Report Reference Guide for TASKE Reporter

For Toshiba® Strata CIX Telephone Systems

TASKE®
TECHNOLOGY

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Welcome

This guide includes an example of the reports available from your TASKE application.

Many reports are available for more than one reporting period (such as daily, weekly, or monthly). The content of these reports identical, except for the period the report spans. This guide displays only the reports for the daily reporting period, unless the daily reporting period is not available.

Some reports are available for individual resources and resource groups. For example, a report may be available for individual agents and agent groups. The content of these reports vary only in that the statistical values represent either an individual resource or a cumulative value for a group of resources. The following icon identifies that a report is available for an individual resource and a resource group, but only the report for the individual resource is provided:

Reporting Overview

TASKE reports provide valuable information for effectively managing a contact center. Produced from logged contact center data, these reports help managers analyze past and present performance, monitor current operations, and forecast future demands.

This guide provides an overview of the reports available for TASKE Contact. Reports are produced using three variables: a reporting period, a resource, and an option. For example, you can create a report using a daily reporting period for a trunk group resource with an hourly option, as shown in the following example:

Trunk Group by Hour Daily Report

Trunk Group: 1 **Name:** All Account Groups (All Accounts)

Time Start	Total Calls Ans'd	T Ans Avg Secs	% Ans'd Before 10 Secs	Call Duration Total h:mm:ss	Call Duration Avg Secs	Total Calls Aband	T Abnd Avg Secs	Short Dur'n Calls	Total Calls Out	Out Duration Total h:mm:ss	Out Duration Avg Secs	% of Total Calls	Trunk Busy Secs	Peak Trunks Used
9:00	9	6	100	0:26:44	178	0	0	0	8	0:13:39	102	100	0	3
10:00	0	0	100	0:00:00	0	0	0	0	0	0:00:00	0	0	0	0
11:00	0	0	100	0:00:00	0	0	0	0	0	0:00:00	0	0	0	0
12:00	0	0	100	0:00:00	0	0	0	0	0	0:00:00	0	0	0	0
13:00	0	0	100	0:00:00	0	0	0	0	0	0:00:00	0	0	0	0
14:00	0	0	100	0:00:00	0	0	0	0	0	0:00:00	0	0	0	0
15:00	0	0	100	0:00:00	0	0	0	0	0	0:00:00	0	0	0	0
16:00	0	0	100	0:00:00	0	0	0	0	0	0:00:00	0	0	0	0
17:00	0	0	100	0:00:00	0	0	0	0	0	0:00:00	0	0	0	0
Totals	9	6	100	0:26:44	178	0	0	0	8	0:13:39	102	100	0	3

Reporting Periods

The reporting period represents the timeframe for the report. Each report has a period as its base. The following periods are available:

- daily produces a report for one or more days

- weekly produces a report for one or more weeks, and includes the day of week interval in the report options

- monthly produces a report for one or more months, and includes the day of month interval in the report options

Forecast reports are a special type of reporting period used to provide insight about future resource and staffing needs.

Report Resources

TASKE reports measure performance levels for every aspect of the contact center. Each report is based on one of the following contact center resources:

- trunk or extension resources provide information about equipment performance

- agent reports provide information about staff performance

- queue reports provide information about customer perception of service and call type information

- DNIS reports provide information about toll number (800/900) effectiveness

Report Options

Options represent the statistical basis of the report, such as a time interval (by hour or by half-hour), a call origin (by area code or DNIS number), or call resolution (by abandon caller). The options depend on the reporting period and resource selected.

Report Index

This table identifies the available reporting periods for each combination of resources and options. Reporting periods are: daily (D), weekly (W), monthly (M), or all reporting periods (All).

Resources	Options 15-30-60 Min.	Day	Ind. Summary	Extension	Called Number	Ext. Call Detail	Agent	Queue	Queue by Agent	Peak Offered	Peak Answered	Peak Abandoned	Peak Interflowed	DNIS	Area Code	Area Code and City	State or Province	Abandon Call	Hold Dropped	Account Code	Acct Code by Agent	Acct Code By Pairs	Talk Time Dist.
Trunk Group	All	W M	All																				
Extension	All	W M				D																	
Extension Group			All	All																			
Agent	All	W M						All												All			
Agent by DND	All	W M																					
Agent ACD Hold	All	W M																	All				
Agent Group	All	W M					All	All	All											All	All		
Agent Group by DND	All	W M					All																
Agent Group ACD Hold	All	W M					All																
Queue	All	W M												All	All	All	All	All					All
Queue Answer/Abandon/Interflow Spectrum	All	W M																					
Queue Account Code	All	W M																				All	
Queue Peaks										M	M	M	M										
Queue Group	All	W M						All						All	All	All	All	All					All
Queue Group Answer/Abandon/Interflow Spectrum	All	W M						All															
Queue Group Account Code	All	W M						All														All	
Queue Group Peaks										M	M	M	M										
DNIS	All	M R			W																		
DNIS Group	All	M R			W									All									

Trunk Reports

About Trunk Reports

Trunk reports provide valuable information on inbound and outbound call traffic. Use these reports as an aid in trunk resource management and to identify potential technical problems with specific trunks.

Trunk Group by Time Interval

Logical groupings of trunks in the TASKE database are the basis of trunk group reports. A group of trunks may include all inbound trunks, all outbound trunks, or it may simply be a group of all trunks servicing the center. Among the statistics trunk group time interval reports provide are the number of inbound and outbound calls, peak times for trunk usage, call duration, the number of abandoned calls, and the number of short duration calls.

Tip

The number of short duration calls is a particularly interesting statistic as a high number of short duration calls may indicate a technical problem with a trunk in the group.

Trunk Group by Hour Daily Report

Trunk Group: 1 Name: All Account Groups (All Accounts)

Time Start	Total Calls Ans'd	T Ans Avg Secs	% Ans'd Before 10 Secs	Call Duration Total h:mm:ss	Call Duration Avg Secs	Total Calls Aband	T Abnd Avg Secs	Short Dur'n Calls	Total Calls Out	Out Duration Total h:mm:ss	Out Duration Avg Secs	% of Total Calls	Trunk Busy Secs	Peak Trunks Used
9:00	9	6	100	0:26:44	178	0	0	0	8	0:13:39	102	100	0	3
10:00	0	0	100	0:00:00	0	0	0	0	0	0:00:00	0	0	0	0
11:00	0	0	100	0:00:00	0	0	0	0	0	0:00:00	0	0	0	0
12:00	0	0	100	0:00:00	0	0	0	0	0	0:00:00	0	0	0	0
13:00	0	0	100	0:00:00	0	0	0	0	0	0:00:00	0	0	0	0
14:00	0	0	100	0:00:00	0	0	0	0	0	0:00:00	0	0	0	0
15:00	0	0	100	0:00:00	0	0	0	0	0	0:00:00	0	0	0	0
16:00	0	0	100	0:00:00	0	0	0	0	0	0:00:00	0	0	0	0
17:00	0	0	100	0:00:00	0	0	0	0	0	0:00:00	0	0	0	0
Totals	**9**	**6**	**100**	**0:26:44**	**178**	**0**	**0**	**0**	**8**	**0:13:39**	**102**	**100**	**0**	**3**

Individual Trunk Summary

An individual trunk summary report provides a single-line summary for each trunk handling calls in the business. The summaries display trunk traffic totals and averages for the reporting period. The details the report displays include the total number of inbound and outbound calls answered on each trunk; time to answer statistics for inbound calls; call duration statistics for both inbound and outbound calls; abandoned call statistics; and the number of short duration calls.

Tip

The statistics reported in the *% Ansd Before xx Secs* (Percent Answered Before xx Seconds) and *Short Durn Calls* (Short Duration Calls) columns are based on user defined thresholds. Customize these thresholds to correspond with the expectations of the center. The default value for the trunk time to answer (% Ansd Before xx Secs) is 10 seconds while the default value to identify short duration calls is 6 seconds.

Trunk Report

| | Trunk | | Total Calls Ans'd | T Ans Avg Secs | % Ans'd Before 10 Secs | Call Duration | | Total Calls Aband | T Abnd Avg Secs | Short Dur'n Calls | Total Calls Out | Out Duration | |
ID	Name	Nickname				Total h:mm:ss	Avg Secs					Total h:mm:ss	Avg Secs
1:01	All Accounts	T1	3	6	100	0:16:53	338	0	0	0	2	0:01:40	50
1:02	Sales 1	T2	2	6	100	0:03:39	110	0	0	0	1	0:03:53	233
1:03	Sales 2	T3	3	6	100	0:07:47	156	0	0	0	3	0:10:01	200
1:04	Sales 3	T4	2	6	100	0:02:13	67	0	0	1	1	0:01:11	71
1:05	Sales 4	T5	3	6	100	0:19:26	389	0	0	0	1	0:01:50	110
1:06	Service 1	T6	1	7	100	0:01:06	66	0	0	0	3	0:41:53	838
1:07	Service 2	T7	3	6	100	0:04:22	87	0	0	0	0	0:00:00	0
1:08	Service 3	T8	1	5	100	0:01:20	80	0	0	0	2	0:03:30	105
1:09	Service 4	T9	3	6	100	0:14:41	294	0	0	0	1	0:04:02	242
1:10	Service 5	T10	2	6	100	0:22:09	665	0	0	0	1	0:01:42	102
1:11	Research 1	T11	2	6	100	0:06:05	183	0	0	0	2	0:13:20	400

Extension Reports

About Extension Reports

Produce extension reports for every extension in the business. Ease extension resource management by evaluating extension usage quickly and easily.

Extension by Time Interval

An extension time interval report segments the contact center day by the interval selected for the report. The time intervals available for this report are quarter-hour, half-hour, and hour. These reports detail an extensions usage throughout the day with statistics that include the number and duration of ACD and non-ACD calls, the number of abandoned calls on the extension, and the number of transfers and conferences on the extension.

Tip

A high number of abandoned calls on an extension may indicate a technical problem. Test the extension to ensure calls are reaching the intended destination.

Detailed Extension by Hour Daily Report

Extension: 1601 **Name:** Holland, Alanna (Alanna H.)

Time Start	Total ACD Ans'd	% of Tot	ASA Sec	ACD Duration		Total Non ACD Ans'd	% of Tot	ASA sec	Non ACD Duration		Abandon		Total Calls Out	% of Tot	Out Duration		Transfer		Conf
				Total h:mm:ss	Avg Secs				Total h:mm:ss	Avg Secs	Total Calls	TTAb Sec			Total h:mm:ss	Avg Secs	In	Out	
9:00	0	0	0	0:00:00	0	11	34	0	0:00:44	4	0	0	0	0	0:00:00	0	0	0	0
10:00	0	0	0	0:00:00	0	8	25	0	0:00:33	4	0	0	0	0	0:00:00	0	0	0	0
11:00	0	0	0	0:00:00	0	13	41	0	0:00:53	4	0	0	0	0	0:00:00	0	0	0	0
12:00	0	0	0	0:00:00	0	0	0	0	0:00:00	0	0	0	0	0	0:00:00	0	0	0	0
13:00	0	0	0	0:00:00	0	0	0	0	0:00:00	0	0	0	0	0	0:00:00	0	0	0	0
14:00	0	0	0	0:00:00	0	0	0	0	0:00:00	0	0	0	0	0	0:00:00	0	0	0	0
15:00	0	0	0	0:00:00	0	0	0	0	0:00:00	0	0	0	0	0	0:00:00	0	0	0	0
16:00	0	0	0	0:00:00	0	0	0	0	0:00:00	0	0	0	0	0	0:00:00	0	0	0	0
17:00	0	0	0	0:00:00	0	0	0	0	0:00:00	0	0	0	0	0	0:00:00	0	0	0	0
Totals	0	0	0	0:00:00	0	32	100	0	0:02:10	4	0	0	0	0	0:00:00	0	0	0	0

Individual Extension Summary

An individual extension summary report provides a single-line summary for each extension in the center. The summaries display extension traffic totals and averages for the reporting period. The statistics the report displays include ACD, non-ACD, and outbound call durations; the number of abandoned calls and the average number of seconds it took for a caller to abandon; the number of calls transferred to and from the extension; as well as the number of conference calls where the extension was a participant.

Tip

Individual extension summary reports provide a clear picture of all call traffic in and out of the center for every extension. Use this report to pinpoint areas requiring further investigation. Complete the extension investigations with the extension by time interval report and extension by call detail report.

