

# vision

## Call Centre Configuration Manual

Vision 1.5  
September 2013



Vision Call Centre Configuration Manual  
Document No. 012  
Version No. v1.5/0913/7

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## Introduction

Vision Call Centre works in conjunction with the **maximiser** Unified Communications platform to help your customer deliver outstanding Customer Service to those calling their business. Unlike third party applications, Vision Call Centre has been developed by SpliceCom to specifically utilise and extend **maximiser's** advanced call routing capabilities and ensures that the resulting historical data is interpreted in an accurate manner. Vision Call Centre Reports give you an in-depth view of how the Inbound Call Centre is performing, when you want it and how you want it.

Building on the standard Vision Reports package, Vision Call Centre provides 21 further reports which focus on delivering the detailed and summary information that are required to effectively measure and manage the inbound call centre.

This document outlines the configuration required for these enhanced features. It is assumed that the Vision server has been previously installed and configured as detailed in the Vision Installation and Configuration manual available on the SpliceCom website ([www.splicecom.com](http://www.splicecom.com)).

## maximiser Configuration

### Users

Each User that is to become an Agent within the Vision Call Centre will require the following configuration:

- A Voicemail Access Code (which can be configured within the Voicemail page of the User's configuration form)
- A Remote Working Code that matches their handset's Partner Login Code (which can be configured within the Telephony tab of the User's configuration form and the relevant Phone's configuration form respectively)
- Capabilities as described in the Group membership section below.

The relevant User can now be configured as an Agent as described in the Configure Agents section from page 8.

For further information on configuring these options please refer to the **maximiser** Installation and Maintenance manual.

Please note that if the Agents will be hot desking the Partner Login Code must be the same on all handsets, and therefore, the Remote Working Code must be the same for each User. For information on how to set up hot desking on a **maximiser** system please refer to the **maximiser** Installation and Reference manual.

Each User that is to use the Supervisor Console application will require the following configuration:

- A Voicemail Access Code (which can be configured within the Voicemail page of the User's configuration form)
- A Remote Working Code that matches their handset's Partner Login Code (which can be configured within the Telephony tab of the User's configuration form and the relevant Phone's configuration form respectively)

The relevant User can now be configured to use the Supervisor Console application as described the Supervisor Console section from page 21.

For further information on configuring these options please refer to the **maximiser** Installation and Reference manual.

Please note that some Agent and Supervisor Console features may work initially without the above configuration, however the system will be regularly checking for this information and Agent and Supervisor functionality will no longer operate if this is not found within the User's configuration form.

### Departments

A Department on the **maximiser** system that is going to be monitored and controlled by the Vision Call Centre software must be configured as follows. This Department can then be configured as a Queue as described in the Configure Queues section from page 10.

## Group membership

Each Distribution Group entered in the Department must be populated via the Capabilities feature. This will allow the relevant Users to be configured as Agents within the Vision Call Centre software and enable a supervisor to monitor their calls, take Agents in and out of a Group, and so on, via the Supervisor Console (please refer to the Supervisor Console User manual for further information). The Capabilities feature can be configured as follows.

- 1 In Manager select Users
- 2 Select the User required
- 3 Select the Capability page
- 4 Select Add Capability
- 5 In the Capability field enter an underscore followed by the text required, eg `_Sales Group`.
  - Use a maximum of 16 characters
  - The text **must** be the same as the name of the Group that this User will populate
  - The text **must** match the name of the Capability entered in the Group as described below.
- 6 In the Capability Percent field enter the number that will be matched with the Capability Percentage in the Group, eg 1.
  - This value must be the same or higher than the value entered in the Group's Capability Percent field as described below.
  - This will also determine the User's order in the Group
- 7 Select Update when ready

- 8 Repeat steps 2 to 7 for all members of the Group.
- 9 In Manager select Groups
- 10 Select the Group required or create a Group with the same name as the Capability entered above.
- 11 Select Add Capability
- 12 Within the Capability field enter an underscore followed by the text required, eg `_Sales Group`.
  - This **must** match the name of the Capability entered in the Users' configuration forms as described above.
- 13 Within the Capability Percent field enter the number required, eg 1.
  - This value **must** be the same or lower than the value entered in the Users' Capability Percent fields described above.
- 14 Select Update when ready
- 15 The Group will be automatically populated with the Users whose value in their Capability Percent field is the same or higher than the value in the Group's Percent field.

**Group Details (Sales Group)**

Name:

Description:

Company

**Members**

**Order Member**

1 Users.Jax Govind

1 Users.Sophie Elton

1 Users.Josh Carew

1 Users.Alice Barker

1 Users.Sally James

**Capabilities**

Capability	Percent
_Sales Group	1

When a User is logged out of a Group a minus sign is added to their Capability Percent field, eg -1 so that this value no longer matches the Capability requirement of the Group and the User is removed from the Group. When a User is logged back into a Group the minus sign is removed and the User is returned to the Group.

### Skills based routing

If you wish to refine the membership of a Group via skills based routing, ie Users become members of the Group dependent on the level of their ability to answer the calls, then additional Capabilities can be entered in the traditional way, ie the Capability does not need an underscore at the beginning and is not the same name as the Group. For further information please refer to the **maximiser** Installation and Maintenance manual.

**Group Details (Sales Group)**

Name:

Description:

Company

**Members**

**Order Member**

91 Users.Jax Govind

51 Users.Alice Barker

**Capabilities**

Capability	Percent
_Sales Group	1
Catalogue	45

**User Capability (Alice Barker)**

**Capabilities**

Capability	Percent
_Sales Group	1
Catalogue	50

### Distribution Mode

The Distribution Modes within a Department must be set to Manual. The Vision software will control how a call is distributed within the Group.

General	Distribution	Telephony	Voicemail	Licenses
<b>Department Distribution</b> (Catalogue Sales)				
Distribution Group		Sales Group		
Distribution Mode		Manual		
Distribution Skip On No Targets				

Please note that if for any reason the Vision server loses connectivity with the Call Server, the Call Server will take over the distribution of the calls until connectivity is re-established.

## Wrap Up Time

In order for Completion Codes, as described in the Configure Completion Codes section from page 15, to appear on the User's PCS 58x/57x/56x, PCS 60, Navigate and Agent Portal the relevant Department must be configured with a Wrap Up Time.

General	Distribution	Telephony	Voicemail	Licenses
<b>Department Telephony</b> (Catalogue Sales)				
Max Ring Time Before Announcement		0		
Repeat Announcement Time		0		
Max Ring Time Before Alternate Distribution		0		
Max Ring Time Before Alternate Distribution 2		0		
Max Number Of Active Calls Before Busy		0		
Wrap Up Time		120		
No Answer Time		10		

When displayed on a PCS 56x/57x/58x, the wrap-up time will be counted backwards displaying the number of minutes and seconds left before the end of the Wrap-up time. The Agent Portal will display the number of minutes and seconds that have elapsed since the start of the wrap-up time.

Please note that the Wrap Up Time can be truncated by the user by placing a phone off-hook and then on-hook or by making a call.

For further information on configuring a Department please refer to the **maximiser** Installation and Reference manual.

## Licensing

In order to use the additional functionality available with the Vision Call Centre software the following licences can be installed on the **maximiser** system.

**VisionAgent** Required for each User that will be configured as an Agent. For further information please refer to the Configure Agents section from page 8.

**VisionSupervisor** Required for each concurrent use of the Supervisor Console application. For further information please refer to the Supervisor Console section from page 21.

**ESPSession** This licence will be required to use the Estimated Time to Answer and Position in Queue announcements. Once installed this licence will enable a single Enhanced Speech Processing channel on the internal or external voicemail application. One licence per channel will be required. For further information please refer to the Enhanced Speech Services section below.

As soon as the VisionAgent or VisionSupervisor licences are loaded onto the **maximiser** system the following Call Centre menu will be displayed within the Vision Portal when logged in as the Administrator or logged in as a Manager with Configure Managers rights. (For details on how to access the Vision Portal please refer to the Vision Installation & Configuration Manual.)



For information on how to install licences onto a **maximiser** system please refer to the **maximiser** Installation & Reference manual.

## Enhanced Speech Services

When a caller is waiting for their call to be answered they can be informed of their position in the queue or the estimated time before their call will be answered. For further information please refer to the Configure Queues section from page 10. This feature requires an ESPSession licence for each concurrent channel required and should be configured as follows.

Once the required number of ESPSession licences have been installed:-

- 1 Within Manager select the relevant Voicemail Port
- 2 In the Enhanced Speech Services Capacity field enter the number of channels required for this Voicemail Port
- 3 Ensure that the Extended Attendant field is ticked
- 4 Select Update or Apply when ready.

Extended Attendant	<input checked="" type="checkbox"/>
Enhanced Speech Services Capacity	<input type="text" value="3"/>
Internal Collect Number	<input type="text"/>
External Collect Number	<input type="text"/>
Text To Speech Voice	<input type="text"/>
Require Mailbox Access Code	<input type="checkbox"/>
<input type="button" value="Update"/> <input type="button" value="Apply"/> <input type="button" value="Cancel"/> <input type="button" value="Delete"/>	

Please refer to the SpliceCom **maximiser** Installation and Reference Manual for further information.

## Announcements

When a caller is waiting for their call to be answered they can be informed of their position in the queue or the estimated time before their call will be answered. For further information please refer to the Configure Queues section from page 10. The number of seconds before the first announcement is played and the number of seconds before the second announcements is then played is configured within the Department's configuration as show below. For further information please refer to the Installation and Reference manual.

General	Distribution	Telephony	Voicemail	Licenses
<b>Department Telephony</b> (Catalogue Sales)				
Max Ring Time Before Announcement			<input type="text" value="0"/>	
Repeat Announcement Time			<input type="text" value="0"/>	
Max Ring Time Before Alternate Distribution			<input type="text" value="0"/>	

# Vision Call Centre configuration

## Configure Agents

Each User that is a member of a Distribution Group, via Capabilities, entered in a Department that will be configured as a Queue, can be configured as a Call Centre Agent.

### Before continuing check that:

- The relevant number of VisionAgent licences have been installed on the **maximiser** system as described in the Licensing section from page 5.
- The relevant User has been configured with a Voicemail Access Code and Remote Working Code matching their handset's Partner Login Code as described in the Users section from page 2.
- The User is a member of the relevant Distribution Group via Capabilities

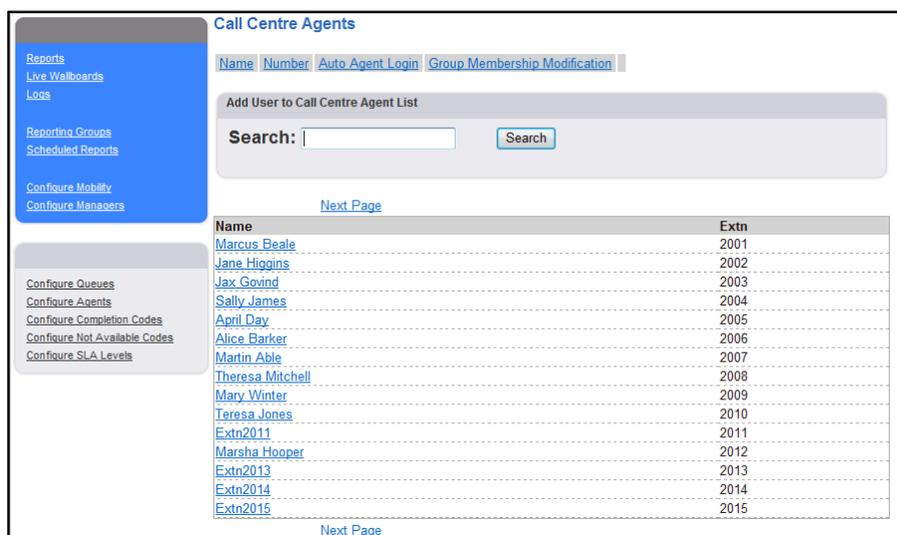
## Applying an Agent Licence

In order for a User to become an Agent that User must be given an Agent licence and added to the Call Centre Agents list via the Configure Agents link within the Vision portal.

