



# Call Center Reports Overview

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## Call Center Enhanced Reports R23

Global UCaaS Call Center Enhanced Reporting allows call center managers to generate call center reports and schedule reports to be run in the future. It provides a set of canned report templates for agent and call center statistics.

Call Center Supervisors can generate reports on demand and schedule reports from the Hosted Thin Call Center client application. For information on generating and scheduling reports from the Call Center client, please review the [Supervisor Thin Client Quick Guide](#). In addition, reports can be real-time or historical and they can be interval-based or not interval-based.

- A real-time report includes statistics for a period that has a start date and time, but no end date and time.
- A historical report includes statistics for a specified time period in the past.
- A real-time report template can be used to generate both real-time and historical reports.
- A historical report template can only be used to generate historical reports.
- An interval-based report template is a template that is used to generate reports that include interval statistics.

### Agent Reports

#### Agent Call Report

The Agent Call Report template is a real-time report template that can be used by administrators, agents, and supervisors to request real-time or historical reports. This is an interval-based report template. The report provides information about the number of calls handled by agents, reported by call type.

The report includes the following elements:

- Number of Calls by Call Type Pie Chart
- Number of Calls by Call Type Table

The report does not require any performance parameters.

#### Agent Call by Skill Report

The Agent Call by Skill Report template is a real-time report template that can be used by administrators, agents, and supervisors to request real-time or historical reports. It is an interval-based report template. The report provides information about the number of ACD calls an agent has received at different skill levels.

The report includes the following elements:

- Number of Calls by Skill Pie Chart
- Number of Calls by Skill Table

The report does not require any performance parameters.

### **Agent Duration Report**

The Agent Duration Report template is a real-time report template that can be used by administrators, agents, and supervisors to request real-time or historical reports. This is an interval-based report template. The report provides information related to the duration of calls handled by agents.

The report includes the following elements:

- Call Duration by Call Type Bar Chart
- Call Duration by Call Type Table

The report does not require any performance parameters.

### **Agent Duration by Skill Report**

The Agent Duration by Skill Report template is a historical report template that can be used by administrators, agents, and supervisors to request historical reports. This is an interval-based report template. The report provides the time agents spent on ACD calls answered at different skill levels.

The report includes the following elements:

- Call Duration by Skill Bar Chart
- Average Call Duration by Skill Bar Chart
- Call Duration by Skill Table
- Average Call Duration by Skill Table

The report does not require any performance parameters.

### **Agent Call Detail Report**

The Agent Call Detail Report template is a historical report template that can be used by administrators, agents, and supervisors to request historical reports. This is a non-interval-based template. The report provides information related to calls made or received by agents, whether or not they were answered.

The report includes the following elements:

- Call Detail Table
- Transfer Summary Bar Chart

The report does not require any performance parameters.

### **Agent Activity Report**

The Agent Activity Report template is a real-time report template that can be used by administrators, agents, and supervisors to request real-time or historical reports. This is an interval-based report template. The report provides information related to the activity of agent(s), such as the time that an agent spends in various states.

The report includes the following elements:

- Activity Duration Bar Chart
- Availability Duration Pie Chart
- Agent Activity Counts Table

- Activity Duration Table

The report requires the following performance parameters:

- Call Completion
- Short Duration

### **Agent Activity Detail Report**

The Agent Activity Detail Report template is a historical report template that can be used by administrators, agents, and supervisors to request historical reports. This is a non-interval-based template. The report provides details related to the activity of agent(s) including all State, Disposition, and Call activity.

The report includes the following elements:

- Activity Detail Table.

The report does not require any performance parameters.

### **Agent Summary Report**

The Agent Summary Report template is a historical report template that can be used by administrators and supervisors to request historical reports. This is an interval-based report template. The report provides summary information related to the performance of the agent(s), including the average and longest times spent on various types of calls and in various states.

The report includes the following elements:

- Call Summary Bar Chart
- Activity Summary Bar Chart
- High Water Marks Bar Chart
- Call Summary Table
- Activity Summary Table
- High Water Marks Table

The report does not require any performance parameters.

### **Agent Unavailability Report**

The Agent Unavailability Report template is a historical report template that can be used by administrators and supervisors to request historical reports. This is an interval-based report template. The report provides information related to the unavailability codes used by agents when setting their state to *Unavailable*.

The report includes the following elements:

- Unavailable Codes Pie Chart
- Unavailable Code Duration Bar Chart
- Unavailable Codes Table
- Unavailable Code Duration Table

The report does not require any performance parameters.

### Agent Disposition Code Report

The Agent Disposition Code Report template is a historical report template that can be used by administrators and supervisors to request historical reports. This is an interval-based report template. The report provides information related to disposition codes used by agents.