Extension Report

| | Extn | | ACD Duration | | | | Non ACD Duration | | | | Abandon | | Out Duration | | | | Trans | | |
ID	Name	Nickname	Total Ans'd	ASA Sec	Total h:mm:ss	Avg Secs	Total Ans'd	ASA Sec	Total h:mm:ss	Avg Secs	Total Calls	TTAb Sec	Total Out	Total h:mm:ss	Avg Secs	ATT	In	Out	Conf
1104	Shasha		2	8	0:00:57	29	9	8	0:02:25	4	0	0	0	0:00:00	0	0	0	0	0
1104	Carl		0	0	0:00:00	0	19	2	0:06:06	19	0	0	0	0:00:00	0	0	0	13	0
1104	Joseph	Joe	0	0	0:00:00	0	18	2	0:10:08	34	0	0	0	0:00:00	0	0	0	11	0
1104	Dwayne		0	0	0:00:00	0	19	2	0:07:46	25	0	0	0	0:00:00	0	0	0	10	0
1104	Alanna		0	0	0:00:00	0	3	8	0:22:21	447	2	20	2	0:03:01	91	0	3	0	0
1104	Rita		0	0	0:00:00	0	6	2	0:01:53	19	4	10	2	0:00:02	1	0	0	2	0
1104	Robert	Bob	0	0	0:00:00	0	1	17	0:00:12	12	12	9	2	0:58:43	1762	0	3	0	0
1104	John		0	0	0:00:00	0	1	0	0:01:27	87	0	0	0	0:00:00	0	0	1	0	0
1104	Lucy		0	0	0:00:00	0	0	0	0:00:00	0	0	0	1	0:05:01	301	0	0	0	0
1104	Andrea		0	0	0:00:00	0	0	0	0:00:00	0	0	0	1	0:01:13	73	0	0	0	0

Extension by Call Detail

Extension Call Detail reports offer a history of every inbound, outbound, and internal (intercom) call to occupy an extension. The details included in this report include the call start and end times; call duration; call type; calling and called numbers (may include telephone numbers, extension numbers, and queue numbers); account code, if supported by the telephone system (account codes are referred to as qualifier codes for some telephone systems) information if applicable; and the originating location or destination location of the call (may be a town name or an extension name).

Tip

Are long distance bills skyrocketing? Use Extension Call Detail reports to investigate the use of business extensions for personal long distance calling.

Extension Call Detail Daily Report
Extension: 1102 **Name:** Jones, Lucy (Lucy)

Start Time hh:mm:ss	End Time hh:mm:ss	Call Duration hh:mm:ss	Call Type	Called To	Called From	Account Code			Queue			Location
						Number	Name	Nickname	Number	Name	Nickname	
9:27:38	9:27:55	0:00:17	incoming		739555616							Local
9:27:54	9:27:55	0:00:11	outgoing	15554969040								Local
10:21:27	10:21:54	0:00:27	outgoing	5550442								Local
10:22:05	10:23:10	0:01:05	outgoing	5556054								Local
10:41:19	10:41:33	0:00:14	outgoing	5556610								
10:50:33	10:51:29	0:00:56	incoming		6135556054							OTTAWA, ON
13:20:18	13:20:39	0:00:21	outgoing	5554199								Local
13:20:49	13:22:14	0:01:25	outgoing	5559797								Local
14:03:58	14:07:03	0:03:05	incoming		8645554400							GREENVILLE, SC
14:07:15	14:08:38	0:01:23	outgoing	15554969040								PHOENIX, AZ
15:41:23	15:41:51	0:00:28	incoming		6135555239							OTTAWA, ON
15:58:56	15:59:06	0:00:10	incoming		6135555238							OTTAWA, ON

SUMMARY

	Total Calls	Call Duration	
		Total hh:mm:ss	Avg Secs
Incoming	5	0:04:56	59
Outgoing	7	0.00354167	49
Unknown	0	0:00:00	0
Totals	**12**	**0:09:52**	**49**

Extension Group by Extension

Extension Group by Extension reports are very similar to the individual extension summary reports. Like the individual extension summary reports, these reports provide a single-line summary for each extension. However, Extension Group by Extension reports include only the extensions in the selected group rather than every extension in the center. This report totals each column of the report, providing an overview of the groups activity. The statistics the report displays include ACD, non-ACD, and outbound call durations; the number of abandoned calls and the average number of seconds it took for a caller to abandon; the number of calls transferred to and from the extension; as well as the number of conference calls where the extension was a participant.

Tip

Much of the information in extension reports mirrors the information in agent reports. However, only a fraction of the employees in many organizations are agents who are subject to the many agent reports TASKE Reports produces. What most employees do have is a personal extension number. With extension reports call traffic statistics are available for almost everyone in the organization.

Extension Group Report
Extension Group: 1 **Name:** All Extensions (All)

Ext	Name	Nickname	ACD Calls Duration				Non ACD Calls Duration				Abandon		Out Calls Duration				Transfer			
			Total Ans'd	ASA Sec	Total h:mm:ss	Avg Secs	Total Ans'd	ASA Sec	Total h:mm:ss	Avg Secs	Total Calls	TTAb Sec	Total Out	Total h:mm:ss	Avg Secs	ATT	In	Out	Conf
1100	Main Call Router		0	0	0:00:00	0	39	0	0:02:33	4	0	0	0	0:00:00	0	0	0	0	0
1103	Smith, John		0	0	0:00:00	0	0	0	0:00:00	0	0	0	0	0:00:00	0	0	0	0	0
1104	Fasholdt. Shasha		0	0	0:00:00	0	3	4	0:03:19	66	12	10	10	0:17:49	107	0	5	1	0
1105	Jones, Carl		0	0	0:00:00	0	0	0	0:00:00	0	1	20	1	0:00:41	41	0	1	0	0
1106	Bruce, Alanna		2	5	0:37:20	1120	0	0	0:00:00	0	6	9	6	0:13:41	137	0	2	0	0
1107	Mann, Lucy		3	7	0:20:08	403	1	5	0:08:06	486	4	6	0	0:00:00	0	0	1	0	0
1108	Drew, Rita		2	6	0:26:09	785	3	5	0:16:26	329	5	8	8	0:27:18	205	0	4	0	0
1109	Hill, Robert	Bob	0	0	0:00:00	0	1	6	0:04:58	298	4	6	0	0:00:00	0	0	1	0	0
1110	McDonald, Brian		0	0	0:00:00	0	0	0	0:00:00	0	1	20	5	0:21:59	264	0	0	0	0
Totals			7	6	1:23:37	717	47	1	0:35:22	45	33	9	30	1:21:28	163	0	14	1	0

Agent Reports

About Agent Reports

Agent reports are indispensable staff management tools. These reports provide definitive answers to questions about overstaffing, understaffing, individual agent performance, and productivity.

Agent by Time Interval

An agent time interval report segments the contact center day by the interval selected for the report. The time intervals available are quarter-hour, half-hour, and hour. These reports detail an agent's activities throughout the day with statistics that include log in and log out times, the number and duration of ACD and non-ACD calls, and the amount of time spent in specific states like do not disturb and work time.

Tip

Use the agent group version of this report to see how many hours of the day agents in this group spend idle. If idle time is adding up to more than half the workday, overstaffing is a possibility.

Agent by Hour Daily Report

Agent: 1106 **Name:** Smith, John (John)

				Extn				ACD Duration			NonACD Duration			Out Duration	
Time Start hh:mm	Login Time hh:mm	LogOut Time hh:mm	Shift Time h:mm:ss	ID	Name	Nickname	Total ACD Calls	Total h:mm:ss	Avg Secs	Total NonACD Calls	Total h:mm:ss	Avg Secs	Total Out Calls	Total h:mm:ss	Avg Secs
09:00	9:02		0:57:03	1001	Smith, James	Jim	0	0:00:00	0	0	0:00:00	0	3	0:07:51	157
10:00			1:00:00				0	0:00:00	0	0	0:00:00	0	0	0:00:00	0
11:00			1:00:00				3	0:06:29	130	0	0:06:29	0	0	0:00:00	0
12:00		12:00	0:00:03				0	0:00:00	0	0	0:00:00	0	0	0:00:00	0
13:00	13:00		0:59:53	1001	Smith, James	Jim	1	0:02:42	162	0	0:02:42	0	1	0:00:00	0
14:00			1:00:00				0	0:00:00	0	0	0:00:00	0	0	0:00:00	0
15:00		15:07	0:07:20				0	0:00:00	0	0	0:00:00	0	0	0:00:00	0
Totals		**5:04:19**					**4**	**0:00:00**	**138**	**0**	**0:00:00**	**0**	**4**	**0:07:51**	**118**

(continued)

DND h:mm:ss	Unavailable h:mm:ss	Not Ready h:mm:ss	Work Timer h:mm:ss	Idle Time h:mm:ss
0:00:00	0:21:49	0:00:27	0:00:00	0:26:56
0:00:00	0:31:32	0:00:00	0:00:00	0:28:28
0:00:00	0:00:00	0:00:00	0:00:00	0:53:31
0:00:00	0:00:00	0:00:00	0:00:00	0:00:03
0:00:00	0:00:59	0:00:05	0:00:00	0:56:07
0:00:00	0:13:50	0:00:00	0:00:00	0:46:10
0:00:00	0:00:00	0:00:00	0:00:00	0:07:20
0:00:00	**1:08:10**	**0:00:32**	**0:00:00**	**3:38:35**

(continued)

Agent by Queue

Agent by Queue reports segment an agent's activity by the queues the agent services. An agent typically answers for a primary queue and may also serve to answer overflowed calls from other queues. Overflow occurs when a call waits in a queue without an answer until reaching a threshold time. At that time the call flows into another queue and continues to wait for an answer. In a typical contact center scenario, the majority of an agent's calls should originate from the primary queue.

The statistics the Agent by Queue reports present are the number and duration of ACD, non-ACD, and outbound calls, the number of re-queues (ReQs), the number of transferred calls in and out of the queue by the agent, and the number of conference calls. The first line of Agent by Queue reports always summarizes the inbound, non-ACD (inbound calls not originating in a queue) and outbound call activity. The remaining lines summarize the ACD call activity for each queue.

Tip

A high number of re-queues (ReQs column) may indicate a performance issue with the agent. A re-queue occurs when the queue offers an agent an ACD call but the agent does not answer. This forces the call back to the queue to wait for the next available agent.

Agent by Queue Daily Report
Agent: 1106 **Name:** Smith, John (John)

| Queue | | | Total ACD Calls | ACD Duration | | Total NonACD Calls | Non ACD Duration | | Total Out Calls | Out Duration | | ReQs | Transfer | | Conf |
ID	Name	Nickname		Total h:mm:ss	Avg Secs		Total h:mm:ss	Avg Secs		Total h:mm:ss	Avg Secs		In	Out	
2000	All Sales	Sales	0	0:00:00	0	0	0:00:00	0	6	0:10:01	100	0	0	0	0
3000	All Support	Support	2	0:04:08	124	0	0:00:00	0	0	0:00:00	0	0	0	1	0
Totals			2	0:04:08	124	0	0:00:00	0	6	0:10:01	100	0	0	1	0

Agent by Account Code

Agent by Account Code reports segment an agent's activity by account code. During a call an agent may enter a code that identifies a product, service, or even a region. This code allows TASKE Reports to produce the Agent by Account Code report that shows the number of calls an agent handles for each account code.

The statistics these reports provide for each account code include the number and duration of ACD, non-ACD, and outbound calls and the total number and duration of all calls (ACD, non-ACD, and outbound). The final line of the report displays totals for all columns.

Tip

In centers using account codes it is imperative that agents one, enter a code for each call, and two, enter the code properly. Agent by Account Code reports help managers make sure agents are entering the right codes.

Agent by Account Code Report

Agent: 1106   Name: Holland, Michael (Mike)

Account Code				ACD Duration			Non ACD Duration			Out Duration			Total Duration	
ID	Name	Nickname	Total ACD Calls	Total hh:mm:ss	Avg Secs	Total NonACD Calls	Total h:mm:ss	Avg Secs	Total Out Calls	Total h:mm	Avg Secs	Total Calls	h:mm:ss	Avg Secs
9999	JulyPromotion	JulyPromo	15	2:32:23	610	0	0:00:00	0	0	0:00:00	0	15	2:32:23	610
Totals			**15**	**2:32:23**	**610**	**0**	**0:00:00**	**0**	**0**	**0:00:00**	**0**	**15**	**2:32:23**	**610**

Agent Group by Agent

Agent Group by Agent reports provide a single-line summary for each agent in the group. The statistics the report displays include the shift time; the number and duration of ACD, non-ACD, and outbound calls; the amount of time spent in the Make Busy and DND states; the amount of time spent idle; and the use of account codes, if supported by the telephone system (account codes are referred to as qualifier codes for some telephone systems). The final row of these reports totals each column, providing an overview of the group's activity.

Tip

Identifying the best performer among a group of agents is easy with Agent Group by Agent reports. Use the monthly version of this report to pick the employee of the month.

