Harmonize your enterprise

OpenScape Business V2

Whitepaper

Contact Center - Reports

Version1.0

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1 About this document

The document represents a collection of information about the built in report templates of myReports and myReports related issues.

The description within this document refers to OpenScape Business V2R2

1.1 History of content

Version	Date		Changes
1.0	2016-08-31		Initial Creation for OpenScape Business V2R2

1.2 Disclaimer

The information provided in this document contains merely general descriptions or characteristics of performance which in case of actual use do not always apply as described or which may change as a result of further development of the products. An obligation to provide the respective characteristics shall only exist if expressly agreed in the terms of contract. Availability and technical specifications are subject to change without notice.

2 Definitions und Boundaries

2.1 Definition of a Contact Center Agent

A UC Suite user is defined as a contact center agent if a myAgent license is assigned to the UC Suite user. This is the only criterion. Regardless if an agent is logged in into the Contact Center or not the following applies:

- Non contact center calls are reported as normal or private calls for an agent.
- A transferred contact center call to such a UC User is handled and reported as a contact center call.

2.2 Definition of a Contact Center Call

OpenScape Business Contact Center indicates a call as contact center call, if the call arrives at the pilot number of a queue. All other calls are non Contact Center calls.
The life time of a contact center call comprises the intervall from entering the pilot number until hanging up by agent or by caller
A transferred Contact Center call is split into two call segments.
First call segment starts with entering of the call into the queue and ends when the agent transfers the call.
Second call segment starts from the time of call transfer until the transfer destination or the caller hangs up.

2.3 Definition of an Abandoned Contact Center Call.

A call is counted and reported as abandoned in case that:
1. The caller hangs up while the call is in queue and no agent has answered the call before.
2. The call is hung (while the call is in the) due to a rule within the queue and no agent has answered the call before.

2.4 Definition of a Missed Contact Center Call

A call is counted and reported as missed call in case that the call has been routed to an agent´s station but agent does not answer the call within the configured time. After timeout the call is routed to the next agent or is queued again. The call is counted afterwards as a missed call for the agent.
One Contact Center call can be counted several times as a missed call depending on the contact center configuration and on behavior ot the agent.

2.5 Definition of the Contact Center Call counting (basic scenarios)

Within the following some basic call scenarios are listed to demonstrate the call counting and reporting within OpenScape Business Contact Center. For all scenarios the following applies:

- A and B are agents who are assigned to the queue A
- C is an agent who is assigned to queue C
- D is a normal UC user (non agent) within the system

2.5.1 Agent - Incoming direct Call to internal Station or DID Number

Call Scenario:

Internal or external caller dials number to internal Station or DID Number of Agent A.

Agent A accepts call and talks with the caller.

Agents A hangs up after some time.

Call Counting:

Call is not counted as a Contact Center call, as the call has not arrived at a queue pilot number.

2.5.2 Agent - Outgoing Call

Call Scenario:

Agent A initiates an outgoing call using myAgent client or the phone directly.

Call is answered and Agent A hangs up after a while.

Call Counting:

Call is not counted as a Contact Center call, as only incoming calls to pilot number of queue are counted as contact center calls. The outgoing call is reportet as a “private call” for the agent.

2.5.3 Contact Center - Incoming Call to Queue Pilot Number

Call Scenario:

External caller calls the pilot number of Queue A.

Call is routed to Agent A.

Agent A accepts call and talks with the caller.

Agent A hangs up after some time.

Call Counting:

Call is counted as a Contact Center call from entering queue pilot until hanging up.

2.5.4 Contact Center - Agent misses a Call

Call scenario:

External caller calls the pilot number of Queue A.

Call is routed to Agent A.

Agent A does not answer the call.

The call is routed to agent B in the same queue .

Agent B accepts call and talks with the caller.

Agent B hangs up after some time.

Call Counting:

Call is counted as contact centre call for Queue A from entering queue pilot until Agent B hangs up.

Agent A gets one missed call.

Agent B gets one answered call.

2.5.5 Contact Center - Callback Request

Call scenario:

External caller calls the pilot number of Queue A.

Call is hold within the queue and callback option is offered by queue

Caller uses the callback option, leaves a message an hangs up.

Callback stays in queue and alerts at agent A, who accepts the callback via Call Pop Up window

Agent A receives the message, hangs up, initates a call to the callback requestor, call is not answered.

Agent A reschedules the callback processing and closes the Pop Up window.

Callback alerts again at Agent A after reschedule time is elapsed.

Agent A accepts the callback, initiated a call to the callbackrequestor , call is answered.

Agent A marks the callback call as completed, hangs up and closes the Pop Up window.

Call Counting:

The whole Callback Call is a contact center call and is counted as an answered call in general with an overall duration from time entering the queue until the callback is marked as completed by the agent.

Reschedule times are added to the queue time until the callback is marked as “completed” by an agent.

Talk time and Alert Time are taken from the last callback connection to Agent A.

The callback attempts (call) of an Agent in order to fulfil the callback are reported within a specific report.

2.5.6 Contact Center – Agent Consultation Hold

Call scenario:

External caller calls the pilot number of Queue A.

Call is routed to Agent A

Agent A accepts the call, uses consultation function at the phone to put the call on hold.

Agent A retrieves call and hangs up after some time.

Call Counting:

The whole call is counted as contact centre call.

While the call is on hold, the talk time continues to count as the call still associated with Agent A.. Irrespective of how many times the agent may hold/unhold the call, it is still counted as one call.

2.5.7 Contact Center – Agent Consultation Call

Call scenario:

External caller calls the pilot number of Queue A.

Call is routed to Agent A

Agent A accepts the call, uses supervised transfer at myAgent or consultation function at the phone to call Agent C within another queue

Agent A retieves the call and makes a second consultation call to

User D (non Agent)

Agent A retrieves the call and hangs up after some time.

Call Counting:

The whole Call is counted as one contact centre call.

While the call is on hold, the talk time continues to count as the call still associated with Agent A. . Irrespective of how many times the agent may consult with another agent or user, it is still counted as one call and still reported as agent A's call with the whole time being his talk time (for that call).

2.5.8 Contact Center - Call Transfer

Within the contact center several kinds of call transfers can occur. In general call transfers within the contact center have to be differentiated in:

- Call transfers, which are initiated manuallby agents.
- Call transfers, which are initiated by queues due to underlying routing rules.
- Call transfer to other agents or other queues
- Call transfer to Non Contact Center destination like:
    - UC users
    - Non UC users
    - Voicemal
    - External destinations

In case of a call transfer, the call is split into at least into two call segments, which can be either contact center related or not depending on the transfer destination.

A call transfer to a contact center agent or queue, generates always contact center related call segments.

A call transfer to a non contact center destination, generates a non contact center related call segment as last call segment.

2.5.8.1 Call Transfer from Agent to other Agent

Call scenario:

External caller calls the pilot number of Queue A.

Call is routed to Agent A

Agent A answeres the call and transfers the call to Agent C in Queue C

Agent C answers the call and is connected to the caller

Agent A hangs up after some time.

Call Counting:

The call is counted as contact center call.

Call is split into two contact center call segments

Only the last contact center call segment is reported within the reports in general.

Data of first call segment, except queue time, are not shown in most contact center reports.

The last (reported) call segment contains.

- Answered Call for Queue C
- Answered by Agent C
- Queue time of the call in the queue of the first call segmet,
- Alert time for ringing at station of Agent C
- Talk time of Agent C.

2.5.8.2 Call Transfer from Agent to Non Agent

Call scenario:

External caller calls the pilot number of Queue A.

Call is routed to Agent A

Agent A answeres the call and transfers the call to Non Agent (User D)

User D answers the call and is connected to the caller

User D hangs up after some time.

Call Counting:

The call is counted as contact center call.

Call is split into two call segments. One CC call segment and one non CC call segment.

Only the last contact center call segment (in this case there is only one) is reported within the reports in general.

Data of second call segment (this is a non contact center call), are not shown in contact center reports.

The last (reported) CC call segment contains.

- Answered Call for Queue A
- No information about the agent who answered the call. The CC call segment is not assigned to an agent.
- Queue time of the call in the first call segment.
- Alert time for ringing at station of Agent A
- Talk time of Agent A.

2.5.8.3 Call Transfer from Agent to Queue

Call scenario:

External caller calls the pilot number of Queue A.

Call is routed to Agent A

Agent A answeres the call and transfers the call to Queue C

Agent C answeres the call in Queue C

Agent C hangs up after some time.

Call Counting:

The call is counted as contact center call.

Call is split into two contact center call segments

Only the last contact center call segment is reported within the reports in general.

Data of first call segment are not shown in most contact center reports.

The last (reported) call segment contains.

- Answered Call for Queue C
- Answered by Agent C
- Queue time of the call in the queue C
- Alert time for ringing at station of Agent C
- Talk time of Agent C

Note:
The same applies in case that Agent A transfers the call to Queue A again. Except that the call is answered in Queue A.

2.5.8.4 Call Transfer from Queue to Queue

Call scenario:

External caller calls the pilot number of Queue A.

No agent is available in Queue A

Call is routed to from Queue A to Queue C

Within Queue C the call is routed to Agent C

Agent C answeres the call in Queue C

Agent C hangs up after some time.

Call Counting:

The call is counted as contact center call.

Call is split into two contact center call segments

Only the last contact center call segment is reported within the reports in general.

Data of first call segment are not shown in most contact center reports.

The last (reported) call segment contains.

- Answered Call for Queue C
- Answered by Agent C
- Queue time of the call in the queue C
- Alert time for ringing at station of Agent C
- Talk time of Agent C

2.5.9 Agent – Call Pick-Up

2.5.9.1 Call Pick-Up from other Agent

Call scenario:

External caller calls the pilot number of Queue A.

No agent is available in Queue A and call is queued.

Agent A logs in into queue after some seconds

Call is routed to Agent A, phone of Agent A rings.

Agent C picks up the call from Agent A,

Agent C answeres the call and hangs up after some time.

Call Counting:

The call is counted as contact center call.

Call is split into two contact center call segments

Only the last contact center call segment is reported within the reports in general.

Data of first call segment are not shown in most contact center reports.

The last (reported) call segment contains.

- Answered Call for Queue A
- Answered by Agent C
- Queue time of the call in the Queue A
- Alert time for ringing at station of Agent A
- Talk time of Agent C

Note:
It does no matter if the agent who picks up the call is logged in queue C of the contact center or not. The call counting is the same in bothe cases.

2.5.9.2 Call Pick-Up from other Agent

Call scenario:
External caller calls the pilot number of Queue A.
No agent is available in Queue A and call is queued.
Agent A logs in into queue after some seconds
Call is routed to Agent A, phone of Agent A rings.
User D picks up the call from Agent A,
User D answeres the call and hangs up after some time.

Call Counting:
The call is counted as contact center call.
Call is split into two contact center call segments
Only the last contact center call segment is reported within the reports in general.
Data of first call segment are not shown in most contact center reports.
The last (reported) call segment contains.

- Answered Call for Queue A
- Answered by Agent C
- Queue time of the call in the Queue A
- Alert time for ringing at station of Agent A
- Talk time of Agent C

2.6 Definition of Report Input / Output Parameters

2.6.1 Input Parameters

The reports prametes requestes by myReports after choosing a report template have the following meaning:

Parameter	Description
From Date	The report data starts from this date
From Time	Used in conjunction with From Date i.e. report data starts from this time
To Date **Until (To Date)**	The report data ends at this time
To Time	Used in conjunction with To Date i.e. report data ends at this time Business hours only or 24/24 = Business Hours is defined in OpenScape Business Admininstration Portal Expert Mode – Applications → OpenScape Business UCSuite → Server → General Settings → Office Hours. If this item is checked, the report will only report on data between Office Start Time and End Time. If 24/24 is selected, the report will include data 24 hour per each day in the date range.
Agent	Refers to the UC User first and last name. If the report is a contact center reöated report, then the word Agent is used. A drop down menu for multiple agent selection is offered by some report templates
User	Refers to the User first and last name. If the report is a UC related report, then the word User is used. A drop down menu for multiple user selection is offered by some report templates
Queue	Refers to the Queue name (for contact center reports) A drop down menu for multiple queue selection is offered by some report templates

Wrap-up	Refers to the wrap-up code name. Note: Wrap-up codes can span across different queues. If a common wrap-up name is used, then the reports will cover its usage over all queues (where used). For example, if we have 3 queues (Mercedes, BMW and Audi). We will create a wrap-up code with the name "New Car Sales" for each of the queues. After some calls in each queue and the wrap-up code usage, we can run a report for that specific e.g. Wrap-Up Code Usage All Queues and we could see which type of car was most sold (Mercedes of course) :)
Wrap-up group	There are two modes or wrap-up usage: Single and Multi. The single mode allows the agent to select one code per call. The Multi allows the administrator to setup multi-layered codes and the agent is required to select one or more, as appropriate within the group. For example, we could have a Multi-Wrap-Up Group called "Mercedes". The next level could be "Cars", "Trucks". Within each one, we could have "New Sale", "Used Sale" and "Parts".
Daily **Daily Report**	The Daily parameter is used for scheduled report printing i.e. the report will print every day at the scheduled time during the selected range. It is important to note that if the report print is set for example at 16:00 then the report will include data from the beginning of the day until 16:00. In order for the full work day’s data to be included, the report print must be set to a time after the end of the business day e.g. if the business day finishes at 17:00, the report print should be set to 17:30.

2.6.2 Output Parameters

The following table contains the parameters which are mostly used within the reports. This table list is not a complete. For further information have also a look at description of the specific report.

Column Header	Related Header	Definition
Abandoned Calls		Is the case where the caller hangs up after x seconds. The x is the Abandoned Calls Threshold setting (in seconds) is done within the Queue Parameters. For example, if the setting is 10 seconds, all calls cleared by the caller in less that 10 seconds (from arrival in the call centre) will be excluded from all Abandoned Calls Reports.
Actual Time		Duration of the call (Difference between End and Start time)
Alert time (call pickup time)		The amount of ring time at the agent’s phone before the call is answered.
	Daily total alert time	Sum of the total daily alert time
	Total alert time	Sum of the total alert time
Break Name		Configured name of the break, which is reported
Break Time		
	Daily Total Break Time	The total (sum) of time that agent was not available due to breaks per day
	Total Break Time	The total (sum) of time that agent was not available due to breaks over the report period

Column Header	Related Header	Definition
Call ID		The contact center call id is a unique number assigned to each voice, callback, fax and email call.
Call arrived time		The time the call arrived in the contact center
CLI (Calling number)		The telephone number of the calling party, also known as Calling Line Id (CLI)
	Customer Company	If the CLI has stored information in the OSBIZ database which includes data in the Company field, the report will display this information
Count (Number of Calls)	**(Number of Calls)**	Number of calls in the contact center/queue
Default Interval		Default Time of the reported status (e.G. Breakfast, Lunch etc.)
End of Call Waiting		The time when the call was answered
Login time		The actual time the agent logs into the contact center
Logged In time		The amount of time in hh:mm:ss the agent is logged into the contact center during a session
	Daily total logged in time	The total (sum) of time the agent is logged into the contact center
	Total logged in time	The total logged in time for the selected date range of the report.
Logout time		The actual time the agent logs out of the contact center
Missed calls		refer to agents missing (not answering call centre calls delivered to them) calls. For example, Agent Tom Cruse is logged in the Sales queue. A call has been sent to Tom but is not at his desk because he likes talking with Katie Holmes :) The Missed Call Timeout (Zeitüberschreitung für entgangene Anrufe) for the Sales queue is set to 20 seconds. This means Tom is given 20 seconds to answer the call. If he doesn't answer, his agent status is set to Missed Call (i.e. he is still logged in the queue/s but he will not receive anymore calls until he clicks the missed call tray pop). The fact that Tom missed this call is written in the database and is available in the Missed Call Reports.
Missed Call Time		The time that agent was not available due to a missed call per call
	Daily total Missed Call Time	The total (sum) of time that agent was not available due to missed calls per day
	Total Missed Call Time	The total (sum) of time that agent was not available due to missed calls in the report period

Column Header	Related Header	Definition
Pickup time		The amount of time the agent has taken to answer the call, from the instant the call rang on the agent's phone until the agent answered it.
	Average pickup time	The average of Pickup time as described above
Queue time		The amount of time a call has been queuing i.e. waiting to talk to an agent
	Average Queue Time – per queue	The average amount of time callers are waiting to talk to an agent
	Average queue time	The average amount of time callers are waiting to talk to an agent
Queue Name		The name of the Contact center Queue
Start Time		Start time of the call
Talk Time		The actual amount of talk time i.e. agents talking to callers
	Average Talk Time	The average amount of talk time i.e. agents talking to callers
Time of call		The time when the call arrived at the contact center

2.7 Functional Boundaries and Limitations

2.7.1 Configuration advices

To get meaningful reports it is necessary to configure the contact center routing properly and to consider the following advices.

2.7.1.1 Restricted use of specific features

Contact Center agents should not use features like:

- Call Forwarding
- Call Transfer
- Call Pick Up
- Call Park
- Toggle
- Conference

The features mentioned before split a Contact Center call into call segments in general.

Depending on the involved users, agents, external destinations, internal resouces and the used features it can happen that call segments cannot be assigned properly to the original contact center call in every case. This can lead to a inconsistent contact center call reporting.

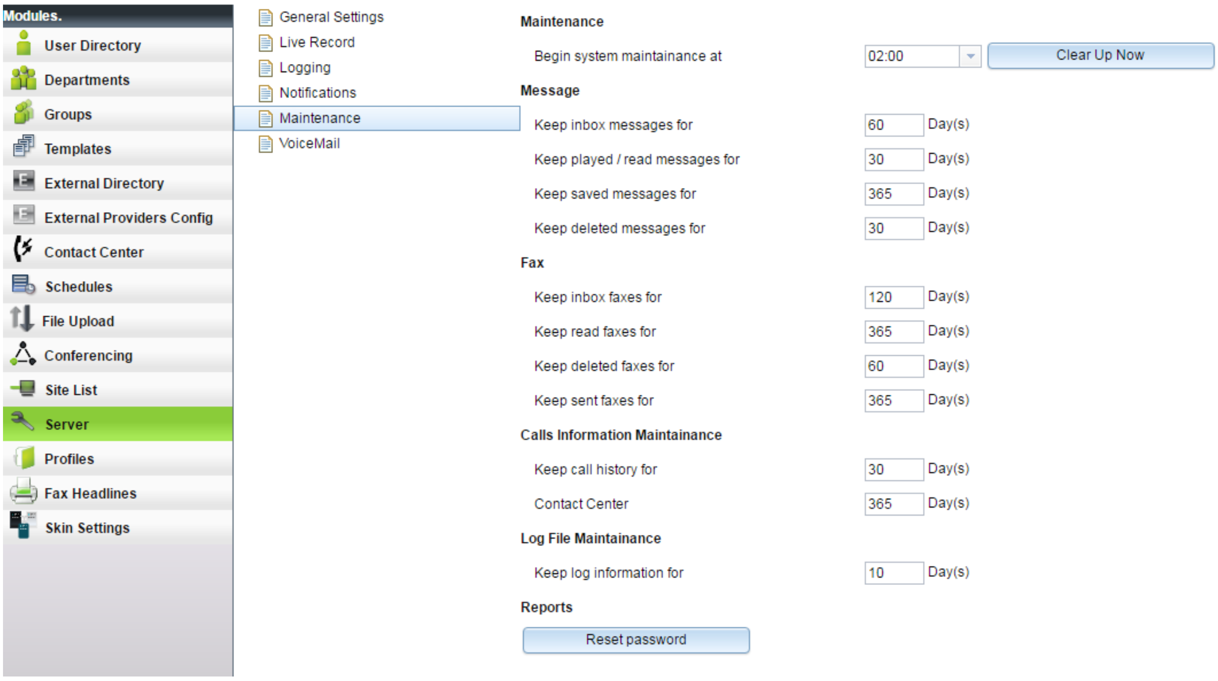
2.7.1.2 Overflow configuration

Contact Center overflows should be configured primarily using overflow agents instead of overflow queues (groups).

In case of overflow queues the reporting considers the queue time, talk time and alert time of the last overflow only. All time values of previous queues (groups) are overwritten.

2.7.1.3 *Maximum time range within reports*

Currently the max. report timespan is 365 days. This value can be modified within the OpenScape Business configuration.


Modules.
User Directory
Departments
Groups
Templates
External Directory
External Providers Config
Contact Center
Schedules
File Upload
Conferencing
Site List
Server
Profiles
Fax Headlines
Skin Settings
General Settings
Live Record
Logging
Notifications
Maintenance
VoiceMail
Clear Up Now
Reset password

Maintenance

Begin system maintainance at 02:00

Message

Keep inbox messages for 60 Day(s)
Keep played / read messages for 30 Day(s)
Keep saved messages for 365 Day(s)
Keep deleted messages for 30 Day(s)

Fax

Keep inbox faxes for 120 Day(s)
Keep read faxes for 365 Day(s)
Keep deleted faxes for 60 Day(s)
Keep sent faxes for 365 Day(s)

Calls Information Maintainance

Keep call history for 30 Day(s)
Contact Center 365 Day(s)

Log File Maintainance

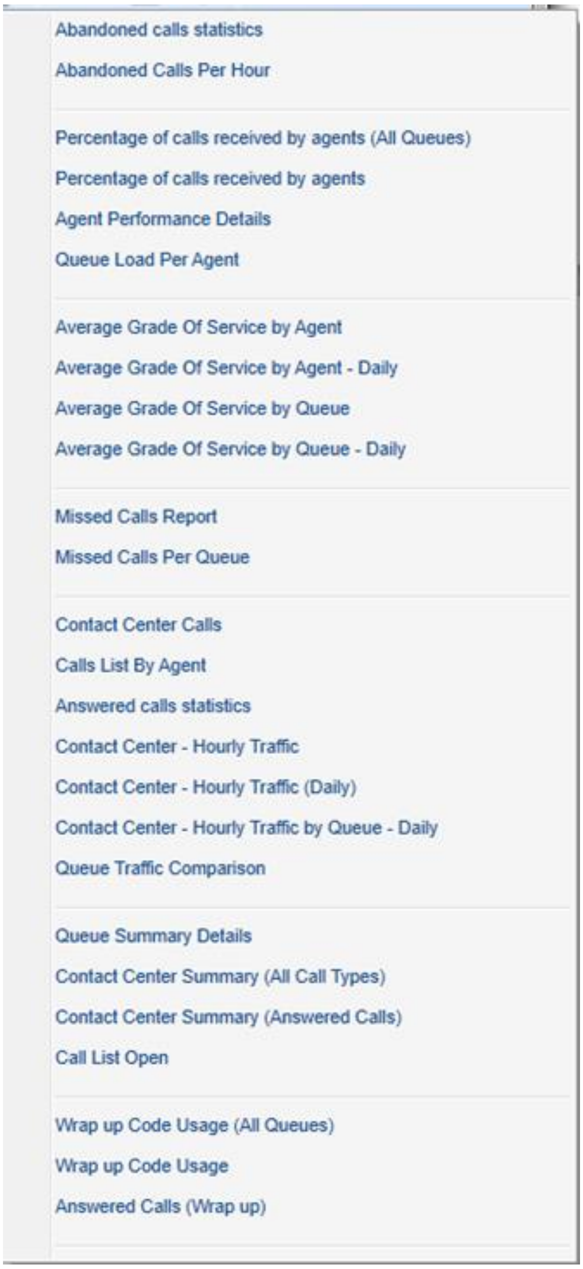
Keep log information for 10 Day(s)

Reports

2.8 Comparison of myReports and myAgent reporting options

2.8.1 myReports vs. myAgent Reports

OpenScape Business offers historical reporting within the myAgent and the myReports client.
The reports in myAgent represent a subset of “myReports” reports.



Abandoned calls statistics
Abandoned Calls Per Hour

Percentage of calls received by agents (All Queues)
Percentage of calls received by agents
Agent Performance Details
Queue Load Per Agent

Average Grade Of Service by Agent
Average Grade Of Service by Agent - Daily
Average Grade Of Service by Queue
Average Grade Of Service by Queue - Daily

Missed Calls Report
Missed Calls Per Queue

Contact Center Calls
Calls List By Agent
Answered calls statistics
Contact Center - Hourly Traffic
Contact Center - Hourly Traffic (Daily)
Contact Center - Hourly Traffic by Queue - Daily
Queue Traffic Comparison

Queue Summary Details
Contact Center Summary (All Call Types)
Contact Center Summary (Answered Calls)
Call List Open

Wrap up Code Usage (All Queues)
Wrap up Code Usage
Answered Calls (Wrap up)

Differences exist in report handling. MyAgent reports can only be displayed immediately in PDF. Name of the Report within the User Interface can slightly differ from the name of the report in myReports.

myAgent reports are availabale for contact center supervisors or administrators.

2.8.2 myReports vs. myAgent Call List

myAgent Call List uses the same database as myReports but different queries and a different presentation logic.

The following logic is applied by myAgent Call List:

- Call List displays either an agent name or a result type for items in the calls list.
  - If there is an agent ID assigned to the call, then the entry will display the agents name.
  - If there is no agent id but is scheduled, then it will display ‘scheduled’
- An abandoned call is defined as one that has no talk time as well as not having been picked up.
- A call will be marked as picked up if the agent id is -1

- If the call is abandoned then it will display ‘abandoned’ otherwise, it will display ‘transferred’.

myReports is using the following constraints to calculate the answered and the abandoned calls:

A call is counted and presented as “Answered” if the talk time is > 0
A call is counted and presented as “Abandoned” if the agent_id = 0 & cc_callback = 0 and cc_talk_time =0
In case that the conditions above do not met (e.g. call with assigned agent_id but without a talk time or positive talk time without an assigned agent) the calls are assumed to be transferred.

2.8.3 myReports vs. myAgent Wallboard

myAgent Wallboard does not use the database as myReports in addition it distinguished only between answered and abandoned calls.

The following applies the wallboard

- The data for the wallboard are provided by the UC Suite server. There is no database query.
- If the call was established to an agent it is counted an presented as “answered”
- If the call was not established to an agent it is counted an presented as “abandoned”
- “Other" calls that are not answered and not abandoned (e.g. call with assigned agent_id but without a talk time or positive talk time without an assigned agent) are not included.
- The wallboard displays data for the current day and is reset at midnight each day.
- Wallboard information is reloaded from the database in the case of a server restart.
- There is no way for the user to reset the wallboard data.

3 Detailed Report Description

The table in the beginning of an chapter gives an overview about the reports, which are included in myReports group. The Columns labeled with:

- 3CC indicates that the report contain contact center relevant data
- UC Indicates that the report contains UC user relevant data
- A Indicates that the report is also available within myAgent. In this case the row is colored

3.1 Report templates within the group "Agent Activity"

The reports within this category are Contact Center related. They are focusing on agent activities. Other system users are not considered within these reports.

Report	Short-Description	CC	UC	A
Logged Times	This report represents the login, logout and logged in times in specified date interval for selected agent.	yes	No	No
Missed Call Times	Displaying missed call times in specified date interval for selected agent	yes	No	No
On Break Times	Displaying break times in specified date interval for selected agent	yes	No	No
Status (All Agents) Daily	Displaying status details (Logged, On Break, Work, Missed Call, and Screen Pop) by agents for the reported period and for the selected agents.	yes	No	No
Status (By Agent) Daily	Displaying status details for selected agent and specified day.	yes	No	No
Work Times	Displaying work times in specified date interval for selected agent.	yes	No	No

Table 1 Reports of the group – Agent Activity

How to use Agent Activity reports

Agent Activity reports help to analyze behavior of agent during their time logged on into my Agent. All activities from login into a queue until Logoff are recorded and are assigned to following activities.

- Logged
  Time and duration from login into a queue until logout
- Break
  Time and duration which is spent for breaks
- Work
  Time and duration which is spent for wrap-up purpose
- Missed Call
  Time and duration in which the agent has been set to "unavailable" due to a missed call.
- Pop-up
  Time and duration, in which the Pop-Up Window is opened at the agent desktop. The Pop Up Window is the indicator for call, e-mail and fax processing by an agent in general.
  In case, that a voice call is terminated but the Pop Up is not closed be the agent, the overdue timer starts from that moment, but this timer is not reported separately within the agent activity reports.

The first step in analyzing agent activities should be done via the

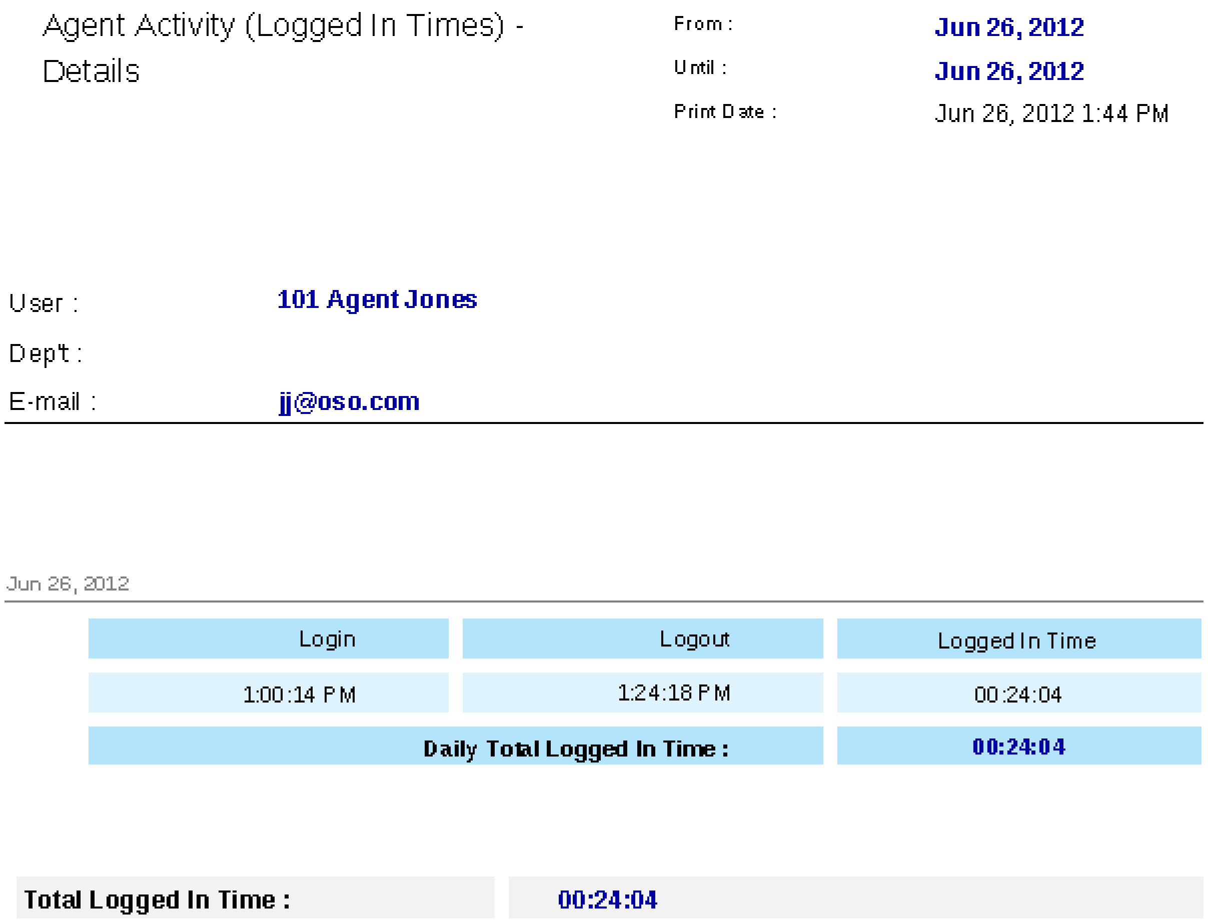
- Agent Activity – Status (All Agents) – Daily
- Agent Activity – Status (By Agent) - Daily

reports in order to get an overview. Afterwards the other reports within this category can be used to drill down into specific activities per agent if necessary.

3.1.1 Agent Activity - Logged In Times

Report Description :

This report represents the login, logout and logged in times in specified date interval for selected agent.



Agent Activity (Logged In Times) - Details

From : **Jun 26, 2012**
Until : **Jun 26, 2012**
Print Date : Jun 26, 2012 1:44 PM

User : **101 Agent Jones**
Dept :
E-mail : **jj@oso.com**

Jun 26, 2012

Login	Logout	Logged In Time
1:00:14 PM	1:24:18 PM	00:24:04
Daily Total Logged In Time :		**00:24:04**

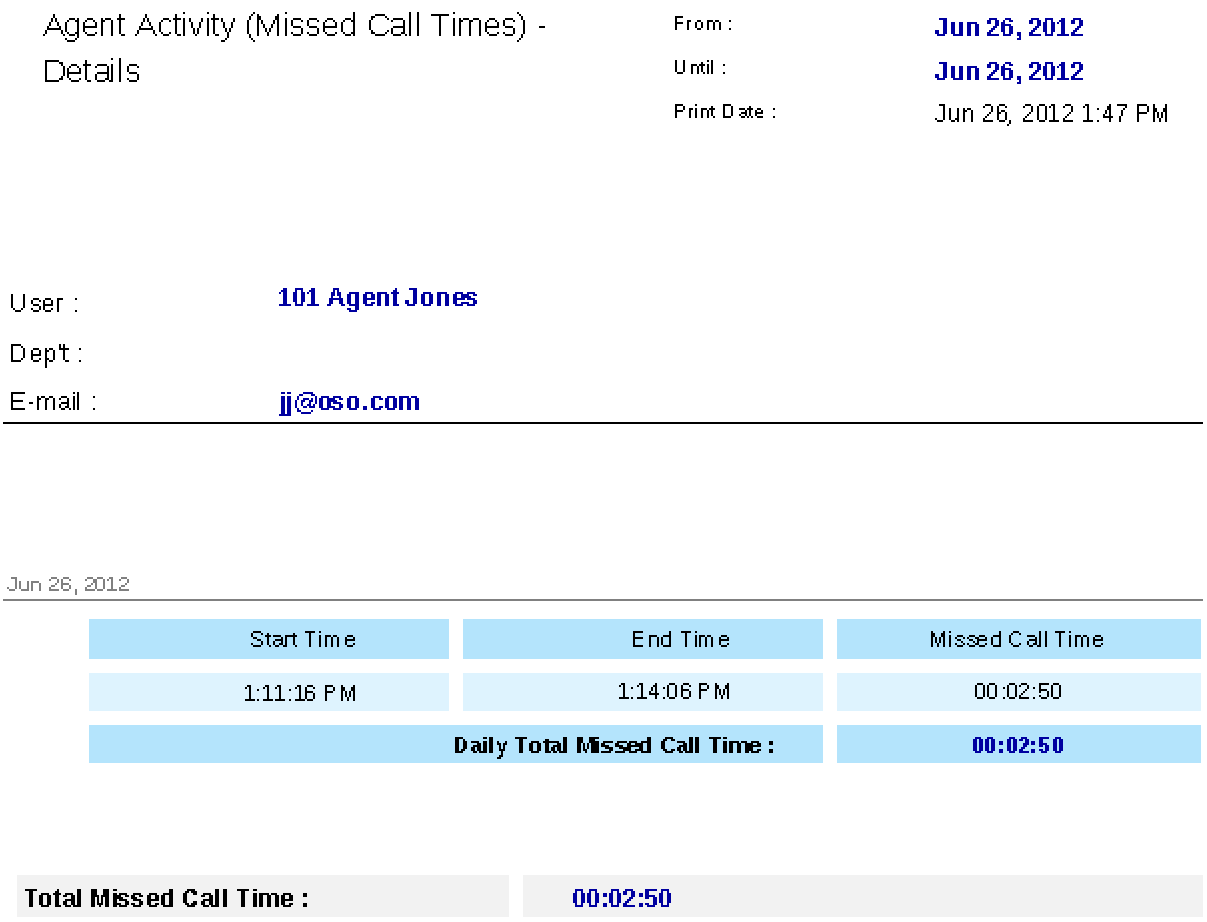
Total Logged In Time : **00:24:04**

Required Input Parameters :	**Output values**
From Date	Login time
Until (To Date)	Logout time
Agent	Logged In time
Daily Report	Daily total Logged in time
	Total Logged in time

Format : Table	**Axis label** : N/A

3.1.2 Agent Activity - Missed Call Times

Report Description :
Displaying missed call times in specified date interval for selected agent.



Agent Activity (Missed Call Times) - Details

From : **Jun 26, 2012**
Until : **Jun 26, 2012**
Print Date : Jun 26, 2012 1:47 PM

User : **101 Agent Jones**
Dept :
E-mail : **jj@oso.com**

Jun 26, 2012

Start Time	End Time	Missed Call Time
1:11:16 PM	1:14:06 PM	00:02:50
Daily Total Missed Call Time :		**00:02:50**

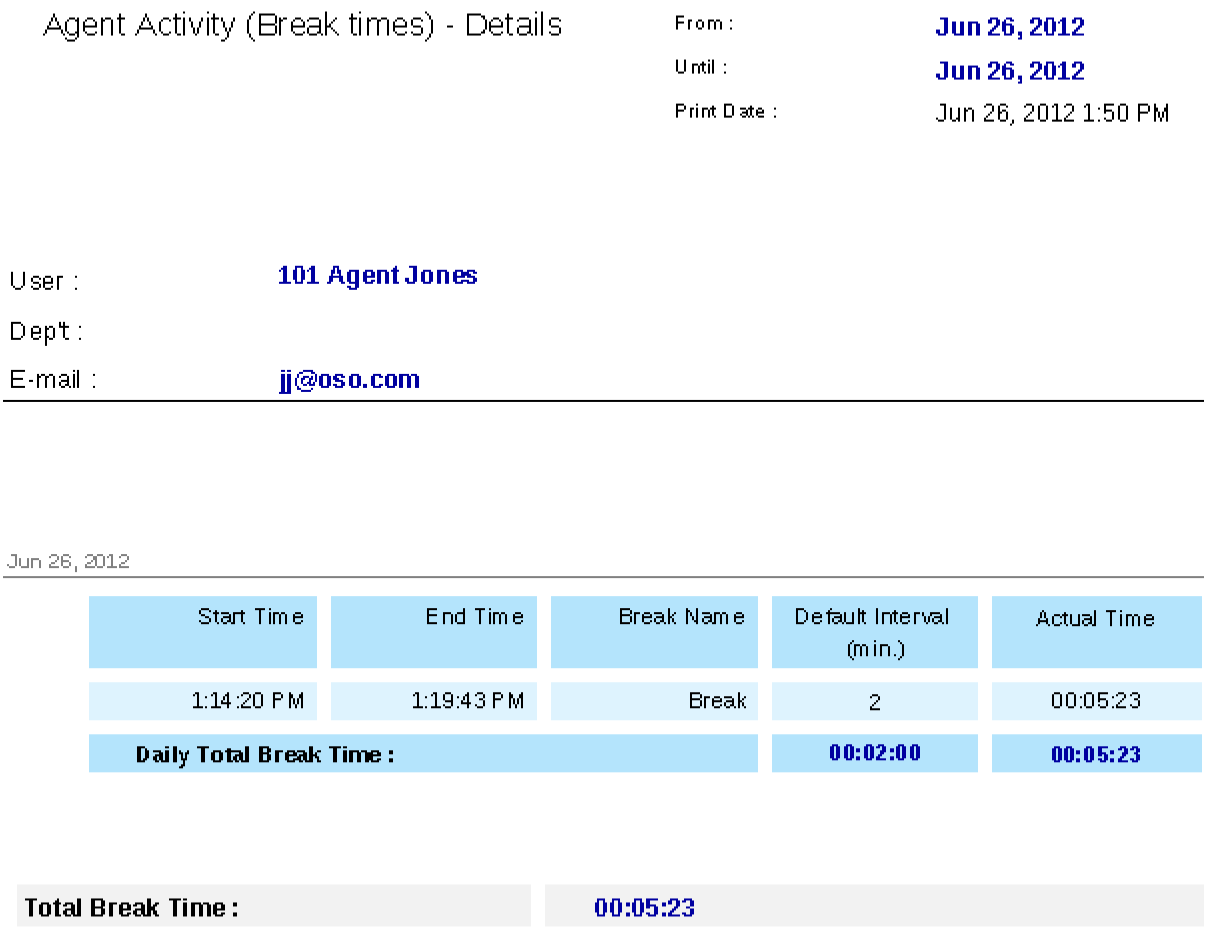
Total Missed Call Time : **00:02:50**

Required Input Parameters :	**Output values**
From Date	Start Time
Until (To Date)	End Time
Agent	Missed Call Time
Agent	Daily total Missed Call Time
Daily Report	Total Missed Call Time

Format : Table	**Axis label**: N/A

3.1.3 Agent Activity - On Break Times

Report Description :
Displaying break times in specified date interval for selected agent.



Agent Activity (Break times) - Details

From :	**Jun 26, 2012**
Until :	**Jun 26, 2012**
Print Date :	Jun 26, 2012 1:50 PM

User :	**101 Agent Jones**
Dept :	
E-mail :	**jj@oso.com**

Jun 26, 2012

Start Time	End Time	Break Name	Default Interval (min.)	Actual Time
1:14:20 PM	1:19:43 PM	Break	2	00:05:23
Daily Total Break Time :			**00:02:00**	**00:05:23**

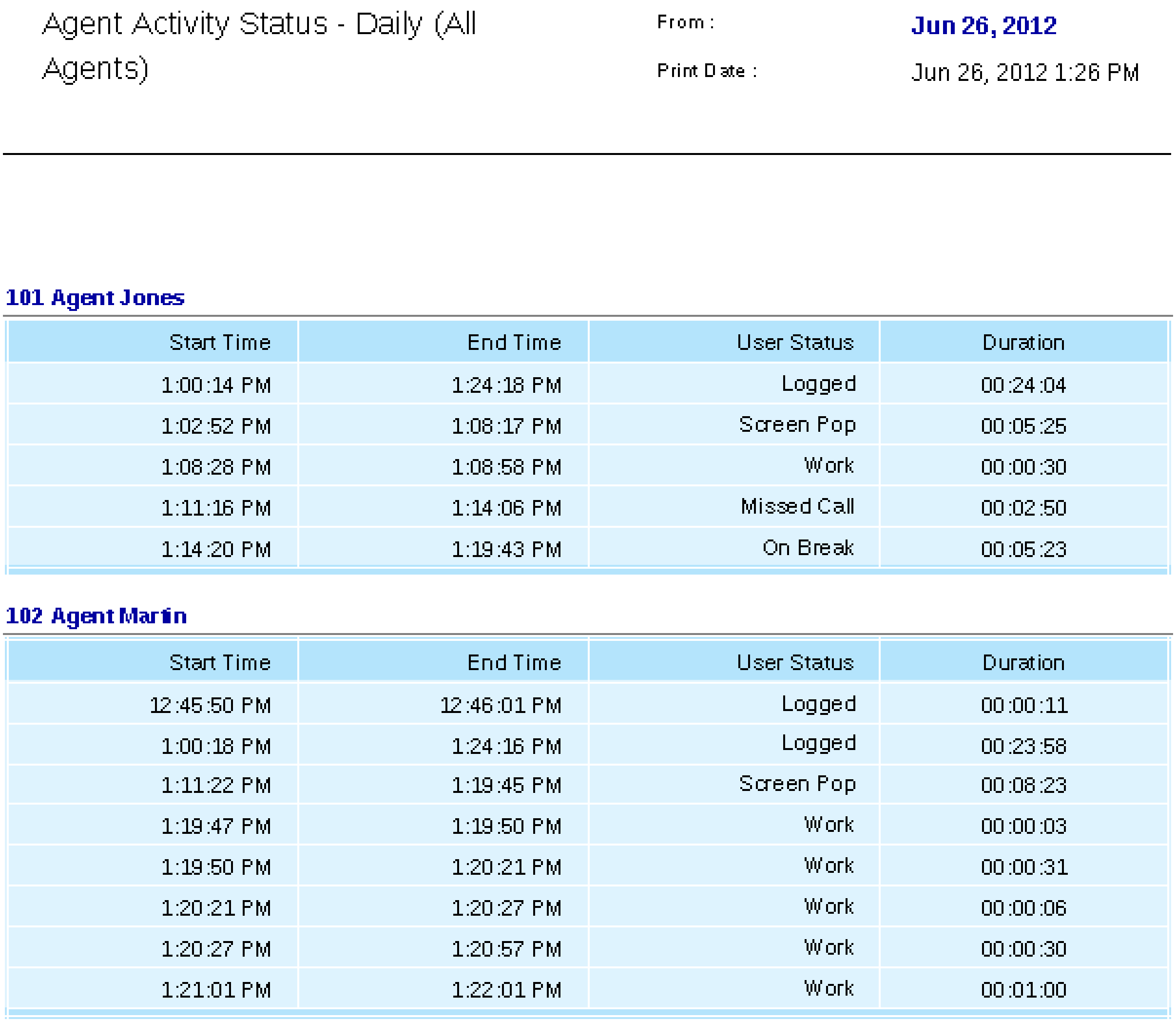
Total Break Time :	**00:05:23**

Required Input Parameters :	**Output values** :
From Date	Start Time
Until (To Date)	End Time
Agent	Break Name Default Break Interval (min.)
Daily Report	Actual Break Time
	Daily total Break Time
	Total Break Time

Format : Table	**Axis label**: N/A

3.1.4 Agent Activity - Status (All agents) - Daily

Report Description :
Displaying status details (Logged, Break, Work, Missed Call, Screen Pop) by agents for the reported period and for the selected agents.



Agent Activity Status - Daily (All Agents)

From : Jun 26, 2012

Print Date : Jun 26, 2012 1:26 PM

101 Agent Jones

Start Time	End Time	User Status	Duration
1:00:14 PM	1:24:18 PM	Logged	00:24:04
1:02:52 PM	1:08:17 PM	Screen Pop	00:05:25
1:08:28 PM	1:08:58 PM	Work	00:00:30
1:11:16 PM	1:14:06 PM	Missed Call	00:02:50
1:14:20 PM	1:19:43 PM	On Break	00:05:23

102 Agent Martin

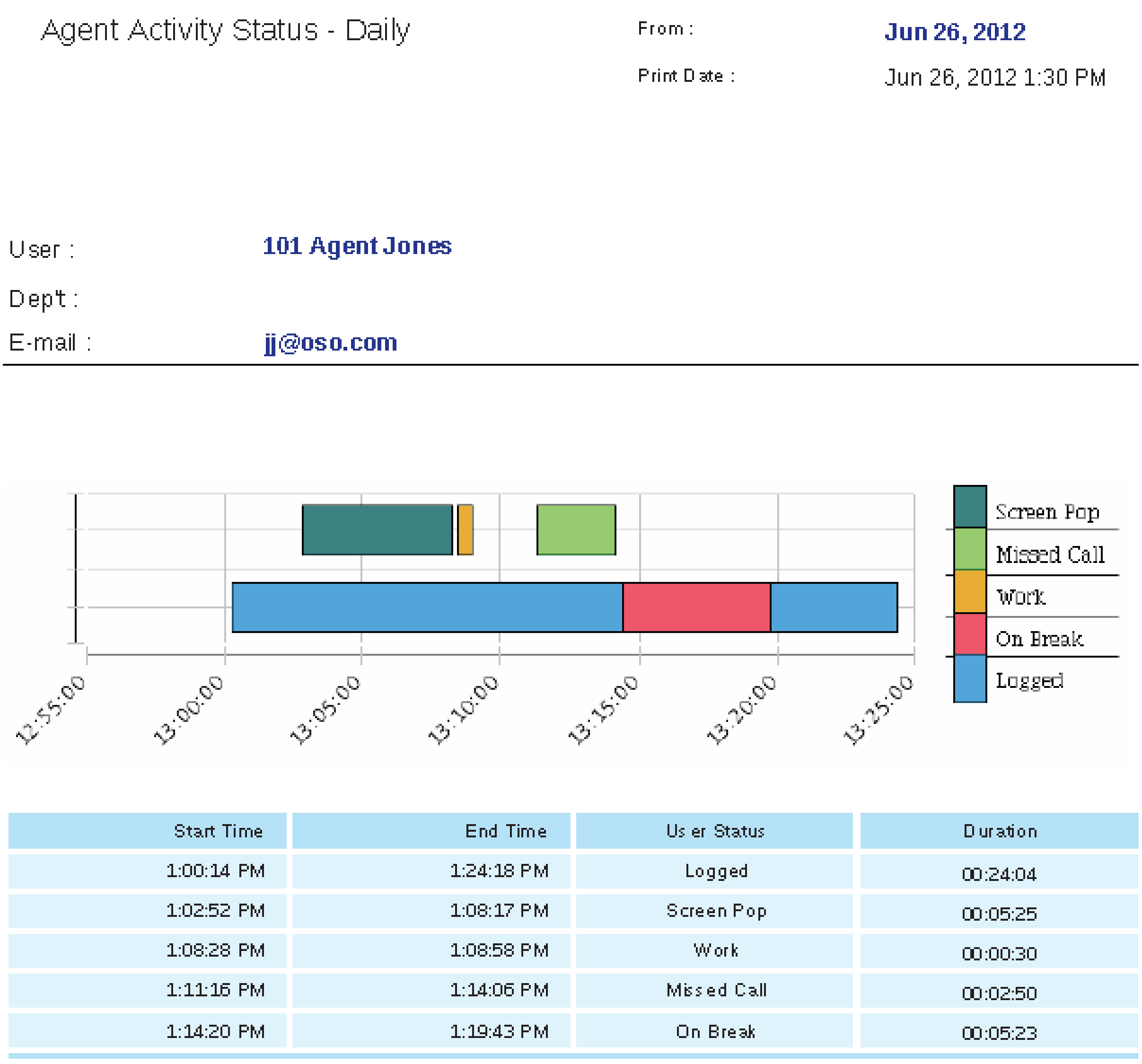
Start Time	End Time	User Status	Duration
12:45:50 PM	12:46:01 PM	Logged	00:00:11
1:00:18 PM	1:24:16 PM	Logged	00:23:58
1:11:22 PM	1:19:45 PM	Screen Pop	00:08:23
1:19:47 PM	1:19:50 PM	Work	00:00:03
1:19:50 PM	1:20:21 PM	Work	00:00:31
1:20:21 PM	1:20:27 PM	Work	00:00:06
1:20:27 PM	1:20:57 PM	Work	00:00:30
1:21:01 PM	1:22:01 PM	Work	00:01:00

Required Input Parameters :	**Output values**
From Date (For Day)	Start Time
Agents (Multiple Agent selection)	End Time
	Status Name
	Status Duration

Format : Table * The values are grouped by agents	**Axis label** : N/A

3.1.5 Agent Activity - Status (By Agent) - Daily

Report Description :
Displaying status details for selected agent and specified day.



Agent Activity Status - Daily

From : **Jun 26, 2012**
Print Date : Jun 26, 2012 1:30 PM

User : **101 Agent Jones**
Dept :
E-mail : **jj@oso.com**

12:55:00
13:00:00
13:05:00
13:10:00
13:15:00
13:20:00
13:25:00
Screen Pop
Missed Call
Work
On Break
Logged

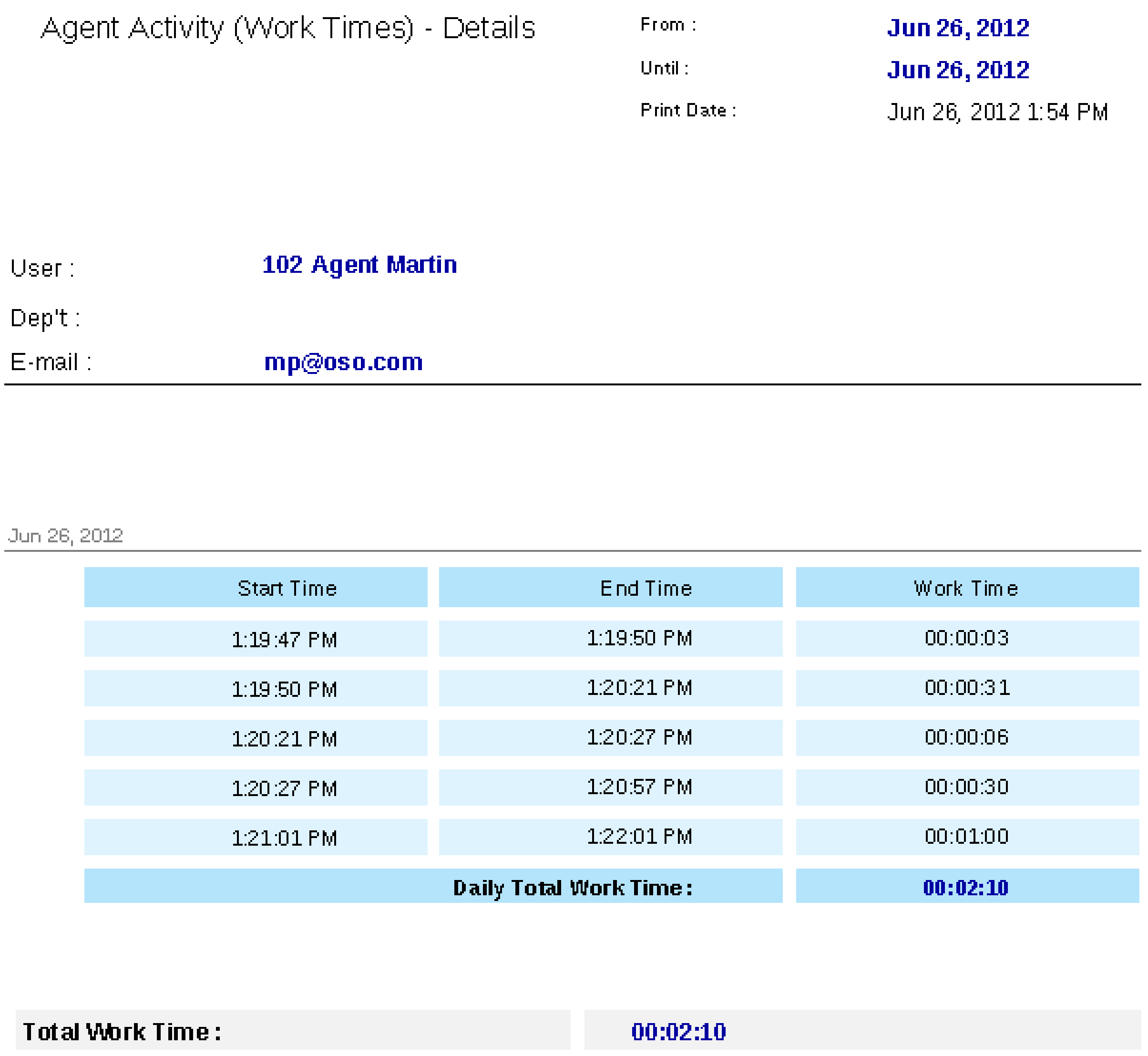
Start Time	End Time	User Status	Duration
1:00:14 PM	1:24:18 PM	Logged	00:24:04
1:02:52 PM	1:08:17 PM	Screen Pop	00:05:25
1:08:28 PM	1:08:58 PM	Work	00:00:30
1:11:16 PM	1:14:06 PM	Missed Call	00:02:50
1:14:20 PM	1:19:43 PM	On Break	00:05:23

Required Input Parameters :	**Output values**
From Date (For Day)	Start Time
Agent	End Time,
	User Status
	Duration

Format :	**Axis label**
Table & Graphic	Horizontal : time Vertical : Office status (Logged , On Break, Work, Missed Call)

3.1.6 Agent Activity - Work Times

Report Description :
Displaying work times in specified date interval for selected agent.



Agent Activity (Work Times) - Details

From : **Jun 26, 2012**
Until : **Jun 26, 2012**
Print Date : Jun 26, 2012 1:54 PM

User : **102 Agent Martin**
Dep't :
E-mail : **mp@oso.com**

Jun 26, 2012

Start Time	End Time	Work Time
1:19:47 PM	1:19:50 PM	00:00:03
1:19:50 PM	1:20:21 PM	00:00:31
1:20:21 PM	1:20:27 PM	00:00:06
1:20:27 PM	1:20:57 PM	00:00:30
1:21:01 PM	1:22:01 PM	00:01:00
	Daily Total Work Time :	**00:02:10**

Total Work Time : **00:02:10**

Required Input Parameters :	**Output values**
From Date	Start Time
Until (To Date)	End Time
Agent	Work Time
Daily Report	Daily total Work Time
	Total Work Time

Format : Table	**Axis label**: N/A

3.3 Report templates within the group „Agents“

Within the Agent Category two different report types are included:

- User / Agent call related reports
- User / Agent Grade of Service related reports.

Both report types are focusing on OpenScape Business Users, who are licensed as agent.

The reports within this category are not all pure Contact Center relevant reports.

The Call Related Reports do not take into account, if a user was logged in and working as an agent or not. Just the fact that a user is configured as agent is relevant. Therefore the provided information is a mixture of Contact Center and non-Contact Center data.

Reports can contain calls with “Talk Time” equal zero. This indicates in general a call, which was alerting at user´s phone but was not answered. “Missed Calls” during agent´s Contact Center activity are treated in the same way.

The Grade of Service related reports determine the average of G.O.S of all Contact Center calls, which were handled by the specified agent.

Report	Description	CC	UC	A
Average Grade Of Service by Agent)	This report shows hourly average grade of service for specified agent in a specified date range	yes	yes	yes
Average Grade Of Service by Agent – Daily	This report shows hourly average grade of service for specified agent in a specified date range (there is a different graphic for each day in the specified date range)	yes	yes	yes
Private Calls (All Agents)	This report shows details about the agent private calls in the specified date range.	yes	yes	no
Private Calls (Per Agent)	This report shows detailed information about the agent private calls for the specified agent in the specified date range.	yes	yes	no
All User Calls (Per Agent)	This report shows detailed information about all user calls for the specified agent in the specified date range.	yes	yes	no
All User Calls (By Agent) #2	This report shows detailed information about all user calls for the specified agent in the specified date range. * Difference with the report All User Calls (Per Agent) is that this report has no “Business hours only” parameter.	yes	yes	no

Table 2 Reports of the group – Agents

3.3.1 How to use Agent Reports.

The GOS related reports can be used to get an easy to handle graphical overview about the Quality of Service performance of an agent on any day, allowing the detection of main traffic hour for agents.

Note:

Agents cannot influence this value directly in every case by their own operation. For example if an agent is an overflow agent, the entire Queue Time, the call has waited in the queue until it is answered bythe agent, is assigned to him.

Call related reports can be used to determine the overall number of calls for an agent. They can also be used to determine, if the call load of an agent is caused by “Contact Center” calls or by “Non-Contact Center” calls like internal or directly in-dialed calls.

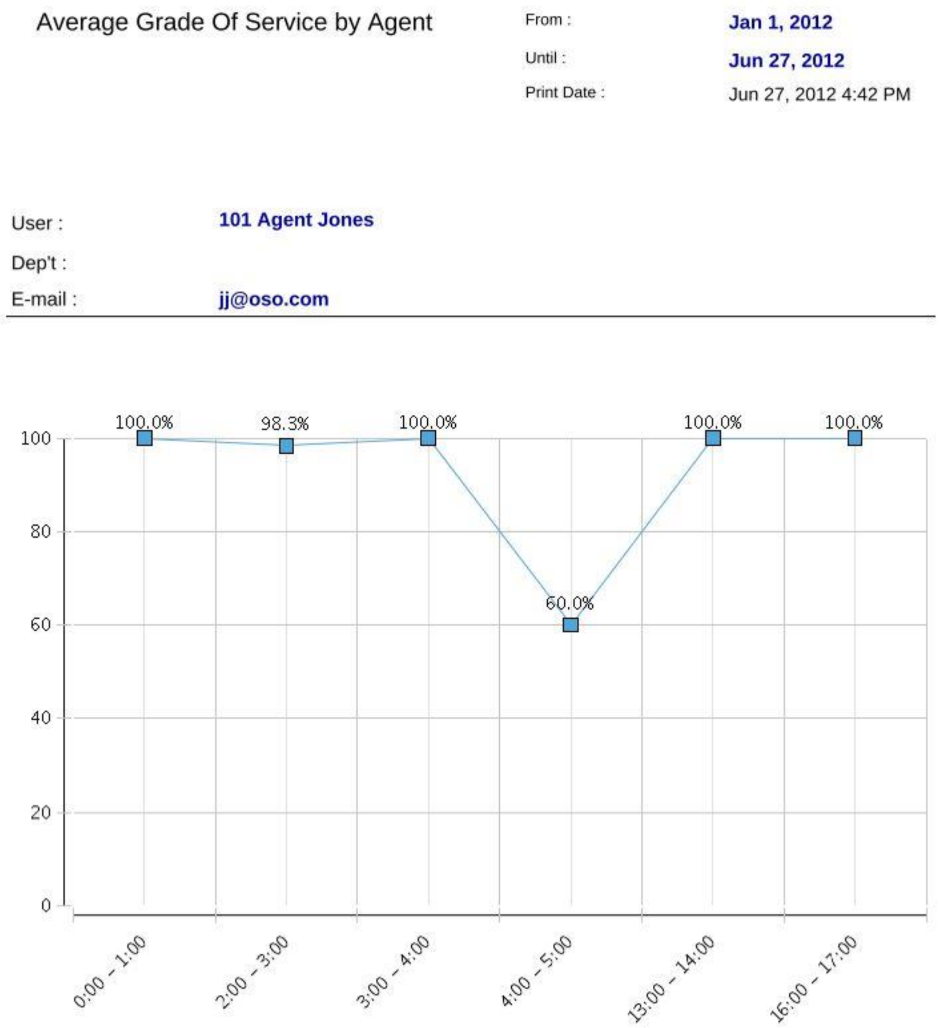
Outgoing calls of an agent are counted as “Non-Contact Center” calls in general.

Important

The call related data within the “Agents” group may not be compared with pure contact center related reports within the group “Calls” as the reports criteria within this group is set to “Is configured as Agents” and not to “is Contact Center Call”.

3.3.2 Average Grade of Service by Agent

Report Description :
This report shows hourly average grade of service for specified agent in a specified date range



Average Grade Of Service by Agent

From : **Jan 1, 2012**
Until : **Jun 27, 2012**
Print Date : Jun 27, 2012 4:42 PM

User : **101 Agent Jones**
Dep't :
E-mail : **jj@oso.com**

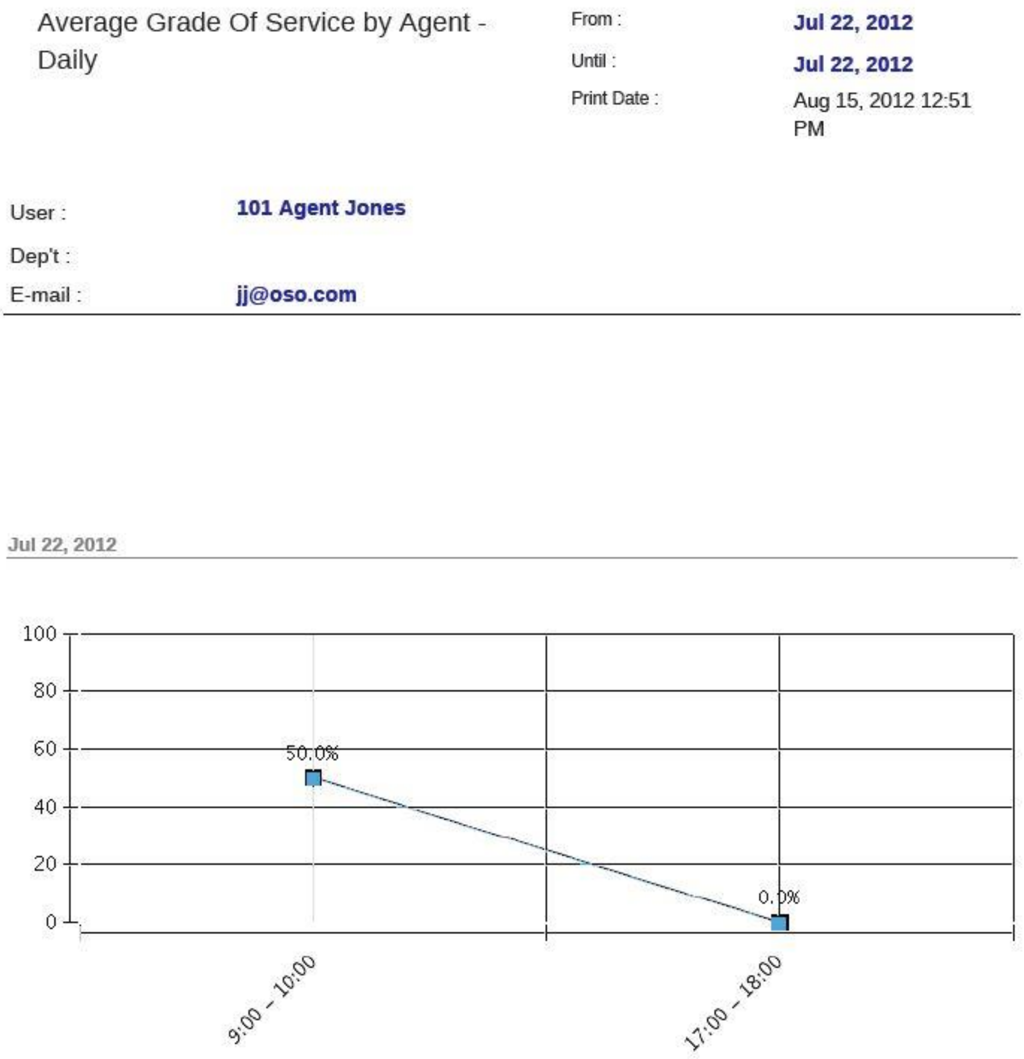
Required Input Parameters :	**Output values** :
From Date	N\A
To Date (Until)	
Agent	
Daily Report	

Format :	**Axis label** :
Graphic	Horizontal : Hourly intervals Vertical : Average Grade of service (0-100)

3.3.3 Average Grade of Service by Agent - Daily

Report Description :

This report show hourly average grade of service for specified agent in a specified date range (there is a different graphic for each day in the specified date range)



Average Grade Of Service by Agent - Daily

From : **Jul 22, 2012**

Until : **Jul 22, 2012**

Print Date : Aug 15, 2012 12:51 PM

User : **101 Agent Jones**

Dep't :

E-mail : **jj@oso.com**

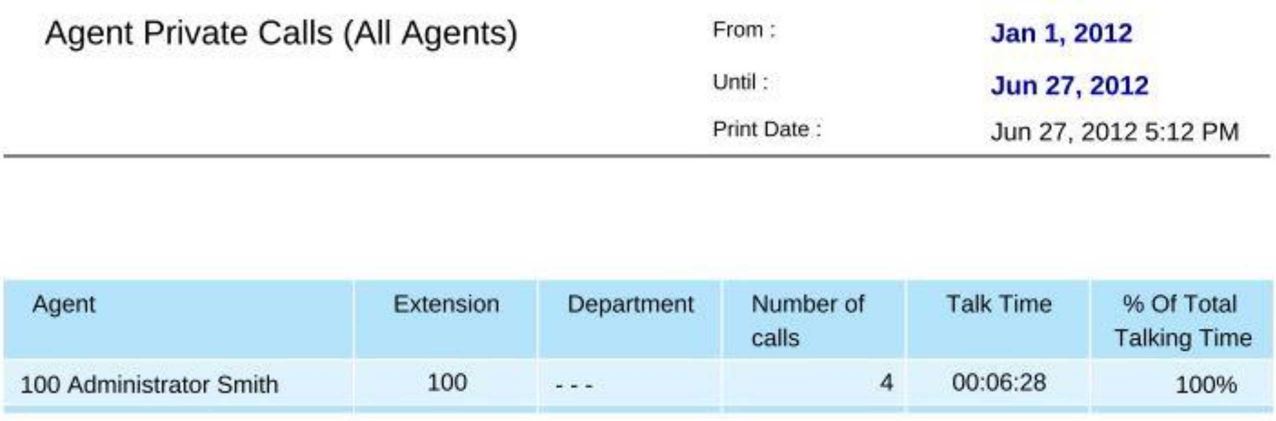
Jul 22, 2012

Required Input Parameters :	**Output values** :
From Date	N\A
To Date (Until)	
Agent	
Daily Report	

Format :	**Axis label** :
Graphic	Horizontal : Hourly intervals Vertical : Average Grade of service (0-100)

3.3.4 Agent Private Calls (All Agents)

Report Description :
This report show details about the agent private calls in the specified date range.



Agent Private Calls (All Agents)

From : Jan 1, 2012
Until : Jun 27, 2012
Print Date : Jun 27, 2012 5:12 PM

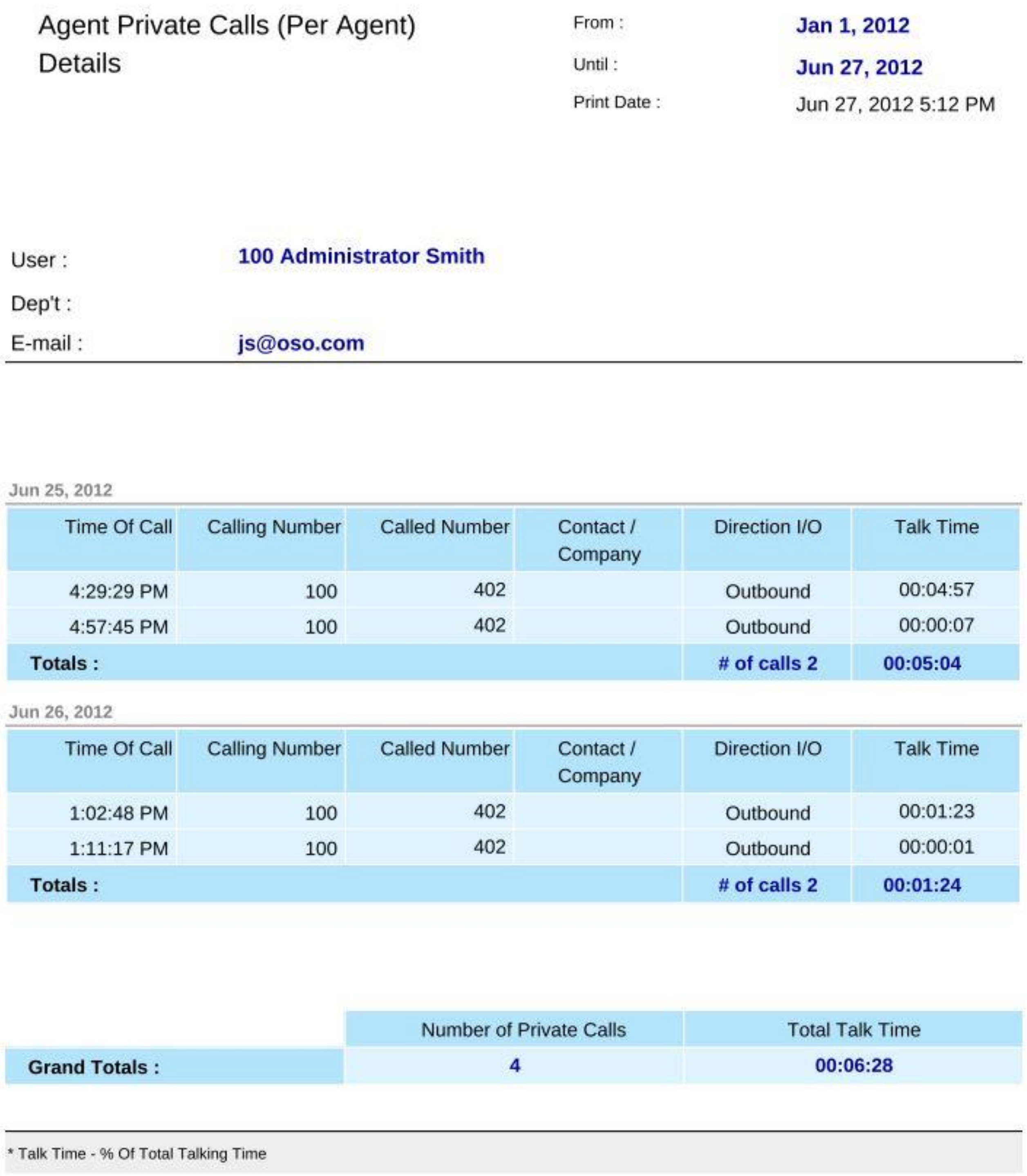
Agent	Extension	Department	Number of calls	Talk Time	% Of Total Talking Time
100 Administrator Smith	100	- - -	4	00:06:28	100%

Required Input Parameters :	**Output values**
From Date	Agent
To Date (Until)	Agent Extension
Daily Report	Department
	Number of calls
	Talk Time
	% of total talk time

Format : Table	**Axis label**: N/A

3.3.5 Agent Private Calls (Per Agent)

Report Description :
This report show detailed information about the agent private calls for the specified agent in the specified date range.