The report includes the following elements:

- Disposition Codes Pie Chart
- Disposition Codes Table

The report does not require any performance parameters.

**Note:** the disposition codes entered for route point calls are not reported.

### Agent Sign In Sign Out Report

The Agent Sign In- Sign Out Report template is a historical report template that can be used by administrators, agents, and supervisors to request historical reports. This is a non-interval-based template. The report provides information related to the sign-in and sign-out events of agents.

The report includes the following elements:

- Sign In Sign Out Table
- Average Staffed Duration Bar Chart

The report does not require any performance parameters.

### Agent Summary Report

The Agent Summary Report template is a historical report template that can be used by administrators and supervisors to request historical reports. This is an interval-based report template. The report provides summary information related to the performance of the agent(s), including the average and longest times spent on various types of calls and in various states.

The report includes the following elements:

- Call Summary Bar Chart
- Activity Summary Bar Chart
- High Water Marks Bar Chart
- Call Summary Table
- Activity Summary Table
- High Water Marks Table

The report does not require any performance parameters.

This report includes averages that are most relevant when the report request is for a larger number of agents or when the report request is for a larger sampling period (for example, daily).

## Call Center Reports

### Call Center Incoming Calls Report

The Call Center Incoming Calls Report template is a real-time report template that can be used by administrators and supervisors to request real-time or historical reports. This is an interval-based report template. The report provides information related to how incoming calls are handled by call centers, whether they are queued or handled by policy prior to being queued.

The report includes the following elements:

- Inbound Calls To Call Center Pie Chart
- Inbound Calls Table

The report does not require any performance parameters.

NOTE: When the *Queue Length* of a call center is set to “0”, incoming calls can still be offered to agents, as long as they are available when the call is received. If an incoming call is offered to one or more agents and the call bounces for all agents, then the call center’s Overflow policy is applied. Under these conditions, the incoming call is reported under both *Calls Queued* and a *Calls Overflowed – Size*.

### Call Center Report

The Call Center Report template is a real-time report template that can be used by administrators and supervisors to request real-time or historical reports. This is an interval-based report template. The report provides information related to how calls are handled by call centers once they have been queued.

The report includes the following elements:

- Call Center Activity by Answered Calls Pie Chart
- Skill Level Pie Chart
- Call Center Activity Bar Chart
- Call Center Activity Table
- High Water Marks Table

The report requires the *Service Level* performance parameter.

### Call Center Presented Calls Report

The Call Center Presented Calls report template is a real-time report template that can be used by administrators and supervisors to request real-time or historical reports. This is an interval-based report template. The report provides information on how calls are handled by call centers once they have been queued. The report contains the same information as the Call Center Report, with the exception of the pie chart that includes bounced calls.

The report includes the following element:

- Call Center Activity by Presented Calls Pie Chart.

The report requires the *Service Level* performance parameter.

### **Abandoned Call Report**

The Abandoned Call Report template is a real-time report template that can be used by administrators and supervisors to request real-time and historical reports. This is an interval-based report template. The report provides information related to calls that are abandoned by callers.

The report includes the following elements:

- Abandoned Calls Bar Chart
- Abandoned Calls Table

The report requires the following performance parameters:

- Abandoned Calls
- Service Level

### **Call Center Summary Report**

The Call Center Summary Report template is a historical report template that can be used by administrators and supervisors to request historical reports. This is an interval-based report template. The report provides summary information related to call center or DNIS performance, including average statistics for wait time, speed of answer, abandonment time, and staffed time.

The report includes the following elements:

- Call Center Summary Line Chart
- Call Center Summary Table

The report does not require any performance parameters.

### **Service Level Report**

The Service Level Report template is a historical report template that can be used by administrators and supervisors to request historical reports. This is an interval-based report template. The report provides information related to how incoming calls are handled in relation to service levels provided as input parameters.

The report includes the following elements:

- Service Level Deviation Line Chart
- Service Level Average Bar Chart
- Service Level Table

The report requires the following performance parameters:

- Service Level
- Service Level Objective

### **Call Center Call Detail Report**

The Call Center Call Detail Report template is a historical report template that can be used by administrators and supervisors to request historical reports. This is a non-interval-based template. The report provides information related to calls received by the call center or DNIS.

The report includes the Call Detail Table.

The report does not require any performance parameters.

### Call Center Disposition Code Report

The Call Center Disposition Code Report template is a historical report template that can be used by administrators and supervisors to request historical reports. This is an interval-based report template. The report provides information related to disposition codes used by agents for a given call center or DNIS.

The report includes the following elements:

- Disposition Codes Pie Chart
- Disposition Codes Table

The report does not require any performance parameters.

