divided by (Total number of interactions handled by the agent)
Available Time Total	The total time when the agent's status was Available.
Average Hold Time Total	The average time an interaction is spent on Hold. The hold time is calculated as follows: (Total hold time for the agent) divided by (total number of times the agent placed a call on hold)

Table 7. Available Real-Time Statistics

Statistics (Column)	Description
Avg Ring Time	The average time before the agent accepted an interaction. It is calculated as follows: (Total ring time) divided by (total number of calls offered to the agent)
Avg Wrap Time	The average time that the agent spent in a wrap-up state. It is calculated as follows: (Total wrap-up time for the agent) divided by (total number of times the agent was in wrap-up)
Callback Answered	The total number of ACD callbacks the agent answered.
Chats Answered	The total number of chat interactions the agent accepted.
SMSs Answered	The total number of SMSs interactions the agent accepted
Emails Answered	The total number of email interactions the agent accepted.
Department	The department to which the agent is assigned.
Direct Inbound Answered	The total number of direct inbound calls the agent accepted.
Extension	The agent's telephone extension number.
Extension Dialed	The number of internal calls that the agent dialed.
Fax Answered	The total number of fax interactions that the agent accepted.
Fax Sent	The total number of faxes that the agent sent.
Host IP Address	The Internet Protocol (IP) address of the agent's computer.
Interactions Assigned	The total number of current interactions assigned to the agent.
Interactions Total	The total number of interactions (of all media types) that CCA offered the agent.
Internal Ext Answered	The total number of internal extension calls that the agent accepted.
Login Duration	How long (hh:mm:ss) the agent was logged in to CCA.
Monitor Type	If the agent is being monitored by a supervisor, this statistic identifies the monitoring type (such as coaching, listening, whispering, and so on).
Network Status	Displays the strength of the agent's network.
No Answer Total	The total number of ACD interactions that CCA routed to the agent who received a status of No Answer.
Not Ready Time Total	The total amount of time that the agent was in a Not Ready (or unavailable) state. It is calculated as follows: (Total login time) minus (total time in Available status)

Table 7. Available Real-Time Statistics

Statistics (Column)	Description
Outbound Dialed	The total number of outbound calls that the agent dialed.
Partition	The partition that the agent is accessing.
Predictive Answered	The total number of predictive calls that the agent answered.
Preview Dialed	The total number of preview calls that the agent dialed.
Recording	Indicates whether the agent is currently being recorded.
Session ID	The agent's unique login session identification number, assigned by CCA.
Session Server	The Session Server ID into which the agent is logged.
Status Duration	How long (hh:mm:ss) the agent has been in the current status.
Status in Workgroup	The current ACD status (Available, Busy, or On Break) of the agent while in the assigned workgroup.
Status Selected	The ACD status that the agent selected.
Status Selected Duration	How long (hh:mm:ss) the agent has been in the same status as Status Selected.
Transfers Made	The total number of transfers the agent made to other agents, workgroups, and external numbers.
User Name	The agent's system ID.
Web Callback Answered	The total number of Web callback interactions that the agent answered.
Wgrp Calls Answered	The total number of workgroup calls that the agent accepted.
Wgrp Vmail Answered	The total number of workgroup voicemails that the agent answered.

4 Click the Users tab where you can select one or more of the agents whom you supervise.

5 If want your view to include a Totals row, providing the totals for all columns (statistics), then select the Show Totals check box, and click OK.

Your Agents View appears in your workspace in the panel that you selected.

Creating an Interactions Statistics View

You create an interactions statistics view window to see how interactions are flowing through CCA. This information helps you to determine the number of interactions your agents are currently handling and the number of interactions that are backing up in the queues.

Flow tracking begins when interactions enter CCA, continues as they are routed to an agent, and ends when the interaction is disconnected.

The Interactions Statistics View uses 11 project-related metrics for customizing the interaction windows. In this way, you can track the information that is most salient to your specific application in real-time.

To create an Interactions Statistics view

1. Select a panel, open the Views options, and click Interactions.

   The Interactions Configuration dialog box displays.

2. Enter a name and description.
3. Click the Columns tab.
4. Select the columns (statistics) that you want to display.

   Table 8 provides an alphabetical list of the available statistics and their descriptions.

   Table 8. Alphabetical List of Available Interactions Statistics

Statistics (Columns)	Description
Agent	The name of the agent handling the interaction.
ANI	The caller ANI (phone number they are calling from).
DNIS	A unique project DNIS (the phone number the customer dialed).
Ext Number	The extension number of the agent handling the interaction.
Location Duration	The total time the interaction stayed at a specified location.
Media Type	The interaction type, such as ACD Call, ACD Chat, ACD email, and so on.
Overflowed	Indicates whether the interaction met the overflow criteria.
Priority	The project’s priority (very low, low, medium, high, or very high).
Project	The project’s name.
System Duration	The total time the interaction was in CCA.
Workgroup	The name of the workgroup handling the interaction.

5. Click OK.

   Your Interactions View appears in your workspace, in the panel that you select.

Creating a Partition Statistics View

You create a partition statistics view window to see how interactions flow from the time that they enter CCA to the time they are routed to an IVR or workgroup. You can also see the number of internal interaction activities and the overall use-rate within the customer-distinct areas or partitions. This information is especially useful for outsourcing service providers who create these partitions.

This task is optional.

To create a Partition Statistics view

1. Select a panel, open the Views options, and click Partition.

   The Partition Configuration dialog box displays.

2. Enter a name and description.
3. Click the Columns tab.
4. Select the columns (statistics) that you want to display.

   Table 9 describes the available statistics.

Table 9. Available Partition Statistics

Statistics (Columns)	Description
Abandon First Segment	The total number of ACD interactions that were abandoned during the first interaction segment within the partition.
Answer First Segment	The total number of ACD interactions that were answered during the first interaction segment (before transfer, overflow, and so on) within the partition.
Inbound Total	The total number of inbound interactions (ACD and direct) within Integrated Voice Response (IVR).
Internal	The total number of station-to-station calls (inbound and outbound) within CCA.
IVR Completed	The total number of calls completed within the partition.
IVR Transfer Out	The total number of calls transferred out of the partition.
Outbound Total	The total number of outbound interactions (predictive, preview, and direct) within the partition.
Total Interactions	The total number of interactions within the partition. It is calculated as follows: (Total inbound) plus (total outbound) plus (total internal).
Utilization Rate	Represents the ratio of agent workgroup time compared to overall available time.

5 Click the Partitions tab, select the partitions that you want to include, and click OK.

Your Partitions View appears in your workspace in the panel that you selected.

Creating a Project Media Totals Statistics View

You create a project media totals statistics view window to track all the activities of callers who use any media option, including those callers who choose to use email or Web chat to resolve their issues. The Project Media Totals View window has 38 related metrics for customizing your View. In this way, you can track the information that is most salient to your specific application in real-time.

TIP: Before setting up the window, determine which statistics are most useful. For example, if your team is accepting only workgroup calls, you might not want to track email, fax, predictive, or chat interactions.

To create a Project Media Totals Statistics view

1. Select a panel, open the Views options, and click Project Media Totals.

   The Project Media Totals Configuration dialog box displays.

2. Enter a name and description.
3. Click the Columns tab.
4. Select the columns (statistics) that you want to display.

   Table 10 provides an alphabetical list of available statistics and their descriptions.

Table 10. Alphabetical Listing of Project Media Total Statistics

Statistics (Columns)	Description
ABD Calls	The total number of abandoned ACD calls.
ABD Chat	The total number of abandoned ACD chats. **NOTE:** Interactions are marked as abandoned when the interaction is terminated while still in a queue.
ANS Callbacks	The total number of answered ACD callbacks.
ANS Chat	The total number of answered chats.
ANS SMS	The total number of answered SMSs.
ANS Email	The total number of answered emails.
ANS Fax	The total number of answered faxes.
ANS Inbound	The total number of answered incoming calls.
ANS Predictive	The total number of answered predictive calls.
ANS Preview	The total number of answered preview calls.

Table 10. Alphabetical Listing of Project Media Total Statistics

Statistics (Columns)	Description
ANS Vmail	The total number of answered ACD voicemails.
ANS Web Callbacks	The total number of answered Web callbacks.
Calls Queued	The total number of workgroup calls in the queue.
CB Queued (Callbacks)	The total number of workgroup callbacks in the queue.
CB Total (Callbacks)	The total number of callbacks.
Chat Queued	The total number of chats in the queue.
Chat Total	The total number of chats.
SMS Queued	The total number of SMSs in the queue.
SMS Total	The total number of SMSs.
Email Queued	The total number of emails in the queue.
Email Total	The total number of emails.
Fax Queued	The total number of faxes in the queue.
Fax Total	The total number of faxes.
Inbound Total	The total number of inbound workgroup calls of all types (including faxes, chats, and emails).
OFL Calls Inbound (Overflow In Calls)	The total number of workgroup inbound calls that reached the overflow criteria.
OFL CB (Overflow Callbacks)	The total number of callbacks that reached the overflow criteria.
OFL Chat (Overflow Chat)	The total number of chats that reached the overflow criteria.
OFL SMS (Overflow SMS)	The total number of SMSs that reached the overflow criteria.
OFL Email (Overflow Email)	The total number of emails that reached the overflow criteria.
OFL Fax (Overflow Fax)	The total number of faxes that reached the overflow criteria.
OFL Predictive (Overflow Predictive)	The total number of predictive dialing interactions that reached the overflow criteria.
OFL Preview (Overflow Preview)	The total number of preview dialing interactions that reached the overflow criteria.
OFL Vmail (Overflow Voicemail)	The total number of workgroup voicemails that the reached overflow criteria.

Table 10. Alphabetical Listing of Project Media Total Statistics

Statistics (Columns)	Description
OFL WCB (Overflow Web Callbacks)	The total number of Web callbacks that reached the overflow criteria.
Predictive	The total number of active predictive calls.
Predictive Total	The total number of predictive calls.
Preview	The total number of active preview calls.
Preview Total	The total number of preview calls.
Vmail Queued	The total number of workgroup voicemails in the queue.
Vmail Total	The total number of queued voicemails.
WCB Queued (Web Callbacks)	The total number of Web callbacks in the queue.
WCB Total (Web Callbacks)	The total number of Web callbacks.

5 Click the Projects tab, and select the projects that you want to include, and click OK.

Creating a Project Statistics View

You create a project statistics view window to evaluate the success of a specific project. There are 59 different values to choose from to customize your view.

To create a Project Statistics view

1 Select a panel, open the Views options, and click Project Statistics.

The Project Statistics Configuration dialog box displays.

2 Enter a name and description, and click the Columns tab.

3 Select the columns (statistics) that you want to display.

Table 11 describes the available project statistics.

Table 11. Available Project Statistics

Statistics (Columns)	Description
Abandon First Event	The total number of first segment ACD calls that were abandoned. (The call is released from the first workgroup that it entered.)
Abandoned Interactions Total	The total number of ACD calls that were abandoned. (The count begins when the interaction is terminated by the originator.)

Table 11. Available Project Statistics

Statistics (Columns)	Description
AHT Calls (Avg Handle Time)	The average handle time (AHT) for calls. It is calculated as follows: (total talk) plus (total wrap) divided by (number of handled calls).
AHT Chat (Avg Handle Time)	The average handle time (AHT) for chats. It is calculated as follows: (average talk time) plus (wrap-up time).
AHT SMS (Avg Handle Time)	The average handle time (AHT) for SMSs. It is calculated as follows: (average talk time) plus (wrap-up time).
AHT Email (Avg Handle Time)	The average handle time (AHT) for emails. It is calculated as follows: (average talk time) plus (wrap-up time).
Answer First Event	The number of calls answered after arriving at a workgroup for the first time.
Answered Interactions Total	The total number of ACD calls that were answered. (CCA marks calls as answered when an agent accepts the interaction.)
ASA Calls	The average speed of answer (ASA) for ACD calls. (Time begins when the ACD call enters the queue and ends when it is answered by an agent.)
ASA Chat	The average speed of answer (ASA) for ACD chats. (Time begins when the ACD chat enters the queue and ends when it is answered by an agent.)
ASA SMS	The average speed of answer (ASA) for ACD SMSs. (Time begins when the ACD SMS enters the queue and ends when it is answered by an agent.)
ASA Email	The average speed of answer (ASA) for ACD emails. (Time begins when the ACD chat enters the queue and ends when it is answered by an agent.)
ATT Calls (Avg Talk Time)	The average talk time (ATT) for ACD calls. (Time begins when an agent accepts the call and ends when the call is removed from the agent.)
ATT Chat (Avg Talk Time)	The average talk time (ATT) for ACD chats. (Time begins when an agent accepts the chat and ends when the chat is removed from the agent.)
ATT SMS (Avg Talk Time)	The average talk time (ATT) for ACD SMSs. (Time begins when an agent accepts the SMS and ends when the SMS is removed from the agent.)
ATT EMail (Avg Talk Time)	The average talk time (ATT) for ACD emails. (Time begins when an agent accepts the email and ends when the email is removed from the agent.)
Avg Call Route Time	The average time the call spent in project menus and campaigns.

Table 11. Available Project Statistics

Statistics (Columns)	Description
Avg Lifetime Chat	The average (Avg) time for all chats from start to finish.
Avg Lifetime Email	The average (Avg) time for all emails from start to finish.
Avg Lifetime Interaction Total	The average (Avg) time for all interactions from start to finish.
Avg Wrap Time Call	The average (Avg) call wrap-up time. (Time begins when an ACD interaction enters wrap-up, and ends when it completes wrap-up.)
Avg Wrap Time Chat	The average (Avg) chat wrap-up time. (Time begins when a chat interaction enters wrap-up, and ends when it completes wrap-up.)
Avg Wrap Time SMS	The average (Avg) SMS wrap-up time. (Time begins when an SMS interaction enters wrap-up, and ends when it completes wrap-up.)
Avg Wrap Time Email	The average (Avg) email wrap-up time. (Time begins when an email interaction enters wrap-up, and ends when it completes wrap-up.)
Call External IVR	The total number of calls connected to an external Integrated Voice Response (IVR).
Chat Total	The total number of daily chats.
Email Total	The total number of daily emails.
Ext to Ext Current	The total number of extension-to-extension (user-to-user) calls currently in CCA.
Extension Calls Total	The total number of station-to-station calls (agent-to-agent and supervisor-to-agent).
Fax In Total	The total number of daily inbound faxes.
Fax Out Total	The total number of daily outbound faxes.
Inbound Calls Total	The total number of incoming calls (direct or workgroup).
Inbound Direct Current	The total number of direct inbound calls currently in CCA each day.
IVR Completed	The total number of Integrated Voice Response (IVR) calls that were completed while being processed by a project menu or campaign.
IVR Transfer Out	The total number of IVR calls transferred out of CCA from project menus or campaigns.
Max Wait Call	The longest (Max) time that a caller waited before an agent accepted a call from this project.

Table 11. Available Project Statistics

Statistics (Columns)	Description
Max Wait Chat	The longest (Max) time a client waited before an agent accepted a chat from this project.
Max Wait SMS	The longest (Max) time a client waited before an agent accepted an SMS from this project.
Max Wait Email	The longest (Max) time that an email waited in the queue before an agent accepted it.
MTT Calls (Max Talk Time)	The longest time spent on a call. (For chat and email, this is the maximum time spent after the agent accepts it until the agent ends it.)
MTT Chat (Max Talk Time)	The longest time spent on a chat (that is, from the time after the agent accepts the chat until the agent ends it).
MTT SMS (Max. Talk Time)	The longest time spent on an SMS (that is, from the time after the agent accepts the SMS until the agent ends it).
MTT EMail (Max Talk Time)	The longest time spent on an email (that is, from the time after the agent accepts the email until the agent ends it).
Outbound Calls Total	The total number of daily outbound calls.
Outbound Current	The total number of outbound calls currently in CCA. (The count begins when an agent makes an outbound call and removes it from the count when the call terminates.)
Predictive Total	The total number of daily predictive calls.
Preview Total	The total number of daily preview calls.
SL Offline (Service Level)	The Service Level (SL) for offline interactions (emails and faxes). It is calculated as follows: ((Total answered offline interactions less than threshold) divided by (total answered offline interactions greater than threshold)) multiplied by 100
SL Online (Service Level)	The Service Level (SL) for online interactions (calls, chats, SMS, and callbacks). It is calculated as follows: ((Total answered online interactions less than threshold) divided by ((total answered calls) plus (total abandoned minus abandon greater than threshold))) multiplied by 100
SMS Total (Short Message Services)	The total number of SMS text messages sent. CCA counts each message when it is received.
Total Interactions	The total number of daily interactions of all types.
Web Callback Total	The total number of Web callbacks. (CCA counts a callback when a request is received.)