Agent Private Calls (Per Agent)
Details

From : **Jan 1, 2012**
Until : **Jun 27, 2012**
Print Date : Jun 27, 2012 5:12 PM

User : **100 Administrator Smith**
Dep't :
E-mail : **js@oso.com**

Jun 25, 2012

Time Of Call	Calling Number	Called Number	Contact / Company	Direction I/O	Talk Time
4:29:29 PM	100	402		Outbound	00:04:57
4:57:45 PM	100	402		Outbound	00:00:07
Totals :				**# of calls 2**	**00:05:04**

Jun 26, 2012

Time Of Call	Calling Number	Called Number	Contact / Company	Direction I/O	Talk Time
1:02:48 PM	100	402		Outbound	00:01:23
1:11:17 PM	100	402		Outbound	00:00:01
Totals :				**# of calls 2**	**00:01:24**

	Number of Private Calls	Total Talk Time
Grand Totals :	**4**	**00:06:28**

* Talk Time - % Of Total Talking Time

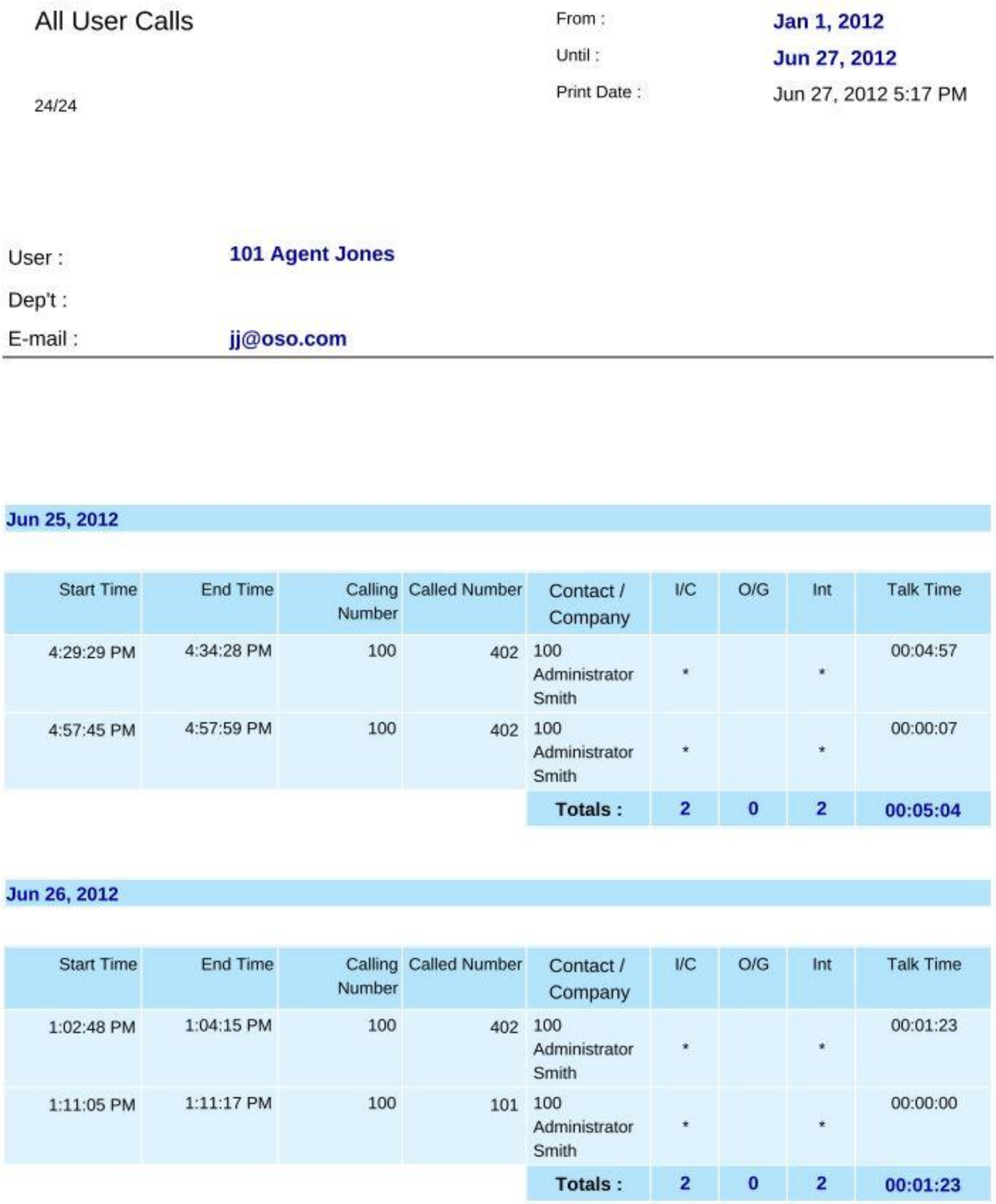
Required Input Parameters :	**Output values**
From Date	Call Date
To Date (Until)	Start Time

Agent	Calling Number
Daily Report	Called Number
	Contact / Company
	Direction I/O (Inbound/Outbound)
	Talk Time
	Daily Total Number of Calls
	Daily Total Talk Time
	Total Number of Calls
	Total Talk Time

Format : Table* The values are grouped daily	**Axis label**: N/A

3.3.6 All User Calls (Per Agent)

Report Description :
This report show detailed information about all user calls for the specified agent in the specified date range.



All User Calls

24/24

From : **Jan 1, 2012**
Until : **Jun 27, 2012**
Print Date : Jun 27, 2012 5:17 PM

User : **101 Agent Jones**
Dep't :
E-mail : **jj@oso.com**

Jun 25, 2012

Start Time	End Time	Calling Number	Called Number	Contact / Company	I/C	O/G	Int	Talk Time
4:29:29 PM	4:34:28 PM	100	402	100 Administrator Smith	*		*	00:04:57
4:57:45 PM	4:57:59 PM	100	402	100 Administrator Smith	*		*	00:00:07
				Totals :	**2**	**0**	**2**	**00:05:04**

Jun 26, 2012

Start Time	End Time	Calling Number	Called Number	Contact / Company	I/C	O/G	Int	Talk Time
1:02:48 PM	1:04:15 PM	100	402	100 Administrator Smith	*		*	00:01:23
1:11:05 PM	1:11:17 PM	100	101	100 Administrator Smith	*		*	00:00:00
				Totals :	**2**	**0**	**2**	**00:01:23**

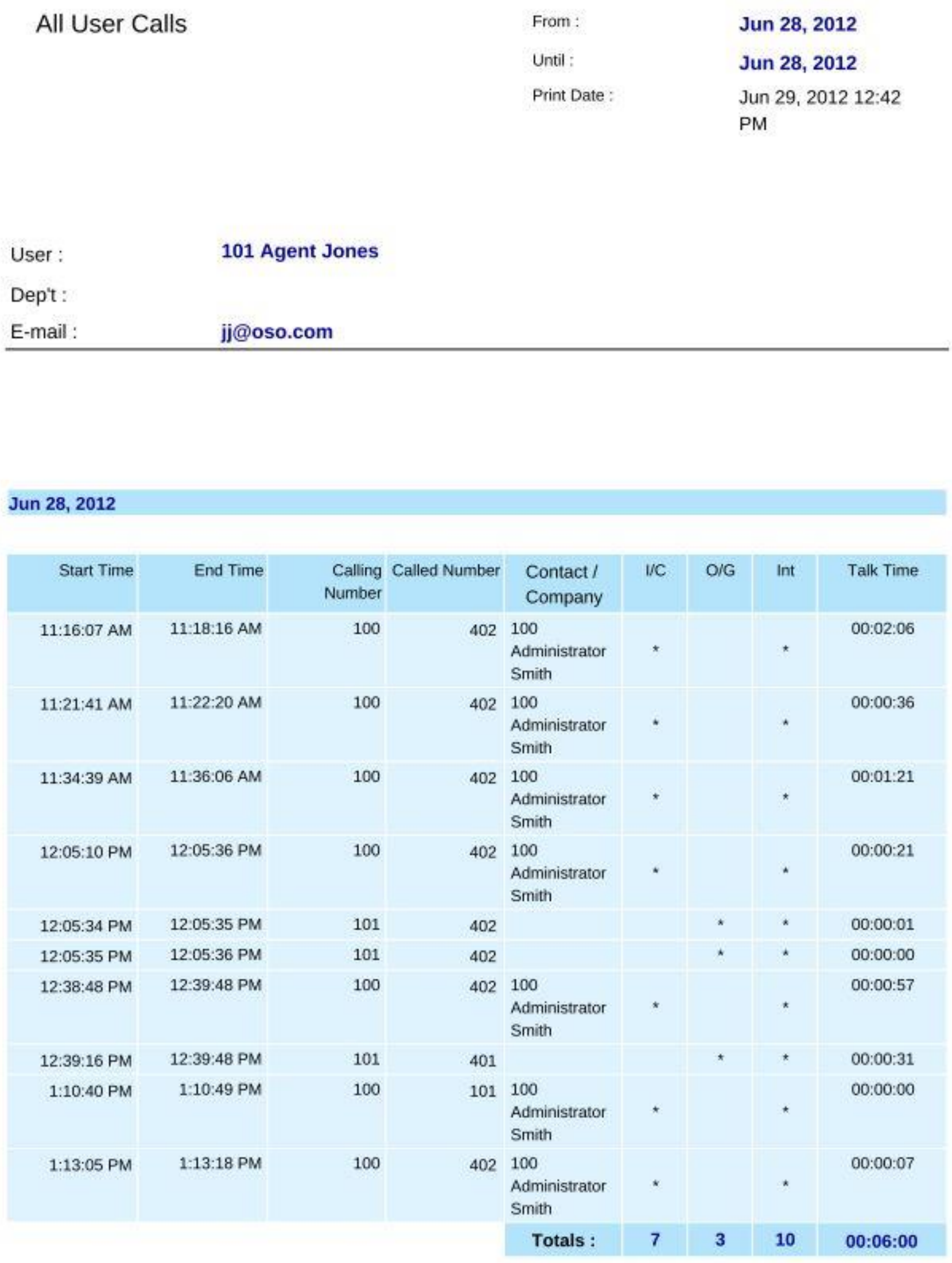
Required Input Parameters :	**Output values** :
From Date	Call Date
To Date (Until)	Start Time
Agent	End Time
Business hours only (else 24/2	Calling Number
Daily Report	Called Number
	Contact / Company
	I/C – Incoming calls (Yes or No)
	O/Q – Outgoing Call (Yes or No)
	Int – Internal Call (Yes or No)
	Talk time
	Daily totals for : number of I/C, number of O/Q,number of Internal Calls ,Talk Time
	Grand totals for : number of I/C, number of O/Q,number of Internal Calls ,Talk Time

Format : Table* The values are grouped daily	**Axis label**: N/A

3.3.7 All User Calls (Per Agent) #2

Report Description :

This report shows detailed information about all user calls for the specified agent in the specified date range. Difference with the report **All User Calls (Per Agent)** is that this report has no “Business hours only” parameter.



All User Calls

From : **Jun 28, 2012**
Until : **Jun 28, 2012**
Print Date : Jun 29, 2012 12:42 PM

User : **101 Agent Jones**
Dep't :
E-mail : **jj@oso.com**

Jun 28, 2012

Start Time	End Time	Calling Number	Called Number	Contact / Company	I/C	O/G	Int	Talk Time
11:16:07 AM	11:18:16 AM	100	402	100 Administrator Smith	*		*	00:02:06
11:21:41 AM	11:22:20 AM	100	402	100 Administrator Smith	*		*	00:00:36
11:34:39 AM	11:36:06 AM	100	402	100 Administrator Smith	*		*	00:01:21
12:05:10 PM	12:05:36 PM	100	402	100 Administrator Smith	*		*	00:00:21
12:05:34 PM	12:05:35 PM	101	402			*	*	00:00:01
12:05:35 PM	12:05:36 PM	101	402			*	*	00:00:00
12:38:48 PM	12:39:48 PM	100	402	100 Administrator Smith	*		*	00:00:57
12:39:16 PM	12:39:48 PM	101	401			*	*	00:00:31
1:10:40 PM	1:10:49 PM	100	101	100 Administrator Smith	*		*	00:00:00
1:13:05 PM	1:13:18 PM	100	402	100 Administrator Smith	*		*	00:00:07
				Totals :	**7**	**3**	**10**	**00:06:00**

Required Input Parameters :	**Output values** :
From Date	Call Date
To Date (Until)	Start Time
Agent	End Time
Daily Report	Calling Number
	Called Number
	Contact / Company
	I/C – Incoming calls (Yes or No)
	O/Q – Outgoing Call (Yes or No)
	Int – Internal Call (Yes or No)
	Talk time
	Daily totals for : number of I/C, number of O/Q,number of Internal Calls ,Talk Time
	Grand totals for : number of I/C, number of O/Q,number of Internal Calls ,Talk Time

Format : Table* The values are grouped daily	**Axis label**: N/A

3.5 Report templates within the group „Call History”

The reports within this category are UC user related, common reports and not Contact Center specific reports.

The reports show calls per user, independent if the user is defined as an agent or not. This means, that calls which were routed to a user as agent while working within the Contact Center as agent are also included.

Filters within these reports are built in and are related to call direction and specific numbers. The specific number (fragments) can be set within the myReports client, when the user is logged in as myReports administrator.

Report	Description	CC	UC	A
External Calls Per User	This report shows information about the user external calls for the specified user in the specified date range.	no	yes	no
Incoming Calls (Free Calls) - Per User	This report shows incoming - free calls details for the specified user in the specified date range.	no	yes	no
Incoming Calls (International) - Per User	This report shows incoming - international calls details for the specified user in the specified date range.	no	yes	no
Incoming Calls (Mobile-Cell) - Per User	This reports show incoming - mobile/cell calls details for the specified user in the specified date range.	no	yes	no
Incoming Calls (Other External Calls) - Per User	This report shows incoming - *other calls details for the specified user in the specified date range. *other calls means not international, free, pay, mobile/cell and specific calls	no	yes	no
Incoming Calls Per User	This report shows information about the incoming calls for the specified user in the specified date range. The incoming calls are grouped by Calling Party Number, which is enhanced by Contact / company if available within the internal / external directory	no	yes	no
Incoming Calls Report - Group	This report shows information about all incoming calls grouped by departments. Note: Department cannot be set equal to a Contact Center group.	no	yes	no
Incoming Calls Report – Group Summary	This report shows summary information about the incoming calls per departments. Note: Department cannot be set equal to a Contact Center group.	no	yes	no
Incoming Calls Report - User	This report shows information about the incoming calls for the **specified user** in the specified date range.	no	yes	no
Incoming Calls Report – User Summary	This report shows summary information about the incoming calls per users.	no	yes	no
Incoming Calls (Specific Calls) - Per User)	This report shows incoming - *specific calls details for the specified user in the specified date range. *incoming specific calls means incoming calls filtered by specific call number prefix	no	yes	no
Internal Calls Per User	This report shows information about the internal calls for the specified user in the specified date range.	no	yes	no
Missed Calls (Incoming) - Per User	This report shows incoming - missed calls details for the specified user in the specified date range.	no	yes	no
Missed Calls (Incoming) - Per User #2	This report shows incoming - missed calls details for the specified user in the specified date range. (Including calling number details)	no	yes	no
Missed Calls (Outgoing) - Per User	This report shows outgoing - missed calls details for the specified user in the specified date range.	no	yes	no
Missed Calls (Outgoing) - Per	This report shows outgoing - missed calls details for the specified user in the specified date range. (Including called number details)	no	yes	no

Report	Description	CC	UC	A
User #2				
Outgoing Calls (Free Calls) - Per User	This report shows outgoing - free calls details for the specified user in the specified date range.	no	yes	no
Outgoing Calls (International) - Per User	This report shows outgoing - international calls details for the specified user in the specified date range.	no	yes	no
Outgoing Calls (Mobile/Cell) - Per User	This report shows outgoing - mobile/cell details for the specified user in the specified date range.	no	yes	no
Outgoing Calls (Other External Calls) - Per User	This report shows outgoing - *other calls details for the specified user in the specified date range. *other calls means not international, free, pay, mobile/cell and specific calls	no	yes	no
Outgoing Calls (Pay Calls) - Per User	This report shows outgoing - pay calls details for the specified user in the specified date range.	no	yes	no
Outgoing Calls Report - User	This report shows information about the outgoing calls for the specified user in the specified date range.	no	yes	no
Outgoing Calls Report - Group	This report shows information about all outgoing calls grouped by departments.	no	yes	no
Outgoing Calls Report – Group Summary	This report shows summary information about the outgoing calls per departments.	no	yes	no
Outgoing Calls Report - User	This report shows information about the outgoing calls for the specified user in the specified date range.	no	yes	no
Outgoing Calls Report – User Summary	This report shows summary information about the outgoing calls per users.	no	yes	no
Outgoing Calls (Specific Calls) - Per User)	This report shows incoming - *specific calls details for the specified user in the specified date range. *incoming specific calls means incoming calls filtered by specific call number prefix	no	yes	no
Incoming Calls (Specific Calls) - Per User)	This report shows outgoing- *specific calls details for the specified user in the specified date range. *outgoing specific calls means outgoing calls filtered by specific call number prefix	no	yes	no

Table 3 Reports of the group – Call History

How to use Call History Reports

The Call History reports can be used to get information about all calls of a specific user, filtered by criterias.

Starting with the report **Calls History Per User** (currently in category “Other”) all calls per user can be determined.

Afterwards **Outgoing Calls User summary** and **Incoming Calls user summary** reports can be used for further investigations.

Additional reports for specific call categories are available to get information about direction or origin of calls.

The **Group or Group Summery** related reports can be used to get all calls of all user of a department in one report. Use of these reports implies that the assignment of user to a department has been done correctly.

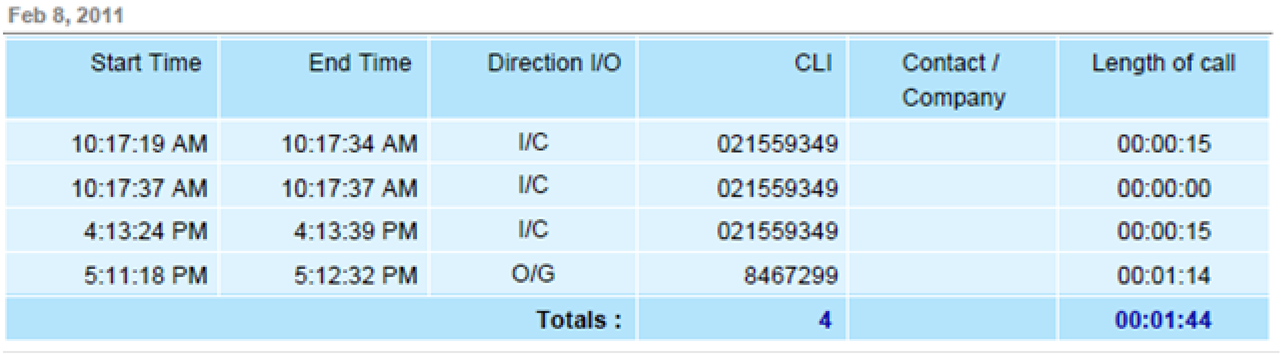
Note

The term “Group”, which is used in some reports of this category refers to a department entry in the user profile and **not** to a Contact Center group, which is normally labeled as “queue”. In case, that no department is assigned to a user, the calls were displayed in a group labelled by “---“.

User may not modify the department assignment in case of group related reports. Otherwise users and related calls cannot be assigned correctly to their department.

3.5.1 External Calls Per User

Report Description:
This report shows information about the user external calls for the specified user in the specified date range.



Feb 8, 2011

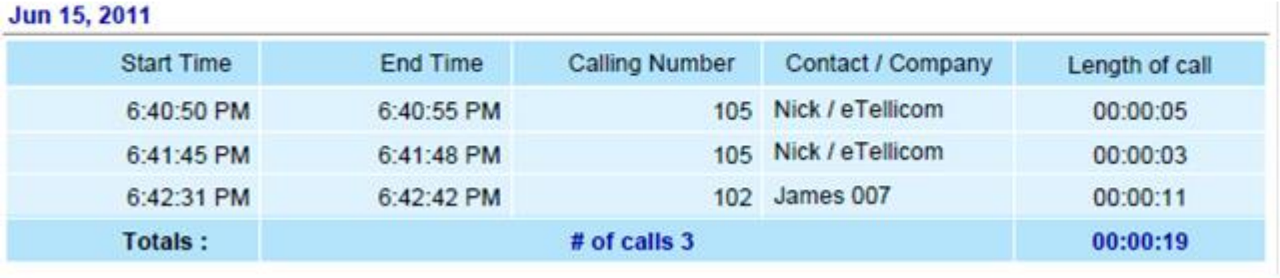
Start Time	End Time	Direction I/O	CLI	Contact / Company	Length of call
10:17:19 AM	10:17:34 AM	I/C	021559349		00:00:15
10:17:37 AM	10:17:37 AM	I/C	021559349		00:00:00
4:13:24 PM	4:13:39 PM	I/C	021559349		00:00:15
5:11:18 PM	5:12:32 PM	O/G	8467299		00:01:14
		Totals :	**4**		**00:01:44**

Required Input Parameters :	**Output values** :
From Date	Call Date
To Date (Until)	Start Time
User	End Time
Daily Report	Direction
	CLI
	Company
	Length of call
	Daily total number of calls
	Daily total length of calls
	Total number of calls
	Total length of calls
	* The values are grouped daily

Format	**Axis label**
Table	N/A

3.5.2 Incoming Calls (Free-Calls) Per User

Report Description :
This report shows incoming - free calls details for the specified user in the specified date range.



Jun 15, 2011

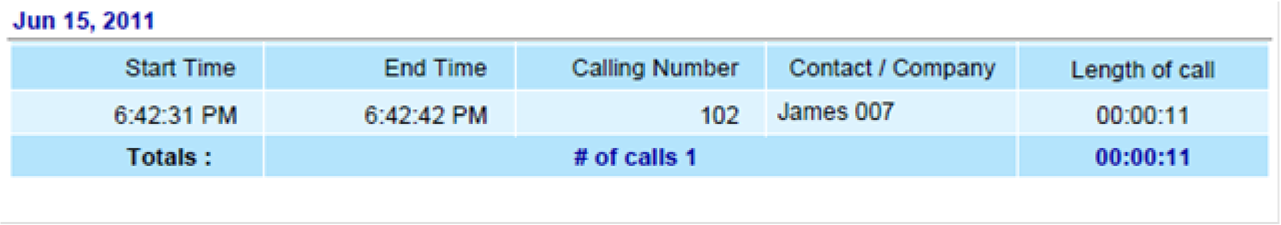
Start Time	End Time	Calling Number	Contact / Company	Length of call
6:40:50 PM	6:40:55 PM	105	Nick / eTellicom	00:00:05
6:41:45 PM	6:41:48 PM	105	Nick / eTellicom	00:00:03
6:42:31 PM	6:42:42 PM	102	James 007	00:00:11
Totals :	**# of calls 3**			**00:00:19**

Required Input Parameters :	**Output values** :
From Date	Start Time
To Date (Until)	End Time
User	Calling Number
Daily Report	Contact / Company
	Length of call
	Daily total number of calls
	Daily total length of calls
	Total number of calls
	Total length of calls
	*The values are grouped daily

Format	**Axis label**
Table	N/A

3.5.3 Incoming Calls (International) Per User

Report Description :
This report shows incoming - international calls details for the specified user in the specified date range.



Jun 15, 2011

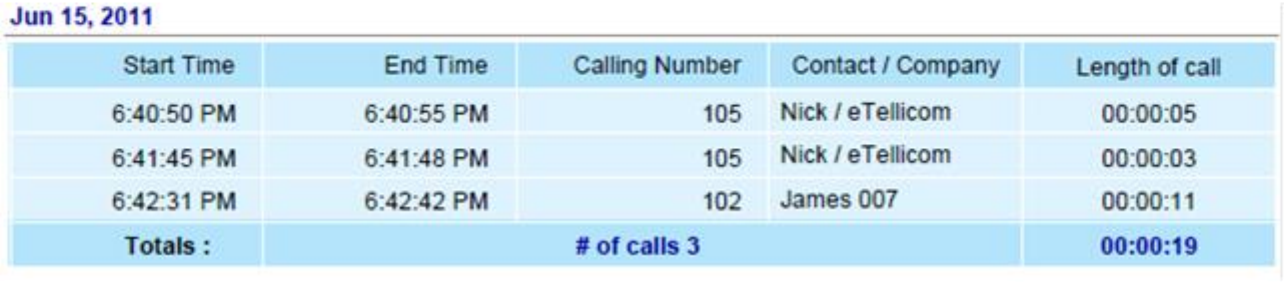
Start Time	End Time	Calling Number	Contact / Company	Length of call
6:42:31 PM	6:42:42 PM	102	James 007	00:00:11
Totals :	**# of calls 1**			**00:00:11**

Required Input Parameters :	**Output values** :
From Date	Start Time
To Date (Until)	End Time
User	Calling Number
	Contact / Company
Daily Report	Length of call
	Daily total number of calls
	Daily total length of calls
	Total number of calls
	Total length of calls
	*The values are grouped daily

Format : Table	**Axis label** : N/A

3.5.4 Incoming Calls (Mobile-Cell) Per User

Report Description :
This reports show incoming - mobile/cell calls details for the specified user in the specified date range.



Jun 15, 2011

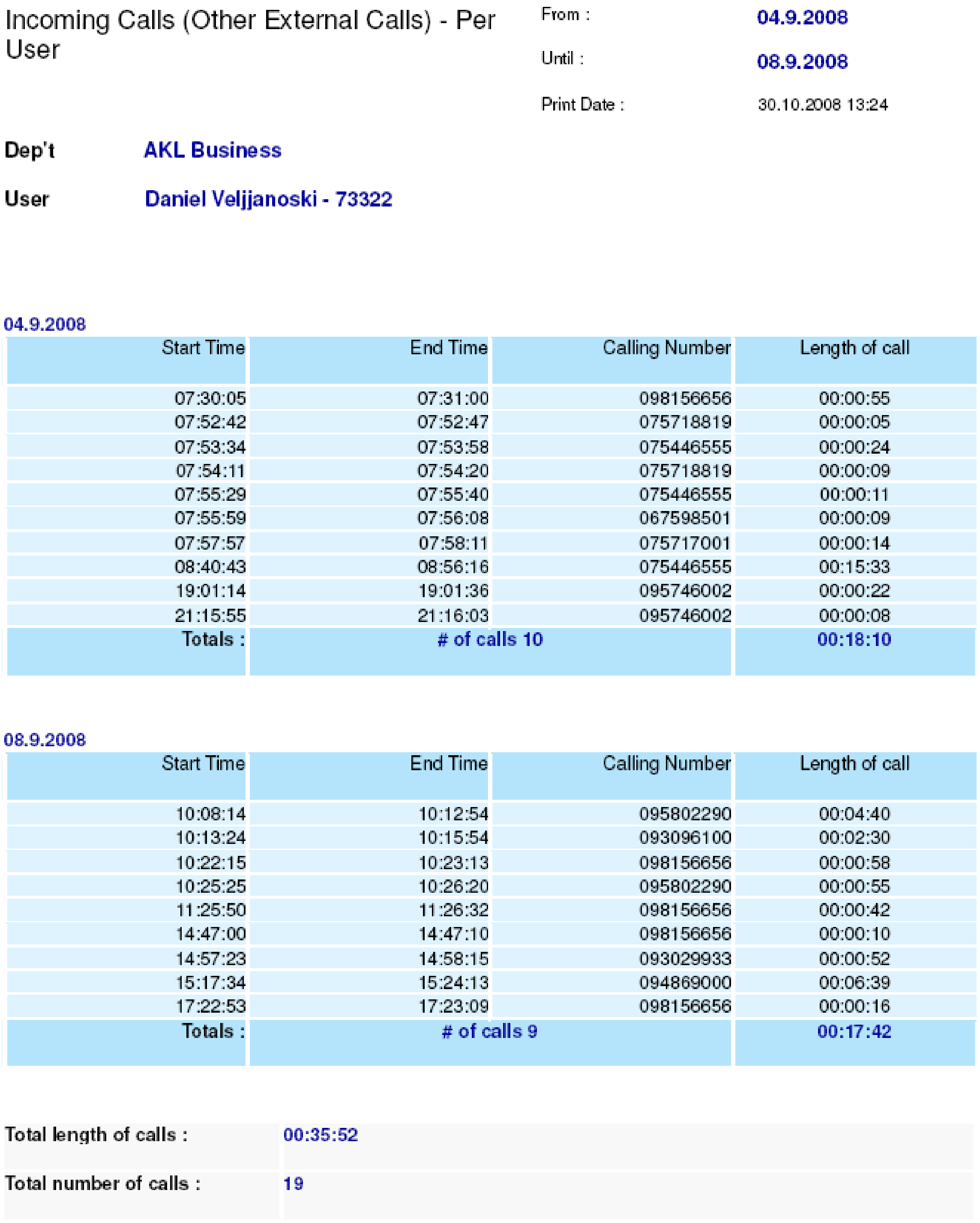
Start Time	End Time	Calling Number	Contact / Company	Length of call
6:40:50 PM	6:40:55 PM	105	Nick / eTellicom	00:00:05
6:41:45 PM	6:41:48 PM	105	Nick / eTellicom	00:00:03
6:42:31 PM	6:42:42 PM	102	James 007	00:00:11
Totals :	# of calls 3			00:00:19

Required Input Parameters :	**Output values** :
From Date	Start Time
To Date (Until)	End Time
User	Calling Number
Daily Report	Contact/Company
	Length of call
	Daily total number of calls
	Daily total length of calls
	Total number of calls
	Total length of calls
	*The values are grouped daily

Format : Table	**Axis label** : N/A

3.5.5 Incoming Calls (Other External Calls) Per User

Report Description :
This report shows incoming - *other calls details for the specified user in the specified date range.
*other calls means not international, free, pay, mobile/cell and specific calls



Incoming Calls (Other External Calls) - Per User

From : 04.9.2008
Until : 08.9.2008
Print Date : 30.10.2008 13:24

Dep't AKL Business

User Daniel Veljjanoski - 73322

04.9.2008

Start Time	End Time	Calling Number	Length of call
07:30:05	07:31:00	098156656	00:00:55
07:52:42	07:52:47	075718819	00:00:05
07:53:34	07:53:58	075446555	00:00:24
07:54:11	07:54:20	075718819	00:00:09
07:55:29	07:55:40	075446555	00:00:11
07:55:59	07:56:08	067598501	00:00:09
07:57:57	07:58:11	075717001	00:00:14
08:40:43	08:56:16	075446555	00:15:33
19:01:14	19:01:36	095746002	00:00:22
21:15:55	21:16:03	095746002	00:00:08
Totals :	# of calls 10		00:18:10

08.9.2008

Start Time	End Time	Calling Number	Length of call
10:08:14	10:12:54	095802290	00:04:40
10:13:24	10:15:54	093096100	00:02:30
10:22:15	10:23:13	098156656	00:00:58
10:25:25	10:26:20	095802290	00:00:55
11:25:50	11:26:32	098156656	00:00:42
14:47:00	14:47:10	098156656	00:00:10
14:57:23	14:58:15	093029933	00:00:52
15:17:34	15:24:13	094869000	00:06:39
17:22:53	17:23:09	098156656	00:00:16
Totals :	# of calls 9		00:17:42

Total length of calls :	00:35:52
Total number of calls :	19

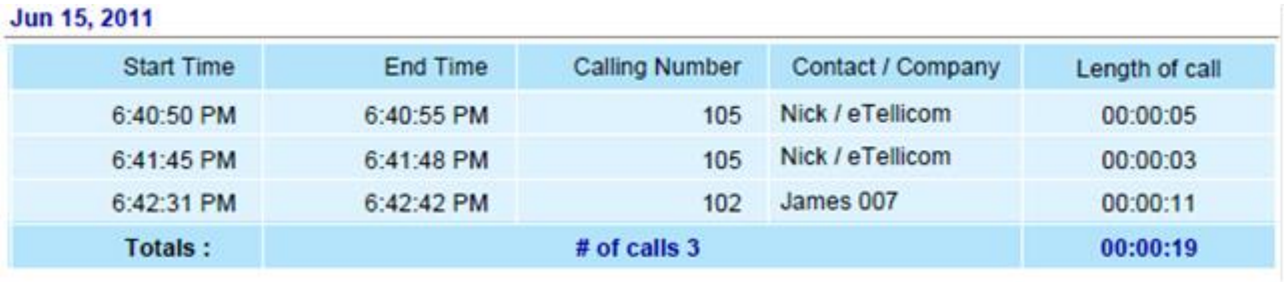
Required Input Parameters :	**Output values** :
From Date	Start Time
To Date (Until)	End Time

User	Calling Number
Daily Report	Length of call
	Daily total number of calls
	Daily total length of calls
	Total number of calls
	Total length of calls
	*The values are grouped daily

Format : Table	**Axis label** : N/A

3.5.6 Incoming Calls (Specific Calls) Per User

Report Description :
This report shows incoming - *specific calls details for the specified user in the specified date range.
*incoming specific calls means incoming calls filtered by specific call number prefix



Jun 15, 2011

Start Time	End Time	Calling Number	Contact / Company	Length of call
6:40:50 PM	6:40:55 PM	105	Nick / eTellicom	00:00:05
6:41:45 PM	6:41:48 PM	105	Nick / eTellicom	00:00:03
6:42:31 PM	6:42:42 PM	102	James 007	00:00:11
Totals :	# of calls 3			00:00:19

Required Input Parameters :	**Output values** :
From Date	Start Time
To Date (Until)	End Time
User	Calling Number
Daily Report	Contacr/Company
	Length of call
	Daily total number of calls
	Daily total length of calls
	Total number of calls
	Total length of calls
	*The values are grouped daily

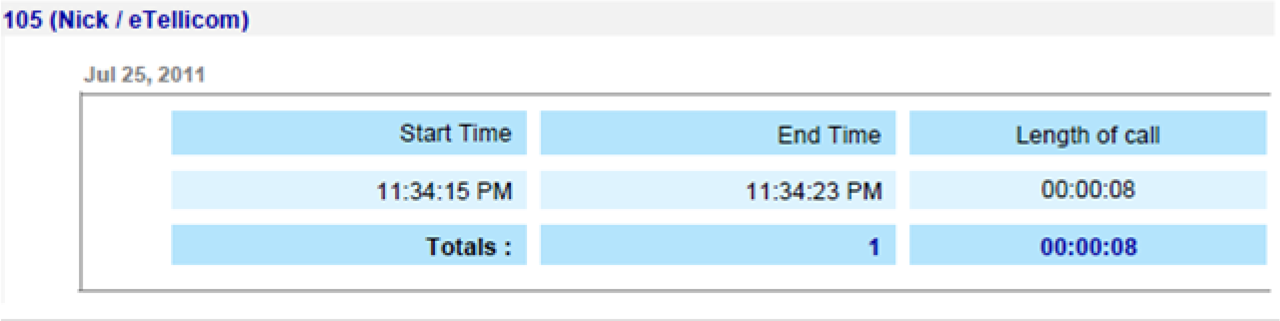
Format :	**Axis label** :
Table	N/A

3.5.7 Incoming Calls Per User

Report Description :

This report shows information about the incoming calls for the specified user in the specified date range.

The incoming calls are grouped by Calling Party Number, which is enhanced by contact / company if available within the internal / external directory



105 (Nick / eTellicom)

Jul 25, 2011

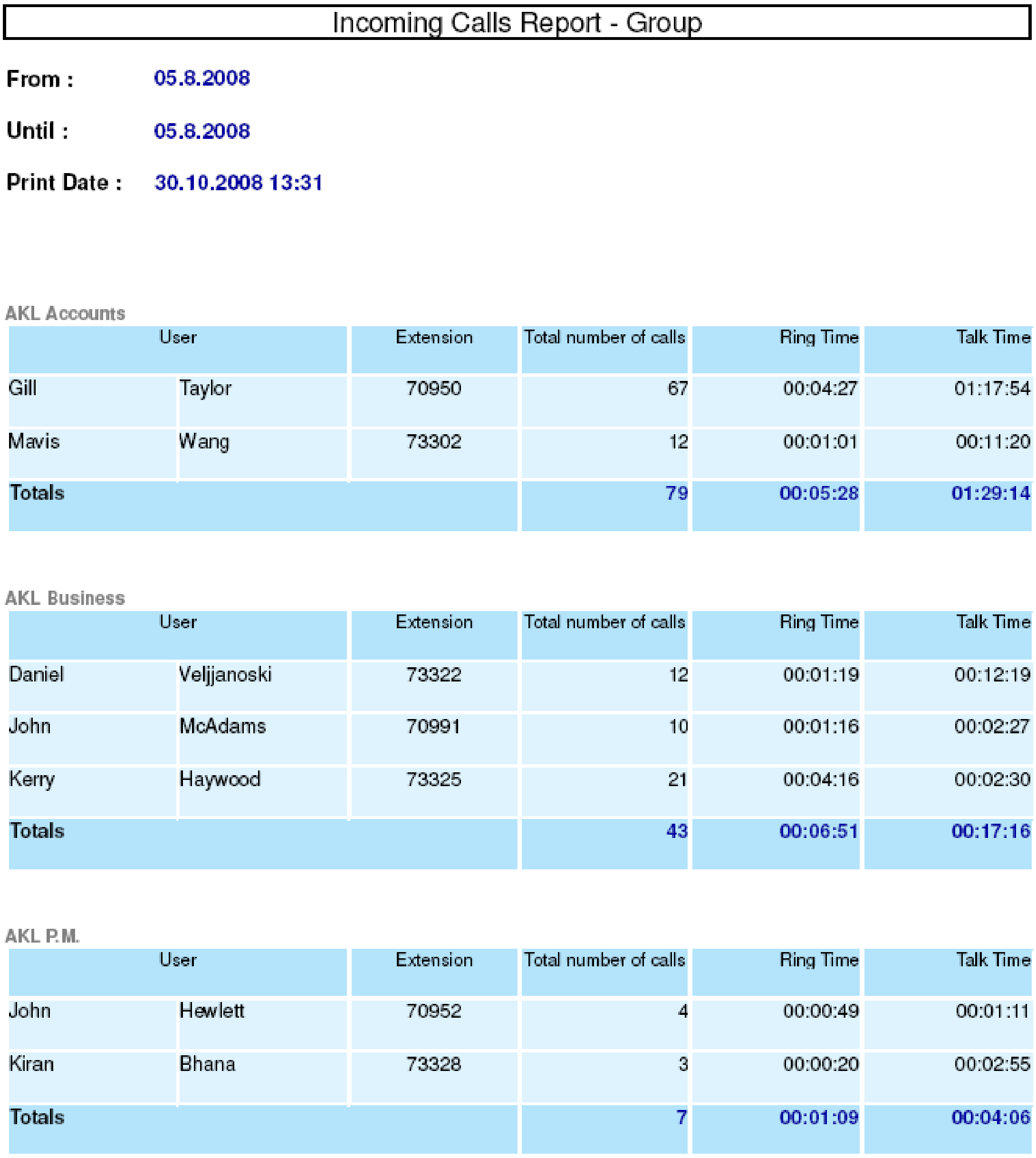
Start Time	End Time	Length of call
11:34:15 PM	11:34:23 PM	00:00:08
Totals :	**1**	**00:00:08**

Required Input Parameters :	**Output values** :
From Date	Calling Number,
To Date (Until)	Contact / Company
User	Date of call,
Daily Report	Start Time,
	End Time,
	Length of call,
	Daily total length of calls per calling number
	Daily total number of calls per calling number
	Total length of calls
	Total number of calls
	* The values are grouped daily per calling number

Format : Table	**Axis label** : N/A

3.5.8 Incoming Calls Report – Group

Report Description :
This report shows information about all incoming calls grouped by departments.
Note: Department cannot be set equal to a contact center group.



Incoming Calls Report - Group

From : 05.8.2008

Until : 05.8.2008

Print Date : 30.10.2008 13:31

AKL Accounts

User		Extension	Total number of calls	Ring Time	Talk Time
Gill	Taylor	70950	67	00:04:27	01:17:54
Mavis	Wang	73302	12	00:01:01	00:11:20
Totals			79	00:05:28	01:29:14

AKL Business

User		Extension	Total number of calls	Ring Time	Talk Time
Daniel	Veljjanoski	73322	12	00:01:19	00:12:19
John	McAdams	70991	10	00:01:16	00:02:27
Kerry	Haywood	73325	21	00:04:16	00:02:30
Totals			43	00:06:51	00:17:16

AKL P.M.

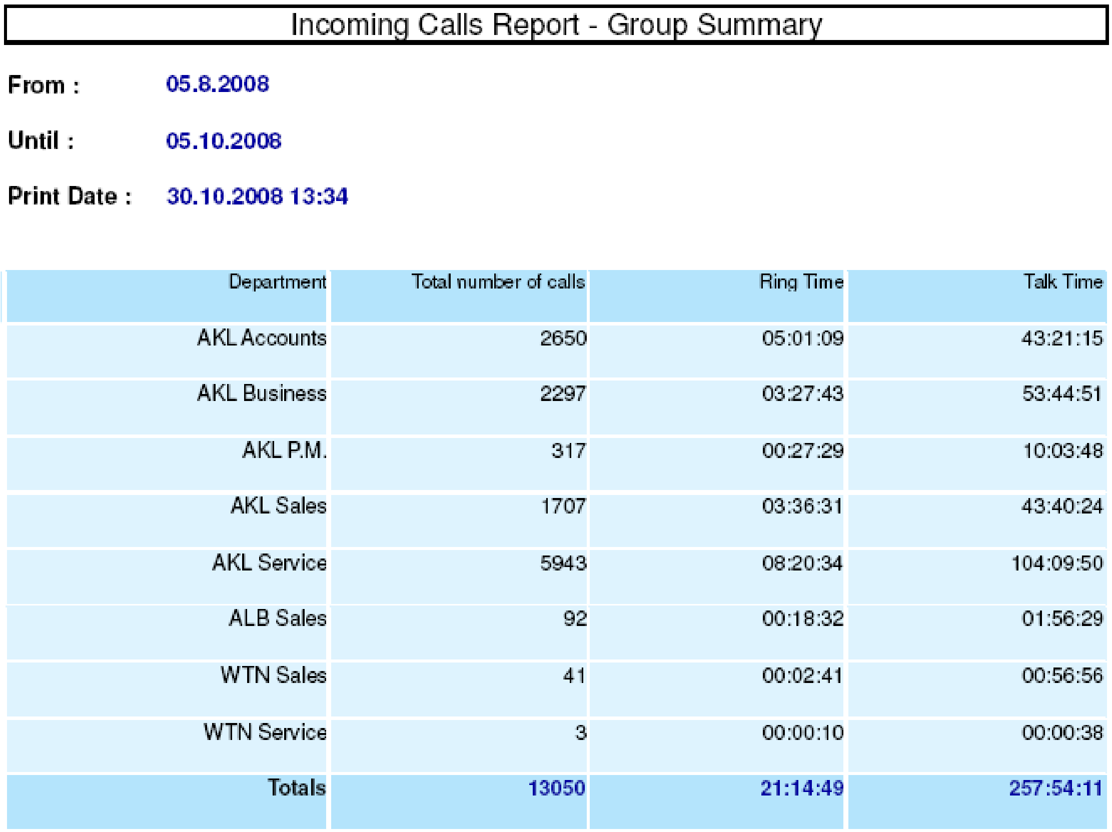
User		Extension	Total number of calls	Ring Time	Talk Time
John	Hewlett	70952	4	00:00:49	00:01:11
Kiran	Bhana	73328	3	00:00:20	00:02:55
Totals			7	00:01:09	00:04:06

Required Input Parameters :	**Output values** :
From Date	Department,
To Date (Until)	User,
Daily Report	Extension,
	Total number of calls per user,
	Total ring time per user,
	Total talk time per user,
	Total number of calls, ring time and talk time per department.
	* The values are grouped by departments

Format : Table	**Axis label** : N/A

3.5.9 Incoming Calls Report Group – Summary

Report Description :
This report shows summary information about the incoming calls per departments.
Note: Department cannot be set equal to a contact center group.



Incoming Calls Report - Group Summary

From : 05.8.2008

Until : 05.10.2008

Print Date : 30.10.2008 13:34

Department	Total number of calls	Ring Time	Talk Time
AKL Accounts	2650	05:01:09	43:21:15
AKL Business	2297	03:27:43	53:44:51
AKL P.M.	317	00:27:29	10:03:48
AKL Sales	1707	03:36:31	43:40:24
AKL Service	5943	08:20:34	104:09:50
ALB Sales	92	00:18:32	01:56:29
WTN Sales	41	00:02:41	00:56:56
WTN Service	3	00:00:10	00:00:38
Totals	**13050**	**21:14:49**	**257:54:11**

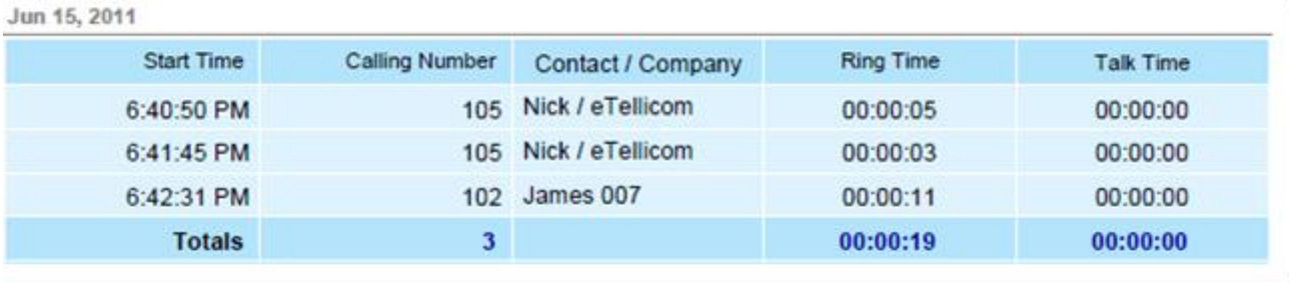
Required Input Parameters :	**Output values** :
From Date	Department,
To Date (Until)	Total number of calls per department,
Daily Report	Total ring time per department,
	Total talk time per department,
	Total number of calls, total ring time and total talk time (all departments).

Format : Table	**Axis label** : N/A

3.5.10 Incoming Calls Report – User

Report Description :

This report shows information about the incoming calls for the **specified user** in the specified date range.



Jun 15, 2011

Start Time	Calling Number	Contact / Company	Ring Time	Talk Time
6:40:50 PM	105	Nick / eTellicom	00:00:05	00:00:00
6:41:45 PM	105	Nick / eTellicom	00:00:03	00:00:00
6:42:31 PM	102	James 007	00:00:11	00:00:00
Totals	**3**		**00:00:19**	**00:00:00**

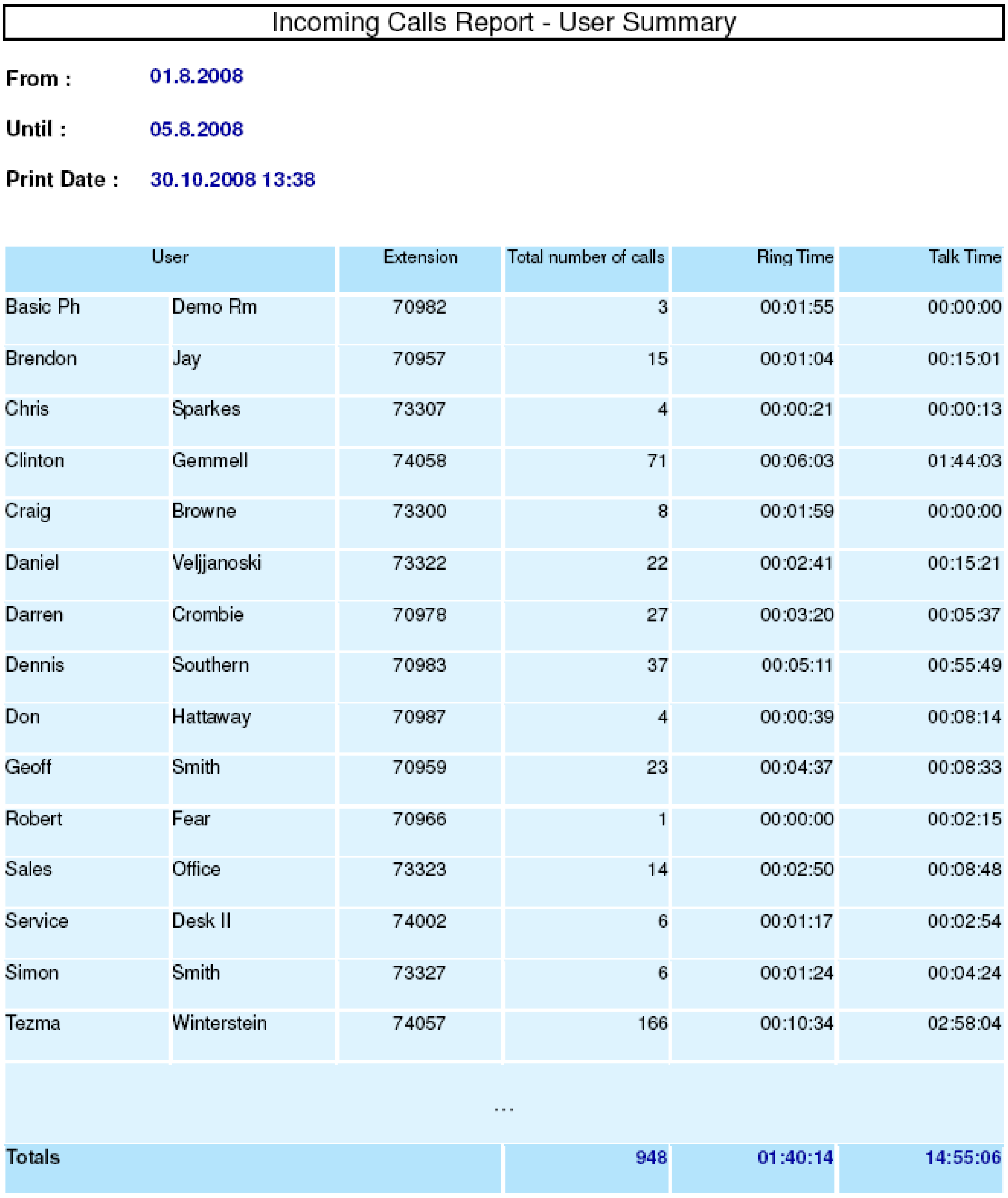
Required Input Parameters :	**Output values** :
From Date	Start Time,
To Date (Until)	CLI – Calling number
User	Contact / Company
Daily Report	Ring Time,
	Talk Time,
	Daily total number of calls
	Daily total ring time
	Daily total talk time
	Total number of calls
	Total talk time
	* The values are grouped daily

Format : Table	**Axis label** : N/A

3.5.11 Incoming Calls Report – User Summary

Report Description :

This report shows summary information about the incoming calls per users.



Incoming Calls Report - User Summary

From : 01.8.2008

Until : 05.8.2008

Print Date : 30.10.2008 13:38

User		Extension	Total number of calls	Ring Time	Talk Time
Basic Ph	Demo Rm	70982	3	00:01:55	00:00:00
Brendon	Jay	70957	15	00:01:04	00:15:01
Chris	Sparkes	73307	4	00:00:21	00:00:13
Clinton	Gemmell	74058	71	00:06:03	01:44:03
Craig	Browne	73300	8	00:01:59	00:00:00
Daniel	Veljjanoski	73322	22	00:02:41	00:15:21
Darren	Crombie	70978	27	00:03:20	00:05:37
Dennis	Southern	70983	37	00:05:11	00:55:49
Don	Hattaway	70987	4	00:00:39	00:08:14
Geoff	Smith	70959	23	00:04:37	00:08:33
Robert	Fear	70966	1	00:00:00	00:02:15
Sales	Office	73323	14	00:02:50	00:08:48
Service	Desk II	74002	6	00:01:17	00:02:54
Simon	Smith	73327	6	00:01:24	00:04:24
Tezma	Winterstein	74057	166	00:10:34	02:58:04
...					
Totals			948	01:40:14	14:55:06

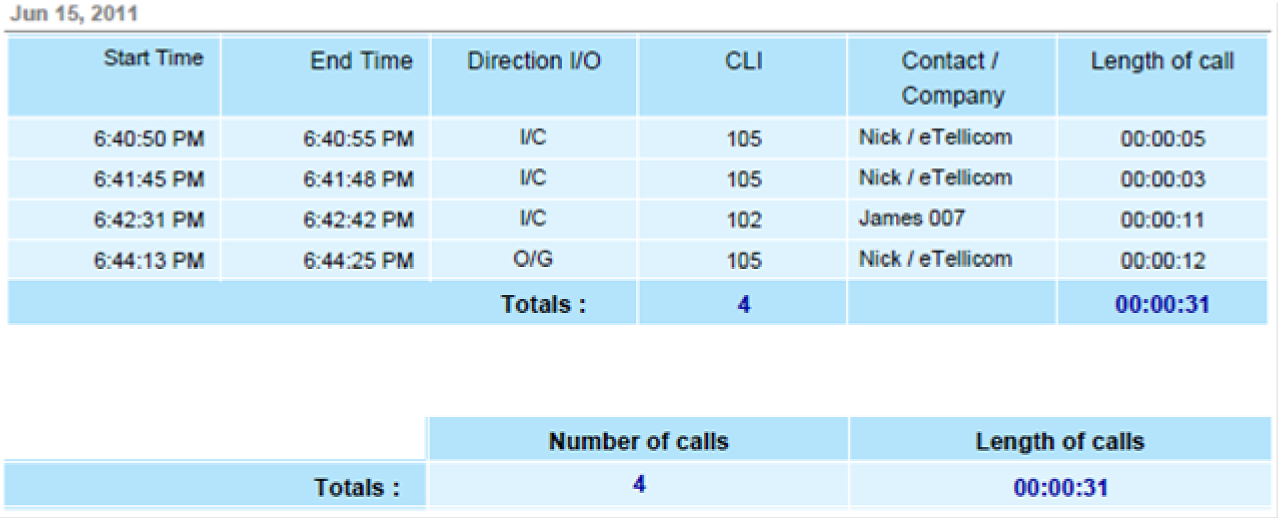
Required Input Parameters :	**Output values** :
From Date	User First name,
To Date (Until)	User Surname,
Daily Report	User Extension,
	Total number of calls per user,
	Total ring time per user,
	Total talk time per user,
	Total number of calls, total ring time and total talk time (all users).

Format : Table	**Axis label** : N/A

3.5.12 Internal Calls Per User

Report Description :

This report shows information about the internal calls for the specified user in the specified date range.



Jun 15, 2011

Start Time	End Time	Direction I/O	CLI	Contact / Company	Length of call
6:40:50 PM	6:40:55 PM	I/C	105	Nick / eTellicom	00:00:05
6:41:45 PM	6:41:48 PM	I/C	105	Nick / eTellicom	00:00:03
6:42:31 PM	6:42:42 PM	I/C	102	James 007	00:00:11
6:44:13 PM	6:44:25 PM	O/G	105	Nick / eTellicom	00:00:12
		Totals :	**4**		**00:00:31**

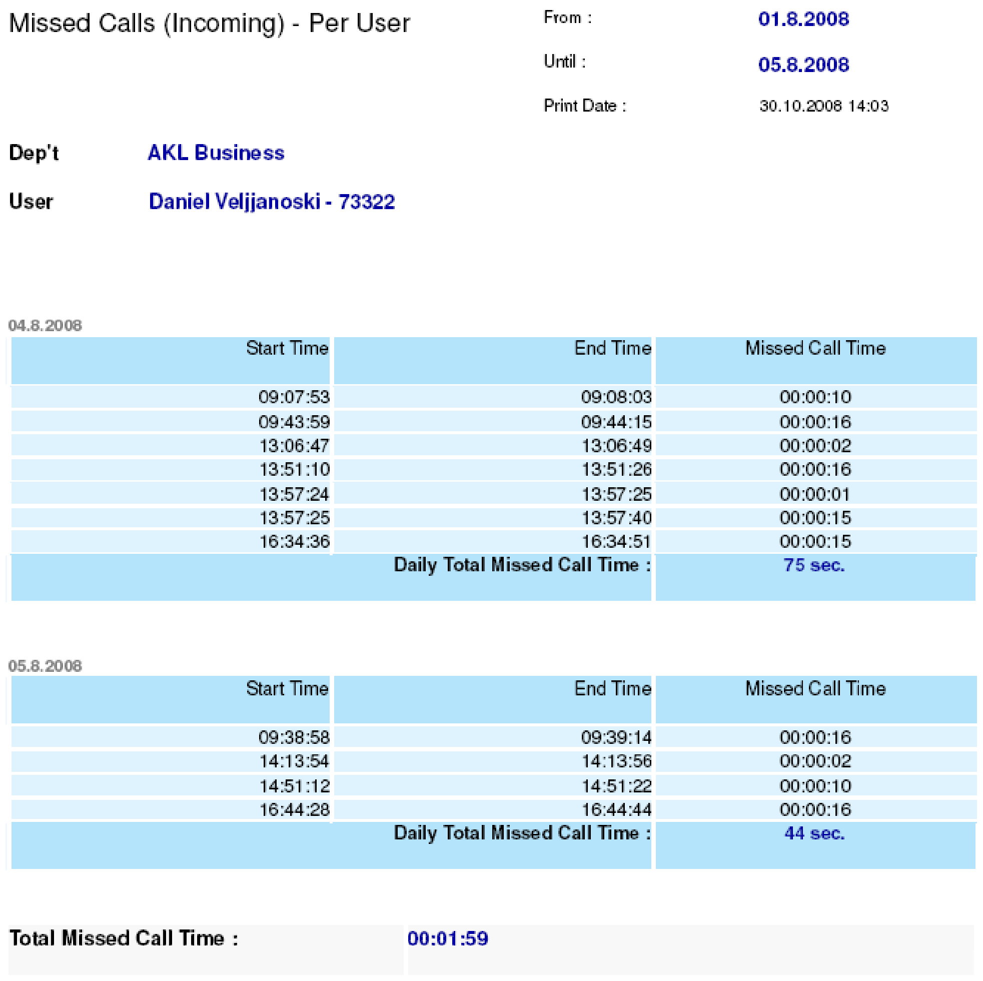
	Number of calls	Length of calls
Totals :	**4**	**00:00:31**

Required Input Parameters :	**Output values** :
From Date	Call Date
To Date (Until)	Start Time
User	End Time
Daily Report	CLI -
	Contact / Company
	Length of call
	Daily total number of calls
	Daily total length of calls
	Total number of calls
	Total length of calls
	* The values are grouped daily

Format : Table	**Axis label** : N/A

3.5.13 Missed Calls (Incoming) Per User

Report Description :
This report shows incoming - missed calls details for the specified user in the specified date range.



Missed Calls (Incoming) - Per User

From : **01.8.2008**
Until : **05.8.2008**
Print Date : 30.10.2008 14:03

Dep't **AKL Business**
User **Daniel Veljjanoski - 73322**

04.8.2008

Start Time	End Time	Missed Call Time
09:07:53	09:08:03	00:00:10
09:43:59	09:44:15	00:00:16
13:06:47	13:06:49	00:00:02
13:51:10	13:51:26	00:00:16
13:57:24	13:57:25	00:00:01
13:57:25	13:57:40	00:00:15
16:34:36	16:34:51	00:00:15
	Daily Total Missed Call Time :	**75 sec.**

05.8.2008

Start Time	End Time	Missed Call Time
09:38:58	09:39:14	00:00:16
14:13:54	14:13:56	00:00:02
14:51:12	14:51:22	00:00:10
16:44:28	16:44:44	00:00:16
	Daily Total Missed Call Time :	**44 sec.**

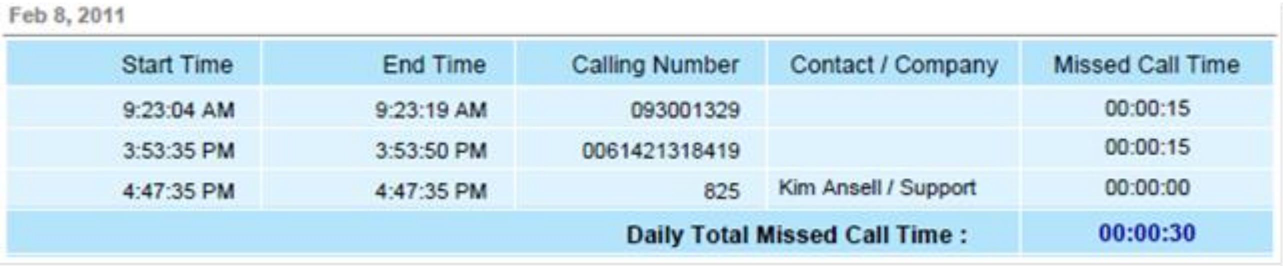
Total Missed Call Time : **00:01:59**

Required Input Parameters :	**Output values** :
From Date	Start Time,
To Date (Until)	End Time,
User	Missed Call Time,
Daily Report	Daily total missed call time,
	Total missed call time,
	Total number of missed calls,
	*The values are grouped daily

Format : Table	**Axis label** : N/A

3.5.14 Missed Calls (Incoming) Per User 2

Report Description :
This report shows incoming - missed calls details for the specified user in the specified date range. (Including calling number details)



Feb 8, 2011

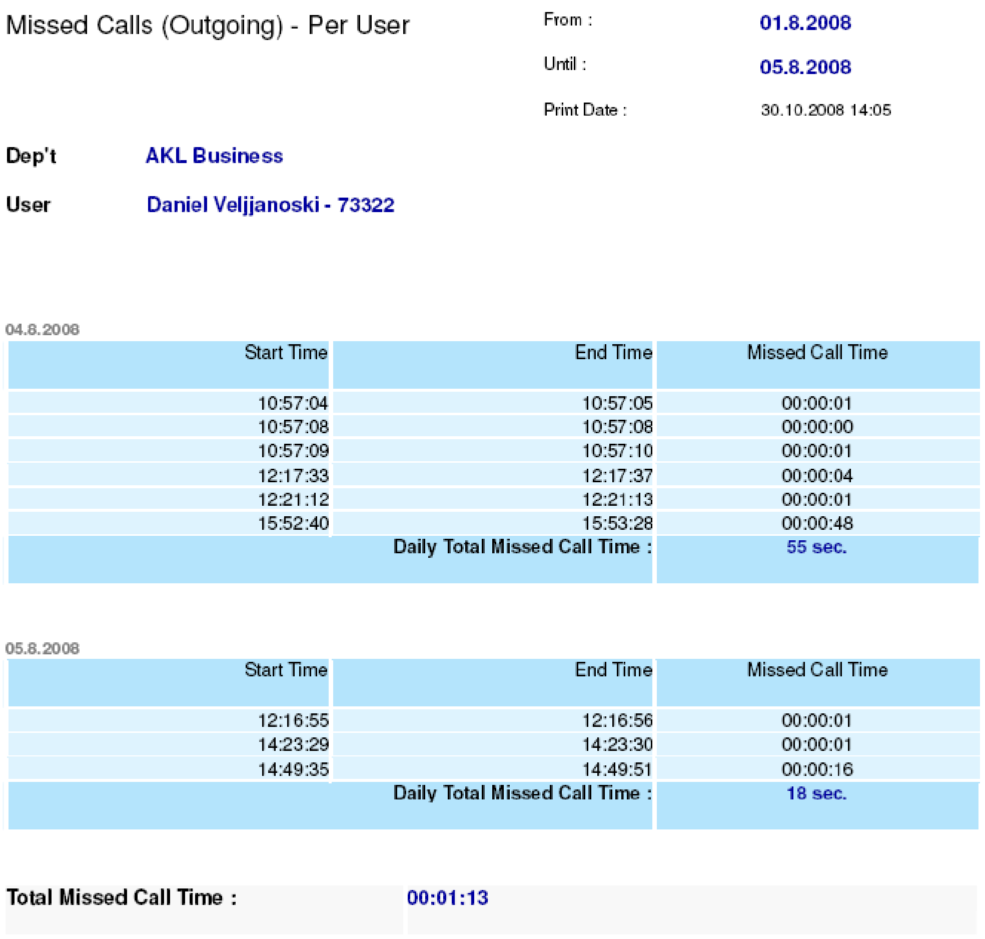
Start Time	End Time	Calling Number	Contact / Company	Missed Call Time
9:23:04 AM	9:23:19 AM	093001329		00:00:15
3:53:35 PM	3:53:50 PM	0061421318419		00:00:15
4:47:35 PM	4:47:35 PM	825	Kim Ansell / Support	00:00:00
			Daily Total Missed Call Time :	00:00:30

Required Input Parameters :	**Output values** :
From Date	Start Time,
To Date (Until)	End Time,
User	Calling Number,
Daily Report	Contact / Company
	Missed Call Time,
	Daily total missed call time,
	Total missed call time,
	Total number of missed calls,
	*The values are grouped daily

Format : Table	**Axis label** : N/A

3.5.15 Missed Calls (Outgoing) Per User

Report Description :
This report shows outgoing - missed calls details for the specified user in the specified date range.



Missed Calls (Outgoing) - Per User

From : 01.8.2008
Until : 05.8.2008
Print Date : 30.10.2008 14:05

Dep't AKL Business
User Daniel Veljjanoski - 73322

04.8.2008

Start Time	End Time	Missed Call Time
10:57:04	10:57:05	00:00:01
10:57:08	10:57:08	00:00:00
10:57:09	10:57:10	00:00:01
12:17:33	12:17:37	00:00:04
12:21:12	12:21:13	00:00:01
15:52:40	15:53:28	00:00:48
	Daily Total Missed Call Time :	55 sec.

05.8.2008

Start Time	End Time	Missed Call Time
12:16:55	12:16:56	00:00:01
14:23:29	14:23:30	00:00:01
14:49:35	14:49:51	00:00:16
	Daily Total Missed Call Time :	18 sec.

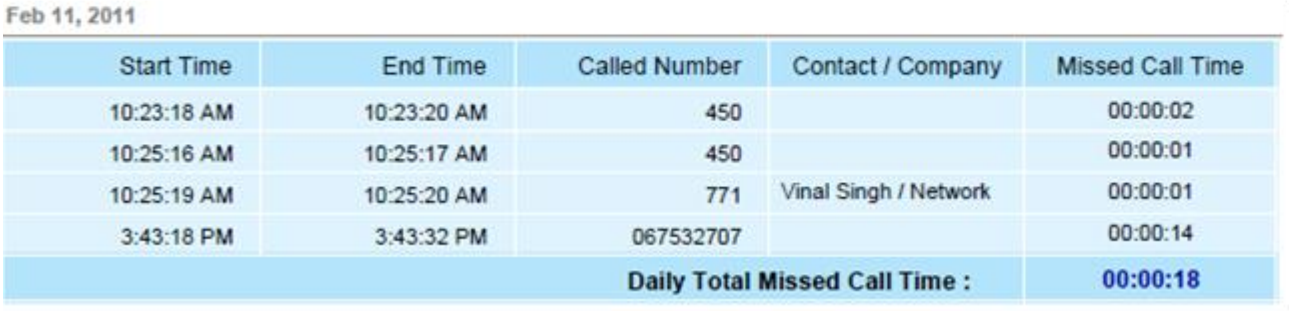
Total Missed Call Time : 00:01:13

Required Input Parameters :	**Output values** :
From Date	Start Time,
To Date (Until)	End Time,
User	Missed Call Time,
Daily Report	Daily total missed call time,
	Total missed call time,
	Total number of missed calls,
	*The values are grouped daily

Format : Table	**Axis label** : N/A

3.5.16 Missed Calls (Outgoing) Per User 2

Report Description :
This report shows outgoing - missed calls details for the specified user in the specified date range. (Including called number details)



Feb 11, 2011

Start Time	End Time	Called Number	Contact / Company	Missed Call Time
10:23:18 AM	10:23:20 AM	450		00:00:02
10:25:16 AM	10:25:17 AM	450		00:00:01
10:25:19 AM	10:25:20 AM	771	Vinal Singh / Network	00:00:01
3:43:18 PM	3:43:32 PM	067532707		00:00:14
		Daily Total Missed Call Time :		00:00:18

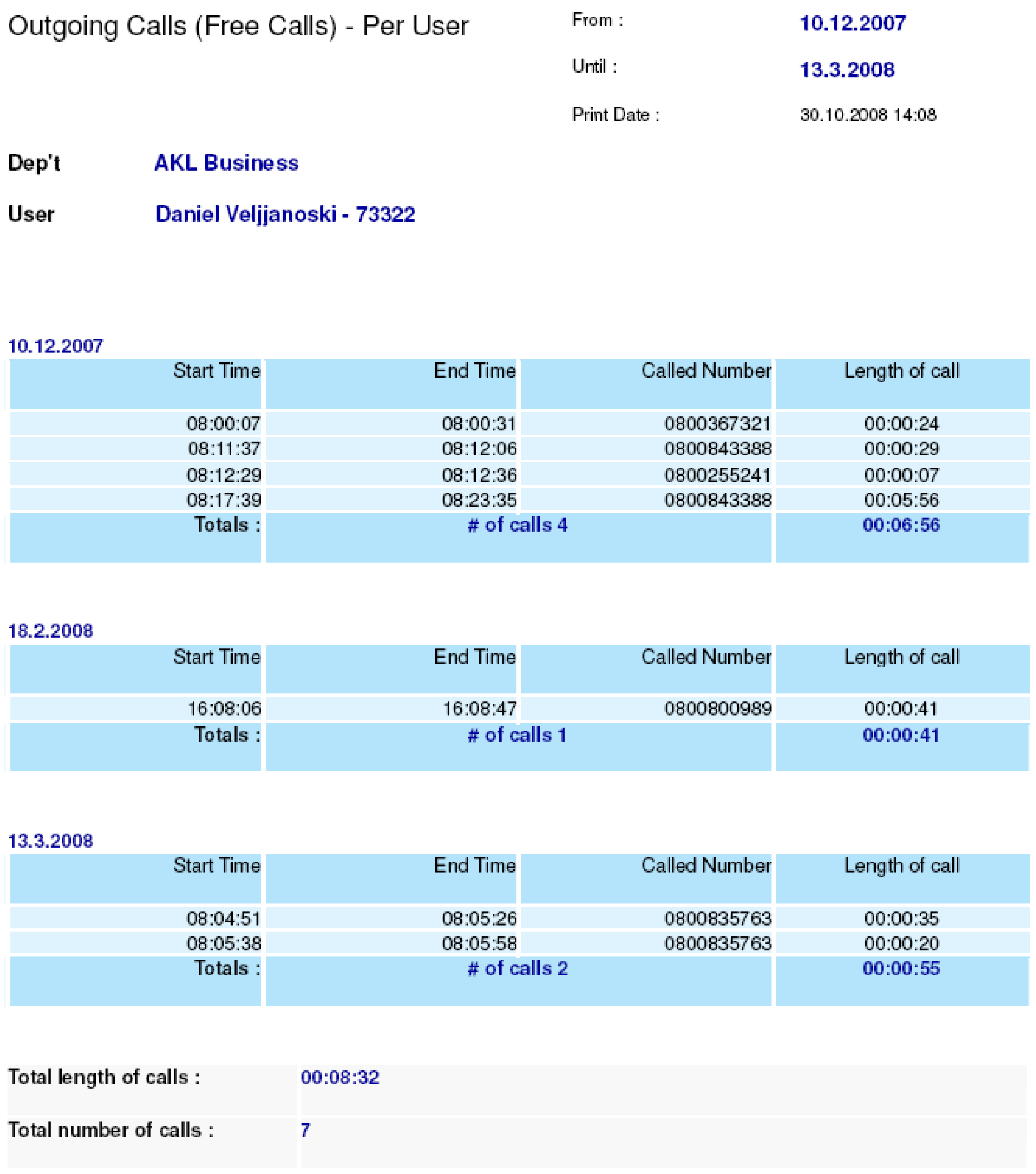
Required Input Parameters :	**Output values** :
From Date	Start Time,
To Date (Until)	End Time,
User	Missed Call Time,
Daily Report	Called Number,
	Contact / Company
	Daily total missed call time,
	Total missed call time,
	Total number of missed calls,
	*The values are grouped daily

Format : Table	**Axis label** : N/A

3.5.17 Outgoing Calls (Free-Calls) Per User

Report Description :

This report shows outgoing - free calls details for the specified user in the specified date range.



Outgoing Calls (Free Calls) - Per User

From : 10.12.2007

Until : 13.3.2008

Print Date : 30.10.2008 14:08

Dep't AKL Business

User Daniel Veljjanoski - 73322

10.12.2007

Start Time	End Time	Called Number	Length of call
08:00:07	08:00:31	0800367321	00:00:24
08:11:37	08:12:06	0800843388	00:00:29
08:12:29	08:12:36	0800255241	00:00:07
08:17:39	08:23:35	0800843388	00:05:56
Totals :	**# of calls 4**		**00:06:56**

18.2.2008

Start Time	End Time	Called Number	Length of call
16:08:06	16:08:47	0800800989	00:00:41
Totals :	**# of calls 1**		**00:00:41**

13.3.2008

Start Time	End Time	Called Number	Length of call
08:04:51	08:05:26	0800835763	00:00:35
08:05:38	08:05:58	0800835763	00:00:20
Totals :	**# of calls 2**		**00:00:55**

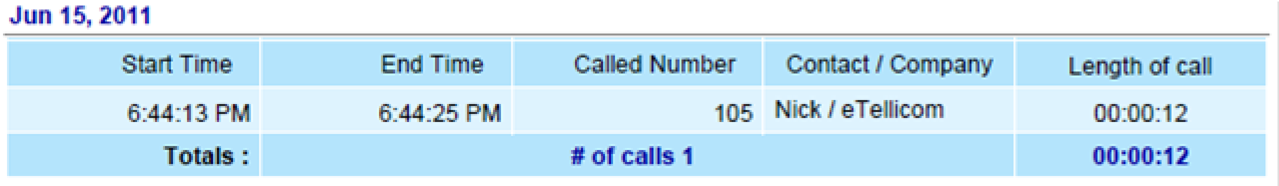
Total length of calls :	00:08:32
Total number of calls :	7

Required Input Parameters :	**Output values** :
From Date	Start Time,
To Date (Until)	End Time,
User	Called Number,
Daily Report	Contact / Company
	Length of call
	Daily total number of calls
	Daily total length of calls
	Total number of calls
	Total length of calls
	*The values are grouped daily

Format :	**Axis label** :
Table	N/A

3.5.18 Outgoing Calls (International) Per User

Report Description :
This report shows outgoing - international calls details for the specified user in the specified date range.



Jun 15, 2011

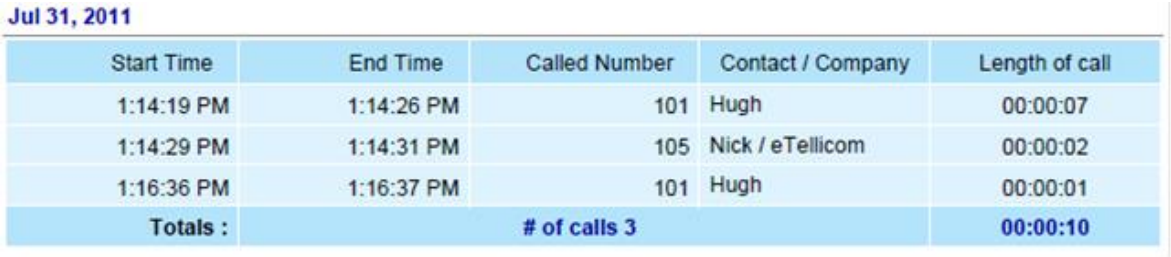
Start Time	End Time	Called Number	Contact / Company	Length of call
6:44:13 PM	6:44:25 PM	105	Nick / eTellicom	00:00:12
Totals :	**# of calls 1**			**00:00:12**

Required Input Parameters :	**Output values** :
From Date	Start Time,
To Date (Until)	End Time,
User	Called Number,
Daily Report	Contact / Company
	Length of call
	Daily total number of calls
	Daily total length of calls
	Total number of calls
	Total length of calls
	*The values are grouped daily

Format : Table	**Axis label** : N/A

3.5.19 Outgoing Calls (Mobile-Cell) Per User

Report Description :
This report shows outgoing - mobile/cell details for the specified user in the specified date range.