Agent Group by Agent Daily Report
Agent Group: 1 Name: Technical Agents (Techs)

ID	Name	Nickname	Shift Time h:mm	First Login h:mm	Last LogOut h:mm	Total ACD Calls	Avg. per Hour	ACD Duration Total h:mm	% of Shift	Avg Secs	Total NonACD Calls	Non ACD Duration Total h:mm	% of Shift	Avg Secs	Total Out Calls	Out Duration Total h:mm	% of Shift	Avg Secs	DND Total h:mm	% of Shift
4215	Smith, Maurice	Mo	5:42	9:02:57	15:44:55	4	1	0:09	2	138	0	0:00	0	0	4	0:08	2	118	0:00	0
4216	Brown, Mary		8:51:51	8:51:51	15:44:55	7	1	2:09	33	1107	1	0:29	7	1750	6	0:02	0	16	0:00	0
4217	Harris, Robert	Rob	10:00:07	10:00:07	15:44:55	11	2	1:26	27	471	1	0:09	3	549	5	0:11	4	136	0:00	0
Totals			**16:19**			**22**	**1**	**3:45**	**21**	**612**	**2**	**0:38**	**4**	**1150**	**15**	**0:21**	**2**	**83**	**0:00**	**0**

Unavailable Total h:mm	% of Shift	Not Ready Total h:mm	% of Shift	Work Timer Total h:mm	% of Shift	Idle Time Total h:mm	% of Shift	ACD Acc't Codes	Transfer In	Out	Conf
1:08	18	0:01	0	0:00	0	4:54	77	1122	0:00	0	0
1:08	17	0:00	0	0:00	0	2:42	41	1123	0:00	2	0
0:14	4	0:00	0	0:00	0	3:19	62	1124	0:00	1	0
2:30	**14**	**0:01**	**0**	**0:00**	**0**	**10:53**	**60**	**20**	**##**	**3**	**0:00**

(continued)

Agent Group by Account Code by Agent

Agent Group by Account Code by Agent reports provide a single-line summary of the account code activity for each agent in the group.

The statistics in this report include the resource ID, name and nickname. For each resource, the total ACD calls are provided, along with statistics about the duration of the calls.

Agent Group by Account Code By Agent Report

Agent Group: 1   **Name:** Technical Support All (TS All)

Resource			Total ACD Calls	ACD Duration		Total NonACD Calls	Non ACD Duration		Total Out Calls	Out Duration		Total Calls	Total Duration	
ID	Name	Nickname	Total ACD Calls	Total hh:mm:ss	Avg Secs	Total NonACD Calls	Total h:mm:ss	Avg Secs	Total Out Calls	Total h:mm	Avg Secs	Total Calls	h:mm:ss	Avg Secs
106	Michael	Mike	1	0:04:03	243	0	0:00:00	0	0	0:00:00	0	1	0:04:03	243
108	Alice		1	0:04:03	243	0	0:00:00	0	0	0:00:00	0	1	0:04:03	243
Totals			2	0:04:03	243	0	0:00:00	0	0	0:00:00	0	1	0:04:03	243

Agent Group by Queue by Agent

Agent Group by Queue by Agent reports focus on a specific agent group, listing each queue with the IDs and nicknames of the agents handling calls for the queue. The statistics these reports present are the number and duration of ACD, non-ACD, and outbound calls; the number of re-queues (ReQs); the number of transferred calls in and out of the queue by the agent; and the number of conference calls.

The first section of Agent Group by Queue by Agent reports always lists the non-queue activity. Non-queue activity includes inbound, non-ACD calls and outbound calls. The remaining sections include the activity for each queue serviced by the agent group.

Tip

Agent Group by Queue by Agent reports provide almost all the information a manager needs to assess individual agent and overall group performance in a single report.

Agent Group by Queue by Agent Daily Report
Agent Group: 2000 **Name:** Loan (Loan)

ID	Name	Nickname	Total ACD Calls	ACD Duration Total h:mm:ss	ACD Duration Avg Secs	Total NonACD Calls	NonACD Duration Total h:mm:ss	NonACD Duration Avg Secs	Total Out Calls	Out Duration Total h:mm:ss	Out Duration Avg Secs	ReQs	Transfer In	Transfer Out	Conf
2000	Sales														
1001	Tracy		0	0:00:00	0	1	0:01:50	110	0	0:00:00	0	0	1	0	0
1002	Allan	Al	0	0:00:00	0	0	0:00:00	0	8	0:13:48	104	0	0	0	0
Totals			0	0:00:00	0	1	0:01:50	110	8	0:13:48	104	0	1	0	0
3000	All Support	Support													
1001	Tracy		1	0:04:16	256	0	0:00:00	0	0	0:00:00	0	0	0	0	0
3002	Susan	Sue	2	0:04:08	124	0	0:00:00	0	0	0:00:00	0	0	0	1	0
Totals			3	0:08:24	168	0	0:00:00	0	0	0:00:00	0	0	0	1	0
Totals			**3**	**0:08:24**	**168**	**1**	**0:01:50**	**110**	**8**	**0:13:48**	**104**	**0**	**1**	**1**	**0**

Agent DND Reports

About Agent DND Reports

Agent DND reports provide information on the amount of time agents spend in the do not disturb (DND) state. When entering the DND state, an agent must enter a code that indicates the reason for entering the state. Reason codes represent times such as breaks, meetings, training, or lunches.

Agent by DND by Time Interval

Agent DND time interval reports segment the contact center day by the interval selected for the report. The time intervals available for this report are quarter-hour, half-hour, and hour. These reports detail an agent's time spent in the DND state. The columns of the report vary according to the DND reason codes programmed in the telephone system. The columns of the report for each reason code include the number of times the agent entered the state and the amount of time spent in the state. The final row of the report provides a total for each column.

Tip

Use agent DND time interval reports to make sure agents are respecting the designated break times and are not leaving the queue short staffed.

Agent DND by Hour Daily Report
Agent: 1106 **Name:** Smith, John (John)

Time Start hh:mm:ss	DO-NOT-DISTURB		OUT TO LUNCH		Totals	
	Count	Duration	Count	Duration	Count	Duration
8:00	0	0:00:00	0	0:00:00	0	0:00:00
9:00	0	0:00:00	0	0:00:00	0	0:00:00
10:00	0	0:00:00	0	0:00:00	0	0:00:00
11:00	0	0:00:00	0	0:00:00	0	0:00:00
12:00	3	0:00:09	2	0:00:10	5	0:00:19
13:00	0	0:00:00	0	0:00:00	0	0:00:00
14:00	0	0:00:00	0	0:00:00	0	0:00:00
15:00	0	0:00:00	0	0:00:00	0	0:00:00
16:00	0	0:00:00	1	0:00:12	1	0:00:12
17:00	0	0:00:00	0	0:00:00	0	0:00:00
Totals	**3**	**0:00:09**	**0**	**0:00:00**	**6**	**0:00:31**

Agent Group by DND by Agent

Agent Group by DND reports provide a single-line summary for each agent in the group that details each agent's time spent in the DND state. The columns of the report vary according to the DND reason codes programmed in the telephone system. The columns of the report for each reason code include the number of times the agent entered the state and the amount of time spent in the state. The final row of the report provides a total for each column.

Tip

Any time an agent enters the DND state it means the agent is not available to accept ACD calls. This reduces the number of agents servicing the queue and increases the probability of abandoned calls. Agent Group by DND by Agent reports help managers track when and why agents are entering the state and easily recognize the misuse of agent time.

Agent Group DND by Agent Daily Report
Agent Group: 4 Name: Agents (Agents)

ID	Name	Nick Name	DO-NOT-DISTURB Count	Duration	OUT TO LUNCH Count	Duration	Totals Count	Duration
1601	Jones, Alanna	Alanna	0	0:00:00	0	0:00:00	0	0:00:00
1602	Smith, Lucy	Lucy	0	0:00:00	0	0:00:00	0	0:00:00
1604	White, Jeff	Jeff	3	0:00:09	3	0:00:22	6	0:00:31
1604	Allan, Tracey	Tracey	0	0:00:00	0	0:00:00	0	0:00:00
Totals			**3**	**0:00:09**	**0**	**0:00:22**	**6**	**0:00:31**

Agent ACD Hold Reports

About Agent ACD Hold Reports

Agent ACD hold reports let managers to know how much time callers are spending on hold. Lengthy hold times may result in abandoned calls or give callers a negative perception of the center and its agents; particularly if they have already experienced a long wait in the queue.

Agent ACD Hold by Time Interval

Agent ACD hold time interval reports segment the contact center day by the interval selected for the report. The time intervals available for this report are quarter-hour, half-hour, and hour. These reports display the amount of time the agent has spent in various states during each shift, as well as distributing ACD call time between the amount of talk time and the amount of on-hold time. Additionally, the final column of this report displays the number of calls dropped during on-hold periods.

Tip

The agent ACD hold time interval reports can reveal agents who lack the skill level to handle caller issues individually. An agent with a large amount of ACD hold time may be putting callers on hold to seek assistance from other agents.

Agent ACD Hold by Hour Daily Report
Agent: 1001 **Name:** Smith, Joseph (Joe)

Time Start hh:mm	LogIn Time hh:mm	LogOut Time hh:mm	Shift Time hh:mm	ID	Name	Nickname	Total ACD Calls	Total h:mm:ss	Avg Secs	Total ACD Holds	Total hh:mm	Avg Secs	DND h:mm:ss	Unavailable h:mm:ss
					Extn			ACD Duration			Hold Duration			
09:00	9:02		0:57:03	1001	Smith, John	Jay	0	0:04:19	259	2	0:02:03	62	0:00:00	0:00:04
10:00			1:00:00				0	1:04:30	1290	4	0:07:51	118	0:00:00	0:04:43
11:00			1:00:00				3	0:24:29	294	2	0:00:19	10	0:00:00	0:42:41
12:00		12:00	0:00:03				0	0:04:16	0	0	0:00:00	0	0:00:00	0:05:03
13:00	13:00		0:59:53	1001	Smith, John	Jay	1	0:16:43	502	0	0:00:00	0	0:00:00	0:00:08
14:00			1:00:00				0	0:52:11	783	1	0:00:41	41	0:00:00	0:11:18
15:00			1:00:00				0	0:35:25	708	0	0:00:00	0	0:00:00	0:17:14
16:00			1:00:00				0	0:38:10	2290	0	0:00:00	0	0:00:00	0:00:00
17:00		17:00	0:00:03				0	0:00:00	0	0	0:00:00	0	0:00:00	0:00:00
Totals		6:57:02					**4**	**4:00:03**	**758**	**9**	**0:10:54**	**73**	**0:00:00**	

(continued)

Not Ready h:mm:ss	Work Timer h:mm:ss	Idle Time h:mm:ss	Dropped
0:00:00	00:00:00	00:55:37	0
0:04:43	00:00:00	00:49:54	0
0:42:41	00:00:00	00:41:40	0
0:05:03	00:00:00	01:18:02	0
0:00:08	00:00:00	00:20:21	0
0:11:18	00:00:00	00:48:13	0
0:17:14	00:00:00	00:58:19	0
0:00:00	00:00:00	00:12:39	0
0:00:00	00:00:00	00:00:00	0
0:00:49	**0:00:00**	**6:04:45**	**0**

(continued)

Agent ACD Hold by Hold Dropped

Agent ACD hold by hold dropped reports provide information on callers who abandon while on hold. Use this report to find the time the calls were placed on hold, the amount of time the caller was on hold before being dropped, the callers telephone number and the location of the caller.

Tip

Salvage potential lost opportunities by returning calls that are dropped while on hold. Complex issues can take time, and agents may need to put calls on hold for lengthy time periods to consult with others. During this time callers may drop calls due to other commitments or succumb to impatience. Using a callers contact information in the Agent ACD Hold by Hold Dropped report, an agent is able return the call after resolving the issue.

Agent ACD Hold by Hold Dropped Daily Report

Agent: 1106   **Name:** Smith, John (John)

Date	Time	Time to Drop	Callers	Location
4/17/2007	11:09:15	0:03	8025550441	DES PLAINS, IL
4/17/2007	15:41:01	0:02	6135551111	OTTAWA, ON
4/17/2007	16:41:01	0:10	8025553232	DES PLAINS, IL

Agent Group ACD Hold by Agent

Agent group ACD hold by agent reports display the amount of time agents in the group have spent in the DND, Make Busy, Work Timer, and Idle Time states as well as distributing ACD call time between the amount of talk time and the amount of on-hold time. Additionally, the final column of this report displays the number of calls abandoned during on-hold periods for each agent.

Tip

Compare the amount of time the agents in your group spend in the various states and the amount of on-hold time that is subjected to their callers. Those agents with a significant ACD hold time may require skills training to improve their call handling and problem solving abilities.