Table 11. Available Project Statistics

Statistics (Columns)	Description
Wgrp Call Current (Workgroup)	The total number of ACD calls currently in the workgroup queue. (CCA counts an ACD call when it enters a queue.)
Wgrp Call Total (Workgroup)	The total number of workgroup ACD calls entering CCA. (CCA counts a call when it enters a workgroup.)
Wgrp Callback Current (Workgroup)	The total number of workgroup callbacks and live callbacks currently in CCA.
Wgrp Callback Total (Workgroup)	The total number of daily callbacks handled. (CCA counts an ACD callback when it enters a queue.)
Wgrp Chat Current (Workgroup)	The total number of workgroup chats currently in the queue and being handled.
Wgrp Email Current (Workgroup)	The total number of workgroup emails currently in the queue and being handled.
Wgrp Fax Current (Workgroup)	The total number of current workgroup faxes.
Wgrp Fax Total (Workgroup)	The total number of workgroup faxes. (CCA counts an ACD fax when it enters a queue.)
Wgrp Interactions Current (Workgroup)	The total number of workgroup interactions (including wgrp call current plus wgrp callback current plus wgrp voicemail current plus wgrp email current plus wgrp chat current plus wgrp fax current plus wgrp SMS current) currently in CCA.
Wgrp Interactions Total (Workgroup)	The total number of workgroup ACD interactions (including ACD calls, callbacks, voicemails, and faxes entering the queue, and emails and chats entering CCA), handled for the day.
Wgrp SMS Current (Workgroup)	The total number of workgroup Short Message Services (SMS) currently in CCA.
Wgrp Vmail Current (Workgroup)	The total number of workgroup voicemails currently in CCA.
Wgrp Vmail Total (Workgroup)	The total number of daily workgroup ACD voicemails. (CCA counts an ACD voicemail when it enters a queue.)

4. Click the Projects tab, and then select the projects that you want to include.
5. If you want your view to include a Totals row, providing totals for all columns (statistics), then select the Show Totals check box, and click OK.

Creating a Workgroup Media Totals Statistics View

You create a Workgroup Media Totals Statistics View to track answered and abandoned statistics, as well as queued and overflowed interactions by media type. There are 37 statistics to choose from for your View.

To create a Workgroup Media Totals Statistics view

1. Select a panel, open the Views options, and click Workgroup Media Totals.

   The Workgroup Media Totals Configuration dialog box displays.

2. Enter a name and description.
3. Click the Columns tab, where you can select the specific statistics that you want to view.
4. Select the columns (statistics) that you want to display.

   Table 12 lists the available Workgroup Media Totals Statistics.

Table 12. Available Workgroup Media Totals Statistics

Statistics (Columns)	Description
ABD Calls	The total number of abandoned ACD calls in a workgroup. (CCA marks a call as abandoned when the interaction terminates while in a queue.)
ABD Chat	The total number of abandoned ACD chats in a workgroup. (CCA marks a chat as abandoned when the interaction terminates while in a queue.)
ANS Callbacks	The total number of callbacks for the workgroup that are received from CCA and answered by agents.
ANS Chat	The total number of chat requests for the workgroup that are received from the Web and answered by the agent.
ANS SMS	The total number of SMS requests for the workgroup that are received from the Web and answered by the agent.
ANS Email	The total number of email requests for the workgroup, answered by the agents, and downloaded from the mail server.
ANS Fax	The total number of fax requests for the workgroup that are received from the Web and answered by agents.
ANS Inbound	The total number of all inbound interaction calls for the workgroup that are answered by the agents.
ANS Predictive	The total number of all predictive calls for the workgroup made by CCA.
ANS Preview	The total number of all preview calls for the workgroup made by agents.

Table 12. Available Workgroup Media Totals Statistics

Statistics (Columns)	Description
ANS Vmail	The total number of all inbound voicemails for the workgroup that are answered by the agents.
ANS Web Callbacks	The total number of all Web callback requests for the workgroup that are received from CCA and answered by agents.
Calls Queued	The total number of calls queued.
CB Queued (Callbacks)	The total number of callbacks queued.
CB Total (Callbacks)	The total number of callbacks for the workgroup received by CCA.
Chat Queued	The total number of chats queued. (CCA counts the chat when it enters the queue, and removes it when it exits the queue.)
Chat Total	The total number of chat requests for the workgroup received from the Web.
SMS Queued	The total number of SMSs queued. (CCA counts the SMS when it enters the queue, and removes it when it exits the queue.)
SMS Total	The total number of SMS requests for the workgroup received by CCA.
Email Queued	The total number of emails queued.
Email Total	The total number of email requests for the workgroup received by CCA.
Fax Queued	The total number of faxes queued.
Fax Total	The total number of fax requests for the workgroup received by CCA.
Inbound Total	The total number of ACD calls for the workgroup received by CCA.
OFL Call Inbound (Overflow In Calls)	The total number of inbound calls for the workgroup that met the overflow condition.
OFL CB (Overflow Callbacks)	The total number of callback requests for the workgroup that met the overflow condition.
OFL Chat (Overflow Chat)	The total number of ACD interactions that were answered by the overflow workgroup.
OFL SMS (Overflow SMS)	The total number of ACD interactions that were answered by the overflow workgroup.
OFL Email (Overflow Email)	The total number of email requests for the workgroup that met the overflow condition.

Table 12. Available Workgroup Media Totals Statistics

Statistics (Columns)	Description
OFL Fax (Overflow Fax)	The total number of fax requests for the workgroup that met the overflow condition.
OFL Predictive (Overflow Predictive)	The total number of predictive call requests for the workgroup that met the overflow condition.
OFL Preview (Overflow Preview)	The total number of preview call requests for the workgroup that met the overflow condition.
OFL Vmail (Overflow Voicemail)	The total number of voicemail requests for the workgroup that met the overflow condition.
OFL WCB (Overflow Web Callbacks)	The total number of Web callback requests for the workgroup that met the overflow condition.
Predictive	The total number of predictive calls for the workgroup that are in a queue.
Predictive Total	The total number of predictive calls made for the workgroup.
Preview Total	All the preview calls for the workgroup that are in a queue.
Vmail Queued	The total number of voicemails queued.
Vmail Total	The total number of queued voicemails for the workgroup received by CCA.
WCB Queued (Web Callbacks)	The total number of queued Web callbacks.
WCB Total (Web Callbacks)	The total number of Web callbacks for the workgroup received by CCA.

5. Click the Workgroups tab, and then select the workgroups that you want to include.
6. If you want your view to include a Totals row, providing the totals for all columns (statistics), then select the Show Totals check box, click OK.

Creating a Workgroup Statistics View

You create a workgroup statistics view window to view the interaction activity in monitored workgroups with a high level of detail. You can view real-time statistics related to workgroup activity, which is critical for contact center supervisors. Using the Workgroup Statistics view window, you can:

- Track current and total interactions by media.
- Display Average Talk Time (ATT), and Average Handle Time (AHT) by media, as well as Maximum Talk Time (MTT by media).

- Monitor Average Speed to Answer (ASA) statistics by media.

TIP: Before you set up the Workgroup Statistics view window, it is best to determine which statistics are most useful. For example, if your team is accepting only workgroup calls, you might not want to track email, fax, predictive, or chat interactions.

To create a Workgroup Statistics view

1. Select a panel, open the Views options, and click Workgroup Statistics.

   The Workgroup Statistics Configuration dialog box displays.

2. Enter a name and description.
3. Click the Columns tab.
4. Select the columns (statistics) that you want to display.

   Table 13 describes the available Workgroup Statistics.

Table 13. Available Workgroup Statistics

Statistics (Columns)	Description
% Abandoned	The percentage of abandoned interactions compared to the total number of interactions routed to the workgroup (for all media types). This is calculated daily from 12 A.M. to 12 A.M. It is calculated as: ((Total number of ACD interactions abandoned before reaching an agent) divided by (total number of interactions offered daily from midnight to midnight)) multiplied by 100
% Answered	The percentage of answered interactions compared to the total number of interactions routed to the workgroup (for all media types). This is calculated daily from 12 A.M. to 12 A.M. It is calculated as follows: ((Total number of answered interactions) divided by (total number of interactions offered daily from midnight to midnight)) multiplied by 100
% Available Agents	The percentage of currently logged-in agents in the Available state. It is calculated as follows: ((Total number of available agents) divided by (total number of agents currently logged in to CCA)) multiplied by 100
% Unavailable Agents	The percentage of unavailable agents for the current day. It is calculated as follows: 1 minus ((total number of available agents) divided by total number of currently agents logged in to CCA)) multiplied by 100
Abandoned	The total number of abandoned interactions.

Table 13. Available Workgroup Statistics

Statistics (Columns)	Description
Active Alt Wgrp Agents	The total number of agents assigned to this workgroup who are busy working on interactions for other workgroups.
Active In Wgrp Agents	The total number of agents busy working on interactions for the workgroup.
Active Non Wgrp Agents	Total number of agents in this workgroup working on nonworkgroup interactions (such as direct inbound interactions, agent-to-agent interactions, and so on).
AHT Calls (Average Handle Time)	The average total handle time (AHT) for workgroup calls (including hold and wrap-up time). It is calculated as follows: (average talk time of ACD calls) plus (average wrap-up time of ACD calls)
AHT Chat (Average Handle Time)	The average total handle time (AHT) for a workgroup chat (including hold and wrap-up time). It is calculated as follows: (average talk time of ACH chats) plus (average wrap-up time of ACD chats)
AHT SMS (Avg Handle Time)	The average total handle time (AHT) for a workgroup SMS (including hold and wrap-up time). It is calculated as follows: (average talk time of ACH SMSs) plus (average wrap-up time of ACD SMSs)
AHT Email (Average Handle Time)	The average total handle time (AHT) for a workgroup email (including hold and wrap-up time). It is calculated as follows: (average talk time of ACD emails) plus (average wrap-up time of ACD emails)
Answered Current	The total number of answered interactions that are currently in CCA.
Answered Total	The total number of ACD interactions (for all inbound media types) answered by the workgroup, daily.
ASA Calls	The Average Speed to Answer (ASA) for workgroup calls. It is calculated as follows: (Total time of all ACD calls in queue until answered) divided by (total number of ACD calls)
ASA Chat	The Average Speed to Answer (ASA) for workgroup chats. It is calculated as follows: (Total time in queue for all ACD chats until accepted) divided by (total number of ACD chats)

Table 13. Available Workgroup Statistics

Statistics (Columns)	Description
ASA SMS	The Average Speed to Answer (ASA) for workgroup SMSs. It is calculated as follows: (Total time in queue for all ACD SMSs until accepted) divided by (total number of ACD SMSs)
ASA Email	The Average Speed to Answer (ASA) for a workgroup email. It is calculated as follows: (Total time in queue of all ACD emails until accepted) divided by (total number of ACD emails)
Assigned Agents	The total number of assigned agents in the workgroup.
ATT Calls (Average Talk Time)	The average talk time (ATT) spent on the phone with a caller (including hold time). It is calculated as follows: (Total talk time of all ACD calls) divided by (total number of ACD calls answered)
ATT Chat (Average Talk Time)	The average talk time (ATT) spent on a chat (including hold time). It is calculated as follows: (Total talk time of all ACD chats) divided by (total number of ACD chats)
ATT SMS (Avg Talk Time)	The average talk time (ATT) spent on an SMS (including hold time). It is calculated as follows: (Total talk time of all ACD SMSs) divided by (total number of ACD SMSs)
ATT Email (Average Talk Time)	The average talk time (ATT) spent on email (including hold time). It is calculated as follows: (Total talk time of all ACD emails) divided by (total number of ACD emails)
Available Agents	The total number of logged-in agents in an Available state.
Avg Wrap Time Call	The average amount of time spent in the wrap-up status after a workgroup call.
Avg Wrap Time Chat	The average time spent in wrap-up status after a chat. It is calculated as follows: (Total wrap-up time for ACD chats) divided by (total number of ACD chats answered)
Avg Wrap time SMS	The average time spent in wrap-up status after an SMS. It is calculated as follows: (Total wrap-up time for ACD SMSs) divided by (total number of ACD SMSs answered)

Table 13. Available Workgroup Statistics

Statistics (Columns)	Description
Avg Wrap Time Email	The average time spent in wrap-up status after an email. It is calculated as follows: (Total wrap-up time for ACD emails) divided by total number of ACD emails answered)
In Overflow	The total number of ACD interactions that overflowed into the workgroup from other workgroups. CCA counts all overflow interactions (including those that go to No Answer, Voicemail, become a Callback, or go to a menu).
In Transferred	The total number of interactions transferred to the workgroup.
Logged In Agents	The total number of assigned agents logged in to CCA.
Max TT Call (Max Talk Time)	The maximum talk time (MTT) spent on the phone with a caller (including hold time).
Max TT Chat (Max Talk Time)	The maximum talk time (MTT) spent on chat (including hold time).
MTT SMS (Max. Talk Time)	The maximum talk time (MTT) spent on SMS (including hold time).
Max Wait Call	The longest hold time for an ACD call before being routed to an agent.
Max Wait Chat	The longest hold time for an ACD chat before being routed to an agent.
Max Wait SMS	The longest hold time for an ACD SMS before being routed to an agent.
Max Wait Email	The longest hold time for an ACD email before being routed to an agent.
MTT Email (Max Talk Time)	The maximum talk time (MTT) spent on emails (including hold time).
Out Overflow	The total number of ACD interactions that overflowed out of the monitored workgroup and into another workgroup.
Out Transferred	The total number of ACD interactions that transferred out of the workgroup.
Queued Interactions	The total number of queued interactions for the workgroup (for all media types).
SL Offline (Service Level)	The service level (SL) for offline interactions (fax and email). It is calculated as follows: ((Total answered offline interactions greater than threshold) divided by (total answered offline interactions less than threshold)) multiplied by 100

Table 13. Available Workgroup Statistics

Statistics (Columns)	Description
SL Online (Service Level)	The service level (SL) for online interactions (SMS, voice, and chat). It is calculated as follows: ((Total answered online interactions greater than threshold) divided by ((total answered calls) plus (total abandoned) minus (abandon greater than threshold))) multiplied by 100
Total Interactions	The total number of interactions (for all media types) handled by the workgroup.
Unavailable Agents	The total number of agents who are unavailable. It is calculated as follows: (Total number of agents) minus (total number of available agents)

5 Click the Workgroups tab, then select the workgroups that you want to include, and click OK.

Your Workgroup Statistics View appears in your workspace in the panel that you selected.

Creating a Predictive Project Statistics View

You create a predictive project statistics view window to view the predictive projects with a high level of detail. You can view real-time statistics, which is critical for contact center supervisors.

TIP: Before you set up the Predictive Statistics view window, it is best to determine which statistics are most useful.

To create a Predictive Project Statistics view

1 Select a panel, open the Views options, and click Predictive Project Statistics.

The Predictive Project Statistics Configuration dialog box displays.

2 Enter a name and description.

3 Click the Columns tab.

4 Select the columns (statistics) that you want to display.

Table 14 lists the available Predictive Project Statistics.

Table 14. Available Predictive Project Statistics

Statistics (Columns)	Description
Action Call Failure	The outbound call attempt failed.
Action Callback	The outbound call attempt resulted in a callback request.
Action Connect To Agent	The outbound call attempt was successful and was connected to an agent.
Action Drop Caller	The outbound call attempt was successful, however an agent was not available and the call was dropped.
Action Left Message	The outbound call attempt was successful and a message was left on an answering machine.
Action Left Message Callback	Number of calls where the action was to leave a message for callback.
Action Left Message Callback Error	Error with the left message callback action.
Action Left Message Error	Number of calls where the action was to leave a message.
Action Remove From List	The outbound call attempt was successful. The subsequent action was to remove the number from the calling list.
Action Route To Project Error	The outbound call attempt was successful. The subsequent action was to rout to a project, however an error was encountered.
Action Route To Project	The outbound call attempt was successful and the call was routed to a project.
Action Send Fax	The number of successful outbound calls with a subsequent action to send a FAX.
Action Send Fax Error	Error when action to send Fax.
Agent Ratio	The ratio of agents to predictive projects.
Answered Calls	The number of calls dialed by the system and detected as Answered.
Available Channels	The number of outbound channels available for use by the predictive project at the running time. This equals maximum channels for project subtracts channels in use.
Average Number Of Agents Used	The average number of agents used to calculate the statistics for the project.

Table 14. Available Predictive Project Statistics

Statistics (Columns)	Description
Average Wait Time	The average time between predictive calls the agents are waiting before being selected for another predictive call.
Calls	The number of calls dialed by the system.
Calls Per Agent	The number of calls received per agent.
Channels In Use	The number of outbound channels currently in use by the predictive project.
Dropped Calls	The number of outbound call attempts that were successful, however did not have an available agent and were disconnected or dropped.
Duration	The time when Predictive project is started until stopped. This column is reset once predictive project is stopped.
Logged In Agents	The number of agents logged in the predictive project.
Maximum Number Of Channels	The maximum Number of channels the predictive project can use. Granted by administrator.
Pool Ratio	The average number of agents used to the number of outbound calls.
Ratio	The ratio of unsuccessful to successful outbound attempts.
Result Answer	The outbound call attempt was successful and answered by customer.
Result Answering Machine	The outbound call attempt was successful and answered by answering machine.
Result Busy	The outbound call attempt was successful but customer's phone is busy.
Result Call Failure	The outbound call attempt was unsuccessful as the called failed.
Result Fax	The outbound call attempt was successful and answered by fax.
Result Invalid	The outbound call attempt dials an invalid number.
Result No Answer	The outbound call attempt was successful and not answered by customer.