Jul 31, 2011

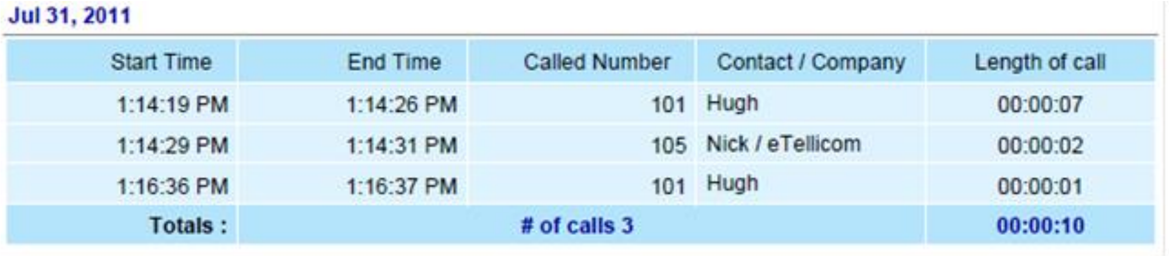
Start Time	End Time	Called Number	Contact / Company	Length of call
1:14:19 PM	1:14:26 PM	101	Hugh	00:00:07
1:14:29 PM	1:14:31 PM	105	Nick / eTellicom	00:00:02
1:16:36 PM	1:16:37 PM	101	Hugh	00:00:01
Totals :	# of calls 3			00:00:10

Required Input Parameters :	**Output values** :
From Date	Start Time,
To Date (Until)	End Time,
User	Called Number,
Daily Report	Contact / Company
	Length of call
	Daily total number of calls
	Daily total length of calls
	Total number of calls
	Total length of calls
	*The values are grouped daily

Format : Table	**Axis label** : N/A

3.5.20 Outgoing Calls (Other External Calls) Per User

Report Description :
This report shows outgoing - *other calls details for the specified user in the specified date range.
*other calls means not international, free, pay, mobile/cell and specific calls.



Jul 31, 2011

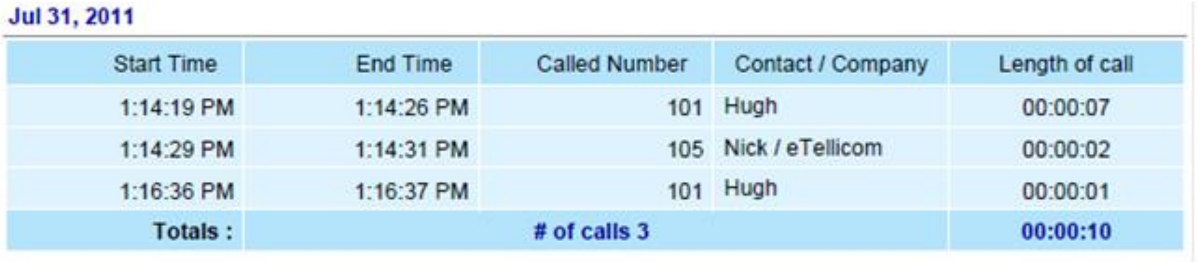
Start Time	End Time	Called Number	Contact / Company	Length of call
1:14:19 PM	1:14:26 PM	101	Hugh	00:00:07
1:14:29 PM	1:14:31 PM	105	Nick / eTellicom	00:00:02
1:16:36 PM	1:16:37 PM	101	Hugh	00:00:01
Totals :	**# of calls 3**			**00:00:10**

Required Input Parameters :	**Output values** :
From Date	Start Time,
To Date (Until)	End Time,
User	Called Number,
Daily Report	Contact / Company
	Length of call
	Daily total number of calls
	Daily total length of calls
	Total number of calls
	Total length of calls
	*The values are grouped daily

Format : Table	**Axis label** : N/A

3.5.21 Outgoing Calls (Pay-Calls) Per User

Report Description :
This report shows outgoing - pay calls details for the specified user in the specified date range.



Jul 31, 2011

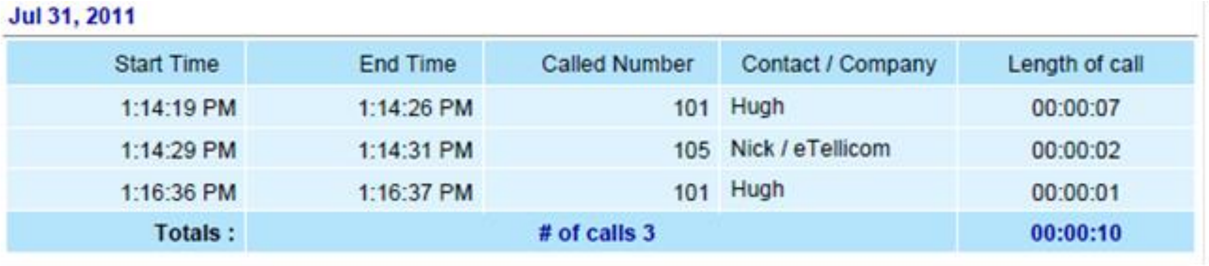
Start Time	End Time	Called Number	Contact / Company	Length of call
1:14:19 PM	1:14:26 PM	101	Hugh	00:00:07
1:14:29 PM	1:14:31 PM	105	Nick / eTellicom	00:00:02
1:16:36 PM	1:16:37 PM	101	Hugh	00:00:01
Totals :	# of calls 3			00:00:10

Required Input Parameters :	**Output values** :
From Date	Start Time,
To Date (Until)	End Time,
User	Called Number,
	Contact / Company
Daily Report	Length of call
	Daily total number of calls
	Daily total length of calls
	Total number of calls
	Total length of calls
	*The values are grouped daily

Format : Table	**Axis label** : N/A

3.5.22 Outgoing Calls (Specific Calls) Per User

Report Description :
This report shows outgoing - *specific calls details for the specified user in the specified date range.
*outgoing specific calls means outgoing calls filtered by specific call number prefix



Jul 31, 2011

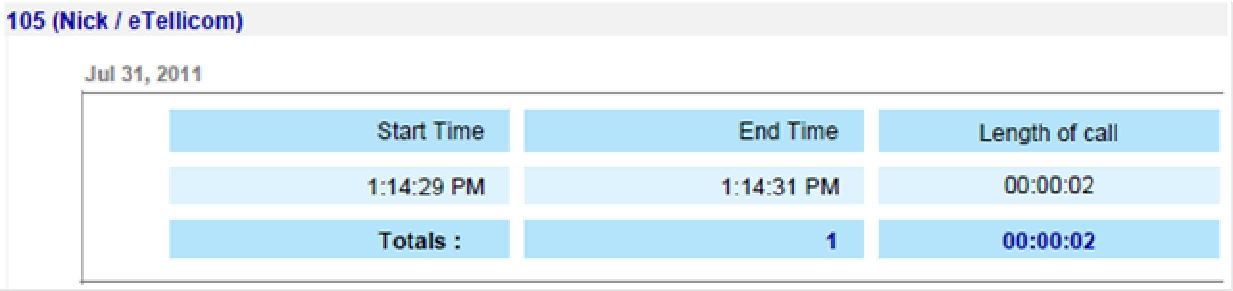
Start Time	End Time	Called Number	Contact / Company	Length of call
1:14:19 PM	1:14:26 PM	101	Hugh	00:00:07
1:14:29 PM	1:14:31 PM	105	Nick / eTellicom	00:00:02
1:16:36 PM	1:16:37 PM	101	Hugh	00:00:01
Totals :	# of calls 3			00:00:10

Required Input Parameters :	**Output values** :
From Date	Start Time,
To Date (Until)	End Time,
User	Called Number,
Daily Report	Contact / Company
	Length of call
	Daily total number of calls
	Daily total length of calls
	Total number of calls
	Total length of calls
	*The values are grouped daily

Format : Table	**Axis label** : N/A

3.5.23 Outgoing Calls Per User

Report Description :
This report shows information about the outgoing calls for the specified user in the specified date range.



105 (Nick / eTellicom)

Jul 31, 2011

Start Time	End Time	Length of call
1:14:29 PM	1:14:31 PM	00:00:02
Totals :	**1**	**00:00:02**

Required Input Parameters :	**Output values** :
From Date	Called Number,
To Date (Until)	Contact / Company
User	Date of call,
Daily Report	Start Time,
	End Time,
	Length of call,
	Daily total length of calls per called number
	Daily total number of calls per called number
	Total length of calls
	Total number of calls
	* The values are grouped daily per called numbers

Format : Table	**Axis label** : N/A

3.5.24 Outgoing Calls Report – Group

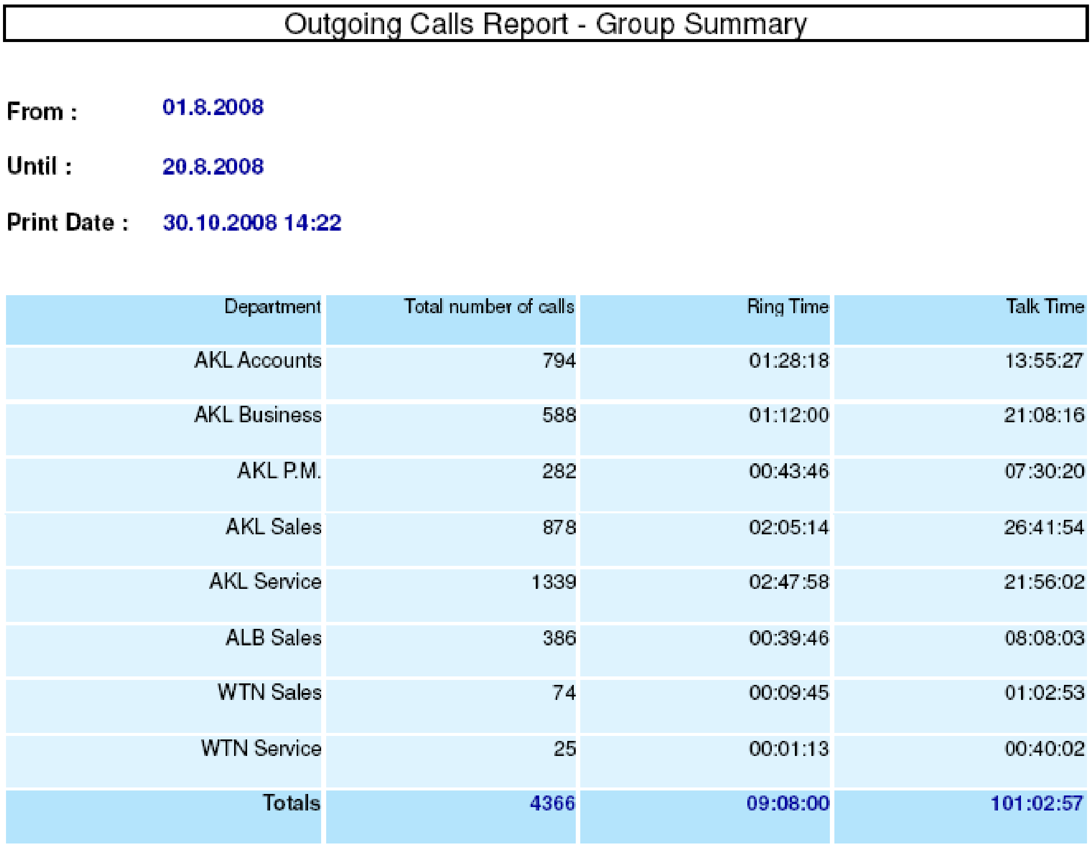
Report Description :
This report shows information about all outgoing calls grouped by departments.

Required Input Parameters :	**Output values** :
From Date	Department,
To Date (Until)	User,
Daily Report	Extension,
	Total number of calls per user,
	Total ring time per user,
	Total talk time per user,
	Total number of calls, ring time and talk time per department.
	* The values are grouped by departments

Format : Table	**Axis label** : N/A

3.5.25 Outgoing Calls Report Group – Summary

Report Description :
This report shows summary information about the outgoing calls per departments.



Outgoing Calls Report - Group Summary

From : 01.8.2008

Until : 20.8.2008

Print Date : 30.10.2008 14:22

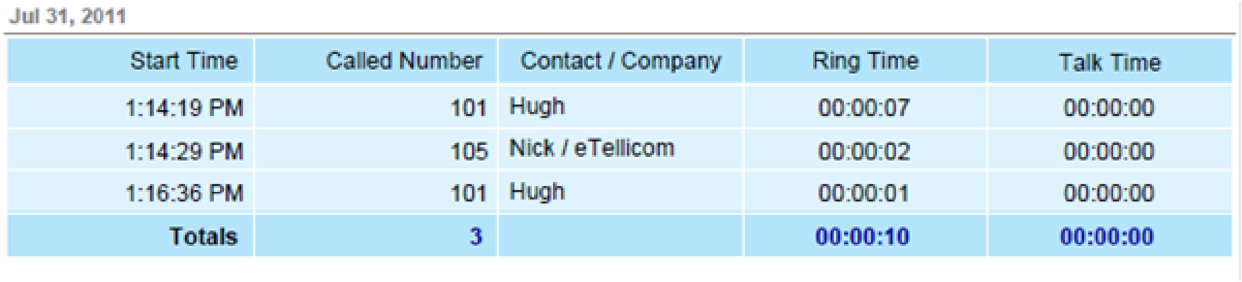
Department	Total number of calls	Ring Time	Talk Time
AKL Accounts	794	01:28:18	13:55:27
AKL Business	588	01:12:00	21:08:16
AKL P.M.	282	00:43:46	07:30:20
AKL Sales	878	02:05:14	26:41:54
AKL Service	1339	02:47:58	21:56:02
ALB Sales	386	00:39:46	08:08:03
WTN Sales	74	00:09:45	01:02:53
WTN Service	25	00:01:13	00:40:02
Totals	**4366**	**09:08:00**	**101:02:57**

Required Input Parameters :	**Output values** :
From Date	Department,
To Date (Until)	Total number of calls per department,
Daily Report	Total ring time per department,
	Total talk time per department,
	Total number of calls, total ring time and total talk time (all departments).

Format : Table	**Axis label** : N/A

3.5.26 Outgoing Calls Report – User

Report Description :
This report shows information about the outgoing calls for the specified user in the specified date range.



Jul 31, 2011

Start Time	Called Number	Contact / Company	Ring Time	Talk Time
1:14:19 PM	101	Hugh	00:00:07	00:00:00
1:14:29 PM	105	Nick / eTellicom	00:00:02	00:00:00
1:16:36 PM	101	Hugh	00:00:01	00:00:00
Totals	**3**		**00:00:10**	**00:00:00**

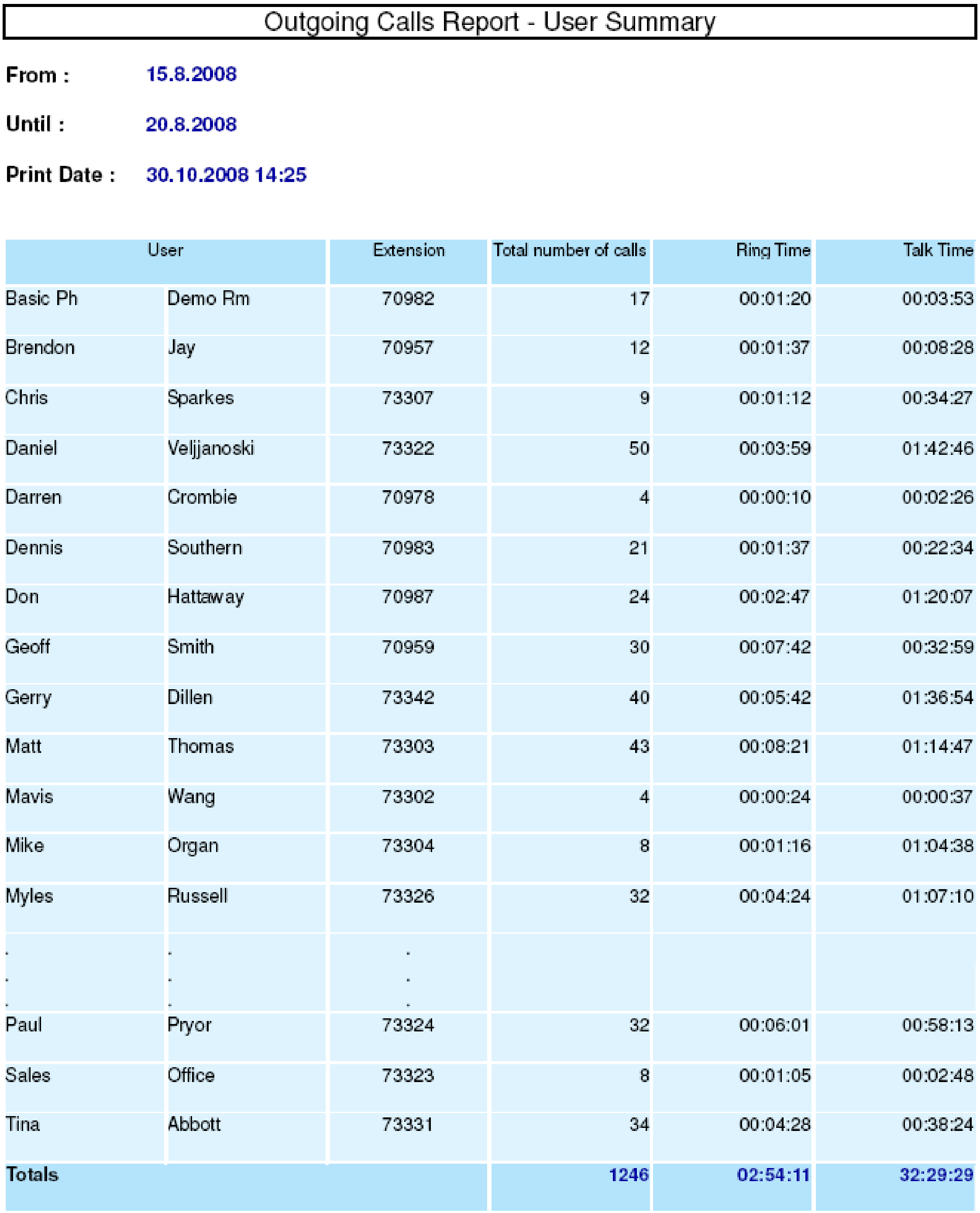
Required Input Parameters :	**Output values** :
From Date	Start Time,
To Date (Until)	CLI – Called number
User	Contact / Company
Daily Report	Ring Time,
	Talk Time,
	Daily total number of calls
	Daily total ring time
	Daily total talk time
	Total number of calls
	Total talk time
	* The values are grouped daily

Format : Table	**Axis label** : N/A

3.5.27 Outgoing Calls Report – User Summary

Report Description :

This report shows summary information about the outgoing calls per users.



Outgoing Calls Report - User Summary

From : 15.8.2008

Until : 20.8.2008

Print Date : 30.10.2008 14:25

User		Extension	Total number of calls	Ring Time	Talk Time
Basic Ph	Demo Rm	70982	17	00:01:20	00:03:53
Brendon	Jay	70957	12	00:01:37	00:08:28
Chris	Sparkes	73307	9	00:01:12	00:34:27
Daniel	Veljjanoski	73322	50	00:03:59	01:42:46
Darren	Crombie	70978	4	00:00:10	00:02:26
Dennis	Southern	70983	21	00:01:37	00:22:34
Don	Hattaway	70987	24	00:02:47	01:20:07
Geoff	Smith	70959	30	00:07:42	00:32:59
Gerry	Dillen	73342	40	00:05:42	01:36:54
Matt	Thomas	73303	43	00:08:21	01:14:47
Mavis	Wang	73302	4	00:00:24	00:00:37
Mike	Organ	73304	8	00:01:16	01:04:38
Myles	Russell	73326	32	00:04:24	01:07:10
. . .	. . .	. . .			
Paul	Pryor	73324	32	00:06:01	00:58:13
Sales	Office	73323	8	00:01:05	00:02:48
Tina	Abbott	73331	34	00:04:28	00:38:24
Totals			1246	02:54:11	32:29:29

Required Input Parameters :	**Output values** :
From Date	User First name,
To Date (Until)	User Surname,
Daily Report	User Extension,
	Total number of calls per user,
	Total ring time per user,
	Total talk time per user,
	Total number of calls, total ring time and total talk time (all users).

Format : Table	**Axis label** : N/A

3.6 Report templates within the group „Calls“

This category contains mostly Contact Center relevant reports but some reports also contain common UC calls related data. In general the following clusters can be differentiated within this category:

- **Reports with detailed information about abandoned, answered calls.**
  Within the abandoned calls reports the parameter Abandoned Call Threshold is used as filter parameter in order to eliminated early „hang-ups“ within the reporting
  Within the Answered Call reports the alert time is the predominant parameter either per queue or per agent
- **Journals for callbacks , open and missed calls, based on Start Time and / or Call ID**
- **Call Traffic reports for specific resources**
  Within the Call Traffic Reports break down of calls by direct or Contact Center calls and direction and source (inbound / outbound) is done.
- **Contact Center reports**
  Contact Center reports summarize the most important Contact Center resources and calls.

Report	Description	CC	UC	A
Abandoned Calls Statistics	This report represents details about the abandoned calls within the queues in the specified time.	yes	No	yes
Abandoned Calls Statistics – Details	This report represents details about the abandoned calls within the queues in the specified time	yes	No	No
Agent Callback Call Attempts	This report contains all contact center callback calls per selected queue reports and the associated outgoing calls of the agents to the callback requestor.	Yes	No	No
Answered Calls Alert Times (By Agent)	This report represent the alert times of answered calls for specified agent in the specified time.	yes	No	No
Answered Calls Alert Times (All Agents)	This report represent the alert times of answered calls for all agents in the specified time.	yes	No	No
Answered Calls Alert Times - Details	This report represent the alert times of answered calls for specified agent in the specified time.	yes	No	No
Answered Calls Statistics	This report presents details about the answered calls by queues in the specified time.	Yes	No	Yes
Answered Calls – (Wrap Up)	Displaying details including wrap up information for answered calls in the specified time.	yes	No	Yes
Callback Calls Report	Displaying callback details for all calls in the specified date/time range	yes	No	No
Call List open	Reports all open calls grouped per Queue.	Yes	No	No
Call List By Agent	Call list for selected agent in the specified date/time range	Yes	No	Yes
Call List By Queue	Call list for selected queue in the specified date range	yes	No	No
Call Traffic All Agents-Per Hour Daily	Call count (Contact Center calls, direct calls, outbound, inbound) and talk time by agents (for all available agents having calls in the specified date range). The values are grouped per users/agents, per hours and daily.	yes	No	No
Call Traffic All Agents-Per Hour Daily-Details	Call count (Contact Center calls, direct calls, outbound, inbound) and talk time (for cc calls, direct calls and all calls) by agents, for all available agents having calls in the specified date range. The values are grouped per users/agents, per hours and daily. *Difference with the report Call Traffic All Agents-Per Hour Daily is that this report contains additional*	yes	No	No

	columns (cc calls talk time and direct calls talk time)			
Call Traffic All Queues-Per Hour Daily	Call count (all calls, answered calls and abandoned calls) for all available queues-having calls in the specified date range. The values are grouped per queue, per hours and daily.	yes	No	No
Call Traffic All Queues-Queue Time, GOS Per Hour Daily	Number of calls, maximum queue time, minimum queue time and grade of service for all available queues-having calls in the specified date range. The values are grouped per queue, per hours and daily.	yes	No	No
Call Traffic By Queue-Per Hour Daily-Details	Call count (all calls, answered calls and abandoned calls) for the selected queue and the specified date range. The values are grouped per hours and daily.	yes	No	No
Call Traffic One Agent-Per Hour Daily	Call count (Contact Center calls, direct calls, outbound, inbound) and talk time for selected agent and the specified date range. The values are grouped per hours and daily.	yes	No	No
Call Traffic One Agent-Per Hour Daily-Details	Call count (all calls, Contact Center calls, direct calls, outbound, inbound) and talk time (cc calls talk time, direct calls talk time and total talk time-for all calls) for selected agent and the specified date range. The values are grouped per hours and daily. *Difference with the report Call Traffic One Agent-Per Hour Daily is that this report contains additional columns (cc calls talk time and direct calls talk time)*	yes	No	No
Call Traffic One Queue-Queue Time, GOS Per Hour Daily	Number of calls, maximum queue time, minimum queue time and grade of service for the selected queue and the specified date range. The values are grouped per hours and daily.	yes	No	No
Contact Center Calls	Displaying call details (missed, answered and abandoned calls) in the selected date/time range.	yes	No	Yes
Contact Center Calls – List for Export	This report contains all contact center calls within the selected time. The report is primarily designed for file export and for data processing by means of 3rd party applications. The header line contains the content of the columns. The footer line contains the EOF indication and some basic report information. Each row between header and footer contains all information about one specific contact center call, which is available within the database.	Yes	No	No
Contact Center Overview	This report contains the overview of the contact center. It presents information about all calls (all calls, answered, abandoned, other), and about average queue-, alert- and talk-times of all queues and in total within the contacts center within the specified time.	yes	No	No
Contact Center (Per Agents) - Chart	Number of calls (Total number of calls, answered and missed calls) by agents for the specified date range.	yes	No	No
Contact Center (Per Agents) - List	Number of calls (Total number of calls, answered and missed calls), percent of calls, average queue time and talk time by agents for the specified date range.	yes	No	No
Contact Center (Per Queues) - Chart	Number of calls (Total number of calls, answered and missed calls) by queues for the specified date range	yes	No	No
Contact Center (Per Queues) – List	Number of calls (Total number of calls, answered and missed calls), percent of calls, average queue time and talk time by queues for the specified date range.	yes	No	No
Contact Center Summary (All Call Types)	Number of calls, average queue time, talk time and pickup time by queues for the specified date/time range.	yes	No	Yes

Contact Center Summary #2	Number of calls, average queue time, talk time and pickup time, number of callback calls and queue time by queues for the specified date range.	yes	No	No
Contact Center Summary Answered Calls	Number of calls, average queue time, talk time and pickup time, number of callback calls and queue time of answered calls by queues for the specified date range.	yes	No	Yes
Contact Center Summary - Details	Number of calls (Total number of calls, answered and abandoned calls), average queue time; talk time and pickup time by queues for the specified date/time range.	yes	No	No
Contact Center Transferred Calls	Transferred call details by queues for the specified date/time range and the selected queues.	yes	No	No
Incoming Call Report – Per Agent	The report shows all incoming calls per agent grouped per day together with the information in which queue the call was answered and the source or destination queue in case that the contact center call has been transferred from one queue to another.	yes	No	No
Incoming Call Report – Per Queue	The report shows all incoming calls per queue grouped per day and per queue together with the information which agent has answered the call and the source or destination queue in case that the contact center call has been transferred from one queue to another.	yes	No	No
Missed Calls Report	Displaying details for missed calls in the specified date/time range.	yes	No	Yes
Missed Calls Summary (Per Agent)	Displaying missed calls summary details (number of calls and percent of all missed calls) per agents for calls in the specified date/time range. (see attached image on the next page)	yes	No	No
Missed Calls Summary (Per Queues)	Displaying missed calls summary details (number of calls and percent of all missed calls) per agents for calls in the specified date/time range, these details are grouped per queues. (see attached image on the last page of this document)	yes	No	Yes
Queue Rejected Calls	This report contains all calls which were actively rejected by the contact center due the” queue depth” settings within the system.	Yes	No	No
Transferred Calls Report – Per Agent	The report contains only calls which were internally transferred from one queue to another queue. The calls within this report are grouped per agent. The report shows all incoming calls grouped per agent per day together with the information in which queue the call was answered and the source and destination queue.	yes	No	No
Transferred Calls Report – Per Queue	The report contains only calls which were internally transferred from one queue to another queue. The report shows all incoming calls grouped per queue and per day together with the information which agent has answered the call and the source and destination queue.	yes	No	No
User-Agent related Report – List for Export	This report contains all calls of all users within the selected time regardless if users are agents or not. In case that a user is an agent and has received a contact center call, additional information like CC Call ID is presented. The report is primarily designed for file export and for data processing by means of 3rd party applications. The header line contains the content of the columns. The footer line contains the EOF indication and some basic report information. Each row between header and footer contains all information about a call of a user, which are available within the database. One user call can be presented multiple times.	Yes	No	No

Whole of Life Report – Per Queue	The report shows all incoming calls per day, grouped per queue, together with the information in which queue the call was processed and which agent has answered the call. Information about source or destination queue, in case that the contact center call has been transferred from one queue to another, is included as well.	yes	No	No

Table 4 Reports of the group – Calls

How to use Calls reports.

For the calls report group a general handling advice cannot be given.

If an overview about the contact Center Call is required the Contact Center Summary Reports can be used. These reports provide information on queue base about all calls, answered and abandoned calls. The totals about al queues represent all contact center calls.

If information about a specific call type of the Contact Center reports is required, the appropriate statistic report should be used. E.g answered, abandoned, open , missed calls report etc. User can chose different berak down level for these reports.

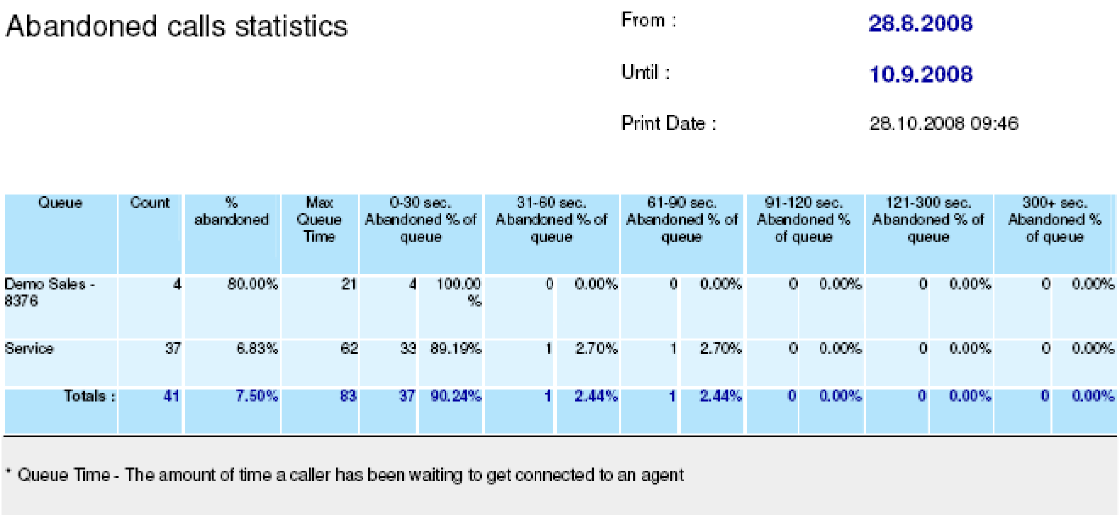
The Call Traffic reports should be used if information about call type incoming / outgoing / inbound / outbound and contact center or direct calls are required.

The call traffic reports contain either information on agent or on queue base.

3.6.1 Abandoned Calls Statistics

Report Description :

This report represents details about the abandoned calls by queues.



Abandoned calls statistics

From : 28.8.2008

Until : 10.9.2008

Print Date : 28.10.2008 09:46

Queue	Count	% abandoned	Max Queue Time	0-30 sec. Abandoned % of queue		31-60 sec. Abandoned % of queue		61-90 sec. Abandoned % of queue		91-120 sec. Abandoned % of queue		121-300 sec. Abandoned % of queue		300+ sec. Abandoned % of queue	
Demo Sales - 8376	4	80.00%	21	4	100.00 %	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Service	37	6.83%	62	33	89.19%	1	2.70%	1	2.70%	0	0.00%	0	0.00%	0	0.00%
Totals :	41	7.50%	83	37	90.24%	1	2.44%	1	2.44%	0	0.00%	0	0.00%	0	0.00%

* Queue Time - The amount of time a caller has been waiting to get connected to an agent

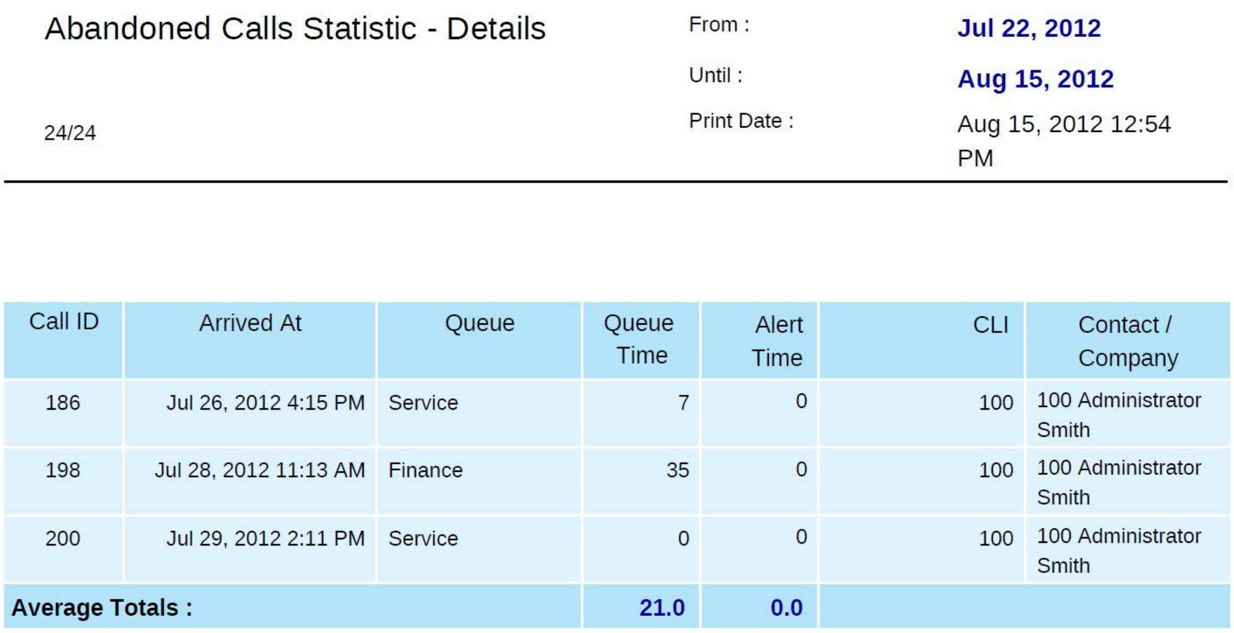
Required Input Parameters :	**Output values** :
From Date	Queue,
Until (To Date)	Count,
Daily Report	% abandoned,
	Max Queue Time,
	Abandoned % of Queue – number of abandoned calls per queue and % of all abandoned calls for that queue (per queue time : 0-30 sec. ,31-60 sec. , 61-90 sec. , 91-120 sec. , 121-300 sec. , 300+ sec.)
	Totals for the columns : Count, Max Queue Time and number of calls for all columns showing Abandoned Calls per Queue Time interval
	Average totals in percents for all columns showing Abandoned Calls per Queue Time interval
	* Queue Time - The amount of time a caller has been waiting to get connected to an agent

Format : Table	**Axis label** : N/A

3.6.2 Abandoned Calls Statistics – Detail

Report Description :

This report represent details about all abandoned calls into the selected date interval.



Abandoned Calls Statistic - Details

From : **Jul 22, 2012**

Until : **Aug 15, 2012**

Print Date : Aug 15, 2012 12:54 PM

24/24

Call ID	Arrived At	Queue	Queue Time	Alert Time	CLI	Contact / Company
186	Jul 26, 2012 4:15 PM	Service	7	0	100	100 Administrator Smith
198	Jul 28, 2012 11:13 AM	Finance	35	0	100	100 Administrator Smith
200	Jul 29, 2012 2:11 PM	Service	0	0	100	100 Administrator Smith
Average Totals :			**21.0**	**0.0**		

Required Input Parameters :	**Output values** :
From Date	Call ID,
Until (To Date)	Call arrived time,
Business hours only	Queue,
Daily Report	Queue time,
	Pickup time,
	CLI (Calling number),
	Contact / Company
	Customer Company ,
	Average pickup time,
	Average queue time

Format : Table	**Axis label** : N/A

3.6.4 Agent Callback Call Attempts

Report Description :

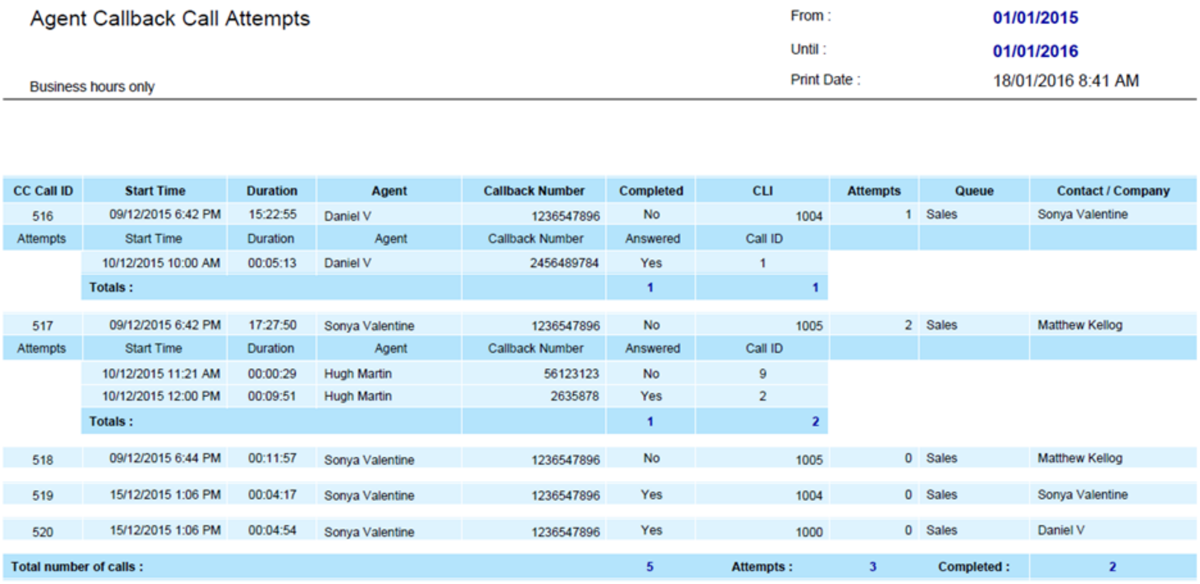
This report contains all contact center callback calls per selected queue reports and the associated outgoing calls of the agents to the callback requestor.

The purpose of this report is to track the efforts to fulfill the callback requests and to track if the callbacks were completed.

For this reason this report contains not only the data of incoming contact center callback calls but also the outgoing calls of agents, which are normally reported as “private” - non-contact center calls. Therefore a comparison between calls in this report and other pure contact center related reports should not be done.

Note:

Outgoing calls are only be associated to a callback, if these calls are initiated out of the Pop-Up Window for Callback processing by the agents. The end time for callback processing is set at the moment when the agent marks the callback as completed within the Pop Up window.



Agent Callback Call Attempts

From : 01/01/2015
Until : 01/01/2016
Print Date : 18/01/2016 8:41 AM

Business hours only

CC Call ID	Start Time	Duration	Agent	Callback Number	Completed	CLI	Attempts	Queue	Contact / Company
516	09/12/2015 6:42 PM	15:22:55	Daniel V	1236547896	No	1004	1	Sales	Sonya Valentine
Attempts	Start Time	Duration	Agent	Callback Number	Answered	Call ID			
	10/12/2015 10:00 AM	00:05:13	Daniel V	2456489784	Yes	1			
	Totals :				1	1			
517	09/12/2015 6:42 PM	17:27:50	Sonya Valentine	1236547896	No	1005	2	Sales	Matthew Kellog
Attempts	Start Time	Duration	Agent	Callback Number	Answered	Call ID			
	10/12/2015 11:21 AM	00:00:29	Hugh Martin	56123123	No	9			
	10/12/2015 12:00 PM	00:09:51	Hugh Martin	2635878	Yes	2			
	Totals :				1	2			
518	09/12/2015 6:44 PM	00:11:57	Sonya Valentine	1236547896	No	1005	0	Sales	Matthew Kellog
519	15/12/2015 1:06 PM	00:04:17	Sonya Valentine	1236547896	Yes	1004	0	Sales	Sonya Valentine
520	15/12/2015 1:06 PM	00:04:54	Sonya Valentine	1236547896	Yes	1000	0	Sales	Daniel V
Total number of calls :					5	Attempts :	3	Completed :	2

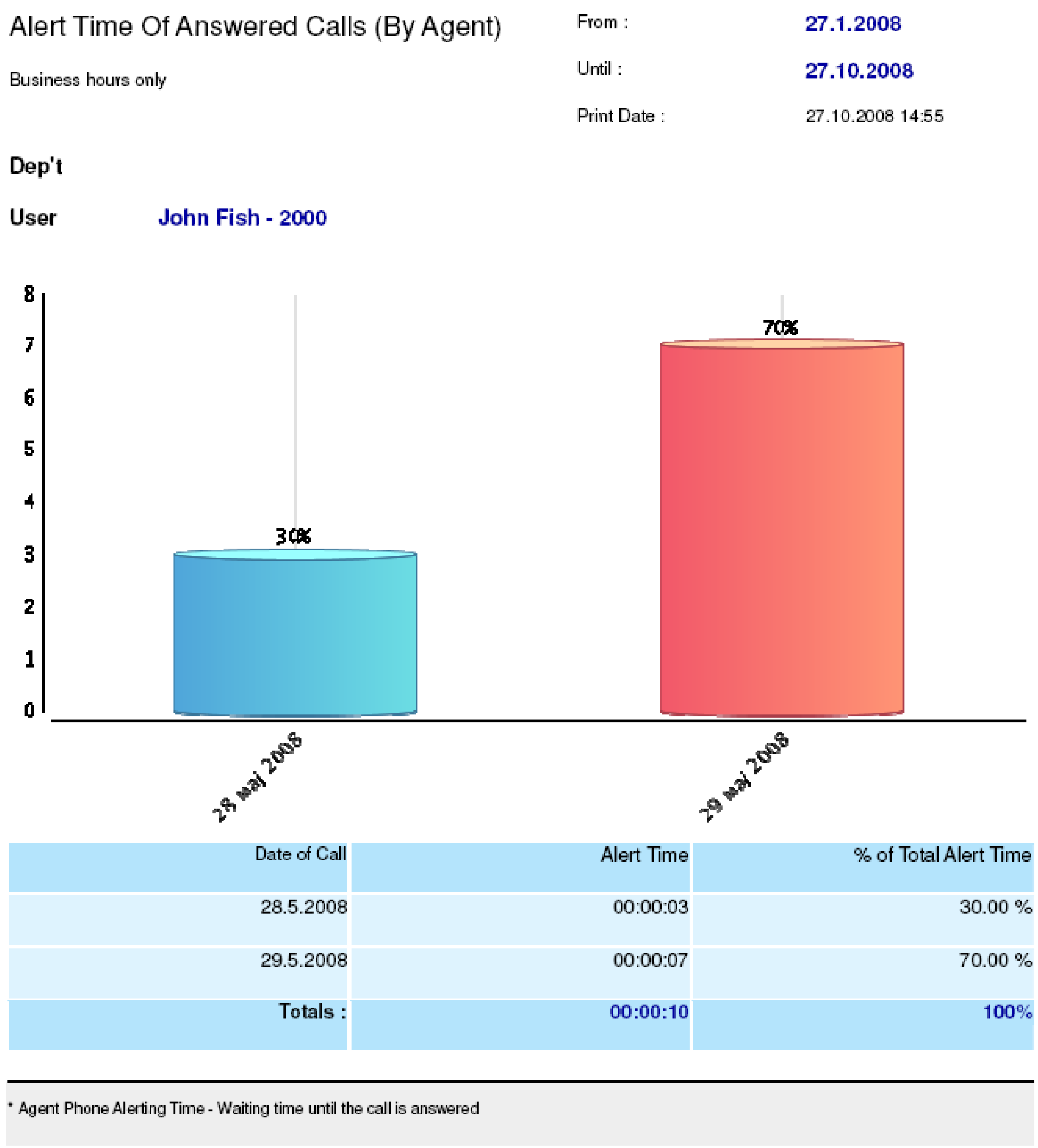
Within the report two nested tables per callback presents the data of the initial callback on one hand and of the related outgoing calls on the other hand. Data with the table can have different meaning even if the column header has the same name (see table below).

Required Input Parameters :	**Output Colums**	**Output Content**
From Date	**Main Table**	**Data of the Callback request**
To Date (Until)	CC Call ID	Contact Center Call ID oft he callback call
Queue	Start Time	Time when the callback call has entered the Contact Center
Time	Duration	Time interval from Start Time until the callback has been marked by an agent as completed within the callback Pop Up window.
Dynamic Time Intervals	Agent	Agent to whom the callback has been assigned first time
	Callback Number	Phone number for the callback which was either transmitted on the trunk line or which has been entered by the callback requestor within the callback dialog
	Completed	Indication if the call has been marked as completed or not.
	CLI	Phone number of the caller
	Attempts	Number of callback attempts by agents until callback has been marked as completed or until report creation
	Queue	Queue which has received the callback
	Contact / Company	Caller Identification within the directories of the Contact Center
	Sub Table	**Data of the associated outgoing calls (Attempts)**
	Start Time	Time when the agent initiated the call
	Duration	Time interval from start time until call was terminated.
	Agent	Name of the agent who initated the call
	Callback Number	Called number
	Answered	Indication if the agent was connected with the called destination. (note this does not necessarily mean that the callback call was completed)
	Call ID	Call ID of the outgoing call within the call history. (Note:This is not the contact center Call ID)
	Last row	**Contains the totals of specific data of the report**
	Total Number of Calls	Total number of Callback Calls
	Attempts	Total number of associated outgoing calls
	Competed	Total number of callback calls marked as “completed”

Format :	**Axis label** :
Table	N/A

3.6.5 Answered Calls Alert Times

Report Description :
This report represent the alert times of answered calls for specified agent in the selected date range.



Alert Time Of Answered Calls (By Agent)

Business hours only

From : 27.1.2008
Until : 27.10.2008
Print Date : 27.10.2008 14:55

Dep't

User John Fish - 2000

Date of Call	Alert Time	% of Total Alert Time
28.5.2008	00:00:03	30.00 %
29.5.2008	00:00:07	70.00 %
Totals :	00:00:10	100%

* Agent Phone Alerting Time - Waiting time until the call is answered

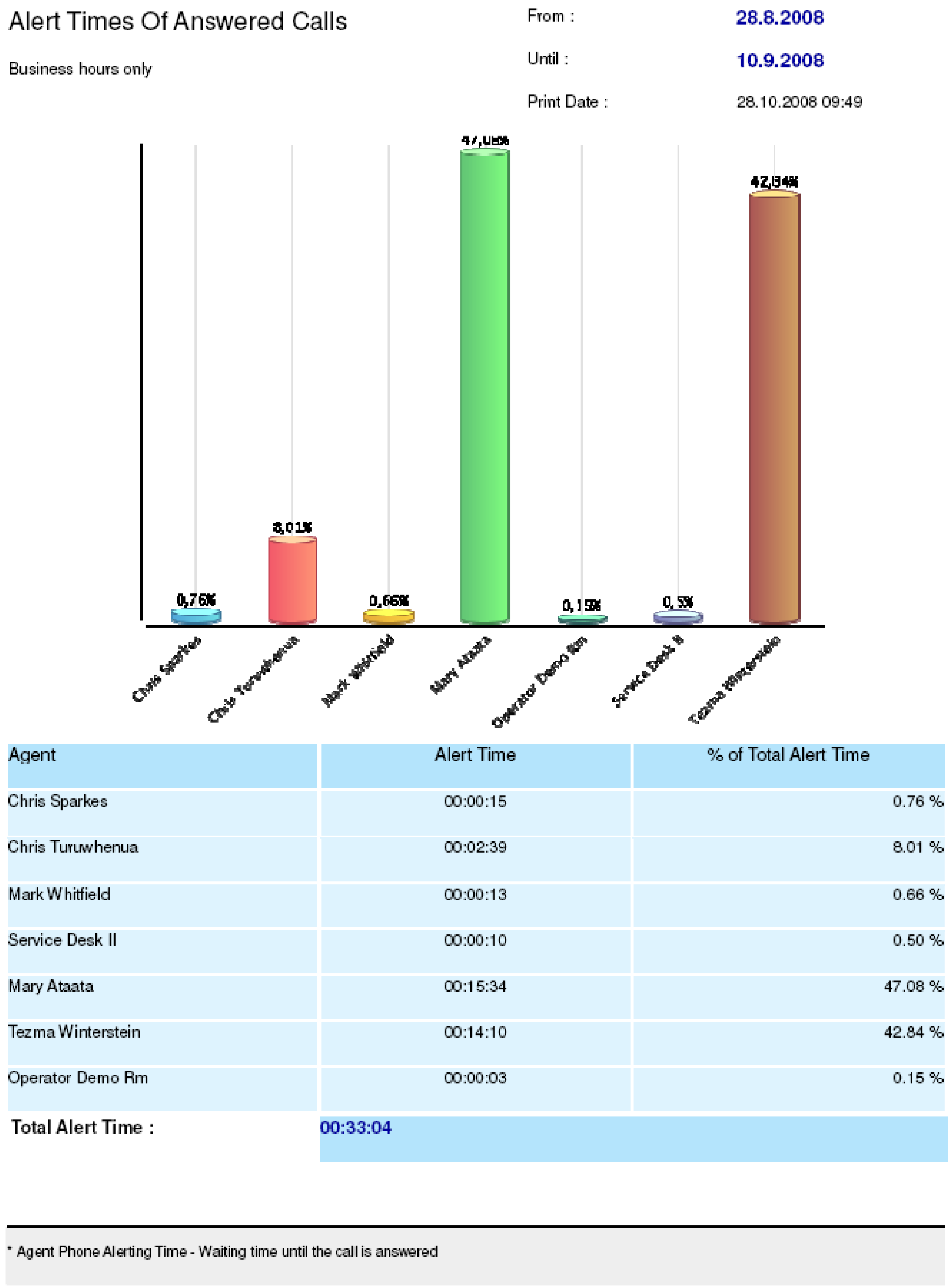
Required Input Parameters :	**Output values** :
From Date	Day,
Until (To Date)	Alert time (call pickup time) - daily,
Agent	% of total alert time - daily,
Business hours only	Total alert time
Daily Report	

Format :	**Axis label** :
Table & Graphic	Horizontal : Days
	Vertical : Alert time (call pickup time) in seconds

3.6.6 Answered Calls Alert Times (All Agents)

Report Description :

This report represent the alert times of answered calls for all agents in the selected date range.



Alert Times Of Answered Calls

Business hours only

From : **28.8.2008**

Until : **10.9.2008**

Print Date : 28.10.2008 09:49

0,76%
8,01%
0,66%
47,08%
0,15%
0,5%
42,84%
Chris Sparkes
Chris Turuwhenua
Mark Whitfield
Mary Ataata
Operator Demo Rm
Service Desk II
Tezma Winterstein

Agent	Alert Time	% of Total Alert Time
Chris Sparkes	00:00:15	0.76 %
Chris Turuwhenua	00:02:39	8.01 %
Mark Whitfield	00:00:13	0.66 %
Service Desk II	00:00:10	0.50 %
Mary Ataata	00:15:34	47.08 %
Tezma Winterstein	00:14:10	42.84 %
Operator Demo Rm	00:00:03	0.15 %

Total Alert Time : 00:33:04

* Agent Phone Alerting Time - Waiting time until the call is answered

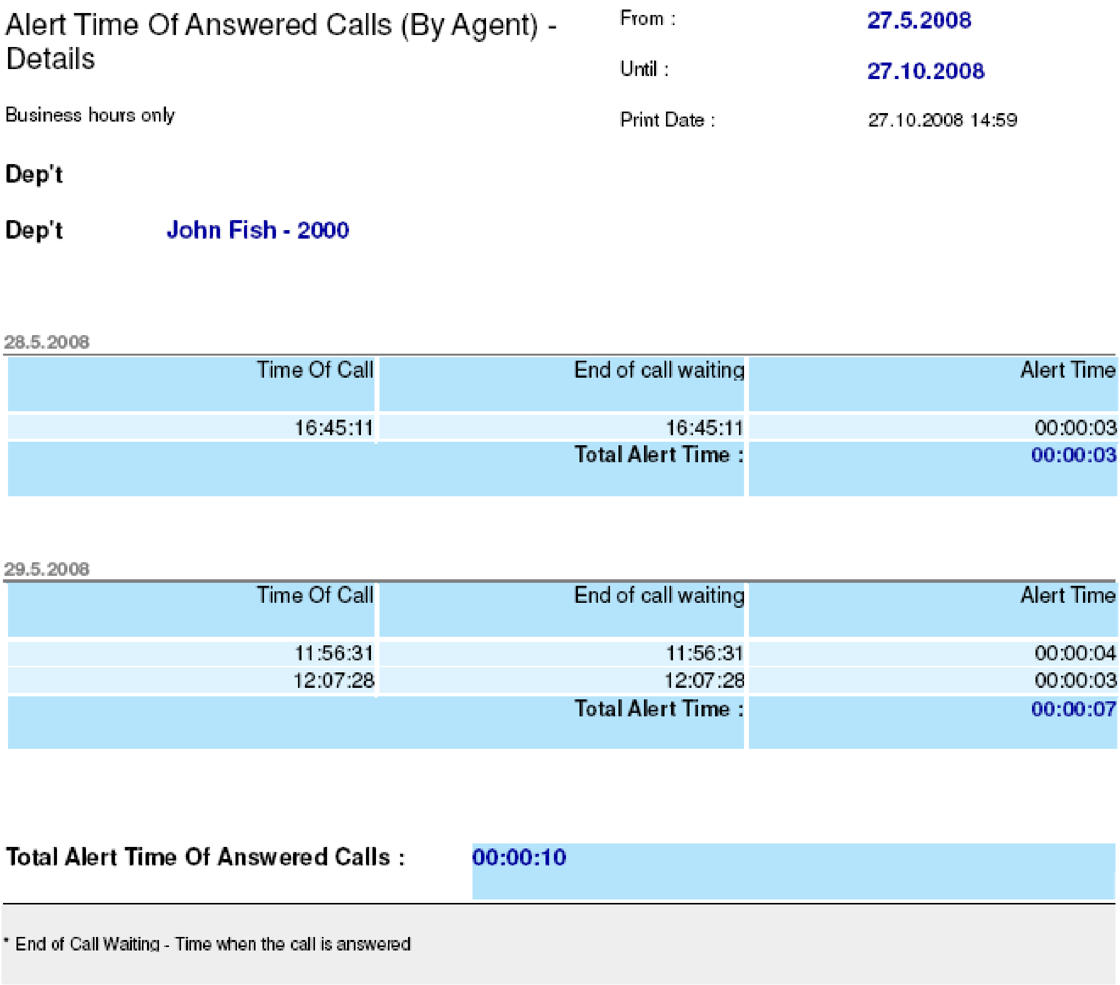
Required Input Parameters :	**Output values** :
From Date	Agent,
Until (To Date)	Alert time (call pickup time) - by agent,
Business hours only	% of total alert time - by agent,
Daily Report	Total alert time

Format :	**Axis label** :
Table & Graphic	Horizontal : Agents
	Vertical : Alert time (call pickup time) in seconds

3.6.7 Answered Calls Alert Times (By Agent) – Details

Report Description :

This report represent the alert times of answered calls for specified agent in the selected date range.



Alert Time Of Answered Calls (By Agent) - Details

Business hours only

From : 27.5.2008

Until : 27.10.2008

Print Date : 27.10.2008 14:59

Dep't

Dep't **John Fish - 2000**

28.5.2008

Time Of Call	End of call waiting	Alert Time
16:45:11	16:45:11	00:00:03
	Total Alert Time :	**00:00:03**

29.5.2008

Time Of Call	End of call waiting	Alert Time
11:56:31	11:56:31	00:00:04
12:07:28	12:07:28	00:00:03
	Total Alert Time :	**00:00:07**

Total Alert Time Of Answered Calls : **00:00:10**

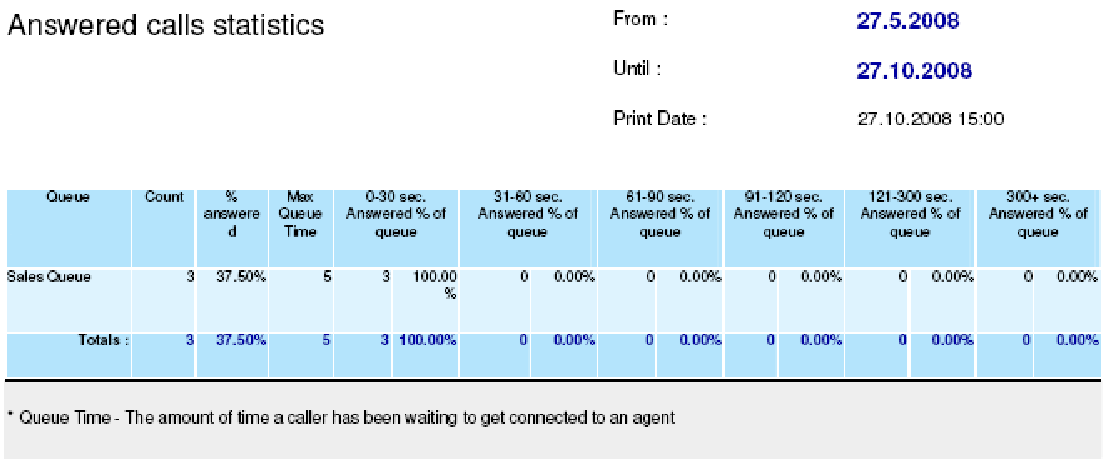
* End of Call Waiting - Time when the call is answered

Required Input Parameters :	**Output values** :
From Date	Time of call,
Until (To Date)	End of call waiting – time when the call is answered,
Agent	Alert time (call pickup time)
Business hours only	Daily total alert time,
Daily Report	Total alert time

Format :	**Axis label**
Table	N/A

3.6.8 Answered Calls Statistics

Report Description :
This report represent details about the answered calls by queues.



Answered calls statistics

From : 27.5.2008

Until : 27.10.2008

Print Date : 27.10.2008 15:00

Queue	Count	% answered	Max Queue Time	0-30 sec. Answered % of queue		31-60 sec. Answered % of queue		61-90 sec. Answered % of queue		91-120 sec. Answered % of queue		121-300 sec. Answered % of queue		300+ sec. Answered % of queue	
Sales Queue	3	37.50%	5	3	100.00 %	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Totals :	3	37.50%	5	3	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%

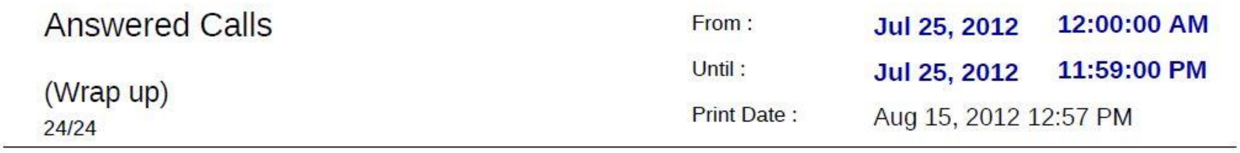
* Queue Time - The amount of time a caller has been waiting to get connected to an agent

Required Input Parameters :	**Output values** :
From Date	Queue,
Until (To Date)	Count,
From Time	% answered,
To Time	Max Queue Time,
Daily Report	Answered % of Queue – number of answered calls per queue and % of all answered calls for that queue (per queue time : 0-30 sec. ,31-60 sec. , 61-90 sec. , 91-120 sec. , 121-300 sec. , 300+ sec.)
	Totals for the columns : Count, Max Queue Time and number of calls for all columns showing Answered Calls per Queue Time interval
	Average totals in percents for all columns showing Answered Calls per Queue Time interval
	* Queue Time - The amount of time a caller has been waiting to get connected to an agent

Format :	**Axis label**
Table	: N/A

3.6.9 Answered Calls – Wrap Up Information

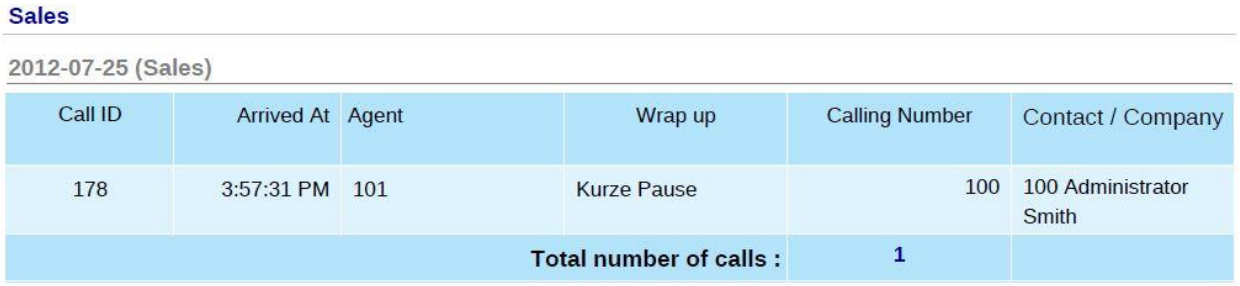
Report Description :
Displaying details including wrap up information for answered calls in the specified date range for the selected queues.



Answered Calls

(Wrap up)
24/24

From : Jul 25, 2012 12:00:00 AM
Until : Jul 25, 2012 11:59:00 PM
Print Date : Aug 15, 2012 12:57 PM



Sales

2012-07-25 (Sales)

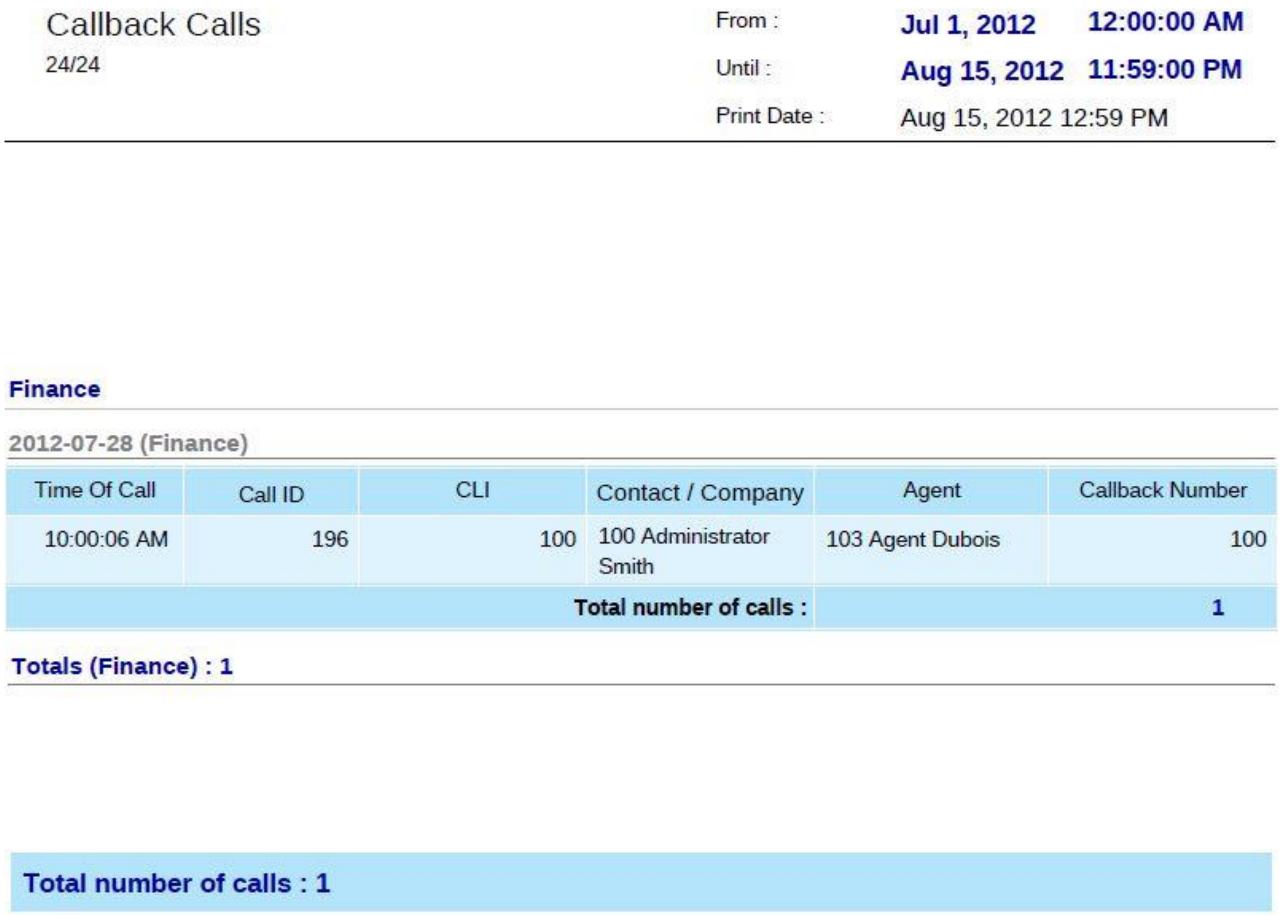
Call ID	Arrived At	Agent	Wrap up	Calling Number	Contact / Company
178	3:57:31 PM	101	Kurze Pause	100	100 Administrator Smith
			Total number of calls :	1	

Required Input Parameters :	**Output values** :
From Date	Call ID,
Until (To Date)	Arrived At,
From Time	Queue,
To Time	Agent login,
Queues (Multiple Queue selection)	Wrap up,
Business hours only	CLI – calling number
Daily Report	Daily total number of calls
	* The values are grouped daily

Format :	**Axis label**
Table	: N/A

3.6.10 Callback Calls Report

Report Description :
Displaying callback details for all calls in the specified date/time range for the selected queues.



Callback Calls
24/24

From : **Jul 1, 2012** **12:00:00 AM**
Until : **Aug 15, 2012** **11:59:00 PM**
Print Date : Aug 15, 2012 12:59 PM

Finance

2012-07-28 (Finance)

Time Of Call	Call ID	CLI	Contact / Company	Agent	Callback Number
10:00:06 AM	196	100	100 Administrator Smith	103 Agent Dubois	100
			Total number of calls :		**1**

Totals (Finance) : 1

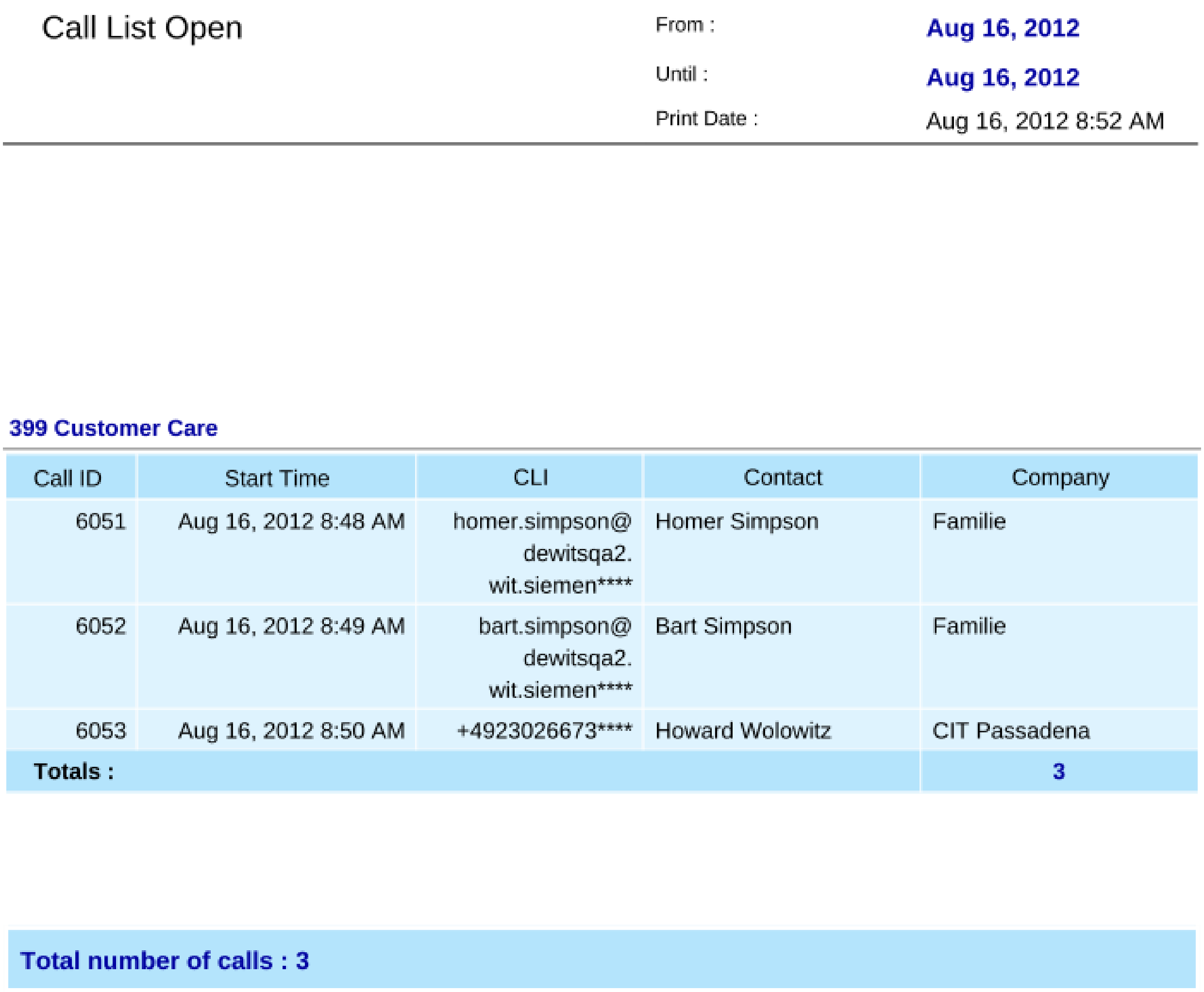
Total number of calls : 1

Required Input Parameters :	**Output values** :
From Date	Call Date,
Until (To Date)	Queue Name,
From Time	Time of Call,
To Time	Call ID,
Queues (Multiple queue selection)	CLI – calling number
Business hours only (else 24/24)	Contact / Company
Daily Report	Agent,
	Callback Number
	Daily total number of callback calls by queue
	Daily total number of callback calls (all queues)
	Total number of callback calls
	*The values are grouped by queues and daily.

Format : :	**Axis label**
Table	N/A

3.6.11 Call List Open (per Queue)

Report Description :
Reports all open calls e-mail and faxes grouped per Queue .



Call List Open

From : **Aug 16, 2012**
Until : **Aug 16, 2012**
Print Date : Aug 16, 2012 8:52 AM

399 Customer Care

Call ID	Start Time	CLI	Contact	Company
6051	Aug 16, 2012 8:48 AM	homer.simpson@dewitsqa2.wit.siemen****	Homer Simpson	Familie
6052	Aug 16, 2012 8:49 AM	bart.simpson@dewitsqa2.wit.siemen****	Bart Simpson	Familie
6053	Aug 16, 2012 8:50 AM	+4923026673****	Howard Wolowitz	CIT Passadena
Totals :				**3**

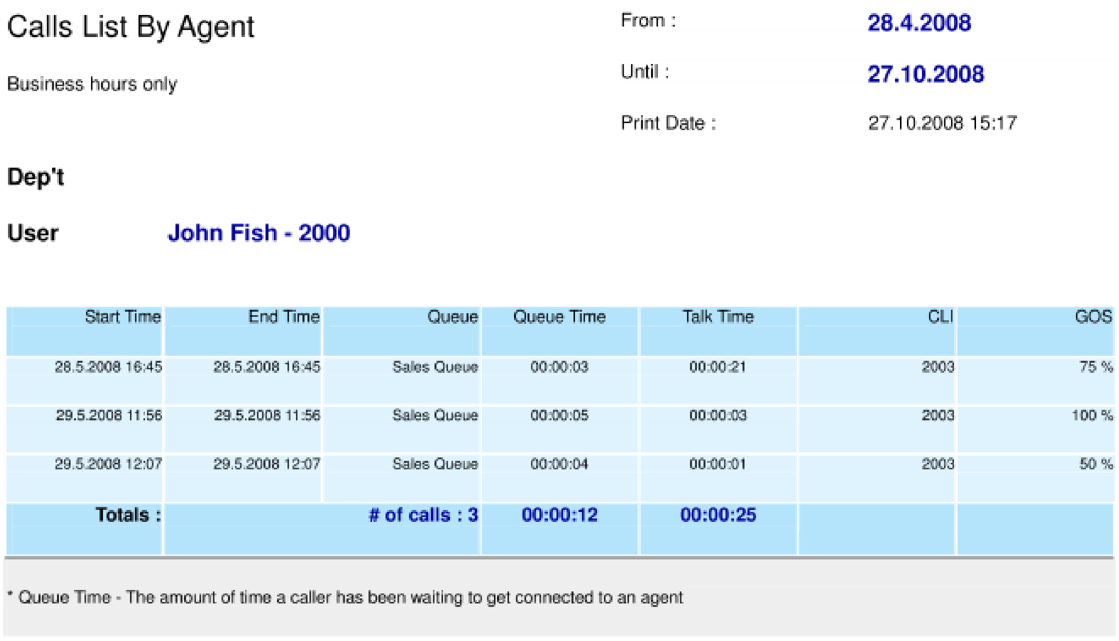
Total number of calls : 3

Required Input Parameters :	**Output values** :
From Date	Call ID
Until (To Date)	Start Time
Daily Report	CLI
	Contact (caller name)
	Company (caller company)
	Total number of calls per queue and for all available queues

Format : :	**Axis label**
Table	N/A

3.6.12 Call List By Agent

Report Description :
Call list for selected agent in the specified date/time range



Calls List By Agent

Business hours only

From : 28.4.2008
Until : 27.10.2008
Print Date : 27.10.2008 15:17

Dep't

User John Fish - 2000

Start Time	End Time	Queue	Queue Time	Talk Time	CLI	GOS
28.5.2008 16:45	28.5.2008 16:45	Sales Queue	00:00:03	00:00:21	2003	75 %
29.5.2008 11:56	29.5.2008 11:56	Sales Queue	00:00:05	00:00:03	2003	100 %
29.5.2008 12:07	29.5.2008 12:07	Sales Queue	00:00:04	00:00:01	2003	50 %
Totals :		**# of calls : 3**	**00:00:12**	**00:00:25**		

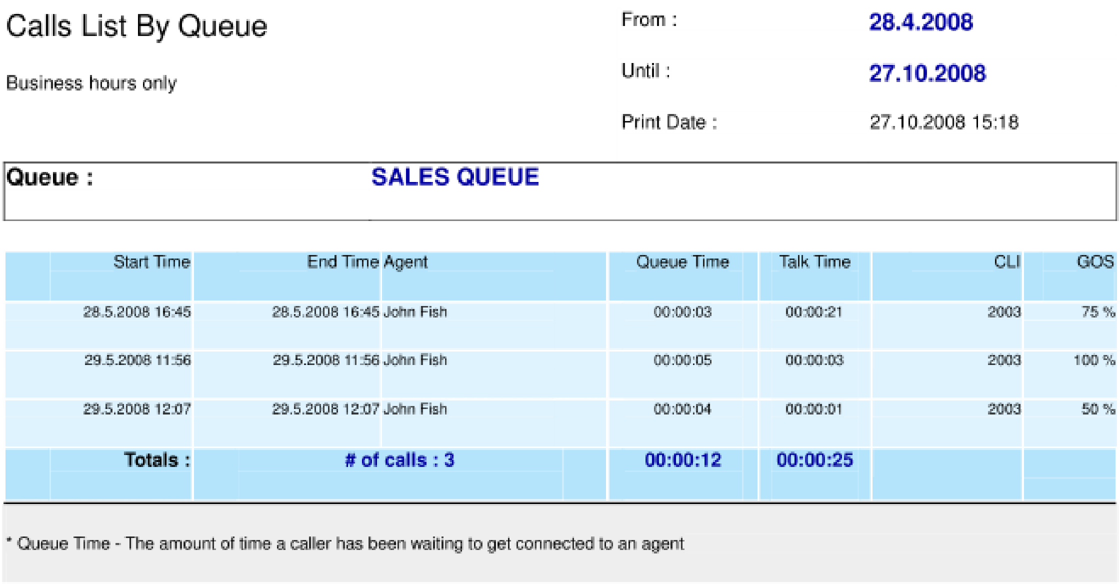
* Queue Time - The amount of time a caller has been waiting to get connected to an agent

Required Input Parameters :	**Output values** :
From Date,	Start Time,
Until (To Date),	End Time,
From Time	Queue Name,
To Time,	Queue Time,
Agent,	Talk Time,
Business hours only,	CLI – Calling number
Daily Report	Contact / Company
	Grade of service
	Total number of calls,
	Total Queue Time,
	Total talk time,
	* Queue Time - The amount of time a caller has been waiting to get connected to an agent

Format	**Axis label**
: Table	: N/A

3.6.13 Call List By Queue

Report Description :
Call list for selected queue in the specified date range.