Agent Group ACD Hold by Agent Daily Report
Agent Group: 2000 **Name:** Technical Support (Tech Support)

ID	Name	Nickname	Shift Time hh:mm	Total ACD Calls	Avg per Hr	ACD Duration Total hh:mm	% of Shift	Avg Secs	Total ACD Holds	ACD Holds Total hh:mm	% of Shift	Avg Secs	DND Total hh:mm	% of Shift	Unavailable Total hh:mm	% of Shift
8700	Dupre, Dan	Danny	0:11	1	1	0:11	98	638	1	0:00	0	3	0:00	0	0:00	0
8701	Morris, Susan	Sue	7:01	12	2	0:41	10	205	1	0:00	0	2	0:14	3	0:01	0
8702	Smith, James	Jim	5:54	10	2	1:57	33	700	3	0:03	1	67	0:13	4	0:02	1
8703	Black, Jane	Jane	6:20	1	0	0:05	1	272	0	0:00	0	0	0:00	0	0:00	0
Total			**19:26**	**24**	**1**	**2:58**	**15**	**432**	**5**	**0:03**	**0**	**41**	**0:27**	**2**	**0:03**	**0**

Not Ready Total hh:mm	% of Shift	Idle Time Total hh:mm	% of Shift	ACD Acc't Codes
0:00	0	0:00	1	0
0:00	0	5:56	85	0
0:00	0	2:06	36	0
0:00	0	5:20	84	0
0:00	**0**	**13:23**	**69**	**0**

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Queue Reports

About Queue Reports

Queue reports replace guesswork with real facts. With queue reports managers have a clear picture of call distribution throughout the contact center, easily recognizing and correcting inefficiencies in agent distribution and call handling.

Queue by Time Interval

A queue time interval report segments the contact center day by the interval selected for the report. The time intervals available for this report are quarter-hour, half-hour, and hour. These reports show the effectiveness of queue and agent group setup for call handling with statistics such as the number of calls offered, answered, abandoned, and interflowed; the distribution of calls among the agent groups servicing the queue; the duration of answered calls; and performance percentages with the telephone service factor (TSF %) and the answer service factor (ASF%).

The *Ans by 1st, 2nd, and 3rd* columns represent the agent groups answering calls for the queue. The *Ans by 1st* (Answered by 1st) column represents the primary agent group for the queue and this is always the first group offered a call. When there are no available agents in the primary agent group the call moves through the list to the agent group with an available agent. These columns in the report provide the number of calls answered by each group. The *Ans by 4th* column shows calls answered by unmonitored devices or Queued Call Console (QCC) devices.

Tip

Queue time interval reports are an excellent indicator of call handling problems resulting from improper agent distribution or the inability of agents to effectively handle calls. For instance, consider a scenario where a high number of calls are flowing to the 2nd and 3rd agent groups. If call volume is high and call duration is low this may mean the primary agent group is understaffed. However, if call volume is low and call duration is high, it may mean the primary agent group does not have the skills to handle the problems callers are presenting.

Queue by Hour Daily Report
Queue: 2 **Name:** Support (Support)

Time Start	Total Calls Off'd	Total Calls Ans'd	Ans by 1st	Ans by 2nd	Ans by 3rd	Ans by 4th	TTA Avg Secs	Call Duration Total h:mm:ss	Call Duration Avg Secs	Total Long Aband	TTAb Avg Secs	Total Short Aband	Sh Ab Avg Secs	Total Calls Inter	Ttomt Avg Secs	TSF %	ASF %
9:00	1	1	1	0	0	0	9	0;03:01	181	0	0	0	0	0	0	100.00	100.00
10:00	2	2	2	0	0	0	6	0:05:23	162	0	0	0	0	0	0	100.00	100.00
11:00	0	0	0	0	0	0	0	0:00:00	0	0	0	0	0	0	0	0.00	0.00
12:00	0	0	0	0	0	0	0	0:00:00	0	0	0	0	0	0	0	0.00	0.00
13:00	0	0	0	0	0	0	0	0:00:00	0	0	0	0	0	0	0	0.00	0.00
14:00	0	0	0	0	0	0	0	0:00:00	0	0	0	0	0	0	0	0.00	0.00
15:00	0	0	0	0	0	0	0	0:00:00	0	0	0	0	0	0	0	0.00	0.00
16:00	0	0	0	0	0	0	0	0:00:00	0	0	0	0	0	0	0	0.00	0.00
17:00	0	0	0	0	0	0	0	0:00:00	0	0	0	0	0	0	0	0.00	0.00
Totals	**3**	**3**	**3**	**0**	**0**	**0**	**7**	**0:08:24**	**168**	**0**	**0**	**0**	**0**	**0**	**0**	**100.00**	**100.00**

Queue by DNIS

Dialed Number Identification Service, or DNIS, is a service provided by the local telephone service provider. A contact center with this service receives an identification number with each call that indicates the number dialed by the caller. This identification number is usually the last four digits dialed by the caller. With Queue by DNIS reports, managers know the traffic volume for each number callers dial to reach the center through statistics such as the number of calls offered, answered, abandoned, and interflowed and the time to answer, abandon, and interflow.

Tip

Queue by DNIS reports are useful in centers receiving calls for a number of different businesses, where each business has its own direct number into the center. With Queue by DNIS reports, the center accurately bills each business for the calls received.

Queue by DNIS Daily Report
Queue: 2001 **Name:** Loan (Loan)

| DNIS | | | Total Calls Off'd | Total Calls Ans'd | Time To Answer | | Call Duration | | Total Calls Aband | Time To Abandon | | Total Calls Inter | Time To Interflow | |
ID	Name	Nickname			Avg Secs	Max Secs	Total h:mm:ss	Avg Secs		Avg Secs	Max Secs		Avg Secs	Max Secs
2533	2533	2533	214	207	5	90	6:04:05	106	7	69	341	0	0	
Totals			214	207	5	90	6:04:05	106	7	69	341	0	0	

Queue by Area Code

Queue by Area Code reports use the Automatic Number Identification (ANI) service to sort calls by the originating area code. ANI is a service that a business must subscribe to through the telephone service provider. The service relays the telephone number of callers to the telephone system. Use these reports to find information such as the state or province of the caller and the number of calls offered, answered, abandoned, and interflowed for each area code where one or more calls originated.

Queue by Area Code reports use the Automatic Number Identification (ANI) service to sort calls by the originating area code. ANI is a service that a business must subscribe to through the telephone service provider. The service relays the telephone number of callers to the telephone system. Use these reports to find information such as the state or province of the caller and the number of calls offered, answered, abandoned, and interflowed for each area code where one or more calls originated.

Tip

The current marketing campaign is generating the most calls in the 704 area code of North Carolina. A look at the demographics of this area may explain why and help the campaign succeed in other areas of the country.

Queue by Area Code Daily Report

Queue: 2005 **Name:** Sales Queue (Sales Q)

Caller ID String	Caller Location	Calls Offered	Calls % of Total	Calls Answered	Calls % of Total	Calls Abandoned	Calls % of Total	Calls Interflowed	Calls % of Total
206	Washington	2	10	2	10	0	0	0	0
239	Florida	1	5	1	5	0	0	0	0
248	Michigan	1	5	1	5	0	0	0	0
303	Colorado	1	5	1	5	0	0	0	0
309	Illinois	1	5	1	5	0	0	0	0
415	California	2	10	2	10	0	0	0	0
480	Arizona	1	5	1	5	0	0	0	0
732	New Jersey	3	15	1	5	2	10	0	0
763	Minnesota	1	5	1	5	0	0	0	0
847	Illinois	4	20	4	20	0	0	0	0
858	California	1	5	1	5	0	0	0	0
952	Minnesota	1	5	1	5	0	0	0	0
973	New Jersey	1	5	1	5	0	0	0	0
Totals		**20**	**100**	**18**	**90**	**2**	**10**	**0**	**0**

Queue by Area Code and City

Queue by Area Code and City reports use the ANI service to sort calls by the six-digit combination of the originating area code and city code. Use these reports to find information such as the city and state (or province) of the caller and the number of calls offered, answered, abandoned, and interflowed for each area and city code combination where one or more calls originated.

Tip

What cities in the 704 area code of North Carolina are generating the most calls? Generate a Queue by Area and City Code report to see which city is generating more calls.

Queue by Area Code and City Daily Report

Queue: 2005 **Name:** Sales Queue (Sales Q)

Caller ID String	Caller Location	Calls Offered	Calls % of Total	Calls Answered	Calls % of Total	Calls Abandoned	Calls % of Total	Calls Interflowed	Calls % of Total
206441	SEATTLE, WA	2	10	2	10	0	0	0	0
239985	FORT MYERS, FL	1	5	1	5	0	0	0	0
248596	NORTHVILLE, MI	1	5	1	5	0	0	0	0
303901	DENVER, CO	1	5	1	5	0	0	0	0
309662	BLOOMINGTON, IL	1	5	1	5	0	0	0	0
415222	SAN FRANCISCO, CA	2	10	2	10	0	0	0	0
480444	PHOENIX, AZ	1	5	1	5	0	0	0	0
732560	BOUND BROOK, NJ	3	15	1	5	2	10	0	0
763238	Minnesota	1	5	1	5	0	0	0	0
847864	EVANSTON, IL	4	20	4	20	0	0	0	0
858573	SAN DIEGO, CA	1	5	1	5	0	0	0	0
952476	WAYZATA, MN	1	5	1	5	0	0	0	0
973335	BOONTON, NJ	1	5	1	5	0	0	0	0
Totals		**20**	**100**	**18**	**90**	**2**	**10**	**0**	**0**

Queue by State or Province

Queue by State (or province) reports provide a high-level view of call distribution by region. Relying on the ANI information of a call, TASKE Reports translates the area code to the originating state or province of the call. The resulting report displays the number of calls offered, answered, abandoned, and interflowed for each state or province where one or more calls originated.

Tip

A key report for marketing campaigns, these reports generate valuable information on the effectiveness of advertising on a regional basis. Expecting more calls from the northeastern states? It may be time to revise the advertising in that area to better suit the demographic.

Queue by State Daily Report
Queue: 2005 **Name:** Sales Queue (Sales Q)

State	Calls Offered	Calls % of Total	Calls Answered	Calls % of Total	Calls Abandoned	Calls % of Total	Calls Interflowed	Calls % of Total
Arizona	1	5	1	5	0	0	0	0
California	3	16	3	16	0	0	0	0
Florida	2	11	2	11	0	0	0	0
Kansas	1	5	1	5	0	0	0	0
Kentucky	1	5	1	5	0	0	0	0
Minnesota	1	5	1	5	0	0	0	0
New York	3	16	3	16	0	0	0	0
North Carolina	1	5	1	5	0	0	0	0
Ohio	5	26	5	26	0	0	0	0
Wisconsin	1	5	1	5	0	0	0	0
Totals	**19**	**100**	**19**	**100**	**0**	**0**	**0**	**0**

Queue by Abandon Caller

Relying on ANI information, Queue by Abandon Caller reports provide details on callers who terminate a call before receiving an answer. The information these reports include is the date and time of the call, the amount of time the caller waited before terminating the call (time to abandon), the telephone number of the caller, and the location of the caller (city and state or province).

Tip

Queue by Abandon Caller reports provide the tools to reclaim lost opportunities. Using the telephone number provided in the report, return the call and impress the caller with the center's dedication to customer service.

Queue by Abandon Caller Daily
Queue: 2001 **Name:** Loan (Loan)

Date	Time	Time to Aband	Caller	Location
09/05/07	11:42:05	12:39	6192337525	SAN DIEGO, CA
09/05/07	11:43:03	2:10	8585462013	LA JOLLA, CA
09/05/07	11:48:23	2:40	6193977040	CHULA VISTA, CA
09/05/07	12:27:45	5:15	6198868432	LA JOLLA, CA

SUMMARY

	Avg Time to Aband	Abandoned
Totals	5:41	4

Queue by Talk Time Distribution

Queue by Talk Time Distribution reports clearly indicate the number of calls exceeding the expected talk time. Displayed as a chart, these reports display the talk time, in seconds, on the x-axis and the call count on the y-axis. Each call (+) answered through the queue appears on the chart, indicating the number of seconds the caller was engaged in talk time. A note at the bottom of the chart indicates the number of calls where the talk time exceeded the capacity of the chart.