Please note that the Configure Agents option will only be available when logged in to the Vision portal as the Administrator or as a Manager with Configure Managers rights and after the required number of VisionAgent licences have been installed as described in the Licensing section from page 5. (For details on how to access the Vision Portal please refer to the Vision Installation & Configuration Manual.)



- 1 Within the Vision portal, click on the Configure Agents link. The following screen will be displayed.



- 2 Use the Search facility or the Next Page/Previous Page links to find the Users required. The Users are listed in extension number order.

- 3 Click on the User required
- 4 The User will be displayed at the top of the screen in the Call Centre Agents list

Call Centre Agents				
Name	Number	Auto Agent Login	Group Membership Modification	
<a href="#">Jax Govind</a>	2003	YES	YES	<a href="#">Remove</a>
<a href="#">Sally James</a>	2004	YES	YES	<a href="#">Remove</a>
<a href="#">Alice Barker</a>	2006	YES	YES	<a href="#">Remove</a>
<a href="#">Sophie Elton</a>	2035	YES	YES	<a href="#">Remove</a>
<a href="#">Josh Carew</a>	2033	YES	YES	<a href="#">Remove</a>

Click on the column headings to sort the list by Name, Number, Auto Agent Login or Group Membership Modification.

A User can be deleted from the Call Centre Agents list by click on Remove beside the Agent’s entry.

In the Manager application note that the relevant User has been assigned a VisionAgent licence.

## Auto Agent Login

When an User logs on to a handset on the **maximiser** system the Auto Agent Login option will determine whether that User will or will not be automatically logged on as an Agent as the same time. This can be configured as follows:

- 1 From the Vision Portal click on the Configure Agents link.
- 2 From the Call Centre Agents list select the relevant Agent
- 3 From the Auto Agent Login list box select either
  - Yes – when a User logs on to a handset he/she will be logged on as an Agent and therefore will be in a Waiting state. Calls for the relevant Queue(s) will be presented to the Agent’s extension, or
  - No – when a User logs on to a handset he/she will not be logged on as an Agent and will remain in a Logged Out state, and therefore will not be presented with calls for the relevant Queue(s) (but can still receive non-Vision Call Centre related calls). This Agent will remain logged out until he/she opens and logs on to the Agent Portal.
- 4 Select Update or Apply when ready.

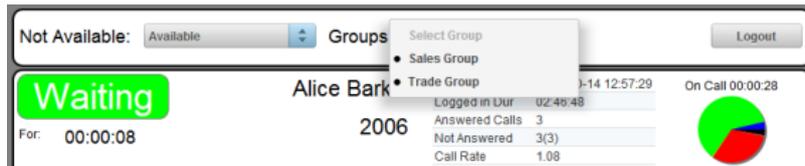
Please note that when the Auto Agent Login is set to No an Agent will be automatically logged out as an Agent after the Login Idle Time specified in their User configuration form.

For further information please refer to the Agent Portal section from page 26.

For further information on “hot desking”, how a User can log on to or off a handset and Login Idle Time please refer to the **maximiser** Installation and Maintenance manual.

## Group Membership Modification

This option within Configure Agents will determine whether the Groups list box will be available within an Agent’s Agent Portal and thereby determining whether the Agent can take him/herself in and out of his/her Group(s) via the Agent Portal. By default, this option is enabled and the Agent can use the Groups list box to leave and join a Group.



This option can be disabled and enabled as follows:

- 1 From the Vision Portal click on the Configure Agents link.
- 2 From the Call Centre Agents list select the relevant Agent
- 3 From the Group Membership Modification list box select either
  - Yes – the Group list box will be available within the Agent Portal and the Agent can use this to join and leave a Group
  - No – the Group list box will not be available and the Agent will not be able to take themselves in and out of a Group via the Agent Portal.
- 4 Select Update or Apply when ready.

Please note that the Groups list box can also be removed by entering ?g=0 within the Agent Portal’s URL as described within the Agent Portal section from page 26.

## Delete an Agent

- 1 From the Vision Portal click on the Configure Agents link.
- 2 From the Call Centre Agents list select the relevant Agent
- 3 Select the Delete button
- 4 The User will be removed from the Call Centre Agents list and the VisionAgent licence will be removed from their User configuration form.

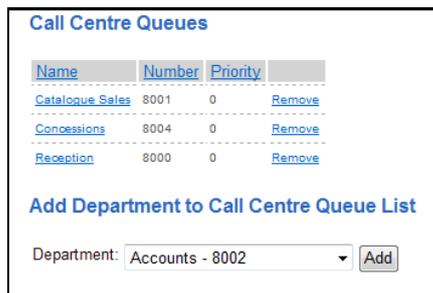
## Configure Queues

In order for Vision to take control of the call distribution for a Department this Department must be entered as a Call Centre Queue via the Configure Queues link within the Vision portal.

Please note that the Configure Queues option will only be available when logged in to the Vision portal as the Administrator or as a Manager with Configure Managers rights and after the required number of VisionAgent licences have been installed as described in the Licensing section from page 5. (For details on how to access the Vision Portal please refer to the Vision Installation & Configuration Manual.)



- 1 Within the Vision Portal select Configure Queues
- 2 From the Department list box select the relevant Department
- 3 Click on Add and the Department will be displayed at the top of the screen in the Call Centre Queues list



Click on the column headings to sort the list by Name, Number or Priority.

A Department can be deleted from the Call Centre Queues list by selecting Remove beside the relevant Department.

## Edit the Queue

Once a Department has been added to the Call Centre Queues list this Department can be configured via Vision as described below.

- 1 Within the Vision Portal select Configure Queues
- 2 Within the Call Centre Queues list select the Department required within the Name column
- 3 The Edit Queue configuration form will be displayed

**Edit Queue - Catalogue Sales - Call Routing**

Default Call Priority

Escalate Priority By

Escalate Priority Every  (seconds)

Blacklist On Not Answered Count

Announcement Mode

Auto Feed Mode

Manual Distribution Mode

Distribution Group

Distribution Mode

Alternate Distribution Group

Alternate Distribution Priority

Alternate Distribution Time

Alternate Distribution Mode

Alternate Distribution Group 2

Alternate Distribution Priority 2

Alternate Distribution Time 2

Alternate Distribution Mode 2

Out Of Hours Distribution Group

Out Of Hours Distribution Mode

The fields in this configuration form can be used as follows:

### Call Distribution

The Distribution Mode for a Department to be controlled by Vision Call Centre must be set to Manual. (Please refer to the Departments section from page 2 for further details.) Then within the relevant Queue the method of Distribution is specified within the Manual Distribution Mode field as follows.

#### Manual Distribution Mode

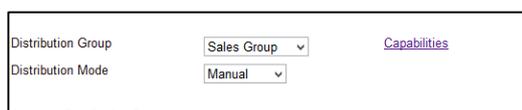
- Longest Idle    A call will be presented to the Agent who has not answered a call for the longest
- Least Busy     A call will be presented to the Agent who has answered the least number of "calls per hour" since log in.

The amount of time that a call will ring on each Agent's extension is determined by the Department's No Answer Time field. If the Department's No Answer Time field is left as 0 the Call Centre default No Answer Time of 10 seconds will be used.

Please note that if for any reason the Vision server loses connectivity with the Call Server, the Call Server will take over the distribution of the calls until connectivity is re-established.

### Group Membership

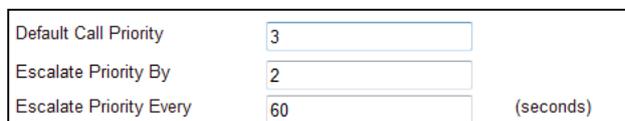
If additional Capabilities have been added to the Distribution Group a Capabilities link may be displayed against the relevant Group name (please refer to the Group membership section from page 3 for further details). This is only available when logged into the Vision portal as a Manager with Configure Manager rights and with Manage as Queue permission for the relevant Department. Please refer to the Configure Managers section in the Vision Installation & Configuration manual and the Supervisor Console section from page 21 for further details.




The Capabilities link will open the Edit Queue – Capabilities for Group [group name] form and the Required Percentage for the Capability can be amended via the Slider Bar. The Capability can also be removed and new Capabilities added via this form.

### Call Priority

In standard operation calls to Departments are presented to Agents in the order they are received. However if an Agent is dealing with calls to multiple Departments and calls to a specific Department must have precedence the relevant Queue can be configured via the following fields.



#### Default Call Priority

This option is used to specify the priority that calls to this Queue must have over calls to other Queues. Calls with a higher priority will be presented to an Agent before calls with a lower priority. For example, a queue with a priority of 2 will have priority over calls to a queue with a priority of 0 or 1.

#### Escalate Priority By

This is the number to be added to the Default Call Priority after the amount of time specified in the Escalate Priority Every field. (Please note that the Default Call Priority can also be increased by 10 when the Boost button is selected within the Supervisor Console. Please refer to the Supervisor Console User manual for further details.)

#### Escalate Priority Every

In this field enter the number of seconds that the Default Call Priority will be increased by the Escalate Priority number. If this option is set to 30 seconds and the Escalate Priority By is set to 10, for example, the Default Call Priority will be increased by 10 every 30 seconds.

#### Alternate Distribution Priority

This field specifies the value that the Default Call Priority must reach before moving to the Alternate Distribution Group. For example, if this field is set to 40 as soon as the Default Call Priority reaches 40

calls will be presented to the Alternate Distribution Group. (Please note that this configuration is not used in conjunction with the Alternate Distribution Time field. One or the other should be used.)

**Alternate Distribution Priority 2**

This field specifies the value that the Default Call Priority must reach before moving to the Alternate Distribution Group 2. For example, if this field is set to 80 as soon as the Default Call Priority reaches 80 calls will be presented to the Alternate Distribution Group 2. (Please note that this configuration is not used in conjunction with the Alternate Distribution Time 2 field. One or the other should be used.)

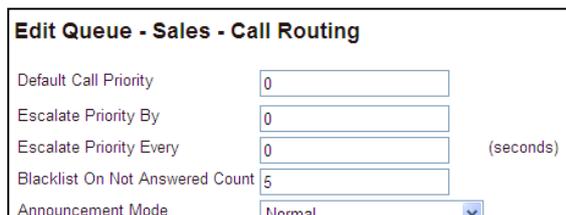
**Blacklisting**

An Agent will be placed in a blacklisted state if he/she fails to answer 3 consecutive calls (default). If blacklisted the Agent will not receive any calls for 5 minutes unless manually put into a waiting state via the Supervisor Console (please refer to the Supervisor Console manual for further details) or by the User placing a phone off-hook and then on-hook. Please note that the Agent will be blacklisted again if he/she does not answer the next call, this will continue until the Agent answers a call.

The number of consecutive unanswered calls that will blacklist an Agent can be changed for each Queue via the Edit Queue configuration form.

**Blacklist on Not Answered Count**

Enter in this field the number of consecutive unanswered calls that will place the Agent in a blacklisted state, eg 5. Default entry 0 = 3 consecutive unanswered calls.



<b>Edit Queue - Sales - Call Routing</b>	
Default Call Priority	<input type="text" value="0"/>
Escalate Priority By	<input type="text" value="0"/>
Escalate Priority Every	<input type="text" value="0"/> (seconds)
Blacklist On Not Answered Count	<input type="text" value="5"/>
Announcement Mode	<input type="text" value="Normal"/>

**Announcements**

When a caller is waiting for their call to be answered they can be informed of their position in the queue or the estimated time before their call will be answered. This feature requires an ESPSession licence for each concurrent channel required. Please refer to the Enhanced Speech Services section from page 6 for further details. The Max Ring Time before Announcement and Repeat Announcement Time fields within the relevant Department must also be configured as explained in the Announcements section on page 6.

To enable this feature the following options can be selected via the Announcement Mode field.