Calls List By Queue

Business hours only

From : 28.4.2008

Until : 27.10.2008

Print Date : 27.10.2008 15:18

Queue : **SALES QUEUE**

Start Time	End Time	Agent	Queue Time	Talk Time	CLI	GOS
28.5.2008 16:45	28.5.2008 16:45	John Fish	00:00:03	00:00:21	2003	75 %
29.5.2008 11:56	29.5.2008 11:56	John Fish	00:00:05	00:00:03	2003	100 %
29.5.2008 12:07	29.5.2008 12:07	John Fish	00:00:04	00:00:01	2003	50 %
Totals :	**# of calls : 3**		**00:00:12**	**00:00:25**		

* Queue Time - The amount of time a caller has been waiting to get connected to an agent

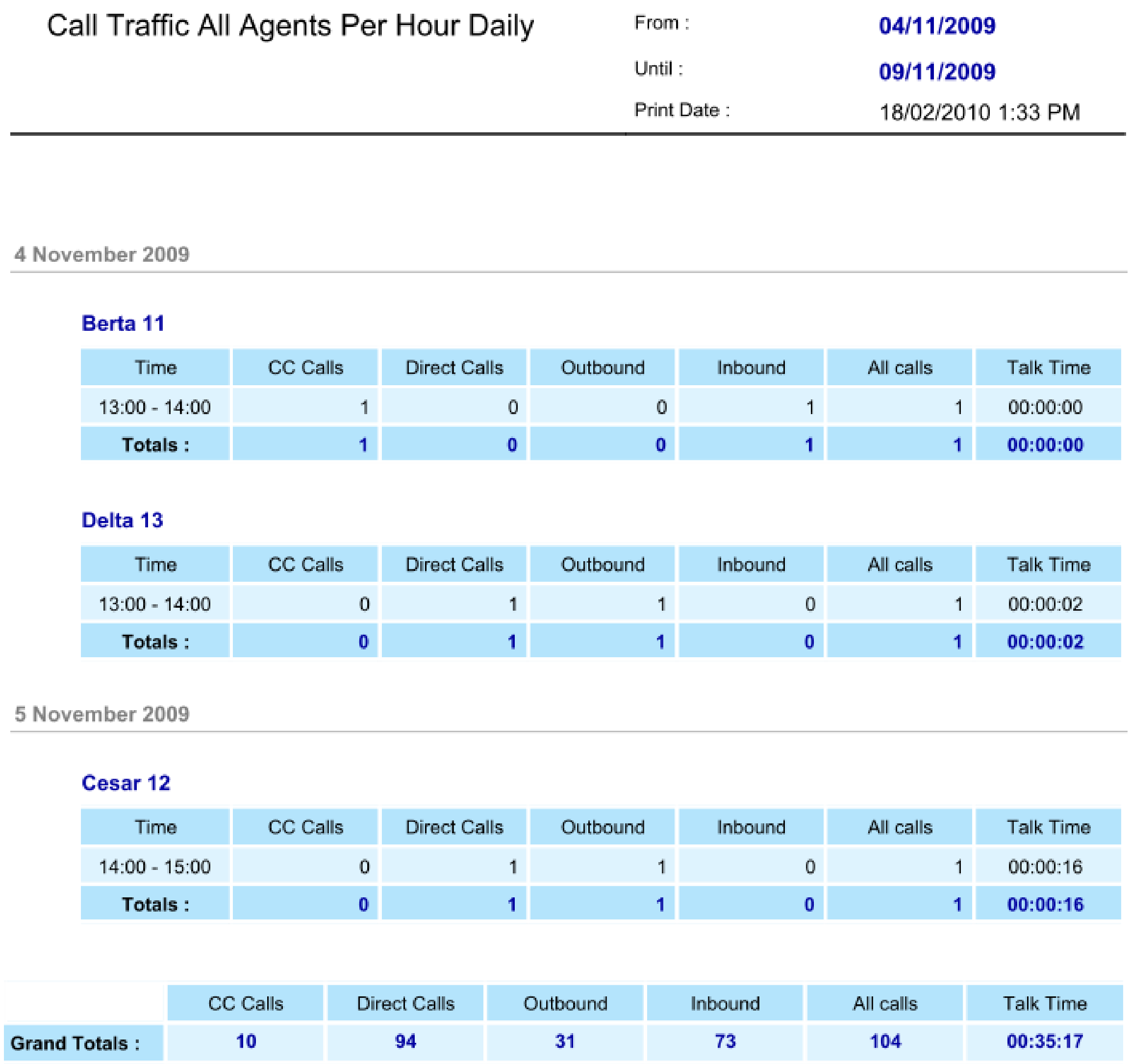
Required Input Parameters :	**Output values** :
From Date,	Start Time,
Until (To Date),	End Time,
Queue,	Agent,
Business hours only,	Queue Time,
Daily Report	Talk Time,
	CLI – Calling number
	Contact / Company
	Grade of service
	Total number of calls,
	Total Queue Time,
	Total talk time,
	* Queue Time - The amount of time a caller has been waiting to get connected to an agent

Format :	**Axis label**
Table	: N/A

3.6.15 Call Traffic All Agents-Per Hour Daily

Count of calls (call center calls, direct calls, outbound, inbound) and talk time by agents (for all selected agents having calls in the specified date range)

The values are grouped per users/agents, per hours and daily.



Call Traffic All Agents Per Hour Daily

From : 04/11/2009
Until : 09/11/2009
Print Date : 18/02/2010 1:33 PM

4 November 2009

Berta 11

Time	CC Calls	Direct Calls	Outbound	Inbound	All calls	Talk Time
13:00 - 14:00	1	0	0	1	1	00:00:00
Totals :	**1**	**0**	**0**	**1**	**1**	**00:00:00**

Delta 13

Time	CC Calls	Direct Calls	Outbound	Inbound	All calls	Talk Time
13:00 - 14:00	0	1	1	0	1	00:00:02
Totals :	**0**	**1**	**1**	**0**	**1**	**00:00:02**

5 November 2009

Cesar 12

Time	CC Calls	Direct Calls	Outbound	Inbound	All calls	Talk Time
14:00 - 15:00	0	1	1	0	1	00:00:16
Totals :	**0**	**1**	**1**	**0**	**1**	**00:00:16**

	CC Calls	Direct Calls	Outbound	Inbound	All calls	Talk Time
Grand Totals :	**10**	**94**	**31**	**73**	**104**	**00:35:17**

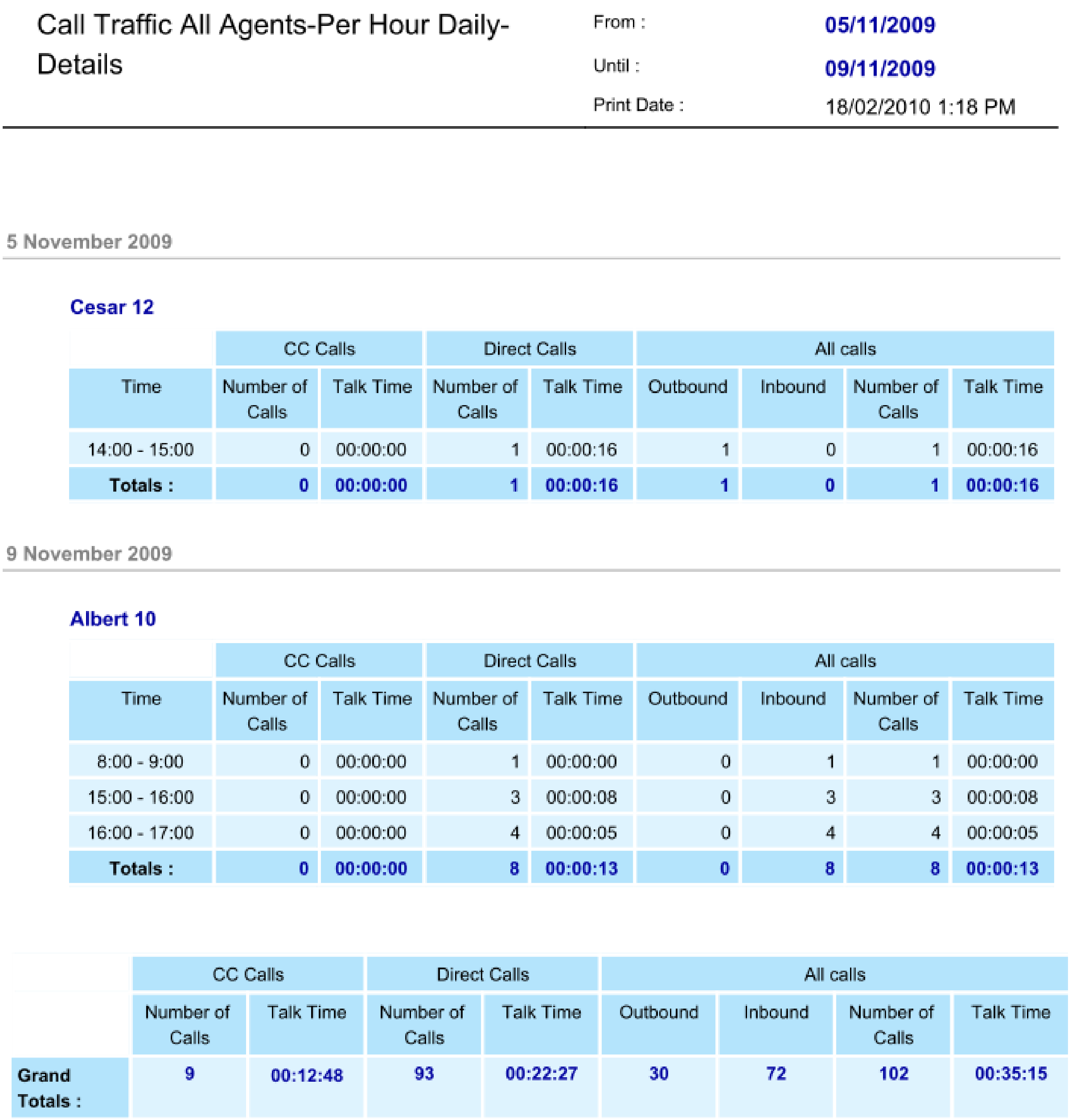
Required Input Parameters :	**Output values**
From Date	Day
To Date (Until)	User/Agent
Agents (Multiple agent selection)	Time – Hourly interval *(Ex: 09:00-10:00)*
Daily Report	CC Calls *(number of contact center calls)*
	Direct Calls *(number of direct calls)*
	Inbound Calls *(number of inbound/incoming calls)*
	Outbound Calls *(number of outbound/outgoing calls)*
	All Calls *(number of all calls = cc calls + direct calls)*
	Talk time-All Calls *(Total Talk time for the specified hourly interval)*
	Daily Totals and Grand Totals (CC Calls, Direct Calls, Inbound, Outbound, All Calls, Talk Time)
Format :	**Axis label** :
Table	N/A

3.6.16 Call Traffic All Agents-Per Hour Daily-Details

Count of calls (call center calls, direct calls, outbound, inbound) and talk time (for cc calls, direct calls and all calls) by agents, for all available agents having calls in the specified date range.

The values are grouped per users/agents, per hours and daily.

*Difference with the report **Call Traffic All Agents-Per Hour Daily** is that this report contains additional columns (cc calls talk time and direct calls talk time)*



Call Traffic All Agents-Per Hour Daily-Details

From : **05/11/2009**
Until : **09/11/2009**
Print Date : 18/02/2010 1:18 PM

5 November 2009

Cesar 12

	CC Calls		Direct Calls		All calls			
Time	Number of Calls	Talk Time	Number of Calls	Talk Time	Outbound	Inbound	Number of Calls	Talk Time
14:00 - 15:00	0	00:00:00	1	00:00:16	1	0	1	00:00:16
Totals :	**0**	**00:00:00**	**1**	**00:00:16**	**1**	**0**	**1**	**00:00:16**

9 November 2009

Albert 10

	CC Calls		Direct Calls		All calls			
Time	Number of Calls	Talk Time	Number of Calls	Talk Time	Outbound	Inbound	Number of Calls	Talk Time
8:00 - 9:00	0	00:00:00	1	00:00:00	0	1	1	00:00:00
15:00 - 16:00	0	00:00:00	3	00:00:08	0	3	3	00:00:08
16:00 - 17:00	0	00:00:00	4	00:00:05	0	4	4	00:00:05
Totals :	**0**	**00:00:00**	**8**	**00:00:13**	**0**	**8**	**8**	**00:00:13**

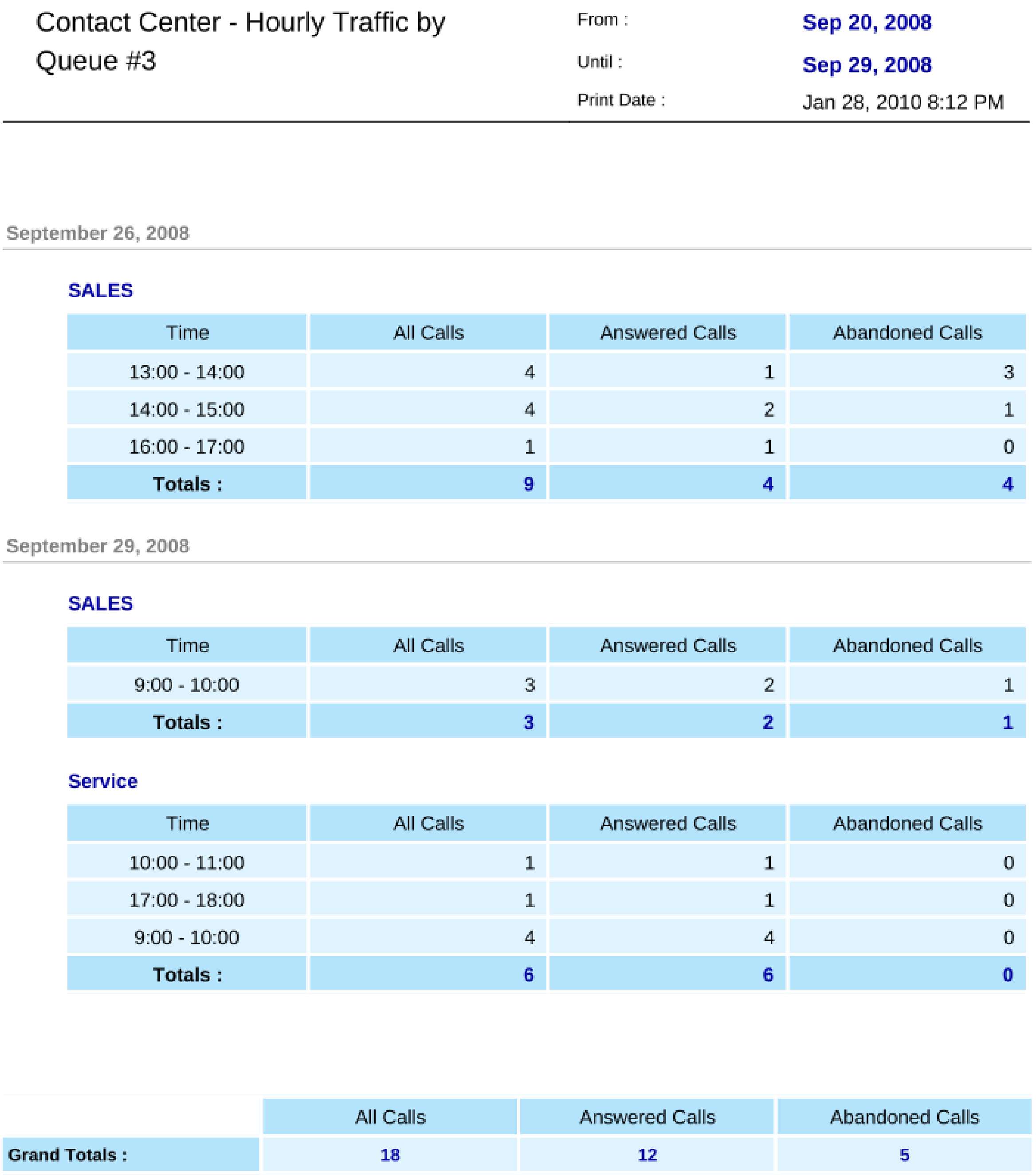
	CC Calls		Direct Calls		All calls			
	Number of Calls	Talk Time	Number of Calls	Talk Time	Outbound	Inbound	Number of Calls	Talk Time
Grand Totals :	**9**	**00:12:48**	**93**	**00:22:27**	**30**	**72**	**102**	**00:35:15**

Required Input Parameters :	**Output values**
From Date	Day
To Date (Until)	User/Agent
Agents (Multiple agent selection)	Time – Hourly interval *(Ex: 09:00-10:00)*
Daily Report	CC Calls *(number of contact center calls)*
	Talk time-CC Calls *(CC Calls Total Talk time for the specified hourly interval)*
	Direct Calls *(number of direct calls)*
	Talk time-Direct Calls Calls *(Direct Calls Total Talk time for the specified hourly interval)*
	Inbound Calls *(number of inbound/incoming calls)*
	Outbound Calls *(number of outbound/outgoing calls)*
	All Calls *(number of all calls = cc calls + direct calls)*
	Talk time-All Calls *(Total Talk time for the specified hourly interval)*
	Daily Totals and Grand Totals (CC Calls, Direct Calls, Inbound, Outbound, All Calls and Talk Time of CC Calls, Direct Calls and All Calls)

Format :	**Axis label** :
Table	N/A

3.6.17 Call Traffic All Queues-Per Hour Daily

Count of calls (all calls, answered calls and abandoned calls) for all available queues-having calls in the specified date range. The values are grouped per queue, per hours and daily.



Contact Center - Hourly Traffic by Queue #3

From : Sep 20, 2008
Until : Sep 29, 2008
Print Date : Jan 28, 2010 8:12 PM

September 26, 2008

SALES

Time	All Calls	Answered Calls	Abandoned Calls
13:00 - 14:00	4	1	3
14:00 - 15:00	4	2	1
16:00 - 17:00	1	1	0
Totals :	**9**	**4**	**4**

September 29, 2008

SALES

Time	All Calls	Answered Calls	Abandoned Calls
9:00 - 10:00	3	2	1
Totals :	**3**	**2**	**1**

Service

Time	All Calls	Answered Calls	Abandoned Calls
10:00 - 11:00	1	1	0
17:00 - 18:00	1	1	0
9:00 - 10:00	4	4	0
Totals :	**6**	**6**	**0**

	All Calls	Answered Calls	Abandoned Calls
Grand Totals :	18	12	5

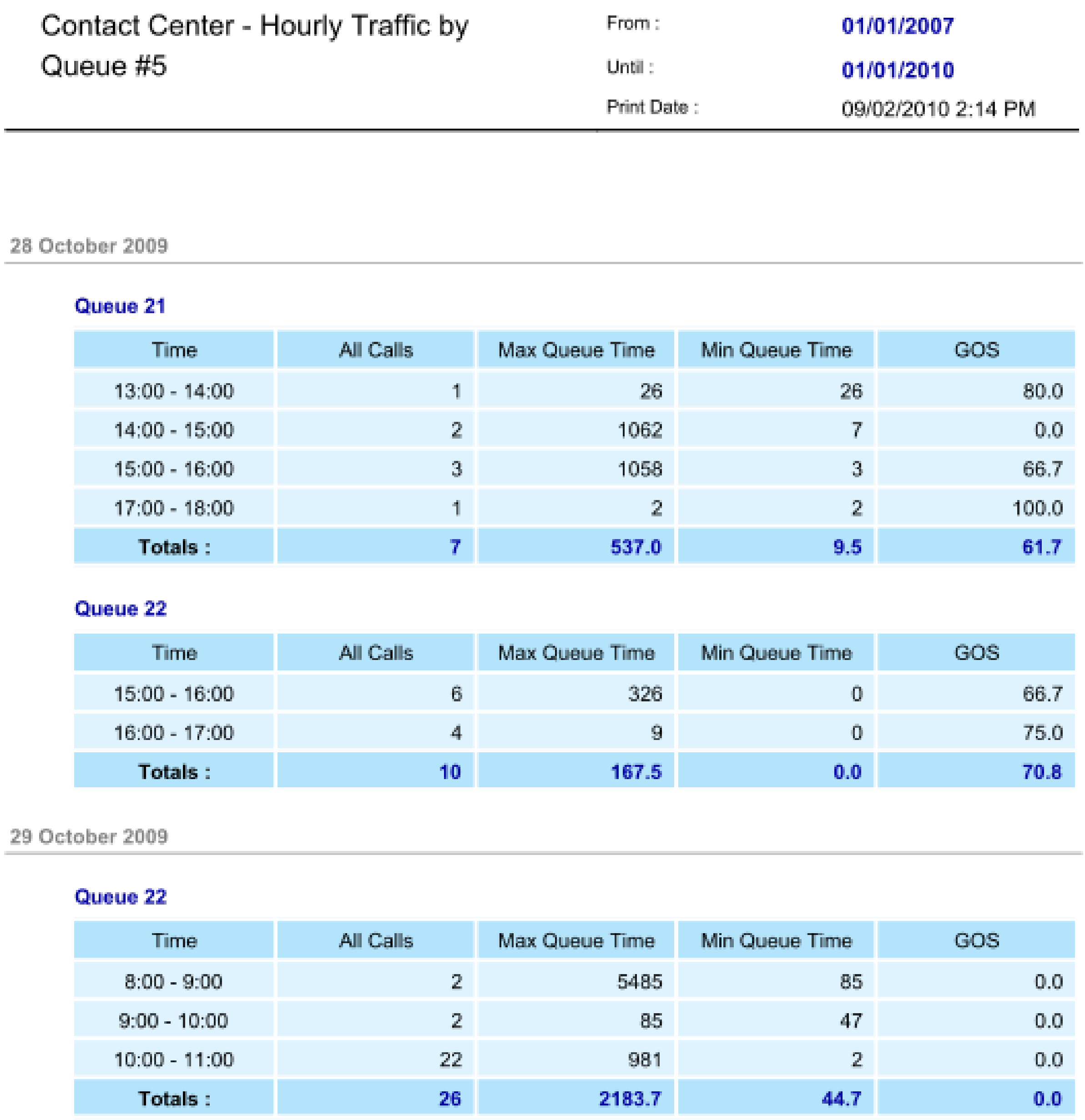
Required Input Parameters :	**Output values**
From Date	Day
To Date (Until)	Queue
Queues (Multiple queue selection)	Time – Hourly interval *(Ex: 09:00-10:00)*
Daily Report	All Calls *(Number of calls per hour daily)*
	Answered Calls *(Number of answered calls...)*
	Abandoned Calls *(Number of abandoned calls...)*
	Daily Totals per Queue and Grand Totals (All Calls, Answered Calls and Abandoned Calls)

Format :	**Axis label** :
Table	N/A

3.6.18 Call Traffic All Queues-Queue Time,GOS Per Hour Daily

Number of calls, maximum queue time, minimum queue time and grade of service for all available queues-having calls in the specified date range.

The values are grouped per queue, per hours and daily.



Contact Center - Hourly Traffic by Queue #5

From : 01/01/2007
Until : 01/01/2010
Print Date : 09/02/2010 2:14 PM

28 October 2009

Queue 21

Time	All Calls	Max Queue Time	Min Queue Time	GOS
13:00 - 14:00	1	26	26	80.0
14:00 - 15:00	2	1062	7	0.0
15:00 - 16:00	3	1058	3	66.7
17:00 - 18:00	1	2	2	100.0
Totals :	**7**	**537.0**	**9.5**	**61.7**

Queue 22

Time	All Calls	Max Queue Time	Min Queue Time	GOS
15:00 - 16:00	6	326	0	66.7
16:00 - 17:00	4	9	0	75.0
Totals :	**10**	**167.5**	**0.0**	**70.8**

29 October 2009

Queue 22

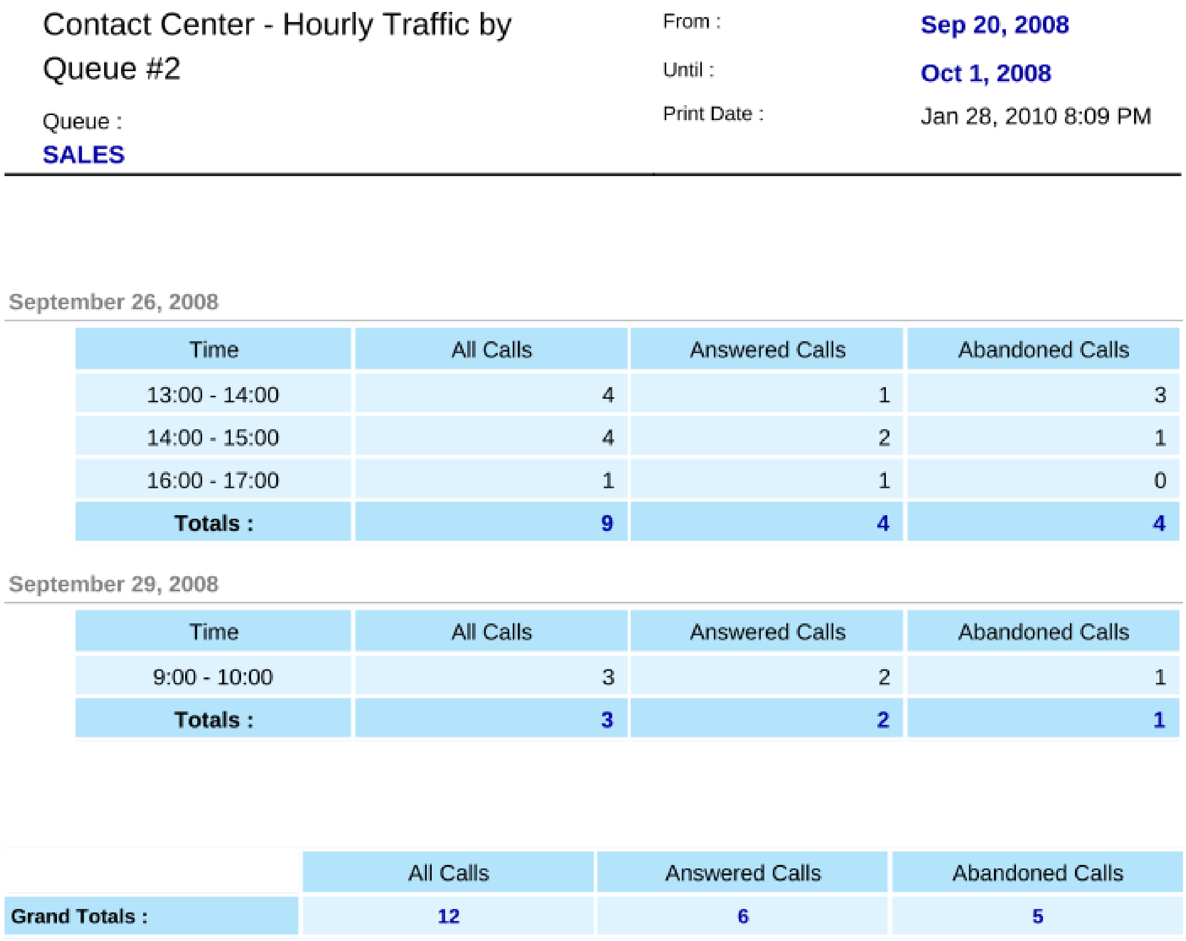
Time	All Calls	Max Queue Time	Min Queue Time	GOS
8:00 - 9:00	2	5485	85	0.0
9:00 - 10:00	2	85	47	0.0
10:00 - 11:00	22	981	2	0.0
Totals :	**26**	**2183.7**	**44.7**	**0.0**

Required Input Parameters :	**Output values**
From Date	Day
To Date (Until)	Queue
Queue	Time – Hourly interval *(Ex: 09:00-10:00)*
Queues (Multiple queue selection)	All Calls *(Number of calls per hour daily)*
Daily Report	Max Queue Time *(Maximum queue time in seconds...)*
	Min Queue Time *(Minimum queue time in seconds...)*
	GOS *(Grade of service...)*
	Daily Totals per Queue (Number of calls, Average maximum queue time, Average minimum queue time, Average grade of service) Grand Totals-All Queues (Number of calls, Max Queue Time, Min Queue Time, Average GOS)

Format :	**Axis label** :
Table	N/A

3.6.19 Call Traffic By Queue Per Hour Daily (Details)

Count of calls (all calls, answered calls and abandoned calls) for the selected queue and the specified date range. The values are grouped per hours and daily.



Contact Center - Hourly Traffic by Queue #2

Queue :
SALES

From : **Sep 20, 2008**
Until : **Oct 1, 2008**
Print Date : Jan 28, 2010 8:09 PM

September 26, 2008

Time	All Calls	Answered Calls	Abandoned Calls
13:00 - 14:00	4	1	3
14:00 - 15:00	4	2	1
16:00 - 17:00	1	1	0
Totals :	**9**	**4**	**4**

September 29, 2008

Time	All Calls	Answered Calls	Abandoned Calls
9:00 - 10:00	3	2	1
Totals :	**3**	**2**	**1**

	All Calls	Answered Calls	Abandoned Calls
Grand Totals :	**12**	**6**	**5**

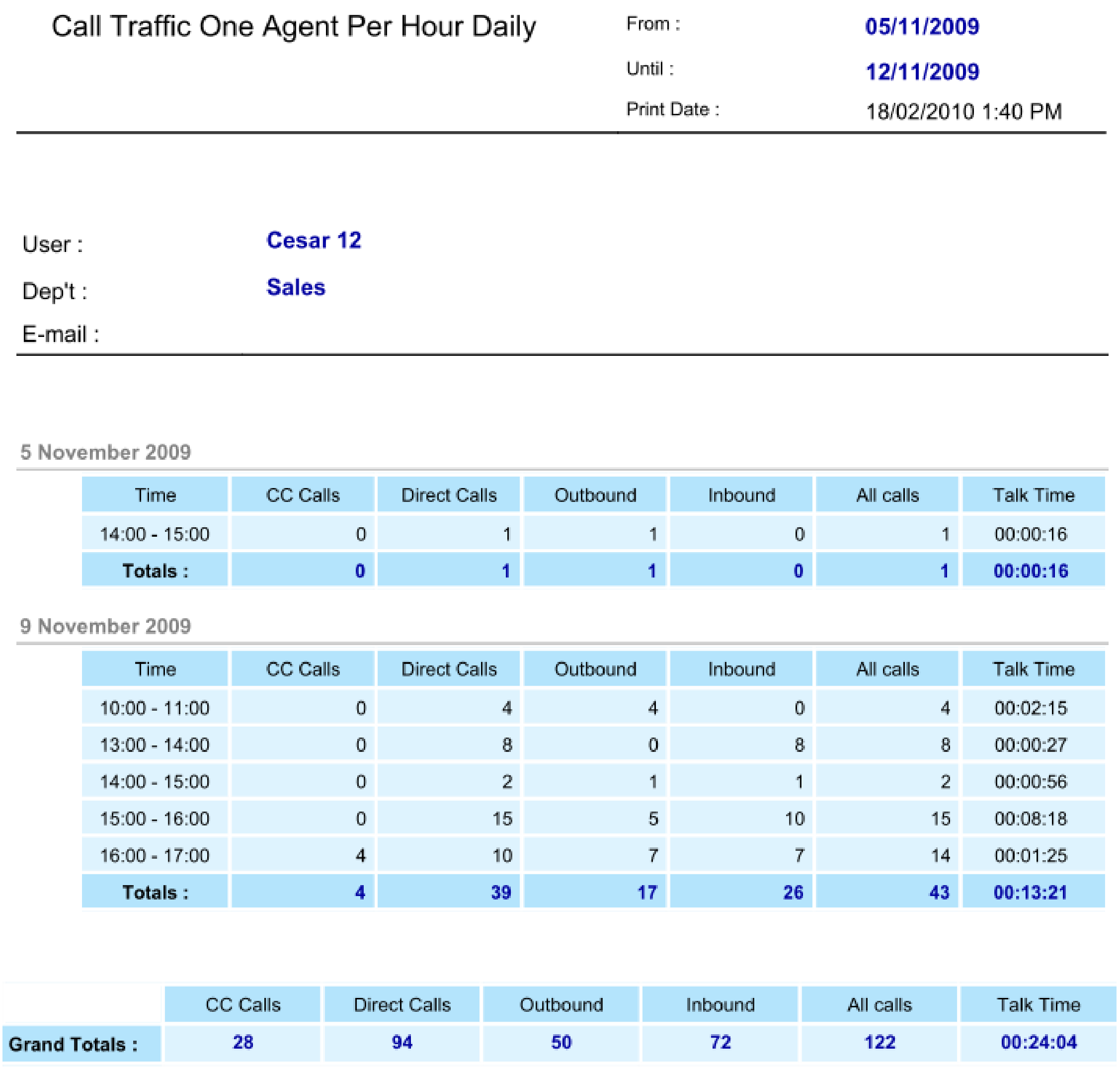
Required Input Parameters :	**Output values**
From Date	Day
To Date (Until)	Time – Hourly interval *(Ex: 09:00-10:00)*
Queue	All Calls *(Number of calls per hour daily)*
Daily Report	Answered Calls *(Number of answered calls...)*
	Answered Calls *(Number of answered calls...)*

Format :	**Axis label** :
Table	N/A

3.6.20 Call Traffic One Agent-Per Hour Daily

Count of calls (call center calls, direct calls, outbound, inbound) and talk time for selected agent and the specified date range.

The values are grouped per hours and daily.



Call Traffic One Agent Per Hour Daily

From : 05/11/2009
Until : 12/11/2009
Print Date : 18/02/2010 1:40 PM

User : **Cesar 12**
Dep't : **Sales**
E-mail :

5 November 2009

Time	CC Calls	Direct Calls	Outbound	Inbound	All calls	Talk Time
14:00 - 15:00	0	1	1	0	1	00:00:16
Totals :	**0**	**1**	**1**	**0**	**1**	**00:00:16**

9 November 2009

Time	CC Calls	Direct Calls	Outbound	Inbound	All calls	Talk Time
10:00 - 11:00	0	4	4	0	4	00:02:15
13:00 - 14:00	0	8	0	8	8	00:00:27
14:00 - 15:00	0	2	1	1	2	00:00:56
15:00 - 16:00	0	15	5	10	15	00:08:18
16:00 - 17:00	4	10	7	7	14	00:01:25
Totals :	**4**	**39**	**17**	**26**	**43**	**00:13:21**

	CC Calls	Direct Calls	Outbound	Inbound	All calls	Talk Time
Grand Totals :	**28**	**94**	**50**	**72**	**122**	**00:24:04**

Required Input Parameters :	**Output values**
From Date	Specified Agent details { first name, surname e-mail and department}
To Date (Until)	Time – Hourly interval *(Ex: 09:00-10:00)*
Agent	CC Calls *(number of contact center calls)*
Daily Report	Direct Calls *(number of direct calls)*
	Inbound Calls *(number of inbound/incoming calls)*
	Outbound Calls *(number of outbound/outgoing calls)*
	All Calls *(number of all calls = cc calls + direct calls)*
	Talk times *(Total Talk time for the specified hourly interval)*
	Daily Totals and Grand Totals (CC Calls, Direct Calls, Inbound, Outbound, All Calls, Talk Time)

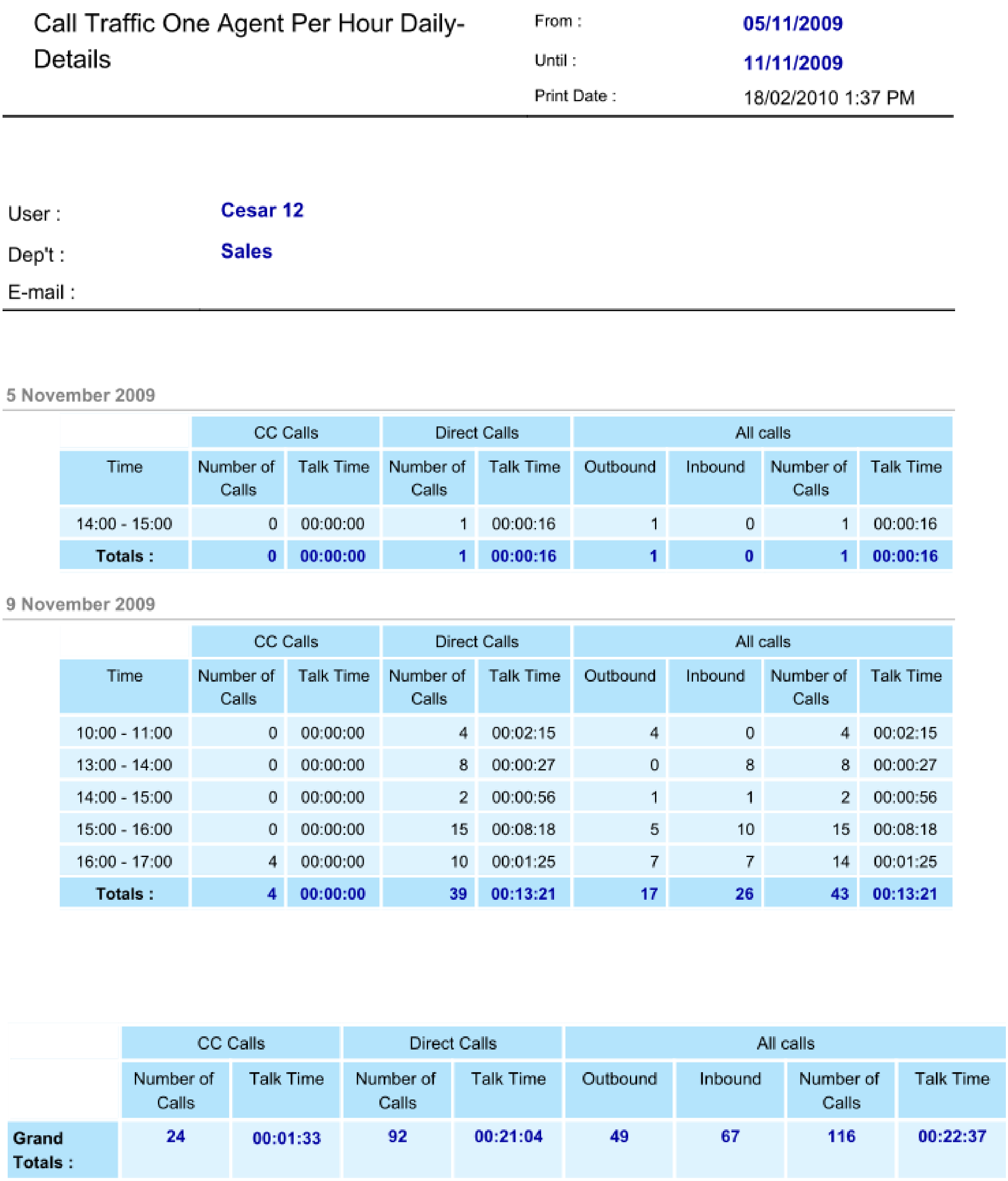
Format :	**Axis label** :
Table	N/A

3.6.21 Call Traffic One Agent-Per Hour Daily-Details

Count of calls (all calls, call center calls, direct calls, outbound, inbound) and talk time (cc calls talk time, direct calls talk time and total talk time-for all calls) for selected agent and the specified date range.

The values are grouped per hours and daily.

Difference with the report ***Call Traffic One Agent-Per Hour Daily*** *is that this report contains additional columns (cc calls talk time and direct calls talk time)*



Call Traffic One Agent Per Hour Daily-Details

From : **05/11/2009**
Until : **11/11/2009**
Print Date : 18/02/2010 1:37 PM

User : **Cesar 12**
Dep't : **Sales**
E-mail :

5 November 2009

	CC Calls		Direct Calls		All calls			
Time	Number of Calls	Talk Time	Number of Calls	Talk Time	Outbound	Inbound	Number of Calls	Talk Time
14:00 - 15:00	0	00:00:00	1	00:00:16	1	0	1	00:00:16
Totals :	**0**	**00:00:00**	**1**	**00:00:16**	**1**	**0**	**1**	**00:00:16**

9 November 2009

	CC Calls		Direct Calls		All calls			
Time	Number of Calls	Talk Time	Number of Calls	Talk Time	Outbound	Inbound	Number of Calls	Talk Time
10:00 - 11:00	0	00:00:00	4	00:02:15	4	0	4	00:02:15
13:00 - 14:00	0	00:00:00	8	00:00:27	0	8	8	00:00:27
14:00 - 15:00	0	00:00:00	2	00:00:56	1	1	2	00:00:56
15:00 - 16:00	0	00:00:00	15	00:08:18	5	10	15	00:08:18
16:00 - 17:00	4	00:00:00	10	00:01:25	7	7	14	00:01:25
Totals :	**4**	**00:00:00**	**39**	**00:13:21**	**17**	**26**	**43**	**00:13:21**

	CC Calls		Direct Calls		All calls			
	Number of Calls	Talk Time	Number of Calls	Talk Time	Outbound	Inbound	Number of Calls	Talk Time
Grand Totals :	**24**	**00:01:33**	**92**	**00:21:04**	**49**	**67**	**116**	**00:22:37**

Required Input Parameters :	**Output values**
From Date	Specified Agent details { first name, surname e-mail and department}
To Date (Until)	Time – Hourly interval *(Ex: 09:00-10:00)*
Agent	CC Calls *(number of contact center calls)*
Daily Report	Talk time-CC Calls *(CC Calls Total Talk time for the specified hourly interval)*
	Direct Calls *(number of direct calls)*
	Talk time-Direct Calls Calls *(Direct Calls Total Talk time for the specified hourly interval)*
	Inbound Calls *(number of inbound/incoming calls)*
	Outbound Calls *(number of outbound/outgoing calls)*
	All Calls *(number of all calls = cc calls + direct calls)*
	Talk time-All Calls *(Total Talk time for the specified hourly interval)*
	Daily Totals and Grand Totals (CC Calls, Direct Calls, Inbound, Outbound, All Calls and Talk Time of CC Calls, Direct Calls and All Calls)

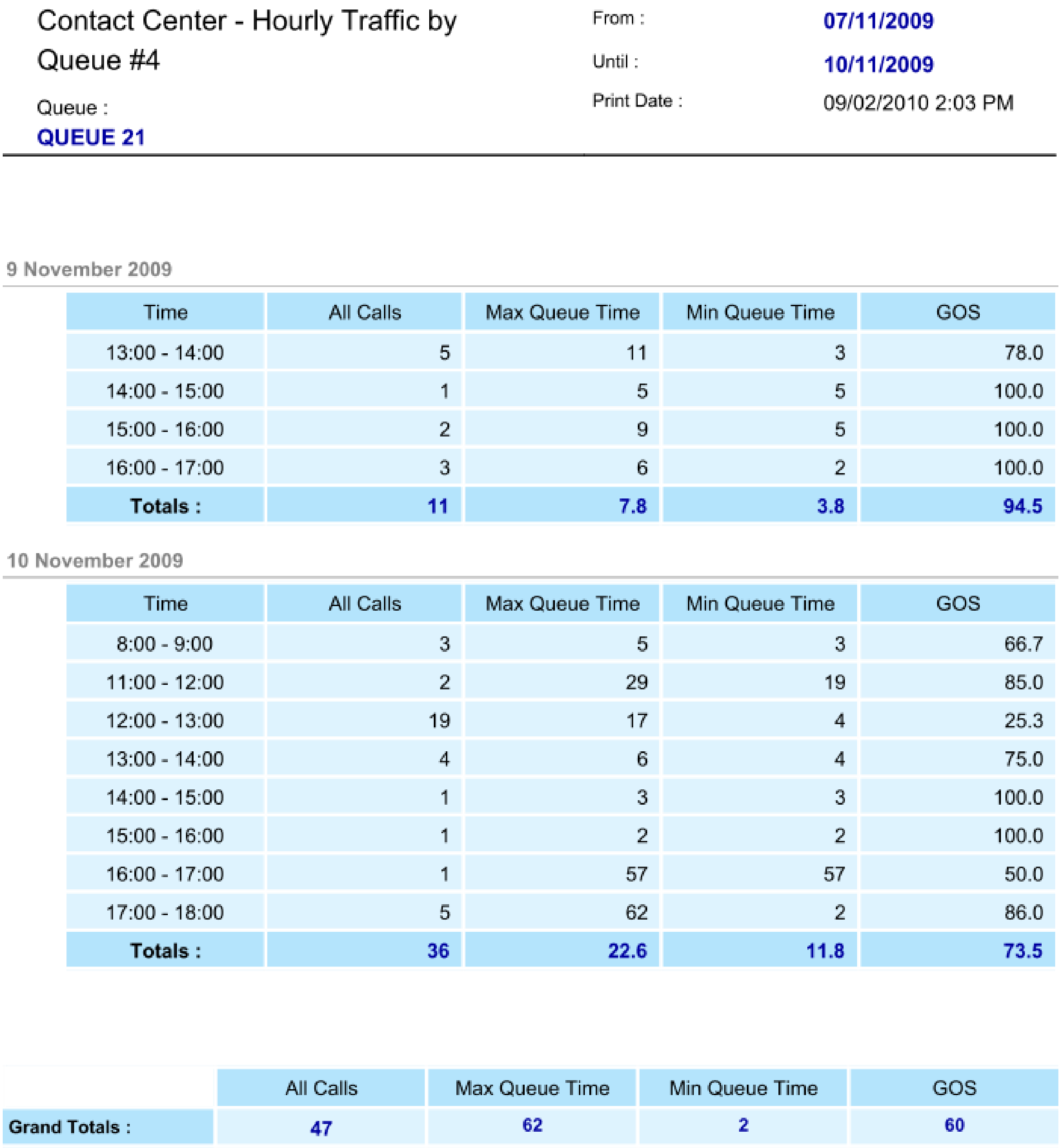
Format :	**Axis label** :
Table	N/A

3.6.22 Call Traffic One Queue - Queue Time,GOS Per Hour Daily

Report Description :

Number of calls, maximum queue time, minimum queue time and grade of service for the selected queue and the specified date range.

The values are grouped per hours and daily.



Contact Center - Hourly Traffic by Queue #4

Queue :
QUEUE 21

From : **07/11/2009**
Until : **10/11/2009**
Print Date : 09/02/2010 2:03 PM

9 November 2009

Time	All Calls	Max Queue Time	Min Queue Time	GOS
13:00 - 14:00	5	11	3	78.0
14:00 - 15:00	1	5	5	100.0
15:00 - 16:00	2	9	5	100.0
16:00 - 17:00	3	6	2	100.0
Totals :	**11**	**7.8**	**3.8**	**94.5**

10 November 2009

Time	All Calls	Max Queue Time	Min Queue Time	GOS
8:00 - 9:00	3	5	3	66.7
11:00 - 12:00	2	29	19	85.0
12:00 - 13:00	19	17	4	25.3
13:00 - 14:00	4	6	4	75.0
14:00 - 15:00	1	3	3	100.0
15:00 - 16:00	1	2	2	100.0
16:00 - 17:00	1	57	57	50.0
17:00 - 18:00	5	62	2	86.0
Totals :	**36**	**22.6**	**11.8**	**73.5**

	All Calls	Max Queue Time	Min Queue Time	GOS
Grand Totals :	**47**	**62**	**2**	**60**

Required Input Parameters :	**Output values**
From Date	Day
To Date (Until)	Time – Hourly interval *(Ex: 09:00-10:00)*
Queue	All Calls *(Number of calls per hour daily)*
Daily Report	Max Queue Time *(Maximum queue time in seconds...)*
	Min Queue Time *(Minimum queue time in seconds...)*
	GOS *(Grade of service...)*
	Daily Totals (Number of calls, Average maximum queue time, Average minimum queue time, Average grade of service) Grand Totals (Number of calls, Max Queue Time, Min Queue Time, Average GOS)

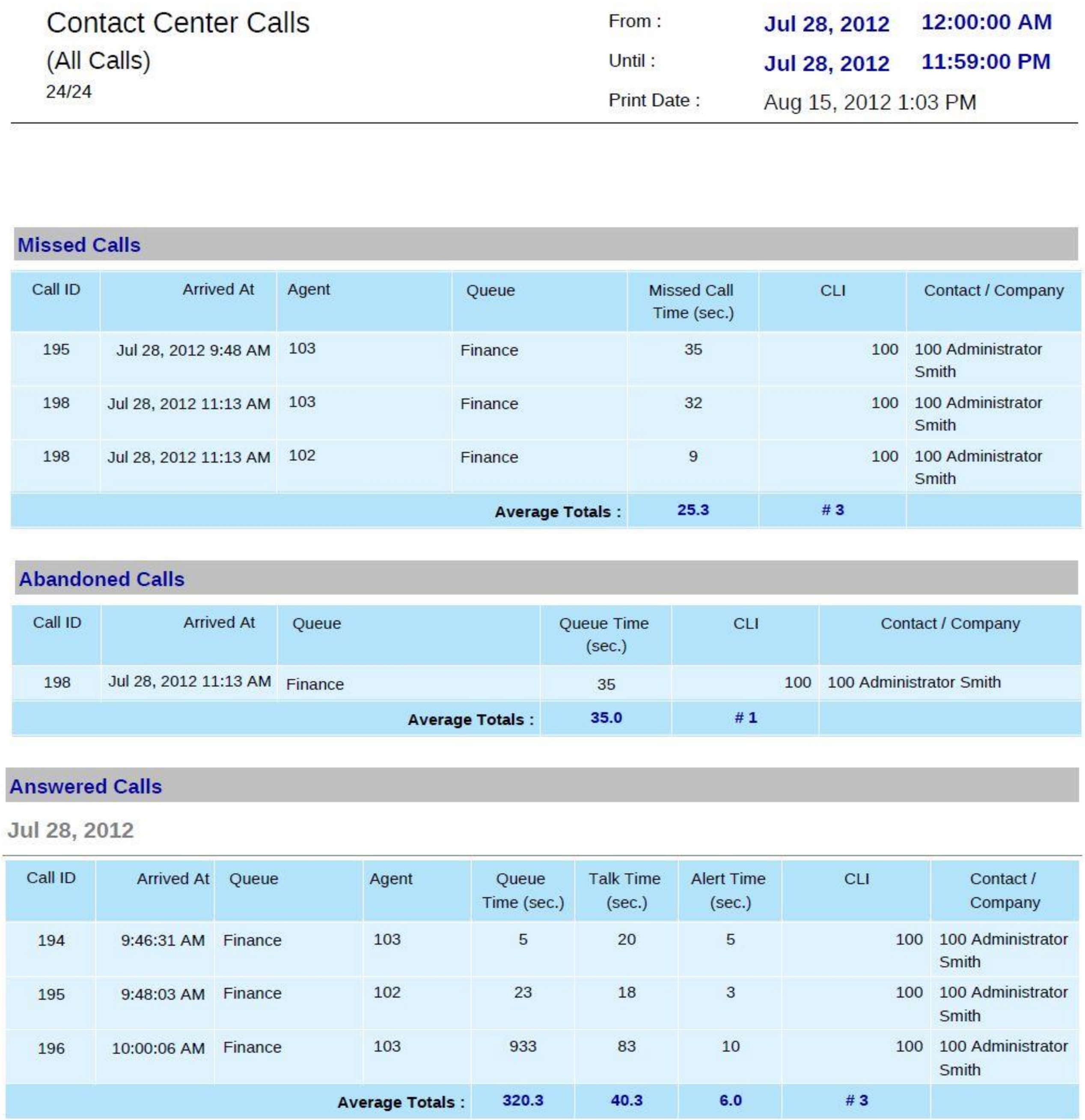
Format :	**Axis label** :
Table	N/A

3.6.23 Contact Center Calls

This report merges agent and queue resources. Missed call of an agent cannot be set equal to abandoned call of a queue. The report does not comply with the most reports of the reporting as within this report a kind of call tracking is implemented.

Report Description :

Displaying call details (missed, answered and abandoned calls) in the selected date/time range.



Contact Center Calls
(All Calls)
24/24

From : **Jul 28, 2012** **12:00:00 AM**
Until : **Jul 28, 2012** **11:59:00 PM**
Print Date : Aug 15, 2012 1:03 PM

Missed Calls

Call ID	Arrived At	Agent	Queue	Missed Call Time (sec.)	CLI	Contact / Company
195	Jul 28, 2012 9:48 AM	103	Finance	35	100	100 Administrator Smith
198	Jul 28, 2012 11:13 AM	103	Finance	32	100	100 Administrator Smith
198	Jul 28, 2012 11:13 AM	102	Finance	9	100	100 Administrator Smith
			Average Totals :	**25.3**	**# 3**	

Abandoned Calls

Call ID	Arrived At	Queue	Queue Time (sec.)	CLI	Contact / Company
198	Jul 28, 2012 11:13 AM	Finance	35	100	100 Administrator Smith
		Average Totals :	**35.0**	**# 1**	

Answered Calls

Jul 28, 2012

Call ID	Arrived At	Queue	Agent	Queue Time (sec.)	Talk Time (sec.)	Alert Time (sec.)	CLI	Contact / Company
194	9:46:31 AM	Finance	103	5	20	5	100	100 Administrator Smith
195	9:48:03 AM	Finance	102	23	18	3	100	100 Administrator Smith
196	10:00:06 AM	Finance	103	933	83	10	100	100 Administrator Smith
			Average Totals :	**320.3**	**40.3**	**6.0**	**# 3**	

Required Input Parameters :	**Output values** :
From Date	*--Missed Calls* Call ID, Arrived At, Agent, Queue, Missed Call Time (sec.), CLI – calling number, Contact / Company,Average missed call time (sec.), Total number of missed calls.
Until (To Date)	*--Abandoned Calls* Call ID, Arrived At, Queue, Queue Time (sec.), CLI – calling number, Contact / Company Average queue time (sec.), Total number of abandoned calls.
From Time	*--Answered Calls* Call ID, Arrived At, Queue,Agent, Queue Time (sec.), Talk Time (sec,), Pickup Time (sec.) CLI – calling number, Contact / Company Average queue time (sec.), Average talk time (sec.), Average pickup time (sec.) Total number of answered calls.
To Time	
Business hours only (else 24/24)	
Daily Report	

Format :	**Axis label**
Table	: N/A

3.6.24 Contact Center Calls – List for Export

This report is contact center relevant.

Report Description :

This report contains all contact center call within the selected time.

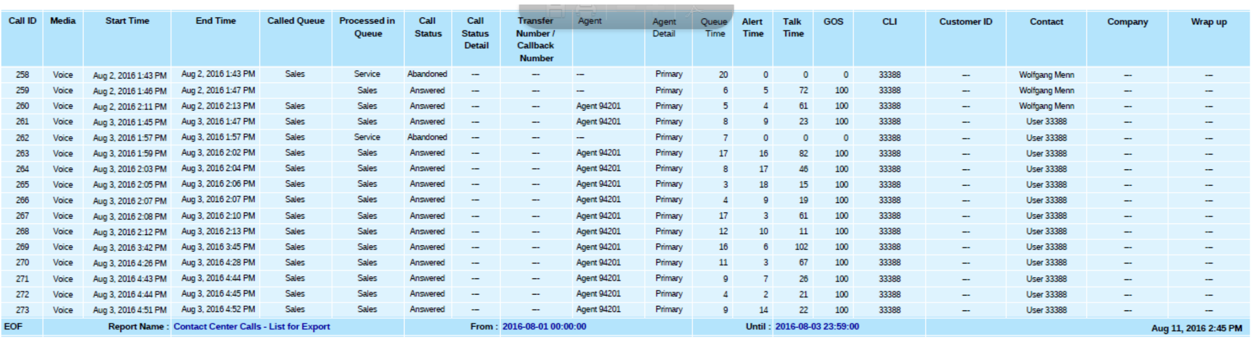
The report is primarily designed for file export and for data processing by means of 3rd party applications.

The header line contains the content of the colums. The footer line contain the EOF indication and some basic report information. Each row between header and footer contains all informations about one specific contact center call, which are availave within the database.

A contact center call is clearly identified by the Call ID. Each Call ID is reported only once within this report.

The values shown in the report are the value for the queue which has handled the call. In case that a queue overflow happened, only the values of the last queue are shown..

The value `---` indicates that no information are available in the database for this specific parameter



Call ID	Media	Start Time	End Time	Called Queue	Processed in Queue	Call Status	Call Status Detail	Transfer Number / Callback Number	Agent	Agent Detail	Queue Time	Alert Time	Talk Time	GOS	CLI	Customer ID	Contact	Company	Wrap up
258	Voice	Aug 2, 2016 1:43 PM	Aug 2, 2016 1:43 PM	Sales	Service	Abandoned	---	---	---	Primary	20	0	0	0	33388	---	Wolfgang Menn	---	---
259	Voice	Aug 2, 2016 1:46 PM	Aug 2, 2016 1:47 PM		Sales	Answered	---	---	---	Primary	6	5	72	100	33388	---	Wolfgang Menn	---	---
260	Voice	Aug 2, 2016 2:11 PM	Aug 2, 2016 2:13 PM	Sales	Sales	Answered	---	---	Agent 94201	Primary	5	4	61	100	33388	---	Wolfgang Menn	---	---
261	Voice	Aug 3, 2016 1:45 PM	Aug 3, 2016 1:47 PM	Sales	Sales	Answered	---	---	Agent 94201	Primary	8	9	23	100	33388	---	User 33388	---	---
262	Voice	Aug 3, 2016 1:57 PM	Aug 3, 2016 1:57 PM	Sales	Service	Abandoned	---	---	---	Primary	7	0	0	0	33388	---	User 33388	---	---
263	Voice	Aug 3, 2016 1:59 PM	Aug 3, 2016 2:02 PM	Sales	Sales	Answered	---	---	Agent 94201	Primary	17	16	82	100	33388	---	User 33388	---	---
264	Voice	Aug 3, 2016 2:03 PM	Aug 3, 2016 2:04 PM	Sales	Sales	Answered	---	---	Agent 94201	Primary	8	17	46	100	33388	---	User 33388	---	---
265	Voice	Aug 3, 2016 2:05 PM	Aug 3, 2016 2:06 PM	Sales	Sales	Answered	---	---	Agent 94201	Primary	3	18	15	100	33388	---	User 33388	---	---
266	Voice	Aug 3, 2016 2:07 PM	Aug 3, 2016 2:07 PM	Sales	Sales	Answered	---	---	Agent 94201	Primary	4	9	19	100	33388	---	User 33388	---	---
267	Voice	Aug 3, 2016 2:08 PM	Aug 3, 2016 2:10 PM	Sales	Sales	Answered	---	---	Agent 94201	Primary	17	3	61	100	33388	---	User 33388	---	---
268	Voice	Aug 3, 2016 2:12 PM	Aug 3, 2016 2:13 PM	Sales	Sales	Answered	---	---	Agent 94201	Primary	12	10	11	100	33388	---	User 33388	---	---
269	Voice	Aug 3, 2016 3:42 PM	Aug 3, 2016 3:45 PM	Sales	Sales	Answered	---	---	Agent 94201	Primary	16	6	102	100	33388	---	User 33388	---	---
270	Voice	Aug 3, 2016 4:26 PM	Aug 3, 2016 4:28 PM	Sales	Sales	Answered	---	---	Agent 94201	Primary	11	3	67	100	33388	---	User 33388	---	---
271	Voice	Aug 3, 2016 4:43 PM	Aug 3, 2016 4:44 PM	Sales	Sales	Answered	---	---	Agent 94201	Primary	9	7	26	100	33388	---	User 33388	---	---
272	Voice	Aug 3, 2016 4:44 PM	Aug 3, 2016 4:45 PM	Sales	Sales	Answered	---	---	Agent 94201	Primary	4	2	21	100	33388	---	User 33388	---	---
273	Voice	Aug 3, 2016 4:51 PM	Aug 3, 2016 4:52 PM	Sales	Sales	Answered	---	---	Agent 94201	Primary	9	14	22	100	33388	---	User 33388	---	---
EOF	Report Name :	Contact Center Calls - List for Export				From :	2016-08-01 00:00:00				Until :	2016-08-03 23:59:00				Aug 11, 2016 2:45 PM			

Required Input Parameters :	**Output Colums**	**Output Content**
From Date	Call ID	Contact Center Call ID
To Date (Until)	Media	This column indicates which contact media has been used“Voice”,”Fax” or “E-Mail”
From Time	Start Time	CC call begin time
To Time	End Time	CC call end time
Dynamic Time Intervals	Called Queue	Name of the Queue which entered the Contact Center Call first
	Processed in Queue	Name of the Queue in which the Contact Center Call has been processed.
	Call Status	Indication how the CC call has been processed e.g. “answered”, ”abandoned” or “transferred”
	Call Status Detail	Detail information about the Call Status. For answered Call e.g. “Call Back” If no details available, then “---“
	Transfer- / Callback Number	In case that a callback has been processed the Callback Number has to be output. In case of a transfer the internal / external target number should be output
	Agent	Name of the Agent who answered the call
	Agent Detail	Detailed information about Agent e,g “primary”, “overflow”
	Queue Time	Time call has been in in queue
	Alert Time	Time call has been alerted at agent´s phone
	Talk Time	Talk Time when call is connected
	Grade of Service	Grade of service as computed by the CC
	CLI / e-mail Adr.	Phone / Fax Number or e-Mail Address of the Caller / Sender
	Customer ID	Customer ID as stored within the external directory or LDAP directory of the UC Suite
	Contact Fistname Surname	Contact First, Surname as stored within the external directory or LDAP directory of the UC Suite
	Company	Company as stored within the external directory or LDAP directory of the UC Suite
	Wrap Up 1 / Wrap Up 2	Wrap Up information level 1 / level 2

Format :	**Axis label** :
Table	N/A

3.6.25 Contact Center Overview (Voice Calls)

Report Description :

This reports shows all calls which entered the Contact center within the specified time.

Calls are assigned to the queue which have resolved the contat center call at the end.

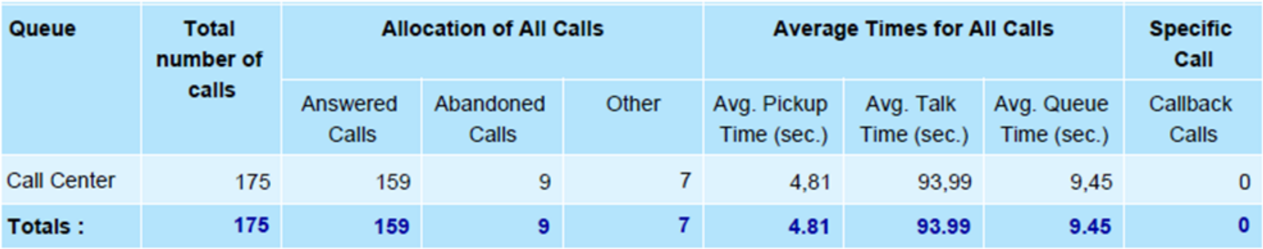
For evey queue the Total Number of calls the allocation into, answered,abandoned and other calls are shown.

The column labeled as “Other” contains such calls which cannot be assigned clearly to answered or abandoned. These are mainly transferred calls (to voicemail or to intern / external non contact center destinations) but also calls caused by not recommended actions like “call pick up” or “call park” etc. can be included.

In addition the average pickup-, talk- and queue times is presente per queue.

The last column contains the number of callback calls which are included within the column answered calls.

The row Totals presents the values for the whole contact center.



Queue	Total number of calls	Allocation of All Calls			Average Times for All Calls			Specific Call
		Answered Calls	Abandoned Calls	Other	Avg. Pickup Time (sec.)	Avg. Talk Time (sec.)	Avg. Queue Time (sec.)	Callback Calls
Call Center	175	159	9	7	4,81	93,99	9,45	0
Totals :	**175**	**159**	**9**	**7**	**4.81**	**93.99**	**9.45**	**0**

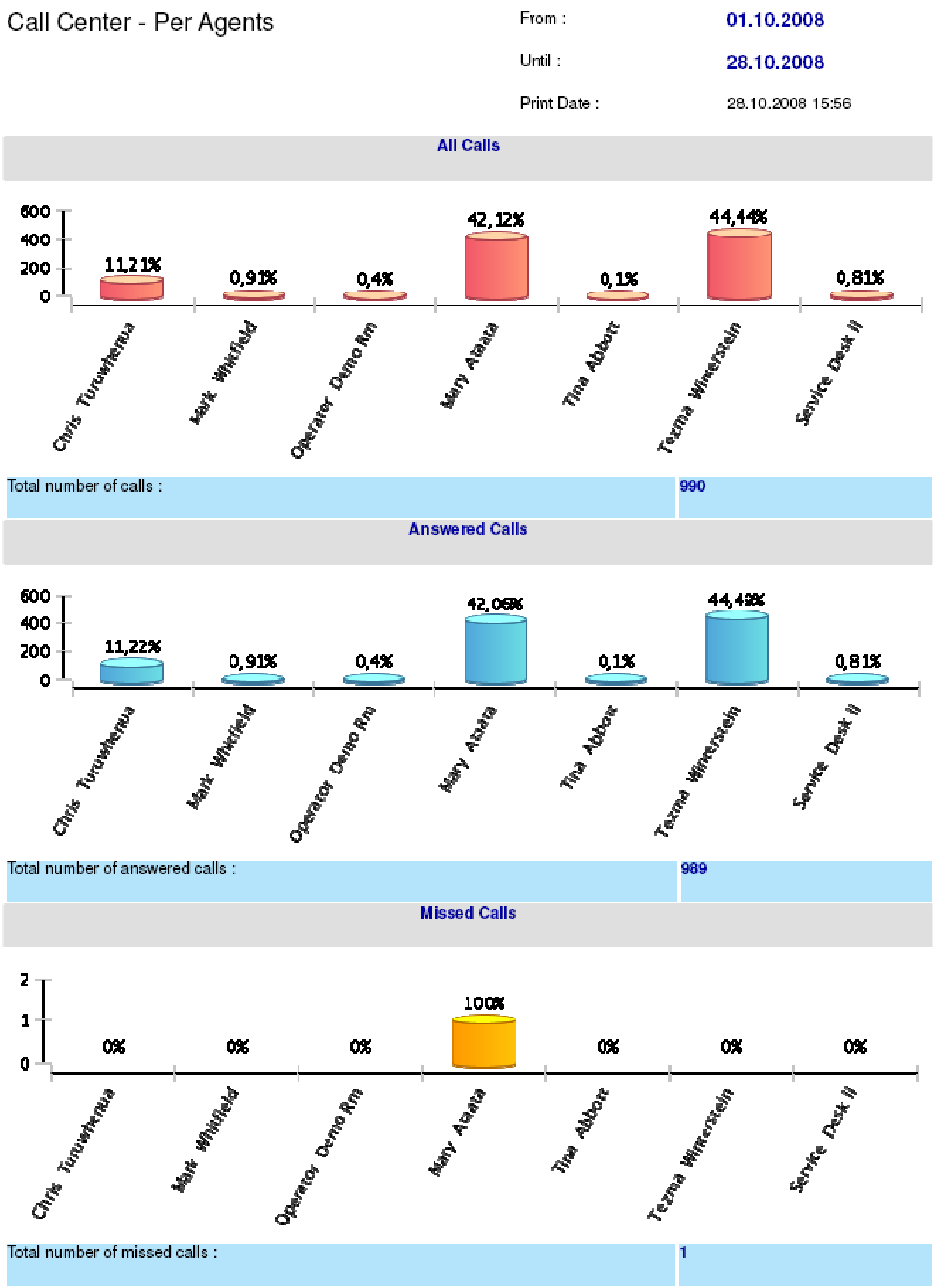
Required Input Parameters :	**Output values**
From Date	Queue
To Date (Until)	Total number of calls
Dynamic Time Intervals	Answered Calls
	Abandoned Calls
	Other Calls
	Avg. Pickup Time (seconds)
	Avg. Talk Time (seconds)
	Avg. Queue Time (seconds)
	Callback Calls
	Totals
	*All call summary details are grouped per queues
Format :	**Axis label** :
Table	N/A

3.6.26 Call Center (Per Agents) – Chart

Contact Center (Per Agents) - Chart

Report Description :

Number of calls (Total number of calls, answered and missed calls) by agents for the specified date range.



Call Center - Per Agents

From : 01.10.2008

Until : 28.10.2008

Print Date : 28.10.2008 15:56

All Calls

Total number of calls : 990

Answered Calls

Total number of answered calls : 989

Missed Calls

Total number of missed calls : 1

Required Input Parameters :	**Output values** :
From Date,	Total number of calls
Until (To Date),	Total number of Answered Calls
Daily Report	Total number of Missed Calls

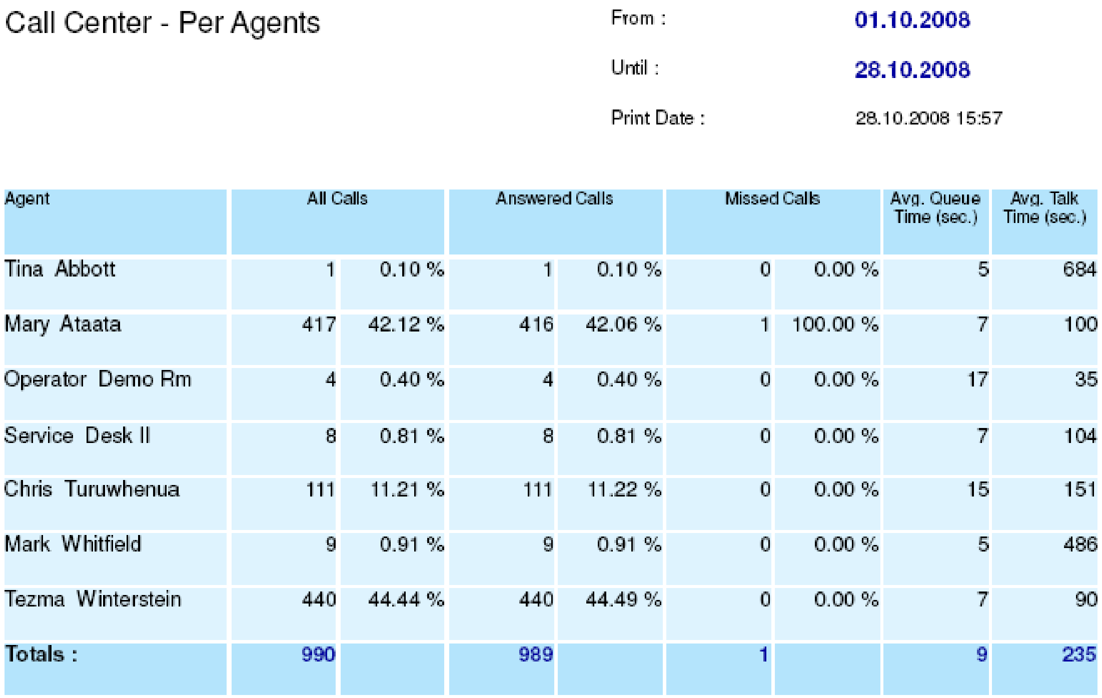
Format :	**Axis label** :
Graphics & Grids	Horizontal : Agents
	Vertical : Number of calls

3.6.27 Contact Center (Per Agents) – List

Call Center (Per Agents) - List

Report Description :

Number of calls (Total number of calls, answered and missed calls), percents of calls, average queue time and talk time by agents for the specified date range.