Tip

Compare the talk time estimates in the forecast reports to the actual talk time in the Queue by Talk Time Distribution reports. If the estimates are not comparable to the actual, an investigation of staffing changes between the dates of the forecast base to the present may prove the contact center is not properly staffed.
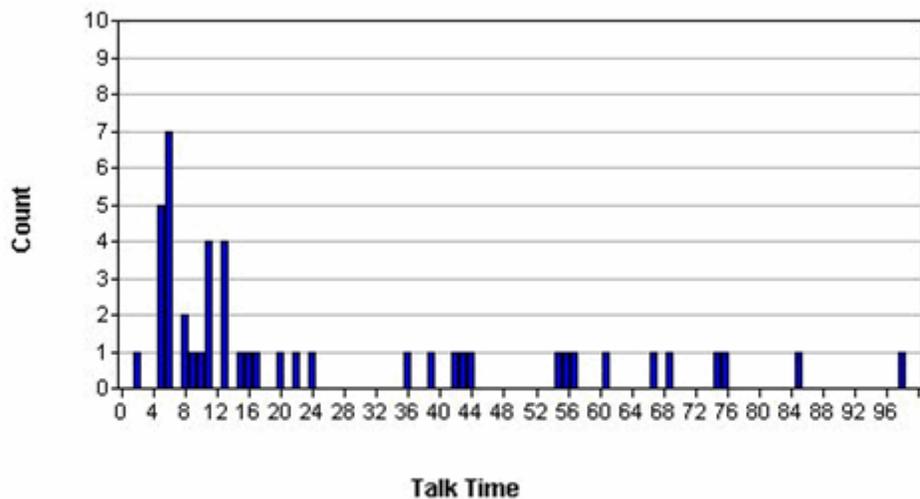
Queue Group by Queue

Queue Group by Queue reports provide a single-line summary for each queue in the group. The statistics the report displays include the number of calls offered, answered, abandoned, and interflowed; the distribution of calls among the agent groups servicing the queue; the duration of answered calls; and performance percentages with the telephone service factor (TSF %) and the answer service factor (ASF%).

Tip

Comparing queues with each other conveys important information on the level of service the agent groups are offering. If the service to one queue is dramatically better than another, it may be time to consider redistributing some of the more skilled agents to groups answering for queues that are not achieving the set service levels.

Queue Group by Queue Daily Report

Queue Group: 1 **Name:** All Queues (All)

| Queue | | | Total Calls Off'd | Total Call Ans'd | Ans by 1st | Ans by 2nd | Ans by 3rd | Ans by 4th | TTA Avg Secs | Call Duration | | Total Long Aband | TTAb Avg Secs | Total Short Aband | Sh Ab Avg Secs | Total Calls Inter | TTInt Avg Secs | TSF % | ASF % |
ID	Name	Nick Name								Total h:mm:ss	Avg Secs								
2001	Loan	Loan	57	53	53	0	0	0	0	0:43:21	49	0	0	4	0	0	0	100	100
2002	Collect	Collect	20	20	20	0	0	0	8	3:32:42	638	0	0	0	0	0	0	95	100
2003	Account	Account	9	6	6	0	0	0	94	0:28:44	287	2	13	1	2	0	0	77.8	75
2004	Call C.	Call C.	1	1	0	1	0	0	0	0:00:02	2	0	0	0	0	0	0	100	100
2005	Support	Support	0	0	0	0	0	0	0	0:00:00	0	0	0	0	0	0	0	0	0
2006	Support 2	Support 2	105	102	102	0	0	0	6	0:28:23	17	0	0	3	2	0	0	100	100
2007	Service	Service	0	0	0	0	0	0	0	0:00:00	0	0	0	0	0	0	0	0	0
2008	GenVM	GenVM	1	1	0	1	0	0	0	0:00:46	46	0	0	0	0	0	0	100	100
2009	SalesVM	SalesVM	1	1	0	1	0	0	1	0:00:56	56	0	0	0	0	0	0	100	100
2010	Service	Service	0	0	0	0	0	0	0	0:00:00	0	0	0	0	0	0	0	0	0
2011	ServVM	ServVM	0	0	0	0	0	0	0	0:00:00	0	0	0	0	0	0	0	0	0
2012	782	782	0	0	0	0	0	0	0	0:00:00	0	0	0	0	0	0	0	0	0
2013	RAS	RAS	0	0	0	0	0	0	0	0:00:00	0	0	0	0	0	0	0	0	0
2014	QA1	QA1	0	0	0	0	0	0	0	0:00:00	0	0	0	0	0	0	0	0	0
2015	QA2	QA2	0	0	0	0	0	0	0	0:00:00	0	0	0	0	0	0	0	0	0
2016	Elevatr	Elevatr	0	0	0	0	0	0	0	0:00:00	0	0	0	0	0	0	0	0	0
2017	Sales	CatchAl	0	0	0	0	0	0	0	0:00:00	0	0	0	0	0	0	0	0	0
Totals			194	184	181	3	0	0	8	5:14:54	103	2	13	8	1	0	0	98	98.9

Queue Spectrum Reports

About Queue Spectrum Reports

Spectrum reports provide insight into the handling of calls in the center. A spectrum is a range of time intervals (measured in seconds) set in the TASKE database. Spectrum reports display the number of calls answered, abandoned, and interflowed for each interval.

Queue Answer, Abandon, and Interflow Spectrums by Time Interval

Spectrum reports provide insight into the handling of calls in the center. A spectrum is a range of time intervals (measured in seconds) set in the TASKE database. Spectrum reports display the number of calls answered, abandoned, and interflowed for each interval.

A queue answer abandon, and interflow spectrum by time interval reports segments the contact center day by the interval selected for the report. The time intervals available for this report are quarter-hour, half-hour, and hour. The answer, abandon, and interflow spectrum by time interval reports are all similar in nature. Each report displays the total number of calls answered, abandoned, or interflowed, and the distribution of calls for each spectrum interval.

Tip
Want to fix service level problems before they start? Queue answer spectrum reports are good indicators of how effectively agents are meeting service levels.

Queue Answer Spectrum by Hour Daily Report

Queue 2001 **Name:** Loan (Loan)

Time Start	Total Calls Ans'd	Max TTA	<5 Sec		<10 Sec		<15 Sec		<20 Sec		<30 Sec		<40 Sec		<60 Sec		<80 Sec		<100 Sec		<150 Sec	
			# Ans	% Tot	# Ans	% Tot	# Ans	% Tot	# Ans	% Tot	# Ans	% Tot	# Ans	% Tot	# Ans	% Tot	# Ans	% Tot	# Ans	% Tot	# Ans	% Tot
9:00	1	9	0	-	1	100	0	-	0	-	0	-	0	-	0		0	-	0	-	0	-	0
10:00	2	6	1	50	1	100	0	-	0	-	0	-	0	-	0		0	-	0	-	0	-	0
11:00	0	0	0	-	0	-	0	-	0	-	0	-	0	-	0		0	-	0	-	0	-	0
12:00	3	7	1	33	2	100	0	-	0	-	0	-	0	-	0		0	-	0	-	0	-	0
13:00	3	15	0	-	2	67	1	100	0	-	0	-	0	-	0		0	-	0	-	0	-	0
14:00	0	0	0	-	0	-	0	-	0	-	0	-	0	-	0		0	-	0	-	0	-	0
15:00	0	0	0	-	0	-	0	-	0	-	0	-	0	-	0		0	-	0	-	0	-	0
16:00	0	0	0	-	0	-	0	-	0	-	0	-	0	-	0		0	-	0	-	0	-	0
17:00	0	0	0	-	0	-	0	-	0	-	0	-	0	-	0		0	-	0	-	0	-	0
Totals	9	15	2	22	6	89	1	100	0	0	0	0	0	0	0		0	0	0	0	0	0

Queue Abandon Spectrum by Hour Daily Report

Queue 2001 **Name:** Loan (Loan)

Time Start	Total Calls Ans'd	Max TTA	<5 Sec		<10 Sec		<15 Sec		<20 Sec		<30 Sec		<40 Sec		<60 Sec		<80 Sec		<100 Sec		<150 Sec	
			# Ans	% Tot	# Ans	% Tot	# Ans	% Tot	# Ans	% Tot	# Ans	% Tot	# Ans	% Tot	# Ans	% Tot	# Ans	% Tot	# Ans	% Tot	# Ans	% Tot
9:00	0	0	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-
10:00	0	0	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-
11:00	0	0	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-
12:00	0	0	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-
13:00	0	0	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-
14:00	0	0	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-
15:00	0	0	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-
16:00	0	0	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-
17:00	0	0	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-
Totals	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Queue Interflow Spectrum by Hour Daily Report

Queue 2001 **Name:** Loan (Loan)

Time Start	Total Calls Ans'd	Max TTA	<5 Sec		<10 Sec		<15 Sec		<20 Sec		<30 Sec		<40 Sec		<60 Sec		<80 Sec		<100 Sec		<150 Sec	
			# Ans	% Tot	# Ans	% Tot	# Ans	% Tot	# Ans	% Tot	# Ans	% Tot	# Ans	% Tot	# Ans	% Tot	# Ans	% Tot	# Ans	% Tot	# Ans	% Tot
9:00	0	0	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-
10:00	0	0	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-
11:00	0	0	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-
12:00	0	0	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-
13:00	0	0	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-
14:00	0	0	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-
15:00	0	0	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-
16:00	0	0	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-
17:00	0	0	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-	0	-
Totals	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Queue Group Answer, Abandon, and Interflow Spectrums by Queue

Spectrum reports provide insight into the handling of calls in the center. A spectrum is a range of time intervals (measured in seconds) set in the TASKE database. Spectrum reports display the number of calls answered, abandoned, and interflowed for each interval.

Queue Group Spectrum by Queue reports show the distribution of calls among the spectrum intervals for each queue in the group. The answer, abandon, and interflow versions of these reports are all similar in nature. Each report displays the total number of calls answered, abandoned, or interflowed for each queue, and the distribution of calls for each spectrum interval.

Tip

Is the timing of queue messaging wrong? If a queue is experiencing a high number of abandoned calls at a particular spectrum interval, checking the messaging for that interval may reveal that callers are not receiving information encouraging them to stay on the line.

Queue Group Answer Spectrum by Queue Daily Report
Queue Group: 1 **Name:** All Queues (All)

ID	Name	Nickname	Total Calls Ans'd	Max TTA	<5 Sec # Ans	<5 Sec % Tot	<10 Sec # Ans	<10 Sec % Tot	<15 Sec # Ans	<15 Sec % Tot	<20 Sec # Ans	<20 Sec % Tot	<30 Sec # Ans	<30 Sec % Tot	<40 Sec # Ans	<40 Sec % Tot	<60 Sec # Ans	<60 Sec % Tot	<80 Sec # Ans	<80 Sec % Tot	<100 Sec # Ans	<100 Sec % Tot	<150 Sec # Ans	<150 Sec % Tot
2001	Support All	Support	8	11	2	25	5	88	1	100	0	-	0	-	0	-	0	-	0	-	0	-	0	-
2002	Customer All	Customer	2	39	0	-	0	-	0	-	0	-	0	-	2	100	0	-	0	-	0	-	0	-
2003	Purchasing All	Purchasing	15	68	10	67	4	93	0	93	0	93	0	93	0	93	0	93	1	100	0	-	0	-
2004	Admin All	Admin	207	90	172	83	13	89	3	91	5	93	8	97	2	98	2	99	1	100	1	100	0	-
Totals			232	90	184	79	22	89	4	91	5	93	8	96	4	98	2	99	2	100	1	100	0	0

Queue Group Abandon Spectrum by Queue Daily Report
Queue Group: 1 **Name:** All Queues (All)

ID	Name	Nickname	Total Calls Ans'd	Max TTA	<5 Sec # Ans	<5 Sec % Tot	<10 Sec # Ans	<10 Sec % Tot	<15 Sec # Ans	<15 Sec % Tot	<20 Sec # Ans	<20 Sec % Tot	<30 Sec # Ans	<30 Sec % Tot	<40 Sec # Ans	<40 Sec % Tot	<60 Sec # Ans	<60 Sec % Tot	<80 Sec # Ans	<80 Sec % Tot	<100 Sec # Ans	<100 Sec % Tot	<150 Sec # Ans	<150 Sec % Tot
2001	Support All	Support	8	11	2	25	5	88	1	100	0	-	0	-	0	-	0	-	0	-	0	-	0	-
2002	Customer All	Customer	2	39	0	-	0	-	0	-	0	-	0	-	2	100	0	-	0	-	0	-	0	-
2003	Purchasing All	Purchasing	15	68	10	67	4	93	0	93	0	93	0	93	0	93	0	93	1	100	0	-	0	-
2004	Admin All	Admin	207	90	172	83	13	89	3	91	5	93	8	97	2	98	2	99	1	100	1	100	0	-
Totals			232	90	184	79	22	89	4	91	5	93	8	96	4	98	2	99	2	100	1	100	0	0

Queue Group Interflow Spectrum by Queue Daily Report
Queue Group: 1 **Name**: All Queues (All)

ID	Queue Name	Nickname	Total Calls Ans'd	Max TTA	<5 Sec # Ans	<5 Sec % Tot	<10 Sec # Ans	<10 Sec % Tot	<15 Sec # Ans	<15 Sec % Tot	<20 Sec # Ans	<20 Sec % Tot	<30 Sec # Ans	<30 Sec % Tot	<40 Sec # Ans	<40 Sec % Tot	<60 Sec # Ans	<60 Sec % Tot	<80 Sec # Ans	<80 Sec % Tot	<100 Sec # Ans	<100 Sec % Tot	<150 Sec # Ans	<150 Sec % Tot
2001	Support All	Support	8	11	2	25	5	88	1	100	0	-	0	-	0	-	0	-	0	-	0	-	0	-
2002	Customer All	Customer	2	39	0	-	0	-	0	-	0	-	0	-	2	100	0	-	0	-	0	-	0	-
2003	Purchasing All	Purchasing	15	68	10	67	4	93	0	93	0	93	0	93	0	93	0	93	1	100	0	-	0	-
2004	Admin All	Admin	207	90	172	83	13	89	3	91	5	93	8	97	2	98	2	99	1	100	1	100	0	-
Totals			**232**	**90**	**184**	**79**	**22**	**89**	**4**	**91**	**5**	**93**	**8**	**96**	**4**	**98**	**2**	**99**	**2**	**100**	**1**	**100**	**0**	**0**

Queue Account Code Reports

About Account Code Reports

Account code reports display the distribution of calls by account code. Use these reports to find out quickly which products and services are generating the most calls.