8 Making Predictive Calls

This section of Oracle Contact Center Anywhere Supervision Manager describes the prerequisites for making predictive calls, and how to begin a predictive project. It includes the following topics:

Administrator Responsibilities

Before you can make predictive calls, your administrator must first complete these tasks:

- Create and configure a predictive project.
- Upload at least one dialer list to the predictive project. (A dialer list contains the predictive phone numbers.)
- Start the predictive project in Administration Manager to initialize the predictive servers.
- Give you access rights to the predictive project.

Supervisor Responsibilities

After the administrator's responsibilities are completed, you, as a supervisor, control the actual predictive dialing from the Outbound Control tab. From the Outbound Control tab:

- Your administrator must give you access to one or more predictive projects:
  - Each predictive project can have one or more dialing lists.
  - Each dialer list contains a group of phone numbers.
- You must start and stop the dialing for any dialer list in any predictive project, using the check box next to each choice.

  NOTE: You can activate or deactivate only the predictive projects that are assigned to the supervisor to view.

- You must have at least one of your agents logged in to Contact Center Anywhere Interaction Manager and logged in to Predictive Dialing.

  NOTE: See *Contact Center Anywhere Interaction Manager Guide* for more information.

Starting Predictive Dialing

Complete the steps in the following procedure to open predictive projects and start predictive dialing.

To start predictive dialing

1 Click the Outbound Control tab to open the predictive projects created by your administrator.

NOTE: An animated cursor, with red dots, indicates that your administrator started the predictive project.

Each project has a list that you can see when you click the project box, which opens the lists (much like file folders).

TIP: If you do not see any predictive projects in the Predictive Heading, either your administrator did not create any predictive projects or did not give you access to them. Contact your administrator in this scenario. Similarly, if you see the name of a predictive project, but it does not have an animated cursor next to it, contact your administrator to start the predictive report.

2 Select the check box next to a list to activate it.

The color of the list name is dark when active and faded when inactive.

- A completeness meter appears for the project. Each list indicates the penetration of the list and the percentage of numbers that have been dialed.

Table 15 lists each column in the Outbound Control tab.

Table 15. Outbound Control Tab Columns

Column	Description
Project/List	Displays the short name of the predictive project and its associated call lists assigned to the list. (Select the item check box to activate it.)
Description	A description of the project as defined in Administration Manager.
Total Contacts	The total number of contacts loaded for the project. Each list is assigned to the project.
Pending	The total number of contacts that are not completed for the project and each list.
Completed	The total number of contacts that are completed for the project and each list.
Percent Completed	The percentage of contacts that are complete. (This percentage is displayed in a graph, and the percentage value is noted.)
Predictive Summary Area	

Table 15. Outbound Control Tab Columns

Column	Description
Active Contacts	The total number of contacts that are activated for all projects and lists associated with the display divided by the total contacts for all the projects and lists.
Active Contacts Used	The total number of contacts that are completed within the active lists divided by the total contacts for all projects and lists.
Predictive Agents (Agents Logged In)	The number of agents currently logged in to the Predictive workgroup assigned to the supervisor.
Summary Totals	
Active Contacts x/y	This is the total number of contacts that are active for all projects and all lists “out of” all contacts loaded for all projects and all lists (both active and inactive).
Active Contacts Completed x/y	The total number of active contacts that were completed or finalized by CCA out of all the active contacts.

3 Click Yes to confirm that you want to start calling the numbers in that list.

You can start as many dialer lists as you want in any predictive project to which you have access.

9 Working with Reports

This section of Oracle Contact Center Anywhere Supervision Manager describes the reports that are available for you to view to help you understand the trends, activities, and agent performance in your contact center. It includes the following topics:

About Standard Reports

You can view reports to help you understand the trends, activities, and agent performance for more effective contact center management. These reports include:

- Agent activity, performance, and efficiency
- Interaction statistics
- Interaction outcomes
- Outcome of predictive calls
- Weekly project schedules

You can customize reports. If you have user privileges, you can:

- Display as much or as little data as you want.
- Specify a period for the report.
- 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 want a new report, contact your administrator.

For more information on standard reports, see List of Standard Reports on page 88, Viewing Standard Reports on page 90, and Scheduling a Standard Report and Selecting Regional Options on page 91.

List of Standard Reports

Standard reports are grouped into five areas:

- Call Center Operations
- Workgroup Productivity
- Predictive/Preview
- Agent Profile and Productivity
- Project

Table 16 provides a list of all the standard reports available from Supervision Manager by report group.

NOTE: The specific reports that you can access depend on how Contact Center Anywhere (CCA) is configured. Therefore, you might not see all of the reports described in Table 16.

Table 16. Supervision Manager Standard Reports

Report Name	Description
Call Center Operations	
Weekly Project Routing Schedule	Lists all of the schedules defined for your contact center for Dialed Number Identification Service (DNIS) routing.
Workgroup Skills	Displays the skills assigned to a workgroup and the rating of those skills.
Workgroup Productivity	
Workgroup Segments	(Formerly named Workgroup Key Statistics) Shows statistics that help you to 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 the 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.

Table 16. Supervision Manager Standard Reports

Report Name	Description
Predictive Productivity	Displays a breakdown of the production statistics, based on the agents used for all predictive call attempts. **NOTE:** Predictive reports are available only if you have purchased predictive dialing capabilities with your version of CCA. For more information on the configuration of CCA, see *Contact Center Anywhere Installation and Upgrade Guide*.
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. For more information on the configuration of CCA, see *Contact Center Anywhere Installation and Upgrade Guide*.
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. For more information on the configuration of CCA, see *Contact Center Anywhere Installation and Upgrade Guide*.
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. For more information on the configuration of CCA, see *Contact Center Anywhere Installation and Upgrade Guide*.
Agent Profile and Productivity	
Agent Information	Displays profile information (extension, email address, and so on) for agents.
Agent Interaction	Displays details about the 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. Shows you which agents possess each skill in your contact center.

Table 16. Supervision Manager Standard Reports

Report Name	Description
Agent Utilization	Lets you analyze agent activity by showing the amount of time each agent spent handling interactions, awaiting interactions, or on break.
Direct Dialing Statistics	Shows the statistics for the calls dialed directly to agents, or dialed by agents to external numbers.
Login by Groups of Users	Displays the agents who logged in, the login time, and login duration.
Login by User	Provides information about the login activity for each of your agents.
Project	
Project Segments	(Formerly named 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.

Common Standard Report Items

Most standard reports display the following items listed in Table 17.

Table 17 lists the items that most, but not all, standard reports have in common, and describes each item.

Table 17. Example Standard Report Common Items

Item	Description
Report Includes *XXX*	Shows the 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 A.M. or P.M.) when this report was generated. **NOTE:** The date format can vary. It depends on the default settings for the report, or user selections when users view the report.
Time Zone	The time zone used to generate the report
Report Date Range to Include	Shows the period of the report from one date (dd/mm/yyyy) and time (hh:mm:ss) to another date (dd/mm/yyyy) and time (hh:mm:ss)

Viewing Standard Reports

You can view standard reports. However, you must be an administrator to create new reports.

NOTE: If you want a new report, or want to change a report, contact your administrator.

To view a standard report

1. Click the Reporting tab.
2. Click the Reports menu.
3. Double-click the Reports menu to open one of the report groups (such as Agent Profiles & Productivity).
4. Double-click a report name (such as Agent Skills) to open a list of available reports.

   NOTE: This list includes reports that your administrator previously created and granted you permission to view. If the report name is not expandable, there are no available reports for that report type.

- When your administrator creates a report, she usually sets some configuration options on the report. The configuration options depend on the specific report.

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

  NOTE: The configuration options for each report are described in *Contact Center Anywhere Administration Manager 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

The following topic describes how to schedule a standard report and how to select regional options.

To schedule a standard report and to select regional options

1. Click a report name.

   The Report dialog box opens.

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

2 Complete the Covered Period tab fields for the report.

Table 18 describes the fields and lists the items that most, but not all, standard reports have in common, and describes each item.

Table 18. Scheduling a Standard Report

Field	Description
From	Click the calendar icon to open a calendar from which you can choose the starting date of the report period. You can also type a date in the text box, using the mm/dd/yyyy format: ■ From the first drop-down menu, select the starting hour (24-hour notation). ■ From the second drop-down menu, select the starting minutes. For more information about the calendar, see Selecting a Date from the Calendar on page 93.
To	Click the calendar icon to open a calendar from which you can choose the closing date of the report period. You can also type a date in the text box, using the mm/dd/yyyy format: ■ From the first drop-down menu, select the closing hour (24-hour notation). ■ From the second drop-down menu, select the closing minute.

3 Click the Regional Options tab, and complete the Regional Options tab fields.

Table 19 describes the selection and fields for selecting regional options.

Table 19. Selecting Regional Options

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.
User Defined Time Zone	Choose User Time Zone to display all report times in the time zone configured for your CCA workstation.
Select Report Language	From the drop-down menu, choose the language to use in the report.
Select Date Format	

Table 19. Selecting Regional Options

Field	Description
Company Defined Date Format	Choose Company Default Date Format to display all report dates in your company's default format.
User Defined Date Format	Select the report date format from the drop-down list.

4 Click OK.

A new browser window opens containing the report.

Selecting a Date from the Calendar

Many CCA screens include a calendar icon to help you to select a date (for example, when creating search parameters for finding a specific interaction stored in the CCA database). The following topic helps you to use the calendar feature.

To select a date from the calendar

1 Click the calendar icon to open a calendar.

On the calendar, the current month and year appear in the date box.

2 Do the following to select a different day or month:

- Click the arrows to advance or move back the calendar one month.
- From the drop-down menu, select a different month-year combination from the list.
- Click a day of the week for the date.

The calendar closes automatically after a day is selected.

NOTE: To close the calendar manually, click Close.

Report Start and End Times

For almost every report, the start and end times work in the same way. For example, if you are running an Agent Skills report, you might select:

- 07/01/08 as the start date
- 07/30/08 as the end date
- 8:00 (A.M.) as the start time

- 17:00 (5:00 P.M.) as the end time

Your report includes events:

- Starting at 8:00 A.M. on 7/01/08
- Closing at 5:00 P.M. on 07/30/08

Any event that occurred between those times, 24 hours a day, seven days a week, is included in your report. Each report works in this way, with the following exceptions:

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

If you run these reports, and select the same start and end times, listed in the previous example, your report includes events that occurred between 8:00 A.M. and 5:00 P.M, each day between 7 January 2007 and 30 July 2007.

Call Center Operations Reports

This topic describes the Operations Reports. It includes the following topics:

- Weekly Project Routing Schedules Reports on page 94
- Workgroup Skills Reports on page 95

Weekly Project Routing Schedules Reports

The Weekly Project Routing Schedules Report lists all project schedules and operating hours for your contact center, as configured by an administrator using Administration Manager.

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

Table 20 describes the Weekly Project Routing Schedules Report, the columns, and their corresponding tables.

Table 20. Weekly Project Routing Schedules Report

Column	Description	Table
Day	The routing day.	Not applicable.
DNIS	(Dialed Number Identification Service) The telephone number or email address customers use to reach the scheduled project.	LibraryDNIS

Table 20. Weekly Project Routing Schedules Report

Column	Description	Table
From Project	The project that the schedule temporarily disables while the *To Project* runs.	Corresponding tables include: ■ ReportsWeeklyRouting ■ hasfromproject
Start Time	The time (24-hour clock) on the specified day the project is scheduled to start.	Not applicable.
Time Zone	The time zone used to generate the report. The values in the *Start Time* column are for this time zone.	Corresponding tables include: ■ ReportsWeeklyRouting ■ hastimezone
To Project	The name of the project that the schedule runs at the specified day and start time.	Corresponding tables include: ■ ReportsWeeklyRouting ■ hastoproject

Workgroup Skills Reports

The Workgroup Skills Report shows the skills assigned to a workgroup. The report shows all agents for the entire company, not only the agents whom you supervise.

Table 21 describes the Workgroup Skills Report, the columns, and their corresponding tables.

Table 21. Workgroup Skills Report

Column	Description	Table
Rating	The rating (weight) of this skill (from 0 to 100) regarding its importance to this workgroup. The higher the rating, CCA is more likely to 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

Workgroup Productivity Reports

This topic describes the Workgroup Productivity Reports. It includes the following information:

Outcome Statistics Reports

For each interaction type, the Outcome Statistics Report shows the number of interactions that were assigned an outcome by agents at the end of each interaction. You can use this report to track the results of interactions based on the interaction type.

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

Table 22 describes the Outcome Statistics Report and the corresponding tables.

Table 22. Outcome Statistics Report

Column	Description	Table
Callback	The number of ACD workgroup callback interactions that were assigned this outcome.	Corresponding tables include: ■ HistoryActions ■ ReportsOutcomes ■ HasCallback
Chat	The number of chat interactions that were assigned this outcome.	Corresponding tables include: ■ HistoryActions ■ ReportsOutcomes ■ HasACDChats
Inbound	The number of inbound interactions that were assigned this outcome by agents. **NOTE:** This number does not include calls routed through the ACD Server to an available workgroup agent.	Corresponding tables include: ■ HistoryActions ■ ReportsOutcomes ■ HasInbound
Outbound	The number of outbound interactions that were assigned this outcome by agents.	Corresponding tables include: ■ HistoryActions ■ ReportsOutcomes ■ HasOutbound

Table 22. Outcome Statistics Report

Column	Description	Table
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 might include: *Sale*, *Request for Literature*, *Request for Product Change*, *Order Pending*, *Order Placed*, and so on.	Not applicable.
Predictive	The number of predictive interactions that were assigned this outcome by agents.	Corresponding tables include: ■ HistoryActions ■ ReportsOutcomes ■ HasPredictive
Preview	The number of preview interactions that were assigned this outcome by agents.	Corresponding tables include: ■ HistoryActions ■ ReportsOutcomes ■ HasPreview
Web Callback	This report shows how many Web callback interactions that were assigned this outcome by agents.	Corresponding tables include: ■ HistoryActions ■ ReportsOutcomes ■ HasWebCallback
Workgroup Calls	This report shows how many inbound telephone call interactions (routed to a workgroup) that were assigned this outcome by agents.	Corresponding tables include: ■ HistoryActions ■ ReportsOutcomes ■ HasACDCalls
Workgroup Emails	This report shows how many workgroup email interactions that were assigned this outcome by agents.	Corresponding tables include: ■ HistoryActions ■ ReportsOutcomes ■ HasEmails

Table 22. Outcome Statistics Report

Column	Description	Table
Workgroup Fax	This report shows how many workgroup fax interactions that were assigned this outcome by agents.	Corresponding tables include: ■ HistoryActions ■ ReportsOutcomes ■ HasFaxes
Workgroup Voicemail	This report shows how many workgroup voicemail interactions that were assigned this outcome by agents.	Corresponding tables include: ■ HistoryActions ■ ReportsOutcomes ■ HasVoicemails
Total	The total number of interactions assigned this outcome.	Corresponding tables include: ■ HistoryActions ■ ReportsOutcomes ■ HasACDCalls

Workgroup Interval Time by Media Type Reports

The Workgroup Interval Time by Media Type Report shows how many interactions of each media type your contact center receives at specific times of the day, during a specified period.

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 from the procedure for other reports. For more information, see Report Start and End Times on page 93.

Table 23 describes the Workgroup Interval Time by Media Report and the corresponding tables.

Table 23. Workgroup Interval Time by Media Report

Column	Description	Table
Callback	The number of callback interactions that agents accepted.	Corresponding tables include: ■ HistoryActions ■ ReportsACDInterval ■ HasCallback
Chat	The number of chat interactions that agents accepted.	Corresponding tables include: ■ HistoryActions ■ ReportsACDInterval ■ HasACDChat
Interval	The period 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 of your report. For example, the report would contain eight rows if the report was created for the period between 2:00 P.M. and 4:00 P.M. for a single day with interval times of 15 minutes.	Corresponding tables include: ■ HistoryActions ■ ReportsACDInterval ■ TimeInterval
Total	The total number of interactions received for the entire period. **NOTE:** The total interaction count does not increment unless an agent accepts the interaction.	Corresponding tables include: ■ HistoryActions ■ ReportsACDInterval ■ HasTotInteractions
Total	The total number of interactions received for each time interval. **NOTE:** The total interaction count does not increment unless an agent accepts the interaction.	Corresponding tables include: ■ HistoryActions ■ ReportsACDInterval ■ HasTotIntervalInteractions

Table 23. Workgroup Interval Time by Media Report

Column	Description	Table
Web Callback	This report shows how many Web callback interactions were accepted by agents.	Corresponding tables include: ■ HistoryActions ■ ReportsACDInterval ■ HasWebCallback
Workgroup Calls	This report shows how many inbound telephone call interactions (routed to a workgroup) were accepted by agents.	Corresponding tables include: ■ HistoryActions ■ ReportsACDInterval ■ HasACDCalls
Workgroup Email	This report shows how many workgroup email interactions were accepted by agents.	Corresponding tables include: ■ HistoryActions ■ ReportsACDInterval ■ HasACDEmail
Workgroup Fax	This report shows how many workgroup fax interactions this agent handled.	Corresponding tables include: ■ HistoryActions ■ ReportsACDInterval ■ HasACDFax
Workgroup Voicemail	This report shows how many workgroup voicemail interactions were accepted by agents.	Corresponding tables include: ■ HistoryActions ■ ReportsACDInterval ■ HasACDVoicemail

Workgroup Segments Reports

The Workgroup Segments Report shows contact center use and agent performance for the projects and workgroups that you select. It includes activity for all agents in a project or workgroup.