Call Center - Per Agents

From : 01.10.2008

Until : 28.10.2008

Print Date : 28.10.2008 15:57

Agent	All Calls		Answered Calls		Missed Calls		Avg. Queue Time (sec.)	Avg. Talk Time (sec.)
Tina Abbott	1	0.10 %	1	0.10 %	0	0.00 %	5	684
Mary Ataata	417	42.12 %	416	42.06 %	1	100.00 %	7	100
Operator Demo Rm	4	0.40 %	4	0.40 %	0	0.00 %	17	35
Service Desk II	8	0.81 %	8	0.81 %	0	0.00 %	7	104
Chris Turuwhenua	111	11.21 %	111	11.22 %	0	0.00 %	15	151
Mark Whitfield	9	0.91 %	9	0.91 %	0	0.00 %	5	486
Tezma Winterstein	440	44.44 %	440	44.49 %	0	0.00 %	7	90
Totals :	990		989		1		9	235

Required Input Parameters :	**Output values** :
From Date,	Agent,
Until (To Date),	Number of calls by agent (All calls) (Nc)
Daily Report	% of total number of calls by agent
	Number of answered calls by agent (Na)
	% of total number of answered calls
	Number of missed calls by agent (Nm)
	% of total number of missed calls
	Average queue time in seconds by agent
	Average talk time in seconds by agent
	Total number of calls (Ntc)
	Total number of Answered Calls (Nta)
	Total number of Missed Calls (Ntm)
	Total average queue time in seconds (all agents)
	Total average talk time in seconds (all agents)

Format :	**Axis label**
Table:	N/A

3.6.28 Contact Center (Per Queues) – Chart

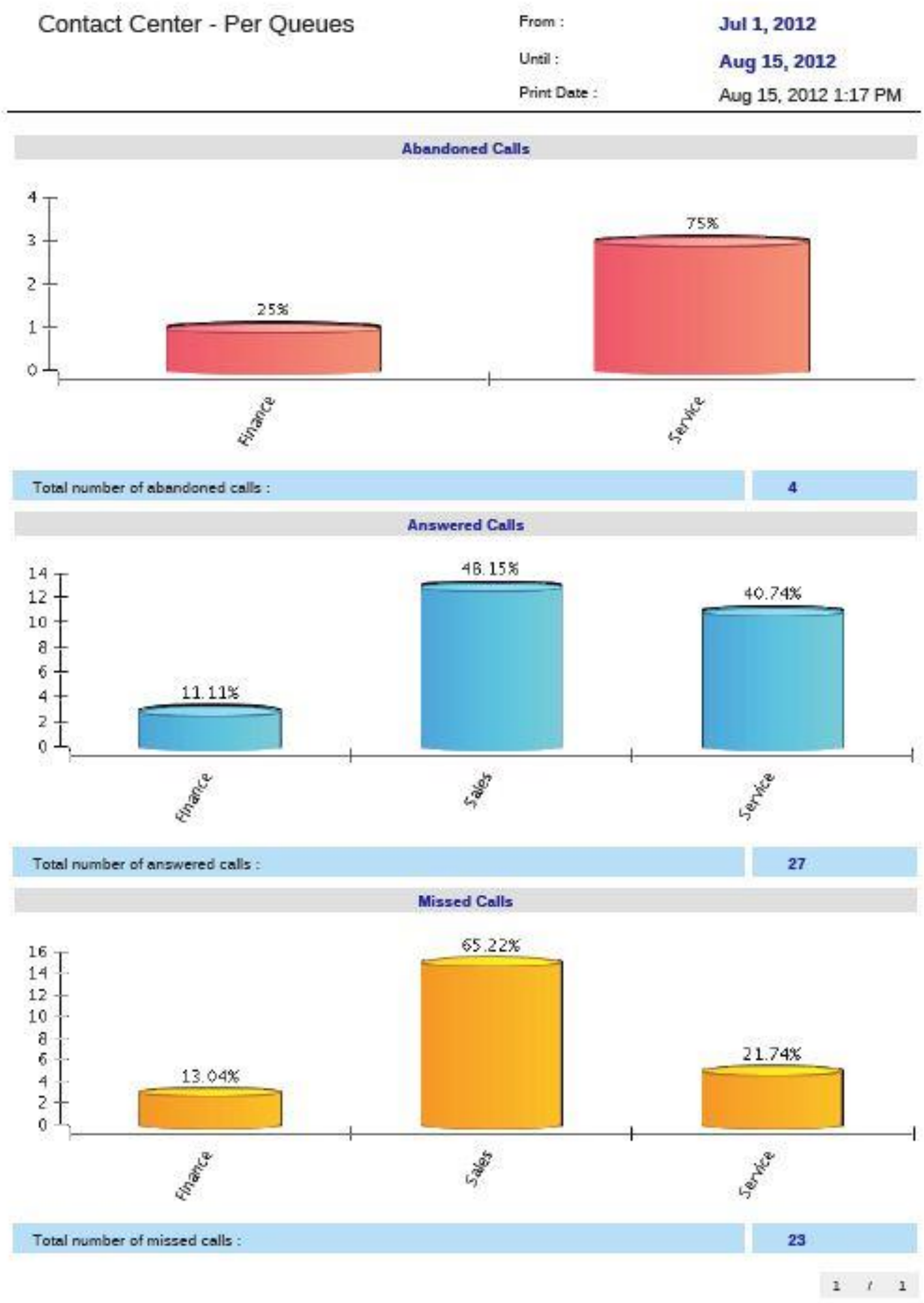
This report merges agent and queue ressources. Missed calls are agent related abandoned calls are queue related.

Missed calls show all missed call of all agent who where logged in the specific queue.

Abandoned calls show all call which arrived the queue and called hung up before agent could answer

Report Description :

Number of calls (abandoned, answered and missed calls) by queues for the specified date range.



Contact Center - Per Queues

From : Jul 1, 2012
Until : Aug 15, 2012
Print Date : Aug 15, 2012 1:17 PM

Abandoned Calls

Total number of abandoned calls : 4

Answered Calls

Total number of answered calls : 27

Missed Calls

Total number of missed calls : 23

1 / 1

Required Input Parameters :	**Output values** :
From Date,	Total number of Abandoned Calls
Until (To Date),	Total number of Answered Calls
Daily Report	Total number of Missed Calls

Format	**Axis label** :
Graphics & Grids	Horizontal : Queues Vertical : Number of calls

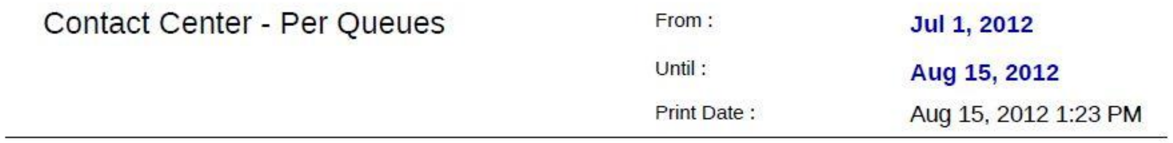
3.6.29 Contact Center (Per Queues) – List

This report merges agent and queue ressources. Missed calls are agent related abandoned calls are queue relarted. Missed calls show all missed call of all agent who where logged in the specific queue.

Abandoned calls show all call which arrived the qiue and called hung up before agent could answer

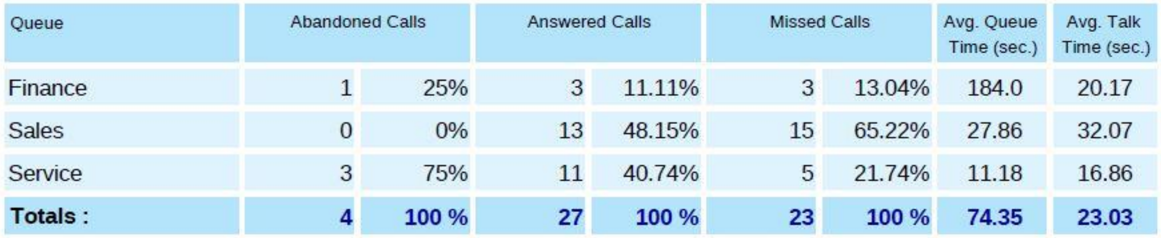
Report Description :

Number of calls (abandoned, answered and missed calls), percents of calls, average queue time and talk time by queues for the specified date range.



Contact Center - Per Queues

From : Jul 1, 2012
Until : Aug 15, 2012
Print Date : Aug 15, 2012 1:23 PM



Queue	Abandoned Calls		Answered Calls		Missed Calls		Avg. Queue Time (sec.)	Avg. Talk Time (sec.)
Finance	1	25%	3	11.11%	3	13.04%	184.0	20.17
Sales	0	0%	13	48.15%	15	65.22%	27.86	32.07
Service	3	75%	11	40.74%	5	21.74%	11.18	16.86
Totals :	**4**	**100 %**	**27**	**100 %**	**23**	**100 %**	**74.35**	**23.03**

Required Input Parameters :	**Output values** :
From Date,	Queue
Until (To Date),	Number of abandoned calls by queue (Nab)
Daily Report	% of total number of abandoned calls by queue
	Number of answered calls by queue (Na)
	% of total number of answered calls
	Number of missed calls by queue (Nm)
	% of total number of missed calls
	Average queue time in seconds by queue
	Average talk time in seconds by queue
	Total number of Abandoned calls (Ntab)
	Total number of Answered Calls (Nta)
	Total number of Missed Calls (Ntm)
	Total average queue time in seconds (all queues)
	Total average talk time in seconds (all queues)

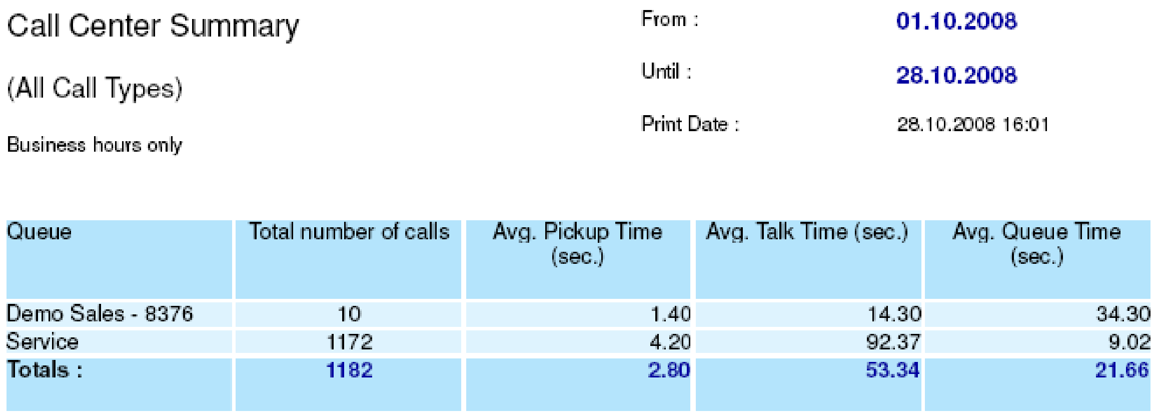
Format :	**Axis label** :
Table	N/A

3.6.30 Contact Center Summary

Report shows all calls, which have entered a queue and which were marked as Contact Center call.

Report Description :

Number of calls, average queue time, talk time and pickup time by queues for the specified date/time range.



Call Center Summary

(All Call Types)

Business hours only

From : 01.10.2008

Until : 28.10.2008

Print Date : 28.10.2008 16:01

Queue	Total number of calls	Avg. Pickup Time (sec.)	Avg. Talk Time (sec.)	Avg. Queue Time (sec.)
Demo Sales - 8376	10	1.40	14.30	34.30
Service	1172	4.20	92.37	9.02
Totals :	1182	2.80	53.34	21.66

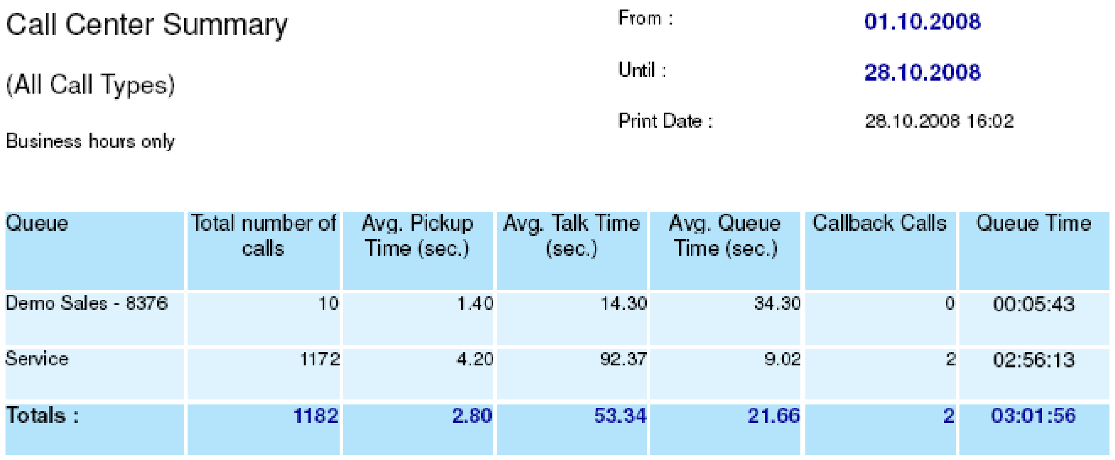
Required Input Parameters :	**Output values**
From Date,:	Queue,
Until (To Date),	Total number of call per queue,
From Time	Average pickup time (sec
To Time.),	Average talk time (sec.)
Business hours only (else 24/24)	Average queue time (sec.)
Daily Report	Total number of calls
	Total average pickup time, queue time and talk time

Format :	**Axis label**
Table	N/A

3.6.31 Call Center Summary 2

The same as report 049 but with more parameter
Report shows all calls which have entered a queue and which were marked as Contact Center call.

Report Description :
Number of calls, average queue time, talk time and pickup time, number of callback calls and queue time by queues for the specified date range.



Call Center Summary

(All Call Types)

Business hours only

From : 01.10.2008
Until : 28.10.2008
Print Date : 28.10.2008 16:02

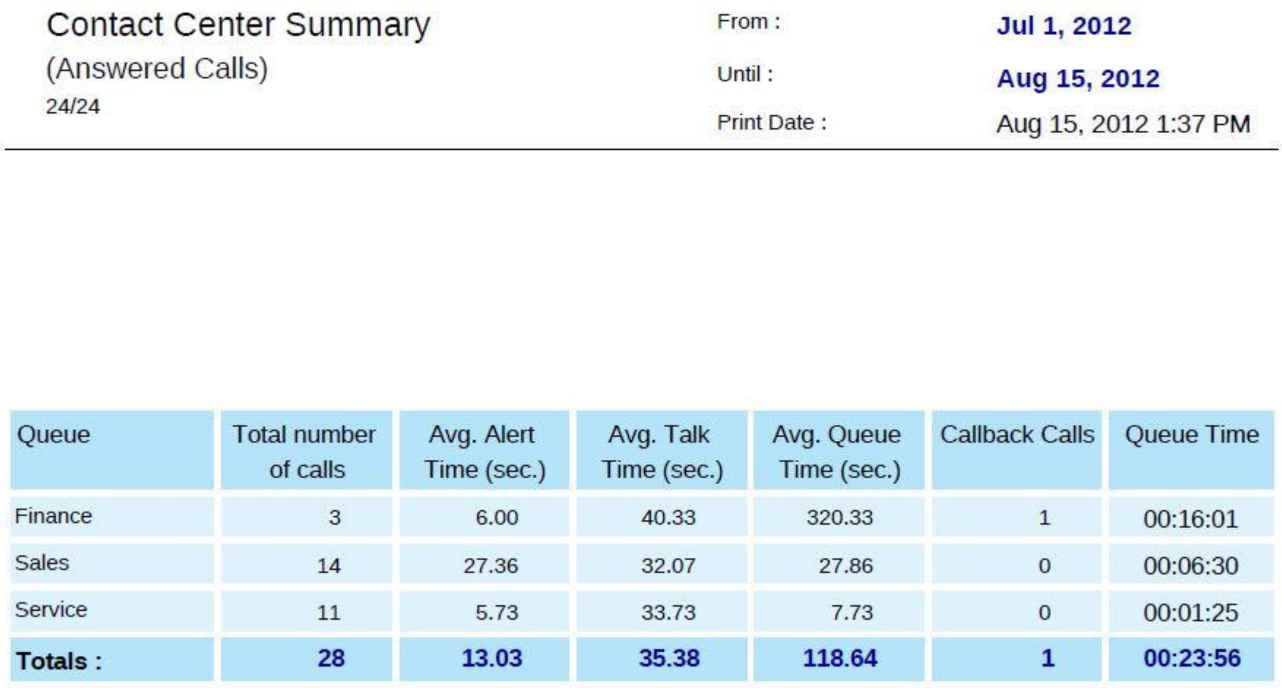
Queue	Total number of calls	Avg. Pickup Time (sec.)	Avg. Talk Time (sec.)	Avg. Queue Time (sec.)	Callback Calls	Queue Time
Demo Sales - 8376	10	1.40	14.30	34.30	0	00:05:43
Service	1172	4.20	92.37	9.02	2	02:56:13
Totals :	**1182**	**2.80**	**53.34**	**21.66**	**2**	**03:01:56**

Required Input Parameters :	**Output values** :
From Date,	Queue,
Until (To Date),	Total number of call per queue,
Business hours only (else 24/24)	Average pickup time (sec.),
Daily Report	Average talk time (sec.)
	Average queue time (sec.)
	Callback Calls per queue
	Queue Time
	Total number of calls,
	Total average pickup time, queue time and talk time
	Total number of callback calls
	Total Queue Time

Format :	**Axis label**
Table	N/A

3.6.32 Contact Center Summary Answered Calls

Report Description :
Number of calls, average queue time, talk time and pickup time, number of callback calls and queue time of answered calls by queues for the specified date range.



Contact Center Summary
(Answered Calls)
24/24

From : **Jul 1, 2012**
Until : **Aug 15, 2012**
Print Date : Aug 15, 2012 1:37 PM

Queue	Total number of calls	Avg. Alert Time (sec.)	Avg. Talk Time (sec.)	Avg. Queue Time (sec.)	Callback Calls	Queue Time
Finance	3	6.00	40.33	320.33	1	00:16:01
Sales	14	27.36	32.07	27.86	0	00:06:30
Service	11	5.73	33.73	7.73	0	00:01:25
Totals :	**28**	**13.03**	**35.38**	**118.64**	**1**	**00:23:56**

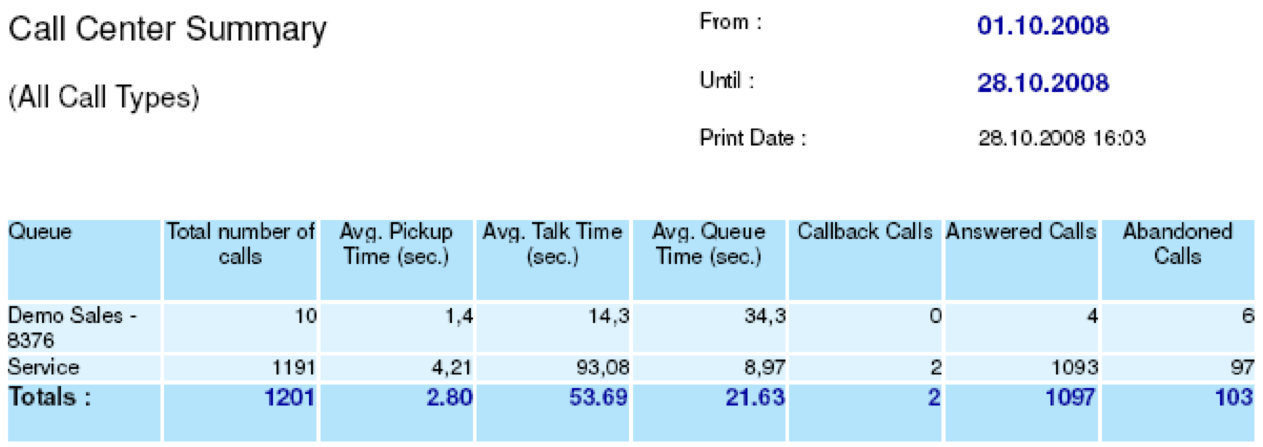
Required Input Parameters :	**Output values** :
From Date,	Queue,
Until (To Date),	Total number of call per queue,
Business hours only (else 24/24)	Average pickup time (sec.),
Daily Report	Average talk time (sec.)
	Average queue time (sec.)
	Callback Calls per queue
	Queue Time
	Total number of calls,
	Total average pickup time, queue time and talk time
	Total number of callback calls
	Total Queue Time

Format :	**Axis label**
Table:	N/A

3.6.33 Call Center Summary Detailed

Report Description :

Number of calls (Total number of calls, answered and abandoned calls), average queue time, talk time and pickup time by queues for the specified date/time range.



Call Center Summary

(All Call Types)

From : 01.10.2008

Until : 28.10.2008

Print Date : 28.10.2008 16:03

Queue	Total number of calls	Avg. Pickup Time (sec.)	Avg. Talk Time (sec.)	Avg. Queue Time (sec.)	Callback Calls	Answered Calls	Abandoned Calls
Demo Sales - 8376	10	1,4	14,3	34,3	0	4	6
Service	1191	4,21	93,08	8,97	2	1093	97
Totals :	**1201**	**2.80**	**53.69**	**21.63**	**2**	**1097**	**103**

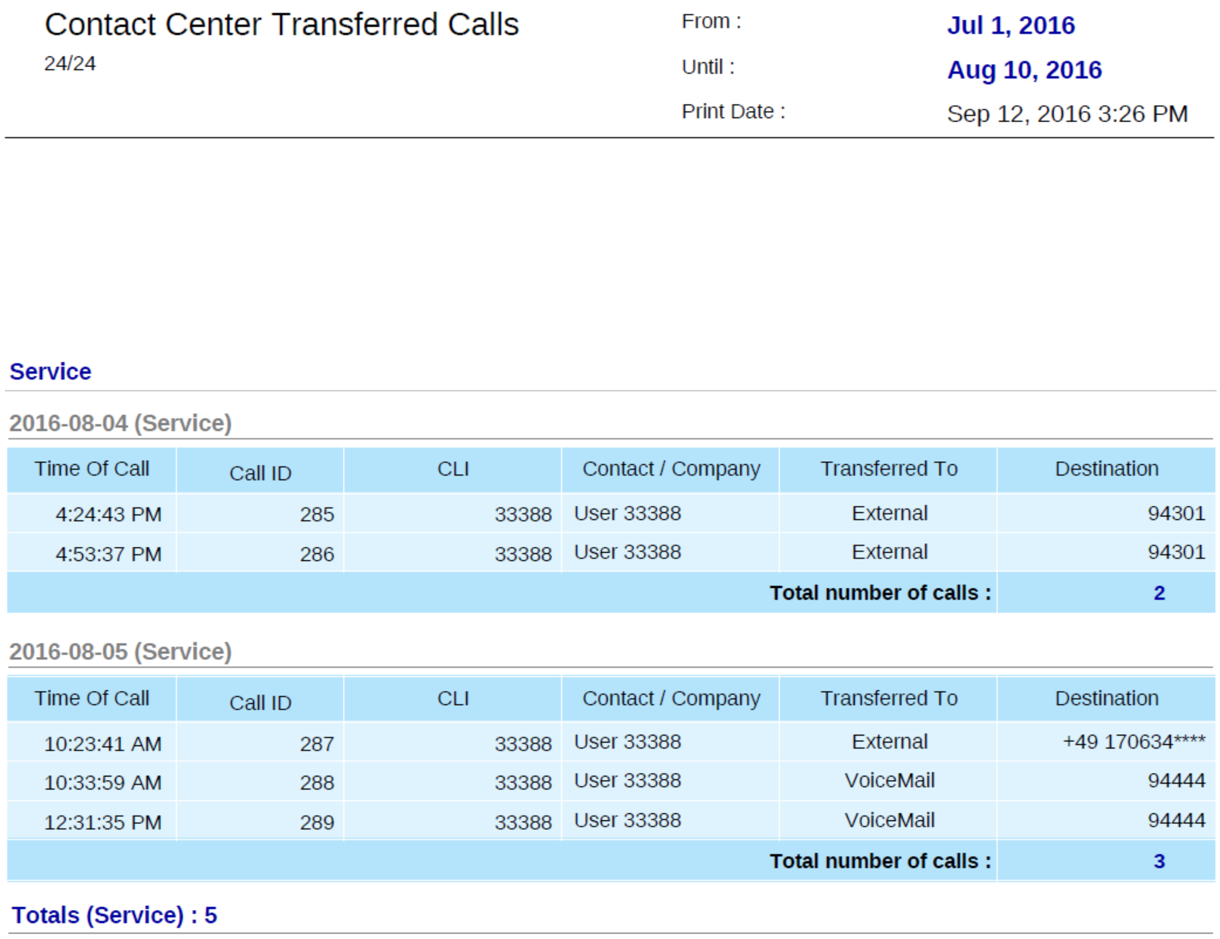
Required Input Parameters :	**Output values** :
From Date,	Queue,
Until (To Date),	Total number of call per queue,
From Time	Average pickup time (sec.),
To Time	Average talk time (sec.)
Daily Report	Average queue time (sec.)
	Callback calls
	Answered Calls
	Abandoned Call
	Total number of calls,
	Total average pickup time, queue time and talk time
	Total number of answered calls
	Total number of abandoned calls

Format :	**Axis label**
Table:	N/A

3.6.35 Contact Center Transferred Calls

Report Description :

Transferred call details by queues for the specified date/time range and the selected queues.



Contact Center Transferred Calls
24/24

From : **Jul 1, 2016**
Until : **Aug 10, 2016**
Print Date : Sep 12, 2016 3:26 PM

Service

2016-08-04 (Service)

Time Of Call	Call ID	CLI	Contact / Company	Transferred To	Destination
4:24:43 PM	285	33388	User 33388	External	94301
4:53:37 PM	286	33388	User 33388	External	94301
				Total number of calls :	**2**

2016-08-05 (Service)

Time Of Call	Call ID	CLI	Contact / Company	Transferred To	Destination
10:23:41 AM	287	33388	User 33388	External	+49 170634****
10:33:59 AM	288	33388	User 33388	VoiceMail	94444
12:31:35 PM	289	33388	User 33388	VoiceMail	94444
				Total number of calls :	**3**

Totals (Service) : 5

Required Input Parameters :	**Output values** :
From Date	Queue
Until (To Date)	Time of call
Queues (allow multiple queue selection)	Call ID
Business hours only (else 24/24)	CLI
Daily Report	Contact/Company
	Destination
	* Total number of calls per queue daily and per queue (for all reported period)

Format :	**Axis label**
Table	: N/A

3.6.36 Incoming Call Report – Per Agent

This report is contact center relevant.

Report Description:

The report shows all incoming calls per agent grouped per day together with the information in which queue the call was answered and the source or destination queue in case that the contact center call has been transferred from one queue to another.

The calls are reported regardless the fact if the agent has answered the call or missed the call. In case that the agent missed the call the Talk Time is set to 0.The Alert Time presented here refers to the signaling times at telephone of an agent.

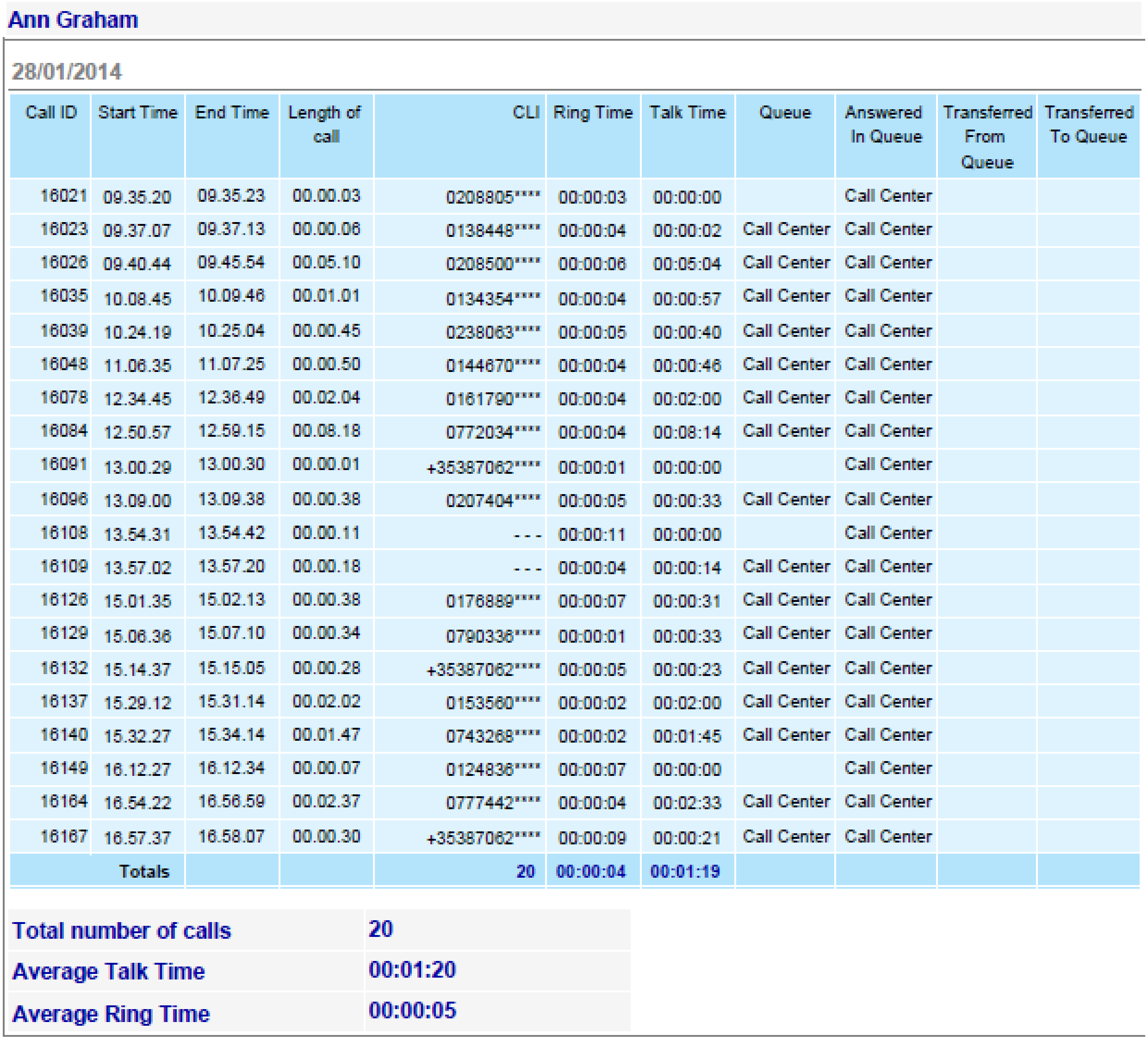
The column “Transfer from queue” contains the information about the queue from which the call was transferred to the agent.

The column “Transfer to queue” contains the information about the queue to which a call has been transferred.

Note

Only transfers from / to queues are presented within this report.

Transfers to internal or external destinations or to Voicemail are not presented here.



Ann Graham

28/01/2014

Call ID	Start Time	End Time	Length of call	CLI	Ring Time	Talk Time	Queue	Answered In Queue	Transferred From Queue	Transferred To Queue
16021	09.35.20	09.35.23	00.00.03	0208805****	00:00:03	00:00:00		Call Center		
16023	09.37.07	09.37.13	00.00.06	0138448****	00:00:04	00:00:02	Call Center	Call Center		
16026	09.40.44	09.45.54	00.05.10	0208500****	00:00:06	00:05:04	Call Center	Call Center		
16035	10.08.45	10.09.46	00.01.01	0134354****	00:00:04	00:00:57	Call Center	Call Center		
16039	10.24.19	10.25.04	00.00.45	0238063****	00:00:05	00:00:40	Call Center	Call Center		
16048	11.06.35	11.07.25	00.00.50	0144670****	00:00:04	00:00:46	Call Center	Call Center		
16078	12.34.45	12.36.49	00.02.04	0161790****	00:00:04	00:02:00	Call Center	Call Center		
16084	12.50.57	12.59.15	00.08.18	0772034****	00:00:04	00:08:14	Call Center	Call Center		
16091	13.00.29	13.00.30	00.00.01	+35387062****	00:00:01	00:00:00		Call Center		
16096	13.09.00	13.09.38	00.00.38	0207404****	00:00:05	00:00:33	Call Center	Call Center		
16108	13.54.31	13.54.42	00.00.11	- - -	00:00:11	00:00:00		Call Center		
16109	13.57.02	13.57.20	00.00.18	- - -	00:00:04	00:00:14	Call Center	Call Center		
16126	15.01.35	15.02.13	00.00.38	0176889****	00:00:07	00:00:31	Call Center	Call Center		
16129	15.06.36	15.07.10	00.00.34	0790336****	00:00:01	00:00:33	Call Center	Call Center		
16132	15.14.37	15.15.05	00.00.28	+35387062****	00:00:05	00:00:23	Call Center	Call Center		
16137	15.29.12	15.31.14	00.02.02	0153560****	00:00:02	00:02:00	Call Center	Call Center		
16140	15.32.27	15.34.14	00.01.47	0743268****	00:00:02	00:01:45	Call Center	Call Center		
16149	16.12.27	16.12.34	00.00.07	0124836****	00:00:07	00:00:00		Call Center		
16164	16.54.22	16.56.59	00.02.37	0777442****	00:00:04	00:02:33	Call Center	Call Center		
16167	16.57.37	16.58.07	00.00.30	+35387062****	00:00:09	00:00:21	Call Center	Call Center		
Totals				20	00:00:04	00:01:19				

Total number of calls	**20**
Average Talk Time	**00:01:20**
Average Ring Time	**00:00:05**

Required Input Parameters :	**Output values**
From Date	Call ID
To Date (Until)	Start Time
Agent (Multi agent selection)	End Time
Dynamic Time Intervals	CLI
	Ring Time
	Talk Time
	Answered In Queue
	Transferred From
	Transferred To
	Total number of daily calls and daily average ring time and talk time.
	Total number of call for all reported period and average ring time and talk time
	*All call details are grouped daily and per agent.

Format :	**Axis label** :
Table	N/A

3.6.37 Incoming Call Report – Per Queue

This report is contact center relevant.

Report Description :

The report shows all incoming calls per queue grouped per day and per queue together with the information which agent has answered the call and the source or destination queue in case that the contact center call has been transferred from one queue to another. The calls are reported regardless the fact if agent has answered the call within the queue. The time a call remained in the queue is presented within the column Length of Call.

The Ring (Alert) Time presented here refers to the signaling times at telephone of the agent who answered the call. In case that no agent answered the call the Talk Time and Ring Time is set to 0, this happens also if call is answered by agent´s voicemail.

The column “Transfer from queue” contains the information about the queue from which the call was transferred to the agent.

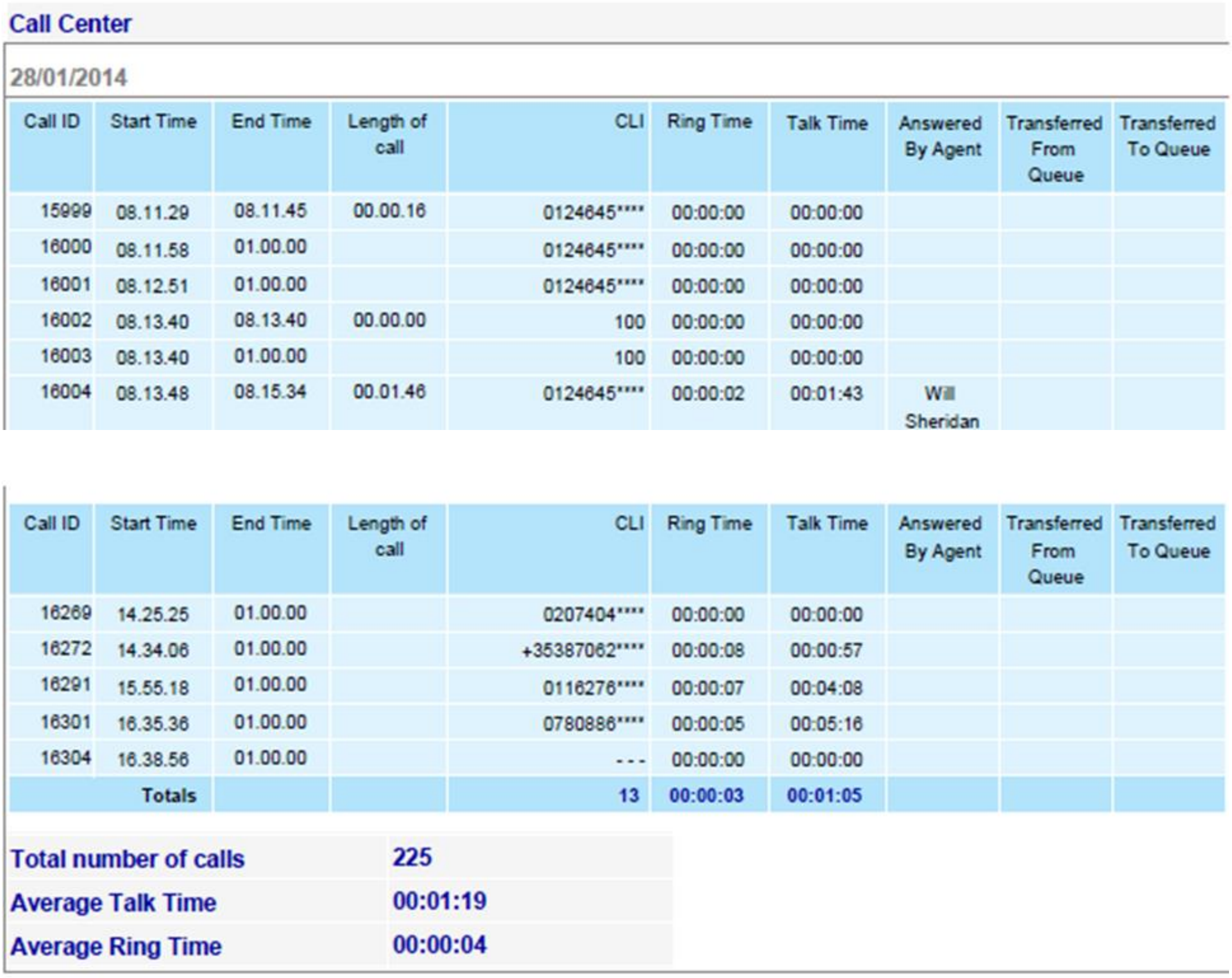
The column “Transfer to queue” contains the information about the queue to which a call has been transferred.

A call, which was transferred multiple times between agents and queue is divided in multiple segments. Each **internal** transfer between queue and agent is reported and represents a call segment. This report presents all call segments of an incoming call for specific queues within the reported time grouped per day.

Note

The same call ID can occur multiple times in in the report if it belongs to a segmented call. Sorting is done by call IF and start time of the call segment

Only transfers from / to queues are presented within this report. Transfers to internal or external destinations or to Voicemail are not presented here.



Call Center

28/01/2014

Call ID	Start Time	End Time	Length of call	CLI	Ring Time	Talk Time	Answered By Agent	Transferred From Queue	Transferred To Queue
15999	08.11.29	08.11.45	00.00.16	0124645****	00:00:00	00:00:00			
16000	08.11.58	01.00.00		0124645****	00:00:00	00:00:00			
16001	08.12.51	01.00.00		0124645****	00:00:00	00:00:00			
16002	08.13.40	08.13.40	00.00.00	100	00:00:00	00:00:00			
16003	08.13.40	01.00.00		100	00:00:00	00:00:00			
16004	08.13.48	08.15.34	00.01.46	0124645****	00:00:02	00:01:43	Will Sheridan		

Call ID	Start Time	End Time	Length of call	CLI	Ring Time	Talk Time	Answered By Agent	Transferred From Queue	Transferred To Queue
16269	14.25.25	01.00.00		0207404****	00:00:00	00:00:00			
16272	14.34.06	01.00.00		+35387062****	00:00:08	00:00:57			
16291	15.55.18	01.00.00		0116276****	00:00:07	00:04:08			
16301	16.35.36	01.00.00		0780886****	00:00:05	00:05:16			
16304	16.38.56	01.00.00		- - -	00:00:00	00:00:00			
	Totals			13	00:00:03	00:01:05			

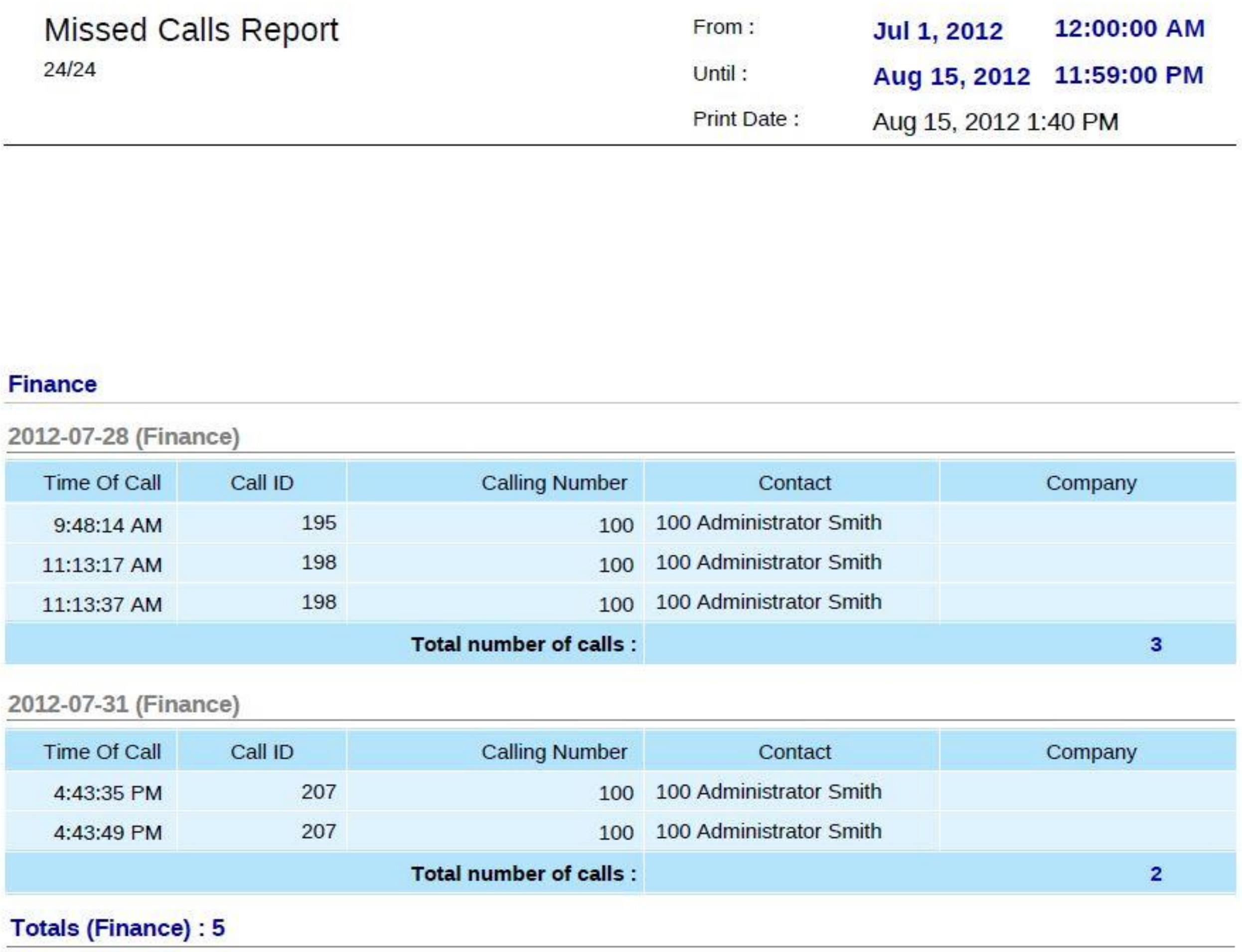
Total number of calls	225
Average Talk Time	00:01:19
Average Ring Time	00:00:04

Required Input Parameters :	**Output values**
From Date	Call ID
To Date (Until)	Start Time
Queue (Multi Queue selection)	End Time
Dynamic Time Intervals	CLI
	Ring Time
	Talk Time
	Answered by Agent
	Transferred From
	Transferred To
	Total number of daily calls and daily average ring time and talk time.
	Total number of call for all reported period and average ring time and talk time
	*All call details are grouped daily

Format :	**Axis label** :
Table	N/A

3.6.38 Missed Calls Report

Report Description :
Displaying details for missed calls in the specified date/time range for the selected queues.



Missed Calls Report
24/24

From : Jul 1, 2012 12:00:00 AM
Until : Aug 15, 2012 11:59:00 PM
Print Date : Aug 15, 2012 1:40 PM

Finance

2012-07-28 (Finance)

Time Of Call	Call ID	Calling Number	Contact	Company
9:48:14 AM	195	100	100 Administrator Smith	
11:13:17 AM	198	100	100 Administrator Smith	
11:13:37 AM	198	100	100 Administrator Smith	
		Total number of calls :		**3**

2012-07-31 (Finance)

Time Of Call	Call ID	Calling Number	Contact	Company
4:43:35 PM	207	100	100 Administrator Smith	
4:43:49 PM	207	100	100 Administrator Smith	
		Total number of calls :		**2**

Totals (Finance) : 5

Required Input Parameters :	**Output values** :
From Date	*Call Date,*
Until (To Date)	*Queue Name,*
From Time	Time of Call,
To Time	Call ID,
Queues (Multiple queue selection)	
Business hours only (else 24/24)	CLI – calling number,
Daily Report	Contact
	Company
	Daily total number of missed calls by queue
	Daily total number of missed calls (all queues)
	Total number of missed calls
	*The values are grouped by queues and daily.

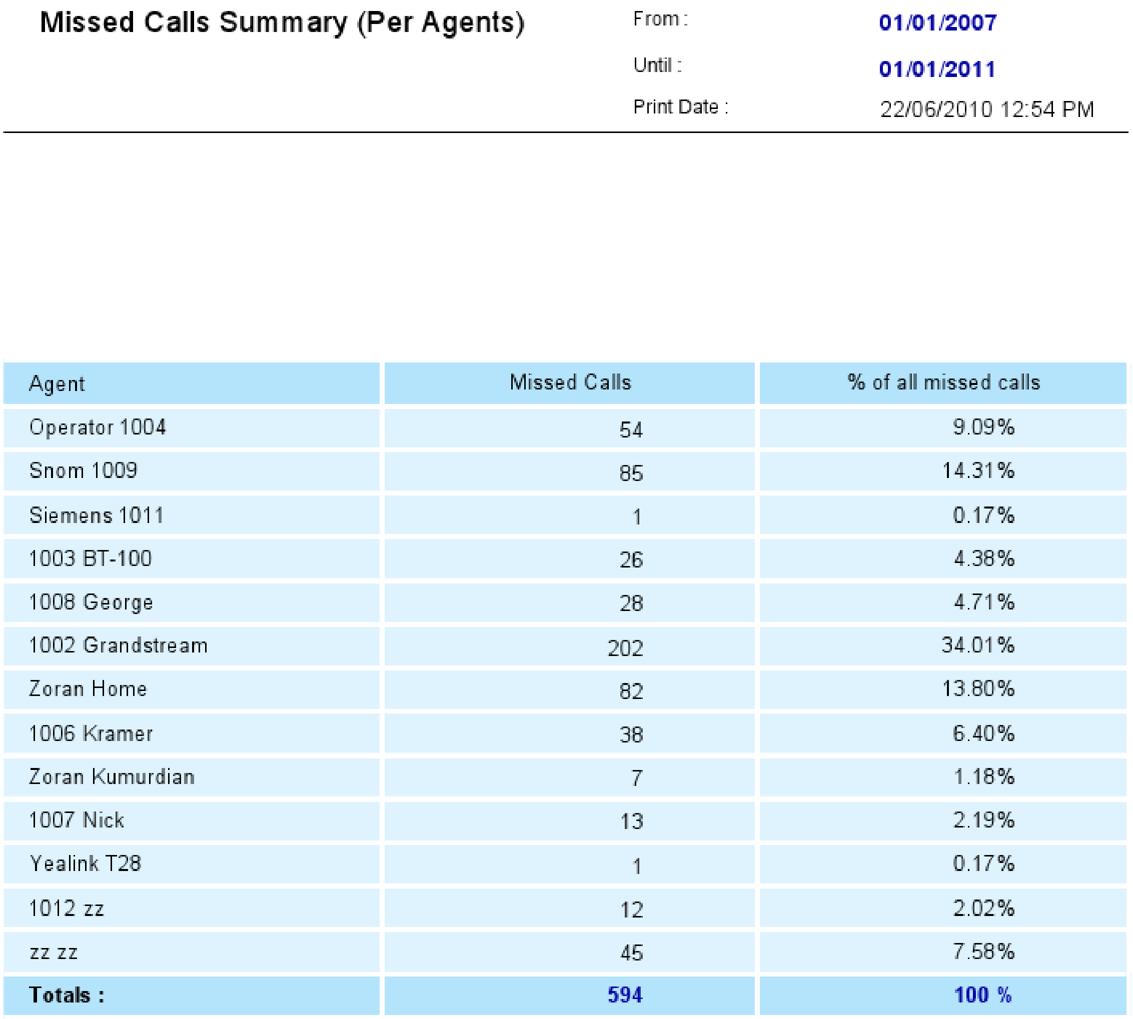
Format :	**Axis label**
Table	: N/A

3.6.39 Missed Calls Summary (Per Agents)

This report is contact center relevant.
Missed call is Agent related it cannot be set equal to abandoned call in an queue.
Missed calls of all agent of a queue cannot be assumed equal to all abandoned called of a queue.
Only missed contact center calls for configured agents are reported.
If a call is missed more than once by an agent all missed calls are counted

Report Description :

Displaying missed calls summary details (number of calls and percent of all missed calls) per agents for calls in the specified date/time range. (see attached image on the next page)



Missed Calls Summary (Per Agents)

From : 01/01/2007
Until : 01/01/2011
Print Date : 22/06/2010 12:54 PM

Agent	Missed Calls	% of all missed calls
Operator 1004	54	9.09%
Snom 1009	85	14.31%
Siemens 1011	1	0.17%
1003 BT-100	26	4.38%
1008 George	28	4.71%
1002 Grandstream	202	34.01%
Zoran Home	82	13.80%
1006 Kramer	38	6.40%
Zoran Kumurdian	7	1.18%
1007 Nick	13	2.19%
Yealink T28	1	0.17%
1012 zz	12	2.02%
zz zz	45	7.58%
Totals :	**594**	**100 %**

Required Input Parameters :	**Output values**
From Date	Agent
To Date (Until)	Number of missed calls (per agent)
Daily Report	% of all missed calls
	Total number of missed calls (all agents)

Format :	**Axis label** :
Table	N/A

3.6.40 Missed Calls Summary (Per Queues)

This report is contact center relevant.

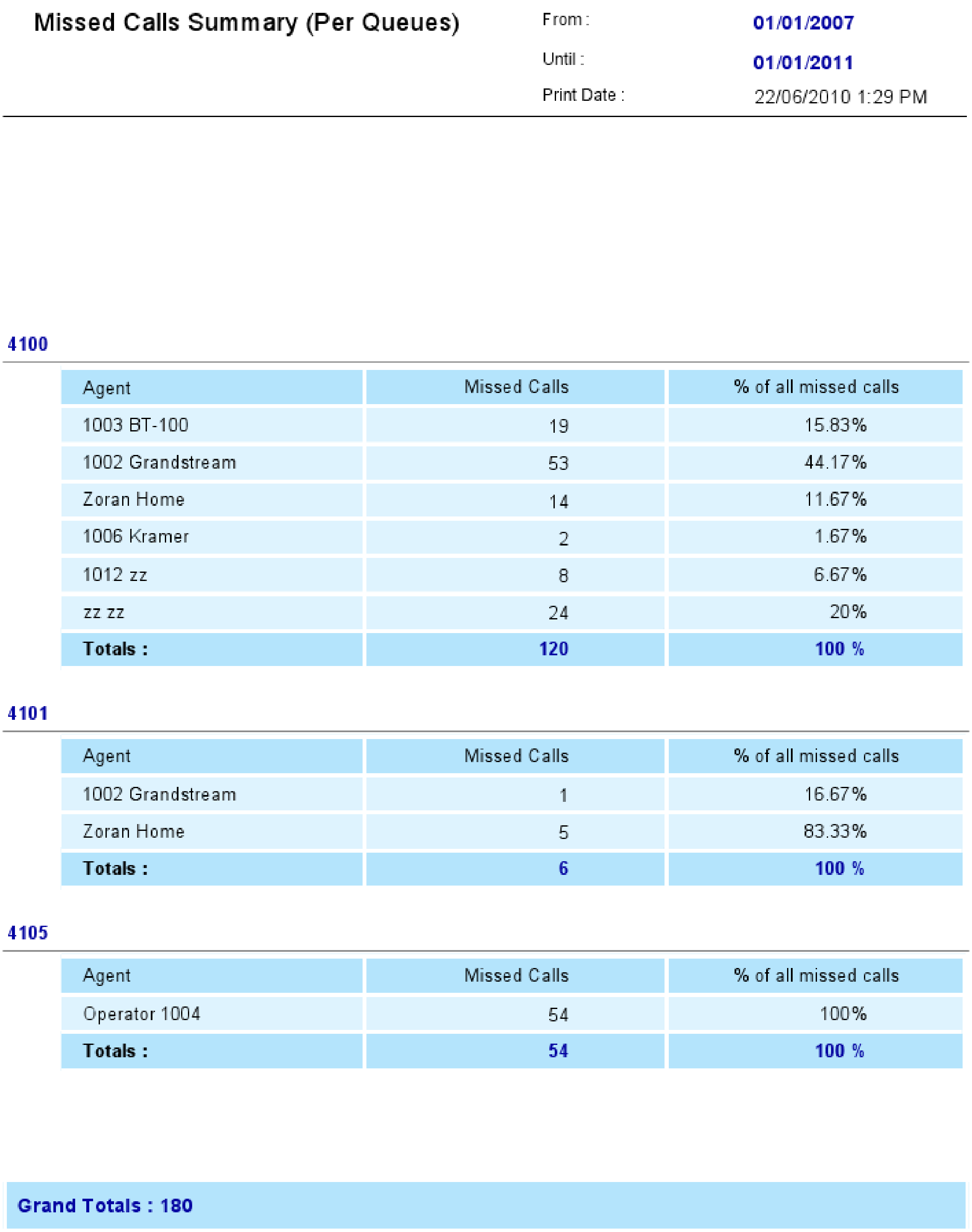
A missed call is Agent related it cannot be set equal to abandoned calls in an queue.

Therefore all missed calls of all agents of a queue cannot be assumed equal to all abandoned called of a queue. Within this report missed contact center calls of configured agents are reported.

If a call is missed more than once by an agent all missed calls are counted

Report Description :

Displaying missed calls summary details (number of calls and percent of all missed calls) per agents for calls in the specified date/time range for the selected queues, these details are grouped per queues. (see attached image on the last page of this document),



Missed Calls Summary (Per Queues)

From : **01/01/2007**
Until : **01/01/2011**
Print Date : 22/06/2010 1:29 PM

4100

Agent	Missed Calls	% of all missed calls
1003 BT-100	19	15.83%
1002 Grandstream	53	44.17%
Zoran Home	14	11.67%
1006 Kramer	2	1.67%
1012 zz	8	6.67%
zz zz	24	20%
Totals :	**120**	**100 %**

4101

Agent	Missed Calls	% of all missed calls
1002 Grandstream	1	16.67%
Zoran Home	5	83.33%
Totals :	**6**	**100 %**

4105

Agent	Missed Calls	% of all missed calls
Operator 1004	54	100%
Totals :	**54**	**100 %**

Grand Totals : 180

Required Input Parameters :	**Output values**
From Date	*Queue*
To Date (Until)	Agent
Queues (Multiple Queue selection)	Number of missed calls (per agent)
Daily Report	% of all missed calls
	Total number of missed calls per queue
	Grand total of missed calls (all queues)

Format :	**Axis label** :
Table	N/A

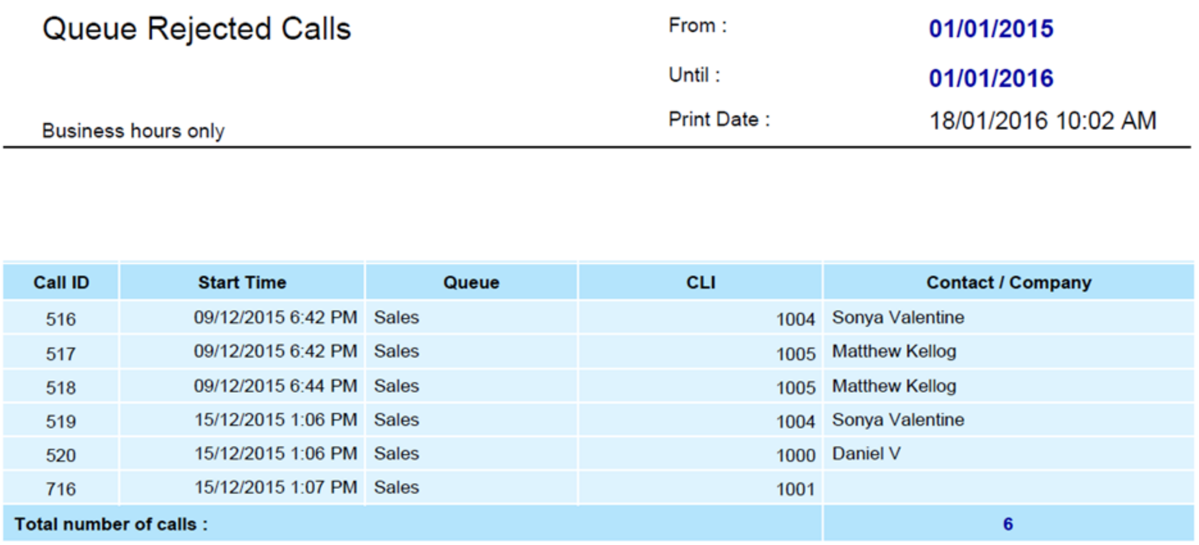
3.6.41 Queue Rejected Calls

This report contains all calls, which were actively rejected by the contact center due to the” queue depth” settings within the system.

The purpose of the report is to get information about the impacts of the Queue Depth setting to the callers. Depending on the reported data optimization within the contact center configuration / organization can be done.

The report simply lists every rejected call for the selected queues in chronological order together with the called queue and the caller information.

The last row contains the total number of rejected calls



Queue Rejected Calls

Business hours only

From : 01/01/2015

Until : 01/01/2016

Print Date : 18/01/2016 10:02 AM

Call ID	Start Time	Queue	CLI	Contact / Company
516	09/12/2015 6:42 PM	Sales	1004	Sonya Valentine
517	09/12/2015 6:42 PM	Sales	1005	Matthew Kellog
518	09/12/2015 6:44 PM	Sales	1005	Matthew Kellog
519	15/12/2015 1:06 PM	Sales	1004	Sonya Valentine
520	15/12/2015 1:06 PM	Sales	1000	Daniel V
716	15/12/2015 1:07 PM	Sales	1001	
Total number of calls :				6

Required Input Parameters :	**Output Colums**	**Output Content**
From Date	Call ID	Call ID of the rejected call within the call history (not CC Call ID)
To Date (Until)	Start Time	Time when the call arrived and was rejected by the system
Queue	Queue	Called queue, which rejected the call
Time	CLI	Phone number of the caller
Dynamic Time Intervals	Contact / Company	Caller Identification within the directories of the Contact Center

Format :	**Axis label** :
Table	N/A

3.6.42 Transferred Calls Report – Per Agent

This report is contact center relevant.

Report Description:

The report contains only calls which were internally transferred from one queue to another queue. The calls within this report are grouped per agent.

The report shows all incoming calls grouped per agent per day together with the information in which queue the call was answered and the source and destination queue.

Only the calls are reported which were transferred internally between groups regardless the fact if the agent has answered the call or missed the call. In case that the agent missed the call the Talk Time is set to 0.The Alert Time presented here refers to the signaling times at telephone of an agent.

The column “Transfer from queue” contains the information about the queue from which the call was transferred to the agent.

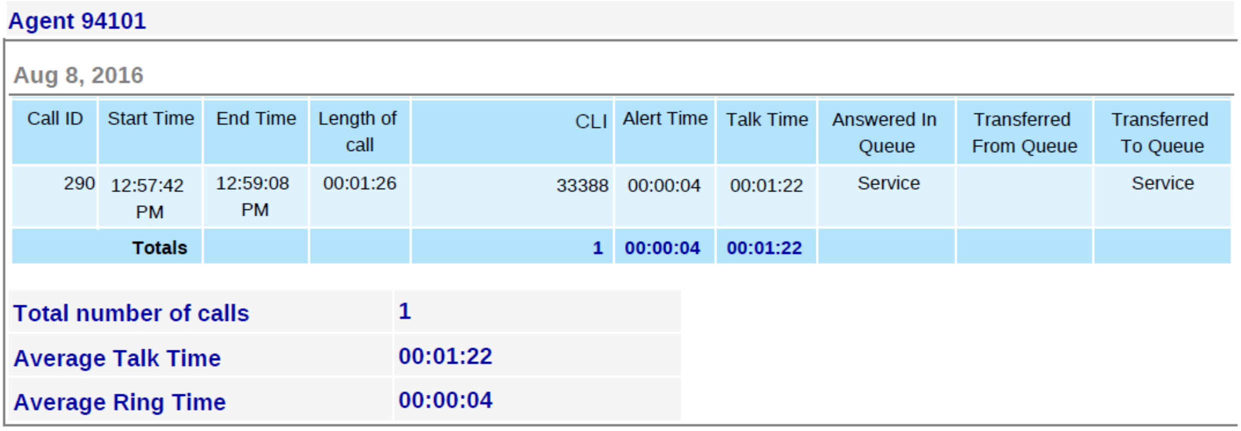
The column “Transfer to queue” contains the information about the queue to which a call has been transferred.

Note

Only call with internal transfers between queuesare presented within this report.

The column Answered in Queue indicates either in wihich queue the aganed who answered the call was assignet or the queue which made the last process step before contact center call was terminated. (e.g. transfer to Voicemail).

Transfers to internal or external destinations or to Voicemail are not presented here.

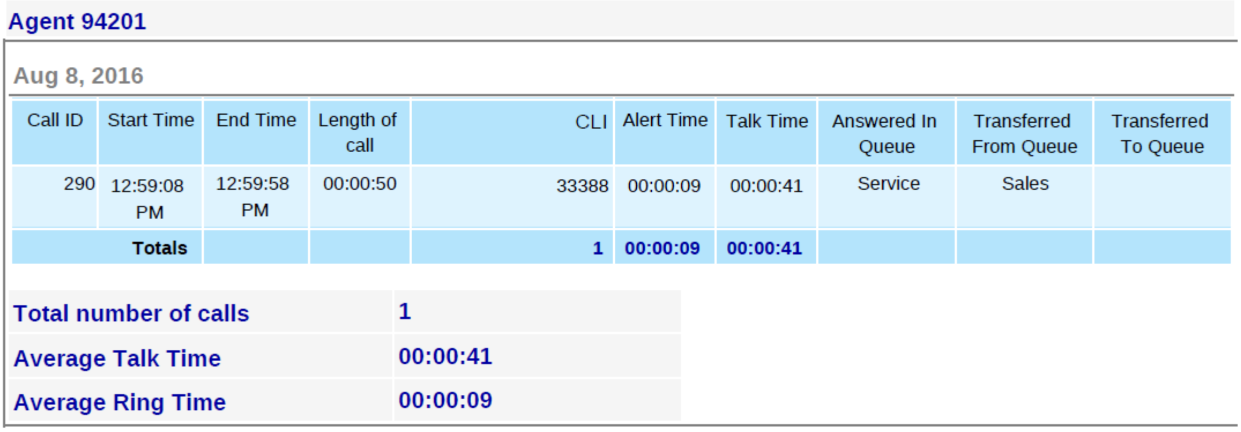


Agent 94101

Aug 8, 2016

Call ID	Start Time	End Time	Length of call	CLI	Alert Time	Talk Time	Answered In Queue	Transferred From Queue	Transferred To Queue
290	12:57:42 PM	12:59:08 PM	00:01:26	33388	00:00:04	00:01:22	Service		Service
Totals				**1**	**00:00:04**	**00:01:22**			

Total number of calls	**1**
Average Talk Time	**00:01:22**
Average Ring Time	**00:00:04**



Agent 94201

Aug 8, 2016

Call ID	Start Time	End Time	Length of call	CLI	Alert Time	Talk Time	Answered In Queue	Transferred From Queue	Transferred To Queue
290	12:59:08 PM	12:59:58 PM	00:00:50	33388	00:00:09	00:00:41	Service	Sales	
Totals				**1**	**00:00:09**	**00:00:41**			

Total number of calls	**1**
Average Talk Time	**00:00:41**
Average Ring Time	**00:00:09**

Required Input Parameters :	**Output values**
From Date	Call ID
To Date (Until)	Start Time
Agent (Multi Agent selection)	End Time
Dynamic Time Intervals	CLI,
	Ring Time
	Talk Time
	Answered In Queue
	Transferred From
	Transferred To
	Total number of daily calls and daily average ring time and talk time
	Total number of call for all reported period and average ring time and talk time
	*All call details are grouped daily

Format :	**Axis label** :
Table	N/A

3.6.43 Transferred Calls Report – Per Queue

This report is contact center relevant.

Report Description :

The report contains only calls which were internally transferred from one queue to another queue.

The report shows all incoming calls grouped per queue and per day together with the information which agent has answered the call and the source and destination queue.

The calls are reported regardless the fact if agent has answered the call within the queue. The time a call remained in the queue is presented within the column Length of Call.

The Ring (Alert) Time presented here refers to the signaling times at telephone of the agent who answered the call. In case that no agent answered the call the Talk Time and Ring Time is set to 0, this happens also if call is answered by agent´s voicemail.

The column “Transfer from queue” contains the information about the queue from which the call was transferred to the agent.

The column “Transfer to queue” contains the information about the queue to which a call has been transferred.

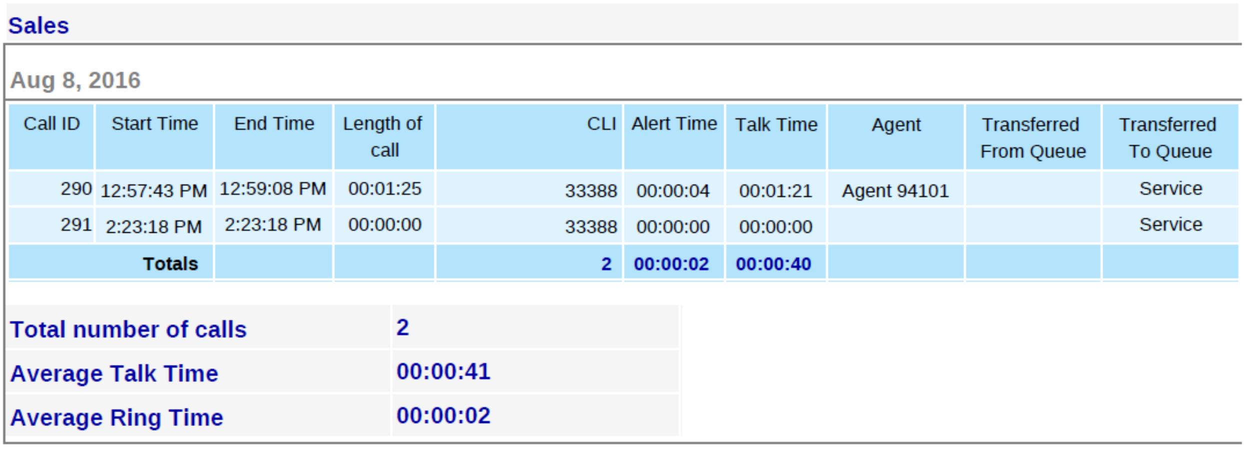
A call, which was transferred multiple times between agents and queue is divided in multiple segments. Each internal transfer between queue and agent is reported and represents a call segment. This report presents all call segments of an incoming call for specific queues within the reported time grouped per day.

Note

The same Call ID can occur multiple times in in the report if it belongs to a segmented call. Sorting is done by call IF and start time of the call segment

Only calls with internal transfers between queues are presented within this report.

Transfers to internal or external destinations or to Voicemail are not presented here.

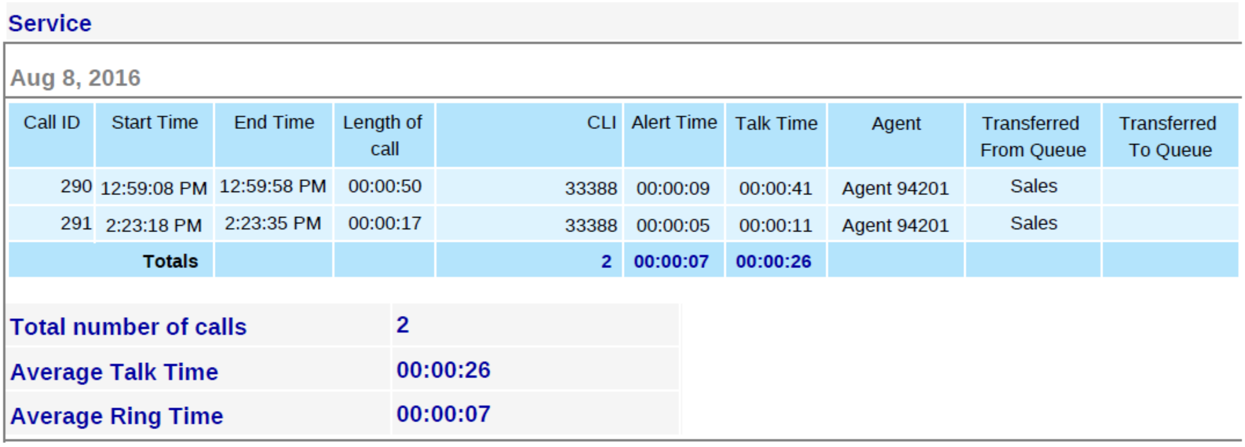


Sales

Aug 8, 2016

Call ID	Start Time	End Time	Length of call	CLI	Alert Time	Talk Time	Agent	Transferred From Queue	Transferred To Queue
290	12:57:43 PM	12:59:08 PM	00:01:25	33388	00:00:04	00:01:21	Agent 94101		Service
291	2:23:18 PM	2:23:18 PM	00:00:00	33388	00:00:00	00:00:00			Service
	Totals			**2**	**00:00:02**	**00:00:40**			

Total number of calls	**2**
Average Talk Time	**00:00:41**
Average Ring Time	**00:00:02**



Service

Aug 8, 2016

Call ID	Start Time	End Time	Length of call	CLI	Alert Time	Talk Time	Agent	Transferred From Queue	Transferred To Queue
290	12:59:08 PM	12:59:58 PM	00:00:50	33388	00:00:09	00:00:41	Agent 94201	Sales	
291	2:23:18 PM	2:23:35 PM	00:00:17	33388	00:00:05	00:00:11	Agent 94201	Sales	
	Totals			**2**	**00:00:07**	**00:00:26**			

Total number of calls	**2**
Average Talk Time	**00:00:26**
Average Ring Time	**00:00:07**

Required Input Parameters :	**Output values**
From Date	Call ID
To Date (Until)	Start Time
Queue (Multi Queue selection)	End Time
Dynamic Time Intervals	CLI,
	Ring Time
	Talk Time
	Transferred From Queue
	Answered by Agent
	Transferred To Queue
	Total number of daily calls and daily average ring time and talk time
	Total number of call for all reported period and average ring time and talk time
	*All call details are grouped daily

Format :	**Axis label** :
Table	N/A

3.6.44 User-Agent related Report – List for Export

This report is not only contact center relevant. Within this report one call can be presented multiple times e.g. in case that an agent has missed the call.

Report Description :

This report contains all calls of all users within the selected time regardless if users are agents or not.

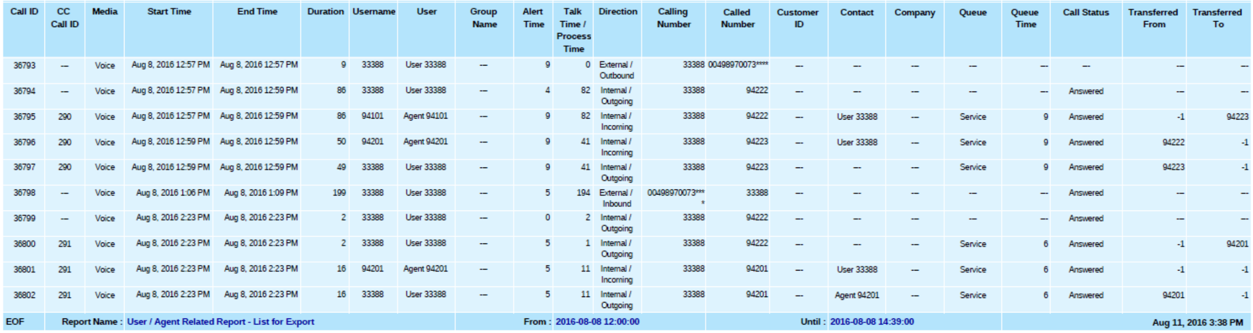
In case that user is agent and has revceived a contact center call, additional information like CC Call ID are presented.

The report is primarily designed for file export and for data processing by means of 3rd party applications.

The header line contains the content of the columns. The footer line contain the EOF indication and some basic report information. Each row between header and footer contains all informations about a call of a user, which are availave within the database. One user call can be presented multiple times.

A contact center call is clearly identified by the CC Call ID.

The value `---` indicates that no information are available in the database for this specific parameter



Call ID	CC Call ID	Media	Start Time	End Time	Duration	Username	User	Group Name	Alert Time	Talk Time / Process Time	Direction	Calling Number	Called Number	Customer ID	Contact	Company	Queue	Queue Time	Call Status	Transferred From	Transferred To
36793	---	Voice	Aug 8, 2016 12:57 PM	Aug 8, 2016 12:57 PM	9	33388	User 33388	---	9	0	External / Outbound	33388	00498970073****	---	---	---	---	---	---	---	---
36794	---	Voice	Aug 8, 2016 12:57 PM	Aug 8, 2016 12:59 PM	86	33388	User 33388	---	4	82	Internal / Outgoing	33388	94222	---	---	---	---	---	Answered	---	---
36795	290	Voice	Aug 8, 2016 12:57 PM	Aug 8, 2016 12:59 PM	86	94101	Agent 94101	---	9	82	Internal / Incoming	33388	94222	---	User 33388	---	Service	9	Answered	-1	94223
36796	290	Voice	Aug 8, 2016 12:59 PM	Aug 8, 2016 12:59 PM	50	94201	Agent 94201	---	9	41	Internal / Incoming	33388	94223	---	User 33388	---	Service	9	Answered	94222	-1
36797	290	Voice	Aug 8, 2016 12:59 PM	Aug 8, 2016 12:59 PM	49	33388	User 33388	---	9	41	Internal / Outgoing	33388	94223	---	---	---	Service	9	Answered	94223	-1
36798	---	Voice	Aug 8, 2016 1:06 PM	Aug 8, 2016 1:09 PM	199	33388	User 33388	---	5	194	External / Inbound	00498970073****	33388	---	---	---	---	---	Answered	---	---
36799	---	Voice	Aug 8, 2016 2:23 PM	Aug 8, 2016 2:23 PM	2	33388	User 33388	---	0	2	Internal / Outgoing	33388	94222	---	---	---	---	---	Answered	---	---
36800	291	Voice	Aug 8, 2016 2:23 PM	Aug 8, 2016 2:23 PM	2	33388	User 33388	---	5	1	Internal / Outgoing	33388	94222	---	---	---	Service	6	Answered	-1	94201
36801	291	Voice	Aug 8, 2016 2:23 PM	Aug 8, 2016 2:23 PM	16	94201	Agent 94201	---	5	11	Internal / Incoming	33388	94201	---	User 33388	---	Service	6	Answered	-1	-1
36802	291	Voice	Aug 8, 2016 2:23 PM	Aug 8, 2016 2:23 PM	16	33388	User 33388	---	5	11	Internal / Outgoing	33388	94201	---	Agent 94201	---	Service	6	Answered	94201	-1
EOF	Report Name :	User / Agent Related Report - List for Export							From :	2016-08-08 12:00:00				Until :	2016-08-08 14:39:00						Aug 11, 2016 3:38 PM

Required Input Parameters :	**Output Colums**	**Output Content**
From Date	Call ID	Normal Call ID
To Date (Until)	CC-Call ID	Contact Center Call ID in case of an contact center call only
To Date (Until)	Media	This column indicates which contact media has been used“Voice”,”Fax” or “E-Mail”
From Time	Start Time	CC call begin time
To Time	End Time	CC call end time
Dynamic Time Intervals	Duration	Duration of Call (Difference between Start and End Time)
	User name	Name of the User as configured within UC Suite ,who gets the call / fax / e-mail
	Group name	Department) of the user as configured within UC Suite
	Alert Time	Time in seconds call has been alerted at user´s phone
	Talk Time / Process Time	Talk Time in seconds when call is connected. In case of fax, e-mail process time
	Direction	Indication if call is in or outbound and internal / external
	Calling number	Phone / Fax Number or e-Mail Address of the Caller / Sender
	Called number	Called Phone / Fax Number or addressed-Mail Address
	Customer ID	Customer ID as stored within the external directory or LDAP directory of the UC Suite
	Contact	Contact First, Surname as stored within the external directory or LDAP directory of the UC Suite
	Company	Company as stored within the external directory or LDAP

		directory of the UC Suite
	Queue	Name of the Queue, as configure in UC Suite, in which the contacts l has been processed
	Queue Time	Time in seconds contact has been in in queue
	Call Status	Indication how the CC contact has been processes: For phone calls: “answered”, ”missed” or “sheduled”, etc. For Fax: Read, deleted, send, completed, not completed, etc. For e.mail: Completed, not completed, etc. For Voicemail (if possible) Played, saved, deleted
	Transferred from	Only phone calls: Number of the transferrer
	Transferred to	Only phone calls:Number of the transfer target

Format :	**Axis label** :
Table	N/A

3.6.45 Whole of Life Report – Per Queue

This report is contact center relevant.