Queue Account Code by Time Interval

Queue account code reports display the distribution of calls by account code. Use these reports to find out quickly which products and services are generating the most calls.

Queue account code time interval reports segment the contact center day by the interval selected for the report. The time intervals available are quarter-hour, half-hour, and hour. The remaining columns of the report distribute calls by the account codes entered by agents during calls. The column breakdowns for each account code include the number of calls received and the average duration of each call. The final column provides the total call count and average call duration for all calls received for each interval.

Tip

Use the queue group version of this report to judge the degree of interest in each product. Know with a glance which products are successfully generating caller interest.

Queue Account Code by Hour Daily Report
Queue: 5990 **Name:** Northeast Sales (NE Sales)

Time Start hh:mm	3034 W7-1/4		1075 W8		3034 W8-1/4		3340 W8-1/2		Totals	
	Count	AvgDur	Count	AvgDur	Count	AvgDur	Count	AvgDur	Count	AvgDur
8:00	16	3:40	0	0:00	0	0:00	0	0:00	17	3:45
9:00	15	5:47	0	0:00	0	0:00	0	0:00	15	5:47
10:00	15	3:23	0	0:00	0	0:00	0	0:00	15	3:23
11:00	17	3:38	0	0:00	0	0:00	0	0:00	17	3:38
12:00	21	3:01	0	0:00	0	0:00	0	0:00	21	3:01
13:00	20	2:50	0	0:00	1	0:58	0	0:00	21	2:44
14:00	13	3:21	0	0:00	0	0:00	0	0:00	13	3:21
15:00	10	4:10	1	2:42	0	0:00	0	0:00	11	4:02
16:00	9	4:45	0	0:00	0	0:00	0	0:00	9	4:45
17:00	0	0:00	0	0:00	0	0:00	0	0:00	0	0:00
Totals	136	3:43	1	2:42	1	0:58	1	5:11	136	3:42

Queue Account Code by Pairs

Queue Account Codes by Pairs reports split the first four digits of an account code into pairs, where the first pair is the first two digits of the code and the second pair is the third and fourth digits of the code. In the report, the first pairs appear in the y-axis and the second pairs span the x-axis, creating a report that distributes calls among the pairs of digits. This is a useful report for a business that has several product lines and product categories within each line. The first pair of digits in the account code represents the product line while the second pair of digits in the code represents a specific product within the line.

Tip

Know exactly which products in a product line are generating interest. Consider a company that sells hair care products and all shampoo product account codes begin with 10 and 01, 02, and 03 represent the different brands of shampoo. Therefore the complete account code for each shampoo product is 1001, 1002 and 1003. With the Queue Activity by Pairs of Account Codes report, a manager quickly knows exactly which product is generating the most call volume.

Queue Account Code by Pairs Daily Report
Queue: 2002 Name: Call Center Support (Support)

First Pair	3		34		40		75		Totals	
	Count	AvgDur	Count	AvgDur	Count	AvgDur	Count	AvgDur	Count	AvgDur
3	150	3:44	0	0:00	0	0:00	0	0:00	150	3:44
10	0	0:00	0	0:00	0	0:00	1	2:42	1	2:42
30	0	0:00	1	0:58	0	0:00	0	0:00	1	0:58
33	0	0:00	0	0:00	1	5:11	0	0:00	1	5:11
Totals	150	3:44	1	0:58	1	5:11	1	2:42	150	3:43

Queue Peak Reports

About Queue Peak Reports

Queue peak reports are available for the monthly reporting period only. Use these reports to view a month long picture of the days and times when the most calls are offered, answered, abandoned, and interflowed.

Queue Peak Offered, Answered, Abandoned and Interflowed

Queue peak reports are available for the monthly reporting period only. Use these reports to view a month long picture of the days and times when the most calls are offered, answered, abandoned, and interflowed.

Queue Peak Offered, Queue Peak Answered, Queue Peak Abandoned, and Queue Peak Interflowed reports all consist of a chart displaying each day of the month on the y-axis, and the hours of the day on the x-axis. The tables present the number of calls offered, answered, abandoned, or interflowed for each hour of each day. Those numbers preceded by the pound (#) sign indicate the hours of the day with the highest number of calls.

Is call traffic heavier at certain hours or on certain days of the week? Use queue peak reports to determine if the contact center is properly staffed to handle call traffic at all times.

Queue Peak Offered Monthly Report

Queue 2004 **Name:** Call Center Support (Support)

Day of the Month	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
1	0	0	0	0	0	0	0	0	0	2	2	3	#6	5	5	5	4	1	0	0	0	0	0	0
2	0	0	0	0	0	0	0	0	0	2	1	#5	1	2	2	4	0	0	0	0	0	0	0	0
3	0	0	0	0	0	0	0	0	0	1	1	#6	2	4	#6	0	2	4	0	0	0	0	0	0
4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
6	0	0	0	0	0	0	0	0	0	0	1	2	#3	1	#3	0	#3	1	0	0	0	0	0	0
7	0	0	0	0	0	0	0	0	0	4	1	1	4	4	3	5	2	#6	0	0	0	0	0	0
8	0	0	0	0	0	0	0	0	0	7	5	8	3	4	#9	2	5	1	0	0	0	0	0	0
9	0	0	0	0	0	0	0	0	0	1	1	2	3	3	4	#6	2	1	0	0	0	0	0	0
10	0	0	0	0	0	0	0	0	0	2	3	2	#5	1	0	#5	1	0	0	0	0	0	0	0
11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
13	0	0	0	0	0	0	0	0	0	0	1	#4	1	1	1	3	2	1	0	0	0	0	0	0
14	0	0	0	0	0	0	0	0	0	1	2	#3	1	#3	1	0	2	2	0	0	0	0	0	0
15	0	0	0	0	0	0	0	0	0	1	1	#3	2	2	2	1	2	1	0	0	0	0	0	0
16	0	0	0	0	0	0	0	0	0	1	3	3	#6	2	1	3	0	4	0	0	0	0	0	0
17	0	0	0	0	0	0	0	0	0	0	0	2	4	#5	0	2	3	2	0	0	0	0	0	0
18	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
19	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
20	0	0	0	0	0	0	0	0	0	1	3	#4	#4	2	2	3	#4	3	0	0	0	0	0	0
21	0	0	0	0	0	0	0	0	0	1	1	3	6	4	2	#8	2	1	0	0	0	0	0	0
22	0	0	0	0	0	0	0	0	0	1	2	6	#8	3	2	2	5	2	0	0	0	0	0	0
23	0	0	0	0	0	0	0	0	0	4	#10	5	4	2	1	3	2	0	0	0	0	0	0	0
24	0	0	0	0	0	0	0	0	0	5	3	1	4	0	#6	4	3	2	0	0	0	0	0	0
25	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
26	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
27	0	0	0	0	0	0	0	0	0	0	#2	#2	0	1	0	1	1	0	0	0	0	0	0	0
28	0	0	0	0	0	0	0	0	0	2	2	2	0	2	5	2	#6	1	0	0	0	0	0	0
29	0	0	0	0	0	0	0	0	0	1	3	3	0	5	#6	2	1	2	0	0	0	0	0	0
30	0	0	0	0	0	0	0	0	0	2	3	0	3	1	4	#6	1	3	0	0	0	0	0	0
31	0	0	0	0	0	0	0	0	0	1	1	3	#8	2	2	1	0	3	0	0	0	0	0	0
Totals	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**7**	**10**	**8**	**8**	**5**	**9**	**8**	**6**	**6**	**0**	**0**	**0**	**0**	**0**	**0**

Queue Peak Answered Monthly Report

Queue 2004 **Name:** Call Center Support (Support)

Day of the Month	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
1	0	0	0	0	0	0	0	0	0	2	2	3	3	#5	#5	#5	4	1	0	0	0	0	0	0
2	0	0	0	0	0	0	0	0	0	0	2	1	#4	1	2	2	#4	0	0	0	0	0	0	0
3	0	0	0	0	0	0	0	0	0	1	1	#6	2	3	#6	0	2	4	0	0	0	0	0	0
4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
6	0	0	0	0	0	0	0	0	0	0	1	2	#3	1	#3	0	#3	1	0	0	0	0	0	0
7	0	0	0	0	0	0	0	0	0	4	1	1	4	2	3	#5	2	#5	0	0	0	0	0	0
8	0	0	0	0	0	0	0	0	0	5	4	4	3	4	#7	2	4	1	0	0	0	0	0	0
9	0	0	0	0	0	0	0	0	0	1	1	2	#3	2	#3	1	2	1	0	0	0	0	0	0
10	0	0	0	0	0	0	0	0	0	2	3	2	#5	1	0	#5	1	0	0	0	0	0	0	0
11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
13	0	0	0	0	0	0	0	0	0	0	1	#4	1	1	1	3	2	1	0	0	0	0	0	0
14	0	0	0	0	0	0	0	0	0	1	2	#3	1	#3	1	0	2	2	0	0	0	0	0	0
15	0	0	0	0	0	0	0	0	0	1	1	#3	1	2	2	1	2	1	0	0	0	0	0	0
16	0	0	0	0	0	0	0	0	0	1	3	3	#6	2	1	3	0	2	0	0	0	0	0	0
17	0	0	0	0	0	0	0	0	0	0	0	2	3	#4	0	2	3	2	0	0	0	0	0	0
18	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
19	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
20	0	0	0	0	0	0	0	0	0	1	3	#4	#4	1	2	3	3	3	0	0	0	0	0	0
21	0	0	0	0	0	0	0	0	0	1	1	3	5	4	2	#8	2	1	0	0	0	0	0	0
22	0	0	0	0	0	0	0	0	0	1	2	#6	#6	3	2	2	5	2	0	0	0	0	0	0
23	0	0	0	0	0	0	0	0	0	4	#9	5	2	1	1	3	2	0	0	0	0	0	0	0
24	0	0	0	0	0	0	0	0	0	#4	3	1	3	0	#4	3	3	2	0	0	0	0	0	0
25	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
26	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
27	0	0	0	0	0	0	0	0	0	0	#2	#2	0	1	0	1	1	0	0	0	0	0	0	0
28	0	0	0	0	0	0	0	0	0	2	2	2	0	2	5	2	#6	1	0	0	0	0	0	0
29	0	0	0	0	0	0	0	0	0	1	3	3	0	5	#6	2	1	2	0	0	0	0	0	0
30	0	0	0	0	0	0	0	0	0	2	3	0	3	1	4	#6	1	3	0	0	0	0	0	0
31	0	0	0	0	0	0	0	0	0	1	1	3	#4	2	2	1	0	3	0	0	0	0	0	0
Totals	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**5**	**9**	**6**	**6**	**5**	**7**	**8**	**6**	**5**	**0**	**0**	**0**	**0**	**0**	**0**

Queue Peak Abandoned Monthly Report

Queue 2004 **Name:** Call Center Support (Support)