**Announcement Mode**

- Normal This option will use the standard announcements available provided by voicemail. (Please refer to the **maximiser** Installation and Reference manual for further details.)
- Estimated Time to Answer This option will give the caller an estimated time to when their call will be answered. The caller will be informed the estimated number of minutes they will have to wait, if this is less than a minute the time will not be given

Position in Queue This option will inform the caller what position they are in the queue. If the caller is in position one, in other words the next to be answered, this number will not be given.

These announcements are stored on the Vision server in  
\\SpliceCom\Sites\VisionCC\vxml\cc\_announce\_vxml.php

### Auto Feed Mode

This field determines whether a call will ring on the Agents' handsets or be presented directly. If set to No, a call will ring on the Agent's phone for the amount specified in the Department's No Answer Time. If set to Yes, a call will be presented directly to the Agent's phone, they will be given a beep and then the call is connected. Please note that this feature can only be used with handsets that support Auto Answer such as a PCS 5xx IP Phone, an analogue handset with Off Hook Working set, PCS 60 IP phone and Navigate IP Phone.

The remaining fields allow you to configure a Department without having to return to Manager. A full description of the purpose of these fields is available in the **maximiser** Installation and Reference Manual.

## Configure Completion Codes

Completion codes can be utilized by users of a PCS 58x/57x/56x handset, PCS 60, Navigate and Agent Portal. The codes will appear on these phones once a call to a Queue has been completed. However a Wrap Up Time must be configured for the relevant Department, please refer to the Departments section from page 2 for further details.

A PCS 58x can display up to 9 Completion Codes at any one time, PCS 56x can display up to 8 and the PCS 57x can display up to 16 completion codes. The PCS 60, Navigate and Agent Portal can display an unlimited number of completion codes.

### Create a Completion Code

- 1 Within the Vision Portal select Configure Completion Codes
- 2 Select the Add New Code button
- 3 In the Name field enter the text to identify this Completion Code



The screenshot shows a dialog box titled "Add Completion Code". It contains a text input field labeled "Name" with the text "Level 1 enquiry" entered. Below the input field are two buttons: "Cancel" and "Add".

- 4 Select the Add button
- 5 The new Completion Code will be listed within the Call Centre Completion Codes list

Click on the column headings to sort the list by Name or Extend Period.

To delete a Completion Code, select the Completion Code required and select the Delete button within the Edit Completion Code form.

## Extended Wrap Up Time

The Wrap-Up time configured for a Department can be extended when a specific completion code is selected by the User. This is useful if a particular type of call requires more administration when the call is finished. For example, when an order has been taken the resulting administration may take more time than a general enquiry. This extended wrap-up time can be configured as follows:

- 1 Within the Vision Portal select the Configure Completion Codes link
- 2 Select the Completion Code required
- 3 In the Extend Period field enter the number of seconds the Wrap-up Time is to be extended when this Completion Code is selected.
- 4 Select Update or Apply when ready



Please note that the Extend Period will not be recorded with the call data and is therefore not reported on. However an Agent Call Activity report, for example, will display which Completion Code was selected for each call.

## Assign a Completion Code to a Queue

- 1 Within the Vision Portal select Configure Queues
- 2 Select the Queue required
- 3 Select the Completion Codes link
- 4 Tick the Completion Codes required for this Queue or click on the Select All button
- 5 Select Update or Apply when ready



## View where a Completion Code has been assigned

- 1 From the Vision Portal select Configure Completion Codes
- 2 Select the Completion Code required
- 3 The Queues that have been assigned this code will be listed at the bottom of the form.

**Edit Completion Code - Order taken**

Name

Extend Period  (seconds)

**The following queues currently make use of this code:**

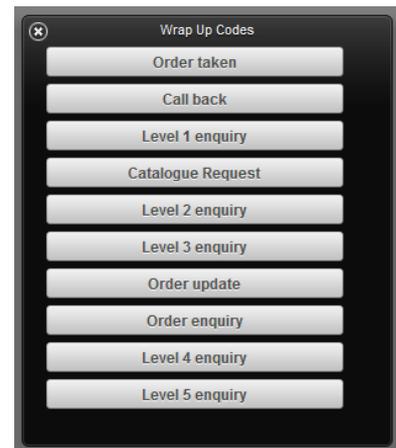
[General Sales](#)  
[Sales Reception](#)  
[maximiser Sales](#)

## Selecting a Completion Code

A Completion Code will be displayed on a PCS 58x/57x/56x, PCS 60, Navigate and Agent Portal for the amount of time specified in the relevant Department's Wrap-up Time field.

On a PCS IP Phone the Completion Codes are displayed as icons and are selected by either pressing the icon on the screen (PCS 58x) or by selecting the relevant context sensitive key (PCS 57x/56x). The Agent Portal, Navigate and PCS 60 display the Completion Codes as a list and the code required is selected by clicking on it.

The Wrap-up Time will finish as soon as the Completion Codes is selected, unless an Extend Period has been configured for that Completion Code.



On a PCS 58x/57x/56x a Completion Code with an Extend Period configured will be displayed without a cross in the icon. This indicates that the Wrap-up Time will not be ended by selecting this Completion Code and that an Extend Period will commence.

When a Completion Code with an Extend Period is selected the timer will start again and the Wrap-up time will complete after the amount specified in the Extend Period.

## Outbound Completion Codes

If completion codes are to be displayed and selected when an Agent makes an outgoing call the following configuration is required:

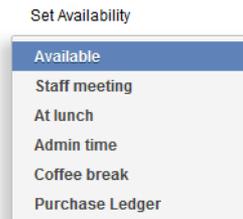
- Create the Completion Codes required as described above
- Assign the codes to the relevant Queue as described above
- Enter this Queue's extension number in the Source Alias Number field in the Agent's User configuration form via Manager.

General	Details	Telephony	DND
Name	<input type="text" value="Josh Carew"/>		
Description	<input type="text" value="Agent"/>		
Telephone Number	<input type="text" value="2033"/>		
Alias Telephone Number	<input type="text"/>		
Source Alias Telephone Number	<input type="text" value="8001"/>		
Initial Phone	CallServer 00-07-d9-00-30-09.PCS 561		

For further information on User configuration please refer to the **maximiser** Installation and Maintenance manual.

## Configure Not Available Codes

Not Available Codes enable an agent to inform their manager/supervisor why they are unavailable to take calls, for example, they are on a break, at lunch, in a meeting, doing paperwork and so on. The Agent Portal, PCS 60 and Navigate give an Agent the ability to select a Not Available code which is then displayed within the Supervisor Console within the Agent's Status field and within the Set Availability list box within the Agent Detail pane. The manager/supervisor can use this list box to change the Agent's Not Available Code if necessary.



When an Agent has a Not Available Code selected the Agent will not be presented with calls via their Queue(s), however they will still receive calls via their extension number and DDI number. If required, a Not Available Code can also be configured to enable Do Not Disturb for that Agent.

If a Not Available Code is required but must only be selected by the Agent's supervisor/manager the "Supervisor Only" option can be selected. The supervisor/manager can select this code for a specific Agent via the Supervisor Console.

The Not Available Codes will also be displayed within an Agent Portal and Agents in Queue panel on a wallboard. For further information on Call Centre wallboard panels please refer to the Live Wallboards section from page 78.

## Create a Not Available Code

A Not Available Code is created within the Vision portal when logged in as the Administrator or as a Manager with Configure Manager rights as follows.

1. Within the Vision portal select Configure Not Available Codes
2. Select the Add New Code button
3. In the Name field enter the text required to identify the code eg Lunch time. (It is recommended that the name is not longer than 15 characters so that the code can be displayed in full within the Supervisor Console Agent Detail panel and Agent Portal.)
4. If required, tick "Put agent into DND". If selected, when an Agent select this Not Available Code, their DND facility will be turned on.
5. If required, tick "Supervisor Only". If ticked, this Not Available Code cannot be selected by an Agent, and can only be selected via the Supervisor Console application.

**Add Not Available Code**

Name  x

Put agent into DND

Supervisor Only

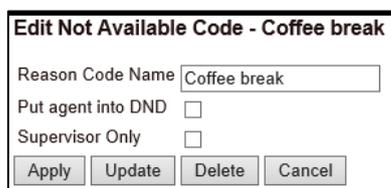
6. Select the Add button when ready
7. This new code will be added to the Call Centre Not Available Code list

Click on the Name column heading to change the sort order of the list.

A Not Available Code, once created, will be displayed within the Supervisor Console (Set Availability list), and within the Agent Portal (Not Available list), and a PCS 60 or Navigate (NA codes list) used by an Agent. Please note there will be a 2 seconds delay before the Code is displayed. If the "Supervisor only" option was ticked the Not Available Code will be greyed out in the Agent Panel and displayed with an asterisk (\*) in the PCS 60 and Navigate, and cannot be selected by the Agent. This code can only be selected via the Supervisor Console.

## Edit or Delete a Not Available Code

1. Within the Vision portal select Configure Not Available Codes
2. From the list of codes displayed select the Not Available Code required



3. Make the changes required, and select Apply or Update when ready  
or  
Select Delete to remove the Code from the list  
or  
Select Cancel to return to the Call Centre Not Available Codes list without making any changes

## Configure SLA Levels

Service Level Agreement (SLA) Levels, for example, how quickly a call should be answered and how long that call should be handled, can be entered and then used within a report (Service Levels Per Queue, Incoming Call Breakdown by Hours/Day/Week/Month reports) to analyse how many calls are reaching the targets specified. (Please refer to the Vision Call Centre Reports section from page 32 for further details.)

An SLA Level can also be used within a wallboard. By selecting the Queue Panels panel type within a Statistic panel, calls answered and handled within and outside of a SLA level can be highlighted. Please refer to the Live Wallboards section from page 78 for further information.

An SLA Level can be configured as follows:

- 1 From the Vision Portal select Configure SLA Levels
- 2 Click on the Add New SLA button
- 3 The Add SLA configuration form will appear
- 4 In the Name field enter the text you wish to use to identify this SLA
- 5 In the Answer Target field enter the number of seconds that a call should be answered
- 6 In the Handle Target field enter the number of seconds that a call should be handled
- 7 Select Add when ready
- 8 The new SLA will be listed in the Call Centre SLA list.

**Add SLA**

Name

Answer Target  (s)

Handle Target  (s)

Click on the column headings to sort the list by the Name, Answer Target or Handle Target.

### Edit an SLA Level

- 1 From the Vision Portal select Configure SLA Levels
- 2 From the Call Centre SLA list select the SLA required
- 3 Make the changes required
- 4 Select Update or Apply when ready

**Edit SLA - Catalogue Sales**

Reason Code Name

Answer Target  (s)

Handle Target  (s)

## Supervisor Console

The Supervisor Console application allows a Vision Manager to monitor Agents and Queues in real-time, displaying, for example, details of an Agents current call, Login duration, number of calls not answered, calls to a Queue waiting to be answered, and allowing the Supervisor to boost the priority of a call.

### Before continuing check that:

- The relevant number of VisionSupervisor licences have been installed on the **maximiser** system as described in the Licensing section from page 5. Each concurrent use of the Supervisor Console application will require a VisionSupervisor licence
- The relevant User account(s) has been configured with a Voicemail Access Code and Remote Working Code matching their handset's Partner Login Code as described in the Users section from page 2.

Once the above configuration has been completed the relevant Manager(s) can be configured to supervise the relevant Agent(s) or Queue(s) as follows:

- 1 From the Vision portal, logged in as the Administrator or as a Manager with Configure Manager rights, select Configure Managers
- 2 Select the Manager required. (For information on how to create a Manager please refer to the Vision Installation & Configuration manual.)
- 3 Select the Permissions link under the Manager Settings heading
- 4 If the User or Department that the Manager is to supervise is already listed go to step 9. Otherwise,  
In the For: box start to enter the name of the User or Department that you wish this Manager to supervise.
- 5 A list of the Users and/or Departments beginning with these letters will be displayed
- 6 Select the User or Department required
- 7 The User's or Department's extension number will be displayed in the For: field
- 8 Select Add and the User or Department will be displayed in the list below.
- 9 Tick Manage as Agent beside this User. (This option will not be available if this User has not been configured as an Agent.)  
or  
Tick Manage as Queue beside this Department. (This option will not be available if this Department has not been configured as a Queue.)
- 10 Select Update. (Please note that this configuration will not be saved if the Supervisor Console licences have not been entered on the **maximiser** system.)