Report Description :

The report shows all incoming calls per day, grouped per queue, together with the information which queue has processed the call and which agent has answered call.

Information about source or destination queue in case that the contact center call has been transferred from one queue to another are included as well.

The calls are reported regardless the fact if agent has answered the call within the queue. The time a call remained in the queue is presented within the column Length of Call.

The Ring (Alert) Time presented here refers to the signaling times at telephone of the agent who answered the call. In case that no agent answered the call the Talk Time and Ring Time is set to 0, this happens also if call is answered by agent´s voicemail.

The column “Transfer from queue” contains the information about the queue from which the call was transferred to the agent.

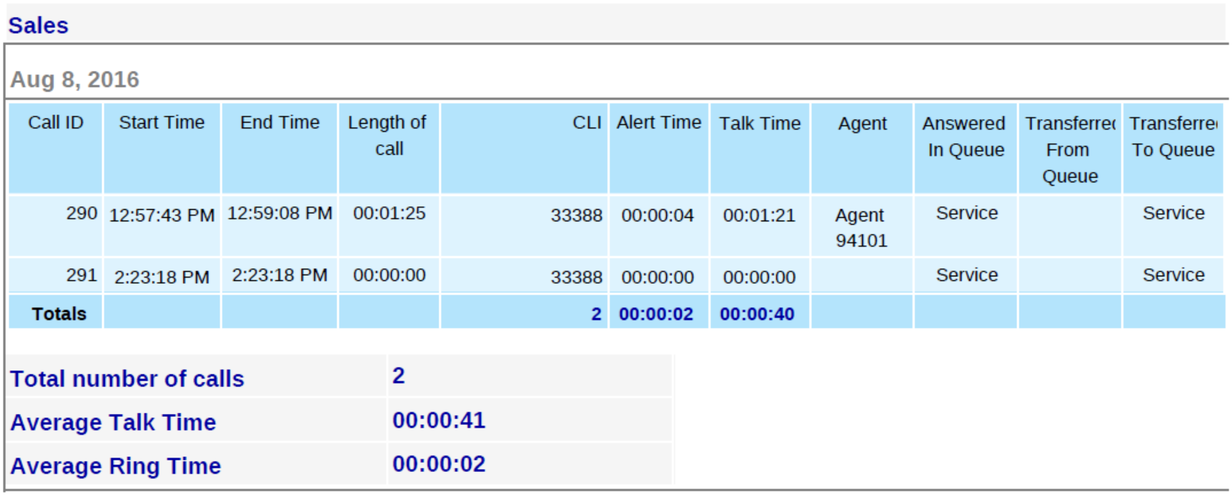
The column “Transfer to queue” contains the information about the queue to which a call has been transferred.

A call, which was transferred multiple times between agents and queue is divided in multiple segments. Each **internal** transfer between queue and agent is reported and represents a call segment. This report presents all call segments of an incoming call for specific queues within the reported time grouped per day.

Note
The same call ID can occur multiple times in in the report if it belongs to a segmented call..

Only transfers from / to queues are presented within this report.

Transfers to internal or external destinations or to Voicemail are not presented here.



Sales

Aug 8, 2016

Call ID	Start Time	End Time	Length of call	CLI	Alert Time	Talk Time	Agent	Answered In Queue	Transferre From Queue	Transferre To Queue
290	12:57:43 PM	12:59:08 PM	00:01:25	33388	00:00:04	00:01:21	Agent 94101	Service		Service
291	2:23:18 PM	2:23:18 PM	00:00:00	33388	00:00:00	00:00:00		Service		Service
Totals				**2**	**00:00:02**	**00:00:40**				

Total number of calls	**2**
Average Talk Time	**00:00:41**
Average Ring Time	**00:00:02**

Required Input Parameters :	**Output values**
From Date	Call ID
To Date (Until)	Start Time
Queue (Multi Queue selection)	End Time
Dynamic Time Intervals	CLI
	Ring Time
	Talk Time
	Agent
	Answered In Queue
	Transferred From
	Transferred To
	Total number of daily calls and daily average ring time and talk time. Total number of call for all reported period and average ring time and talk time
	*All call details are grouped daily

Format :	**Axis label** :
Table	N/A

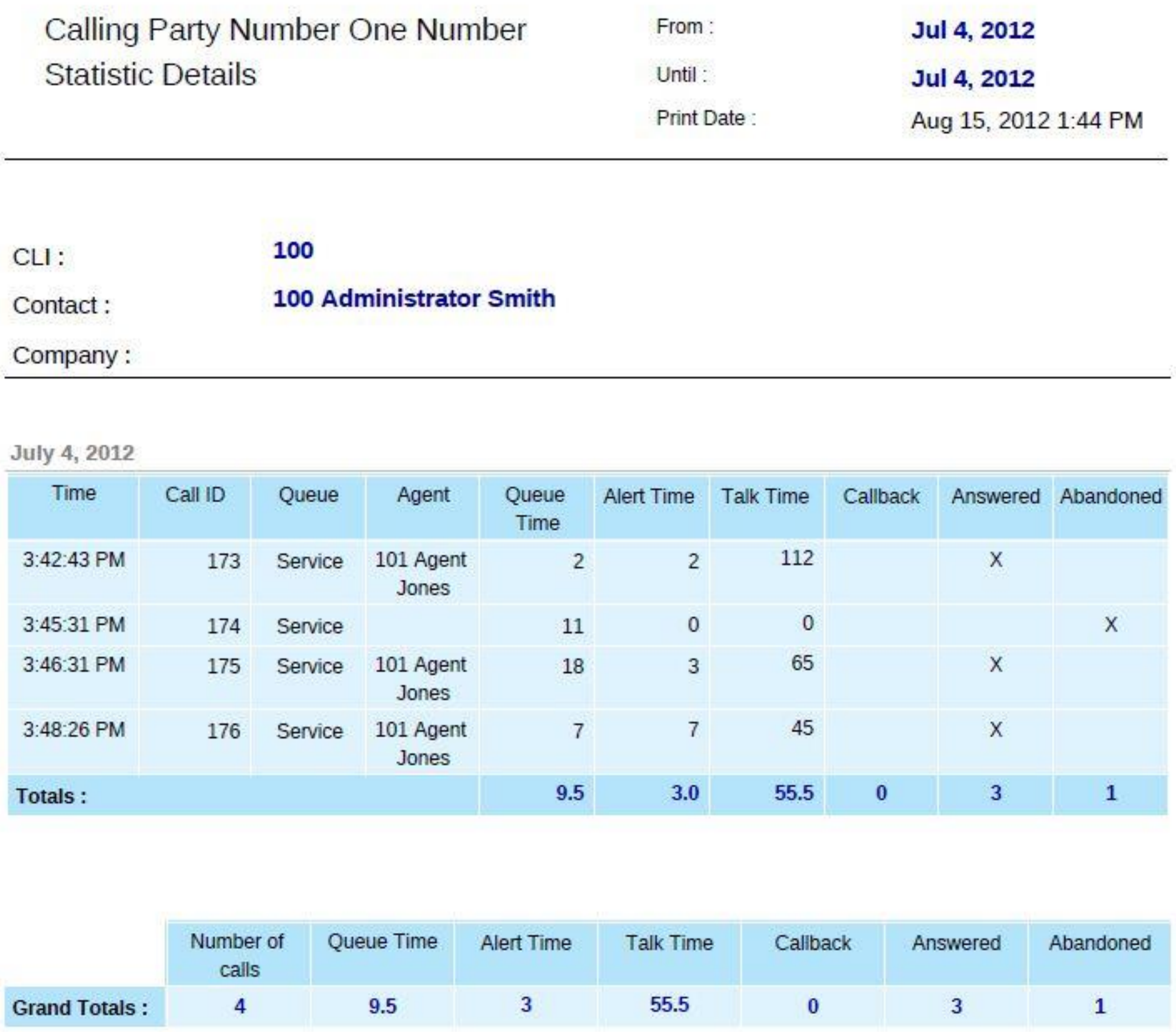
3.7 Report templates within the group „CLI“

Report	Description	CC	UC	A
One Number Statistic Details	This Report shows all incoming Contact Center calls from one specific CLI. Per call information about Queue, Agent (if connected) Queue-, Pick up- and Talk Time and about Callback, Answered and Abandoned Call is presented. Grand totals are calculated daily and over the selected time interval.	yes	No	no
Summary Report Detailed	This Report shows the sum of incoming Contact Center Calls etc., for every CLI within the selected time interval.	yes	No	no
Traffic per CLI Fragment per Hour Daily	This Report shows all incoming Contact Center calls for all CLIs which contain the selected number fragment (beginning from the front). The calls are presented as sum grouped by date, CLI an in hourly resolution over the selected time interval. Totals are calculated per CLI per day and as Grand Totals over the selected time interval.	yes	No	no
One Customer Number statistic Details	This Report shows all incoming Contact Center calls for one specific customer ID. Per call information about Queue, Agent (if connected) Queue-, Pick up- and Talk Time, GOS and about Callback, Answered and Abandoned Call is presented. Grand totals and average values are calculated over the selected time interval.	yes	No	no

Table 5 Reports of the group – CLI

3.7.1 Calling Party Number One Number Statistic Details

Report Description :
This Report shows all incoming Contact Center calls from one specific CLI. Per call information about Queue, Agent (if connected) Queue-, Pick up- and Talk Time and about Callback, Answered and Abandoned Call is presented. Grand totals are calculated daily and over the selected time interval.



Calling Party Number One Number Statistic Details

From : **Jul 4, 2012**
Until : **Jul 4, 2012**
Print Date : Aug 15, 2012 1:44 PM

CLI : **100**
Contact : **100 Administrator Smith**
Company :

July 4, 2012

Time	Call ID	Queue	Agent	Queue Time	Alert Time	Talk Time	Callback	Answered	Abandoned
3:42:43 PM	173	Service	101 Agent Jones	2	2	112		X	
3:45:31 PM	174	Service		11	0	0			X
3:46:31 PM	175	Service	101 Agent Jones	18	3	65		X	
3:48:26 PM	176	Service	101 Agent Jones	7	7	45		X	
Totals :				**9.5**	**3.0**	**55.5**	**0**	**3**	**1**

	Number of calls	Queue Time	Alert Time	Talk Time	Callback	Answered	Abandoned
Grand Totals :	**4**	**9.5**	**3**	**55.5**	**0**	**3**	**1**

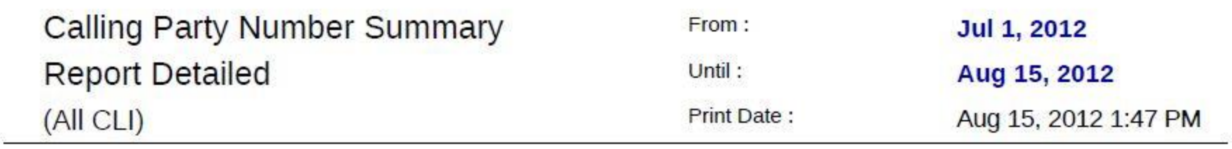
Required Input Parameters :	**Output values**
From Date	Contact name and.or company (if available)
To Date (Until)	Time of call
CLI	Call ID
Daily Report	Queue
	Agent
	Queue time
	Pickup Time
	Talk time
	Callback call
	Answered call
	Abandoned call
	Daily average pickup time, queue time and talk time
	Daily total number of answered, abandoned and callback calls
	Grand totals over the selected time interval: total number of calls, callback, answered, abandoned calls, average pickup, queue and talk time.

* Queue Time - The amount of time a caller has been waiting to get connected to an agent

Format :	**Axis label** :
Table	N/A

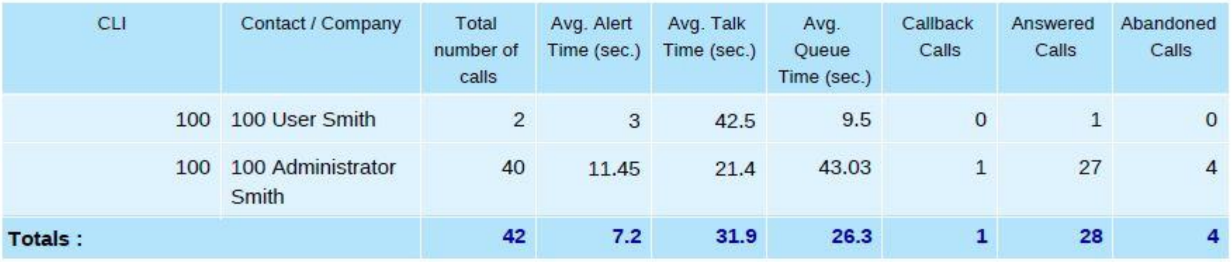
3.7.2 Calling Party Number Summary Report Detailed

Report Description :
This Report shows the sum of incoming **Contact Center Calls** calls etc, for every CLI within the selected time interval.



Calling Party Number Summary
Report Detailed
(All CLI)

From :	**Jul 1, 2012**
Until :	**Aug 15, 2012**
Print Date :	Aug 15, 2012 1:47 PM



CLI	Contact / Company	Total number of calls	Avg. Alert Time (sec.)	Avg. Talk Time (sec.)	Avg. Queue Time (sec.)	Callback Calls	Answered Calls	Abandoned Calls
100	100 User Smith	2	3	42.5	9.5	0	1	0
100	100 Administrator Smith	40	11.45	21.4	43.03	1	27	4
Totals :		**42**	**7.2**	**31.9**	**26.3**	**1**	**28**	**4**

Required Input Parameters :	**Output values**
From Date	CLI *(calling party)*
To Date (Until)	Client / Company *(If available)*
Daily Report	Total number of calls
	Average Pickup Time (sec.)
	Average Talk Time (sec.)
	Callback Calls *(Number of callback calls...)*
	Answered Calls *(Number of answered calls...)*
	Abandoned Calls *(Number of abandoned calls...)*
	Grand Totals over the selected time interval

* Queue Time - The amount of time a caller has been waiting to get connected to an agent

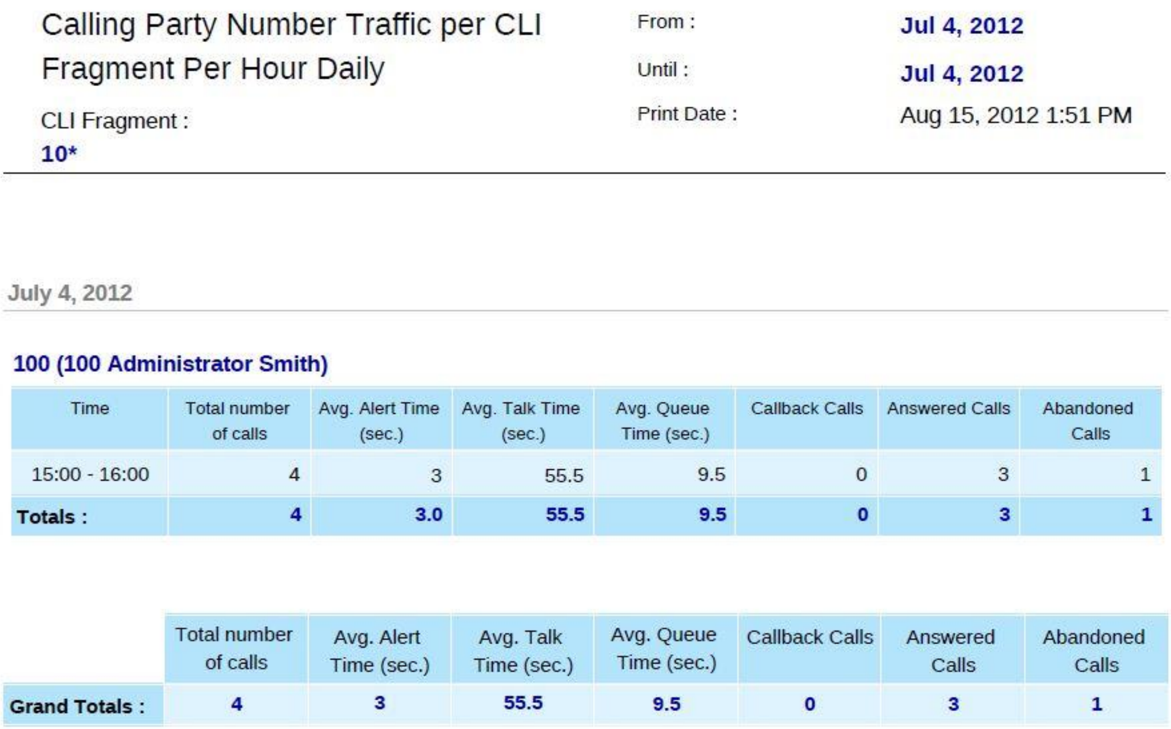
Format :	**Axis label** :
Table	N/A

3.7.3 Calling Party Number Traffic per CLI Fragment Per Hour Daily

Report Description :

This Report shows all incoming contact center calls call for all CLIs which contain the selected number fragment (beginning from the front). The calls are presented as sum grouped by date, CLI an in hourly resolution over the selected time interval.

Totals are calculated per CLI per day and as Grand Totals over the selected time interval.



Calling Party Number Traffic per CLI Fragment Per Hour Daily

CLI Fragment :
10*

From : **Jul 4, 2012**
Until : **Jul 4, 2012**
Print Date : Aug 15, 2012 1:51 PM

July 4, 2012

100 (100 Administrator Smith)

Time	Total number of calls	Avg. Alert Time (sec.)	Avg. Talk Time (sec.)	Avg. Queue Time (sec.)	Callback Calls	Answered Calls	Abandoned Calls
15:00 - 16:00	4	3	55.5	9.5	0	3	1
Totals :	**4**	**3.0**	**55.5**	**9.5**	**0**	**3**	**1**

	Total number of calls	Avg. Alert Time (sec.)	Avg. Talk Time (sec.)	Avg. Queue Time (sec.)	Callback Calls	Answered Calls	Abandoned Calls
Grand Totals :	**4**	**3**	**55.5**	**9.5**	**0**	**3**	**1**

Required Input Parameters :	**Output values**
From Date	Day
To Date (Until)	CLI *(calling party)*
CLI Fragment	Client name / Company *(If available)*
Daily Report	Time – Hourly interval *(Ex: 09:00-10:00)*
	Total number of calls
	Average Pickup Time (sec.)
	Average Talk Time (sec.)
	Average Queue Time (sec.)
	Callback Calls *(Number of callback calls...)*
	Answered Calls *(Number of answered calls...)*
	Abandoned Calls *(Number of abandoned calls...)*
	Daily Totals per CLI and Grand Totals over the selected time interval

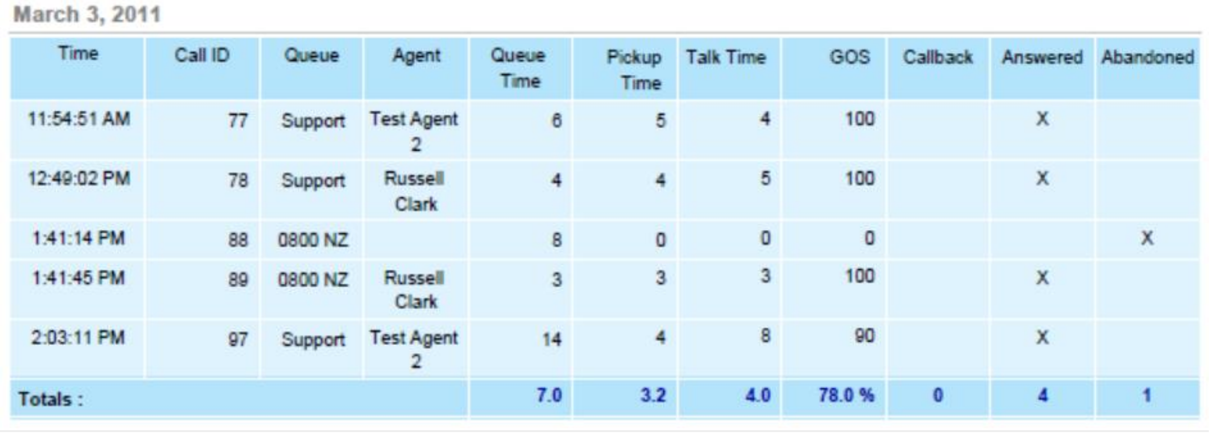
*** Queue Time - The amount of time a caller has been waiting to get connected to an agent**

Format :	**Axis label** :
Table	N/A

3.7.4 Customer ID – One Customer Number Statistic Details

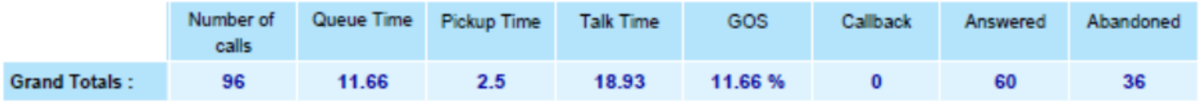
Report Description :

This Report shows all incoming Contact Center calls for one specific customer ID. Per call information about Queue, Agent (if connected) Queue-, Pick up- and Talk Time, GOS and about Callback, Answered and Abandoned Call is presented. Grand totals and average values are calculated over the selected time interval.



March 3, 2011

Time	Call ID	Queue	Agent	Queue Time	Pickup Time	Talk Time	GOS	Callback	Answered	Abandoned
11:54:51 AM	77	Support	Test Agent 2	6	5	4	100		X	
12:49:02 PM	78	Support	Russell Clark	4	4	5	100		X	
1:41:14 PM	88	0800 NZ		8	0	0	0			X
1:41:45 PM	89	0800 NZ	Russell Clark	3	3	3	100		X	
2:03:11 PM	97	Support	Test Agent 2	14	4	8	90		X	
Totals :				7.0	3.2	4.0	78.0 %	0	4	1



	Number of calls	Queue Time	Pickup Time	Talk Time	GOS	Callback	Answered	Abandoned
Grand Totals :	96	11.66	2.5	18.93	11.66 %	0	60	36

Required Input Parameters :	**Output values**
From Date	Contact name and.or company (if available)
To Date (Until)	Time of call
CLI	Call ID
Daily Report	Queue
	Agent
	Queue time
	Pickup Time
	Talk time
	Grade of Service - GOS
	Callback call
	Answered call
	Abandoned call
	Daily average pickup time, queue time and talk time, grade of service in %
	Daily total number of answered, abandoned and callback calls
	Grand totals over the selected time interval : total number of calls, callback, answered, abandoned calls, average grade of service, pickup, queue and talk time.

* Queue Time - The amount of time a caller has been waiting to get connected to an agent

Format :	**Axis label** :
Table	N/A

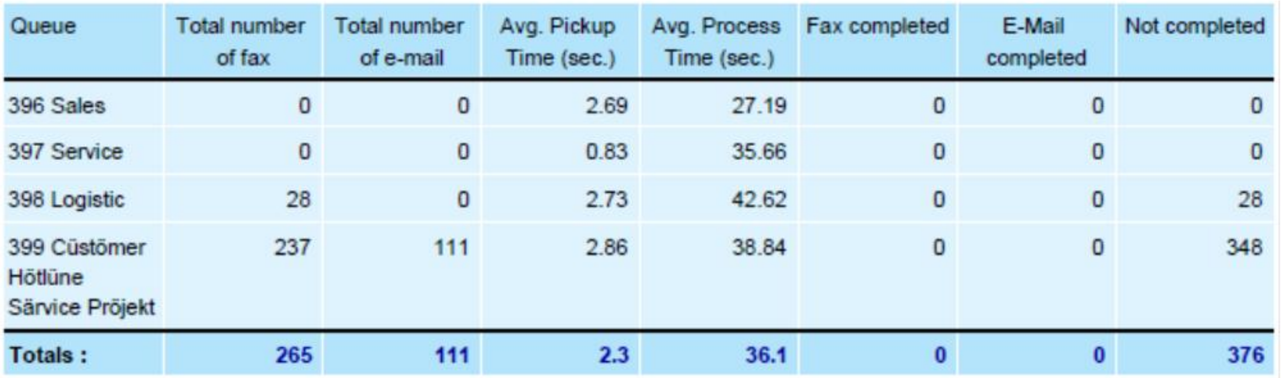
3.8 Report templates within the group „Fax / E-Mail“

Report	Description	CC	UC	A
Contact Center Summary Fax / e-mail- One Queue statistic Details	Number of emails/faxes (Total number of email/faxes, number of completed email/faxes and not completed), average fax/email process time and pickup time by queues for the specified date/time range.	yes	No	No
E-mail - One Queue statistic Details	This Report shows all incoming Contact Center E-Mail details for one specific queue. Grand totals are calculated daily and over the selected time interval.	yes	No	No
Fax - One Queue statistic Details	This Report shows all incoming Contact Center Fax details for one specific queue. Grand totals are calculated daily and over the selected time interval.	yes	No	No

Table 6 Reports of the group – Fax / E-mail

3.8.1 Contact Center Summary Details - Fax / E-Mail

Report Description :
Number of emails/faxes (Total number of email/faxes, number of completed email/faxes and not completed), average fax/email process time and pickup time by queues for the specified date/time range.



Queue	Total number of fax	Total number of e-mail	Avg. Pickup Time (sec.)	Avg. Process Time (sec.)	Fax completed	E-Mail completed	Not completed
396 Sales	0	0	2.69	27.19	0	0	0
397 Service	0	0	0.83	35.66	0	0	0
398 Logistic	28	0	2.73	42.62	0	0	28
399 Cüstömer Hötlüne Särvice Pröjekt	237	111	2.86	38.84	0	0	348
Totals :	**265**	**111**	**2.3**	**36.1**	**0**	**0**	**376**

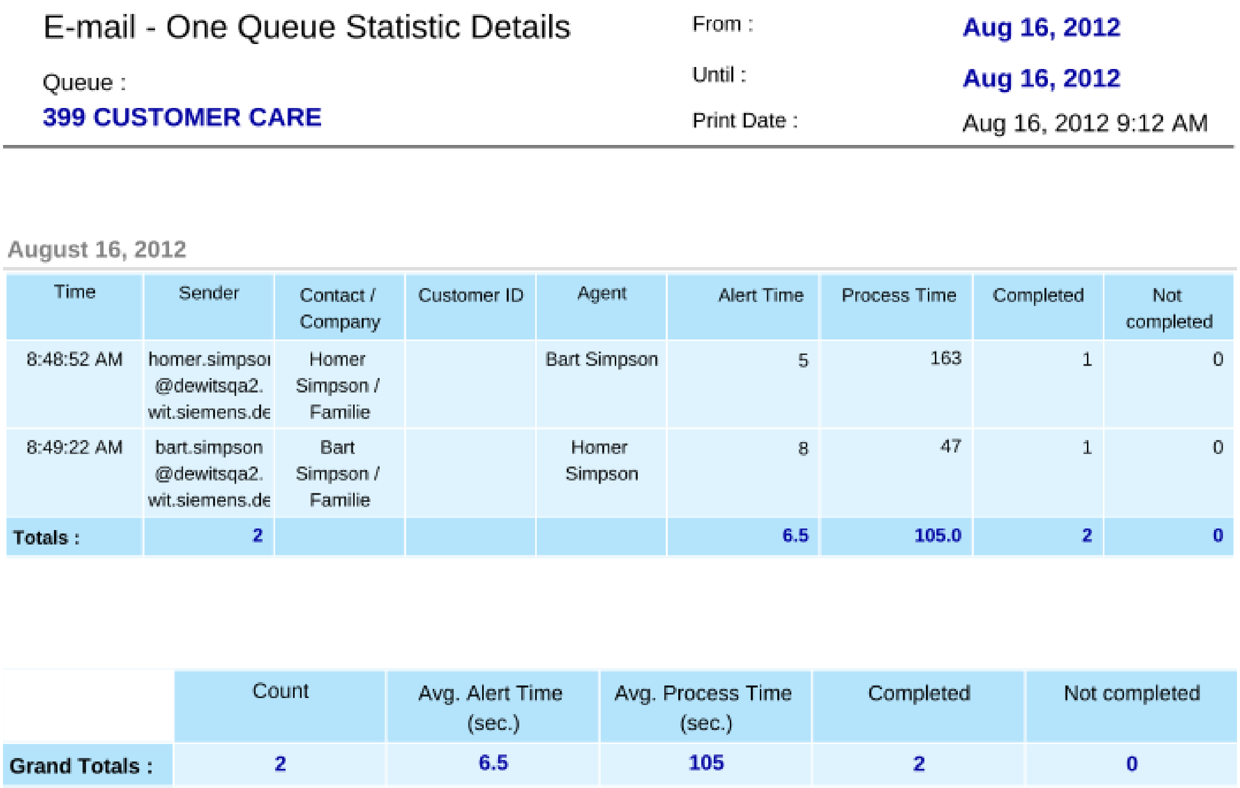
Required Input Parameters :	**Output values**
From Date	Queue
To Date (Until)	Total number of faxes per queue
Daily Report	Total number of e-mails per queue
	Average pickup time (sec.)
	Average process time (sec.)
	Fax Completed
	E-Mail Completed
	Not Completed (Fax and E-Mail)
	Total number of faxes and emails
	Total average pickup time and process time
	Total number of fax completed, e-mail completed and not completed (email and fax)

* Queue Time - The amount of time a caller has been waiting to get connected to an agent

Format :	**Axis label** :
Table	N/A

3.8.2 E-mail - One Queue Statistic Details

Report Description :
This Report shows all incoming Contact Center E-Mail details for one specific queue. Grand totals are calculated daily and over the selected time interval.



E-mail - One Queue Statistic Details

Queue :
399 CUSTOMER CARE

From : Aug 16, 2012
Until : Aug 16, 2012
Print Date : Aug 16, 2012 9:12 AM

August 16, 2012

Time	Sender	Contact / Company	Customer ID	Agent	Alert Time	Process Time	Completed	Not completed
8:48:52 AM	homer.simpso @dewitsqa2. wit.siemens.de	Homer Simpson / Familie		Bart Simpson	5	163	1	0
8:49:22 AM	bart.simpson @dewitsqa2. wit.siemens.de	Bart Simpson / Familie		Homer Simpson	8	47	1	0
Totals :	**2**				**6.5**	**105.0**	**2**	**0**

	Count	Avg. Alert Time (sec.)	Avg. Process Time (sec.)	Completed	Not completed
Grand Totals :	**2**	**6.5**	**105**	**2**	**0**

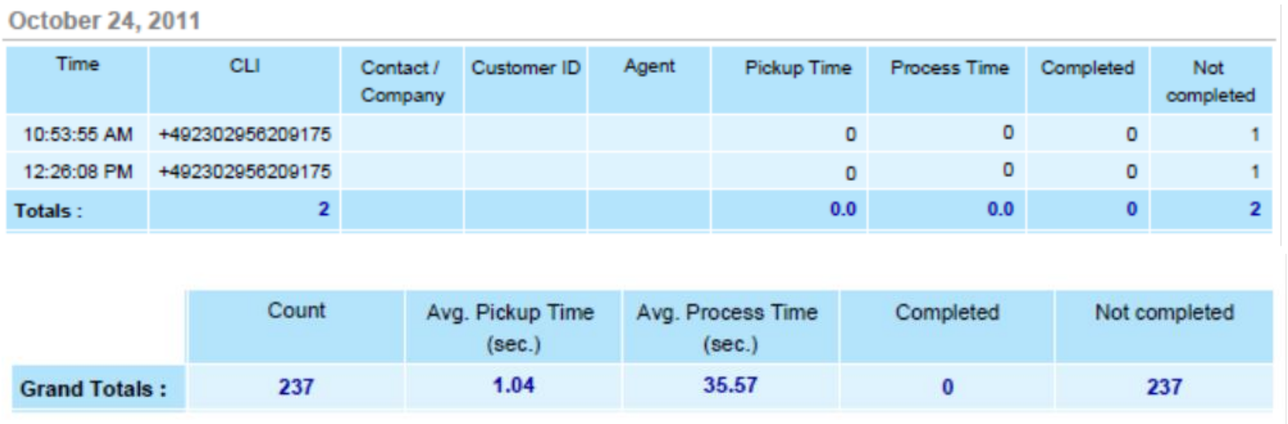
Required Input Parameters :	**Output values**
From Date	Time of call
To Date (Until)	Sender (email)
Queue	Contact/Company
Daily Report	Customer ID (external ID)
	Agent
	Pickup Time
	Process time
	Completed
	Not completed
	Daily average pickup time and process time
	Daily total number of e-mails, completed and not completed
	Grand totals over the selected time interval : total number of emails, average pickup, and process time, completed and not completed emails.

* Queue Time - The amount of time a caller has been waiting to get connected to an agent

Format :	**Axis label** :
Table	N/A

3.8.3 Fax - One Queue Statistic Details

Report Description :
This Report shows all incoming Contact Center Fax details for one specific queue. Grand totals are calculated daily and over the selected time interval.



October 24, 2011

Time	CLI	Contact / Company	Customer ID	Agent	Pickup Time	Process Time	Completed	Not completed
10:53:55 AM	+492302956209175				0	0	0	1
12:26:08 PM	+492302956209175				0	0	0	1
Totals :	**2**				**0.0**	**0.0**	**0**	**2**

	Count	Avg. Pickup Time (sec.)	Avg. Process Time (sec.)	Completed	Not completed
Grand Totals :	**237**	**1.04**	**35.57**	**0**	**237**

Required Input Parameters :	**Output values**
From Date	Time of call
To Date (Until)	CLI (calling party)
Queue	Contact/Company
Daily Report	Customer ID (external ID)
	Agent
	Pickup Time
	Process time
	Completed
	Not completed
	Daily average pickup time and process time
	Daily total number of faxes, completed and not completed
	Grand totals over the selected time interval : total number of faxes, average pickup, and process time, completed and not completed faxes.

* Queue Time - The amount of time a caller has been waiting to get connected to an agent

Format :	**Axis label** :
Table	N/A

3.9 Report templates within the group „Other“

These reports contain system wide information and not only contact center related information.

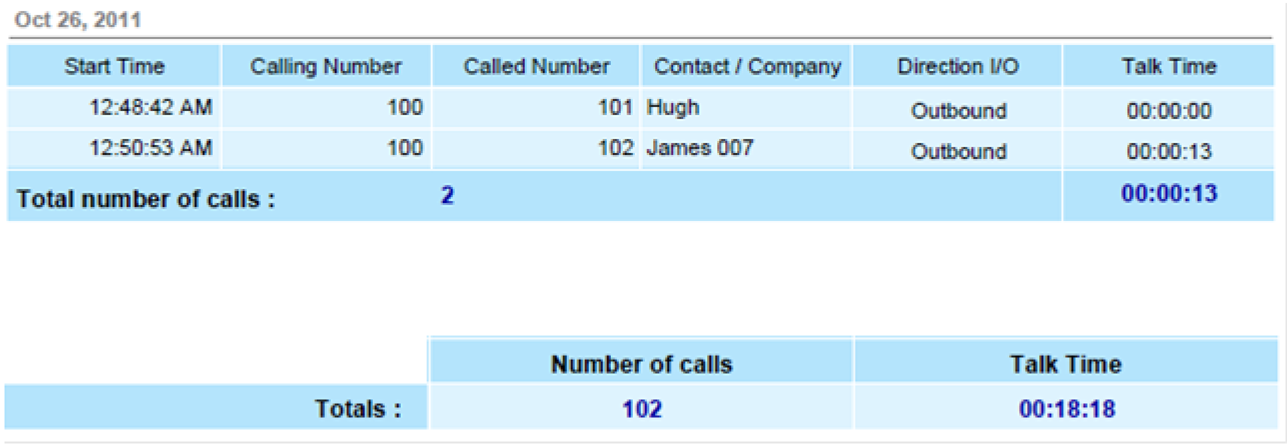
Report	Description	CC	UC	A
Call History Per User	Displaying call history information for the specified user in the selected date range.	No	yes	no
Default Break Information	Default break information (Break name and default break interval in minutes)	No	Yes	No
External Directory User Details	This report displays information about the users external directory (User company, first name, surname, business phone 1, business phone 2, home phone and mobile phone)	No	Yes	No
Fax Journal – Received Faxes (By Users)	This report shows details of the received faxes for a specified user in the selected date range.	No	Yes	No
Fax Journal – Sent Faxes (By Users)	This report shows details of the sent faxes for a specified user in the selected date range.	No	Yes	No
Fax Transmission Report	Faxes Transmission Report – fax details including the fax itself.	No	Yes	No
Incoming Call Report - Hourly	Number of incoming calls per hour and daily	No	Yes	No
Incoming Call Report – Hourly Per Weekday	Number of incoming calls per hour and weekday	No	Yes	No
Internal Directory User Details	This report shows information about the user internal directory.	No	Yes	No
Voice-mail Center (All users)	This report shows voice-mails details in the specified date range.	No	Yes	No
Voice-mail Center (By User)	This report shows voice-mails details for selected user in the specified date range.	No	Yes	No

Table 7 Reports of the group – Other

3.9.1 Call History Per User

Report Description :

Displaying call history information for the specified user in the selected date range.



Oct 26, 2011

Start Time	Calling Number	Called Number	Contact / Company	Direction I/O	Talk Time
12:48:42 AM	100	101	Hugh	Outbound	00:00:00
12:50:53 AM	100	102	James 007	Outbound	00:00:13
Total number of calls :	**2**				**00:00:13**

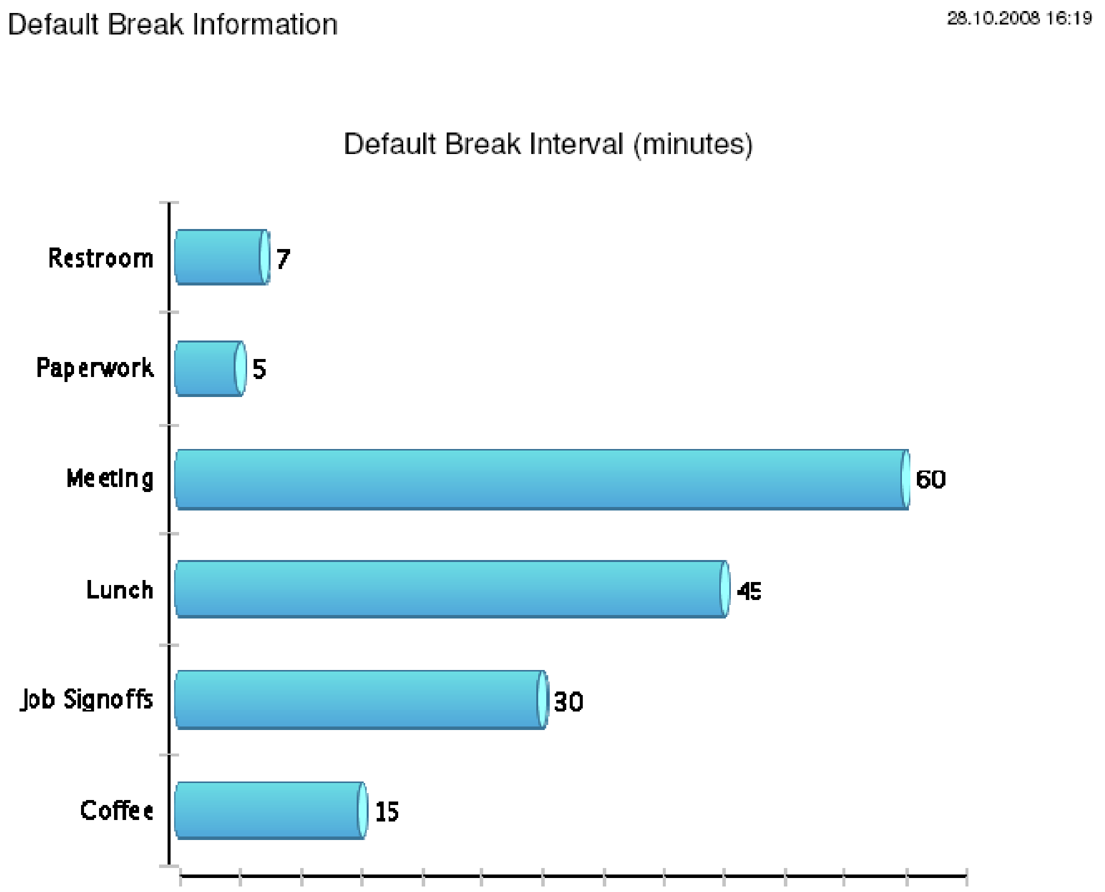
	Number of calls	Talk Time
Totals :	**102**	**00:18:18**

Required Input Parameters :	**Output values** :
From Date	Call Date
Until (To Date)	Start Time
User	Calling Number,
Daily Report	Called Number,
	Contact / Company
	Direction I/O (Inbound / Outbound),
	Talk Time,
	Daily total number of calls,
	Daily total talk time,
	Total number of calls,
	Total talk time
	* The values are grouped daily

Format :	**Axis label**
Table	N/A

3.9.2 Default Break Information

Report Description :
Default break information (Break name and default break interval in minutes)


Default Break Information

28.10.2008 16:19

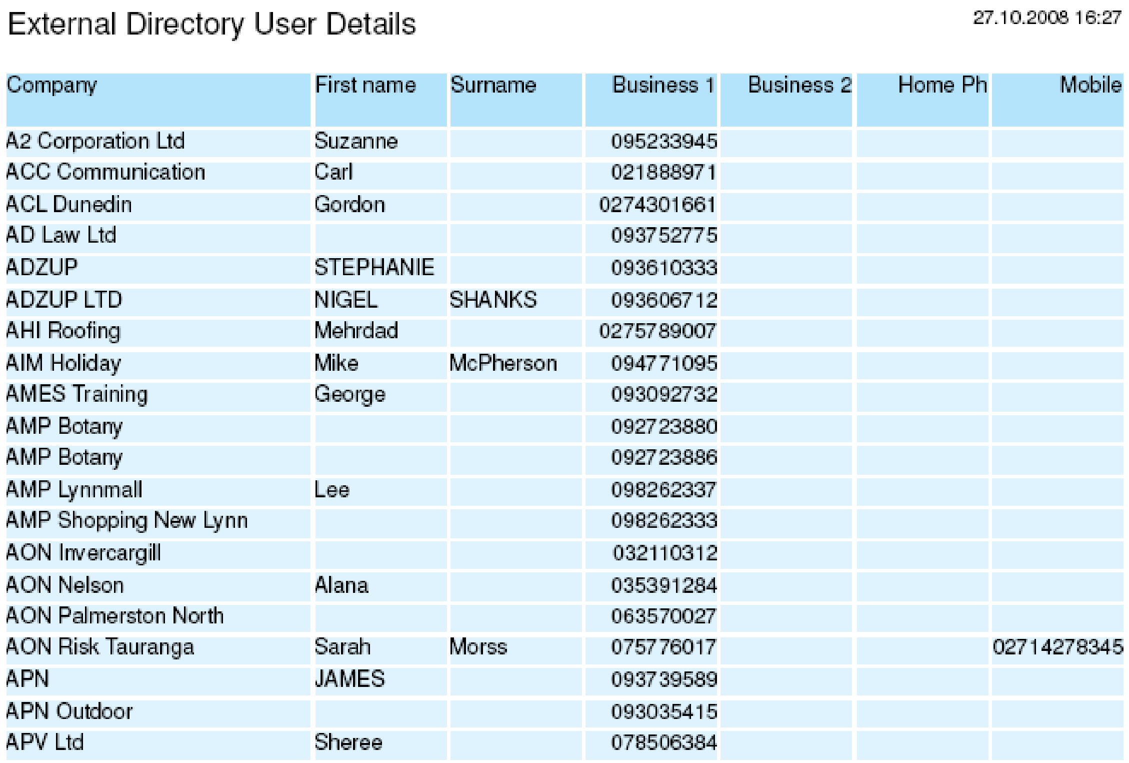
Default Break Interval (minutes)

Required Input Parameters :	**Output values** :
N/A	N/A

Format :	**Axis label** :
Graphic	Horizontal : Break default interval (minutes) Vertical : Break name

3.9.3 External Directory User Details

Report Description :
This report display information about the user external directory (User company, first name, surname, business phone 1, business phone 2, home phone and mobile phone)



External Directory User Details

27.10.2008 16:27

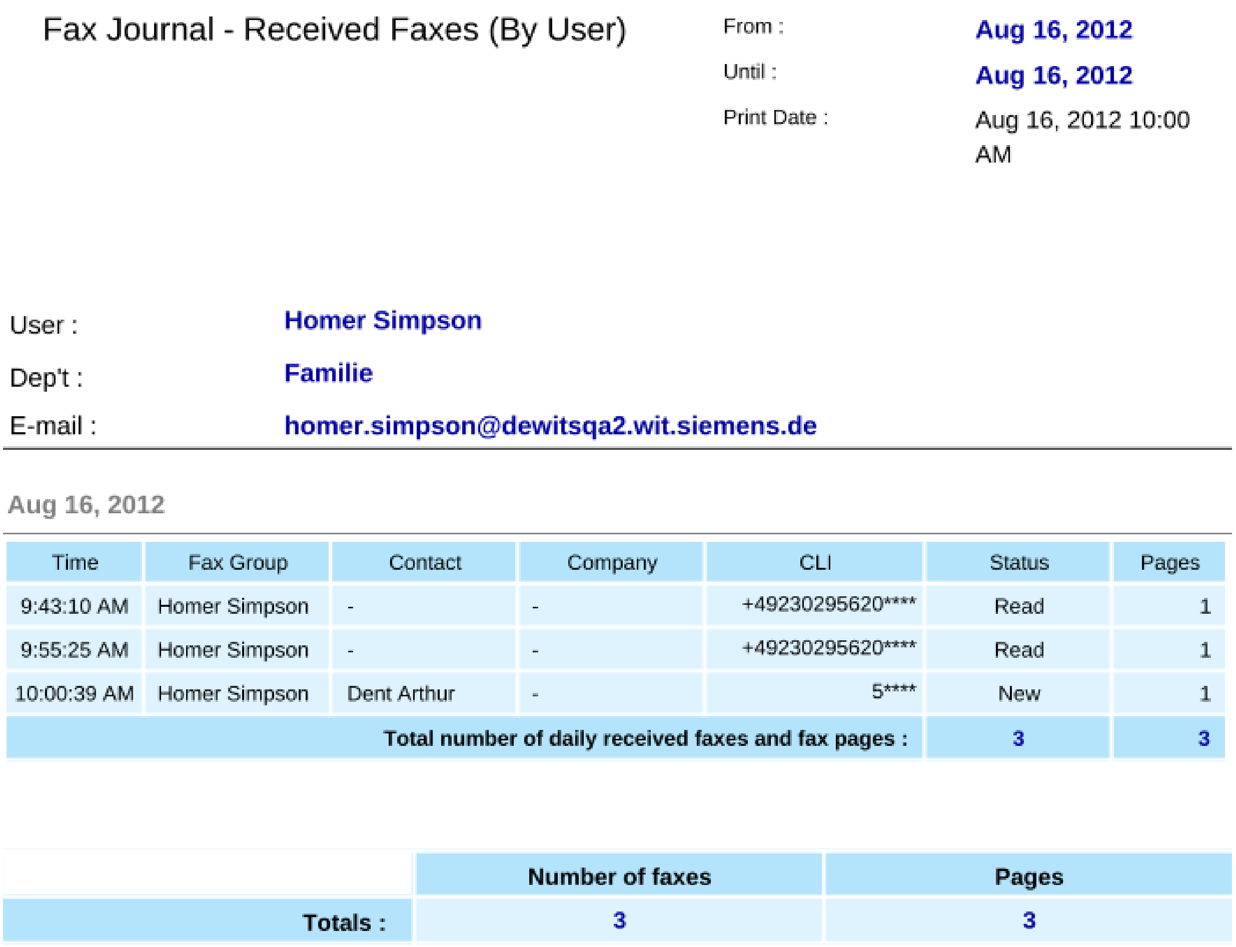
Company	First name	Surname	Business 1	Business 2	Home Ph	Mobile
A2 Corporation Ltd	Suzanne		095233945			
ACC Communication	Carl		021888971			
ACL Dunedin	Gordon		0274301661			
AD Law Ltd			093752775			
ADZUP	STEPHANIE		093610333			
ADZUP LTD	NIGEL	SHANKS	093606712			
AHI Roofing	Mehrdad		0275789007			
AIM Holiday	Mike	McPherson	094771095			
AMES Training	George		093092732			
AMP Botany			092723880			
AMP Botany			092723886			
AMP Lynnmall	Lee		098262337			
AMP Shopping New Lynn			098262333			
AON Invercargill			032110312			
AON Nelson	Alana		035391284			
AON Palmerston North			063570027			
AON Risk Tauranga	Sarah	Morss	075776017			02714278345
APN	JAMES		093739589			
APN Outdoor			093035415			
APV Ltd	Sheree		078506384			

Required Input Parameters	**Output values** :
N/A	User Company
	First name
	Surname
	Business ph. 1
	Business ph. 2
	Home Phone
	Mobile Phone

Format :	**Axis label** :
Table	N/A

3.9.5 Fax Journal – Received Faxes (By User)

Report Description :
This report shows details of the received faxes for a specified user in the selected date range.



Fax Journal - Received Faxes (By User)

From : **Aug 16, 2012**
Until : **Aug 16, 2012**
Print Date : Aug 16, 2012 10:00 AM

User : **Homer Simpson**
Dep't : **Familie**
E-mail : **homer.simpson@dewitsqa2.wit.siemens.de**

Aug 16, 2012

Time	Fax Group	Contact	Company	CLI	Status	Pages
9:43:10 AM	Homer Simpson	-	-	+49230295620****	Read	1
9:55:25 AM	Homer Simpson	-	-	+49230295620****	Read	1
10:00:39 AM	Homer Simpson	Dent Arthur	-	5****	New	1
Total number of daily received faxes and fax pages :					**3**	**3**

	Number of faxes	Pages
Totals :	**3**	**3**

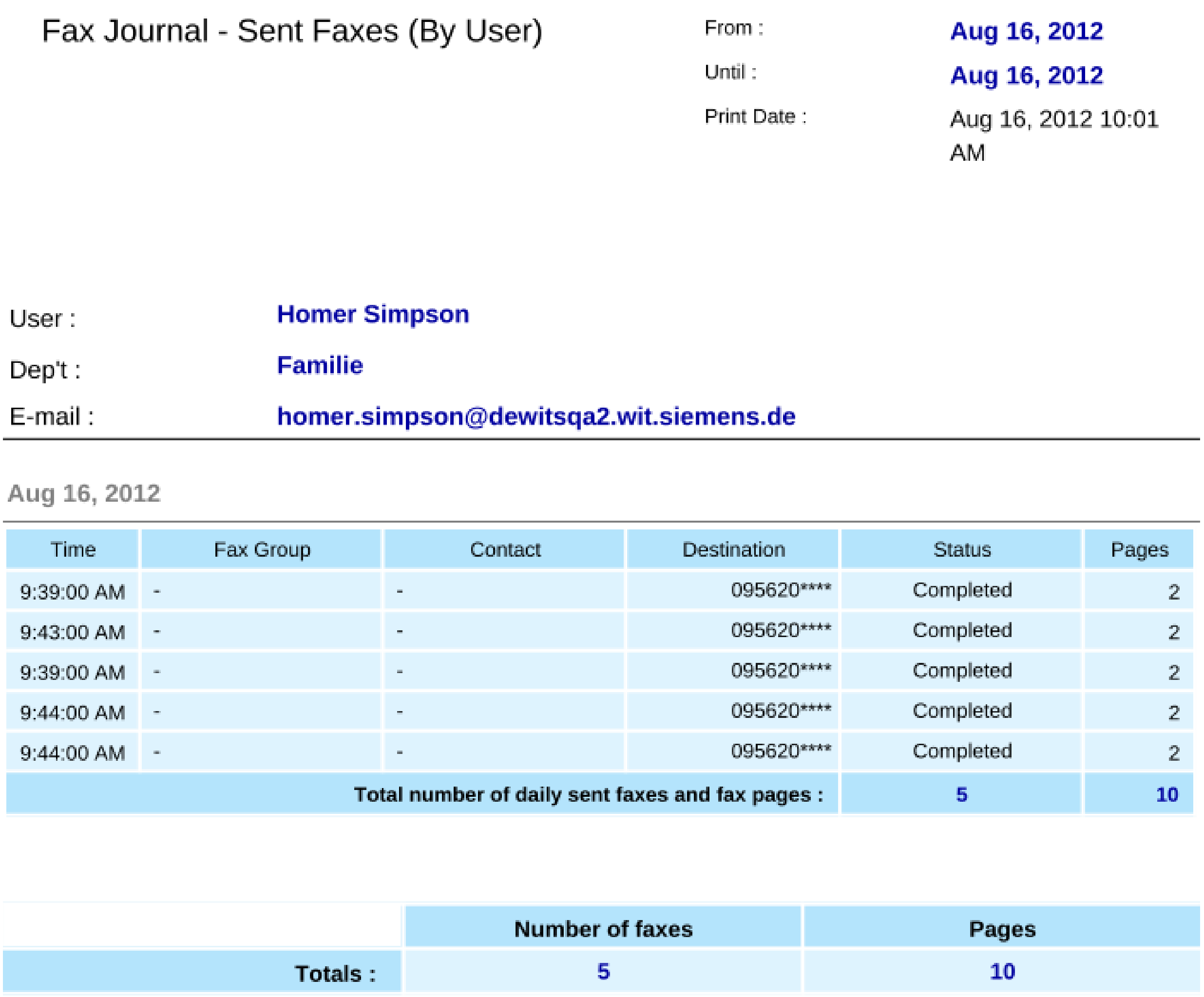
Required Input Parameters	**Output values** :
From Date	Time
Until (To Date)	Fax Group
User	Contact (Last Name First Name)
Daily Report	Company
	CLI – Fax Calling Number
	Fax Status
	Fax Pages
	Total number of daily received faxes and fax pages
	Total number of received faxes
	Total number of received fax pages

*The values are grouped daily

Format :	**Axis label** :
Table	N/A

3.9.6 Fax Journal – Sent Faxes (By User)

Report Description :
This report shows details of the sent faxes for a specified user in the selected date range.



Fax Journal - Sent Faxes (By User)

From : **Aug 16, 2012**
Until : **Aug 16, 2012**
Print Date : Aug 16, 2012 10:01 AM

User : **Homer Simpson**
Dep't : **Familie**
E-mail : **homer.simpson@dewitsqa2.wit.siemens.de**

Aug 16, 2012

Time	Fax Group	Contact	Destination	Status	Pages
9:39:00 AM	-	-	095620****	Completed	2
9:43:00 AM	-	-	095620****	Completed	2
9:39:00 AM	-	-	095620****	Completed	2
9:44:00 AM	-	-	095620****	Completed	2
9:44:00 AM	-	-	095620****	Completed	2
Total number of daily sent faxes and fax pages :				**5**	**10**

	Number of faxes	Pages
Totals :	**5**	**10**

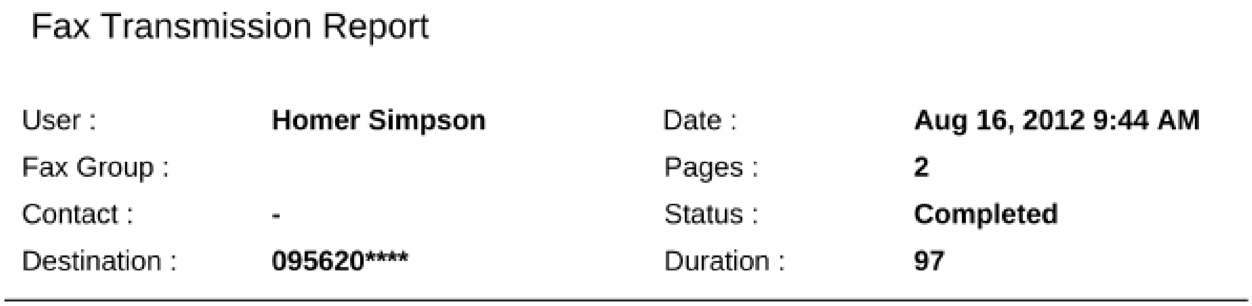
Required Input Parameters	**Output values** :
From Date	Time
Until (To Date)	Fax Group
User	Contact (Last Name First Name – Company)
Daily Report	Destination
	Status
	Pages
	Total number of daily sent faxes and fax pages
	Total number of sent faxes
	Total number of sent fax pages

*The values are grouped daily

Format :	**Axis label** :
Table	N/A

3.9.7 Fax Transmission Report

Report Description :
Fax Transmission Report – fax details including the fax itself.



Fax Transmission Report

User :	**Homer Simpson**	Date :	**Aug 16, 2012 9:44 AM**
Fax Group :		Pages :	**2**
Contact :	**-**	Status :	**Completed**
Destination :	**095620******	Duration :	**97**

Required Input Parameters	**Output values** :
From Date	Fax ID
Until (To Date)	
Business hours only (else 24/24)	
Daily Report	

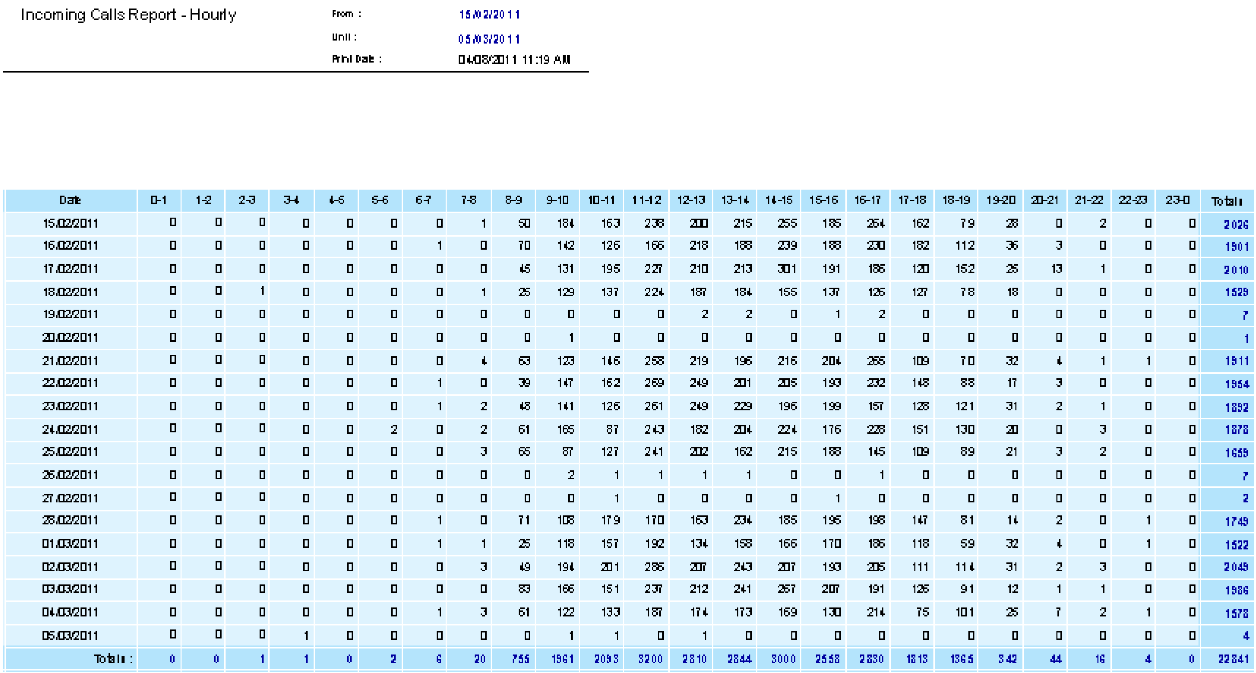
*The values are grouped daily

Format :	**Axis label** :
Text (fax details) + Fax (embed picture)	N/A

3.9.8 Incoming Calls Report - Hourly

Non Contact Center Report
UC Report

Report Description :
Count of incoming calls per hour and daily



Incoming Calls Report - Hourly

From : 15/02/2011
Until : 05/03/2011
Print Date : 04/08/2011 11:19 AM

Date	0-1	1-2	2-3	3-4	4-5	5-6	6-7	7-8	8-9	9-10	10-11	11-12	12-13	13-14	14-15	15-16	16-17	17-18	18-19	19-20	20-21	21-22	22-23	23-0	Total
15.02.2011	0	0	0	0	0	0	0	1	50	184	163	238	200	215	255	185	264	162	79	28	0	2	0	0	2026
16.02.2011	0	0	0	0	0	0	1	0	70	142	126	166	218	188	239	188	230	182	112	36	3	0	0	0	1901
17.02.2011	0	0	0	0	0	0	0	0	45	131	195	227	210	213	301	191	186	120	152	25	13	1	0	0	2010
18.02.2011	0	0	1	0	0	0	0	1	25	129	137	224	187	184	155	137	126	127	78	18	0	0	0	0	1529
19.02.2011	0	0	0	0	0	0	0	0	0	0	0	0	2	2	0	1	2	0	0	0	0	0	0	0	7
20.02.2011	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
21.02.2011	0	0	0	0	0	0	0	4	63	123	146	258	219	196	216	204	265	109	70	32	4	1	1	0	1911
22.02.2011	0	0	0	0	0	0	1	0	39	147	162	269	249	201	205	193	232	148	88	17	3	0	0	0	1954
23.02.2011	0	0	0	0	0	0	1	2	48	141	126	261	249	229	196	199	157	128	121	31	2	1	0	0	1892
24.02.2011	0	0	0	0	0	2	0	2	61	165	87	243	182	204	224	176	228	151	130	20	0	3	0	0	1878
25.02.2011	0	0	0	0	0	0	0	3	65	87	127	241	202	162	215	188	145	109	89	21	3	2	0	0	1659
26.02.2011	0	0	0	0	0	0	0	0	0	2	1	1	1	1	0	0	1	0	0	0	0	0	0	0	7
27.02.2011	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	2
28.02.2011	0	0	0	0	0	0	1	0	71	108	179	170	163	234	185	195	198	147	81	14	2	0	1	0	1749
01.03.2011	0	0	0	0	0	0	1	1	25	118	157	192	134	158	166	170	186	118	59	32	4	0	1	0	1522
02.03.2011	0	0	0	0	0	0	0	3	49	194	201	286	207	243	207	193	205	111	114	31	2	3	0	0	2049
03.03.2011	0	0	0	0	0	0	0	0	83	166	151	237	212	241	267	207	191	126	91	12	1	1	0	0	1986
04.03.2011	0	0	0	0	0	0	1	3	61	122	133	187	174	173	169	130	214	75	101	25	7	2	1	0	1578
05.03.2011	0	0	0	1	0	0	0	0	0	1	1	0	1	0	0	0	0	0	0	0	0	0	0	0	4
Totals :	0	0	1	1	0	2	6	20	755	1961	2093	3200	2810	2844	3000	2558	2830	1813	1365	342	44	16	4	0	22841

Required Input Parameters	**Output values** :
From Date	Number of abandoned calls per hour 0-24
Until (To Date)	Total number of calls per day (horizontally)
Daily Report	Total number of calls per hour (for all available days - vertically)

*The values are grouped daily

Format :	**Axis label** :
Table	N/A

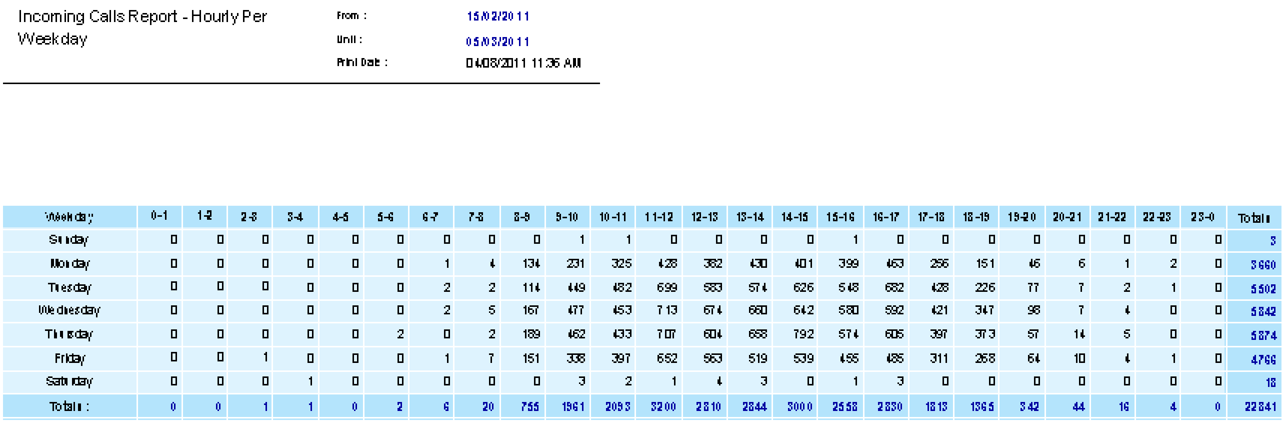
3.9.9 Incoming Calls Report – Hourly Per Weekday

Non Contact Center report

UC Report

Report Description :

Count of incoming calls per hour and weekday



Incoming Calls Report - Hourly Per Weekday

From : 15/02/2011

Until : 05/03/2011

Print Date : 04/08/2011 11:36 AM

Weekday	0-1	1-2	2-3	3-4	4-5	5-6	6-7	7-8	8-9	9-10	10-11	11-12	12-13	13-14	14-15	15-16	16-17	17-18	18-19	19-20	20-21	21-22	22-23	23-0	Total
Sunday	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	1	0	0	0	0	0	0	0	0	3
Monday	0	0	0	0	0	0	1	4	134	231	325	428	382	430	401	399	463	256	151	46	6	1	2	0	3660
Tuesday	0	0	0	0	0	0	2	2	114	449	482	699	583	574	626	548	682	428	226	77	7	2	1	0	5502
Wednesday	0	0	0	0	0	0	2	5	167	477	453	713	674	660	642	580	592	421	347	98	7	4	0	0	5842
Thursday	0	0	0	0	0	2	0	2	189	462	433	707	604	658	792	574	605	397	373	57	14	5	0	0	5874
Friday	0	0	1	0	0	0	1	7	151	338	397	652	563	519	539	455	485	311	268	64	10	4	1	0	4766
Saturday	0	0	0	1	0	0	0	0	0	3	2	1	4	3	0	1	3	0	0	0	0	0	0	0	18
Total :	0	0	1	1	0	2	6	20	755	1961	2093	3200	2810	2844	3000	2558	2830	1813	1365	342	44	16	4	0	22841

Required Input Parameters	**Output values** :
From Date	Number of abandoned calls per hour 0-24
Until (To Date)	Total number of calls per weekday (horizontally)
Daily Report	Total number of calls per hour (for all available days - vertically)

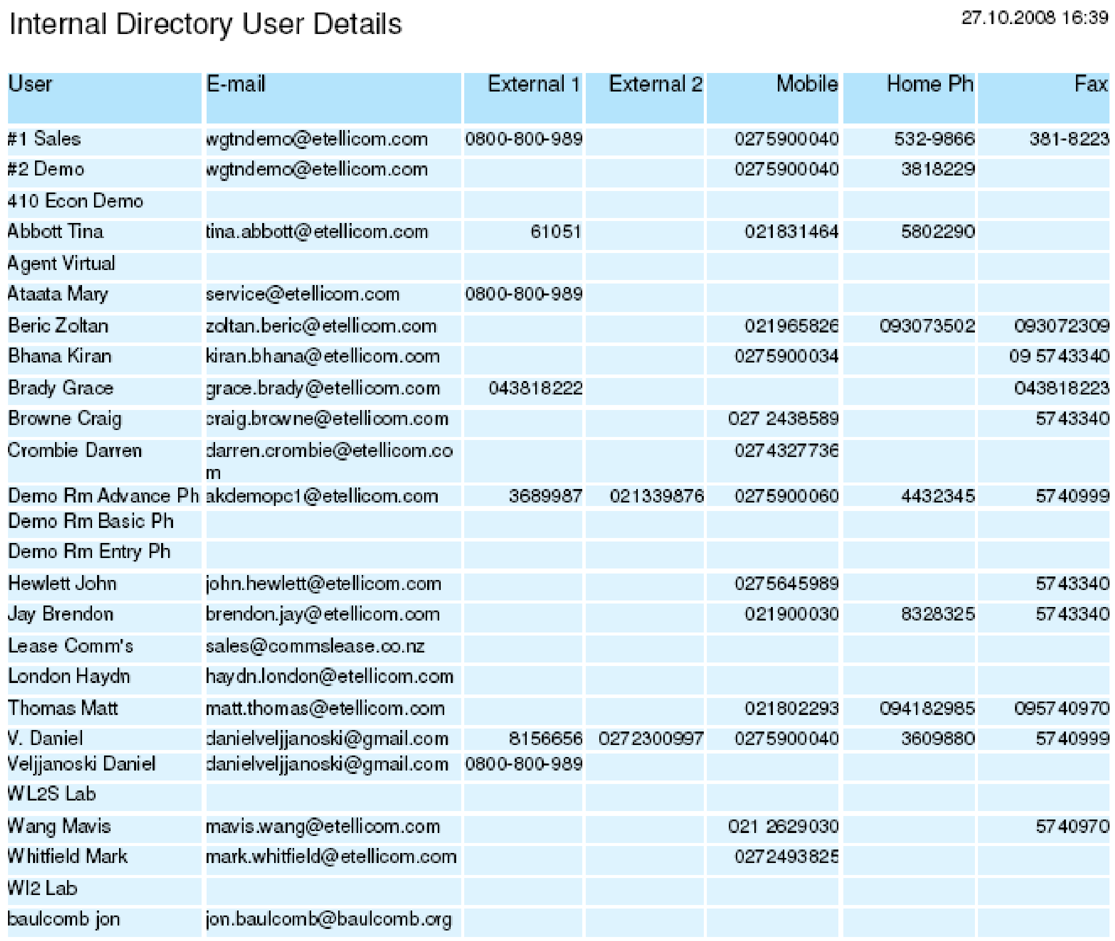
*The values are grouped daily

Format :	**Axis label** :
Table	N/A

3.9.10 Internal Directory user Details

Non Contact Center Report
UC Report

Report Description :
This report shows information about the user internal directory.



Internal Directory User Details

27.10.2008 16:39

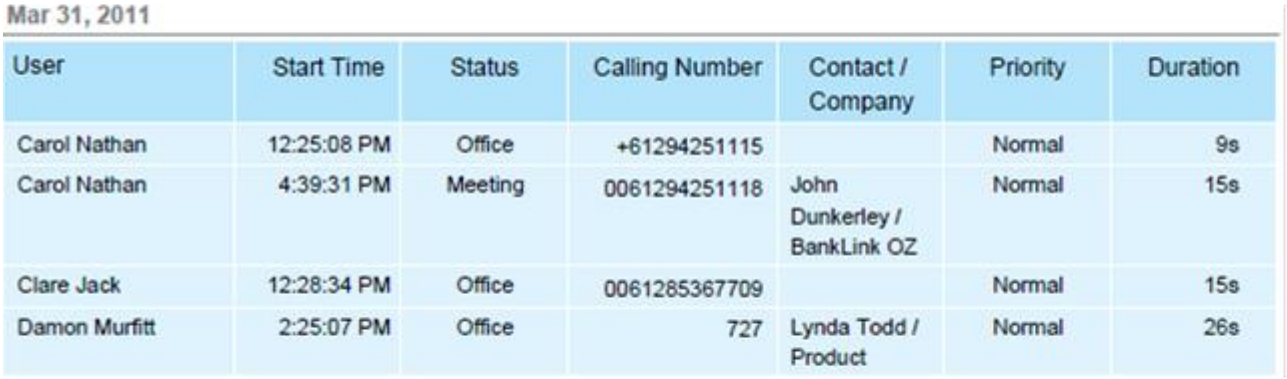
User	E-mail	External 1	External 2	Mobile	Home Ph	Fax
#1 Sales	wgtndemo@etellicom.com	0800-800-989		0275900040	532-9866	381-8223
#2 Demo	wgtndemo@etellicom.com			0275900040	3818229	
410 Econ Demo						
Abbott Tina	tina.abbott@etellicom.com	61051		021831464	5802290	
Agent Virtual						
Ataata Mary	service@etellicom.com	0800-800-989				
Beric Zoltan	zoltan.beric@etellicom.com			021965826	093073502	093072309
Bhana Kiran	kiran.bhana@etellicom.com			0275900034		09 5743340
Brady Grace	grace.brady@etellicom.com	043818222				043818223
Browne Craig	craig.browne@etellicom.com			027 2438589		5743340
Crombie Darren	darren.crombie@etellicom.com			0274327736		
Demo Rm Advance Ph	akdemopc1@etellicom.com	3689987	021339876	0275900060	4432345	5740999
Demo Rm Basic Ph						
Demo Rm Entry Ph						
Hewlett John	john.hewlett@etellicom.com			0275645989		5743340
Jay Brendon	brendon.jay@etellicom.com			021900030	8328325	5743340
Lease Comm's	sales@commslease.co.nz					
London Haydn	haydn.london@etellicom.com					
Thomas Matt	matt.thomas@etellicom.com			021802293	094182985	095740970
V. Daniel	danielveljjanoski@gmail.com	8156656	0272300997	0275900040	3609880	5740999
Veljjanoski Daniel	danielveljjanoski@gmail.com	0800-800-989				
WL2S Lab						
Wang Mavis	mavis.wang@etellicom.com			021 2629030		5740970
Whitfield Mark	mark.whitfield@etellicom.com			0272493825		
Wl2 Lab						
baulcomb jon	jon.baulcomb@baulcomb.org					

Required Input Parameters :	**Output values** :
N/A	User,
	Email,
	External 1,
	External 2,
	Mobile phone,
	Home phone,
	Fax

Format :	**Axis label** :
Table	N/A

3.9.11 Voicemail Center (All Users)

Report Description :
This report shows voice-mails details in the specified date range.