Day of the Month	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
7	0	0	0	0	0	0	0	0	0	0	0	0	0	#1	0	0	0	#1	0	0	0	0	0	0
8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	#1	0	0	0	0	0	0	0	0	0
9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	#2	0	0	0	0	0	0	0	0
10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
13	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
14	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
15	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
16	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	#2	0	0	0	0	0	0
17	0	0	0	0	0	0	0	0	0	0	0	0	#1	0	0	0	0	0	0	0	0	0	0	0
18	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
19	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
20	0	0	0	0	0	0	0	0	0	0	0	0	0	#1	0	0	0	0	0	0	0	0	0	0
21	0	0	0	0	0	0	0	0	0	0	0	0	#1	0	0	0	0	0	0	0	0	0	0	0
22	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
23	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
24	0	0	0	0	0	0	0	0	0	#1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
25	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
26	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
27	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
28	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
29	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
30	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
31	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**1**	**0**	**0**	**1**	**1**	**1**	**2**	**0**	**2**	**0**	**0**	**0**	**0**	**0**	**0**

Queue Peak Interflowed Monthly Report

Queue 2004 **Name:** Call Center Support (Support)

Day of the Month	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
1	0	0	0	0	0	0	0	0	0	0	0	0	#2	0	0	0	0	0	0	0	0	0	0	0
2	0	0	0	0	0	0	0	0	0	0	0	0	#1	0	0	0	0	0	0	0	0	0	0	0
3	0	0	0	0	0	0	0	0	0	0	0	0	0	#1	0	0	0	0	0	0	0	0	0	0
4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
7	0	0	0	0	0	0	0	0	0	0	0	0	0	#1	0	0	0	0	0	0	0	0	0	0
8	0	0	0	0	0	0	0	0	0	#2	1	#2	0	0	1	0	1	0	0	0	0	0	0	0
9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	#3	0	0	0	0	0	0	0
10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
13	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
14	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
15	0	0	0	0	0	0	0	0	0	0	0	0	#1	0	0	0	0	0	0	0	0	0	0	0
16	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
17	0	0	0	0	0	0	0	0	0	0	0	0	0	#1	0	0	0	0	0	0	0	0	0	0
18	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
19	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
20	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
21	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
22	0	0	0	0	0	0	0	0	0	0	0	0	#2	0	0	0	0	0	0	0	0	0	0	0
23	0	0	0	0	0	0	0	0	0	0	1	0	#2	1	0	0	0	0	0	0	0	0	0	0
24	0	0	0	0	0	0	0	0	0	0	0	0	1	0	#2	1	0	0	0	0	0	0	0	0
25	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
26	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
27	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
28	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
29	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
30	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
31	0	0	0	0	0	0	0	0	0	0	0	0	#3	0	0	0	0	0	0	0	0	0	0	0
Totals	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**2**	**1**	**2**	**3**	**1**	**2**	**3**	**1**	**0**	**0**	**0**	**0**	**0**	**0**	**0**

DNIS Reports

About DNIS Reports

Dialed Number Identification Service, or DNIS, is a service provided by the local telephone service provider. A contact center with this service receives an identification number with each call that indicates the number dialed by the caller. This identification number is usually the last four digits dialed by the caller. DNIS reports provide a clear indication of the traffic occurring for each number that is directly dialed into the center.

DNIS by Time Interval

DNIS time interval reports segment the contact center day by the interval selected for the report. The time intervals available for this report are quarter-hour, half-hour, and hour. These reports illustrate the amount of incoming traffic a direct dial number receives with statistics such as the number of calls offered, answered, abandoned, and interflowed; the time to answer, abandon, and interflow; and the duration of answered calls.

Tip

Has call traffic increased since implementing a toll free line? Generate a DNIS report for the toll free number to analyze the call volume it receives.

DNIS by Hour

DNIS: 2533   **Name:** 2533 (2533)

Time Start hh:mm	Total Calls Off'd	Total Calls Ans'd	Time To Answer		Call Duration		Long Abandons		Short Abandons		Abandon	TSF%	ASF%
			Avg Secs	Max Secs	Total hh:mm:ss	Avg Secs		Avg Secs		Avg Secs	Max Secs		
9:00	1	1	6	7	0:07:38	458	0	0	0	0	0	100.0	100.0
10:00	3	2	6	7	0:13:40	410	1	7	0	0	7	100.0	66.7
11:00	0	0	6	7	0:00:00	0	0	0	0	0	0	0.0	0.0
12:00	0	0	6	6	0:00:00	0	0	0	0	0	0	0.0	0.0
13:00	1	1	6	6	0:03:56	236	0	0	0	0	0	0.0	100.0
14:00	2	2	6	7	0:03:41	111	0	0	0	0	0	100.0	100.0
15:00	0	0	0	0	0:00:00	0	0	0	0	0	0	0.0	0.0
16:00	0	0	0	0	0:00:00	0	0	0	0	0	0	0.0	0.0
17:00	0	0	0	0	0:00:00	0	0	0	0	0	0	0.0	0.0
Totals	**7**	**6**	**6**	**7**	**0:28:55**	**289**	**1**	**7**	**0**	**0**	**7**	**100**	**85.7**

DNIS Group by DNIS

DNIS Group by DNIS reports provide a quick method for comparing the call traffic on the DNIS numbers in a DNIS group. These reports display statistics such as the number of calls offered, answered, abandoned, and interflowed; the time to answer, abandon, and interflow; and the duration of answered calls.

Tip

Is one DNIS number receiving better service than another? Consider the skill level of agents servicing the numbers. Is it time to redistribute the skills throughout the center and improve the service levels in other areas?

DNIS Group by DNIS

DNIS Group: 1   **Name:** All DNIS (All)

DNIS			Total Calls Off'd	Total Calls Ans'd	Time To Answer		Call Duration		Long		Short Abandons		Aband		
ID	Name	Nickname			Avg Secs	Max Secs	Total hh:mm:ss	Avg Secs	Calls	Avg Sec	Calls	Avg Secs	Max Secs	TSF%	ASF%
2000	2000	2000	50	49	6	76	3:20:02	245	0	0	0	0	0	100.0	100.0
2002	2002	2002	0	0	0	5	0:00:00	0	1	7	0	0	7	100.0	66.7
Totals			50	49	6	76	3:20:02	245	1	7	0	0	7	100	85.7

Forecast Reports

Critical to the operation of any contact center is achieving the optimal relationship between call volume and the number of agents available to effectively manage this volume. Overstaffing occurs when there are more agents available than calls to answer, leading to idle agent time and unnecessary staffing costs. Understaffing occurs when the call volume exceeds the number of agents available, increasing caller waiting times and the possibility that a caller will abandon and end a potential revenue opportunity.

Finding the balance between economy and service presents a significant challenge. The ability to predict the expected call volume is key. However, this is a difficult task as telephone traffic is highly variable in nature. The only practical means of obtaining a reasonable estimate is to perform a historical analysis of past experience and use this to predict future traffic volumes and patterns.

The process of estimating call traffic volume on a queue is known as forecasting. TASKE forecast reports use logged contact center data to predict future call volume, the average talk time of each call, and based on each of these values, the number of agents required to efficiently manage the call volume and achieve the desired service level. The historical basis of these reports is either daily or weekly, segmenting the contact center day with quarter-hour, half-hour, or hour intervals.

Tip

Reports with a daily historical basis average the call volume and talk time data for the selected dates and provide a single page report. Reports with a weekly historical basis average the call volume and talk time data for the selected weeks and provide a seven-page report, with each page representing a day of the week.

Daily Forecast Report
Day of forecast: Any **Wrapup time:** 30 secs
TSF time: 20 secs **TSF:** 80 %

Time H:mm:ss	Expected Calls	Avg. Talk Time secs	Agents Required
9:00:00	4	720	3
10:00:00	4	437	2
11:00:00	5	982	3
12:00:00	7	561	3
13:00:00	5	947	3
14:00:00	7	663	3
15:00:00	5	731	3
16:00:00	5	503	2
17:00:00	3	439	2

Glossary

Trunk Report Column Headings

% Ans'd Before xx Secs

Percent Answered before xx Seconds - represents the number of calls answered within the time that is specified for this field in the Options page of the Administrator application.

Call Duration, Avg Secs

Call Duration, Average Seconds - a measurement of the total call duration for all incoming calls, divided by the total number of incoming calls.

Call Duration, Total hh:mm:ss

Call Duration in Hours:Minutes:Seconds - the total connected talk time for all answered calls in hh:mm:ss. The connected talk time begins when the caller connects with an agent and finishes when the call terminates. For answered calls,trunks are involved for the time to answer plus the call duration.

Out Duration, Avg Secs

Outbound Call Duration, Average Seconds - the average total time of all outbound calls divided by the number of outgoing calls made.

Out Duration, Total hh:mm:ss

Outbound Call Duration in Hours:Minutes:Seconds - the total talk time for outgoing calls made from a given trunk for the reporting period.

Peak Trunks Used

Peak Number of Trunks Used - the number of trunks simultaneously occupied during the busiest part of the time period.

Short Dur'n Calls

Short Duration Calls - the number of calls where the duration did not meet or exceed the setting for *Short Talk Time* in the *Options* page of the Administrator application.

T Ans Avg Secs

Time to Answer, Average Seconds - the average time to answer is the total time to answer for every call, divided by the total number of answered calls.

T Aband Avg Secs

Time to Abandon, Average Seconds - the average time callers waited before abandoning. This is a calculation of the total time for each abandoned call divided by the total number of abandoned calls.

Total Calls Aband

Total Calls Abandoned - the total number of unanswered incoming calls.

Total Calls Ans'd

Total Calls Answered - indicates the number of incoming calls answered by a given trunk for the reporting period.

Total Calls Out

Total Number of Outbound Calls - the number of outgoing calls made on a given trunk for the reporting period.

Trunk

The identification number (ID) of the trunks.

Trunk Busy Secs

Busy Seconds for Trunks - the number of seconds that the peak number of trunks was reached.

Extension Report Column Headings

% of Tot (ACD)

Percentage of the Total ACD Calls - in relation to all ACD calls received for the reporting period, this is the percentage of ACD calls received during the time interval.

% of Tot (Non-ACD)

Percentage of the Total Non-ACD Calls - in relation to all non-ACD calls received for the reporting period, this is the percentage of non-ACD calls received during the time interval.

% of Tot (Outbound)

Percentage of the Total Outbound Calls - in relation to all outbound calls received for the reporting period, this is the percentage of outbound calls received during the time interval.

Account Code Name

The nick name of the account code entered into the extension during the call.

Account Code Number

The ID of the account code entered into the extension during the call.

ACD Duration, Total hh:mm:ss

ACD Duration, Total Hours:Minutes:Seconds - the total duration for all ACD calls answered.

ACD Duration, Avg Secs

ACD Duration, Average Seconds - the total duration for all ACD calls divided by the total number of ACD calls answered.

ASA Sec (ACD)

Average Speed of Answer (seconds) - a calculation of the total time to answer (for all ACD calls) divided by the total number of ACD calls.

ASA Sec (Non-ACD)

Average Speed of Answer (seconds) - a calculation of the total time to answer (for all non-ACD calls) divided by the total number of non-ACD calls.

Call Duration hh:mm:ss

Call Duration, Total Hours:Minutes:Seconds - the length of the call in hh:mm:ss format.

Call Type

The type of call, such as incoming, outgoing, or internal.

Called From

The extension ID or telephone number where the incoming or internal call originated.

Called To

The destination extension ID or telephone number for outgoing pr internal call.

Conf

Conference - the number of conference calls involving the extension.

End Time hh:mm:ss

End Time, Hour:Minute:Second - the time the call disconnected from the extension in hh:mm:ss format.

Extn

Extension - the extension ID.

Location

The city and state or province of the calling/called party.

Name

Extension Nick Name - the nick name for the extension as it appears in the TASKE database.

NonACD Duration, Avg Secs

Non-ACD Duration, Average Seconds - the total duration for all non-ACD calls divided by the total number of non-ACD calls answered.

NonACD Duration, Total hh:mm:ss

Non-ACD Calls Duration, Total Hours:Minutes:Seconds - the total duration for all non-ACD calls answered.

Out Duration, Avg Secs

Outbound Duration, Average Seconds - the total duration for all outbound calls divided by the total number of outbound calls.

Out Duration, Total hh:mm:ss

Outbound Duration, Total Hours:Minutes:Seconds - the total duration for all outbound calls.

Start Time hh:mm:ss

Start Time, Hour:Minute:Second - the time the call connected with the extension in hh:mm:ss format.

Time Start

Depending upon the reporting period, the time heading will appear as a time, day of the week, day of the month, week of the year, or a month of the year.

Total ACD Ans'd

Total ACD Answered - the total number of ACD calls answered for the interval.

Total Ans'd (ACD)

Total ACD Calls Answered - the total number of ACD calls answered for the reporting period.