[General](#) | [Permissions](#)

**Manager Edit - Eric Jones**

For:

Show:  Users  Departments

**Users**

Name	Number	View Call Logs	Listen to Recordings	Manage as Agent
Sally James	2004	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Josh Carew	2033	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Sophie Elton	2035	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

**Departments**

Name	Number	View Call Logs	Listen to Recordings	Manage as Queue
Catalogue Sales	8001	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

## Opening the Supervisor Console

When a Manager, configured as described above, next logs in to the Vision portal the Supervisor Console option will be available in the menu pane on the left hand side.



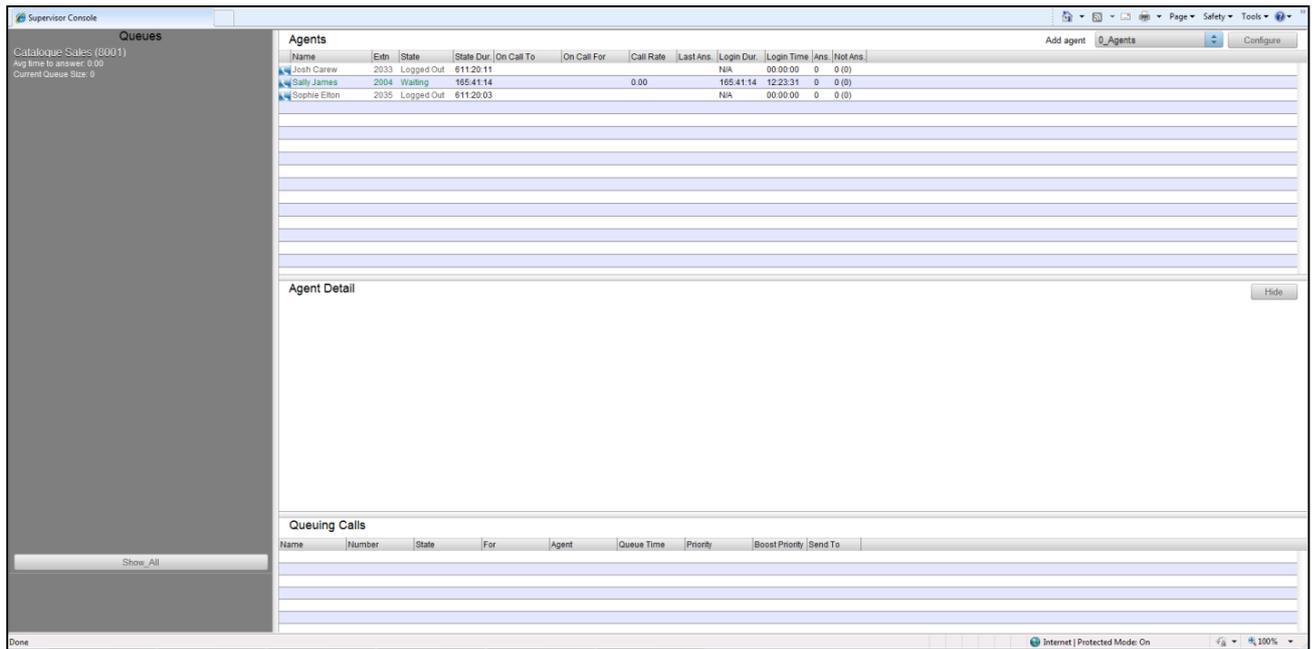
When the Manager clicks on this link the Supervisor Console will be displayed displaying the Agents and Queues that this Manager has been configured to supervise.

Alternatively, the Manager can access the Supervisor Console directly via their web browser by entering the following URL:

`http://ip address of the vision server/vision/CallCentre`

eg `http://192.168.0.251/vision/CallCentre`

The Manager will be prompted to enter his/her Manager User Name and Password. Once entered the Supervisor Console will be displayed. (Please note that this prompt will not appear if the Manager is already logged on to the Vision portal.)

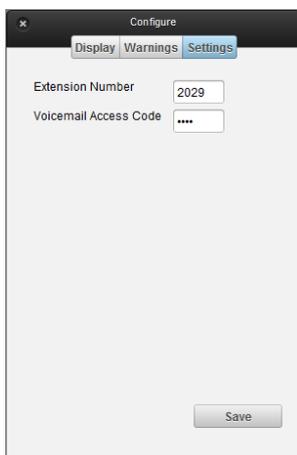


For further information on how to use this application please refer to the Vision Call Centre Supervisor Console User Manual.

## Linking the Supervisor Console to the User’s handset

Once a Manager can access the Supervisor Console he/she will need to link this application to their User account and hence, to the handset they are logged on to. Please ensure that the Manager’s User account has been configured with a Voicemail Access Code and Remote Working Code matching their handset’s Partner Login Code as detailed in the Users section from page 2.

- 1 Within the Supervisor Console, at the top right hand corner, click on the Configure button
- 2 Select the Settings tab
- 3 In the Extension Number field enter the extension number of the Manager’s User account.
- 4 In the Voicemail Access Code field enter the voicemail access code used by this User account.



- 5 Select Save when ready

## Enable a Manager to send a call to an Agent

The Supervisor Console enables the Manager to send a queuing call to a specific Agent, which can be useful when they recognise a call that would be best answered by a particular Agent, for example. Please ensure that the Manager's User account has been configured with a Voicemail Access Code and Remote Working Code matching their handset's Partner Login Code as detailed in the Users section from page 2 and their Supervisor Console application is linked to their handset as detailed in the Linking the Supervisor Console to the User's handset section from page 23.

For instructions on how to send a call to an agent please refer to the Vision Call Centre Supervisor Console User Manual.

## Enable a Manager to send a call to their own extension

The supervisor can also send a call to their own extension. Please ensure that the Manager's User account has been configured with a Voicemail Access Code and Remote Working Code matching their handset's Partner Login Code as detailed in the Users section from page 2 and the Supervisor Console application is linked to their handset as details in the Linking the Supervisor Console to the User's handset section from page 23.

Their User account will also need to be configured as an Agent as follows. (Please note that this User account does not need to be a member of the relevant Distribution Group, it just needs to be added to the Call Centre Agents list and hence, allocated a VisionAgent licence.)

- 1 From the Vision portal, logged in as the Administrator or as a Manager with Configure Manager rights, select Configure Agents
- 2 Use the Search facilities to find the relevant User account.
- 3 Select the User account to add this User to the list of Call Centre Agents above. This will assign a VisionAgent licence to this account.

For instructions on how to send a call to the supervisor's extension please refer to the Vision Call Centre Supervisor Console User Manual.

## Enable a Manager to monitor an Agent's calls

The Supervisor Console application enables a Manager to either listen or intrude on an Agent's call. Please ensure that the Manager's User account has been configured with a Voicemail Access Code and Remote Working Code matching their Partner Login Code as detailed in the Users section from page 2 and their Supervisor Console application is linked to their handset as details in the Linking the Supervisor Console to the User's handset section from page 23.

For instructions on how to monitor a call please refer to the Vision Call Centre Supervisor Console User Manual.

## Agent Help

An Agent can make their supervisor/manager aware that they require assistance via their Agent Portal (please refer to the Agent Portal section from page 26 for further details). By clicking on the Ask button within the Agent Portal a flag will appear on the Supervisor Console within the Help column for the relevant Agent.

**Jax Govind**

**2003**

Help:

Logged On At 20

Logged in Dur 01

Answered Calls 1

Not Answered 0(0)

Call Rate 0.5

Agents												
Name	Extn	State	State Dur.	On Call To	On Call For	Call Rate	Last Ans.	Login Dur.	Login Time	Ans.	Not Ans.	Help
Alice Barker	2006	Waiting	01:39:46			0.00		01:39:46	07:04:37	0	0 (0)	
Jax Govind	2003	Waiting	01:39:46			0.00		01:39:46	07:04:37	0	0 (0)	

To turn off Agent Help click on the flag within the Help column (or the Agent can click on the Flag within the Agent Portal).

To enable this feature for Users of a PCS 5xx IP Phone, Navigate and PCS 60 the following Speed Dial can be created.

**Speed Dial Details**

Telephone Number

Short Code

Description

This Speed Dial will appear on the User’s PCS 5xx IP Phone, Navigate and PCS 60 within their Favourites screen/pane/window as “Request Help”. The Agent can select this Favourite to turn on the flag within their supervisor/manager’s Supervisor Console. The Favourite will then display “Cancel Help”. The flag symbol will disappear from the Supervisor Console once this Favourite is pressed/selected again.

## Agent Portal

The Agent Portal allows a User to view their call data as displayed in the Supervisor Console Agent Detail pane, log themselves in and out of Groups, handle calls presented via a Queue, select Completion Codes and select Not Available codes. The Agent Portal will display an unlimited number of Completion Codes.

To use this application the User must be configured as an Agent. Therefore, before continuing check that the relevant User has been:

- configured with a Voicemail Access Code and a Remote Working Code matching their handset's Partner Login Code
- entered in the Call Centre Agent list and hence, has been allocated a VisionAgent licence.

Please refer to the Configure Agents section from page 8 for further details.

Please note:

- An Agent may need to log in to the Agent Portal in order to be presented with calls for their relevant Queue(s) as described in the Auto Agent Login section from page 9.
- If the following message is displayed when using the call handling facilities the relevant User account does not have a Remote Working Code matching their handset's partner login code.

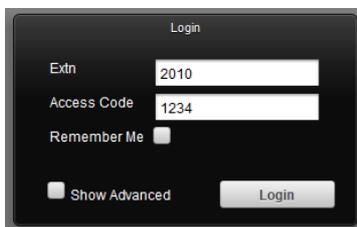


## Opening the Agent Portal

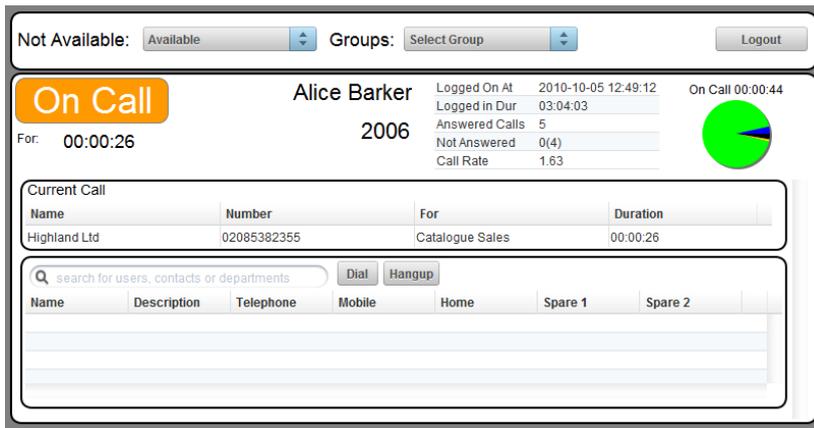
The Agent can access the Agent Portal application via their browser by entering the following URL:

`http://ip address of the vision server/visionmobility/Agent`  
eg `http://192.168.0.251/visionmobility/Agent`

The Agent will be prompted to enter his or her Extension number and Voicemail Access Code.

A login form with a black background and white text. It has a title "Login" at the top. There are two input fields: "Extn" with the value "2010" and "Access Code" with the value "1234". Below these is a "Remember Me" checkbox which is unchecked. At the bottom left is a "Show Advanced" checkbox which is checked. At the bottom right is a "Login" button.

Once entered the Agent should select Login and the Agent Portal will be displayed.



Please note that if the Login screen is not displayed when the Agent Portal is opened click on the Logout button and the login screen will be available.

For further information on how to use the Agent Portal please refer to the Agent Portal User manual.