**Note:** the disposition codes entered by agents in the context of a route point call are not reported.

### Call Center Overflow Matrix Report

The Call Center Overflow Matrix Report template is a historical report template that can be used by administrators and supervisors to request historical reports. This is an interval-based report template. The report provides information related to calls that overflow from one call center or DNIS to another within the same company, in relation to the Overflow policy (size or time).

The report includes the Overflow Matrix element.

The report does not require any performance parameters.



## Glossary and Definitions

This section explains different terms used in reports or when requesting a report.

### Performance Parameters

The following table lists the performance parameters you may be required to provide when scheduling or running a report.

Note that the parameter names may differ depending on the interface you use to request the report.

Parameter	Description
<i>Call Completion</i>	This setting is used to count the number of ACD calls an agent has completed within a service level during the specified interval. The Call Completion service level can be set to “1” through “7200” seconds.
<i>Short Duration</i>	This setting is used to count the number of ACD short duration calls completed by an agent during an interval. You can set the maximum length of a short duration call to “1” through “7200” seconds.
<i>Service Level</i>	<p>This setting allows you to provide up to five service levels, used to perform service-level calculations for each call center or DNIS per interval service-level threshold. Each service-level threshold can be set to “1” through “7200” seconds.</p> <p>Service levels are usually a function of the number of answered calls:</p> <ul style="list-style-type: none"> <li>▪ A call is said to be within the service level if it is answered within the provided threshold value in seconds.</li> <li>▪ The % in service level is usually calculated as the number of calls answered within the provided threshold value divided by the number of answered calls.</li> </ul> <p>Other types of calls may (optionally) be included for the calculation of the % in service-level value:</p> <ul style="list-style-type: none"> <li>▪ Transfers due to time overflow</li> <li>▪ (calls removed from the queue according to the Overflow-Time policy)</li> <li>▪ Other transfers (calls removed from the queue according to the Bounced or Stranded Calls policy due to a supervisor transfer or a caller escape)</li> <li>▪ Abandoned calls – Choice between: <ul style="list-style-type: none"> <li>– Ignore all abandoned calls</li> <li>– Include all abandoned calls</li> <li>– Include calls abandoned after the entrance message has finished playing</li> <li>– Include calls abandoned after the specified time interval: 1 through 7200 seconds</li> </ul> </li> </ul> <p>For example, if transfers due to time overflow are included, then the formula to obtain the % in service level is as follows:</p> <p><i>% in service level = (Number of calls answered within the provided threshold) divided by (Number of calls answered + number of calls transferred due to time overflow)</i></p>

<i>Service Level Objective</i>	This provides an indicator for the service-level objective, expressed as a percentage value.
<i>Abandoned Call</i>	This parameter is used to count the number of calls abandoned within a specified time. Up to four thresholds can be specified, resulting in up to four different counts. Each threshold can be set to “1” through “7200” seconds.

## Call Types

This section defines different types of calls measured in call center statistics.

<b>Name</b>	<b>Description</b>
ACD Call	This is an inbound call received by an agent from an ACD queue.
Outbound ACD Call	This is an outbound call initiated by an agent using the call center or DNIS number.
Route Point Call	This is a call received by an agent from a route point.
Outbound Route Point Call	This is a call initiated by an agent using the identity of a route point.
Inbound Call	This is a non-ACD or route point call outside the company received by the agent.
Outbound Call	This is a non-ACD or route point call outside the company made by the agent.
Internal Call	This is a non-ACD or route point call within the company made or received by the agent.
Held Call	This is an ACD call that was placed on hold by an agent. Each time an agent places a call on hold, it is counted as a held call.
Transferred Call	This is an ACD call that was transferred to a new destination.
Answered Call	This is an ACD call that was answered by an agent.
Abandoned Call	This is an ACD call that entered the queue, but the caller hung up before the call was answered or transferred.
Escaped Call	This is an ACD call that entered the queue but it was removed from the queue because the caller dialed the escape key.
Received Call	This is an ACD call that was received in the queue. The call can be queued, presented to an agent, or diverted using the Night Service, Holiday Service, Forced Forwarding, or Overflow Size policy.
Overflowed Call	This is an ACD call that was received, but immediately transferred to another destination due to exceeding the configured maximum queue size or the configured maximum wait time.
Queued Call	This is an ACD call that is not immediately diverted using the Night Service, Holiday Service, Forced Forwarding, or Overflow Size policy, and goes to the queue to be distributed to an agent or to wait for an available agent.
Presented Call	This is an ACD call that is routed from a call center to an agent (rings the agent or attempts to ring the agent).
Bounced Call	This is an ACD call that was offered to an agent but remained in the queue because it was not answered by the agent in the specified time.