This report includes interactions that were routed to workgroup agents by Automatic Call Distribution (ACD). This report does not include:

- Calls made directly to an agent

- Outbound calls made by an agent

This report contains the following information:

- Segment Events Area on page 101
- Abandoned Interval Area on page 102
- Agent Answered Interval Area on page 103
- Media Type Segments Handled Area on page 105
- Agent Segment Processing Area on page 107
- Summary Area on page 107

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

Segment Events Area

The Segment Events area shows information for interactions received by the contact center.

Table 24 describes the various segment event items.

Table 24. Segment Events Items

Column	Description	Table
Abandoned	The number of workgroup interactions received by the contact center, but abandoned by the customer before being accepted by an agent.	Corresponding tables include: ■ ReportsCallCenterKey ■ HistoryActions ■ TimetoAbandoned
Agent Answered	The number of workgroup interactions routed to and accepted by agents.	Corresponding tables include: ■ ReportsCallCenterKey ■ HistoryActions ■ HasACDCalls ■ HasACDCallback ■ HasWebCB ■ HasVoicemail ■ HasChat ■ HasEmail ■ HasFax

Table 24. Segment Events Items

Column	Description	Table
Callback Calls	The number of callback and Web callback interactions handled by the contact center.	Corresponding tables include: ■ ReportsCallCenterKey ■ HistoryActions ■ HasACDCallback ■ HasACDCalls
No Answer	The total number of interactions sent to, but not answered by an agent.	Corresponding tables include: ■ ReportsCallCenterKey ■ HistoryActions
Other Events	The total number of events that overflowed to a project menu, or where the project results are *Other.*	Corresponding tables include: ■ ReportsCallCenterKey ■ HistoryActions
Other Workgroups	The total number of interactions routed to other workgroups.	Corresponding tables include: ■ ReportsCallCenterKey ■ HistoryActions
Total Segments Received	The total number of interactions coming into the contact center.	Corresponding tables include: ■ 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.	Corresponding tables include: ■ ReportsCallCenterKey ■ HistoryActions ■ HasVoicemail

Abandoned Interval Area

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

Table 25 describes the abandoned interval items.

Table 25. Abandoned Interval Items

Column	Description	Table
0 min 31 sec to 1 min 0 sec	The number of interactions abandoned after waiting 30 seconds, but no longer than 60 seconds.	Corresponding tables include: ■ HistoryActions ■ ActionID ■ Duration
1 min 1 sec to 1 min 30 sec	The number of interactions abandoned after waiting 61 seconds, but no longer than 1 minute and 30 seconds.	Corresponding tables include: ■ 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.	Corresponding tables include: ■ HistoryActions ■ ActionID ■ Duration
Over 2 min 0 sec	The number of interactions abandoned after waiting more than 2 minutes.	Corresponding tables include: ■ HistoryActions ■ ActionID ■ Duration
under 0 min 30 Seconds	The number of interactions abandoned after waiting less than 30 seconds.	Corresponding tables include: ■ HistoryActions ■ ActionID ■ Duration

Agent Answered Interval Area

The Agent Answered Interval area shows statistics for the time customers waited before being connected to an agent.

Table 26 describes the agent answered statistics.

Table 26. Agent Answered Interval Items (in Alphabetical Order)

Column	Description	Table
Below Threshold 1	The total number of interactions that were accepted by an agent before the time limit expired. Supplied for Threshold 1 in the Content tab of the report definition.	Corresponding tables include: ■ HistoryActions ■ ReportsCallCenterKey ■ CallThreshold1 ■ CallbackThreshold1 ■ WebCallbackThreshold1 ■ FaxesThreshold1 ■ EmailThreshold1 ■ ChatThreshold1
Below Threshold 2	The total number of interactions that were accepted by an agent before the time limit expired. Supplied for Threshold 2 in the Content tab of the report definition.	Corresponding tables include: ■ HistoryActions ■ ReportsCallCenterKey ■ CallThreshold2 ■ CallbackThreshold2 ■ WebCallbackThreshold2 ■ FaxesThreshold2 ■ EmailThreshold2 ■ ChatThreshold2

Table 26. Agent Answered Interval Items (in Alphabetical Order)

Column	Description	Table
Greater than Threshold 2	The total number of interactions that were accepted by an agent after the time limit expired. Supplied for Threshold 1 in the Content tab of the report definition.	Corresponding tables include: ■ HistoryActions ■ ReportsCallCenterKey ■ CallThreshold2 ■ CallbackThreshold2 ■ WebCallbackThreshold2 ■ FaxesThreshold2 ■ EmailThreshold2 ■ ChatThreshold2
Total Segments Answered by Agent	The total number of interactions routed to and accepted by the workgroup agents.	Corresponding tables include: ■ HistoryActions ■ ReportsCallCenterKey ■ HasACDCalls ■ HasACDCallback ■ HasWebCB ■ HasVoicemail ■ HasChat ■ HasEmail ■ HasFax

Media Type Segments Handled Area

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

Table 27 describes the media type segments that are handled.

Table 27. Media Type Items

Column	Description	Table
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.	Corresponding tables include: ■ 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.	Corresponding tables include: ■ 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.	Corresponding tables include: ■ 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 number does not include predictive calls and preview calls.	Corresponding tables include: ■ 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.	Corresponding tables include: ■ ReportsCallCenterKey ■ HistoryActions
Workgroup Fax	The number and percentage of fax interactions that were routed to a workgroup and subsequently handled by an agent.	Corresponding tables include: ■ 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.	Corresponding tables include: ■ ReportsCallCenterKey ■ HistoryActions

Agent Segment Processing Area

The Agent Segment Processing area shows the average time that agents spent in various phases of the interaction.

Table 28 lists the entities of the agent segment processing area.

Table 28. Agent Segment Processing Items

Column	Description	Table	Calculation
Average Handle Time per Segment	The average time that agents spent processing a call, (including talk time and wrap-up time), for the segment of the call, and for the reporting workgroup.	Corresponding tables include: ■ ReportsCallCenterKey ■ HistoryActions	[(Total Talk Time) plus (Total Hold Time) plus (Total Wrap Time)] divided by (Total number of segments)
Average Hold Time (AHT)	The average time that agents kept callers on hold.	Corresponding tables include: ■ ReportsCallCenterKey ■ HistoryActions	(Total Hold Time) divided by (number of segments that went on hold)
Average Speed of Answer (ASA)	The average time for agents to answer an interaction.	Corresponding tables include: ■ ReportsCallCenterKey ■ HistoryActions	Not applicable.
Average Talk Time (ATT)	The average time that agents spent talking with callers, including hold time.	Corresponding tables include: ■ ReportsCallCenterKey ■ HistoryActions	Not applicable.
Average Wrap Up Time	The average time that agents spent wrapping up interactions (where the agent status was wrap-up).	Corresponding tables include: ■ ReportsCallCenterKey ■ HistoryActions	Not applicable.

Summary Area

The Summary area shows the overview data for interactions received and for interaction waiting times.

Table 29 describes the Summary area.

Table 29. Summary Items (in Alphabetical Order)

Column	Descriptions	Table	Calculation
Average Ring Time	The average ring time. (This time is calculated as follows: the total ring time divided by the number of calls offered to the agent.)	Corresponding tables include: ■ ReportsCallCenterKey ■ HistoryActions	Not applicable.
Average Time to Abandoned	The average time before the interaction was abandoned for all segments of the interaction.	Corresponding tables include: ■ ReportsCallCenterKey ■ HistoryActions	Not applicable.
Duration of Handled Segments	The total time that the interactions spent in CCA.	Corresponding tables include: ■ ReportsCallCenterKey ■ HistoryActions	CCA calculates this duration as the difference between the time the interaction was received and the end of the interaction for the segment of the call for the report.
Longest Wait to Answer Time	How long the interaction with the longest queue time waited for an agent.	Corresponding tables include: ■ ReportsCallCenterKey ■ HistoryActions	Not applicable.
Number of Times Interactions Went to Hold	The total number of voice interactions that an agent placed on hold at any time.	Corresponding tables include: ■ ReportsCallCenterKey ■ HistoryActions	Not applicable.
OverFlow In	The total number of ACD interactions that were answered in the overflow workgroup.	Corresponding tables include: ■ ReportsCallCenterKey ■ HistoryActions	Not applicable.
OverFlow Out	The total number of ACD interactions that overflowed to another workgroup.	Corresponding tables include: ■ ReportsCallCenterKey ■ HistoryActions	Not applicable.

Table 29. Summary Items (in Alphabetical Order)

Column	Descriptions	Table	Calculation
Shortest Wait to Answer Time	How long the interaction with the shortest queue time waited for an agent.	Corresponding tables include: ■ ReportsCallCenterKey ■ HistoryActions	Not applicable.
Total Segments Answered by Agent	The total number of interactions received by CCA, routed to a workgroup, and handled by an agent.	Corresponding tables include: ■ ReportsCallCenterKey ■ HistoryActions	Not applicable.
Total Segments Received	The total number of interactions received by your workgroup or project.	Corresponding tables include: ■ ReportsCallCenterKey ■ HistoryActions	Not applicable.
Total Wait To Answer Time	The total time interactions spent waiting for an agent in a workgroup queue.	Corresponding tables include: ■ ReportsCallCenterKey ■ HistoryActions	Not applicable.
Transferred In	The number of interactions that entered the workgroup by way of a transfer.	Corresponding tables include: ■ ReportsCallCenterKey ■ HistoryActions	Not applicable.

Overdue Callbacks Reports

The Overdue Callbacks Report lists all Web callback requests that have aged past the requestor's specified date and time. It shows the date and time that the customer requested the callback, as well as the customer's contact information. This report helps you to determine if interactions are overdue, recently overdue, or upcoming.

Table 30 describes the Overdue Callbacks Report.

Table 30. Overdue Callbacks Report

Column	Description
Customer Information	Information about the customer, including the customer's first name, last name, phone number, extension (where 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.
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.

Workgroup Interval Time Reports

The Workgroup Interval Time Report shows how agents are performing at specific times of the day during a period. Time intervals can be as brief as 1 minute and as long as 60 minutes.

Each row of the report shows a single time interval, based on the interval value that your administrator set. The administrator can include the threshold values to indicate the number of interactions missed or met by interval. Therefore, selecting a start and end time for this report is slightly different from the procedure for other reports. For more information, see Report Start and End Times on page 93.

Table 31 describes the Workgroup Interval Time Report, the corresponding tables, and the formulas used in calculations (where applicable).

Table 31. Workgroup Interval Time Report

Column	Description	Table	Calculation
Interval	The period of the report. The total number of rows in the report is based on your specified Interval Time and the period of the report. For example, the report would contain eight rows if the report was created for the period between 2:00 P.M. and 4:00 P.M. for a single day with interval times of 15 minutes.	The following is a list of the tables that are used in the Workgroup Interval Time Report: ■ HistoryActions ■ ReportsACDIntervalTime ■ Invervaltime	Not applicable.
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 the interactions in the report.	■ HistoryActions ■ Duration ■ ReportsACDIntervalTime ■ Callthreshold1 ■ Callbackthreshold1 ■ WebCallbackthreshold1 ■ Chathreshold1 ■ Emailthreshold1 ■ Faxthreshold1	Not applicable.
Below Threshold 2	The total number of interactions accepted by agents within the second defined threshold for the interactions in the report.	■ HistoryActions ■ Duration ■ ReportsACDIntervalTime ■ Callthreshold2 ■ Callbackthreshold2 ■ WebCallbackthreshold2 ■ Chathreshold2 ■ Emailthreshold2 ■ Faxthreshold2	Not applicable.

Table 31. Workgroup Interval Time Report

Column	Description	Table	Calculation
Greater than Threshold 2	The total number of interactions accepted by agents outside the second threshold for the interactions in the report.	■ HistoryActions ■ Duration ■ ReportsACDIntervalTime ■ Callthreshold2 ■ callbackthreshold2 ■ WebCallbackthreshold2 ■ Chathreshold2 ■ Emailthreshold2 ■ Faxthreshold2	Not applicable.
Abandon	The total number of interactions where the client disconnected after entering the queue, but before reaching an agent.	■ HistoryActions ■ ReportsACDIntervalTime ■ Hasdropped	Not applicable.
Above Threshold 1	The total number of abandoned interactions outside the first threshold for the interactions in the report.	Not applicable	Not applicable.

Table 31. Workgroup Interval Time Report

Column	Description	Table	Calculation
Total	The total number of abandoned interactions.	■ HistoryActions ■ ReportsACDIntervalTime ■ HasTotalInteractions	Not applicable.
Service Performance Level	The percentage of calls answered within the time specified.	■ HistoryActions ■ ReportsACDIntervalTime ■ HasPercentageServiceLevel	Total number of interactions answered before threshold 1 divided by (total number of answered interactions plus abandoned interactions after threshold 1). **NOTE:** This calculation is not applied to voicemail, email and fax interactions.

Predictive and Preview Reports

This topic describes the Predictive and Preview Reports. It includes the following information:

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

Preview Summary Reports

The Preview Summary Report provides a breakdown of the project outcomes (for example, busy and no answer) of all preview call attempts, and the follow-up action taken in response to each outcome.

Table 32 describes Preview Summary Report and the corresponding tables.

Table 32. Preview Summary Report

Column	Description	Table
Project	The name of the preview calling project.	Corresponding tables include: ■ HistoryActions ■ HistoryPredictiveResults ■ ReportsPreview
Outcome	The outcome assigned to the interaction by the agent.	Corresponding tables include: ■ HistoryActions ■ HistoryPredictiveResults ■ ReportsPreview ■ HasOutcomeName
Phone	The telephone number dialed in the preview call attempt.	Corresponding tables include: ■ HistoryActions ■ HistoryPredictiveResults ■ ReportsPreview ■ HasPhone
Action	The action taken as a result of the predictive call attempt.	
None	No action is needed.	Corresponding tables include: ■ HistoryActions ■ HistoryPredictiveResults ■ ReportsPreview ■ HasAction ■ ActionID
Add to Do Not Call List	Choosing this result removes the number from the preview calling list, so that CCA does not provide the number to agents to call again.	Corresponding tables include: ■ HistoryActions ■ HistoryPredictiveResults ■ ReportsPreview ■ HasAction ■ ActionID

Table 32. Preview Summary Report

Column	Description	Table
Call Back	CCA will call this number back at a specified day and time. **NOTE:** Callbacks for predictive and preview calls work differently from callbacks for ACD calls. When you schedule an ACD callback (after the customer calls your company and is routed to you), CCA 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, CCA 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 CCA is using.) If there are a lot of numbers in the current dialer list, it is possible that the callback is not dialed at the time that you set in the Outcome dialog box.	Corresponding tables include: ■ HistoryActions ■ HistoryPredictiveResults ■ ReportsPreview ■ HasAction ■ ActionID
Personal Callback	When selected, CCA adds a new task to your Task tab. When the time for the callback arrives, Interaction Manager opens a reminder box on your machine with the customer's name and phone number.	Corresponding tables include: ■ HistoryActions ■ HistoryPredictiveResults ■ ReportsPreview ■ HasAction ■ ActionID

Predictive Summary Reports

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

Table 33 describes the Predictive Summary Report, the columns, and their corresponding tables.