## Changing the functionality of the Agent Portal

If the Agent is to use the Agent Portal without the use of the Groups list box enter `?g=0` at the end of the URL when opening the Agent Portal, eg

<http://192.168.0.251/visionmobility/agent/?g=0>



If the Agent is to use the Agent Portal without the use of the Directory Search pane enter `?s=0` at the end of the URL when opening the Agent Portal, eg

<http://192.168.0.251/visionmobility/agent/?s=0>



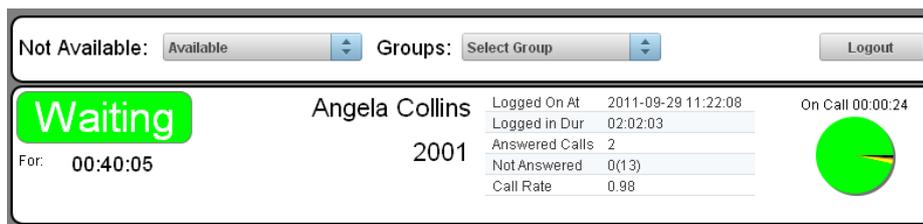
If the Agent is to use the Agent Portal without the use of the Current Call pane enter /?c=0 at the end of the URL when opening the Agent Portal, eg

<http://192.168.0.251/visionmobility/agent/?c=0>



If the Agent Portal is to be used with more than one of these panes removed add the ampersand (&) symbol between each switch, eg

<http://192.168.0.251/visionmobility/agent/?c=0&s=0>

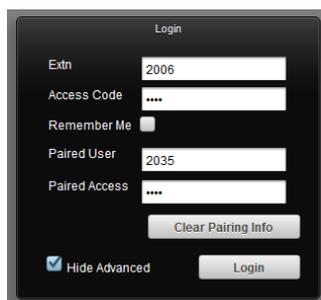


## Logging on to a handset

The Show Advanced option within the Login screen, when ticked, will display the Paired User and Paired Access fields. These fields can be used when the Agent wishes to log themselves into a particular handset at the same time as logging on to the Agent Portal. This will log out the User currently logged into the phone the Agent wishes to use.

The Agent's User account will require:

- a Login Access Code which must match their Voicemail Access Code.
- a Remote Working Code which must match the Partner Login Code of the handset the Agent will be logging on to.



**Paired User** Enter the extension number of the User currently logged into the handset the Agent wishes to use.

**Paired Access** Enter the Paired User’s Remote Working Code. This code must match the Partner Login Code of the handset the Agent wants to log on to.

For information on how to configure a User’s Login Access Code Remote Working Code Voicemail Access Code and a handset’s Partner Login Code please refer to the Installation and Reference manual.

## Agents using PCS 60 or Navigate

The PCS 60 (Windows version only) and Navigate applications can be used to allow Agents to view their call statistics, select Completion Codes and select Not Available Codes.

For these features to be available within the PCS 60 or Navigate the relevant User must be configured as an Agent. Therefore, before continuing check that the User has been:

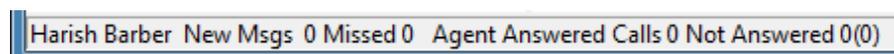
- configured with a Voicemail Access Code and a Remote Working Code matching their handset's Partner Login Code
- entered in the Call Centre Agent list and hence, has been allocated a VisionAgent licence.

Please refer to the Configure Agents section from page 8 for further details.

Once this configuration has been completed the following features become available:

### Status Bar

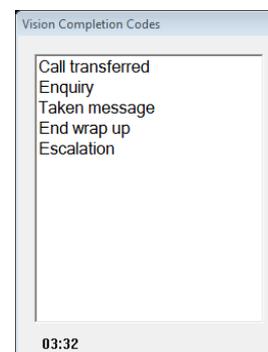
The Status Bar will display the number of calls that the Agent has answered since log in and the number of calls that have been presented to their extension but did not answer. This information is presented as x(y) where x is the number of successive calls that they did not answer, and y is the total number of calls not answered since log in.



### Completion Codes

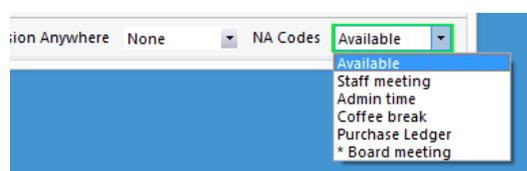
If the Agent answers a call via a Queue configured to use Completion Codes an additional window will be displayed enabling the Agent to select the relevant code.

Please refer to the Configure Completion Codes section from page 15 for further details.

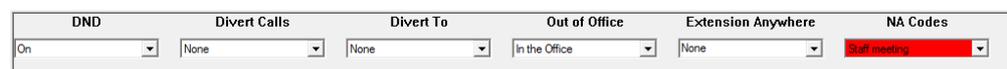


### Not Available Codes

If Not Available Codes have been configured the Agent can select these via the Quick Settings pane.



When a Not Available Code has been selected that Agent will not receive calls via a Queue but will be able to receive calls to their extension and DDI number, unless the code selected has been configured to enable Do Not Disturb. If a Not Available Code is display with an asterisk (\*) this NA code cannot be selected by the Agent, they will need to ask their supervisor/manager to select this via the Supervisor Console



Please refer to the Not Available Codes section from page 30 for further details.

## Agent Help

If the Agent Help Speed Dial, as described in the Agent Help section from page 24, has been created for the User a “Request Help” Favourite will be displayed in the Favourites pane/window.



When the Agent selects this Favourite a Flag will be displayed in the relevant Supervisor Console to alert the Agent’s supervisor/manager that they need help. The Favourite will then display “Cancel Help”.



The Agent can turn off the Flag by selecting “Cancel Help” or this can be done from the Supervisor Console.

## Vision Call Centre Reports

<p> <a href="#">Call Queue Completion Codes Per Agent By Queue</a> See a breakdown of which completion codes an agent used and which queues they used them for</p>	<p> <a href="#">Queue Completion Codes By Queue</a> See which completion codes were used for different queues</p>
<p> <a href="#">Queue Completion Codes Per Agent By Code</a> See which completion codes were used</p>	<p> <a href="#">Queue Activity</a> A breakdown of calls to queues and the time taken to handle them</p>
<p> <a href="#">Queue Activity Summary</a> A summary of calls to queues and the time taken to handle them</p>	<p> <a href="#">Queue Activity Trend</a> Display the number of tasks that are allocated over a time period to identify call trends</p>
<p> <a href="#">Queue Traffic</a> Display a breakdown of all call details for queues including abandoned calls</p>	<p> <a href="#">Queue Traffic Summary</a> Display a summary of all call details for queues including abandoned calls</p>
<p> <a href="#">Service Levels Per Queue</a> See how many calls were allocated and completed within service level targets.</p>	<p> <a href="#">Group Activity</a> See details of calls handled by a group of agents</p>
<p> <a href="#">Group Activity By Queue</a> See details of calls handled by a group of agents broken down by queue</p>	<p> <a href="#">Agent Call Activity</a> Shows details of all calls assigned to an Agent per Agent</p>
<p> <a href="#">Agent Utilisation</a> A breakdown of time in states divided into logged in periods</p>	<p> <a href="#">Agent Utilisation Summary</a> A summary of duration agents have spent in particular states</p>
<p> <a href="#">Agent Not Available Time</a> An agent breakdown of time spent in a not available state</p>	<p> <a href="#">Agent Activity</a> Shows a summary of calls assigned to an Agent</p>
<p> <a href="#">Agent Queue Activity</a> A breakdown of calls assigned to an agent broken down by which queues they were for</p>	<p> <a href="#">Agent Queue Activity Summary</a> A summary of calls assigned to an agent broken down by which queues they were for</p>
<p> <a href="#">Abandoned Calls</a> A breakdown of abandoned calls to a queue</p>	<p> <a href="#">Abandoned Summary</a> A summary of abandoned calls to a queue</p>
<p> <a href="#">Calls To Voicemail</a> A breakdown of calls to a queue that went to voicemail</p>	<p> <a href="#">Agent Availability Report By Day</a> Compare and analyse breakdown of how agents spent their day</p>
<p> <a href="#">Agent Availability Report By Week</a> Compare and analyse breakdown of how agents spent their time over a week</p>	<p> <a href="#">Agent Availability Report By Month</a> Compare and analyse breakdown of how agents spent their time over a month</p>
<p> <a href="#">Contact Response</a> Identify inbound call response performance for a particular inbound caller</p>	<p> <a href="#">Incoming Response SLA</a> A summary of incoming calls to a queue and how effectively they were answered or abandoned against configurable SLA timebands</p>
<p> <a href="#">Incoming Call Breakdown By Hour With SLA</a> See overall incoming call traffic for a given period</p>	<p> <a href="#">Incoming Call Breakdown By Day With SLA</a> See how incoming call traffic varies on a day by day basis with SLA</p>
<p> <a href="#">Incoming Call Breakdown By Week With SLA</a> See how incoming call traffic varies on a week by week basis with SLA</p>	<p> <a href="#">Incoming Call Breakdown By Month With SLA</a> See how incoming call traffic varies on a month by month basis with SLA</p>
<p> <a href="#">Outgoing Completion Codes By Queue</a> See completion codes for outgoing calls sorted by queue</p>	<p> <a href="#">Outgoing Completion Codes By Agent</a> See completion codes for outgoing calls sorted by agent</p>

Vision Call Centre Reports are graphical, in full colour, and are designed to highlight trends and assist in analysis, rather than simply providing a huge amount of data, which must then be processed and analysed using other tools such as spreadsheets. Available to anyone with the appropriate access rights, anywhere via a standard web browser, Vision Call Centre Reports are “management ready” and can be printed off if required.

The Call Centre reports will be available within the Vision portal to a Manager with Manage as Queue and Manage as Agent rights. (Please refer to the Supervisor Console section from page 21 for further details.)

For further details on using the Vision Reports, such as Report Groups, Scheduled Reports and so on, please refer to the Reports section within the Vision Installation and Configuration manual.

Please note that only Managers with Manage as Queue and Manage as Agent rights will be able to edit a Scheduled Report based on a Call Centre report.

To aid the decision-making process, this section provides a description of each report, detailing the exact definition of all the terms using within the reports. This significantly aids administrators and managers in understanding how each Agent, Queue and the Call Centre as a whole is performing, and therefore assists in making the correct decisions to further improve the overall Call Centre performance.

Each of the standard Vision Call Centre Reports can be run over a range of dates (the Report Period). The options for the Report Period are:

- Today
- Yesterday
- This Week
- This Month
- This Year
- Last Week
- Last Month
- 7 Days
- 30 Days
- 60 Days
- 90 Days
- Custom (allows any Start Date and End Date to be defined)

A specific time period during the day can also be specified, with a start and end time in 24 hour format.

Key reports can be scheduled by time and date and delivered to individuals or groups by email and you can build your own reporting groups. Each report can be printed or exported in a CSV format.

## Call Queue Completion Codes Per Agent By Queue

### Call Centre Report Description

Shows a breakdown of which completion codes an agent used and which queues they were used for.