Stranded Call	This is an ACD call that is in the queue after all agents assigned to the queue have moved to the <i>Sign-Out</i> ACD state.
Short Duration Call	An ACD call is a short duration call if the call time (that is, talk time + hold time) is less than the value of the <i>Short Duration</i> performance parameter specified in the report request.
Long Hold Bounced Call	This is an ACD call (received by an agent) that was transferred back to the queue after being held too long.
Escalated Call	This is an ACD call that an agent escalated to a supervisor using a non-emergency escalation procedure.
Emergency Call	This is an ACD call that an agent escalated to a supervisor using an emergency escalation procedure.

### Other Terms used in Statistics Measurements

This section defines various terms used in call center statistics measurements.

Name	Description
Wait Time	<p>This is the time spent by the caller in a call center queue, including preserved wait time from other queues. The value corresponds to the wait time recorded from the moment the call was presented to the agent.</p> <p>Depending on the Call Center Queuing policy, the waiting time may be reset to “0” when a call is transferred to another queue or it may be preserved in the new queue.</p> <p>For a call that is answered by the agent, the wait time never includes the ringing time.</p> <ul style="list-style-type: none"> <li>▪ If the call was previously offered to an agent and then bounced, the ringing time associated with the bounced call is accounted for as wait time, and is included regardless whether the call is answered, abandoned, or transferred out of the queue by a supervisor or by a policy.</li> <li>▪ If a call is offered to an agent and is abandoned or transferred out of the queue by a supervisor or by a policy, then the ringing time is accounted for as wait time, and is included.</li> </ul> <p>The time during which the whisper message (if enabled) is playing is accounted for as ring time, and is not included.</p> <p>Abandoned calls and transferred calls are not included.</p>
Ring Time	<p>This is the ringing time for a call that is actually answered by an agent. If the call was previously offered to an agent and then bounced, the ringing time associated with the bounced call is accounted for as wait time, and is not included. The time during which the whisper message (if enabled) is playing is accounted for as ring time, and is included.</p>
Speed of Answer	<p>This is the amount of time a caller waits before being answered.</p> <p>Speed of Answer = Wait Time + Ring Time</p>

Service Level	This is the time limit, in seconds, during which an ACD call should be answered. A call is completed within the service level if the call time (that is, talk time + hold time) is less than the value of the <i>Service Level</i> performance parameter specified when requesting a report.
Agents Staffed	This is the number of agents that are in the ACD states of <i>Sign-In</i> , <i>Available</i> , <i>Unavailable</i> , and <i>Wrap-Up</i> . Agents that are only “Joined” to a call center and cannot set their ACD state are not counted as <i>Agents Staffed</i> .
Staffed Time	This is the amount of time an agent spent in an ACD state other than <i>Sign-Out</i> . Staffed Time = Sign-In + Available + Unavailable + Wrap-Up Time
Talk Time	This is the amount of time the agent spent on an ACD call, excluding the hold time. Note that this is only the talk time by the answering agent and does not include talk time as a result of transfer.
Hold Time	This is the amount of time that the agent has put the caller on hold. Note that this is only the hold time for an agent answering the call and does not include hold time if this call was answered by other agents.
Wrap-up Time	This is the time that the agent spent in the <i>Wrap-Up</i> state, in association with an ACD call.
Handle Time	This is the amount of time spent on a particular ACD call. Handle Time = Talk Time + Hold Time + Wrap-Up Time
Idle time	This is the amount of time an agent spent in the <i>Available</i> state and not on ACD calls.

### Agent ACD States

The following table defines the ACD states in which an agent can be.

State	Description
Sign-In	The <i>Sign-In</i> state is equivalent to a “clock in”; meaning that the agent is at their work location, but not yet ready to accept incoming calls. Calls are not delivered to the agent in this state.
Sign-Out	The <i>Sign-Out</i> state is equivalent to a “clock out”, meaning that the agent’s workday or shift is done and they are leaving. Calls are not delivered to the agent in this state.
Available	The <i>Available</i> state is the primary ACD state of an agent during the workday. It indicates that the agent is at their workstation and is either available to take a call or on an active call. Calls MAY be delivered to an agent who is in <i>Available</i> state.
Unavailable	The <i>Unavailable</i> state is used when the agent is away from their workstation and is not available to take calls. Calls are not delivered to agents in <i>Unavailable</i> state.
Wrap-Up	The <i>Wrap-Up</i> state is designed to allow an agent to complete paperwork or other post-call procedures associated with the last call. By default, calls are not routed to agents in <i>Wrap-Up</i> state, except when the call center is configured to enable calls to agents in <i>Wrap-Up</i> state.

## Retention Periods for all Call Center Reports:

- Quarter Hour Interval Data → 90 days
- Half Hour Interval Data → 90 days
- Hour Interval Data → 397 Days
- Any Detail Data → 33 days
- Sign-In-Sign-Out Data → 90 days