Table 33. Predictive Summary Report

Column	Description	Table
Results	The result of the predictive call attempt is under this main heading.	Corresponding tables include: ■ LibOutcome ■ ReportsOutcome ■ ReportsPredictive ■ HistoryPredictiveResults ■ ResultsID
Answer	A result in which a person answered the predictive call.	Corresponding tables include: ■ LibOutcome ■ ReportsOutcome ■ ReportsPredictive ■ HistoryPredictiveResults ■ ResultsID
Answer, Not Connected	A result where the predictive call was answered, but the agent and the client were not connected.	Corresponding tables include: ■ LibOutcome ■ ReportsOutcome ■ ReportsPredictive ■ HistoryPredictiveResult ■ ResultsID
Answering Machine	A result where an answering machine answered the predictive call.	Corresponding tables include: ■ LibOutcome ■ ReportsOutcome ■ ReportsPredictive ■ HistoryPredictiveResults ■ ResultsID

Table 33. Predictive Summary Report

Column	Description	Table
Answering Machine, Not Connected	A result in which the predictive call was answered, but the agent and the answering machine were not connected.	Corresponding tables include: ■ LibOutcome ■ ReportsOutcome ■ ReportsPredictive ■ HistoryPredictiveResults ■ ResultsID
Busy	A result in which the predictive call reached a busy signal.	Corresponding tables include: ■ LibOutcome ■ ReportsOutcome ■ ReportsPredictive ■ HistoryPredictiveResults ■ ResultsID
Error	A result in which an error prevented the predictive call from being made. For example, there was no dial tone, or no line was available, and so on.	Corresponding tables include: ■ LibOutcome ■ ReportsOutcome ■ ReportsPredictive ■ HistoryPredictiveResults ■ ResultsID
Fax	A result in which a fax machine answered the predictive call.	Corresponding tables include: ■ LibOutcome ■ ReportsOutcome ■ ReportsPredictive ■ HistoryPredictiveResults ■ ResultsID

Table 33. Predictive Summary Report

Column	Description	Table
Invalid	A result in which the number used for the predictive call was out of service, or not a valid number.	Corresponding tables include: ■ LibOutcome ■ ReportsOutcome ■ ReportsPredictive ■ HistoryPredictiveResults ■ ResultsID
No Answer	A result in which there was no answer to the number dialed.	Corresponding tables include: ■ LibOutcome ■ ReportsOutcome ■ ReportsPredictive ■ HistoryPredictiveResults ■ ResultsID
Action	The action taken as a result of the attempted predictive-call can be one of the items listed in the following cells:	
Abandon before connect	The call was abandoned before connecting to an agent.	Not applicable
Call back	CCA will call this number back at the specified time.	Not applicable
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.	Not applicable
Call back message failed	Failed to leave the specified message on the answering machine that answered the predictive call.	Not applicable
Call failed	The predictive call failed.	Not applicable
Connect to agent	The predictive call was connected to an agent.	Not applicable
Leave message	Left the specified message on the answering machine that answered the predictive call.	Not applicable
Leave message failed	Failed to leave the specified message on the answering machine that answered the predictive call.	Not applicable

Table 33. Predictive Summary Report

Column	Description	Table
Out of list	The number was removed from the predictive database and is not called again.	Not applicable
Route to project	The predictive call was answered then routed to a project.	Not applicable
Route to project failed	The predictive call was answered by routing to the other specified project failed.	Not applicable
Send Fax	Sent the specified fax to the fax machine that answered the predictive call.	Not applicable
Send Fax failed	An attempt to send a fax was unsuccessful.	Not applicable
Outcomes	Outcomes are call results that are configured by the company administrator and assigned to the predictive project.	Not applicable
Total	The total number of predictive call attempts receiving results, actions, or outcomes. (This number totals 100%.)	Corresponding tables include: ■ LibOutcome ■ ReportsOutcome ■ ReportsPredictive ■ HistoryPredictiveResults ■ ResultsID
Total	The total number of predictive call attempts for each result, action, or outcome, and the percentage of each type.	Corresponding tables include: ■ LibOutcome ■ ReportsOutcome ■ ReportsPredictive ■ HistoryPredictiveResults ■ ResultsID

Table 33. Predictive Summary Report

Column	Description	Table
Percentage of “Answer Machine, Not Connected” to “Answer”	This report automatically calculates the percentage of interactions that received an *Answer Machine, Not Connected* outcome compared with those that received an *Answer* outcome.	Corresponding tables include: ■ LibOutcome ■ ReportsOutcome ■ ReportsPredictive ■ HistoryPredictiveResults ■ ResultsID
Percentage of “Answer, Not Connected” to “Answer”	This report automatically calculates the percentage of interactions that received an *Answer, Not Connected* outcome compared with those that received an *Answer* outcome.	Corresponding tables include: ■ LibOutcome ■ ReportsOutcome ■ ReportsPredictive ■ HistoryPredictiveResults ■ ResultsID

Predictive Detailed Reports

The Predictive Detailed Report provides statistics in three different formats:

- **Results.** Detected by the predictive dialer of the call attempt (Answered, Error, Answer Machine, and so on).
- **Outcomes.** All calls handled by the agent (Sale, Sale Pending, No Sale, and so on), as defined for the company.
- **Actions.** Based on the dialer results (call back later, leave a message, and so on).

NOTE: You can run the Predictive Detailed Report in a number of ways, and so the report can become large.

Table 34 describes the Predictive Detailed Report, the columns, and their corresponding tables.

Table 34. Predictive Detailed Report

Column	Description	Table
Results	The results column shows the type of predictive call attempts.	
Total	The total number of each interaction result type and the percentage of that type compared with all results.	

Table 34. Predictive Detailed Report

Column		Description	Table
	Error	An error (such as no dial tone, no line available, and so on) prevented the predictive call from being made.	Corresponding tables include: ■ ReportsPredictive ■ HistoryActions ■ HistoryPredictiveResults ■ HistoryOutcomes ■ ResultID
	Busy	The predictive call resulted in a busy signal.	Corresponding tables include: ■ ReportsPredictive ■ HistoryActions ■ HistoryPredictiveResults ■ HistoryOutcomes ■ ResultID
	No Answer	There was no answer at the number dialed.	Corresponding tables include: ■ ReportsPredictive ■ HistoryActions ■ HistoryPredictiveResults ■ HistoryOutcomes ■ ResultID
	Fax	A fax machine answered the predictive call.	Corresponding tables include: ■ ReportsPredictive ■ HistoryActions ■ HistoryPredictiveResults ■ HistoryOutcomes ■ ResultID

Table 34. Predictive Detailed Report

Column		Description	Table
	Invalid	The number used for the predictive call was out of service, or not a valid number.	Corresponding tables include: ■ ReportsPredictive ■ HistoryActions ■ HistoryPredictiveResults ■ HistoryOutcomes ■ ResultID
	Answer, Not Connected	The predictive call was answered, but the agent and the client were not connected.	Corresponding tables include: ■ ReportsPredictive ■ HistoryActions ■ HistoryPredictiveResults ■ HistoryOutcomes ■ ResultID
	Answering Machine	An answering machine answered the predictive call.	Corresponding tables include: ■ ReportsPredictive ■ HistoryActions ■ HistoryPredictiveResults ■ HistoryOutcomes ■ ResultID
	Answer	A person answered the predictive call.	Corresponding tables include: ■ ReportsPredictive ■ HistoryActions ■ HistoryPredictiveResults ■ HistoryOutcomes ■ ResultID

Table 34. Predictive Detailed Report

Column		**Description**	**Table**
	Answering Machine, Not Connected	The predictive call was answered, but the agent and the answering machine were not connected.	Corresponding tables include: ■ ReportsPredictive ■ HistoryActions ■ HistoryPredictiveResults ■ HistoryOutcomes ■ ResultID
Total	The total number of interactions for each result type. The percentage equals 100%.		
Actions	The action taken as a result of the predictive call attempt.		
	Abandon before connect	Call was abandoned before connecting.	Corresponding tables include: ■ ReportsPredictive ■ HistoryActions ■ HistoryPredictiveResults ■ HistoryOutcomes ■ ActionID
	Call back	CCA will call this number back at the specified time.	Corresponding tables include: ■ ReportsPredictive ■ HistoryActions ■ HistoryPredictiveResults ■ HistoryOutcomes ■ ActionID
	Call back message	Left the specified message on the answering machine that answered the predictive call. CCA will call this number back at the specified time.	Corresponding tables include: ■ ReportsPredictive ■ HistoryActions ■ HistoryPredictiveResults ■ HistoryOutcomes ■ ActionID

Table 34. Predictive Detailed Report

Column		Description	Table
	Call back message failed	Failed to leave the specified message on the answering machine that answered the predictive call.	Corresponding tables include: ■ ReportsPredictive ■ HistoryActions ■ HistoryPredictiveResults ■ HistoryOutcomes ■ ActionID
	Call failed	The predictive call failed.	Corresponding tables include: ■ ReportsPredictive ■ HistoryActions ■ HistoryPredictiveResults ■ HistoryOutcomes ■ ActionID
	Connect to agent	The predictive call was connected with an agent.	Corresponding tables include: ■ ReportsPredictive ■ HistoryActions ■ HistoryPredictiveResults ■ HistoryOutcomes ■ ActionID
	Leave message	Left the specified message on the answering machine that answered the predictive call.	Corresponding tables include: ■ ReportsPredictive ■ HistoryActions ■ HistoryPredictiveResults ■ HistoryOutcomes ■ ActionID

Table 34. Predictive Detailed Report

Column		Description	Table
	Leave message failed	Failed to leave the specified message on the answering machine that answered the predictive call.	Corresponding tables include: ■ ReportsPredictive ■ HistoryActions ■ HistoryPredictiveResults ■ HistoryOutcomes ■ ActionID
	Out of list	The number was removed from the predictive database, and will not be called again.	Corresponding tables include: ■ ReportsPredictive ■ HistoryActions ■ HistoryPredictiveResults ■ HistoryOutcomes ■ ActionID
	Route to project	The predictive call was answered, and then routed to a project.	Corresponding tables include: ■ ReportsPredictive ■ HistoryActions ■ HistoryPredictiveResults ■ HistoryOutcomes ■ ActionID
	Route to project failed	The predictive call was answered, but routing to the specified project failed.	Corresponding tables include: ■ ReportsPredictive ■ HistoryActions ■ HistoryPredictiveResults ■ HistoryOutcomes ■ ActionID

Table 34. Predictive Detailed Report

Column		Description	Table
	Send Fax	Sent the specified fax to the fax machine that answered the predictive call.	Corresponding tables include: ■ ReportsPredictive ■ HistoryActions ■ HistoryPredictiveResults ■ HistoryOutcomes ■ ActionID
	Send Fax failed	An attempt to send a fax was unsuccessful.	Corresponding tables include: ■ ReportsPredictive ■ HistoryActions ■ HistoryPredictiveResults ■ HistoryOutcomes ■ ActionID

Predictive Productivity Reports

The Predictive Productivity Report shows the results for a specific Predictive Dialing Project.

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

Table 35. Predictive Productivity Report

Column	Description	Table	Calculation
Agent Name	The name of the agent included in this report.	Corresponding tables include: ■ HistoryActions ■ HistoryOutcome ■ ProjectsPredictiveProduction ■ HasAgentName	Not applicable
Calls per Hour	The number of calls accepted for each hour.	Corresponding tables include: ■ HistoryActions ■ HistoryOutcome ■ ProjectsPredictiveProduction ■ HasCallsPerHour	(Number of login hours)

Table 35. Predictive Productivity Report

Column	Description	Table	Calculation
Calls Taken	The number of calls that the agent accepted during the login period.	Corresponding tables include: ■ HistoryActions ■ HistoryOutcome ■ ProjectsPredictiveProduction ■ HasCallsTaken	Not applicable
Close Rate Sales	The percentage of sales that the agent made compared to the number of calls accepted during the login period.	Corresponding tables include: ■ HistoryActions ■ HistoryOutcome ■ ProjectsPredictiveProduction ■ HasSalesCloseRate	Not applicable
Log in Duration	How long the agent was logged in to this predictive campaign.	Corresponding tables include: ■ HistoryActions ■ HistoryOutcome ■ ProjectsPredictiveProduction ■ HasLoginDuration	Not applicable
Number of Sales	The number of sales made by the agent.	Corresponding tables include: ■ HistoryActions ■ HistoryOutcome ■ ProjectsPredictiveProduction ■ HasAgentName	Not applicable
Sales per Hour	The number of sales made for each hour.	None	(Number of login hours)

Table 35. Predictive Productivity Report

Column	Description	Table	Calculation
Talk Time	How long the agent spent in a Busy status during this predictive campaign.	Corresponding tables include: ■ HistoryActions ■ HistoryOutcome ■ ProjectsPredictiveProduction ■ HasTalkTime	Not applicable
Talk Time per Log In	The percentage of time that the agent spent in a Busy status during the predictive campaign.	Corresponding tables include: ■ HistoryActions ■ HistoryOutcome ■ ProjectsPredictiveProduction ■ HasNumberofSales	Not applicable

Predictive Dialer Total Reports

The Predictive Dialer Total Report shows a group of call-related statistics (number of calls, answer rate, and so forth) for predictive dialing in 1-minute intervals.

Table 36 describes the report elements, their corresponding tables, and the formulas used in calculations (where applicable).

Table 36. Predictive Dialer Total Report

Column	Description	Table	Calculation
Abandon Rate (Dropped Rate)	This field shows the percentage of calls that were determined to have been answered. A connection to an agent could not be made in the acceptable time. As a result, the call was disconnected. **NOTE:** This field is cumulative.	Corresponding tables include: ■ PredictiveProjectStats ■ ReportsPredictiveTotal	(The total number of abandoned calls) divided by (the total number of calls since the project started)
Answer Rate	The total number of answered calls compared with the total number of calls since the project began. **NOTE:** This field is cumulative.	Corresponding tables include: ■ PredictiveProjectStats ■ ReportsPredictiveTotal	(The total number of live answered calls) divided by (the total number of calls since the project started)
Average Waiting Time	The average time that 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 in to predictive dialing	Corresponding tables include: ■ PredictiveProjectStats ■ ReportsPredictiveTotal	Not applicable

Table 36. Predictive Dialer Total Report

Column	Description	Table	Calculation
Dialer Ratio	A predictive call can have a number of different results. For example, there might be no answer, the line might be busy, or the customer might hang up. Therefore, on average, CCA calls more than one number to successfully connect one customer to an agent. The number of calls that CCA makes to successfully connect one customer to an agent is called the dialer ratio. If CCA makes an average of three calls before it connects one customer to an agent, then the dialer ratio is three calls to one. The completed call was the third call. CCA tries to predict when an agent is available and makes a specific number of predictive calls. If the dialer ratio is fixed, the ratio is reported from the setting in Administration Manager. If the dialer ratio was set to *pacing* in Administration Manager, the dialer algorithm dynamically calculates the dialer ratio.	Corresponding tables include: ■ PredictiveProjectStats ■ ReportsPredictiveTotal	Not applicable

Table 36. Predictive Dialer Total Report

Column	Description	Table	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.	Corresponding tables include: ■ PredictiveProjectStats ■ ReportsPredictiveTotal	Not applicable
Number of Calls	The total number of calls made since the predictive project began in 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 zero (0).	Corresponding tables include: ■ PredictiveProjectStats ■ ReportsPredictiveTotal	Not applicable
Number of Calls Per Agent	The total number of calls that an agent handled compared with the number of times the agent had an Available status. **NOTE:** This field is cumulative.	Corresponding tables include: ■ PredictiveProjectStats ■ ReportsPredictiveTotal	(The total number of calls) divided by (the total number of times that agents had an Available status)

Table 36. Predictive Dialer Total Report

Column	Description	Table	Calculation
Number of Calls Per Hour	The average number of calls made for each hour.	Corresponding tables include: ■ PredictiveProjectStats ■ ReportsPredictiveTotal	([The total number of calls made] divided by [the total dialing time]) multiplied by 60
Project Name	The name of the project(s) selected for the report.	Corresponding tables include: ■ PredictiveProjectStats ■ ReportsPredictiveTotal	Not applicable
Time	Each row in the report shows the statistics for 1 minute of predictive dialing. For example, if you choose a report start time of 9:00 A.M. and a report end time of 5:00 P.M., the report has 480 rows for each project selected.	Corresponding tables include: ■ PredictiveProjectStats ■ ReportsPredictiveTotal	Not applicable

Agent Profile and Productivity Reports

This topic describes the Agent Profile and Productivity Reports. It includes the following information:

- Login by Groups of Users Reports on page 133
- Agent Skills Reports on page 133
- Agent Utilization Reports on page 134
- Direct Dialing Statistics Reports on page 134
- Agent Information Reports on page 137
- Agent Interaction Reports on page 138
- Login by User Reports on page 140

Login by Groups of Users Reports

The Login by Groups of Users Report 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 period, and not for each session.

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

Table 37 describes the main report elements.

Table 37. Login by Groups of Users Report

Column	Description
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 in this column.
Total	The total time (hh:mm:ss) that the agent was logged in to CCA.
Username	The agent's login name.

Agent Skills Reports

The Agent Skills Report shows the agent profiles and their associated skill levels. It shows:

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

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

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

Table 38 describes the main report elements.

Table 38. Agent Skills Report

Column		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 (weighting from 0 to 100) assigned to a skill when creating an agent.

Agent Utilization Reports

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

Table 39 describes the main report elements.

Table 39. Agent Utilization Report

Column	Description
Agents	The full names of the agents appear below this column (one agent for each row).
Available	How long (hh:mm:ss) the agent's status was Available and the percentage of time that the agent was Available when compared with the agent's total logged-in time. This amount accumulates each time that the agent logs in.
Busy	How long (hh:mm:ss) the agent's status was Busy, and the percentage of time that the agent was Busy when compared with the agent's total logged-in time. This amount accumulates with the addition of each time that the agent logs in.
On Break	How long (hh:mm:ss) the agent's status was On Break, and the percentage of time that the agent was On Break when compared with the agent's total logged-in time. This amount accumulates with the addition of each time that the agent logs in.
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 in to CCA. (The time accumulates with the addition of each time agent logs in.)

Direct Dialing Statistics Reports

The Direct Dialing Statistics Report 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 the activity for the entire company, and includes all agents in a selected project or workgroup, and not only the agents whom you supervise.

The report includes three areas:

- **Agent Call Processing.** The average time that agents spent in various phases of each interaction.
- **Summary.** The overall data for the interactions received and overview data for the interaction waiting times.
- **Interaction Type.** The number of interactions of each media type handled by the selected projects.

For more information on the report elements, their corresponding tables, and formulas used in calculations (where applicable), see: Agent Call Processing Area on page 135, Interaction Type Area on page 135, and Summary Area on page 136.

Agent Call Processing Area

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

Table 40 describes the Agent Call Processing area of the Direct Dialing Statistics Report.