#### Call Queue Completion Codes Per Agent By Queue

For: All Queues

Dates: Last 90 Days

Time Filter: between '00:00' AND '23:59'

#### Adam Houston

Support

Code Name	Total Handled	AVG Handle Time	Max Handle Time	Total Connected Time
Gone Fishing	1	00:00:06	00:00:06	00:00:06
	1	00:00:03	00:00:06	00:00:06

#### Bob Geddes

Support

Code Name	Total Handled	AVG Handle Time	Max Handle Time	Total Connected Time
Enquiry	1	00:03:46	00:03:46	00:03:46
Gone Fishing	12	00:01:43	00:05:16	00:20:37
Merry Christmas	5	00:03:03	00:07:24	00:15:13
	18	00:02:08	00:07:24	00:39:36

#### Charles Huggett

Support

Code Name	Total Handled	AVG Handle Time	Max Handle Time	Total Connected Time
Enquiry	4	00:03:09	00:10:14	00:12:36
Existing Issue	5	00:06:14	00:12:56	00:31:12
Gone Fishing	31	00:08:30	01:02:34	04:23:21
Merry Christmas	29	00:07:37	00:29:48	03:40:55
	69	00:05:06	01:02:34	08:48:04

#### Paul Southwell

Support

Code Name	Total Handled	AVG Handle Time	Max Handle Time	Total Connected Time
Enquiry	13	00:03:51	00:07:02	00:50:01
Existing Issue	10	00:04:12	00:07:47	00:41:55
Gone Fishing	11	00:02:18	00:09:09	00:25:13
Merry Christmas	11	00:04:03	00:19:52	00:44:38
New Issue	5	00:05:13	00:18:09	00:26:03
	50	00:03:16	00:19:52	03:07:50

#### Rakesh Patel

Support

Code Name	Total Handled	AVG Handle Time	Max Handle Time	Total Connected Time
Enquiry	2	00:09:25	00:13:42	00:18:50
Gone Fishing	6	00:02:33	00:06:51	00:15:18
	8	00:05:59	00:13:42	00:34:08

### Configuration Options

Report Period	Select from 10 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format

### Report Columns

Code Name	The Completion Code that the Agent selected when they completed this call
Total Handled	The total number of calls in this Queue that were completed with this Completion Code
Average Handle Time	The average time that it takes for an Agent to complete a call that resulted in this Completion Code
Maximum Handle Time	The longest time that it took for an Agent to complete a call resulted in this Completion Code

Total Connected Time	The total time that Agents have spent on calls resulting in this Completion Code
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### Drill Down Report

No drill down facility is available for this report.

## Queue Completion Codes By Queue

### Call Centre Report Description

Shows which completion codes were used for different queues.

#### Queue Completion Codes By Queue

For: All Queues

Dates: Last 90 Days

Time Filter: between '00:00' AND '23:59'

#### Support

Code Name	Total Handled	AVG Handle Time	Max Handle Time	Total Connected Time
Enquiry	20	00:04:16	00:13:42	01:25:14
Merry Christmas	45	00:06:14	00:29:48	04:40:46
Existing Issue	15	00:04:52	00:12:56	01:13:07
Gone Fishing	61	00:05:19	01:02:34	05:24:34
New Issue	5	00:05:13	00:18:09	00:26:03
	146	00:05:10	01:02:34	13:09:44

### Configuration Options

Report Period	Select from 10 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format

### Report Columns

Code Name	The Completion Code that the Agent selected when they completed this call
Total Handled	The total number of calls in this Queue that were completed with this Completion Code
Average Handle Time	The average time that it takes for an Agent to complete a call that resulted in this Completion Code
Maximum Handle Time	The longest time that it took for an Agent to complete a call resulted in this Completion Code
Total Connected Time	The total time that Agents have spent on calls resulting in this Completion Code

### Drill Down Report

No drill down facility is available for this report.

## Queue Completion Codes Per Agent By Code

### Call Centre Report Description

Shows which completion codes were used.

#### Queue Completion Codes Per User By Code

For: All Agents

Dates: Last 90 Days

Time Filter: between '00:00' AND '23:59'

#### Charles Huggett

Code Name	Queue Name	Total Handled	AVG Handle Time	Max Handle Time	Total Connected Time
Enquiry	Support	4	00:03:09	00:10:14	00:12:36
Existing Issue	Support	5	00:06:14	00:12:56	00:31:12
Gone Fishing	Support	31	00:08:30	01:02:34	04:23:21
Merry Christmas	Support	29	00:07:37	00:29:48	03:40:55
		69	00:05:06	01:02:34	08:48:04

#### Paul Southwell

Code Name	Queue Name	Total Handled	AVG Handle Time	Max Handle Time	Total Connected Time
Enquiry	Support	13	00:03:51	00:07:02	00:50:01
Existing Issue	Support	10	00:04:12	00:07:47	00:41:55
Gone Fishing	Support	11	00:02:18	00:09:09	00:25:13
Merry Christmas	Support	11	00:04:03	00:19:52	00:44:38
New Issue	Support	5	00:05:13	00:18:09	00:26:03
		50	00:03:16	00:19:52	03:07:50

#### Rakesh Patel

Code Name	Queue Name	Total Handled	AVG Handle Time	Max Handle Time	Total Connected Time
Enquiry	Support	2	00:09:25	00:13:42	00:18:50
Gone Fishing	Support	6	00:02:33	00:06:51	00:15:18
		8	00:05:59	00:13:42	00:34:08

### Configuration Options

Report Period	Select from 10 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format

### Report Columns

Code Name	The Completion Code that the Agent selected when they completed this call
Queue Name	The name of the Queue that the calls resulting in this Completion Code were sent to
Total Handled	The total number of calls in this Queue that were completed with this Completion Code
Average Handle Time	The average time that it takes for an Agent to complete a call that resulted in this Completion Code
Maximum Handle Time	The longest time that it took for an Agent to complete a call resulted in this Completion Code
Total Connected Time	The total time that Agents have spent on calls resulting in this Completion Code

### Drill Down Report

No drill down facility is available for this report.

## Queue Activity

### Call Centre Report Description

Breaks down calls into days and displays how the calls were handled.

**Queue Activity**

**For: All Queues**

**Dates: This Week**

**Time Filter: between '00:00' AND '23:59'**

**2010-01-11**

Queue Name	Number of Calls	Total Handled	Handled	
			Average Ring Time	Average Connect Time
Support	48	26	00:00:37	00:02:53
	48	26	00:00:18	00:01:26

**2010-01-12**

Queue Name	Number of Calls	Total Handled	Handled	
			Average Ring Time	Average Connect Time
Support	41	26	00:00:48	00:03:34
	41	26	00:00:24	00:01:47

**2010-01-13**

Queue Name	Number of Calls	Total Handled	Handled	
			Average Ring Time	Average Connect Time
Support	45	36	00:00:30	00:02:54
	45	36	00:00:15	00:01:27

**2010-01-14**

Queue Name	Number of Calls	Total Handled	Handled	
			Average Ring Time	Average Connect Time
Support	30	19	00:00:37	00:01:56
	30	19	00:00:37	00:01:56

### Configuration Options

Report Period	Select from 10 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format

### Report Columns

Queue Name	The name of the Queue where the call was initially presented
Number Of Calls	The total number of calls presented to the Queue
Total Handled	The total number of calls presented to the Queue that were then answered by an Agent
Average Ring Time	The average time taken for a call presented to this Queue took to be answered by an Agent
Average Connect Time	The average time taken for a call presented to this Queue took to be completed by an Agent

### Drill Down Report

No drill down facility is available for this report.

## Queue Activity Summary

### Call Centre Report Description

A summary of calls for queues and the time taken to handle them.

#### Queue Activity Summary

**For: All Queues**

**Dates: Last 90 Days**

**Time Filter: between '00:00' AND '23:59'**

Queue Name	Number of Calls	Total Handled	Handled	
			Average Ring Time	Average Connect Time
Support	1760	1169	00:00:29	00:02:59
	1760	1169	00:00:29	00:02:59

### Configuration Options

Report Period	Select from 10 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format

### Report Columns

Queue Name	The name of the Queue where the call was initially presented
Number Of Calls	The total number of calls presented to the Queue
Total Handled	The total number of calls presented to the Queue that were then answered by an Agent
Average Ring Time	The average time that a call presented to this Queue took to be answered by an Agent
Average Connect Time	The average time that a call presented to this Queue took to be completed by an Agent

### Drill Down Report

No drill down facility is available for this report.

## Queue Activity Trend

### Call Centre Report Description

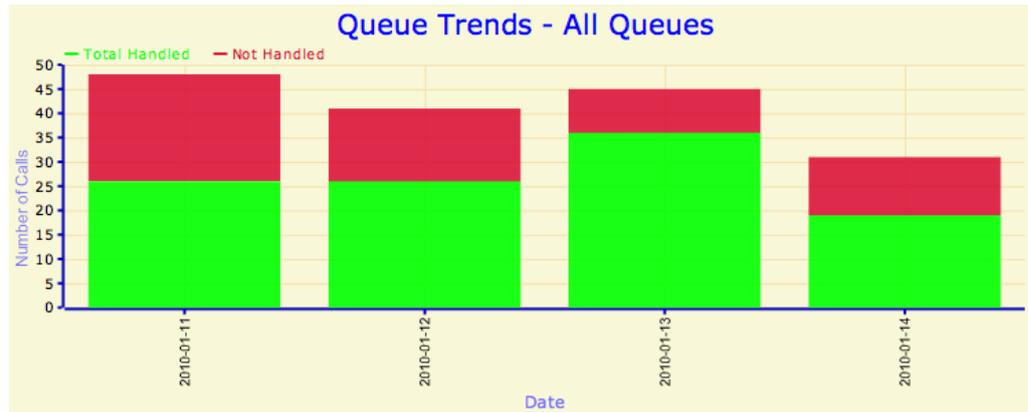
Shows the number of tasks that are allocated over a time period to identify call trends.

**Queue Activity Trend**

**For: All Queues**

**Dates: This Week**

**Time Filter: between '00:00' AND '23:59'**



Date	Number of Calls	Not Handled	Total Handled
2010-01-11	48	22	26
2010-01-12	41	15	26
2010-01-13	45	9	36
2010-01-14	30	12	19
	164	58	107

### Configuration Options

Report Period	Select from 10 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format

### Report Columns

Date	Date in yyyy-mm-dd format
Number Of Calls	The total number of calls presented to the Queue
Not Handled	The total number of calls presented to the Queue that were not answered by an Agent
Total Handled	The total number of calls presented to the Queue that were then answered by an Agent

### Drill Down Report

No drill down facility is available for this report.

## Queue Traffic

### Call Centre Report Description

Shows a break down of all call details for queues, including abandoned calls.

**Queue Traffic**

For: All Queues

Dates: This Week

Time Filter: between '00:00' AND '23:59'

**2010-01-11**

Queue Name	Number of Calls	Not Handled	Total Handled	Handled		Handled		Max Connected Time	Total Connected Time
				Average Ring Time	Max Ring Time	Average Connect Time	Max Connected Time		
Support	48	22	26	00:00:37	00:02:51	00:02:53	00:26:12	02:18:17	
	48	22	26	00:00:18	00:02:51	00:01:26	00:26:12	02:18:17	

**2010-01-12**

Queue Name	Number of Calls	Not Handled	Total Handled	Handled		Handled		Max Connected Time	Total Connected Time
				Average Ring Time	Max Ring Time	Average Connect Time	Max Connected Time		
Support	41	15	26	00:00:48	00:02:03	00:03:34	00:12:28	02:25:55	
	41	15	26	00:00:24	00:02:03	00:01:47	00:12:28	02:25:55	

**2010-01-13**

Queue Name	Number of Calls	Not Handled	Total Handled	Handled		Handled		Max Connected Time	Total Connected Time
				Average Ring Time	Max Ring Time	Average Connect Time	Max Connected Time		
Support	45	9	36	00:00:30	00:02:03	00:02:54	00:16:41	02:10:10	
	45	9	36	00:00:15	00:02:03	00:01:27	00:16:41	02:10:10	

**2010-01-14**

Queue Name	Number of Calls	Not Handled	Total Handled	Handled		Handled		Max Connected Time	Total Connected Time
				Average Ring Time	Max Ring Time	Average Connect Time	Max Connected Time		
Support	30	12	19	00:00:36	00:02:03	00:01:56	00:13:34	00:57:55	
	30	12	19	00:00:36	00:02:03	00:01:56	00:13:34	00:57:55	

### Configuration Options

Report Period	Select from 10 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format

### Report Columns

Queue Name	The name of the Queue where the call was initially presented
Number Of Calls	The total number of calls presented to the Queue
Not Handled	The total number of calls presented to the Queue that were not answered by an Agent
Total Handled	The total number of calls presented to the Queue that were then answered by an Agent
Average Ring Time	The average time that a call presented to this Queue took to be answered by an Agent
Maximum Ring Time	The maximum time that a call presented to this Queue took to be answered by an Agent
Average Connected Time	The average time that a call presented to this Queue took to be completed by an Agent
Maximum Connected Time	The maximum time that a call presented to this Queue took to be completed by an Agent
Total Connected Time	The total time for all call presented to this Queue to be completed by an Agent

### Drill Down Report

No drill down facility is available for this report.