Total Ans'd (NonACD)

Total Non-ACD Calls Answered - the total number of non-ACD calls answered for the reporting period.

Total Calls (Abandon)

Total Calls Abandoned - the total number of calls that terminated (abandoned) before receiving an answer.

Total Calls Out

Total Outbound Calls - the total number of outbound calls.

Total NonACD Ans'd

Total Non-ACD Answered - the total number of non-ACD calls answered.

Transfer In

The number of calls transferred to the extension from another device other than the attendant position.

Transfer Out

The number of calls transferred from the extension to another device, such as another extension, trunk, or RAD.

TTAb Sec (Abandon)

Time to Abandon (Seconds) - the maximum number of seconds taken to abandon a call during the reporting period for the extension.

Agent Report Column Headings

% of Shf (ACD Duration)

Percent of Shift (ACD) - the percentage of the shift time that an agent was connected to ACD calls.

% of Shf (ACD Holds)

Percent of Shift (ACD Holds) - the percentage of the shift time that a calls were on hold for the agent.

% of Shf (DND)

Percent of Shift (DND) - the percentage of the shift time that an agent spent in the DND state.

% of Shf (Idle Time)

Percent of Shift (Idle Time) - the percentage of the shift time that an agent spent idle.

% of Shf (Make Busy)

Percent of Shift (Make Busy) - the percentage of the shift time that an agent spent in the Make Busy state.

% of Shf (NonACD Duration)

Percent of Shift (Non-ACD) - the percentage of the shift time that an agent was connected to non-ACD calls.

% of Shf (Out Duration)

Percent of Shift (Outbound) - the percentage of the shift time that an agent was connected to outbound calls.

Abnd's

Abandons - the number of calls that abandoned while on hold for the interval.

Account Code

Account Code ID - the ID of the account codes entered by the agent during calls.

ACD Acc't Codes

ACD Account Codes - the number of account codes entered by the agent for the shift.

ACD Duration, Avg Secs

ACD Duration, Average Seconds - the average number of seconds for an ACD call in the time interval.

ACD Duration, Total hh:mm:ss

ACD Duration, Total Hours:Minutes:Seconds - the total time that an agent is connected to ACD calls.

ACD Holds, Avg Secs

ACD Holds, Average Seconds - the average number of seconds for a call to be on hold during the time interval.

ACD Holds, Duration hh:mm:ss

ACD Holds, Duration Hours:Minutes:Seconds - the total on-hold time for all calls in the interval.

ACD Holds Total hh:mm

ACD Holds Total Hours:Minutes - the total on-hold time for all calls during the agent's shift.

ACD Total hh:mm

ACD Total Hours:Minutes - the total ACD talk time for the agent's shift.

Agent ID

The identification number (ID) for the agent as it appears in the TASKE database.

Avg Per Hr

Average Per Hour - the average number of ACD calls received by the agent per hour of the shift.

Caller

The caller's telephone number.

Conf

Conference - the number of times the agent/group was involved in a conference call.

Date

The date the call was received in YYYY/MM/DD format.

DND hh:mm:ss

Do Not Disturb Hours:Minutes:Seconds - the amount of time the agent spent in the DND state for the interval. When in this state agents do not receive either ACD or non-ACD calls.

DND Total hh:mm

Do Not Disturb Total Hours:Minutes - the total amount of time the agent spent in the DND state for the shift. When in this state agents do not receive either ACD or non-ACD calls.

DND and MakeBusy

The total amount of time an agent is in the DND or Make Busy states. When in these states, agents are not available to receive ACD calls.

Extn

Extension - the extension number an agent uses to log in to a queue.

Group (Agent Group)

Agent Group ID - the identification numbers of the groups where the agent is a member.

ID (Agent)

Agent ID - the identification number of the agent as it appears in the TASKE database.

Idle Time

Indicates the percentage of the time that an agent is logged in but not connected to any calls.

Idle Time Total hh:mm

Idle Time Total Hours:Minutes - the total amount of time the agent spent in the idle state for the shift. When in this state agents are waiting to receive ACD calls.

Location

The city and state or province of the caller.

LogIn Time hh:mm

Log In Time Hour:Minute - the time, in hh:mm format, that the agent logged in to a queue. If the agent receives an ACD call before a log in record is collected from the telephone system, the log in time is the time of the first ACD call and the extension field is blank.

LogOut Time hh:mm

Log Out Time Hour:Minute - the time, in hh:mm format, that an agent logged out of a queue. If there is no log out record from the telephone system for the agent when running a report, the most recent real-time event record for the agent is used as the log out time.

Make Busy hh:mm:ss

Make Busy Hours:Minutes:Seconds - the amount of time the agent spent in the Make Busy state for the interval. While in this state the agent cannot receive ACD calls.

Make Busy Total hh:mm

Make Busy Hours:Minutes - the amount of time the agent spent in the Make Busy state for the shift. While in this state the agent cannot receive ACD calls.

MkBusy/DND Total hh:mm

Make Busy / Do Not Disturb (DND) - the total amount of time the agents of the group spent in the Make Busy and DND states.

Name (Account Code)

Account Code Nick Name - the nick names of the account codes entered by the agent during calls.

Name (Agent Group)

Agent Group Name - the nick names of the groups where the agent is a member.

Name (Queue)

Queue Name - the nick names of the queues where calls for the agent originated.

Nick Name (Agent)

Agent Nick Name - the nick name of the agent as it appears in the TASKE database.

NonACD Duration, Avg Secs

Non-ACD Duration, Average Seconds - the average time in seconds that an agent is connected to non-ACD calls.

NonACD Duration, Total hh:mm:ss

Non-ACD Duration, Total Hours:Minutes:Seconds - the total time that an agent is connected to non-ACD calls

Out Duration, Avg Secs

Outbound Duration, Average Seconds - the average time in seconds that an agent is connected to outbound calls.

Out Duration, Total hh:mm:ss

Outbound Duration, Total Hours:Minutes:Seconds - the total time that an agent is connected to outbound calls.

Queue

The identification numbers (IDs) of the queues where calls for the agent originated.

ReQs

Requeues - the number of times call returned to the queue because the agent did not answer.

Shift Time hh:mm

Shift Time, Hours:Minutes - the total time that the agent was logged into a queue.

Time

The time the call was received.

Time Start

Depending upon the reporting period, the time heading will appear as a time, day of the week, day of the month, week of the year, or a month of the year.

Time to Aband

Time to Abandon - the time it took for the caller to abandon the call.

Total ACD Calls

The total number of ACD calls answered by an agent while logged in.

Total Holds

The total number of times calls were put on hold for the interval.

Total NonACD Calls

The total number of non-ACD calls (calls that do not originate from a queue) handled by a logged in agent.

Total Out Calls

Total Number of Outbound Calls - the total number of outbound calls made by an agent.

Transfer In

The number of times a call was transferred to the agent/group by a device other than an auto-attendant.

Transfer Out

The number of times calls were transferred by the agent/group.

Work Timer

The total amount of time an agent is in the Work Time state. This state provides the agent time to complete paperwork before another call is offered.

Queue Report Column Headings

% of Total, Calls Abandoned (Area Code)

Calls Abandoned, Percentage of Total - based on all calls that abandoned in the queue, this is the percentage of calls that abandoned from the area code.

% of Total, Calls Answered (Area Code)

Calls Answered, Percentage of Total - based on all calls answered through the queue, this is the percentage of calls answered from the area code.

% of Total, Calls Interflowed (Area Code)

Calls Interflowed, Percentage of Total - based on all calls that interflowed from the queue, this is the percentage of calls from the area code that interflowed.

% of Total, Calls Offered (Area Code)

Calls Offered, Percentage of Total - based on all calls offered to the queue, this is the percentage of calls offered to the queue from the area code.

<x sec # Abd, % of Tot

Abandoned - each column is a portion of the spectrum. These columns represent the number of calls abandoned in less than x seconds and the percentage of the total abandoned calls these calls represent.

<x sec # Ans, % of Tot

Answered - each column is a portion of the spectrum. These columns represent the number of calls answered in less than x seconds and the percentage of the total answered calls these calls represent.

<x sec # Int, % of Tot

Interflowed - each column is a portion of the spectrum. These columns represent the number of calls that interflowed in less than x seconds and the percentage of the total interflowed calls these calls represent.

Ans by 1st, 2nd, 3rd, or 4th

Answered by First, Second, Third, or Fourth - calls to queues can be answered by the first choice answering position or recalled to one or more alternate devices. This value indicates the number of answered calls that were answered by the first, second, third, and fourth answering points.

ASF %

Answer Service Factor Percentage - the number of calls answered, divided by the number of calls offered (calls answered plus calls that are abandoned). Unlike the TSF %, this value is irrespective of time.

Call Duration, Avg Secs

Call Duration, Average Seconds - the average talk time for calls is a calculation of the total call duration divided by the total number of answered calls.

Call Duration, Total hh:mm:ss

Call Duration, Total Hours:Minutes:Seconds - the total connected talk time for answered calls.

Caller

The complete telephone number of the caller.

Caller ID String (Area Code)

The area code where calls originated.

Caller ID String (Area Code and City Code)

The combined three-digit area code and three-digit city code where calls originated.

Caller Location

The state or province where the call originated.

Calls Abandoned (Area Code)

The number of calls that abandoned from the area code.

Calls Answered (Area Code)

The number of calls answered from the area code.

Calls Interflowed (Area Code)

The number of calls from the area code that interflowed.

Calls Offered (Area Code)

The number of calls offered to the queue from the area code.

Date

The date of the call in YYYY/MM/DD format.

DNIS Number

The DNIS identification number as it appears in the TASKE database. This is the number transmitted by the telephone service provider that indicates the number dialed by the caller.

Max TTA

Maximum Time to Answer - the longest time it took to answer a call from the queue.

Max TTAb

Maximum Time to Abandon - the longest time it took callers to abandon a call.

Max TTI

Maximum Time to Interflow - the longest time it took a call to interflow.

Nick Name (DNIS number)

The nick name for the DNIS number as it appears in the TASKE database.

Queue

The queue identification number as it appears in the TASKE database.

Sh Ab Avg Secs

Average Short Abandon Time (seconds) - the average time, in seconds, that calls in the short abandon range remained in the queue before abandoning.

State

The state or province where the calls originated.

Time (Abandon Caller)

The time the call abandoned in hh:mm:ss format.

TimeToAband, Avg Secs

Time to Abandon, Average Seconds - based on all abandoned calls in the queue, this is the average number of seconds it took callers to abandon their calls.

TimeToAband, Max Secs

Time to Abandon, Maximum Seconds - based on all abandoned calls in the queue, this is the longest time it took a caller to abandon a call.

TimeToAnswer, Avg Secs

Time to Answer, Average Seconds - based on all answered calls from the queue, this is the average number of seconds it took to answer calls.

TimeToAnswer, Max Secs

Time to Answer, Maximum Seconds - based on all answered calls from the queue, this is the longest time it took to answer a call.

TimeToInter, Avg Secs

Time to Interflow, Average Seconds - based on all calls that interflowed from the queue, this is the average number of seconds it took calls to interflow.

TimeToInter, Max Secs

Time to Interflow, Maximum Seconds - based on all calls that interflowed from the queue, this is the longest time it took a call to interflow.

Time Start hh:mm

Time Start, Hour:Minute - the starting hour and minute for the time interval.

Time to Aband

The amount of time the caller waited in the queue before terminating the call.

Total Calls Ans'd

Total Number of Calls Answered - the total calls answered by a non-RAD device for the time interval.

Total Calls Inter

Total Number of Calls Interflowed - the total number of calls that interflow to another answering point after the set threshold period expires.

Total Calls Off'd

Total Number of Calls Offered - the total number of calls offered to the queue for the time interval.

Total Long Aband

Total Number of Long Abandoned Calls - the total number of calls that abandon. These calls must be greater in duration than the number of seconds set in the *Ignore Abandon Time (sec's)* setting in the *Options* page of the Administrator application.

Total Short Aband

Total Number of Short Abandoned Calls - the total number of calls that abandon *before* the number of seconds set in the *Ignore Abandon Time (sec's)* setting in the *Options* page of the Administrator application.

TSF %

Telephone Service Factor Percentage - a quality measurement of the percentage of incoming calls answered or abandoned before a given number of seconds. The number of calls answered or abandoned within the defined time period, is divided by the total number of calls offered.

TTA Avg Secs

Time to Answer, Average Seconds - the average number of seconds it took a non-Rad port on the telephone system to answer a call for the queue or queue group.

TTAb Avg Secs

Time to Abandon, Average Seconds - the average number of seconds callers waited in the queue before terminating (abandoning) the calls.

TTInt Avg Secs

Time to Interflow, Average Seconds - the average number of seconds it takes for calls to interflow to another answering point.