Table 40. Direct Dialing Statistics Report: Agent Call Processing Area

Column	Description	Calculation
Average Talk Time (ATT)	The average time (in seconds) that agents spent talking with callers, including hold time (for the requested period).	Not applicable
Average Hold Time (ATH)	The average time (in seconds) that agents kept callers on hold (for the requested period).	Not applicable
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 period).	(Talk time plus wrap-up time) divided by (total interactions)

Interaction Type Area

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

Table 41 describes the Interaction Type area of the Direct Dialing Statistics Report.

Table 41. Direct Dialing Statistics Report: Interaction Type Area

Item	Description	Table
Direct Inbound	The number of calls made 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.	Corresponding tables include: ■ HistoryActions ■ ReportCallCenterKeyNoACD ■ HasInbound
Direct Outbound	The number of calls made by agents directly to an external phone number.	Corresponding tables include: ■ HistoryActions ■ ReportCallCenterKeyNoACD ■ HasOutbound
Inbound Extension	The number of calls received by agents from other agents.	Corresponding tables include: ■ HistoryActions ■ ReportCallCenterKeyNoACD ■ HasInExt
Outbound Extension	The number of calls made by a specific agent to other agents.	Corresponding tables include: ■ HistoryActions ■ ReportCallCenterKeyNoACD ■ HasOutExt
Total Interactions	The total number of direct dialed calls made or handled by agents (for the requested period).	Corresponding tables include: ■ HistoryActions ■ ReportCallCenterKeyNoACD

Summary Area

The Summary area of the Direct Dialing Statistics Report shows the overview data for the interactions received and interaction waiting times.

Table 42 describes the Summary area of the Direct Dialing Statistics Report.

Table 42. Direct Dialing Statistics Report: Summary Area

Column	Descriptions	Table	Calculation
Total Interactions Received	The total number of interactions received by the specified project.	Corresponding tables include: ■ HistoryActions ■ ReportCallCenterKeyNoACD	Not applicable.
Number of Times Interactions Went to Hold	The total number of times that nonworkgroup voice interactions are placed on hold at any time by an agent.	Corresponding tables include: ■ HistoryActions ■ ReportCallCenterKeyNoACD	Not applicable.
Duration of Interactions	The total time that interactions spent in CCA.	Corresponding tables include: ■ HistoryActions ■ ReportCallCenterKeyNoACD	The difference between the time that CCA received the interaction and the end of the interaction.

Agent Information Reports

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

Table 43 describes the Agent Information Report and its corresponding tables.

Table 43. Agent Information Report

Column	Description
Accounting Standing	Identifies whether the agent is active or inactive.
Active Address	The number that 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 Reports

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

Table 44 describes the main report elements, and their corresponding tables.

Table 44. Agent Interaction Report

Column	Description	Table
Agents	The agent's full name. This column shows the list of agents (one agent user name for each row).	Not applicable
Callback	The number of callback interactions that the agent accepted.	Corresponding tables include: ■ HistoryActions ■ ReportsAgentInteractions ■ HasACDCallback
Chat	The number of chat interactions that the agent accepted.	Corresponding tables include: ■ HistoryActions ■ ReportsAgentInteractions ■ HasChat
In Ext	The number of telephone calls that the agent received from other CCA agents.	Corresponding tables include: ■ HistoryActions ■ ReportsAgentInteractions ■ HasInExt
Inbound	The number of inbound calls made directly to and accepted by the agent.	Corresponding tables include: ■ HistoryActions ■ ReportsAgentInteractions ■ HasInbound
Out Ext	The number of telephone calls that this agent made to other CCA agents.	Corresponding tables include: ■ HistoryActions ■ ReportsAgentInteractions ■ HasOutExt

Table 44. Agent Interaction Report

Column	Description	Table
Outbound	The number of outbound calls that this agent made to customers.	Corresponding tables include: ■ HistoryActions ■ ReportsAgentInteractions ■ HasOutbound
Predictive	The number of predictive call interactions accepted by the agent.	Corresponding tables include: ■ HistoryActions ■ ReportsAgentInteractions ■ HasPredictive
Preview	The number of preview call interactions made by the agent.	Corresponding tables include: ■ HistoryActions ■ ReportsAgentInteractions ■ HasPreview
Total	The total number of interactions handled by the agent.	Corresponding tables include: ■ HistoryActions ■ ReportsAgentInteractions
Voicemail	The number of voicemail interactions that the agent accepted.	Corresponding tables include: ■ HistoryActions ■ ReportsAgentInteractions ■ HasVoicemail
Web Callback	The number of Web callback interactions that the agent accepted.	Corresponding tables include: ■ HistoryActions ■ ReportsAgentInteractions ■ HasWebCallback
Workgroup Calls	The number of workgroup calls that the agent accepted.	Corresponding tables include: ■ HistoryActions ■ ReportsAgentInteractions ■ HasACDCalls

Table 44. Agent Interaction Report

Column	Description	Table
Workgroup Email	The number of workgroup email interactions that the agent accepted.	Corresponding tables include: ■ HistoryActions ■ ReportsAgentInteractions ■ HasEmail
Workgroup Fax	The number of workgroup fax interactions that the agent accepted.	Corresponding tables include: ■ HistoryActions ■ ReportsAgentInteractions ■ HasFax

Login by User Reports

The Login by User Report shows the total time that agents and supervisors were logged in to CCA 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 period.

Table 45 describes the Login by User Report elements.

Table 45. Login by User Report

Column	Definition
Username	The agent's login name.
Duration	How long the agent was logged in to CCA for each session.
Login Date	The day (mm/dd/yyyy) when the agent logged in to CCA. **NOTE:** The Date format can vary. It depends on the default settings for the report, or users selections when they view the report.
Login Time	The time (hh:mm:ss A.M. or P.M.) when the agent logged in to CCA.
Total Time Logged In	How long the agent was logged in to CCA, which is an accumulative value of multiple login times for the same log-in date.

Project Reports

This topic describes the Project Report. It describes a single report.

Project Segments Reports

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

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

Table 46 describes the report elements, their corresponding tables, and the formulas used in calculations (where applicable).

Table 46. Project Segments Report

Column		Description	Table	Calculation
Interaction Summary		The rows under this area show the statistics for the interactions that were recorded during this reporting period.		
	Average Hold Time (AHT)	The average time that customers spent on hold.	HistoryActions	(Total hold time) divided by (total number of hold segments)
	Average Speed of Answer (ASA)	The average time that customers spent waiting in a queue for an agent, including ring time.	HistoryActions	(Total Time in Queue) divided by (total number of answered segments)
	Average Talk Time (ATT)	The average time that agents spent talking with customers.	HistoryActions	(Total Talk Time) divided by (total number of answered segments)
	Average Wrap Up Time (AWT)	The average time that agents spent wrapping up a concluded interaction.	HistoryActions	(Total Wrap-up Time) divided by (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 the ring time.	HistoryActions	Not applicable
	Shortest Wait to Answer Time	The shortest time spent by any customer waiting in a queue for an agent, including the ring time.	HistoryActions	Not applicable
	Total Hold Time	The total time customers spent on hold.	HistoryActions	Not applicable
	Total Segments Received	The total number of interactions that occurred for the specified period and project.	HistoryActions	Not applicable

Table 46. Project Segments Report

Column		Description	Table	Calculation
	Total Wait To Answer Time	The total time that all customers spent in a queue (including the ring time) for the specified period.	HistoryActions	Not applicable
	Total Talk Time	The total time agents spent talking with customers (for the specified period).	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	Not applicable
	Total Enter IVR	The total interactions that entered IVR.	HistoryActions	Not applicable
	Total IVR Time	The total time that all customers spent in IVR, for the specified time.	HistoryActions	Not applicable
	Average Time in IVR	The average time that all customers spent in IVR, for the specified time.	HistoryActions	Not applicable
Interaction Type Summary				
	Chat	The total number of chat interactions.	HistoryActions	Not applicable
	Inbound Calls	The total number of inbound call interactions. **NOTE:** If a Direct Inward Dialing number (DID) was set for an agent, then direct inbound calls are not included in reports.	HistoryActions	Not applicable
	Outbound Calls	The total number of calls made by agents directly to outside numbers.	HistoryActions	Not applicable

Table 46. Project Segments Report

Column		Description	Table	Calculation
	Predictive	The total number of predictive calls made during the specified period.	HistoryActions	Not applicable
	Preview	The total number of preview calls made during the specified period.	HistoryActions	Not applicable
	Total	The total number of all interaction types recorded during this reported period.	HistoryActions	Not applicable
	Web Callback	The total number of Web callbacks that were made during the specified period.	HistoryActions	Not applicable
	Workgroup Email	The total number of workgroup emails that were made during the specified period.	HistoryActions	Not applicable

About Advanced Reports

Advanced Reports allow you to view trends, activities, and agent performance in your contact center. These reports include:

- Agent activity, performance, and efficiency
- Interaction statistics
- Interaction outcomes
- Outcome of predictive calls

List of Advanced Reports

Table 47 provides the names and descriptions for each of the advanced reports available from Administration Manager.

Table 47. List of Advanced Reports

Report	Description
Daily Project Performance Report	This report provides contact center activity by call number and call type, time measurements of contact center activity, talk time, and the service-level performance compared to the preset thresholds. Use this report to determine the volume and service factors by project to identify the busy hour and staffing requirements, based on the call volume. You can configure this report to show all activity for all projects, or for the individual projects that you select by interval, or by dates.
Interval Workgroup Performance Report	This report shows the workgroup call activity, total workgroup ACD status time, and the total number of agents logged in. The administrator sets the interval. The 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 the 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 compared 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 information on hourly agent activity, including calls handled, along with time spent in different ACD states. Use this report to determine agent average performance compared to reasonable expectations.
Daily User Performance Report	This report provides information on daily agent activity, including time spent in different ACD states, call counts, and talk time. Use this report to monitor agent performance compared to reasonable expectations.

Table 47. List of 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 CCA database.) Use this report to determine the peak-interaction activity for all projects or for individual projects.
Interaction Outcome by Workgroup Report	This report tracks interactions by outcome, number of interactions for each outcome duration, and the average duration.
User Status Duration Report	This report tracks agent activity through the use of user-defined agent statuses. It provides more information about the way agents spend their time compared with the standard ACD statuses of Available, Busy, and On Break. This report tracks: ■ User ■ Date ■ Status (company defined) ■ Duration ■ ACD status (system default) ■ Percentage of total Use this report to determine how a specific user spends time compared with other users.

NOTE: Supervisors cannot create or edit report definitions. If you are a supervisor and want a new report, or want to change an existing report, contact your administrator.

Viewing Advanced Reports

This topic describes how to view advanced reports.

To view advanced reports

- Do one of the following:
  - Right-click a report from the report list, and select View from the shortcut menu.
  - Click View at the top of the screen after you select a report.

    The Report dialog box opens to display the Period Covered tab.

Defining the Time Range in an Advanced Report

This topic describes how to define the period to include in an advanced report.

To define the period to include in an advanced report

- In the Period Covered tab, set the date and time.

Table 48 describes the fields and controls in Advanced Reports.

Table 48. Defining the Time Range in Advanced Reports

Field	Description
Start Date	Click the calendar icon to open a calendar from which you can choose the start date of the report period: ■ Click the right-angle bracket or the left-angle bracket to advance or move back the calendar one month ■ Click the right, double-angle brackets (>>) or the left, double-angle brackets (<<) to advance or move back the calendar one year. Choose the report start date by clicking a day in the calendar, or click today to choose today's date (based on your computer system clock).
End Date	Click the calendar icon to open a calendar from which you can choose the end date of the report period: ■ Click the right-angle bracket or the left-angle bracket to advance or move back the calendar one month. ■ Click the right, double-angle brackets (>>) or the left, double-angle brackets (<<) to advance or move back the calendar one year. Choose the report end date by clicking a day in the calendar. Or, click today to choose today's date (based on your computer system clock).

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

You can define the regional setting for an advanced report.

To define the display time, language, and date format for an advanced report

1. Click the Regional Options tab.
2. Complete the Regional Options fields.

Table 48 describes the fields regional setting for Advanced Reports.

Table 49. Display Time, Language, and Date Format for Advanced Reports

Field	Description
Display Time	Do one of the following: ■ Choose Company Default Time Zone to display all report times in the time zone defined as the default for your company. ■ Choose User Time Zone to display all report times in the time zone that have been configured in Contact Center Anywhere Administration Manager. For more information on time zone configuration, see *Contact Center Anywhere Administration Manager Guide*.
Report Language	From the drop-down list, select the language in which you want the report to appear.
Select Date Format to Display in Report	Do one of the following: ■ Choose Company Default Date Format to display all report dates in the format defined as the default for your company. ■ Choose User Defined Date Format to display all report dates in the format configured in Contact Center Anywhere Administration Manager. For more information on time zone configuration, see *Contact Center Anywhere Administration Manager Guide*.

3 Click OK.

The report appears in a browser window.

Printing Advanced Reports

This topic describes how to print advanced reports.

To print advanced reports

1 Open the advanced report that you want to print.

For more information, see Viewing Advanced Reports on page 145.

2 Do one of the following:

- Click Print in your browser window.
- Click Print in Acrobat Reader.

Daily Project Performance Reports

The Daily Project Performance Report shows contact center activity by call number and type, time measurements of contact center activity, and service level performance compared to the preset thresholds.

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

Parts of the Daily Project Performance Report

This topic describes the various parts of the Daily Project Performance Report:

- **Dates.** The period between the start and end dates.
- **Projects.** The project names selected from the Contents - Projects tab.

  NOTE: If the project name is too long for the space provided within the report, only part of the name appears. If the report includes more projects than there is room to display at the top of the report, more project names appear at the bottom of the report.

- **Report Printed On.** The date and time, based on the time zone selection.
- **Page 1 of *x*.** Where *x* indicates the total number of pages.

The report includes three areas:

- Call Measures Area on page 148
- Time Measures Area on page 150
- Average Speed to Answer Area on page 151

Call Measures Area

The Call Measures area tracks call type, calls offered, calls answered, and percentage of calls answered before and after the specified threshold.

Table 50 describes the report elements, the corresponding tables, and the formula used in the calculation (where applicable).

Table 50. Call Measures Area of Daily Project Performance Report

Item	Description	Table	Calculation
Total In	Total of incoming calls	Corresponding tables include: ■ Project Stats ■ TotalInCalls	Calculate the sum of (TotInCalls)
Total Out	Total of outgoing calls	Corresponding tables include: ■ Projectstats ■ TotalOutCalls	Calculate the sum of (TotOutCalls)
Internal In	Total of internal extension Calls	Corresponding tables include: ■ ProjectStats ■ TotInternalInCalls	Calculate the sum of (TotInternalInCalls)
Internal Out	Total of outgoing extension calls	Corresponding tables include: ■ ProjectStats ■ TotalInternalOut	Calculate the sum of (TotInternalOutCalls)
Ans ACD	Total of ACD calls answered	Corresponding tables include: ■ ProjectStats ■ TotalABUACDCalls	Calculate the sum of (TotABUACDCalls)
Off ACD	Total of ACD calls offered by the project to the workgroup.	Corresponding tables include: ■ ProjectStats ■ TotACDCalls	Calculate the sum of (TotACDCalls)
Abdn ACD	Total of ACD calls abandoned	Corresponding tables include: ■ ProjectStats ■ TotAbanACDCalls	Calculate the sum of (TotAbanACDCalls)

Table 50. Call Measures Area of Daily Project Performance Report

Item	Description	Table	Calculation
Ref ACD	Total of ACD calls refused	Corresponding tables include: ■ ProjectStats ■ TotRefusedACDCalls	Calculate the sum of (TotRefusedACDCalls)
Total <*date*>	For each day of a project, this number is the total amount for each item in the Call Measures category.	ProjectStats	Not applicable
Total <*Project Name*>	For each project, this number is the total amount for each item in the Call Measures category, for all days.	ProjectStats	Not applicable
Grand Total	The total for each item in Call Measures category, for all projects.	ProjectStats	Not applicable

Time Measures Area

The Time Measures (Avg) area shows the average time for the key statistical areas.

Table 51 describes the report elements, the corresponding tables, and the formula used in the calculation (where applicable).

Table 51. Time Measures (AVG) Area of Daily Project Performance Report

Item	Description	Table	Calculation
Talktime ACD Duration	Average talk time for all ACD calls in the project.	Corresponding tables include: ■ ProjectStats ■ TimeTalkACDCalls	Calculate the sum of (TimeTalkACDCalls) divided by the sum of (TotACDCalls)
Talktime Out Duration	Average talk time for all outbound calls.	Corresponding tables include: ■ ProjectStats ■ TotTimeOutCalls	Calculate the sum of (TotTimeOutCalls) divided by the sum of (TotOutCalls)

Table 51. Time Measures (AVG) Area of Daily Project Performance Report

Item	Description	Table	Calculation
ABDN ACD Duration	Average time that callers waited before abandoning a call.	Corresponding tables include: ■ ProjectStats ■ TimeAbanACDCalls	Calculate the sum of (TimeAbanACDCalls) divided by the sum of (TotAbanACDCalls)
Wrap ACD Duration	Average wrap-up time for ACD calls.	Corresponding tables include: ■ ProjectStats ■ TimeWrapACDCalls	Calculate the sum of (TimeWrapACDCalls) divided by the sum of (TotWrapACDCalls)
Max ABND	Maximum amount of time an ACD call was in the queue before abandoning the call.	Corresponding tables include: ■ ProjectStats ■ MaxTAbanACD	Max(MaxTAbanACDCalls)
Total <*date*>	For each day of a project, this time is the total duration for each Time Measures item.	ProjectStats	Not applicable
Total <*Project Name*>	Average time for each item for the project, except Max, ABND ACD (Abandoned ACD), which represents the maximum wait to abandoned for the project.	ProjectStats	Not applicable
Grand Total	Average time for each item for all projects, except Max, ABND ACD (Abandoned ACD), which represents the maximum wait to abandoned for all projects.	ProjectStats	Not applicable

Average Speed to Answer Area

The Average Speed to Answer (ASA) area shows the average time for the project to receive ACD calls.