## Queue Traffic Summary

### Call Centre Report Description

Shows a summary of all call details for queues, including abandoned calls.

#### Queue Traffic Summary

For: All Queues

Dates: This Week

Time Filter: between '00:00' AND '23:59'

Queue Name	Number of Calls	Not Handled	Total Handled	Handled		Handled		Max Connected Time	Total Connected Time
				Average Ring Time	Max Ring Time	Average Connect Time			
Support	164	58	107	00:00:37	00:02:51	00:02:53	00:26:12	07:52:17	
	164	58	107	00:00:37	00:02:51	00:02:53	00:26:12	07:52:17	

### Configuration Options

Report Period	Select from 10 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format

### Report Columns

Queue Name	The name of the Queue where the call was initially presented
Number Of Calls	The total number of calls presented to the Queue
Not Handled	The total number of calls presented to the Queue that were not answered by an Agent
Total Handled	The total number of calls presented to the Queue that were then answered by an Agent
Average Ring Time	The average time that a call presented to this Queue took to be answered by an Agent
Maximum Ring Time	The maximum time that a call presented to this Queue took to be answered by an Agent
Average Connected Time	The average time that a call presented to this Queue took to be completed by an Agent
Maximum Connected Time	The maximum time that a call presented to this Queue took to be completed by an Agent
Total Connected Time	The total time for all call presented to this Queue to be completed by an Agent

### Drill Down Report

No drill down facility is available for this report.

## Service Levels Per Queue

### Call Centre Report Description

Shows how many calls were allocated and completed within Service Level Targets.

**Service Levels Per Queue**

For: All Queues

Dates: This Week

Time Filter: between '00:00' AND '23:59'

**2010-01-11**

Queue Name	Number of Calls	Total Handled	Handled		Answer Time %		Handling Time %	
			Average Ring Time	Average Connect Time	Inside SLA	Outside SLA	Inside SLA	Outside SLA
Support	48	26	00:00:37	00:02:53	100.00	0.00	100.00	0.00
	48	26	00:00:18	00:01:26				

**2010-01-12**

Queue Name	Number of Calls	Total Handled	Handled		Answer Time %		Handling Time %	
			Average Ring Time	Average Connect Time	Inside SLA	Outside SLA	Inside SLA	Outside SLA
Support	41	26	00:00:48	00:03:34	100.00	0.00	100.00	0.00
	41	26	00:00:24	00:01:47				

**2010-01-13**

Queue Name	Number of Calls	Total Handled	Handled		Answer Time %		Handling Time %	
			Average Ring Time	Average Connect Time	Inside SLA	Outside SLA	Inside SLA	Outside SLA
Support	45	36	00:00:30	00:02:54	100.00	0.00	100.00	0.00
	45	36	00:00:15	00:01:27				

**2010-01-14**

Queue Name	Number of Calls	Total Handled	Handled		Answer Time %		Handling Time %	
			Average Ring Time	Average Connect Time	Inside SLA	Outside SLA	Inside SLA	Outside SLA
Support	31	20	00:00:37	00:01:59	100.00	0.00	100.00	0.00
	31	20	00:00:37	00:01:59				

### Configuration Options

Report Period	Select from 10 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format

### Report Columns

Queue Name	The name of the Queue where the call was initially presented
Number Of Calls	The total number of calls presented to the Queue
Total Handled	The total number of calls presented to the Queue that were then answered by an Agent
Average Ring Time	The average time that a call presented to this Queue took to be answered by an Agent
Average Connected Time	The average time that a call presented to this Queue took to be completed by an Agent
Answer Time % Inside SLA	The percentage of calls that were answered inside the pre-defined target answer time (in seconds)
Answer Time % Outside SLA	The percentage of calls that were answered outside the pre-defined target answer time (in seconds)
Handling Time % Inside SLA	The percentage of calls that were completed inside the pre-defined target handle time (in seconds)
Handling Time % Outside SLA	The percentage of calls that were completed outside the pre-defined target handle time (in seconds)

### Drill Down Report

No drill down facility is available for this report.

## Group Activity

### Call Centre Report Description

Shows details of calls handled by all Agents or by a group of Agents as specified by a Reporting Group.

#### Group Activity

For: All

Dates: This Week

Time Filter: between '00:00' AND '23:59'

#### 2010-01-11

Agent Name	Number of Calls	Handling Time	Average Handle Time	Max Handle Time
Charles Huggett	7	00:33:31	00:04:47	00:12:56
Rax POTS	1	00:02:45	00:02:45	00:02:45
Paul Southwell	20	01:43:45	00:05:11	00:26:12
	28	02:20:01	00:03:10	00:26:12

#### 2010-01-12

Agent Name	Number of Calls	Handling Time	Average Handle Time	Max Handle Time
Charles Huggett	9	00:39:05	00:04:21	00:12:21
Paul Southwell	17	01:29:02	00:05:14	00:12:28
	26	02:08:07	00:03:11	00:12:28

#### 2010-01-13

Agent Name	Number of Calls	Handling Time	Average Handle Time	Max Handle Time
Charles Huggett	25	01:32:58	00:03:43	00:16:41
Paul Southwell	14	00:39:40	00:02:50	00:09:49
	39	02:12:38	00:03:16	00:16:41

### Configuration Options

Report Period	Select from 10 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format
For	Searches for any of the entities that appear on the "Show" line
Show	Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box

### Report Columns

Agent Name	Name of the Agent handling the inbound calls to the Queue
Number Of Calls	Number of calls to that Queue that the Agent handled
Handling Time	The total time that the Agent spent handling calls
Average Handle Time	The average time that the Agent spent handling each call
Maximum Handle Time	The longest time that the Agent spent handling a single call

### Drill Down Report

No drill down facility is available for this report.

## Group Activity By Queue

### Call Centre Report Description

Shows details of calls handled by a group of agents broken down into queues.

#### Group Activity By Queue

For: All

Dates: This Week

Time Filter: between '00:00' AND '23:59'

2010-01-11

Queue Name	Number of Calls	Total Handled	Handled	
			Average Ring Time	Average Connect Time
Support	48	26	00:00:37	00:02:53
	48	26	00:00:18	00:01:26

2010-01-12

Queue Name	Number of Calls	Total Handled	Handled	
			Average Ring Time	Average Connect Time
Support	41	26	00:00:48	00:03:34
	41	26	00:00:24	00:01:47

2010-01-13

Queue Name	Number of Calls	Total Handled	Handled	
			Average Ring Time	Average Connect Time
Support	45	36	00:00:30	00:02:54
	45	36	00:00:15	00:01:27

2010-01-14

Queue Name	Number of Calls	Total Handled	Handled	
			Average Ring Time	Average Connect Time
Support	31	20	00:00:37	00:01:59
	31	20	00:00:37	00:01:59

### Configuration Options

Report Period	Select from 10 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format
For	Searches for any of the entities that appear on the "Show" line
Show	Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box

### Report Columns

Queue Name	The name of the Queue where the call was initially presented
Number Of Calls	The total number of calls presented to the Queue
Total Handled	The total number of calls presented to the Queue that were then answered by an Agent
Average Ring Time	The average time that a call presented to this Queue took to be answered by an Agent
Average Connected Time	The average time that a call presented to this Queue took to be completed by an Agent

### Drill Down Report

No drill down facility is available for this report.

## Agent Call Activity

### Call Centre Report Description

Shows all calls assigned to an Agent.

**Agent Call Activity**

**For: All Agents**

**Dates: Yesterday**

**Time Filter: between '00:00' AND '23:59'**

**Charles Huggett**

Date	Start	End	Duration	Queue Name	Caller Details	Code Name
2010-01-13	<a href="#">09:05:03</a>	09:19:06	00:14:03	Support	(PRIVATE)	
2010-01-13	<a href="#">09:28:26</a>	09:36:12	00:07:46	Support	07966683337 (Don Orford)	
2010-01-13	<a href="#">09:56:20</a>	09:57:16	00:00:56	Support	01483472089 (Guildford)	
2010-01-13	<a href="#">10:53:25</a>	10:55:42	00:02:17	Support	01612142020 (Network Connect Ltd)	
2010-01-13	<a href="#">11:14:16</a>	11:15:42	00:01:26	Support	08713210101 (How Much)	
2010-01-13	<a href="#">13:31:03</a>	13:33:07	00:02:04	Support	01189184668 (IP Integration)	
2010-01-13	<a href="#">13:34:42</a>	13:35:26	00:00:44	Support	07917396762 (Stuart Tutton)	
2010-01-13	<a href="#">13:35:47</a>	13:44:33	00:08:46	Support	07917396762 (Stuart Tutton)	
2010-01-13	<a href="#">13:49:43</a>	13:55:53	00:06:10	Support	01483531925 (Guildford)	
2010-01-13	<a href="#">13:56:37</a>	13:56:44	00:00:07	Support	07970508118 (David.)	
2010-01-13	<a href="#">13:57:10</a>	14:01:37	00:04:27	Support	07970508118 (David.)	
2010-01-13	<a href="#">14:18:31</a>	14:19:38	00:01:07	Support	01293434800 (Newdigate)	
2010-01-13	<a href="#">14:35:09</a>	14:39:42	00:04:33	Support	07970508118 (David.)	
2010-01-13	<a href="#">14:44:05</a>	14:48:32	00:04:27	Support	07970508118 (David.)	
2010-01-13	<a href="#">15:08:20</a>	15:08:28	00:00:08	Support	(PRIVATE)	
2010-01-13	<a href="#">15:09:06</a>	15:09:14	00:00:08	Support	(PRIVATE)	
2010-01-13	<a href="#">15:09:45</a>	15:09:58	00:00:13	Support	(PRIVATE)	
2010-01-13	<a href="#">15:11:48</a>	15:13:03	00:01:15	Support	07970508118 (David.)	
2010-01-13	<a href="#">15:20:25</a>	15:25:07	00:04:42	Support	(PRIVATE)	
2010-01-13	<a href="#">15:27:03</a>	15:27:13	00:00:10	Support	07970508118 (David.)	
2010-01-13	<a href="#">15:35:06</a>	15:38:56	00:03:50	Support	07967736162 ()	
2010-01-13	<a href="#">15:54:54</a>	16:11:35	00:16:41	Support	(UNAVAILABLE)	
2010-01-13	<a href="#">16:37:32</a>	16:43:02	00:05:30	Support	07850516921 ()	
			01:31:30			0

**Paul Southwell**

Date	Start	End	Duration	Queue Name	Caller Details	Code Name
2010-01-13	<a href="#">14:11:56</a>	14:13:17	00:01:21			
2010-01-13	<a href="#">10:15:47</a>	10:18:57	00:03:10	Support	01527881846 (Adam Trilloe)	
2010-01-13	<a href="#">10:45:50</a>	10:55:39	00:09:49	Support	(UNAVAILABLE)	
2010-01-13	<a href="#">11:00:33</a>	11:05:24	00:04:51	Support	01489554162 (Carlo Arturi)	
2010-01-13	<a href="#">12:20:49</a>	12:21:05	00:00:16	Support	07917102874 (Mark Hill.)	
2010-01-13	<a href="#">12:21:13</a>	12:24:49	00:03:36	Support	07917102874 (Mark Hill.)	
2010-01-13	<a href="#">12:46:58</a>	12:49:59	00:03:01	Support	(PRIVATE)	
2010-01-13	<a href="#">14:17:30</a>	14:17:53	00:00:23	Support	07974455546 (Aron Hopkins)	
2010-01-13	<a href="#">15:20:10</a>	15:24:45	00:04:35	Support	(UNAVAILABLE)	
2010-01-13	<a href="#">15:26:30</a>	15:26:44	00:00:14	Support	07970508118 (David.)	
2010-01-13	<a href="#">15:27:35</a>	15:27:47	00:00:12	Support	07970508118 (David.)	
2010-01-13	<a href="#">15:35:54</a>	15:36:51	00:00:57	Support	07875878624 (Jon Rooney)	
2010-01-13	<a href="#">15:48:11</a>	15:53:24	00:05:13	Support	(PRIVATE)	
2010-01-13	<a href="#">17:17:27</a>	17:19:29	00:02:02	Support	(UNAVAILABLE)	
			00:39:40			0

### Configuration Options

Report Period	Select from 10 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format

### Report Columns

Date	Date in yyyy-mm-dd format
Start	The time at which the call was answered by the Agent
End	The time at which the Agent completed the call
Duration	The total time taken for the call
Queue Name	The name of the Queue where the call was initially presented

Caller Details	Callers number (if presented) and name (if entered on <b>maximiser</b> )
Code Name	The Completion Code that the Agent selected when they completed this call

### Drill Down Report

Drill down on this report provides further information on individual calls.