Mar 31, 2011

User	Start Time	Status	Calling Number	Contact / Company	Priority	Duration
Carol Nathan	12:25:08 PM	Office	+61294251115		Normal	9s
Carol Nathan	4:39:31 PM	Meeting	0061294251118	John Dunkerley / BankLink OZ	Normal	15s
Clare Jack	12:28:34 PM	Office	0061285367709		Normal	15s
Damon Murfitt	2:25:07 PM	Office	727	Lynda Todd / Product	Normal	26s

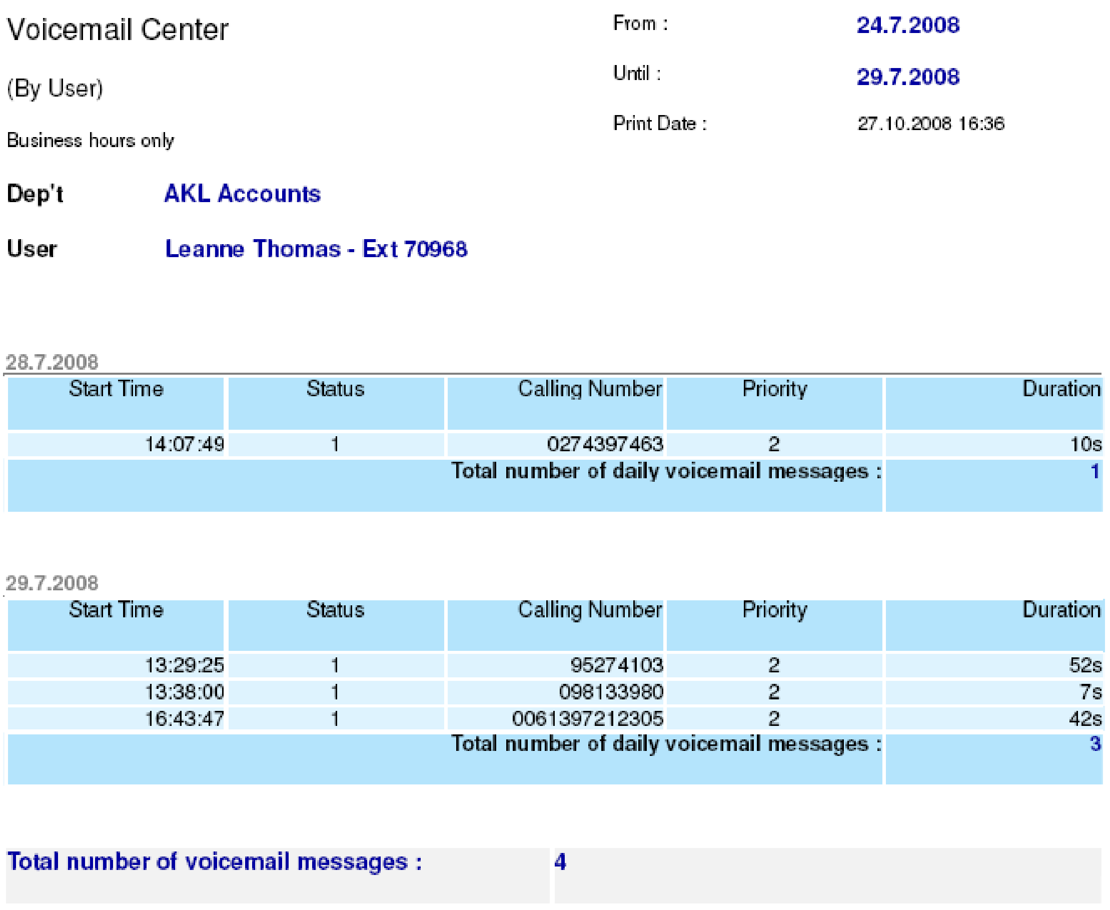
Required Input Parameters :	**Output values** :
From Date	User
Until (To Date)	Call Start Time
Users (Multiple user selection)	Office Status (Office, Meeting, Sick, Break, Gone out, Holiday, Lunch, Home, DND)
Daily Report	Calling Number
	Contact / Company
	Priority (Normal, Urgent, Private)
	Duration,
	Total number of daily voice-mail messages,
	Total number of voice-mail messages,
	* The values are grouped daily

Format	**Axis label** :
Table	N/A

3.9.12 Voicemail Center (By User)

These are non contact center related reports
UC user and ressources are considered within the reports

Report Description :
This report shows voice-mails details for selected user in the specified date range.



Voicemail Center

(By User)

Business hours only

From : 24.7.2008
Until : 29.7.2008
Print Date : 27.10.2008 16:36

Dep't AKL Accounts

User Leanne Thomas - Ext 70968

28.7.2008

Start Time	Status	Calling Number	Priority	Duration
14:07:49	1	0274397463	2	10s
		Total number of daily voicemail messages :		**1**

29.7.2008

Start Time	Status	Calling Number	Priority	Duration
13:29:25	1	95274103	2	52s
13:38:00	1	098133980	2	7s
16:43:47	1	0061397212305	2	42s
		Total number of daily voicemail messages :		**3**

Total number of voicemail messages : **4**

Required Input Parameters :	**Output values** :
From Date	Call Start Time
Until (To Date)	Office Status (Office, Meeting, Sick, Break, Gone out, Holiday, Lunch, Home, DND)
User	Calling Number
Daily Report	Contact / Company
	Priority (Normal, Urgent, Private)
	Duration
	Total number of daily voice-mail messages
	Total number of voice-mail messages
	* The values are grouped daily

Format	**Axis label**
Table	: N/A

3.10 Report templates within the group „Performance“

Contact Center rlated reports. Available reports in this report group:

Report	Description	CC	UC	A
Abandoned Calls per hour	Hourly representation of all abandoned calls in the specified date range	yes	No	Yes
Percentage of Calls received by Agent s (All Queue)Call Percentage	Displaying information about the percentage and number of calls received by agents.	yes	No	Yes
Agent Performance Details	This report show agent performance details for specified agent in a specified date/time range	yes	No	Yes
Answered Calls Per Hour	Hourly representation of all answered calls for specified date range.	yes	No	No
Contact Center Hourly Traffic By Queue	Hourly representation of the number of calls for specified queue in the selected date range.	yes	No	Yes
Contact Center – Hourly Traffic by Queue – Daily	Hourly representation of the number of calls for specified queue in the selected date range. (there is a different graphic and table for each day)	yes	No	No
Contact Center Hourly Traffic Per Hour	Hourly representation of the number of calls in the selected date range. (Contact Center Traffic – Daily has different graphic and table for each day)	yes	No	Yes
Contact Center Hourly Traffic – Daily	Hourly representation of the number of calls in the selected date range. (there is a different graphic and table for each day)	yes	No	Yes
Missed Calls Per Hour	Hourly representation of all missed calls in the specified date range.	yes	No	No
Summary Details Per Agent	Summary call details for the selected agent in the specified date range.	yes	Yes	No
Summary Details Per Queue	Summary call details for the selected queue in the specified date range.	yes	Yes	No

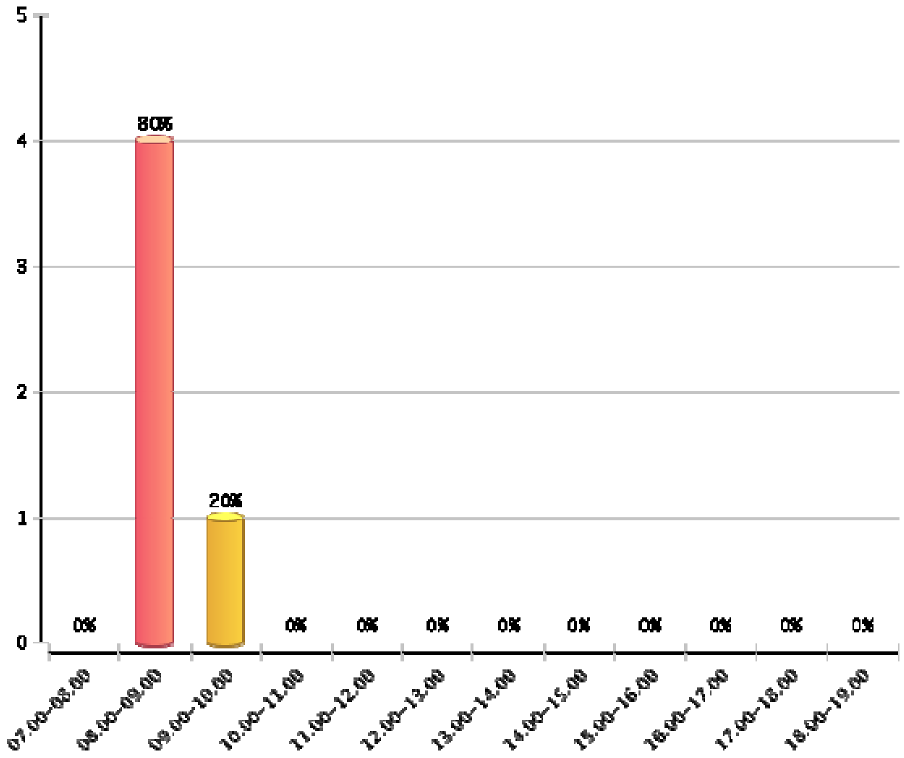
Table 8 Reports of the group – Performance

3.10.1 Abandoned Calls Per Hour

Report Description :
Hourly representation of all abandoned calls in the specified date range.

Abandoned Calls Per Hour

From :	28.4.2008
Until :	27.10.2008
Print Date :	27.10.2008 15:32



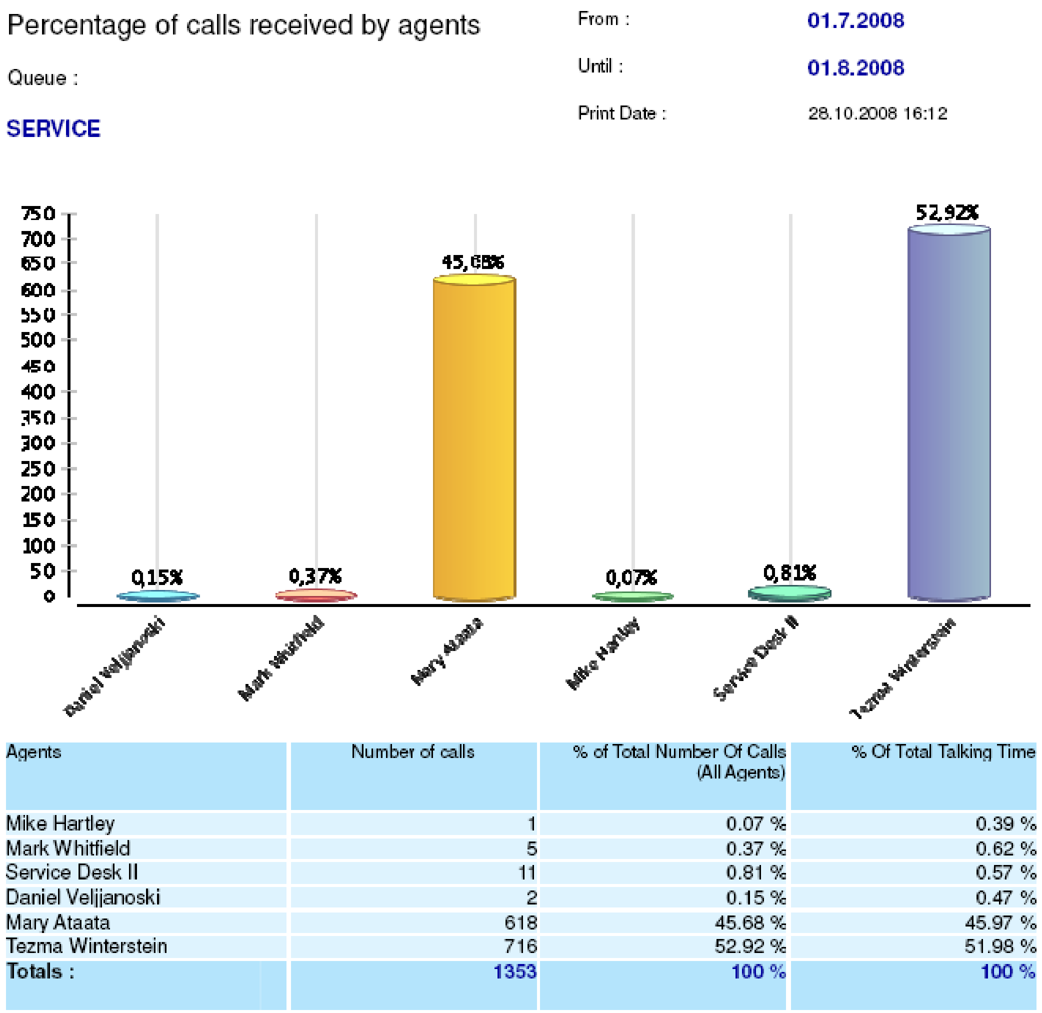
Time	# of calls	% of all abandoned calls
07.00-08.00	0	0.00%
08.00-09.00	4	80.00%
09.00-10.00	1	20.00%
10.00-11.00	0	0.00%
11.00-12.00	0	0.00%
12.00-13.00	0	0.00%
13.00-14.00	0	0.00%
14.00-15.00	0	0.00%

Required Input Parameters :	**Output values** :
From Date	Number of abandoned calls
Until (To Date)	% of all abandoned calls
Business hours only (else 24/24)	Total number of abandoned calls
Daily Report	

Format :	**Axis label** :
Table and Graphic	Horizontal : Hourly intervals
	Vertical : Number of abandoned calls

3.10.2 Percentage of calls received by agents (All Queues)

Report Description :
Displaying information about the percentage and number of calls received by agents.



Percentage of calls received by agents

Queue :

SERVICE

From : **01.7.2008**

Until : **01.8.2008**

Print Date : 28.10.2008 16:12

Agents	Number of calls	% of Total Number Of Calls (All Agents)	% Of Total Talking Time
Mike Hartley	1	0.07 %	0.39 %
Mark Whitfield	5	0.37 %	0.62 %
Service Desk II	11	0.81 %	0.57 %
Daniel Veljianoski	2	0.15 %	0.47 %
Mary Ataata	618	45.68 %	45.97 %
Tezma Winterstein	716	52.92 %	51.98 %
Totals :	1353	100 %	100 %

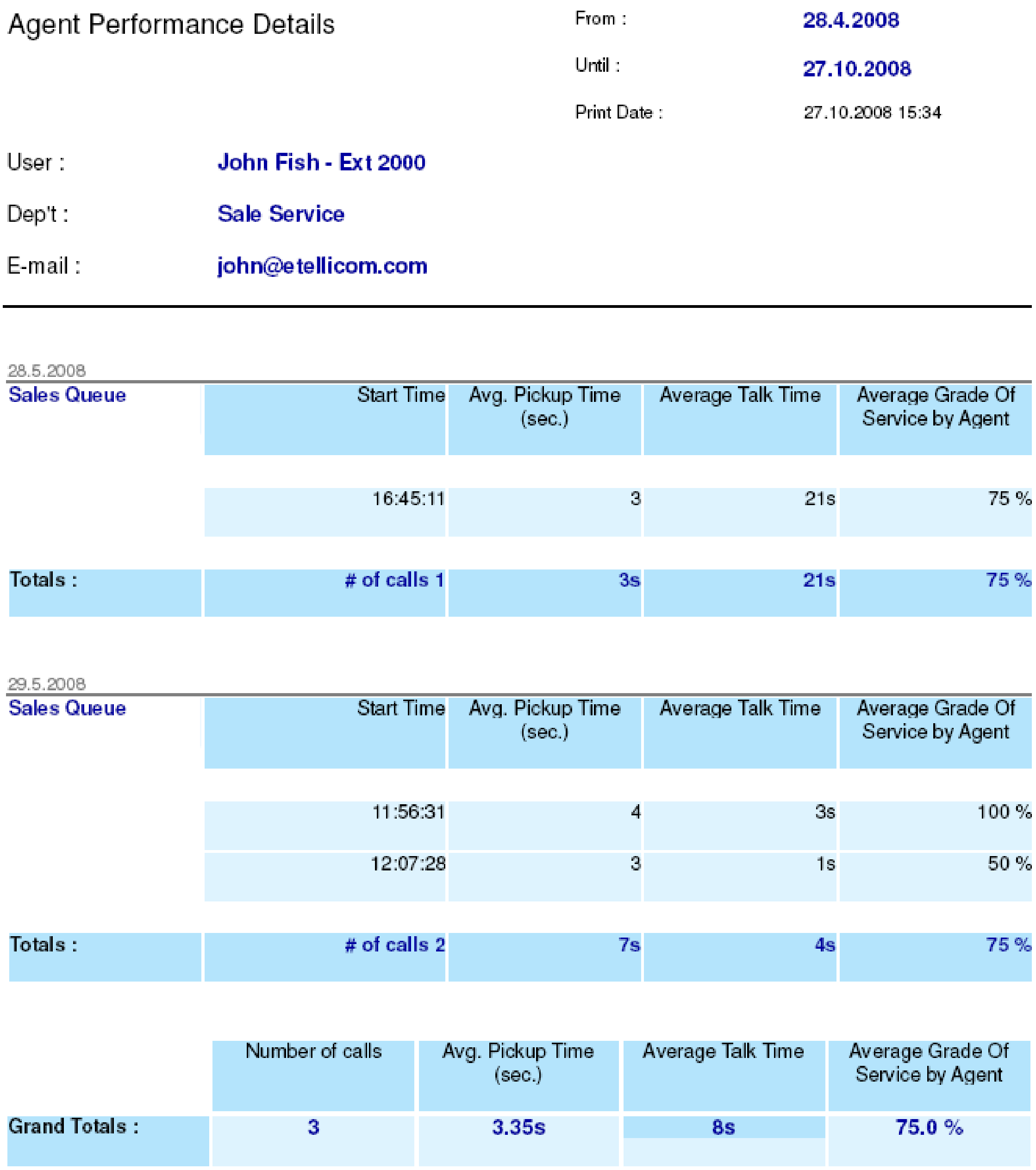
Required Input Parameters :	**Output values** :
From Date	Agent
Until (To Date)	Number of calls by agent,
Daily Report	% of total number of calls (all agents),
	% of total talk time (all agents),
	Total number of calls for all agents,

Format :	**Axis label** :
Table and Graphic	Horizontal : Agents
	Vertical : Number of calls

3.10.3 Agent Performance Details

Report Description :

This report show agent performance details for specified agent in a specified date/time range



Agent Performance Details

From : **28.4.2008**

Until : **27.10.2008**

Print Date : 27.10.2008 15:34

User : **John Fish - Ext 2000**

Dep't : **Sale Service**

E-mail : **john@etellicom.com**

28.5.2008

Sales Queue	Start Time	Avg. Pickup Time (sec.)	Average Talk Time	Average Grade Of Service by Agent
	16:45:11	3	21s	75 %
Totals :	**# of calls 1**	**3s**	**21s**	**75 %**

29.5.2008

Sales Queue	Start Time	Avg. Pickup Time (sec.)	Average Talk Time	Average Grade Of Service by Agent
	11:56:31	4	3s	100 %
	12:07:28	3	1s	50 %
Totals :	**# of calls 2**	**7s**	**4s**	**75 %**

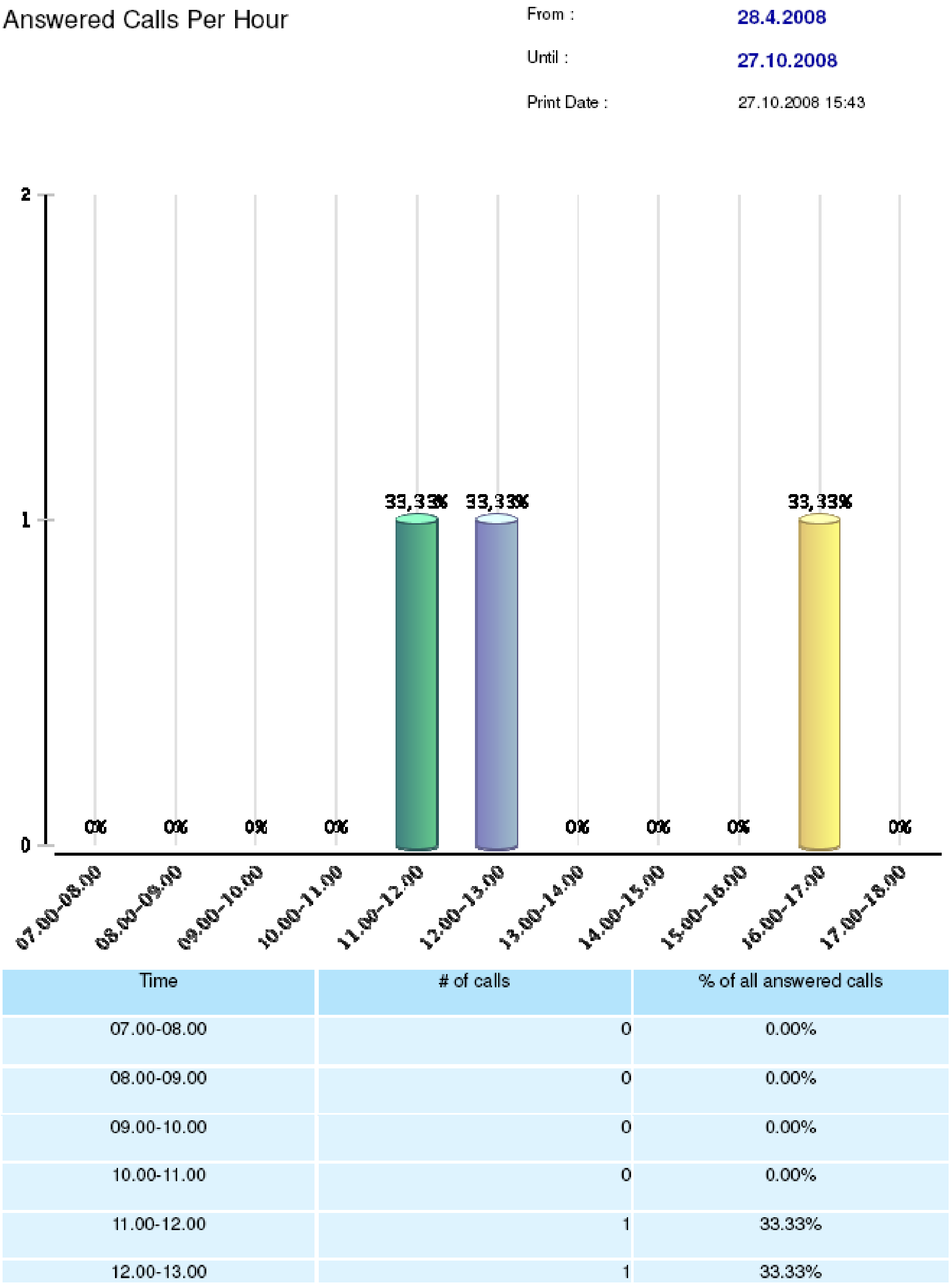
	Number of calls	Avg. Pickup Time (sec.)	Average Talk Time	Average Grade Of Service by Agent
Grand Totals :	**3**	**3.35s**	**8s**	**75.0 %**

Required Input Parameters :	**Output values** :
From Date	Queue Name
To Date (Until)	Start Time
From Time	Pickup Time
To Time	Talk Time
Agent	Grade of Service
Daily Report	Daily Total Number of Calls, Pickup Time, Talk Time per queue
	Daily Average Grade of Service per queue
	Total Number of calls
	Total Average Pickup Time, Talk Time and Grade of Service
	* The values are grouped by queue and by day

Format :	**Axis label**
Table	: N\A

3.10.4 Answered Calls Per Hour

Report Description :
Hourly representation of all answered calls for specified date range.



Answered Calls Per Hour

From : 28.4.2008

Until : 27.10.2008

Print Date : 27.10.2008 15:43

2
1
0
0%
0%
0%
0%
33,33%
33,33%
0%
0%
0%
33,33%
0%
07.00-08.00
08.00-09.00
09.00-10.00
10.00-11.00
11.00-12.00
12.00-13.00
13.00-14.00
14.00-15.00
15.00-16.00
16.00-17.00
17.00-18.00

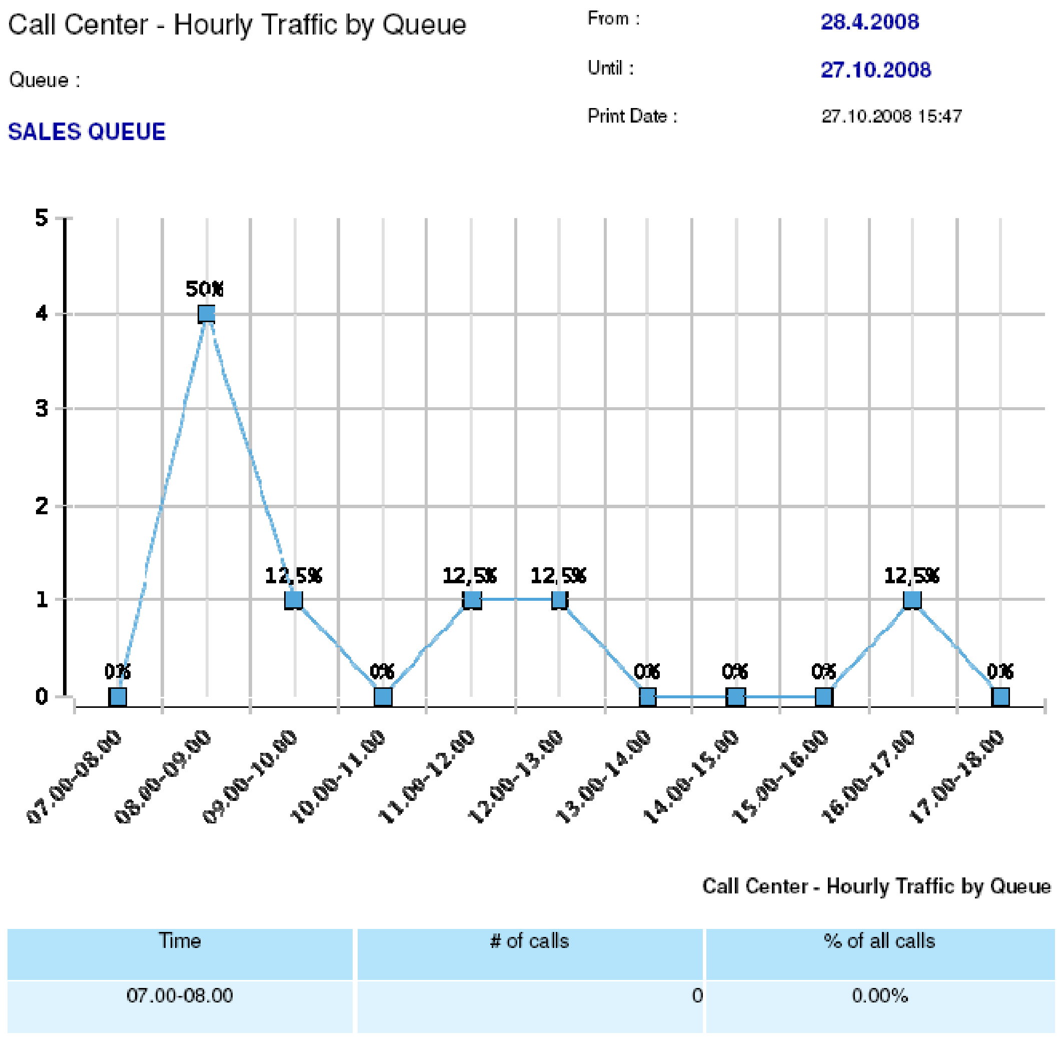
Time	# of calls	% of all answered calls
07.00-08.00	0	0.00%
08.00-09.00	0	0.00%
09.00-10.00	0	0.00%
10.00-11.00	0	0.00%
11.00-12.00	1	33.33%
12.00-13.00	1	33.33%

Required Input Parameters :	**Output values** :
From Date	Number of answered calls
Until (To Date)	% of all answered calls
Business hours only (else 24/24)	Total number of calls
Daily Report	

Format :	**Axis label** :
Table and Graphic	Horizontal : Hourly intervals
	Vertical : Number of answered calls

3.10.5 Contact Center - Hourly Traffic by Queue

Report Description :
Hourly representation of the number of calls for specified queue in the selected date range. (Hourly Traffic by Queue – Daily has different graphic and table for each day)



Call Center - Hourly Traffic by Queue

Queue :

SALES QUEUE

From : **28.4.2008**

Until : **27.10.2008**

Print Date : 27.10.2008 15:47

5
4
3
2
1
0
50%
12,5%
12,5%
12,5%
12,5%
0%
0%
0%
0%
0%
0%
07.00-08.00
08.00-09.00
09.00-10.00
10.00-11.00
11.00-12.00
12.00-13.00
13.00-14.00
14.00-15.00
15.00-16.00
16.00-17.00
17.00-18.00

Call Center - Hourly Traffic by Queue

Time	# of calls	% of all calls
07.00-08.00	0	0.00%

Required Input Parameters :	**Output values** :
From Date	Time,
Until (To Date)	Number of calls
Queue	Total number of calls
Daily Report	% of total number of calls

Format :	**Axis label** :
Table & Graphic	Horizontal : Hourly intervals
	Vertical : number of calls

3.10.6 Call Center - Hourly Traffic by Queue(Daily)

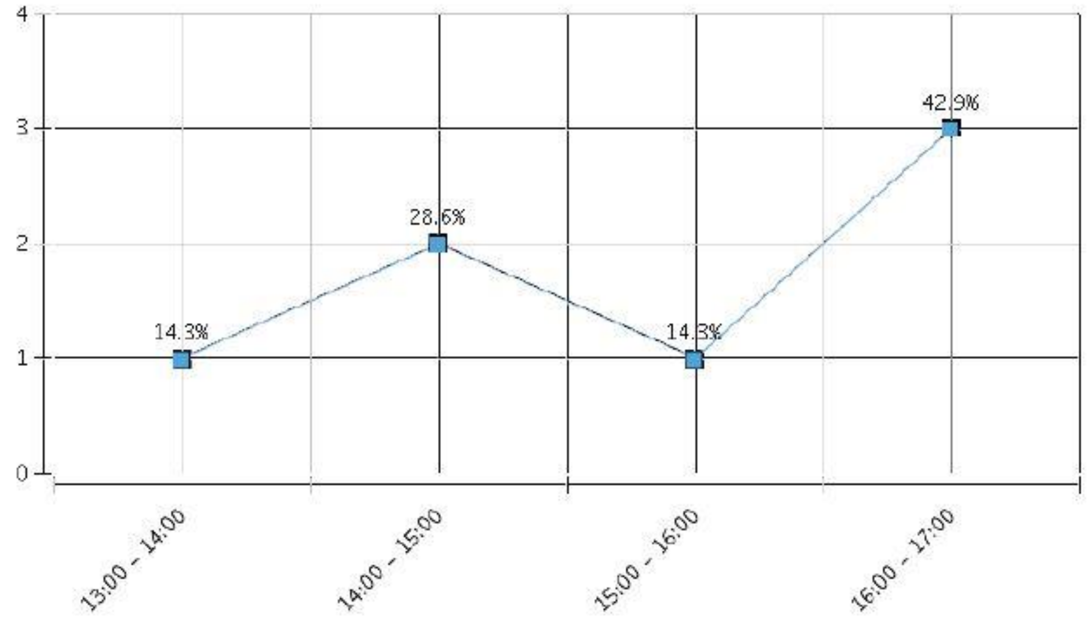
Report Description :
Hourly representation of the number of calls for specified queue in the selected date range. (there is a different graphic and table for each day)

Contact Center - Hourly Traffic by Queue - Daily

From : **Jul 26, 2012**
Until : **Jul 26, 2012**
Print Date : Aug 15, 2012 1:59 PM

Queue :
SERVICE

Jul 26, 2012



Time	# of calls	% of all calls
13:00 - 14:00	1	14.29%
14:00 - 15:00	2	28.57%
15:00 - 16:00	1	14.29%
16:00 - 17:00	3	42.86%
Totals :	**7**	**100%**

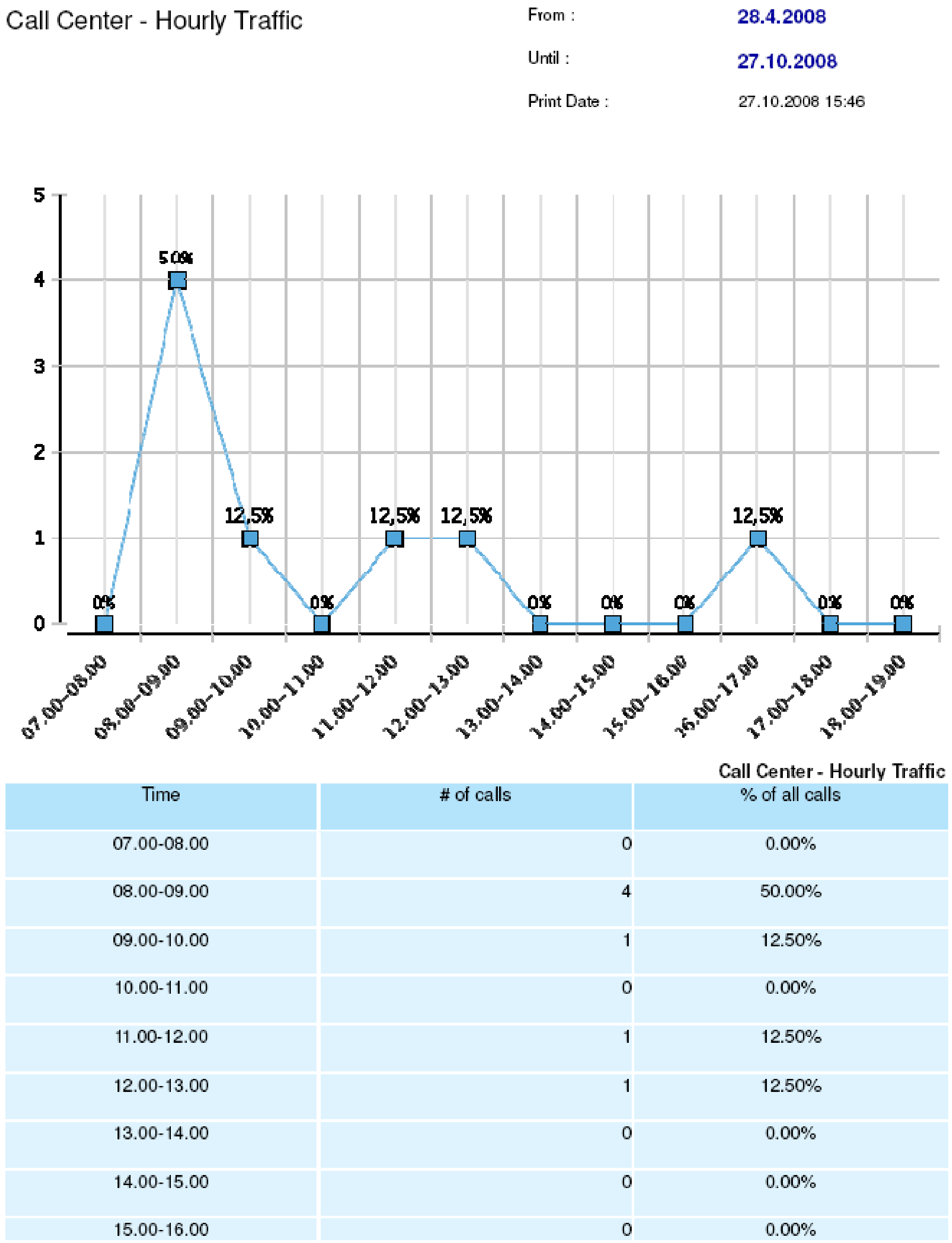
Required Input Parameters :	**Output values** :
From Date	Time,
Until (To Date)	Number of calls
Queue	Total number of calls
Daily Report	% of total number of calls

Format :	**Axis label** :
Table & Graphic	Horizontal : Hourly intervals
	Vertical : number of calls

3.10.7 Contact Center Traffic Per Hour

Report Description :

Hourly representation of the number of calls in the selected date range. (Contact Center Traffic – Daily has different graphic and table for each day)



Call Center - Hourly Traffic

From : 28.4.2008

Until : 27.10.2008

Print Date : 27.10.2008 15:46

5
4
3
2
1
0
0%
50%
12,5%
0%
12,5%
12,5%
0%
0%
0%
12,5%
0%
0%
07.00-08.00
08.00-09.00
09.00-10.00
10.00-11.00
11.00-12.00
12.00-13.00
13.00-14.00
14.00-15.00
15.00-16.00
16.00-17.00
17.00-18.00
18.00-19.00

Call Center - Hourly Traffic

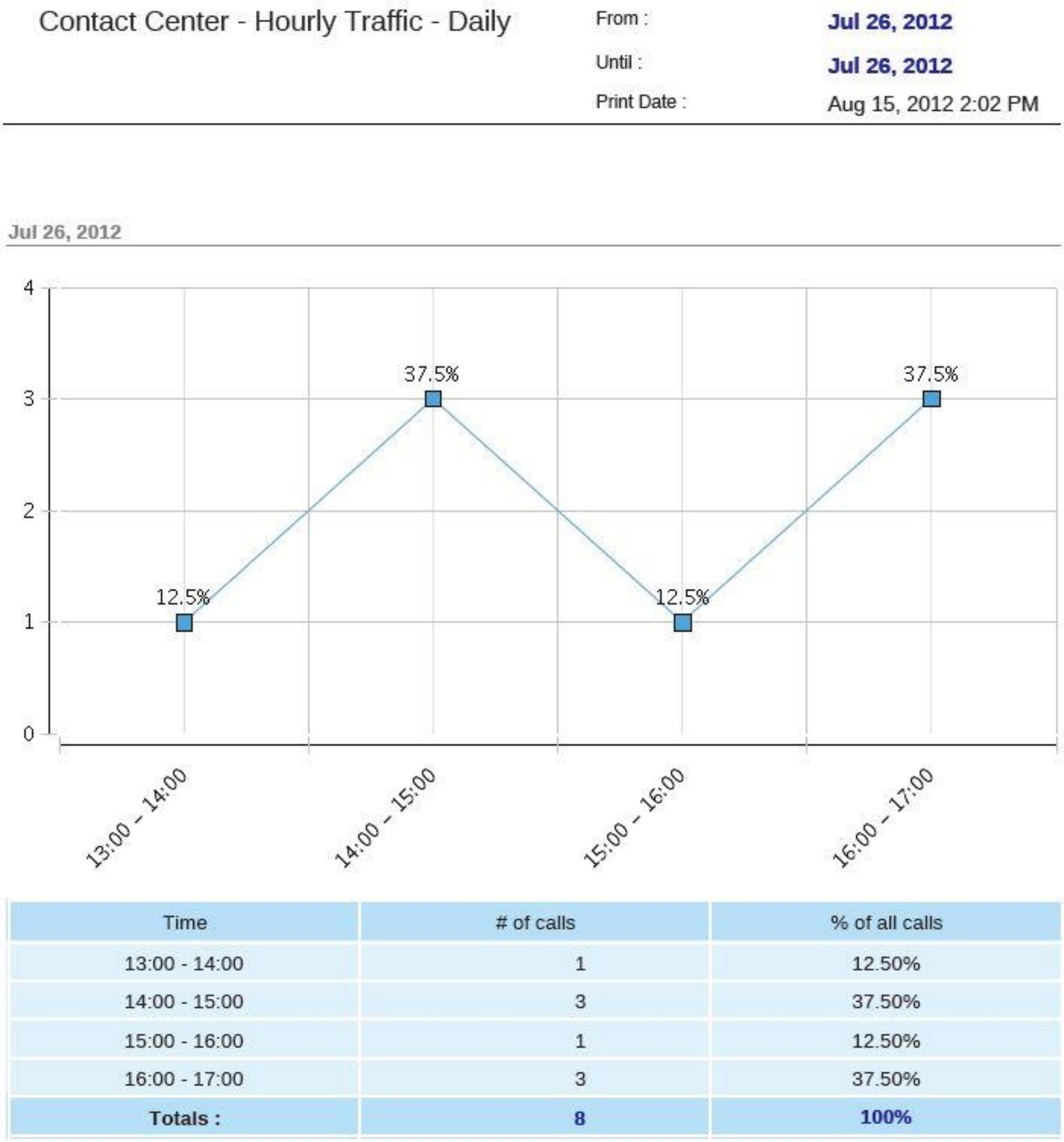
Time	# of calls	% of all calls
07.00-08.00	0	0.00%
08.00-09.00	4	50.00%
09.00-10.00	1	12.50%
10.00-11.00	0	0.00%
11.00-12.00	1	12.50%
12.00-13.00	1	12.50%
13.00-14.00	0	0.00%
14.00-15.00	0	0.00%
15.00-16.00	0	0.00%

Required Input Parameters :	**Output values** :
From Date	Time of call,
Until (To Date)	Number of calls
Daily Report	Total number of calls
	% of total number of calls

Format	**Axis label** :
Table & Graphic	Horizontal : Hourly intervals
	Vertical : number of calls

3.10.8 Contact Center Traffic Per Hour – Daily

Report Description :
Hourly representation of the number of calls in the selected date range. (there is a different graphic and table for each day)



Contact Center - Hourly Traffic - Daily

From : **Jul 26, 2012**
Until : **Jul 26, 2012**
Print Date : Aug 15, 2012 2:02 PM

Jul 26, 2012

4
3
2
1
0
37.5%
37.5%
12.5%
12.5%
13:00 – 14:00
14:00 – 15:00
15:00 – 16:00
16:00 – 17:00

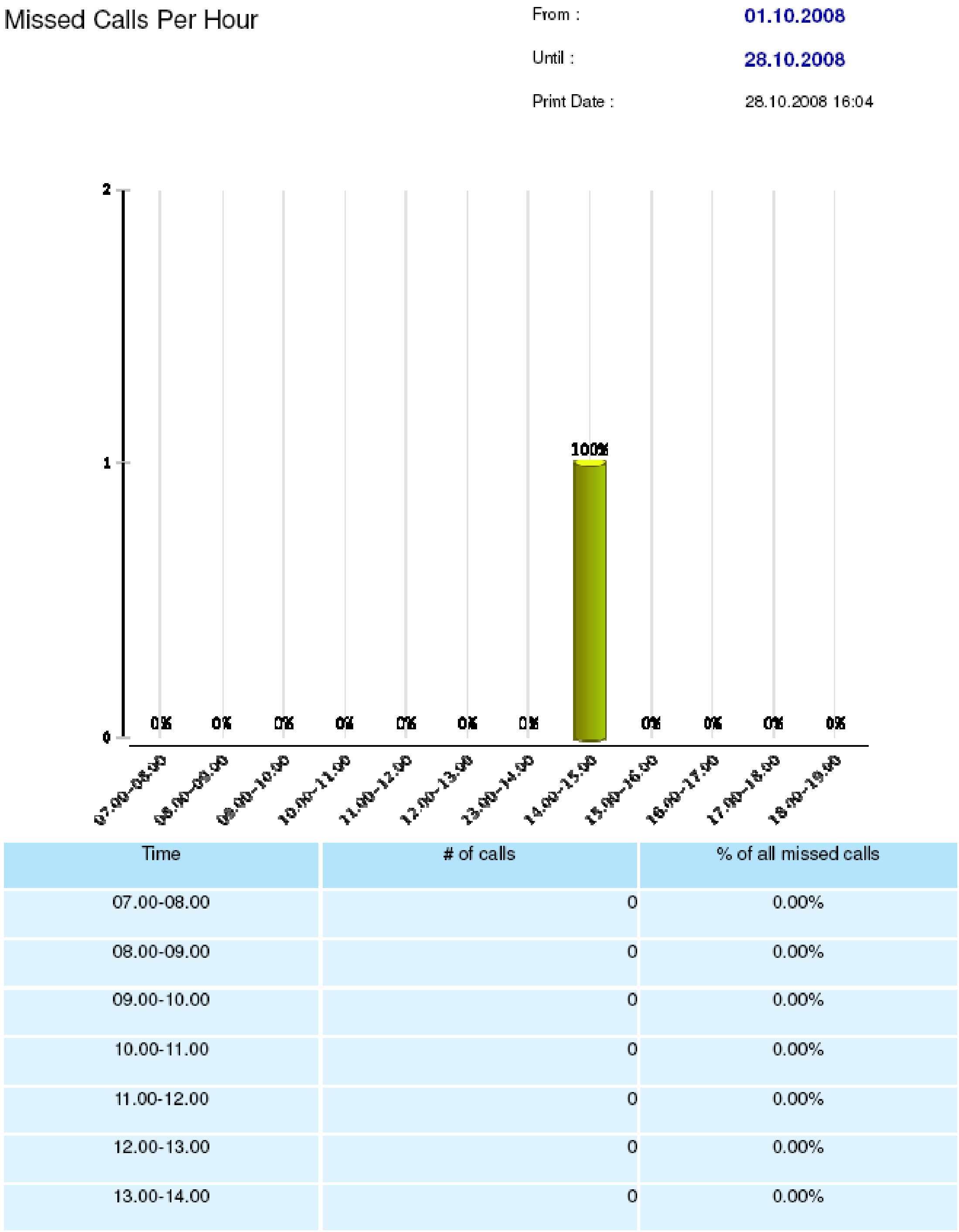
Time	# of calls	% of all calls
13:00 - 14:00	1	12.50%
14:00 - 15:00	3	37.50%
15:00 - 16:00	1	12.50%
16:00 - 17:00	3	37.50%
Totals :	**8**	**100%**

Required Input Parameters :	**Output values** :
From Date	Time (Hourly interval),
Until (To Date)	Number of calls
Daily Report	Total number of calls
	% of total number of calls

Format :	**Axis label** :
Table & Graphic	Horizontal : Hourly intervals
	Vertical : number of calls

3.10.9 Missed Calls Per Hour

Report Description :
Hourly representation of all missed calls in the specified date range.



Missed Calls Per Hour

From :	01.10.2008
Until :	28.10.2008
Print Date :	28.10.2008 16:04

Time	# of calls	% of all missed calls
07.00-08.00	0	0.00%
08.00-09.00	0	0.00%
09.00-10.00	0	0.00%
10.00-11.00	0	0.00%
11.00-12.00	0	0.00%
12.00-13.00	0	0.00%
13.00-14.00	0	0.00%

Required Input Parameters :	**Output values** :
From Date	Number of missed calls
Until (To Date)	% of all missed calls
Business hours only (else 24/24)	Total number of missed calls
Daily Report	

Format :	**Axis label** :
Table and Graphic	Horizontal : Hourly intervals
	Vertical : Number of missed calls

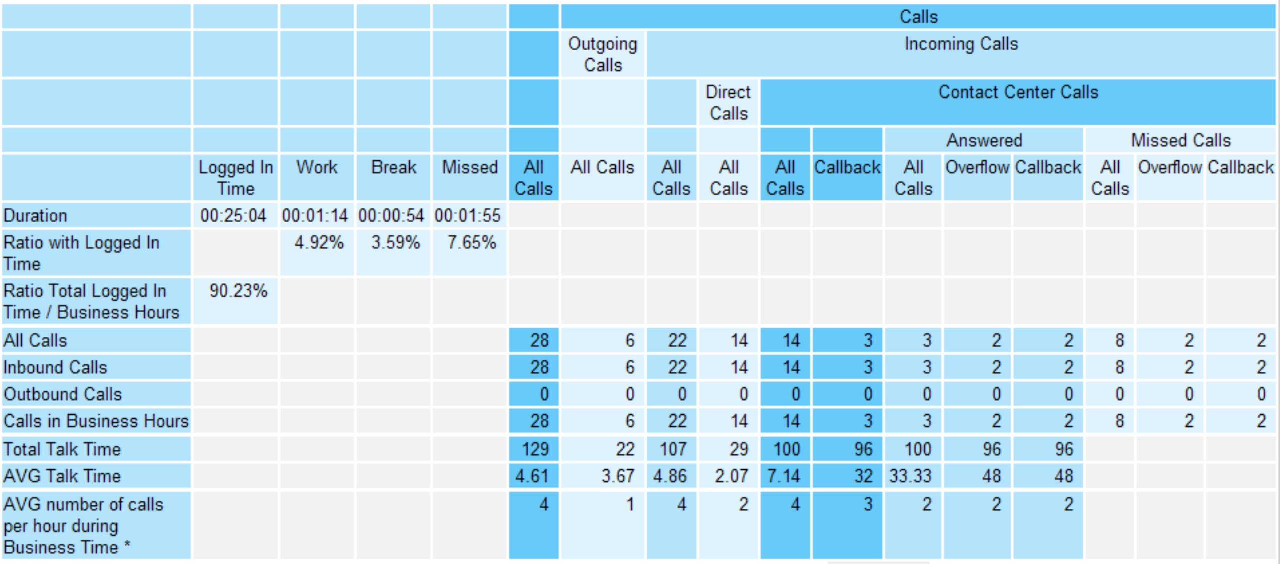
3.10.10 Summary Details Per Agent

This is a pure contact center reports - It is a specific customer report

Report Description :

Summary call details for the selected agent in the specified date range.

Summary call details :



						Calls										
						Outgoing Calls	Incoming Calls									
								Direct Calls	Contact Center Calls							
											Answered			Missed Calls		
	Logged In Time	Work	Break	Missed	All Calls	All Calls	All Calls	All Calls	All Calls	Callback	All Calls	Overflow	Callback	All Calls	Overflow	Callback
Duration	00:25:04	00:01:14	00:00:54	00:01:55												
Ratio with Logged In Time		4.92%	3.59%	7.65%												
Ratio Total Logged In Time / Business Hours	90.23%															
All Calls					28	6	22	14	14	3	3	2	2	8	2	2
Inbound Calls					28	6	22	14	14	3	3	2	2	8	2	2
Outbound Calls					0	0	0	0	0	0	0	0	0	0	0	0
Calls in Business Hours					28	6	22	14	14	3	3	2	2	8	2	2
Total Talk Time					129	22	107	29	100	96	100	96	96			
AVG Talk Time					4.61	3.67	4.86	2.07	7.14	32	33.33	48	48			
AVG number of calls per hour during Business Time *					4	1	4	2	4	3	2	2	2			

Required Input Parameters :	**Output values** :
From Date	Agent activity duration time : Logged In, Work, Break, Missed
Until (To Date)	Ratio Work, Break, Missed time In Logged In Time
Queue	Ratio Logged In Time In Business Hours
Daily Report	(***) All Calls, Outgoing, Incoming, Direct, CC Calls, CC Callback Calls, CC Answered Calls, CC Answered Overflow, CC Answered Callback, CC Missed Calls, CC Missed Overflow Calls, CC Missed Callback.
	Inbound Calls, Outbound Calls and Calls in Business Hours for all (***) columns
	Total Talk Time, AVG Talk Time and AVG numbers of calls per hour during Business time for all (***) columns excluding the Missed Calls

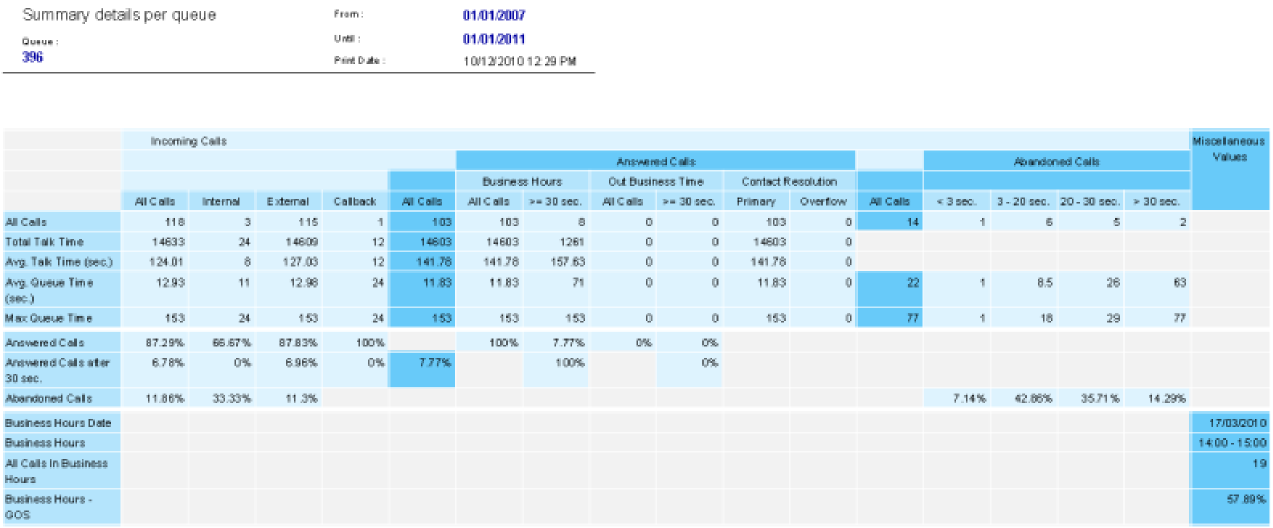
Format :	**Axis label** :
Table	N/A

3.10.11 Summary Details Per Queue

This is a nos a pure pure contact center report as also direct calls are included. It is a specific customer report.

Report Description :

Summary call details for the selected queue in the specified date range.



Summary details per queue

Queue :
396

From : 01/01/2007
Until : 01/01/2011
Print Date : 10/12/2010 12:29 PM

	Incoming Calls																Miscellaneous Values
						Answered Calls							Abandoned Calls				
						Business Hours		Out Business Time		Contact Resolution							
	All Calls	Internal	External	Callback	All Calls	All Calls	>= 30 sec.	All Calls	>= 30 sec.	Primary	Overflow	All Calls	< 3 sec.	3 - 20 sec.	20 - 30 sec.	> 30 sec.	
All Calls	118	3	115	1	103	103	8	0	0	103	0	14	1	6	5	2	
Total Talk Time	14633	24	14609	12	14603	14603	1261	0	0	14603	0						
Avg. Talk Time (sec.)	124.01	8	127.03	12	141.78	141.78	157.63	0	0	141.78	0						
Avg. Queue Time (sec.)	12.93	11	12.98	24	11.83	11.83	71	0	0	11.83	0	22	1	8.5	26	63	
Max Queue Time	153	24	153	24	153	153	153	0	0	153	0	77	1	18	29	77	
Answered Calls	87.29%	66.67%	87.83%	100%		100%	7.77%	0%	0%								
Answered Calls after 30 sec.	6.78%	0%	6.96%	0%	7.77%		100%		0%								
Abandoned Calls	11.86%	33.33%	11.3%										7.14%	42.86%	35.71%	14.29%	
Business Hours Date																	17/03/2010
Business Hours																	14:00 - 15:00
All Calls In Business Hours																	19
Business Hours - GOS																	57.89%

Required Input Parameters :	**Output values** :
From Date	All Calls, Internal, External, Callback Calls, Answered, Answered In Business Hours, Answered Out of Business Hours, Answered Contact Resolution (Primary/Overflow), Abandoned...
Until (To Date)	Number of calls, total talk time, average talk time, average queue time, maximum queue time for all previously mentioned columns as shown on the image above...
Queue	Details for answered and abandoned calls regarding the queue time, up to 30 seconds, lower then 3 seconds, between 3 and 20 seconds, between 20 and 30 seconds (see image above).
Daily Report	Percent of total number of answered calls in Internal, External, Callback, In Business Time, Out Business Time.
	Percent of total number of abandoned calls : internal, external and regarding the queue time.
	Miscellaneous Values : date,hour, number of calls and grade of service for the maximum number of calls in business hours.

Format :	**Axis label** :
Table	N/A

3.11 Report templates within the group „Queues“

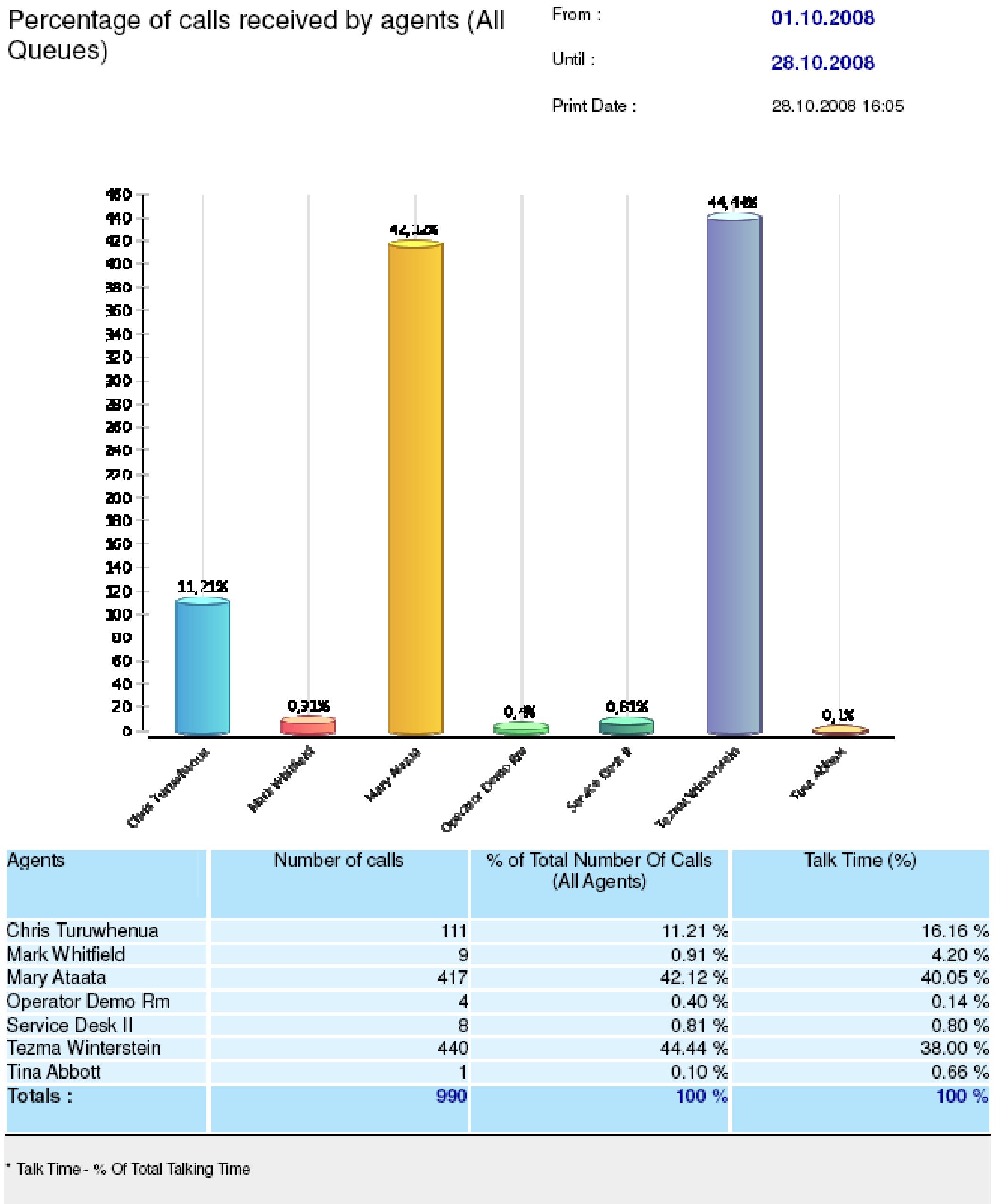
These are Contact Center related reports. Available reports in this report groups.

Report	Description	CC	UC	A
Percentage of Calls received by agents	Displaying information about the percentage and number of calls received by agents for selected queue in specified date range.	yes	No	Yes
Agent Properties	Displaying the agent properties for all available agents.	yes	No	No
Queue Load per Agent	This report shows queue load information for the specified agent in the specified date range.	yes	No	Yes
Average Grade Of Service by Queue	Hourly representation of the average grade of service for specified queue in the selected date range. (Average GOS Per Queue – Daily has different graphic for each day)	yes	No	Yes
Average Grade Of Service by Queue – Daily	Hourly representation of the average grade of service for specified queue in the selected date range. (there is a different graphic for each day)	yes	No	Yes
Missed Calls Per Queue	Missed calls grouped by queues for call in the specified date range.	yes	No	No
Queue Summary Details	Queue summary details for selected queue and specified date range.	yes	No	No
Queue Traffic Comparison	Queue traffic comparison by numbers of calls for selected date/time range.	yes	No	Yes

Table 9 Reports of the group – Queues

3.11.1 Percentage of calls received by agents (By Queue)

Report Description :
Displaying information about the percentage and number of calls received by agents for **selected queue** in specified date range.



Percentage of calls received by agents (All Queues)

From : 01.10.2008
Until : 28.10.2008
Print Date : 28.10.2008 16:05

0
20
40
60
80
100
120
140
160
180
200
220
240
260
280
300
320
340
360
380
400
420
440
460
11,21%
0,91%
42,12%
0,4%
0,81%
44,44%
0,1%
Chris Turuwhenua
Mark Whitfield
Mary Ataata
Operator Demo Rm
Service Desk II
Tezma Winterstein
Tina Abbott

Agents	Number of calls	% of Total Number Of Calls (All Agents)	Talk Time (%)
Chris Turuwhenua	111	11.21 %	16.16 %
Mark Whitfield	9	0.91 %	4.20 %
Mary Ataata	417	42.12 %	40.05 %
Operator Demo Rm	4	0.40 %	0.14 %
Service Desk II	8	0.81 %	0.80 %
Tezma Winterstein	440	44.44 %	38.00 %
Tina Abbott	1	0.10 %	0.66 %
Totals :	990	100 %	100 %

* Talk Time - % Of Total Talking Time

Required Input Parameters :	**Output values** :
From Date	Agent,
Until (To Date)	Number of calls by agent,
Queue Name	% of total number of calls (all agents),
Daily Report	% of total talk time (all agents),
	Total number of calls for all agents,

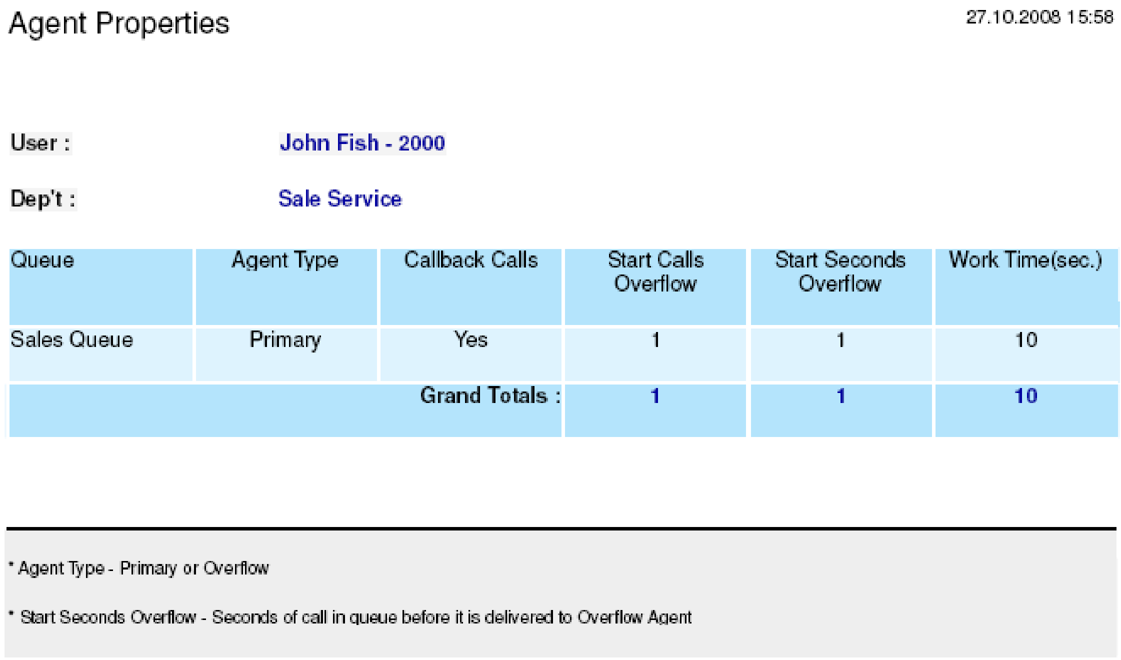
Format :	**Axis label** :
Table and Graphic	Horizontal : Agents
	Vertical : Number of calls

3.11.2 Agent Properties

This is an agent configuration report it shows the agent bindings to queues

Report Description :

Displaying the agent properties for all available agents.



Agent Properties

27.10.2008 15:58

User : John Fish - 2000

Dep't : Sale Service

Queue	Agent Type	Callback Calls	Start Calls Overflow	Start Seconds Overflow	Work Time(sec.)
Sales Queue	Primary	Yes	1	1	10
		Grand Totals :	**1**	**1**	**10**

* Agent Type - Primary or Overflow

* Start Seconds Overflow - Seconds of call in queue before it is delivered to Overflow Agent

Required Input Parameters	**Output values** :
N\A	Agent
	Queue
	Agent Type (Primary or Overflow)
	Callback Calls (Yes or No)
	Start Calls Overflow
	Start Seconds Overflow - Seconds of call in queue before it is delivered to Overflow Agent
	Work Time - in seconds
	Grand Totals for Start Call Overflow, Start Seconds Overflow and Work Time
	* The values are grouped by agents

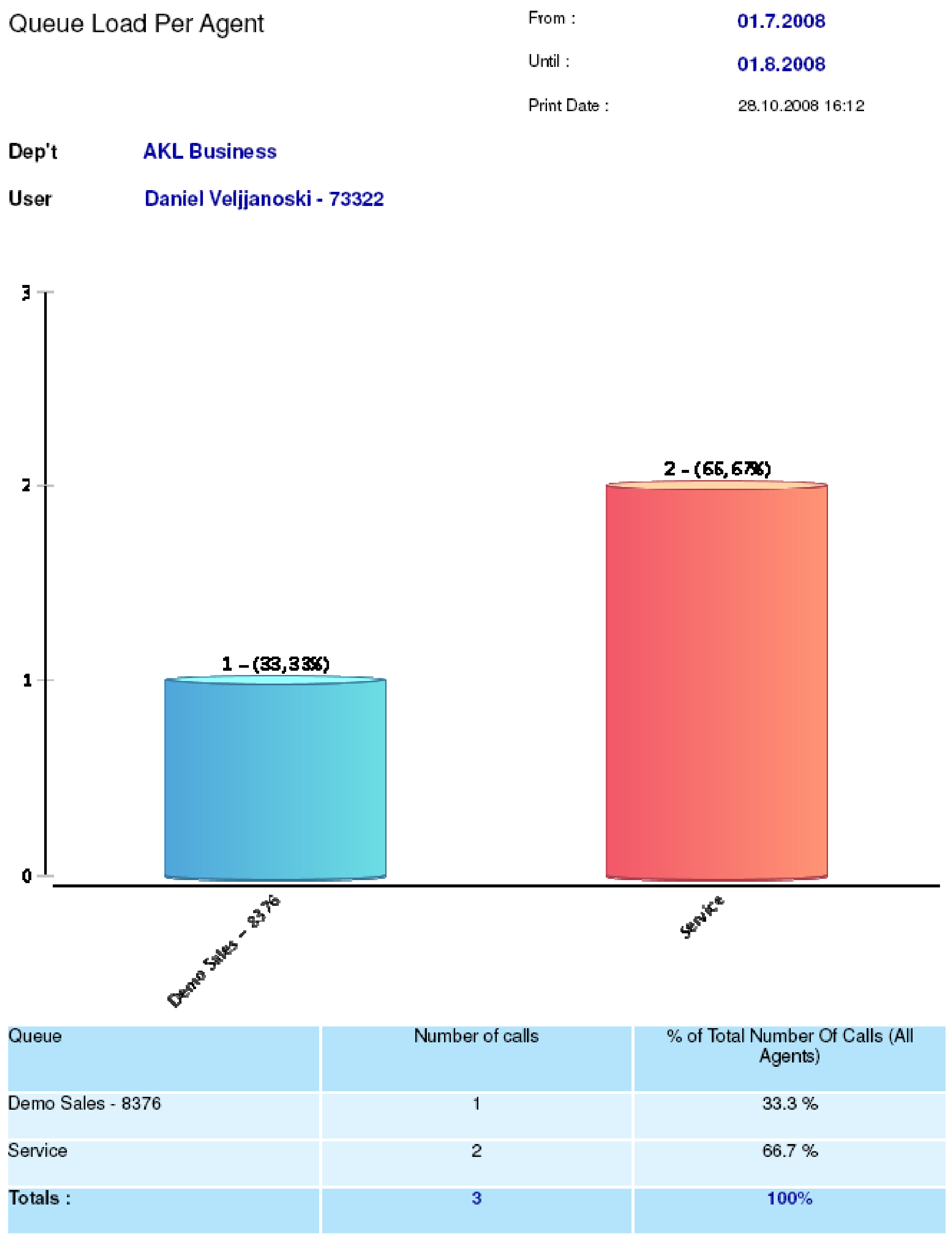
Format :	**Axis label**
Table	: N/A

3.11.3 Queue Load Per Agent

Remark: These is the sum of cc call per queue only – no missed calles per agent are considered here

Report Description :

This report shows queue load information for the specified agent in the specified date range.