Table 52 describes the report items, the corresponding tables, and the formula used in the calculation (where applicable).

Table 52. Average Speed to Answer Area of Daily Project Performance Report

Item	Description	Table	Calculation
ACD ASA	The average speed of answer for ACD calls received by the project.	Corresponding tables include: ■ Ans2-300ACDCalls ■ TotACDCalls	Calculate the sum of (Ans2-300ACDCalls) divided by the sum of (TotAnsACDCalls)
Total *<date>*	Average speed of answer for ACD calls for the day.	ProjectStats	Not applicable
<Project Name>	Average speed of answer for ACD calls for all days.	ProjectStats	Not applicable
Grand Total	Average ACD ASA for all projects.	ProjectStats	Not applicable

Interval Workgroup Performance Report

This topic describes the Interval Workgroup Performance Report. The Interval Workgroup Performance Report tracks workgroup activity in 15-minute intervals. It contains the following statistics:

- Number, Type, and Disposition of Calls
- Service Levels
- Collective time in ACD States
- Agent Login activity and visibility into ACD States

Parts of the Interval Workgroup Performance Report

This topic describes the different parts of the Interval Workgroup Performance Report:

- **Date(s).** The period between the start and end date.
- **Within Hours.** The period in hours that the report covers.
- **Workgroup(s).** The name of the workgroups identified in the Content tab.
- **Report Printed On.** The date and time, based on the time zone selection.
- **Page 1 of *x*.** Where *x* indicates the total number of pages.

The Workgroup Performance Report has five areas:

- Calls Area on page 153

Calls Area

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 compared with its preset threshold.

Table 53 describes the fields, tables, and formulas used in the calculations (where applicable).

Table 53. Interval Workgroup Performance Report

Field	Description	Table	Calculation
Time	Beginning of 15-minute interval	Corresponding tables include: ■ Workgroup Stats ■ StartIntervalTime	Not applicable
ACD In	Total number of ACD calls offered within the interval.	Corresponding tables include: ■ Workgroup Stats ■ TotAbuACDCalls	Calculate the sum of (TotAbuACDCalls)
Abn ACD	Total number of abandoned ACD calls within the interval.	Corresponding tables include: ■ Workgroup Stats ■ TotAbanACDCalls	Calculate the sum of (TotAbanACDCalls)
Ref ACD	Total number of refused ACD calls during the interval. (ACD calls offered to the workgroup and not accepted.)	Corresponding tables include: ■ Workgroup Stats ■ TotRefusedACDCalls	Calculate the sum of (TotRefusedACDCalls)
Wrap ACD	Total number of calls that went into wrap-up mode during the interval.	Corresponding tables include: ■ Workgroup Stats ■ TotWrapACDCalls	Calculate the sum of (TotWrapACDCalls)

Table 53. Interval Workgroup Performance Report

Field	Description	Table	Calculation
ACD Xfered In	Number of ACD calls that were transferred into a workgroup during the interval.	Corresponding tables include: ■ WorkgroupStats ■ TrxIn	Calculate the sum of (TrxIn)
ACD Xfered Out	Number of ACD calls that were transferred out of the workgroup during the interval.	Corresponding tables include: ■ WorkgroupStats ■ TrxOut	Calculate the sum of (TrxOut)
ACD OVR In	The number of calls that were offered by overflowed conditions to the workgroup.	Corresponding tables include: ■ WorkgroupStats ■ TotOVinACDCalls	Calculate the sum of (TotOVinACDCalls)
ACD OVR Out	The number of calls that met the overflow criteria (although not necessarily answered by another workgroup).	Corresponding tables include: ■ WorkgroupStats ■ TotOVOutACDCalls	Calculate the sum of (TotOvOutACDCalls)
Total	The total number or percentage of each call item, for each workgroup (during the requested period).	None	Not applicable
Grand Total	The total number or percentage of each call item, for all selected workgroups combined (during the requested period).	None	Not applicable

TFS (Service Level) Area

The TFS area describes the service level percentage for each call item, for each workgroup during a specified period.

Table 54 describes the fields, tables, and formulas used in the calculations (where applicable).

Table 54. TFS Area of the Interval Workgroup Performance Report

Field	Description	Table	Calculation
% Service Level	The percentage of calls answered by a workgroup compared to a target within the interval.	Corresponding tables include: ■ WorkgroupStats ■ Ans2-300ACDCalls ■ TotABUACD ■ Abn2-300ACDCalls	Calculate the sum (Ans2-300ACDCalls) divided by (SumTotABUACD) plus the sum of (TotAbn2-300ACDCalls)
Total	The average service-level percentage for each call item, for each workgroup (during the requested period).	None	Not applicable
Grand Total	The average service-level percentage for each call item, for all selected workgroups combined (during the requested period).	None	Not applicable

Time (Totals) Area

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).

Table 55 describes the fields, tables, and formulas used in the calculations (where applicable).

Table 55. Time (Totals) of the Interval Workgroup Performance Report

Field	Description	Table	Calculation
Logged In	Cumulative total time users were logged in during the interval.	Corresponding tables include: ■ Workgroup Stats ■ TimeUsersLoggedIn	Calculate the sum of (TimeUsersLoggedIn)
Busy	Cumulative total time users spent in the Busy state during the interval.	Corresponding tables include: ■ Workgroup Stats ■ TimeUsersBusy	Calculate the sum of (TimeUsersBusy)
Avail	Cumulative total time users spent in the Available state during the interval.	Corresponding tables include: ■ WorkgroupStats ■ TimeUsersAvailable	Calculate the sum of (TimeUsersAvailable)
On Break	Cumulative total time users spent in the On Break state during the interval.	Corresponding tables include: ■ Workgroup Stats ■ TimeUsersOnBrea	Calculate the sum of (TimeUsersOnBreak)
Max Answer Delay	Maximum time to answer a call during the interval.	Corresponding tables include: ■ WorkgroupStats ■ MaxTABUACDCalls	Calculate the sum of (MaxTABUACDCalls)
Max Abandon Delay	Maximum time before the caller abandoned the call during the interval.	Corresponding tables include: ■ WorkgroupStats ■ MaxTAbanACDCalls	Calculate the sum of (MaxTAbanACDCalls)
ACD ASA	Average speed of answer during the interval.	Corresponding tables include: ■ WorkgroupStats ■ AnsPreThre ■ TotACDCalls	Calculate the sum of (TimeABUACDCalls) divided by TotACDCalls

Table 55. Time (Totals) of the Interval Workgroup Performance Report

Field	Description	Table	Calculation
Total	The average total time for each Time field (except Max Answer Delay and Max Abandon Delay), for all workgroups combined (during the requested period).	None	Not applicable
Total <*date*>	The average time for each time field (except Max Answer Delay and Max Abandoned Delay) for the day.	None	Not applicable
Grand Total	The average time for each time field for all workgroups combined during the requested period.	None	Not applicable

Handled Time Area

The Handled Time area tracks the total and average ACD talk time.

Table 56 describes the fields, tables, and formulas used in the calculations (where applicable).

Table 56. Handled Time Area of the Interval Workgroup Performance Report

Field	Description	Table	Calculation
Total ACD Talk Time	Total Talk Time (including Hold time) for ACD calls during the interval.	Corresponding tables include: ■ WorkgroupStats ■ TimeTalkACDCalls	Calculate the sum of (TimeTalkACDCalls)
Avg ACD Talk Time	Average Talk Time (including Hold time) for ACD calls during the interval.	Corresponding tables include: ■ WorkgroupStats ■ TimeTalkACDCalls ■ TotABUACDCalls	Calculate the sum of (TimeTalkACDCalls) divided by the sum of (TotABUACDCalls)
Total Wrap Time	Total time that users are in the wrap-up state for this workgroup for the interval.	Corresponding tables include: ■ WorkgroupStats ■ TimeWrapACDCalls	Calculate the sum of (TimeWrapACDCalls)

Table 56. Handled Time Area of the Interval Workgroup Performance Report

Field	Description	Table	Calculation
Avg Wrap Time	Average wrap-up time for each call.	Corresponding tables include: ■ WorkgroupStats ■ TimeWrapACDCalls ■ TotWrapACDCalls	Calculate the sum of (TimeWrapACDCalls) divided by the sum of (TotWrapACDCalls)
Total	The total and average amount of time, for each Talk Time field, for each workgroup (during the requested period).	None	Not applicable
Grand Total	The total and average amount of time, for each Talk Time field, for all workgroups combined (during the requested period).	None	Not applicable

User Defined Threshold Area

The User Defined Threshold area.

Table 57 describes the fields, tables, and formulas used in the calculations (where applicable).

Table 57. User Defined Threshold Area of the Interval Workgroup Performance Report

Field	Description	Table	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.)	Calculate the sum of (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.	Corresponding tables include: ■ Ans2ACDCalls-Ans300ACDCalls ■ TotAbuACDCalls (where Abu = answered by user)	Calculate the sum of (Ans2ACDCalls-Ans300ACDCalls) divided by the sum of (TotAbuACDCalls)

Table 57. User Defined Threshold Area of the Interval Workgroup Performance Report

Field	Description	Table	Calculation
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	Calculate the sum of (Ans2ACDCalls-Ans300ACDCalls)
% AnsPost Thresh	The percentage of ACD calls that were answered (Ans) *after* (greater than) the user-defined threshold within the daily group.	Corresponding tables include: ■ Ans2ACDCalls-Ans300ACDCalls ■ TotAbuACDCalls	Calculate the sum of (Ans2ACDCalls-Ans300ACDCalls) divided by the sum of (TotAbuACDCalls)
Abn Pre Thresh	The number of ACD calls that were abandoned (Abnd) *before* (less than) the user-defined threshold within the daily group.	Corresponding tables include: ■ Abnd2ACDCalls-Abnd300ACDCalls ■ TotAbndACDCalls	Calculate the sum of (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.	Corresponding tables include: ■ Abnd2ACDCalls-Abnd300ACDCalls ■ TotAbndACDCalls	Calculate the sum of (Abnd2ACDCalls-Abnd300ACDCalls) divided by the sum of (TotAbndACDCalls)
Abn Post Thresh	The number of ACD calls that were abandoned *after* (greater than) the user-defined threshold within the daily group.	Corresponding tables include: ■ Abnd2ACDCalls-Abnd300ACDCalls ■ TotAbndACDCalls	Calculate the sum of (Abnd2ACDCalls-Abnd300ACDCalls)
% Abn Post Thresh	The percentage of ACD calls that were abandoned *after* (greater than) the user-defined threshold within the daily group.	Corresponding tables include: ■ Abnd2ACDCalls-300ACDCalls ■ TotAbndACDCalls	Calculate the sum of (Abn2-300ACDCalls) divided by the sum of (TotAbndACDcalls)

Table 57. User Defined Threshold Area of the Interval Workgroup Performance Report

Field	Description	Table	Calculation
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).	Corresponding tables include: ■ Ans2ACDCalls-Ans300ACDCalls ■ TotAbuACDCalls ■ Abnd2ACDCalls-Abnd300ACDCalls	Calculate the sum of (Ans2ACDCalls-Ans300ACDCalls) divided by the sum of (TotAbuACDCalls) plus the sum of (Abnd2ACDCalls-Abnd300ACDCalls)
Total	The total number or percentage of each field for the workgroup. *	None	Not applicable
Grand Total	The total number or percentage for each field for all workgroups.	None	Not applicable

User Login/Logout Report

This topic describes the User Login/Logout Report. The User Login/Logout Report tracks, by user (agents and supervisors), the user's login and logout activity, the duration of the login, and the logout reason for a specified date and time.

Parts of the User Login/Logout Report

This topic describes the different parts of the User Login/Logout Report:

- **Date(s).** The start and end dates for the period.
- **Users.** The users included in the report, as indicated in the Content tab.
- **Report Printed On.** The date and time, based on the time zone selection.
- **Page 1 of *x*.** Where *x* indicates the total number of pages.

Table 58 describes the report elements, their corresponding tables, and the formulas used in calculations (where applicable).

Table 58. Login/Logout Area of the User Login/Logout Report

Field	Description	Table	Calculation
Name	User Name	userlogin ■ userid	Not applicable
Date	Date of login	userlogin	Not applicable
Event Time	Time of login/logout	UserStats ■ logindate	Not applicable
Type	Agent's activity (login and logout) associated with each event time	userlogin ■ logintype	Not applicable
Duration	Duration of login	UserStats ■ duration	Calculate the sum of (Duration)
Logout Reason	Reason for Logout: ■ 0 indicates Agent Logout ■ 1 indicates Web Session Timeout ■ 2 indicates Agent Inactivity ■ 3 indicates Resource Shutdown ■ 4 indicates Second Login ■ 5 indicates Supervisor Logout ■ 6 indicates Login by Phone	userlogin ■ logoutreason	Not applicable
Total	The total login duration for all selected agents.	userlogin ■ Date ■ duration	Date plus duration
Average	The average login duration for all agents.	None	Total login duration divided by the number of agents reported

User Hourly Average Report

This topic describes the User Hourly Average Report. The User Hourly Average Report highlights individual agent performance by time in ACD status, call counts, call types, and talk time. It provides information on hourly agent activity, including calls handled, along with time spent in different ACD States. Use this report to assist contact center management in determining average performance for agents compared to reasonable expectations.

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

Parts of the User Hourly Average Report

This topic describes the different parts of the User Hourly Average Report:

- **Date(s).** The period between the start and end dates.
- **Users.** The users identified in the Content tab.
- **Report Printed On.** The date and time, based on the time zone selection.
- **Page 1 of *x*.** Where *x* indicates the total number of pages.

Table 59 describes the report elements, their corresponding tables, and the formulas used in the calculation (where applicable).

Table 59. User Hourly Average Report

Item	Description	Table	Calculation
Date	The date of user activity.	Corresponding tables include: ■ UserStats ■ StartDate ■ EndDate	None
Average Calls Per Hour	The average number of calls handled for each hour.	Corresponding tables include: ■ UserStats ■ TotACDCalls ■ TimeUserLoggedIn	(TotACDCalls divided by TimeUserLoggedIn (in seconds)) multiplied by 3600 seconds
Average Talk Time	The average time spent talking on phone calls (including hold time).	Corresponding tables include: ■ UserStates ■ TimeTalkACDCalls ■ TimeUserLoggedIn	(TimeTalkACDCalls divided by TimeUserLoggedIn (in seconds)) multiplied by 3600 seconds

Table 59. User Hourly Average Report

Item	Description	Table	Calculation
Average Available Time	The average time spent in the Available state.	Corresponding tables include: ■ UserStats ■ TotUserAvailable ■ TimeUserLoggedIn	(TotUserAvailable) divided by TimeUserLoggedIn (in seconds)) multiplied by 3600 seconds
Average Busy Time	The average time spent in the Busy state.	Corresponding tables include: ■ UserStats ■ TotUserBusy ■ TimeUserLoggedIn	(TotUserBusy divided by TotLoggedIn (in seconds)) multiplied by 3600 seconds
Average Break Time	The average time spent in the On Break state.	Corresponding tables include: ■ TimeUserOnBreak ■ TimeUserLoggedIn	(TotUserOnBreak divided by TotLoggedIn (in seconds)) multiplied by 3600 seconds
Average Hold Time	The average time spent in the Hold state.	Corresponding tables include: ■ TimeHoldACDCalls ■ TimeUserLoggedIn	(TimeHoldACDCalls divided by TotLoggedIn (in seconds)) multiplied by 3600 seconds
Average Wrap Time	The average time spent in the Wrap-up state.	Corresponding tables include: ■ TimeWrapACDCalls ■ TimeUserLoggedIn	(TimeWrapACDCalls divided by TotLoggedIn (in seconds)) multiplied by 3600 seconds
Average Handle Time	The average time to process calls.	Corresponding tables include: ■ TimeTalkACDCalls ■ TimeWrapACDCalls ■ TotACDCalls	(TimeTalkACDCalls plus TimeWrapACDCalls) divided by TotACDCalls

Table 59. User Hourly Average Report

Item	Description	Table	Calculation
Total	The average time of each item, for each agent in the report.	Corresponding tables include: ■ UserStats ■ TimeUserLoggedIn	Not applicable
Grand Total	The average time of each item, for all agents in the report.	Corresponding tables include: ■ UserStats ■ TimeUserLoggedIn	Not applicable

Daily User Performance Report

This topic describes the Daily User Performance Report. The Daily User Performance Report provides information on daily agent activity, including time spent in different ACD states, call counts, and talk time. Use this report to assist contact center management in monitoring agent performance compared to reasonable expectations.