Queue Load Per Agent

From : 01.7.2008

Until : 01.8.2008

Print Date : 28.10.2008 16:12

Dep't AKL Business

User Daniel Veljjanoski - 73322

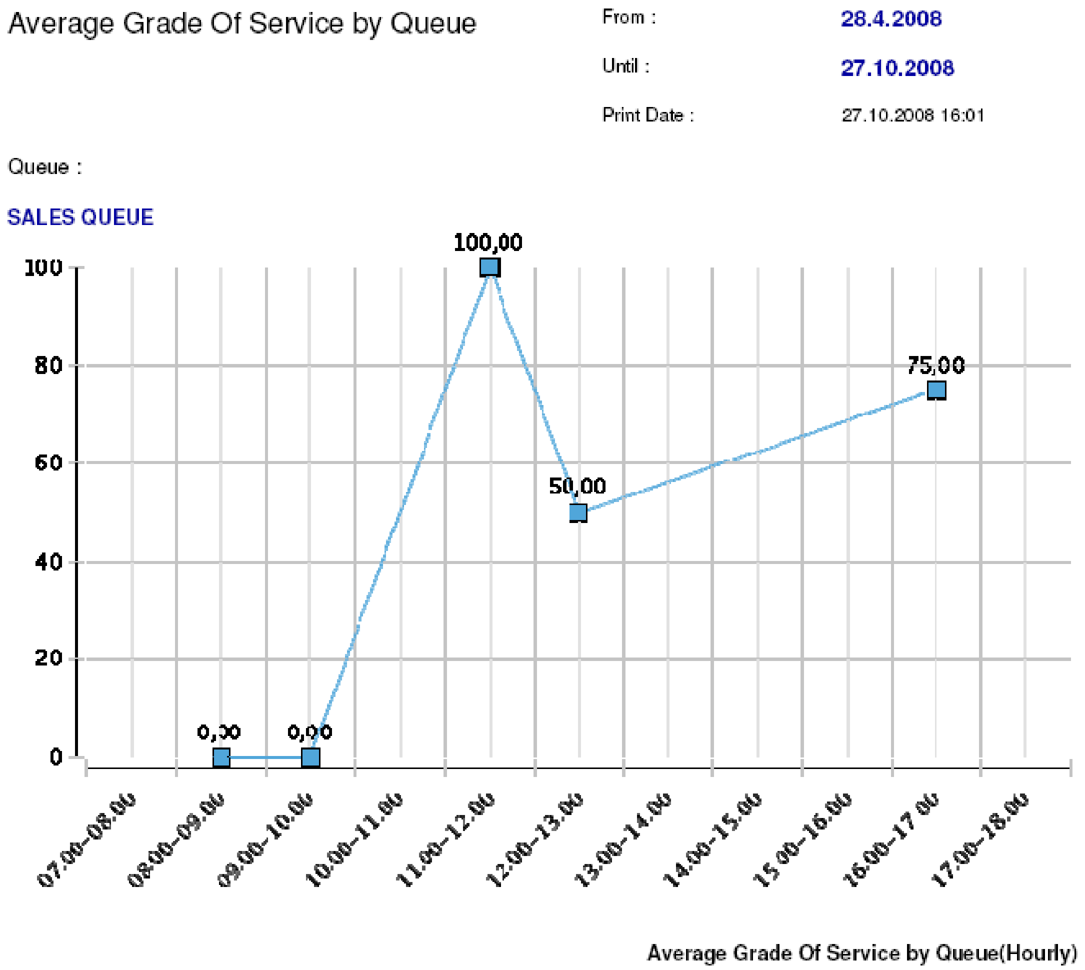
Queue	Number of calls	% of Total Number Of Calls (All Agents)
Demo Sales - 8376	1	33.3 %
Service	2	66.7 %
Totals :	3	100%

Required Input Parameters :	**Output values** :
From Date	Queue
To Date (Until)	Number Of Call (by queues)
Agent	% of total number of calls
Daily Report	Total Number of calls

Format : Table & Graphic	**Axis label** :
	Horizontal : Queues
	Vertical :Number of calls

3.11.4 Average Grade of Service by Queue

Report Description :
Hourly representation of the average grade of service for specified queue in the selected date range.
(Average GOS Per Queue – Daily has different graphic for each day)



Average Grade Of Service by Queue

From : 28.4.2008
Until : 27.10.2008
Print Date : 27.10.2008 16:01

Queue :
SALES QUEUE

100
80
60
40
20
0
0,00
0,00
100,00
50,00
75,00
07.00-08.00
08.00-09.00
09.00-10.00
10.00-11.00
11.00-12.00
12.00-13.00
13.00-14.00
14.00-15.00
15.00-16.00
16.00-17.00
17.00-18.00

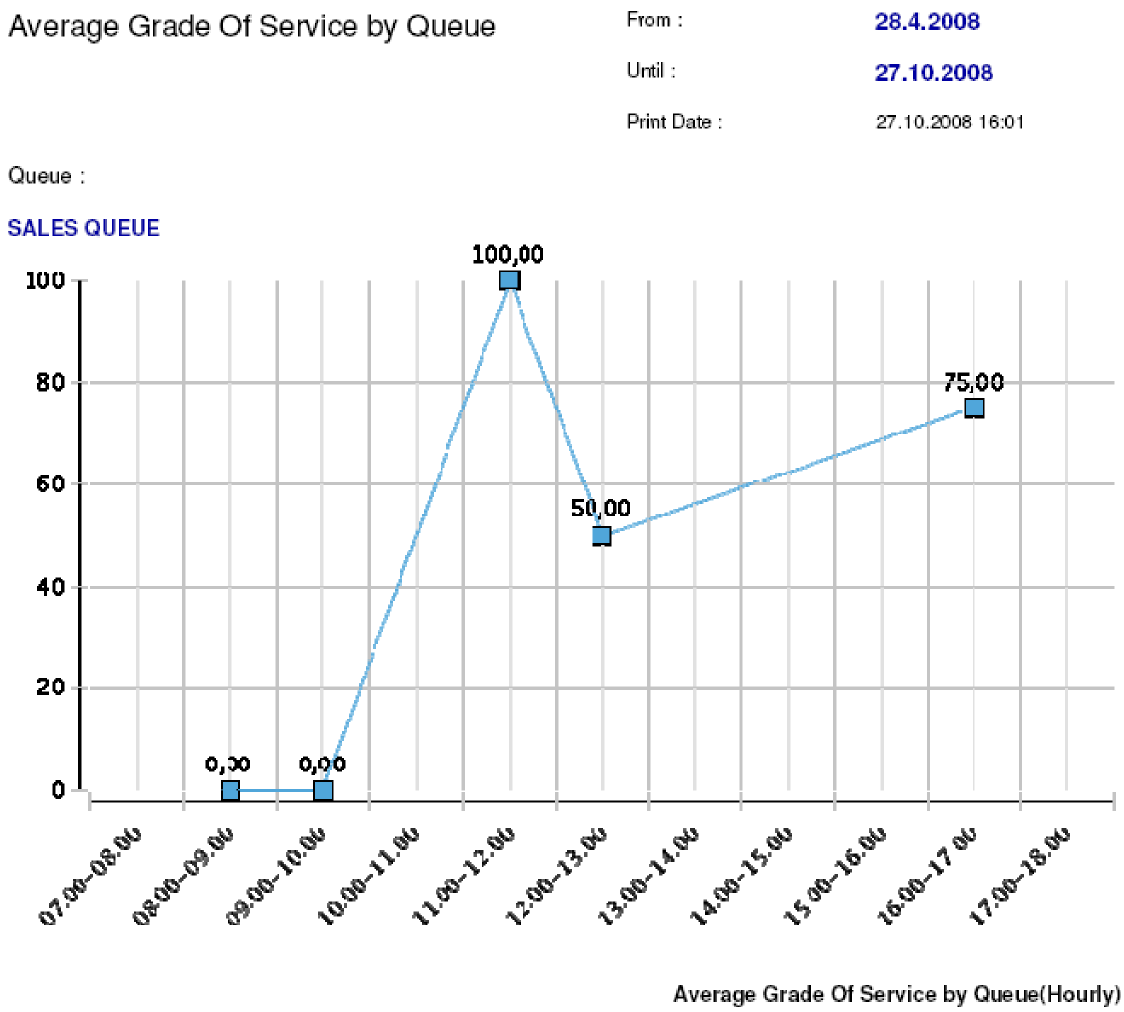
Average Grade Of Service by Queue(Hourly)

Required Input Parameters :	**Output values**
From Date	:N/A
Until (To Date)	
Queue	
Daily Report	

Format :	**Axis label**
Graphic:	Horizontal : Hourly intervals
	Vertical : average grade of service (0-100%)

3.11.5 Average Grade Of Service Per Queue – Daily

Report Description :
Hourly representation of the average grade of service for specified queue in the selected date range. (there is a different graphic for each day)



Average Grade Of Service by Queue

From : 28.4.2008
Until : 27.10.2008
Print Date : 27.10.2008 16:01

Queue :
SALES QUEUE

Average Grade Of Service by Queue(Hourly)

Required Input Parameters :	**Output values** :
From Date	N/A
Until (To Date)	
Queue	
Daily Report	

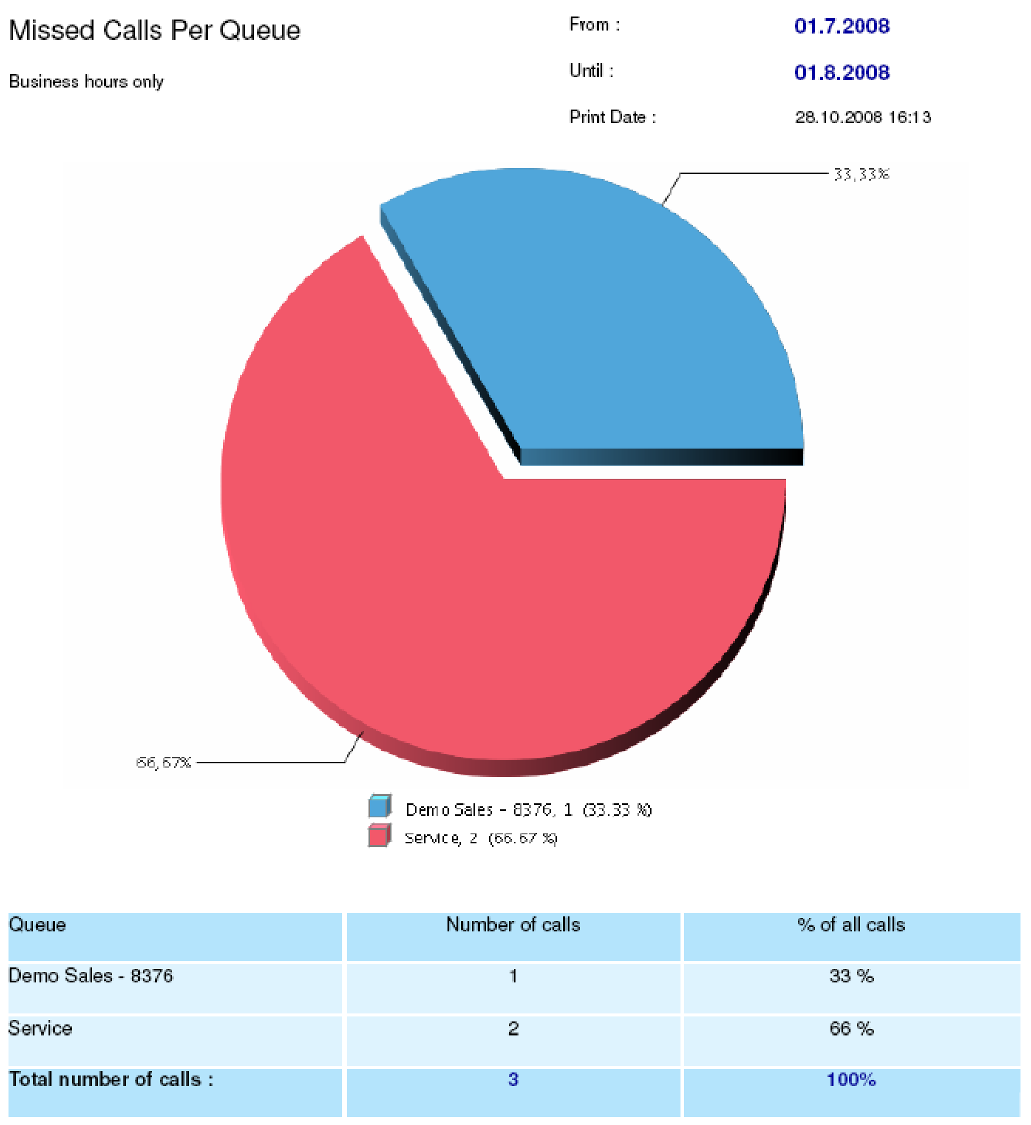
Format :	**Axis label**
Graphic:	Horizontal : Hourly intervals
	Vertical : average grade of service (0-100%)

3.11.6 Missed Calls Per Queue

Within this report the missed calls per agent (not queue) are reported

Report Description :

Missed calls grouped by queues for call in the specified date range.



Missed Calls Per Queue

Business hours only

From : 01.7.2008

Until : 01.8.2008

Print Date : 28.10.2008 16:13

Queue	Number of calls	% of all calls
Demo Sales - 8376	1	33 %
Service	2	66 %
Total number of calls :	**3**	**100%**

Required Input Parameters :	**Output values** :
From Date	Queue Name,
Until (To Date)	Number of missed calls (per Queue),
Business hours only (else 24/24)	% of total number of missed calls
Daily Report	Total number of missed calls

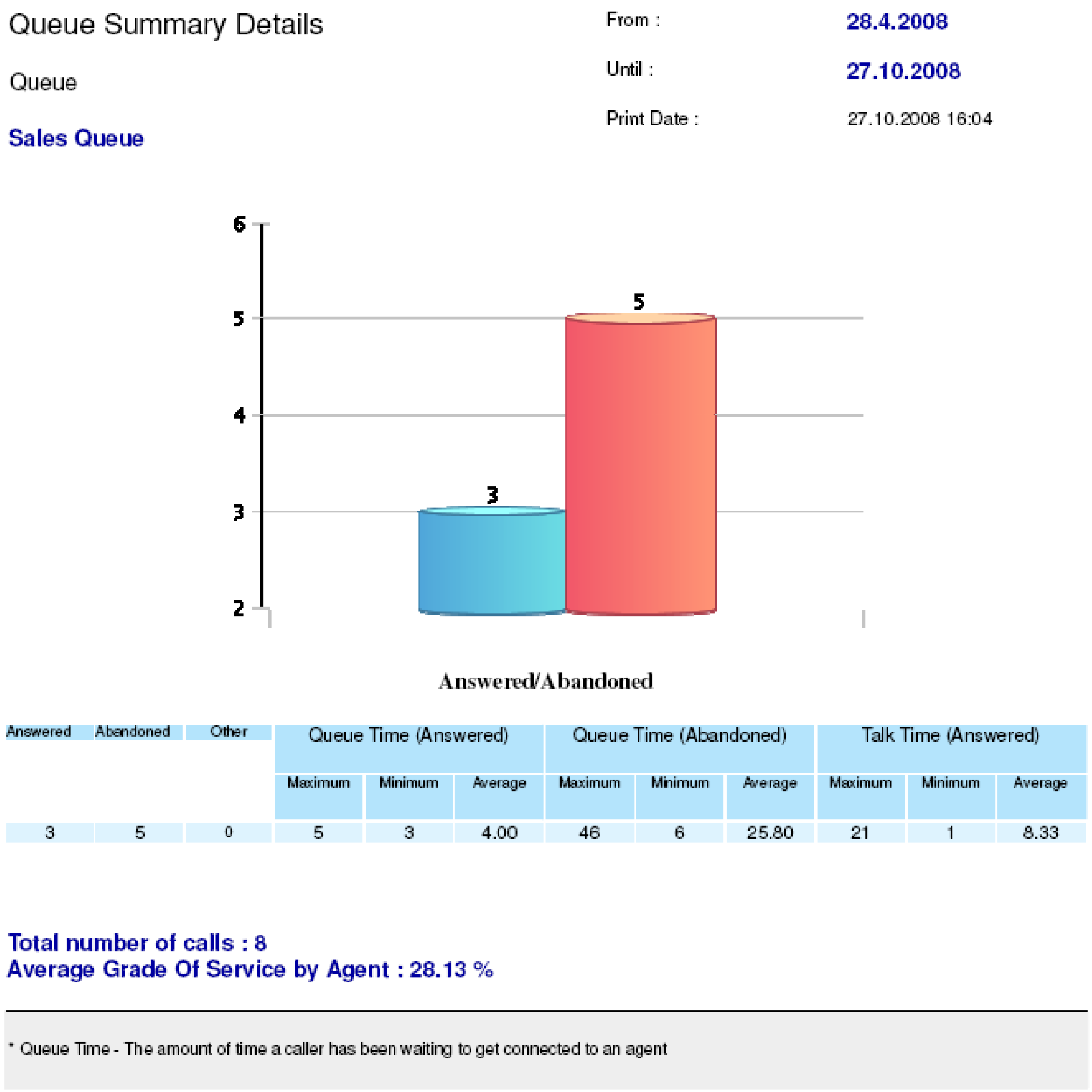
Format :	**Axis label** :
Table and Graphic (Pie chart)	Horizontal :Queue Name
	Vertical : Number of missed calls

3.11.7 Queue Summary Details

This report considers only cc-calls of a queue

Report Description :

Queue summary details for selected queue and specified date range.



Queue Summary Details

Queue

Sales Queue

From : **28.4.2008**

Until : **27.10.2008**

Print Date : 27.10.2008 16:04

Answered	Abandoned	Other	Queue Time (Answered)			Queue Time (Abandoned)			Talk Time (Answered)		
			Maximum	Minimum	Average	Maximum	Minimum	Average	Maximum	Minimum	Average
3	5	0	5	3	4.00	46	6	25.80	21	1	8.33

Total number of calls : 8
Average Grade Of Service by Agent : 28.13 %

* Queue Time - The amount of time a caller has been waiting to get connected to an agent

Required Input Parameters :	**Output values** :
From Date	Answered Calls,
Until (To Date)	Abandoned Calls,
Queue	Other calls,
Daily Report	
	Maximum Queue time for answered calls,
	Minimum Queue time for answered calls,
	Average Queue time for answered calls,
	Maximum Queue time for abandoned calls,
	Minimum Queue time for abandoned calls,
	Average Queue time for abandoned calls,
	Maximum Talk time for answered calls,
	Minimum Talk time for answered calls,
	Average Talk time for answered calls,
	Total number of calls
	Average grade of service for selected queue

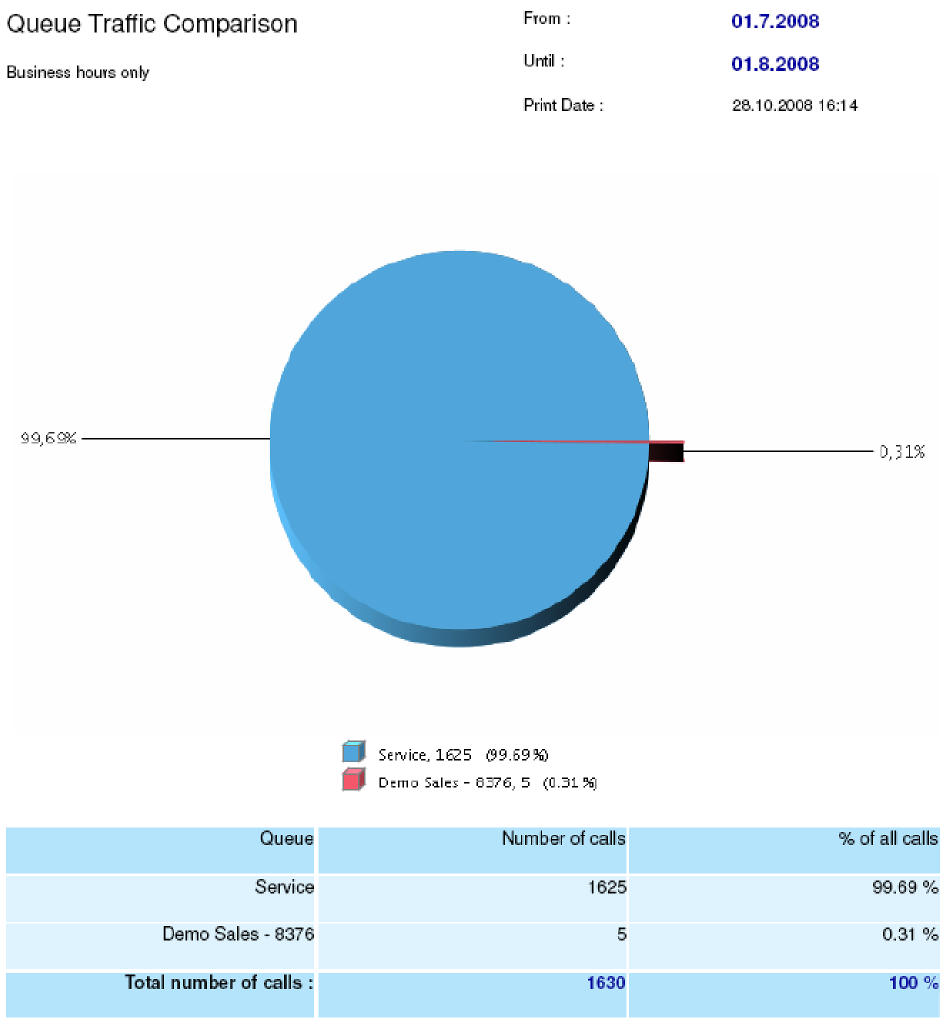
Format :	**Axis label** :
Grid and Graphic	Horizontal : Number of calls
	Vertical : Call types (Answered / Abandoned calls)

3.11.8 Queue Traffic Comparison

Only queue contactr center calls are considere dhere

Report Description :

Queue traffic comparison by numbers of calls for selected date/time range.



Queue Traffic Comparison

Business hours only

From : 01.7.2008

Until : 01.8.2008

Print Date : 28.10.2008 16:14

Queue	Number of calls	% of all calls
Service	1625	99.69 %
Demo Sales - 8376	5	0.31 %
Total number of calls :	**1630**	**100 %**

Required Input Parameters :	**Output values** :
From Date	Queue Name,
Until (To Date)	Number of calls (per Queue),
From Time	% of total number of calls
To Time	Total number of calls
Business hours only (else 24/24)	
Daily Report	

Format :	**Axis label**
Table and Graphic (Pie chart)	:N/A

3.12 Report templates within the group „User Presence Status“

This report category contains UC related reports about all UC User
No contact Center Center reports are included within this category
In case Contact Center Agent status is require the Category Agent Activity report should be used.

Report	**Description**	**CC**	**UC**	**A**
User Presence Status (All Users) - Daily	This report shows the user presence status details: Meeting, Sick, Break, Lunch, Gone out, Vacation (Holiday) and DND, for all users with presence changes in the specified date range. The report data is selected for a specified date range and grouped by users and daily.	No	yes	No
User Presence Status (All Users)	This report shows the user presence status details: Meeting, Sick, Break, Lunch, Gone out, Vacation (Holiday) and DND, for all users with presence changes in the specified date range. The report data is selected for a specified date range and grouped by users.	No	yes	No
User Presence Status (By User) - Daily	This report shows the user presence status details for the selected user. The report data is selected for the specified date range and is grouped daily.	No	yes	No
User Presence Status (By User)	This report shows the user presence status details for the selected user. The report data is selected for the specified date range.	No	yes	No

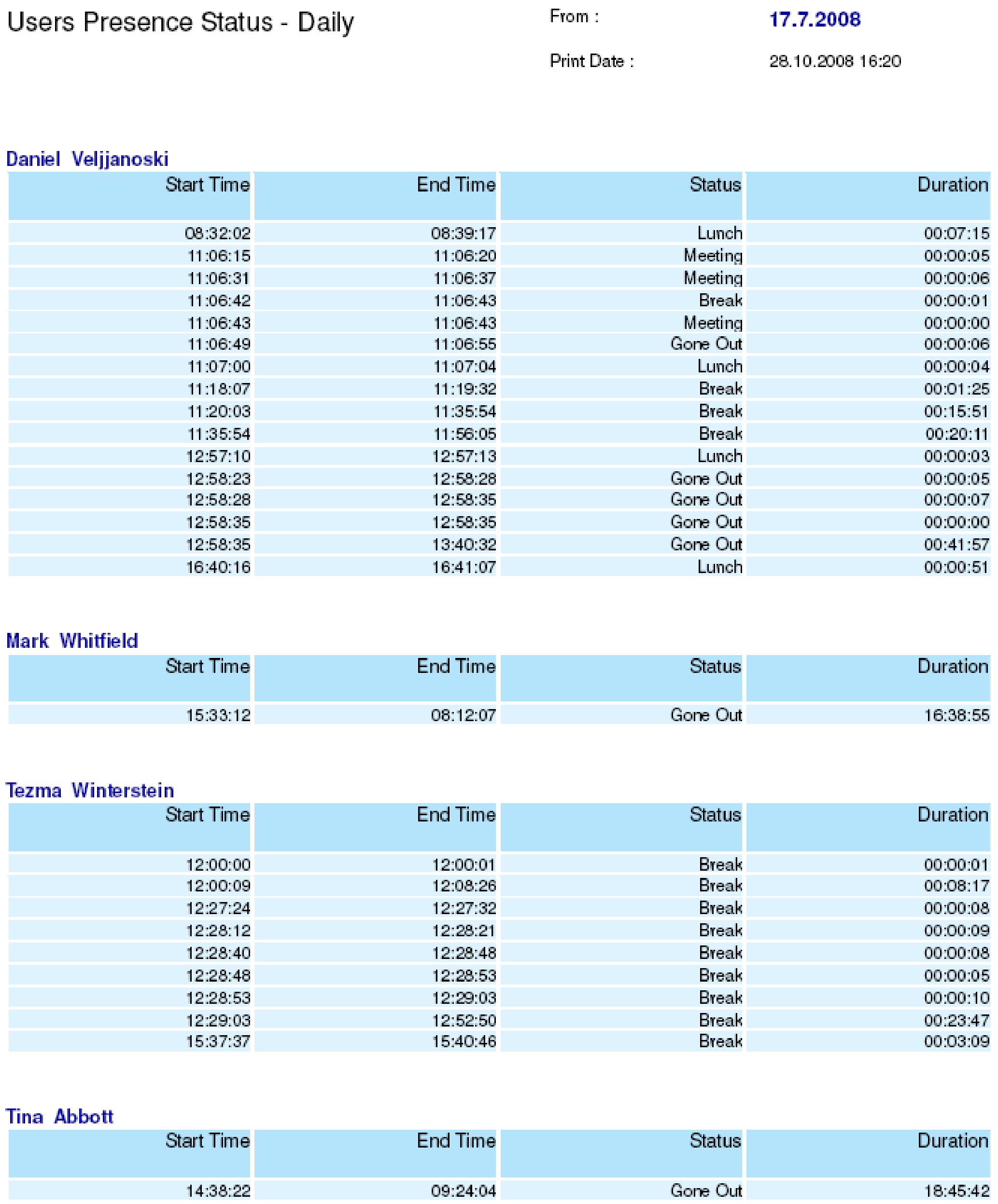
Table 10 Reports of the group – User Presence Status

3.12.1 User Presence Status (All Users) – Daily

This report contain presence information of all UC users

Report Description :

This report shows the user presence status details : Meeting, Sick, Break, Lunch, Gone out, Vacation (Holiday), Home and DND, for all users with presence changes in the specified date range . The report data is selected for a specified date range and grouped by users and daily.



Users Presence Status - Daily

From : 17.7.2008

Print Date : 28.10.2008 16:20

Daniel Veljjanoski

Start Time	End Time	Status	Duration
08:32:02	08:39:17	Lunch	00:07:15
11:06:15	11:06:20	Meeting	00:00:05
11:06:31	11:06:37	Meeting	00:00:06
11:06:42	11:06:43	Break	00:00:01
11:06:43	11:06:43	Meeting	00:00:00
11:06:49	11:06:55	Gone Out	00:00:06
11:07:00	11:07:04	Lunch	00:00:04
11:18:07	11:19:32	Break	00:01:25
11:20:03	11:35:54	Break	00:15:51
11:35:54	11:56:05	Break	00:20:11
12:57:10	12:57:13	Lunch	00:00:03
12:58:23	12:58:28	Gone Out	00:00:05
12:58:28	12:58:35	Gone Out	00:00:07
12:58:35	12:58:35	Gone Out	00:00:00
12:58:35	13:40:32	Gone Out	00:41:57
16:40:16	16:41:07	Lunch	00:00:51

Mark Whitfield

Start Time	End Time	Status	Duration
15:33:12	08:12:07	Gone Out	16:38:55

Tezma Winterstein

Start Time	End Time	Status	Duration
12:00:00	12:00:01	Break	00:00:01
12:00:09	12:08:26	Break	00:08:17
12:27:24	12:27:32	Break	00:00:08
12:28:12	12:28:21	Break	00:00:09
12:28:40	12:28:48	Break	00:00:08
12:28:48	12:28:53	Break	00:00:05
12:28:53	12:29:03	Break	00:00:10
12:29:03	12:52:50	Break	00:23:47
15:37:37	15:40:46	Break	00:03:09

Tina Abbott

Start Time	End Time	Status	Duration
14:38:22	09:24:04	Gone Out	18:45:42

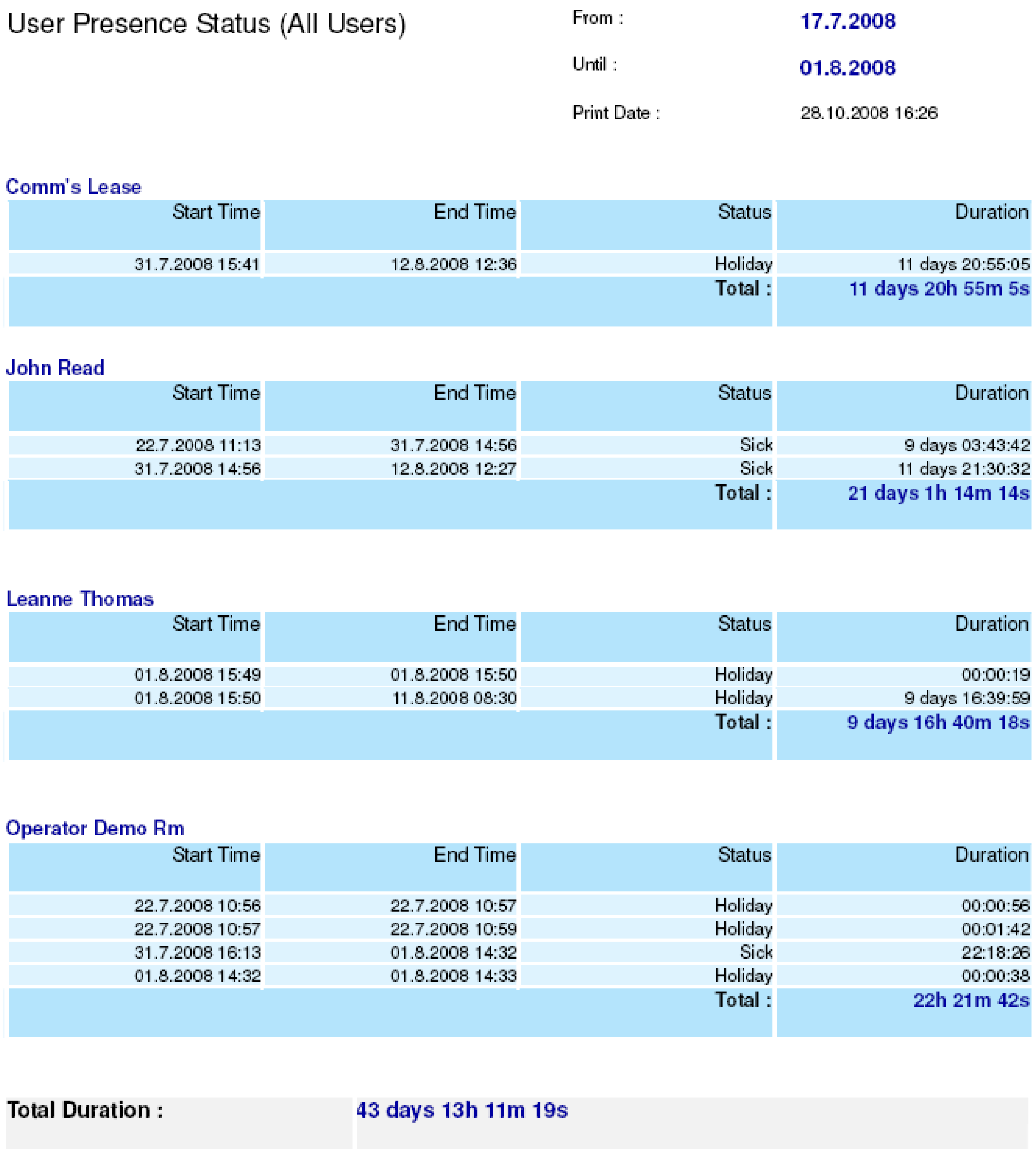
Required Input Parameters :	**Output values**
From Date (For Day)	Day
To Date (Until)	User
Users (Multiple user selection)	Start Time
	End Time
	Status: Meeting,Sick, Break, Lunch, Gone out,Vacation (Holiday), Home, DND- Do Not Disturb
	Duration
	* The values are grouped by users

Format :	**Axis label**
Table	N/A

3.12.2 User Presence Status (All Users)

Report Description :

This report shows the user presence status details : Meeting, Sick, Break, Lunch, Gone out, Vacation (Holiday), Home and DND, for all users with presence changes in the specified date range. The report data is selected for a specified date range and selected users- and is grouped by users.



User Presence Status (All Users)

From : 17.7.2008
Until : 01.8.2008
Print Date : 28.10.2008 16:26

Comm's Lease

Start Time	End Time	Status	Duration
31.7.2008 15:41	12.8.2008 12:36	Holiday	11 days 20:55:05
		Total :	**11 days 20h 55m 5s**

John Read

Start Time	End Time	Status	Duration
22.7.2008 11:13	31.7.2008 14:56	Sick	9 days 03:43:42
31.7.2008 14:56	12.8.2008 12:27	Sick	11 days 21:30:32
		Total :	**21 days 1h 14m 14s**

Leanne Thomas

Start Time	End Time	Status	Duration
01.8.2008 15:49	01.8.2008 15:50	Holiday	00:00:19
01.8.2008 15:50	11.8.2008 08:30	Holiday	9 days 16:39:59
		Total :	**9 days 16h 40m 18s**

Operator Demo Rm

Start Time	End Time	Status	Duration
22.7.2008 10:56	22.7.2008 10:57	Holiday	00:00:56
22.7.2008 10:57	22.7.2008 10:59	Holiday	00:01:42
31.7.2008 16:13	01.8.2008 14:32	Sick	22:18:26
01.8.2008 14:32	01.8.2008 14:33	Holiday	00:00:38
		Total :	**22h 21m 42s**

Total Duration :	**43 days 13h 11m 19s**

Required Input Parameters :	**Output values** :
From Date	User,
Until (To Date)	Start Time,
Users (Multiple users selection)	End Time,
	Status Meeting,Sick, Break, Lunch, Gone out,Vacation (Holiday),Home, DND- Do Not Disturb
	Duration
	Total duration time per user,
	Total duration time for all users,
	* The values are grouped by users

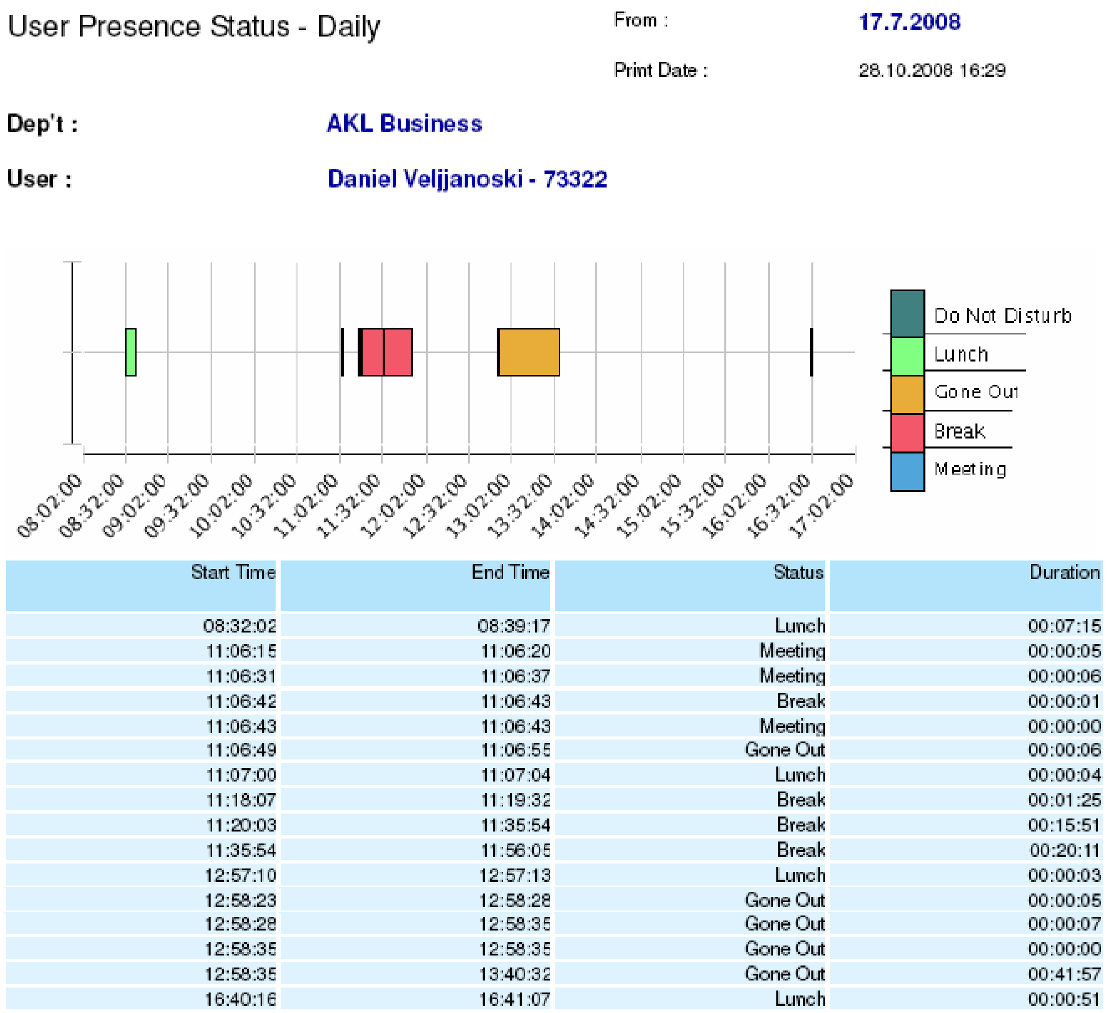
Format :	**Axis label** :
Table	N/A

3.12.3 User Presence Status (By User) – Daily

Report Description :

This report shows the user presence status details for the selected user. The report data is selected for the specified date range and is grouped daily.

***The only difference with the report User Presence Status (By User) is that the report data is grouped daily in this report*



User Presence Status - Daily

From : **17.7.2008**

Print Date : 28.10.2008 16:29

Dep't : **AKL Business**

User : **Daniel Veljjanoski - 73322**

08:02:00
08:32:00
09:02:00
09:32:00
10:02:00
10:32:00
11:02:00
11:32:00
12:02:00
12:32:00
13:02:00
13:32:00
14:02:00
14:32:00
15:02:00
15:32:00
16:02:00
16:32:00
17:02:00
Do Not Disturb
Lunch
Gone Out
Break
Meeting

Start Time	End Time	Status	Duration
08:32:02	08:39:17	Lunch	00:07:15
11:06:15	11:06:20	Meeting	00:00:05
11:06:31	11:06:37	Meeting	00:00:06
11:06:42	11:06:43	Break	00:00:01
11:06:43	11:06:43	Meeting	00:00:00
11:06:49	11:06:55	Gone Out	00:00:06
11:07:00	11:07:04	Lunch	00:00:04
11:18:07	11:19:32	Break	00:01:25
11:20:03	11:35:54	Break	00:15:51
11:35:54	11:56:05	Break	00:20:11
12:57:10	12:57:13	Lunch	00:00:03
12:58:23	12:58:28	Gone Out	00:00:05
12:58:28	12:58:35	Gone Out	00:00:07
12:58:35	12:58:35	Gone Out	00:00:00
12:58:35	13:40:32	Gone Out	00:41:57
16:40:16	16:41:07	Lunch	00:00:51

Required Input Parameters :	**Output values** :
From Date (For Day)	Start Time,
User	End Time,
	Status: Meeting, Break, Sick, Lunch, Gone out,Vacation (Holiday),Home, DND- Do Not
	Duration

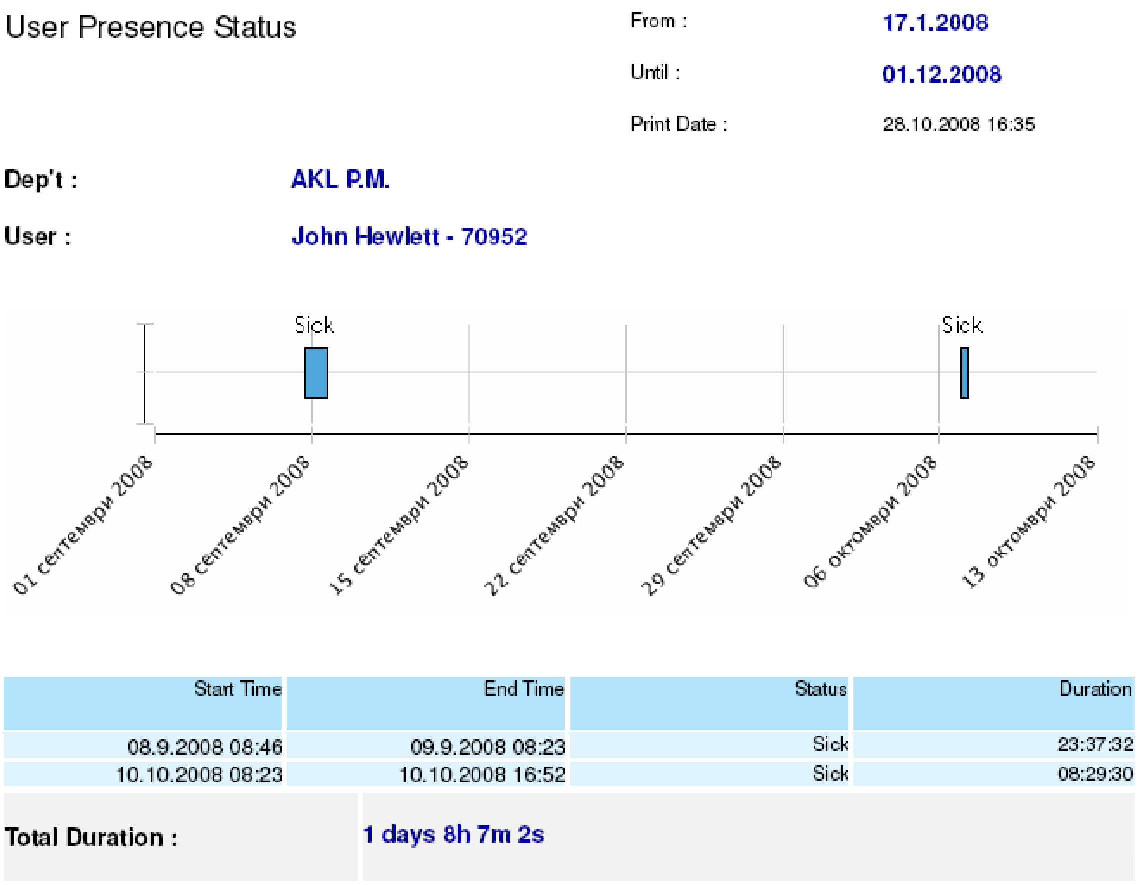
Format :	**Axis label** :
Table & Graphic*	Horizontal :Office Status duration
	Vertical : (Meeting, Break, Sick, Lunch, Gone out,Vacation (Holiday), DND- Do Not Disturb)

3.12.4 User Presence Status (By User)

Report Description :

This report shows the user presence status details for the selected user. The report data is selected for the specified date range.

***The only difference with the report User Presence Status (By User) - Daily is that the report data is NOT grouped daily in this report*



User Presence Status

From : **17.1.2008**

Until : **01.12.2008**

Print Date : 28.10.2008 16:35

Dep't : **AKL P.M.**

User : **John Hewlett - 70952**

Sick
Sick
01 септември 2008
08 септември 2008
15 септември 2008
22 септември 2008
29 септември 2008
06 октомври 2008
13 октомври 2008

Start Time	End Time	Status	Duration
08.9.2008 08:46	09.9.2008 08:23	Sick	23:37:32
10.10.2008 08:23	10.10.2008 16:52	Sick	08:29:30

Total Duration : **1 days 8h 7m 2s**

Required Input Parameters :	**Output values** :
From Date	Start Time,
Until (To Date)	End Time,
User	Status: Meeting, Break, Sick, Lunch, Gone out,Vacation (Holiday),Home, DND- Do Not Disturb
	Duration

Format :	**Axis label** :
Table	N/A

3.13 Report templates within the group „Wrap Up Codes“

This report category contains contact center relevant reports.
Displaying Wrap-up Code Usage for all queues, per queue, per wrap-up and per wrap-up group.

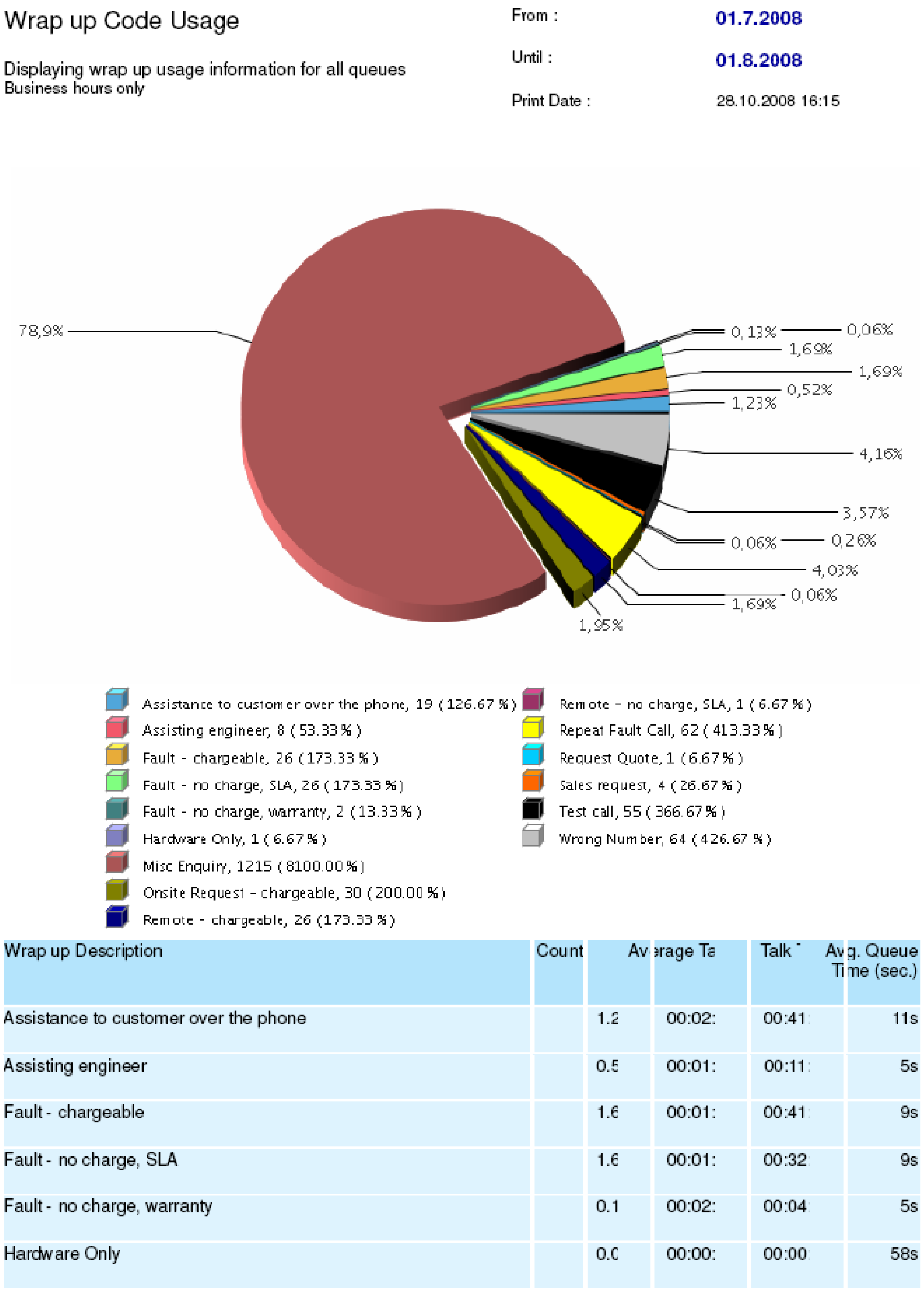
Report	**Description**	**CC**	**UC**	**A**
Wrap-up Code Usage All Queues	This report shows wrap-up code usage details in the specified date/time range.	Yes	No	Yes
Wrap-up Code Usage	This report shows wrap-up details for specified queue.	Yes	No	Yes
Wrap-up Code Usage Per Wrap-up Group	This report shows wrap-up details for selected wrap-up group in the specified date range.	Yes	No	No
Wrap-up Code Usage Per Wrap-up	This report shows wrap-up details for specified wrap-up.	Yes	No	No

Table 11 Reports of the group – Wrap Up Codes

3.13.1 Wrap-up Code Usage All Queues

Report Description :

This report shows wrap-up code usage details in the specified date/time range.



Wrap up Code Usage

Displaying wrap up usage information for all queues
Business hours only

From : 01.7.2008
Until : 01.8.2008
Print Date : 28.10.2008 16:15

78,9%
0,13%
0,06%
1,69%
1,69%
0,52%
1,23%
4,16%
3,57%
0,06%
0,26%
4,03%
1,69%
0,06%
1,95%
Assistance to customer over the phone, 19 (126.67 %)
Assisting engineer, 8 (53.33 %)
Fault - chargeable, 26 (173.33 %)
Fault - no charge, SLA, 26 (173.33 %)
Fault - no charge, warranty, 2 (13.33 %)
Hardware Only, 1 (6.67 %)
Misc Enquiry, 1215 (8100.00 %)
Onsite Request - chargeable, 30 (200.00 %)
Remote - chargeable, 26 (173.33 %)
Remote - no charge, SLA, 1 (6.67 %)
Repeat Fault Call, 62 (413.33 %)
Request Quote, 1 (6.67 %)
Sales request, 4 (26.67 %)
Test call, 55 (366.67 %)
Wrong Number, 64 (426.67 %)

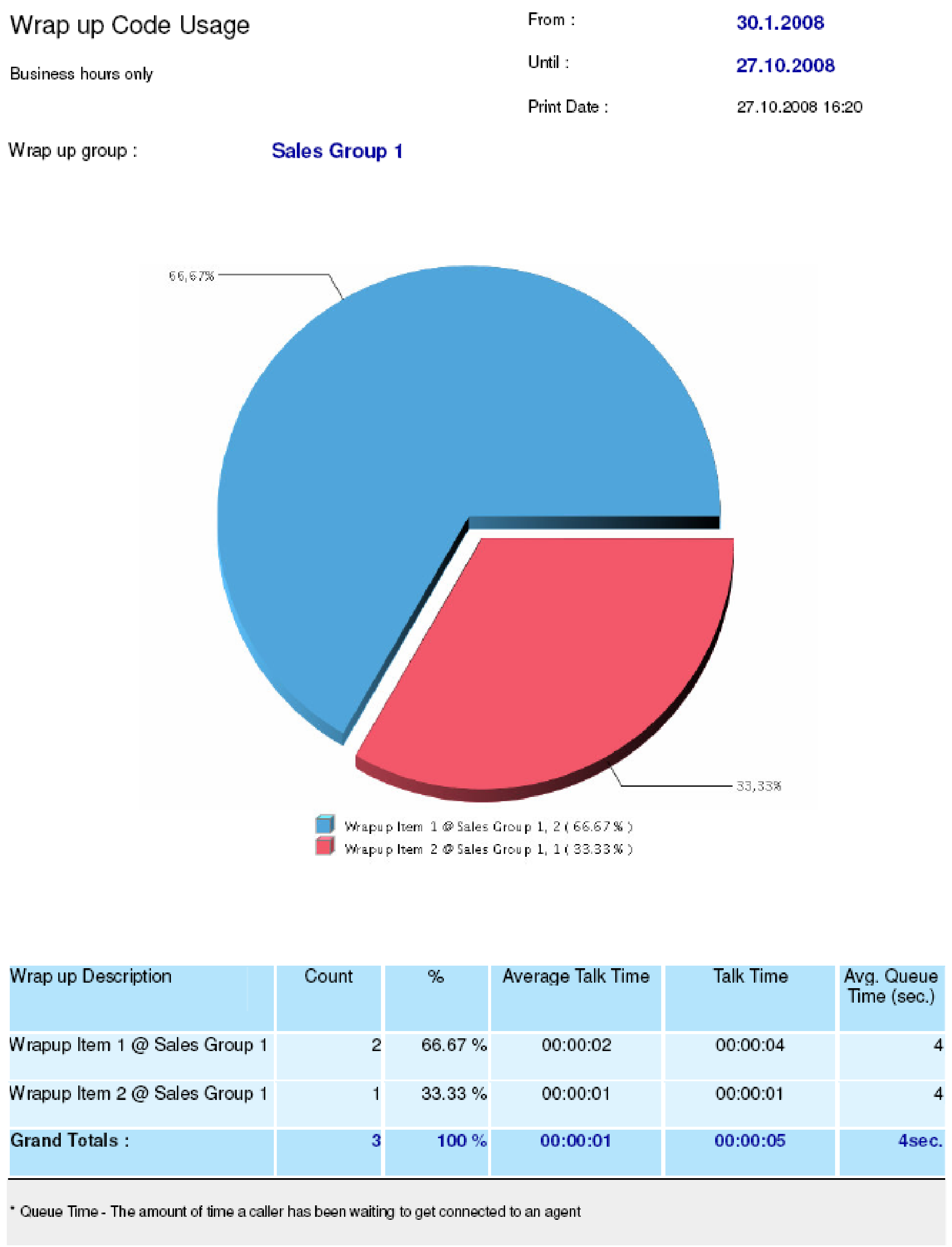
Wrap up Description	Count	Av	erage Ta	Talk ˉ	Avg. Queue Time (sec.)
Assistance to customer over the phone		1.2	00:02:	00:41	11s
Assisting engineer		0.5	00:01:	00:11	5s
Fault - chargeable		1.6	00:01:	00:41	9s
Fault - no charge, SLA		1.6	00:01:	00:32	9s
Fault - no charge, warranty		0.1	00:02:	00:04	5s
Hardware Only		0.0	00:00:	00:00	58s

Required Input Parameters :	**Output values** :
From Date	Wrap-up description,
Until (To Date)	Count (Number of Calls) - per wrap-up
From Time	% of total number of calls
To Time	Average Talk Time -per wrap-up
Business hours only (else 24/24)	Talk Time – per wrap-up
Daily Report	Average Queue Time – per wrap-up
	Totals for all previous values (Average Talk Time, Talk Time, Average Queue Time)
	* Queue Time - The amount of time a caller has been waiting to get connected to an agent

Format	**Axis label** :
Table and Graphic (Pie chart displaying number of calls and % of total number of calls per wrap-ups)	Vertical : Number of calls Horizontal : Wrap-up description

3.13.2 Wrap-up Code Usage Per (Wrap Up) Group

Report Description :
This report shows wrap-up details for specified queue.


66,67%
33,33%
🟦 Wrapup Item 1 @ Sales Group 1, 2 (66.67 %)
🟥 Wrapup Item 2 @ Sales Group 1, 1 (33.33 %)

Wrap up Code Usage

Business hours only

From : **30.1.2008**
Until : **27.10.2008**
Print Date : 27.10.2008 16:20

Wrap up group : **Sales Group 1**

Wrap up Description	Count	%	Average Talk Time	Talk Time	Avg. Queue Time (sec.)
Wrapup Item 1 @ Sales Group 1	2	66.67 %	00:00:02	00:00:04	4
Wrapup Item 2 @ Sales Group 1	1	33.33 %	00:00:01	00:00:01	4
Grand Totals :	**3**	**100 %**	**00:00:01**	**00:00:05**	**4sec.**

* Queue Time - The amount of time a caller has been waiting to get connected to an agent

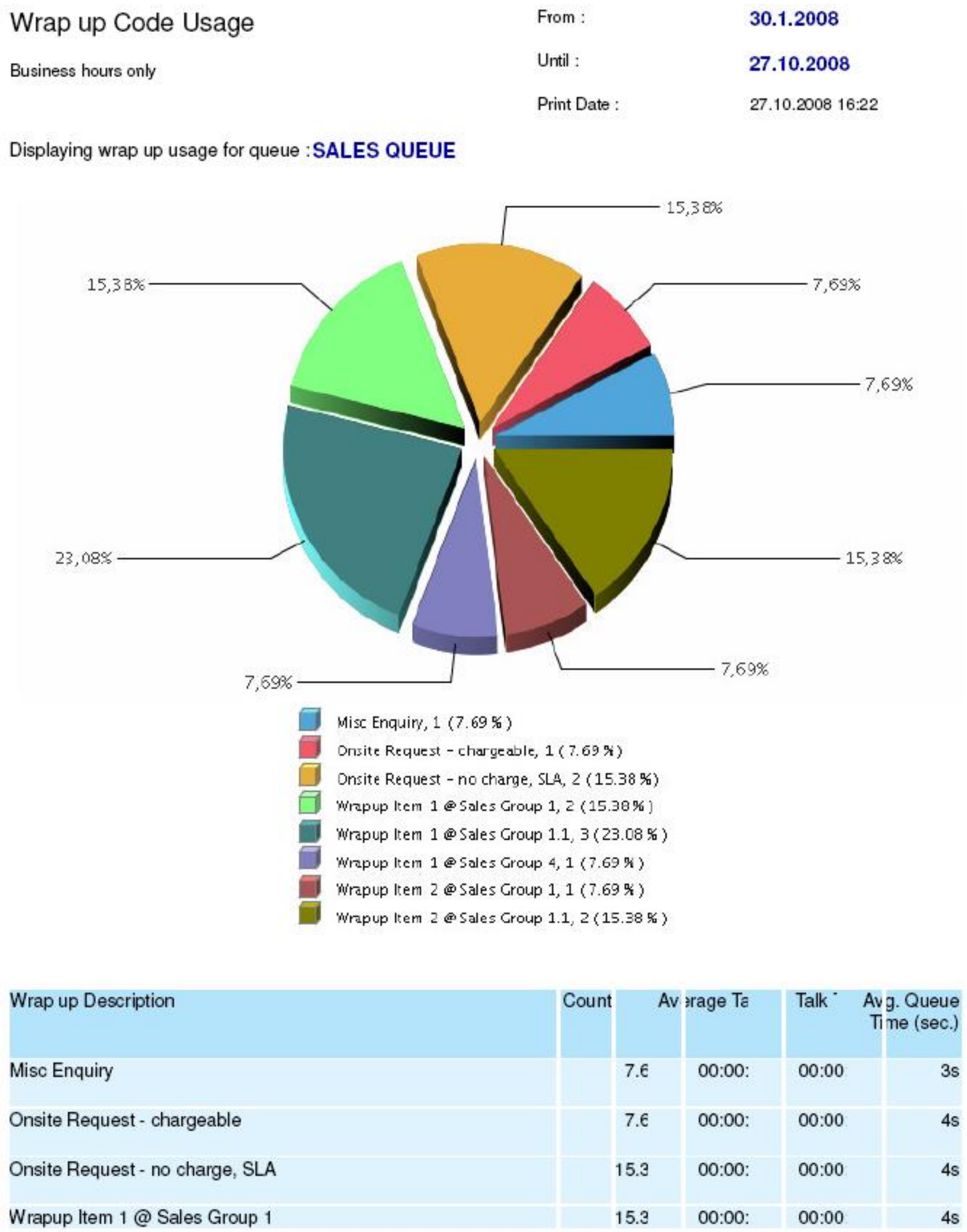
Required Input Parameters :	**Output values** :
From Date	Wrap-up description,
Until (To Date)	Count (Number of Calls) - per wrap-up
Queue	% of total number of calls
Business hours only (else 24/24)	Average Talk Time -per wrap-up
Daily Report	Talk Time – per wrap-up
	Average Queue Time – per wrap-up
	Totals for all previous values (Average Talk Time, Talk Time, Average Queue Time)
	* Queue Time - The amount of time a caller has been waiting to get connected to an agent

Format :	**Axis label** :
Table and Graphic (Pie chart displaying number of calls and % of total number of calls per wrap-ups)	Vertical : Number of calls Horizontal : Wrap-up description

3.13.3 Wrap-up Code Usage Per Queue

Report Description :

This report shows wrap-up details for selected wrap-up group in the specified date range .



Wrap up Code Usage

Business hours only

From : 30.1.2008

Until : 27.10.2008

Print Date : 27.10.2008 16:22

Displaying wrap up usage for queue :**SALES QUEUE**

🟦 Misc Enquiry, 1 (7.69 %)
🟥 Onsite Request - chargeable, 1 (7.69 %)
🟧 Onsite Request - no charge, SLA, 2 (15.38 %)
🟩 Wrapup Item 1 @ Sales Group 1, 2 (15.38 %)
🟦 Wrapup Item 1 @ Sales Group 1.1, 3 (23.08 %)
🟪 Wrapup Item 1 @ Sales Group 4, 1 (7.69 %)
🟥 Wrapup Item 2 @ Sales Group 1, 1 (7.69 %)
🟫 Wrapup Item 2 @ Sales Group 1.1, 2 (15.38 %)

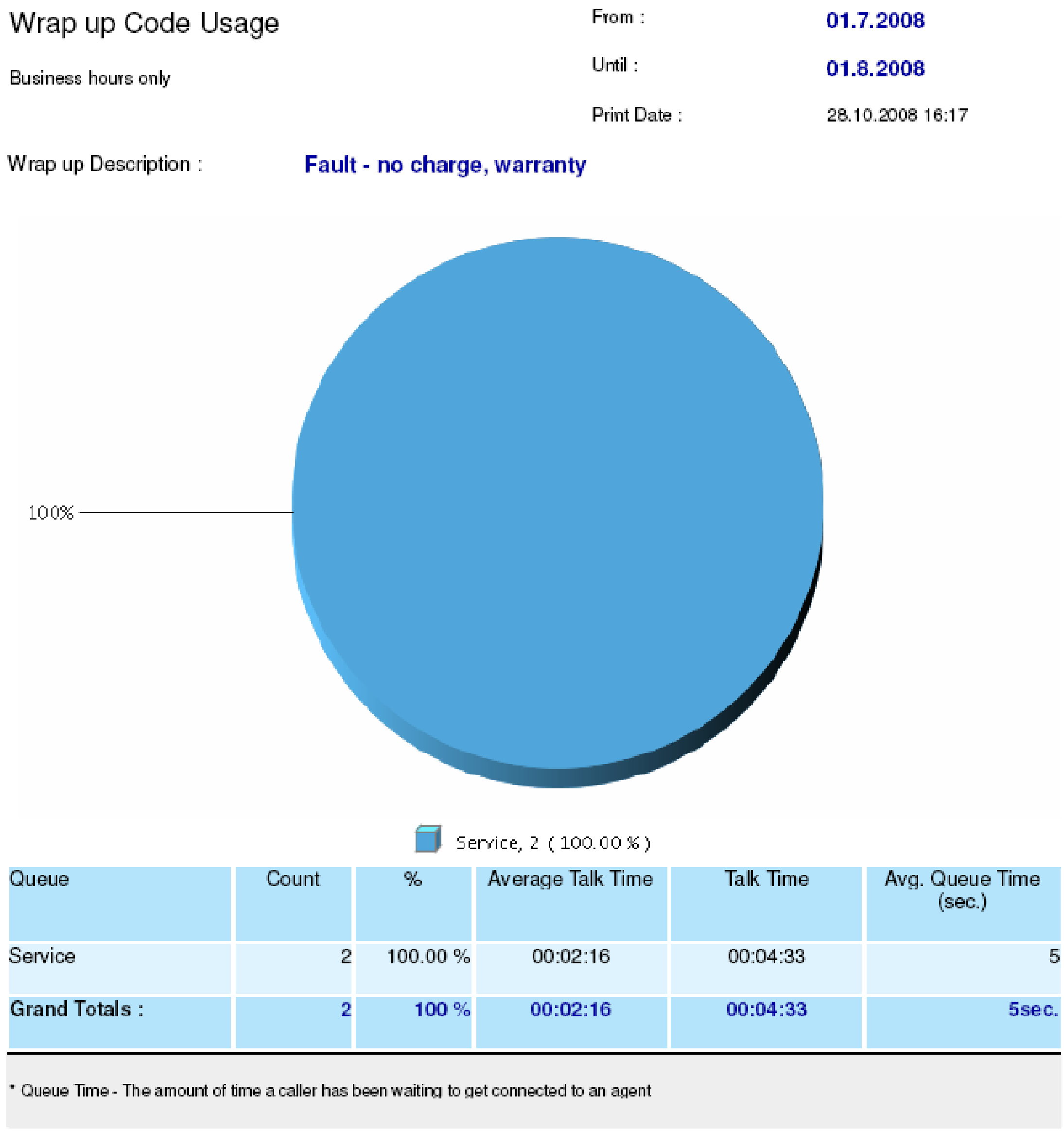
Wrap up Description	Count	Av	erage Ta	Talk	Avg. Queue Time (sec.)
Misc Enquiry		7.6	00:00:	00:00	3s
Onsite Request - chargeable		7.6	00:00:	00:00	4s
Onsite Request - no charge, SLA		15.3	00:00:	00:00	4s
Wrapup Item 1 @ Sales Group 1		15.3	00:00:	00:00	4s

Required Input Parameters :	**Output values** :
From Date	Wrap-up description,
Until (To Date)	Count (Number of Calls) - per wrap-up
Wrap-up group	% of total number of calls
Business hours only (else 24/24)	Average Talk Time -per wrap-up
Daily Report	Talk Time – per wrap-up
	Average Queue Time – per wrap-up
	Totals for all previous values (Average Talk Time, Talk Time, Average Queue Time)
	* Queue Time - The amount of time a caller has been waiting to get connected to an agent

Format :	**Axis label** :
Table and Graphic (Pie chart displaying number of calls and % of total number of calls per wrap-ups)	Vertical : Number of calls Horizontal : Wrap-up description

3.13.4 Wrap-up Code Usage Per Wrap-up

Report Description :
This report shows wrap-up details for specified wrap-up.



Wrap up Code Usage

Business hours only

From : **01.7.2008**
Until : **01.8.2008**
Print Date : 28.10.2008 16:17

Wrap up Description : **Fault - no charge, warranty**

Queue	Count	%	Average Talk Time	Talk Time	Avg. Queue Time (sec.)
Service	2	100.00 %	00:02:16	00:04:33	5
Grand Totals :	**2**	**100 %**	**00:02:16**	**00:04:33**	**5sec.**

* Queue Time - The amount of time a caller has been waiting to get connected to an agent

Required Input Parameters :	**Output values** :
From Date	Queue Name,
Until (To Date)	Count (Number of Calls) - per queue
Wrap-up Description	% of total number of calls
Business hours only (else 24/24)	Average Talk Time -per queue
Daily Report	Talk Time – per queue
	Average Queue Time – per queue
	Totals for all previous values

Format :	**Axis label** :N/A
Table and Graphic (Pie chart displaying number of calls and % of total number of calls per queues)	

4 Call Transfer Presentation in specific Reports

Within an operational contact center several call transfers, based on different call handling mechanisms are possible. In general it has to be differentiated between:

- Call transfers which are initiated manually by agents.
- Call transfers which are initiated by queues due to underlying routing rules.

In addition the different kind and properties of call transfer destinations have to be considered:

- Internal destinations
  - Agents
  - UC user, Non UC user
  - Voicemailbox
  - Queues
- External destination

And at last the type of transfer has to be taken into account.

- Blind transfer
- Supervised transfer

Tansfers can also be cascaded e.g. call transfer from an agent to an other agent followed by a transfer from the second agent to a normal UC user.

In case of a call transfer, the call is split into call segments. Depending on the kind of call transfer and the destination the information of the call are assigned to different call segments.

Call segments can be either contact center call related or not. Most reports use the information, which are written into the last contact center call segment. The information written into previous or following non contact center related call segments are not considered.

Note:

The variety of call transfers and their combinations are the reason that a homogeneous reporting of all call transfers and an overall reporting consistency cannot be ensured in every call transfer scenario.

Call transfers by agents should be avoided if a consistent reporting is required.

Within the subsequent scenarios an agent transfers the call to different destination using the myAgent transfer function with the option “blind transfer”.

In case of queue transfers CCV elements are used for call transfer in this case also the “single step /blind transfer” is used.

4.1.1 Call Transfers initiated by Agent

4.1.1.1 Destination Agent is logged in into myAgent and available for calls of another queue

Call Scenario:

- User 33388 calls queue 94222 (Sales).
- Agent 94101 accepts the call and transfers the call afterward to Agent 94201 who is logged in into queue 94223 (Service).
- Agent 94201 answeres (accepts) the call and hangs up.
  (Agent 94201 is logged in into my Agent with status available. Agents uses myAgent to control the phone)

Call Segmentation:

Contact Center Call is split into two segments:

- First call segment comprises the times and actions from call entering into the queue 94222 (Sales) until agents 94101 performs the call transfer.
- Second call segment comprises the times and action from alerting to Agent 94201 until Agent 94201 hangs up.

Queue assignment:

In both segments Call is assigned to queue 9422 (Sales) even if agent 94201 is assigned to queue 94223 (Service).

myReports

The transferred call is shown in the reports:

- Transferred calls per Agent:

  Only the call transfer to Agent 94101 is reported. The queue Sales is assigned to the call as no transfer between queues took place. Only the second call segment is shown within this report.
- Transferred call per Queue

  Transfers are assigned to Queue Sales only as no transfer between queues took place

  Both call segements are reported within this report due to the “Queue view”.
- Whole life report per Queue

  Transfers are assigned to Queue Sales only as no transfer between queues tool place

  Both call segements are reported within this report
- User / Agent Related Report - List for Export

  This report contains all call segments for all UC Users incl. contact Center Agents.

  Transferred Contact Center Calls can be determined in general by a CC Call IDs which is assigned to several call segments.

The call transfer is not shown in the reports

- Contact Center transferred calls

  No transfer is shown in this report as only only queue transfers to outbound destination numbers are reported here (by reports definition).
- Contact Center Calls List for Export

  No transfer is shown in this report as only only queue transfers to outbound destination numbers are reported in this report.

4.1.1.2 Destination Agent is logged in into myAgent but set to unavailable

The same call scenario as in 4.1.1.1 Destination Agent is logged in into myAgent and available for calls of another queuewith the difference that the destination Agent 94201 is logged in into myAgent but his status is set to “unavailable”. In addition Agent 94201 uses the phone (not myAgent) for answering the call and for hanging up.

- User 33388 calls queue 94222 (Sales).
- Agent 94101 accepts the call and transfers the call afterward to Agent 94201 who is logged in into queue 94223 (Service).
- Agent 94201 answeres (accepts) the call and hangs up.

myReports

The presentation of the transferred call within the reporting is done in the same way as described in scenario

4.1.1.3 Destination Agent not logged in into CC in general

The same call scenario as in 4.1.1.1 with the difference that the destination Agent 94201 is not logged in into the Contact center neither by my Agent nor via phone. Agent 94201 uses the phone for answering the call and for hanging up.

- User 33388 calls queue 94222 (Sales).
- Agent 94101 accepts the call and transfers the call afterward to Agent 94201 who is not logged in into the CC.
- Agent 94201 answeres (accepts) the call and hangs up.

Note:

Even if the Agent 94201 is not logged in into the CC the second call segment of the transferred call is also treated as a CC call. The call is also shown as a call for queue Sales within the Contact Center Call windows of Agent 94101 until Agent 94201 hangs up.

myReports

The presentation of the transferred call within the reporting is done in the same way as described in scenario 4.1.1.1.

4.1.1.4 Call Transfer from Agent to a UC User or to a normal Uer (non UC User)

Call scenario:

- User 33388 calls queue 94222 (Sales).
- Agent 94101 accepts the call and transfers the call afterward to User 94301.
- User 94301 answeres (accepts) the call and hangs up.

Call segmentation:

The call is split into two segments:

- First call segment comprises the times and actions from call entering into the queue 94222 (Sales) until agent 94101 performs the call transfer..
- Second call segment comprises the non contact center part of the call and the times and action from alerting to User 93201 until User 94301 hangs up.

Queue assignment:

In the contact center call segments of the call is assigned to queue 94222 (Sales).

Agent assignment:

No agent ID is assigned to the contact center call segment as the call was not completed within the contact center.

myReports

The transferred call is shown in the reports:

- User / Agent Related Report - List for Export

  This report contains all call segments for all UC Users incl. contact Center Agents.

  Transferred Contact Center Calls can be determined in general by a CC Call IDs which is assigned to several call segments.

The call transfer is not shown in the reports

- Transferred calls per Agent:

  The transferred call is not reported here as the transfer destination was not an agent.
- Transferred call per Queue

  The transferred call is not reported here as the transfer destination was not an agent.
- Whole life report per Queue

  The call is reported only with the CC call segment without transfer destination, as the transfer destination was not an agent.
- Contact Center transferred calls

  No transfer is shown in this report as only only queue transfers to outbound destination numbers are reported here (by reports definition).
- Contact Center Calls List for Export

  No transfer is shown in this report as only only queue transfers to outbound destination numbers are reported in this report.

Note:

Transferred calls to non agents (UC Suite) can only be determinated clearly using the User/Agent Related Report.

As no agent information is entered within the CC call segment of the call. The segment is not shown in agent related reports, which base on Agent-IDs.

Only queue related reports based on CC Call-ID contain information about the first call segment of the transferred call as answered call.

4.1.1.5 Call Transfer by Agent to an outbound destination

Call scenario:

- User 33388 calls queue 94222 (Sales).
- Agent 94101 accepts the call and transfers the call afterward to an outbound destination.
- Outbound destination answered the call and hangs up.

Call segmentation:

The call is split into two segments:

- First call segment comprises the times and actions from call entering into the queue 94222 (Sales) until agent 94101 performs the call transfer and the called destination accepts the call.
- Second call segment comprises the non contact center part of the call and the times and action from accepting the call until external destination accepts the call and hangs up.

Queue assignment:

In the contact center call segments of the call is assigned to queue 94222 (Sales).

Agent assignment:

No agent ID is assigned to the contact center call segment as the call was not completed within the contact center.

myReports

The transferred call is shown in the reports:

- User / Agent Related Report - List for Export

  This report contains all call segments for all UC Users incl. contact Center Agents.

  Transferred Contact Center Calls can be determined in general by a CC Call IDs which is assigned to several call segments.

The call transfer is not shown in the reports

- Transferred calls per Agent:

  The transferred call is not reported here as the transfer destination was not an agent.
- Transferred call per Queue

  The transferred call is not reported here as the transfer destination was not an agent.
- Whole life report per Queue

  The call is reported only with the CC call segment without transfer destination, as the transfer destination was not an agent.
- Contact Center transferred calls

  No transfer is shown in this report as only queue transfers to outbound destination numbers are reported here (by report definition).
- Contact Center Calls List for Export

  No transfer is shown in this report as only queue transfers to outbound destination numbers are reported in this report.

Note:

Transferred calls to outbound destinations can only be determinated clearly using the User/Agent Related Report.

As no agent information is entered within the CC call segment of the call. The segment is not sown in agent related reports which based on Agent-IDs.

Only queue related reports based on CC Call-ID contain information about the first call segment of the transferred call as answered call..

4.1.1.6 Call Transfer from Agent to another Contact Center Queue answered by Agent in Queue

Scenario:

- User 33388 calls queue 94222 (Sales).
- Agent 94101 accepts the call and transfers the call afterward to queue 94223 (Service).
- Agent 94201 accepts the call in queue Service and hangs up.

Call Segmentation:

Contact Center Call is split into two segments:

- First call segment comprises the times and actions from call entering into the queue 94222 (Sales) until agents 94101 performs the call transfer to queue 94223 (Service).
- Second call segment comprises the times and action from alerting to Agent 94201 until Agent 94201 hangs up.

Queue assignment:

First call segment is assigned to queue 94223 (Sales) the second call segment is assigned to queue 94223 (Service).

myReports

The transferred call is shown in the following reports:

- Transferred calls per Agent:

  Both call segments are reported. The first call degment is assignet to Agent 94101. The second segment is assigned to Agent 94201. The reported Queue-, Alert- and Talk Times represent the times within every call segment. (the second call segment does not replace the times of the first call segment in this report).
- Transferred call per Queue

  Both call segments are reported. The first call degment is assignet to Queue 94222 (Sales) with Agent 94101. The second segment is assigned to Queue 94223 (Service) with Agent 94201. The reported Queue-, Alert- and Talk Times represent the times within every call segment. (the second call segment does not replace the times of the first call segment in this report).
- Whole life report per Queue

  Both call segments are reported. The first call degment is assignet to Queue 94222 (Sales) with Agent 94101. The second segment is assigned to Queue 94223 (Service) with Agent 94201. The reported Queue-, Alert- and Talk Times represent the times within every call segment. (the second call segment does not replace the times of the first call segment in this report).
- User / Agent Related Report - List for Export

  This report contains all call segments for all UC Users incl. contact Center Agents.

  Transferred Contact Center Calls can be determined in general by a CC Call IDs which is assigned to several call segments.

The call transfer is not shown in the following reports

- Contact Center transferred calls

  No transfer is shown in this report as only queue transfers to outbound destination numbers are reported here (by reports definition).
- Contact Center Calls List for Export

  No transfer is shown in this report as only queue transfers to outbound destination numbers are reported in this report.

4.1.2 Call Transfers initiated by Queues

4.1.2.1 Call Transfer from queue to another contact center queue answered by Agent

Call Scenario:

- User 33388 calls queue 94222 (Sales).
- No agent is available in queue 94222 the call is transferred by CCV to queue 94223 (Service).
- Agent 94201 accepts the call in queue Service and hangs up.

Call Segmentation:

Contact Center Call is split into two segments:

- First call segment comprises the times and actions from call entering into the queue 94222 (Sales) until queue 94222 performs the call transfer.

- Second call segment comprises the times from entering queue 94223 (Service) until Agent 94201 hangs up.

Queue assignment:
In the first call segment the call is assignet to queue 94222 (Sales). The second call segment is assigned to Queue 94223 (Service).

myReports
The transferred call is shown in the reports:

- Transferred calls per Queue

  The Transfer is shown within this report. The two call segments of the transfer are assigned to the appropriate queues as both segment are contact center call segments.

  No agent is assigned to the first call segment and the times are set to zero.

  Only the last (second) call segment contains the times for the call within the last queue and the information about the agent who answered the call.
- Whole life report per Queue

  The Transfer is shown within this report. The two call segments of the transfer are assigned to the appropriate queues as both segment are contact center call segments.

  No agent is assigned to the first call segment and the times are set to zero.

  Only the (last) (second) call segment contains the times for the call within the last queue and the information about the agent who answered the call.
- User / Agent Related Report - List for Export

  A queue transfer is not indicated directly within this report, but it can be determined indirectly by the CC Call ID, which is assigned to several call segments.

The call transfer is not shown in the reports

- Transferred calls per Agent:

  Call is not shown here as transfer was done by queue and not by agent.
- Contact Center transferred calls

  No transfer is shown in this report as only only queue transfers to outbound destination numbers are reported here (by report definition).
- Contact Center Calls List for Export

  No transfer is shown in this report as only the last (second) contact center call segment is shown in this report.