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

Parts of the Daily User Performance Report

This topic describes the different parts of the Daily User Performance Report:

- **Date(s).** The period between the start and end dates.
- **User(s).** The user names selected from the Contents, Users tab.

  The names appear alphabetically by last name and then first name.

  NOTE: If the name is too long for the space provided, the name is truncated. If the report includes more users than can be displayed at the top of the report, then the additional names appear at the bottom of the report.
- **Report Printed On.** The date and time, based on the time zone selection.
- **Page 1 of *x*.** Where *x* indicates the total number of pages.

The report includes four areas:

- Status Time Area on page 165
- Call Counts Area on page 165
- Talk Time (Total) Area on page 167
- Talk Time (Average) Area on page 167

Status Time Area

The Status Time area provides information on user login time, as well as the time that users spent in various states.

Table 60 describes the report elements, their corresponding tables, and the formulas for calculations (where applicable).

Table 60. Status Time

Item	Description	Table	Calculation
Login Time	The total time that the user was logged in to CCA.	Corresponding tables include: ■ UserStats ■ UserLoggedIn	Calculate the sum of (TimeUserLoggedIn)
Avail Time	The total time that the user was in the available state.	Corresponding tables include: ■ UserStats ■ TimeUserAvailable	Calculate the sum of (TimeUserAvailable)
Busy Time	The total time that the user was in the busy state.	Corresponding tables include: ■ UserStats ■ TimeUserBusy	Calculate the sum of (TimeUserBusy)
Break Time	The total time that the user was in the on break state.	Corresponding tables include: ■ UserStats ■ TimeUserOnBreak	Calculate the sum of (TimeUseronBreak)
Total	The total time that the user was in each state (for each of the Status Time fields).	UserStats	Not applicable
Grand Total	The total time, in each state, for all users (for each of the Status Time fields).	UserStats	Not applicable

Call Counts Area

The Call Counts area provides information on inbound, outbound calls received and made by users, and ACD calls received and refused.

Table 61 describes the report elements, their corresponding tables, and the formulas used for calculations (where applicable).

Table 61. Call Counts

Item	Description	Table	Calculation
In Calls	The number of direct inbound calls received by the user during this period.	Corresponding tables include: ■ UserStats ■ TotInCalls	Calculate the sum of (TotInCalls)
Out Calls	The number of outbound calls that the user made during this period.	Corresponding tables include: ■ UserStats ■ TotOutCalls	Calculate the sum of (TotOutCalls)
ACD Calls	The number of ACD calls that the user received during this period.	Corresponding tables include: ■ UserStats ■ TotACDCalls	Calculate the sum of (TotACDCalls)
Refused ACD Calls	The number of ACD calls that the user refused during this period.	Corresponding tables include: ■ UserStats ■ TotRefusedACDCalls	Calculate the sum of (TotRefusedACDCalls)
Internal Calls In	The number of internal extension calls received during this period.	Corresponding tables include: ■ UserStats ■ TotInternalInCalls	Calculate the sum of (TotInternalInCalls)
Internal Calls Out	The number of internal outbound extension calls that the user made during this period.	Corresponding tables include: ■ UserStats ■ TotInternalOutCalls	Calculate the sum of (TotInternalOutCalls)
Total	The total number of calls that the user made for each call type (for each of the Call Counts fields).	UserStats	Not applicable
Grand Total	The total number of calls, in each state, for all users (for each of the Call Counts fields).	UserStats	Not applicable

Talk Time (Total) Area

The Talk Time area provides information on total talk time, including the totals for inbound and outbound calls, and ACD calls (time on hold, wrap-up, and interactions).

Table 62 describes the report elements, their corresponding tables, and the formulas for calculations (where applicable).

Table 62. Talk Time (Total)

Item	Description	Table	Calculation
In Talk Time	The total talk time for inbound calls (including Hold time).	TimeTalkInCalls	Calculate the sum of (TimeTalkInCalls)
Out Talk Time	The total talk time for outbound calls (including hold time).	TimeTalkOutCalls	Calculate the sum of (TimeTalkOutCalls)
ACD Talk Time	The total talk time for ACD calls (including hold time).	TimeTalkACDCalls TotACDCalls	Calculate the sum of (TimeTalkACDCalls)
ACD Hold Time	The total time on hold for ACD calls.	TimeHoldACDCalls	Calculate the sum of (TimeHoldACDCalls)
ACD Wrap Time	The total time in wrap-up for ACD calls.	TimeWrapACDCalls	Calculate the sum of (TimeWrapACDCalls)
Total Handle Time	The total time spent handling ACD call interactions.	Corresponding tables include: ■ TimeTalkACDCalls ■ TimeHoldACDCalls ■ TimeWrapACDCall s	Calculate the sum of (TimeTalkACDCalls) plus the sum of (TimeWrapACDCalls)
Total	The total time for all calls of each call type for the user (for each of the Talk Time fields).	UserStats	Not applicable
Grand Total	The total time for all calls, in each state, for all users (for each of the Talk Time fields).	UserStats	Not applicable

Talk Time (Average) Area

The Talk Time (Average) elements include average-time sums for the internal calls received, outbound calls, ACD calls (received, put on hold, wrap-up, and so on) by users and call type.

Table 63 describes the report elements, their corresponding tables, and the formulas for calculations (where applicable).

Table 63. Talk Time (Average)

Item	Description	Table	Calculation
In Talk Time	The average talk time for all internal calls that the user received.	Corresponding tables include: ■ UserStats ■ TimeTalkInCalls ■ TotInCalls	Calculate the sum of (TimeTalkInCalls) divided by TotInCalls
Out Talk Time	The average talk time for all outbound calls that the user generated.	Corresponding tables include: ■ UserStats ■ TimeTalkOutCalls ■ TotOutCalls	Calculate the sum of (TimeTalkOutCalls) divided by the sum of (TotOutCalls)
ACD Talk Time	The average talk time for all ACD calls that the user received.	Corresponding tables include: ■ UserStats ■ TimeTalkACDCalls	Calculate the sum of (TimeTalkACDCalls) divided by the sum of (TotACDCalls)
ACD Hold Time	The average time for all ACD calls that the user placed on hold.	Corresponding tables include: ■ UserStats ■ TotTimeHoldACDCalls	Calculate the sum of (TotTimeHoldACDCalls divided by Count (TimeHoldACDCalls)
ACD Wrap Time	The average time for all ACD calls that the user placed in the wrap-up state.	Corresponding tables include: ■ UserStats ■ TimeWrapACDCalls	Calculate the sum of (TimeWrapACDCalls) divided by Count(TimeWrapACDCalls)
Avg Handle Time	The average time that the user spent handling all ACD calls.	Corresponding tables include: ■ UserStats ■ TimeTalkACDCalls ■ TimeHoldACDCalls ■ TimeWrapACDCalls	[Calculate the sum of (TimetalkACDCalls) plus the sum of (TimeWrapACDCalls)] divided by the sum of (TotACDCalls)

Table 63. Talk Time (Average)

Item	Description	Table	Calculation
Total	The average talk time for all calls, of each call type, for the user (for each of the Talk Time fields).	UserStats	Not applicable
Grand Total	The average talk time for all calls, of each call type, for all users (for each of the Talk Time fields).	UserStats	Not applicable

Peak Interactions Report

This topic describes the Peak Interactions Report. The Peak Interactions Report tracks the peak number of interactions used by CCA, reported in preset intervals for the company.

Parts of the Peak Interactions Report

This topic describes the different parts of the Peak Interactions Report:

- **Company name.** The name of the company.
- **Start Date and End Date.** The period between the start and end dates.
- **Report Printed On.** The date and time, based on the time zone selection.
- **Page 1 of *x*.** Where *x* indicates the total number of pages.

Table 64 describes the report elements, their corresponding tables, and the formulas used in calculations (where applicable).

Table 64. Peak Interactions Report

Item	Description	Table	Calculation
Intervals	The time interval.	None	Not applicable
Interactions	The peak number of interactions during the interval.	InteractionsPeak ■ peakInteractions	Not applicable
Logins	The peak number of logins during the interval.	InteractionsPeak ■ peakLogins	Not applicable
Calls	The peak number of calls during the interval.	InteractionsPeak ■ peakCalls	Not applicable
Chats	The peak number of chats during the interval.	InteractionsPeak ■ peakChats	Not applicable

Table 64. Peak Interactions Report

Item	Description	Table	Calculation
Emails	The peak number of emails during the interval.	InteractionsPeak ■ peakEmails	Not applicable
Overall	The maximum number of simultaneous logins, interactions, calls, chat, emails of the company during the requested period.	InteractionsPeak ■ peakEmails ■ peakLogins ■ peakCalls ■ peakChats	Not applicable

Interaction Outcome by Workgroup Report

The Interaction Outcome by Workgroup report tracks interactions by outcome, number of interactions for each outcome duration, and the average duration.

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

Parts of the Interaction Outcome by Workgroup Report

This topic describes the different parts of the Interaction Outcome by Workgroup Report:

- **Date(s).** The period between the start and end dates.
- **Workgroup(s).** The name of the workgroups identified in the Content tab.
- **Report Printed On.** The date and time, based on the time zone selection.
- **Page 1 of *x*.** Where *x* indicates the total number of pages.

Table 65 describes the report elements, their corresponding tables, and the formulas used in calculations (where applicable).

Table 65. Interaction Outcome Report

Item	Description	Table	Calculation
Date	The date of the selected outcome.	None	Not applicable
Outcome	The name of the outcome selected for the interaction type.	None	Not applicable

Table 65. Interaction Outcome Report

Item	Description	Table	Calculation
Total Time of Interaction	The total time of the interaction, including queue time, talk time, and wrap-up time.	Corresponding tables include: ■ TimeABUACDCalls ■ TimeTalkACDCalls ■ TimeWrapACDCalls (These tables are repeated for each media type.)	Calculate the sum of (TimeABUACDCalls) plus the sum of (TimeTalkACDCalls) plus the sum of (TimeWrapACDCalls) (This calculation is repeated for each media type.)
Count of Interaction	The number of answered interactions.	TotABUACDCalls (This table is repeated for each media type.)	Calculate the sum of (TotalABUACDCalls) (This calculation is repeated for each media type.)
Average Interaction Duration	The average time of the interaction.	Corresponding tables include: ■ TimeABUACDCalls ■ TimeTalkACDCalls ■ TimeWrapACDCalls ■ TotABUACDCalls (These tables are repeated for each media type.)	[Calculate the sum of (TimeABUACDCalls) plus the sum of (TimeTalkACDCalls) plus the sum of (TimeWrapACDCalls)] divided by TotABUACD Calls (This calculation is repeated for each media type.)

User Status Duration Report

This topic describes the User Status Duration Report. The User Status Duration Report tracks agent activity using the user-defined agent statuses. It provides more detail about how agents spend their time compared with the standard ACD statuses of available, busy, and on break.

This report tracks the following information:

- User
- Date
- Status (company defined)
- Duration
- ACD Status (system default)
- Percentage of total

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

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

Parts of the Status Duration Report

This topic describes the different parts of a Status Duration Report:

- **Date(s).** The period between the start and end dates.
- **Users.** The names of the users, as indicated in the Content tab.
- **Report Printed On.** The date and time, based on the time zone selection.
- **Page 1 of *x*.** Where *x* indicates the total number of pages.

Table 66 describes the report elements, their corresponding tables, and the formulas used in the calculations (where applicable).

Table 66. User Status Duration Report

Item	Description	Table	Calculation
Status	The name of the user-defined status.	Corresponding tables include: ■ UserStatusName ■ Name	Not applicable
Duration	The cumulative time spent in the status.	Corresponding tables include: ■ UserStatusDuration ■ Duration	Not applicable
ACD State	The ACD status (Available, Busy, or On Break) that corresponds to the user-defined status.	Corresponding tables include: ■ UserStatus ■ UserStatusID	Not applicable
% of Total	The time the user spent in each status as a percentage of the total duration signed in for that day. **NOTE:** This percentage might not equal 100% for the total.	Corresponding tables include: ■ UserStatusName ■ UserStatusDuration ■ TimeUserLoggedIn	Calculate the sum of (UsersStatusDuration) divided by the sum of (TimeUserLoggedIn)
First Log In	The timestamp of the first login of the day.	None	Not applicable

Table 66. User Status Duration Report

Item	Description	Table	Calculation
Last Logout	The timestamp of the last logout of the day. If the agent is logged in, this field is blank.	None	Not applicable
Total At Work Time	The total time of the user for the day. If the agent is still logged in, this field is blank.	TimeUserLoggedIn	Time difference between the user's first login timestamp and the last logout timestamp.
Total Busy	The total duration for the ACD status Busy. This duration includes the user-defined status as well as the ACD status.	TotUserBusy	Calculate the sum of (TotUserBusy)
Total Available	The total duration for the ACD status Available. This duration includes the user-defined status as well as the ACD status.	TotUserAvailable	Calculate the sum of (TotUserAvailable)
Total On Break	The total duration for the ACD status On Break. This duration includes the user-defined status as well as the ACD status.	TotUserOnBreak	Calculate the sum of (TotUserOnBreak)

A Glossary

This glossary contains terms and acronyms used throughout this document. These definitions apply to *Contact Center Anywhere Supervision Manager Guide*.

Term	Definition
ABD	The abbreviation for abandoned (ABD) ACD interactions.
ACD SMS	Automatic Call Distributor (ACD) call, Short Message Service (SMS) protocol.
alarms	The alarm feature in Supervision Manager automatically notifies the contact center supervisor when alarm conditions are met. There are three types of alarms: media duration, status duration, and general.
AHT	The average handle time (AHT) for all interactions.
ANS	Interactions answered.
ASA	The average speed of answer (ASA) for ACD calls. (Time begins when the ACD call enters the queue and ends when it is answered by an agent.)
ATT	The average talk time (ATT) the agent spent on interactions (including time on hold).
callback	Customers can request a callback for a specific day and time. When the time arrives, the system calls (ACD) the customer and connects the customer to an available workgroup agent.
CCA	The abbreviation for Contact Center Anywhere.
chat	Customers use the Internet to contact agents to seek information and chat with a live agent.
coaching	Coaching allows you to talk to the agent while the agent is handling an interaction and is working off-hook. The agent can hear you, but the customer cannot. This is commonly known as *whisper coaching.*
contact centers	A point of contact for business patrons.
inbound	A call to a specific agent’s extension and not to a workgroup. This call does not include calls routed through the ACD server to an available workgroup agent.
intelligent chat	The agent can select words or phrases and look for suggested responses.
outbound	A call initiated by an agent. This call does not include outbound calls made by agents on telephone lines outside Supervision Manager.
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 include Sale, Request for Literature, Request for Product Change, and so on.

Term	Definition
OFL	Interactions that reached the overflow (OFL) criteria.
panel	A workspace view area, which you can modify to show workgroup, agent, interaction, and other contact center details of your choosing. Supervision Manager provides four separate panels, named My Panels in the sidebar.
panel groups	A group of panels organized in a single Panel Group Icon. These panels can be expanded or contracted by double-clicking the Panel Group Control.
panel thumbnail	Icon on the sidebar that can be named. Selecting a panel thumbnail causes the workspace to populate with the configuration associated with that panel.
predictive dialing	The system automatically dials a series of phone number of existing customers or potential customers (from a list provided by the predictive project). When a customer answers the phone, the system connects the customer to the next available agent who usually reads a prepared script.
preview	The agent dials a customer's number from a list provided by the preview project in which the agent is currently working.
SL	The Service Level (SL) for offline (emails and faxes) and online (calls, chats, SMS, and callbacks) interactions.
supervisor alarms	Alarms can be configured to highlight events of interest to the Supervisor User within the Panels and Views.
supervisor configuration	A collection of four panels that provide a real-time view of the call center activity (agents, workgroups, projects, and alarms). Each supervisor's configuration can be unique to meet his or her needs. The supervisor configuration is saved as an XML file in the CCA database as part of the user preferences.
supervisor template	The structural element of the supervisor configuration that does not contain any company or user specific data. This portion of the supervision configuration can become a template and shared among users, companies, and so on.
views	Views are object specific (Agents, Workgroups, Projects, Interactions, Partitions, and so on) and can be configured to show all data available to the user or user specific data.
whisper coaching	Allows you to talk to the agent while the agent is handling an interaction and is working off-hook. The agent can hear you, but the customer cannot.
Web callback	Through the Internet, customers can request an automatic callback from a business' Web site by entering their name and phone number. When the agent receives and accepts the notification, Contact Center Anywhere automatically dials the number and connects the agent and customer.
workgroup	Any group of agents grouped to assist a customer. This group can revolve around skills, locations, and so forth.

Term	Definition
workgroup call	Inbound calls (including ACD callback requests, but not including calls routed to voicemail) sent to a workgroup. *See also* workgroup.
workgroup email	Emails sent to a workgroup. *See also* workgroup.
workgroup fax	Faxes sent to a workgroup. *See also* workgroup.
workgroup voicemail	A voice message left by a caller for a workgroup. *See also* workgroup.

Index

B

C