#### Agent Call Activity

**For: All Agents**

**Dates: Yesterday**

**Time Filter: between '00:00' AND '23:59'**

Filtered on: 10:53:25

Date & Time	Source	Destination	Extension	Forwarded By	Ringing	Connected	Cost
<a href="#">2010-01-13 10:52:05</a>	Network Connect Ltd 01612142020	Support 200	Charles Huggett 719		00:01:19	00:02:17	0.00

Date & Time	Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the individual call
Source	Name (if entered on <b>maximiser</b> ) and number (if presented) of the caller
Destination	The name associated with the number called and the number called
Extension	The name associated with the extension that actually answered the call and the number of that extension
Forwarded By	The name associated with the extension that caused the call to be forwarded and the number of that extension
Ringing	The total time that this call was ringing before connected
Connected	The total time that this call was connected
Cost	The cost associated with this call

A further drill down on this report provides a complete call record.

#### Call

<b>Date &amp; Time 2010-01-13 10:52:05</b>	
<b>Total Cost 0.000</b>	
<b>Call Source Details</b>	
Cost Centre	Support
On Behalf Of	
Trunk	Modules.Chorleywood 5100.BRI1
Name	Network Connect Ltd
Number	01612142020
Cost Associated	0.000
Caused Disconnect?	
Connected	Yes
Transfer Status	No
Account Name	
Account Code	
<b>Call Destination Details</b>	
Cost Centre	Support
On Behalf Of	Charles Huggett
Trunk	
Name	Support
Number	200
Cost Associated	0.000
Caused Disconnect?	1011
Call Duration	216.530
Call Connected	137.210
Queuing Time	75.030
Distributing Time	4.290
Agent Ringing Time	3.730

## Agent Utilisation

### Call Centre Report Description

Shows the time that Agents have spent in different states, divided into logged-in periods.

#### Agent Utilisation

For: All Agents

Dates: From: 2010-01-13, To: 2010-01-13

Time Filter: between '00:00' AND '23:59'

Date	Agent Name	Agent Number	LoggedOut	LoggedIn	Not Available	Waiting	Ringing	Busy	Wrap Up	Busy Other	Blacklisted
2010-01-13	Charles Huggett	719	00:09:24	00:00:00	01:00:40	13:35:41	00:02:48	01:32:58	00:06:34	01:02:59	00:00:00
2010-01-13	Paul Southwell	718	00:07:03	00:00:00	00:00:00	14:27:49	00:04:00	00:39:40	00:03:41	02:00:22	00:20:00
2010-01-13	Rakesh Patel	714	00:06:11	00:00:00	00:00:00	11:21:01	00:00:00	00:00:00	00:00:00	00:00:21	00:00:00
2010-01-13	Rax POTS	7714	00:06:36	00:00:00	00:00:00	14:50:58	00:05:39	00:00:00	00:00:00	00:00:00	02:10:00
2010-01-14	Charles Huggett	719	00:00:00	00:00:00	08:28:19	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
2010-01-14	Paul Southwell	718	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:09:13	00:00:00	00:00:00	00:00:00
2010-01-14	Rakesh Patel	714	00:00:00	00:00:00	00:00:00	03:14:35	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
2010-01-14	Rax POTS	7714	00:00:00	00:00:00	00:00:00	01:01:43	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			00:29:14	00:00:00	09:28:59	58:31:47	00:12:27	02:21:51	00:10:15	03:03:42	02:30:00

### Configuration Options

Report Period	Select from 10 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format

### Report Columns

Date	Date in yyyy-mm-dd format
Agent Name	Name of the Agent handling the inbound calls to the Queue
Agent Number	The extension number of the Agent
Logged Out	The total time that the Agent was logged in, in hh:mm:ss format
Logged In	The total time that the Agent was logged out, in hh:mm:ss format
Not Available	The total time that the Agent was not available, in hh:mm:ss format
Waiting	The total time that the Agent was waiting for calls to be presented, in hh:mm:ss format
Ringing	The total time that calls presented to the Agent were ringing before being answered, in hh:mm:ss format
Busy	The total time that the Agent was in a busy state handling calls, in hh:mm:ss format
Wrap-Up	The total time that the Agent was logged in a wrap-up state following a completed call, in hh:mm:ss format
Busy Other	The total time that the Agent was in a busy state for reasons other than calls, in hh:mm:ss format
Blacklisted	The total time that the Agent was blacklisted as a result of not-answering three calls in a row that had been presented to them, in hh:mm:ss format

### Drill Down Report

No drill down facility is available for this report.

## Agent Utilisation Summary

### Call Centre Report Description

A summary, identifying the duration that Agents have spent in particular states.

Agent Name	Agent Number	LoggedOut	LoggedIn	Not Available	% NA	Waiting	Ringing	Busy	Wrap Up	Busy Other	Blacklisted
Extn2001_on_5100	2001	10:11:41	13:48:18	00:03:29	0.42	13:43:18	00:00:04	00:00:08	00:00:40	00:00:39	00:00:00
Extn2004	2004	10:11:41	13:48:18	02:42:03	19.56	11:06:15	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Extn2005	2005	10:11:41	13:48:18	00:00:00	0.00	13:48:18	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Extn2006	2006	10:11:41	13:48:18	00:00:00	0.00	13:48:18	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Extn2007	2007	10:11:41	13:48:18	00:00:00	0.00	13:48:18	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Extn2008	2008	10:11:41	13:48:18	00:00:00	0.00	13:48:18	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Extn2009	2009	10:11:41	13:48:18	00:00:00	0.00	13:48:18	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Extn2010	2010	10:11:41	13:48:18	00:00:00	0.00	13:48:18	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Extn2047_on_4100	2047	18:16:45	05:43:14	00:00:27	0.13	05:41:16	00:00:08	00:00:16	00:00:17	00:00:50	00:00:00
Johan Ålfvåg	2012	10:11:41	13:48:18	00:00:00	0.00	13:48:18	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Patrick OConner	2003	10:11:41	13:48:18	00:00:00	0.00	13:48:18	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
		120:13:35	143:46:14	02:45:59		140:57:13	00:00:12	00:00:24	00:00:57	00:01:29	00:00:00

### Configuration Options

Report Period	Select from 10 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format

### Report Columns

Agent Name	Name of the Agent handling the inbound calls to the Queue
Agent Number	The extension number of the Agent
Logged Out	The total time that the Agent was logged in, in hh:mm:ss format
Logged In	The total time that the Agent was logged out, in hh:mm:ss format
Not Available	The total time that the Agent was not available, in hh:mm:ss format
Waiting	The total time that the Agent was waiting for calls to be presented, in hh:mm:ss format
Ringing	The total time that calls presented to the Agent were ringing before being answered, in hh:mm:ss format
Busy	The total time that the Agent was in a busy state handling calls, in hh:mm:ss format
Wrap-Up	The total time that the Agent was logged in a wrap-up state following a completed call, in hh:mm:ss format
Busy Other	The total time that the Agent was in a busy state for reasons other than calls, in hh:mm:ss format
Blacklisted	The total time that the Agent was blacklisted as a result of not-answering three calls in a row that had been presented to them, in hh:mm:ss format

### Drill Down Report

No drill down facility is available for this report.

## Agent Not Available Time

### Call Centre Report Description

A breakdown, by Agent, of time spent in a Not Available state.

#### Agent Not Available Time

For: All Agents

Dates: This Week

Time Filter: between '00:00' AND '23:59'

Charles Huggett

Datetime	Agent Number	Time Not Available
2010-01-13 12:57:56	719	01:00:40
2010-01-14 09:40:56	719	30983
		09:37:03

### Configuration Options

Report Period	Select from 10 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format

### Report Columns

Date & Time	Date (yyyy-mm-dd) & Time (hh:mm:ss - in 24 hour format) of the individual call
Agent Number	The extension number of the Agent
Time Not Available	The total time that the Agent was not available, in hh:mm:ss format

### Drill Down Report

No drill down facility is available for this report.

## Agent Activity

### Call Centre Report Description

Shows calls presented to an Agent by day.

#### Agent Activity

For: All Agents

Dates: This Week

Time Filter: between '00:00' AND '23:59'

#### 2010-01-11

Agent Name	Number of Calls	Handling Time	Average Handle Time	Max Handle Time
<a href="#">Charles Huggett</a>	7	00:33:31	00:04:47	00:12:56
<a href="#">Rax POTS</a>	1	00:02:45	00:02:45	00:02:45
<a href="#">Paul Southwell</a>	20	01:43:45	00:05:11	00:26:12
	28	02:20:01	00:03:10	00:26:12

#### 2010-01-12

Agent Name	Number of Calls	Handling Time	Average Handle Time	Max Handle Time
<a href="#">Charles Huggett</a>	9	00:39:05	00:04:21	00:12:21
<a href="#">Paul Southwell</a>	17	01:29:02	00:05:14	00:12:28
	26	02:08:07	00:03:11	00:12:28

#### 2010-01-13

Agent Name	Number of Calls	Handling Time	Average Handle Time	Max Handle Time
<a href="#">Charles Huggett</a>	25	01:32:58	00:03:43	00:16:41
<a href="#">Paul Southwell</a>	14	00:39:40	00:02:50	00:09:49
	39	02:12:38	00:02:11	00:16:41

#### 2010-01-14

Agent Name	Number of Calls	Handling Time	Average Handle Time	Max Handle Time
<a href="#">Rax POTS</a>	1	00:04:35	00:04:35	00:04:35
<a href="#">Paul Southwell</a>	18	01:18:27	00:04:22	00:21:18
	19	01:23:02	00:04:28	00:21:18

### Configuration Options

Report Period	Select from 10 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format
For	Enter the Agent you wish to report on. If left blank, data for all Agents within the Report Period will be given.

### Report Columns

Agent Name	Name of the Agent handling the inbound calls to the Queue
Number Of Calls	Number of calls to that Queue that the Agent handled
Handling Time	The total time that the Agent spent handling calls
Average Handle Time	The average time that the Agent spent handling each call
Maximum Handle Time	The longest time that the Agent spent handling a single call

### Drill Down Report

Drill down on this report takes you to the Agent Call Activity report.

## Agent Queue Activity

### Call Centre Report Description

Shows calls presented to an Agent, broken down into queues.

**Agent Queue Activity**

**For: All Agents**

**Dates: This Week**

**Time Filter: between '00:00' AND '23:59'**

**2010-01-11**

Agent Name	Queue Name	Number of Calls	Handled	
			Average Ring Time	Average Connect Time
Charles Huggett	Support	7	00:00:29	00:04:47
Paul Southwell	Support	20	00:00:28	00:05:11
		27	00:00:19	00:03:19

**2010-01-12**

Agent Name	Queue Name	Number of Calls	Handled	
			Average Ring Time	Average Connect Time
Charles Huggett	Support	9	00:00:16	00:04:20
Paul Southwell	Support	17	00:00:43	00:05:14
		26	00:00:19	00:03:11

**2010-01-13**

Agent Name	Queue Name	Number of Calls	Handled	
			Average Ring Time	Average Connect Time
Charles Huggett	Support	23	00:00:19	00:03:58
Paul Southwell	Support	13	00:00:19	00:02:57
		36	00:00:12	00:02:18

**2010-01-14**

Agent Name	Queue Name	Number of Calls	Handled	
			Average Ring Time	Average Connect Time
Paul Southwell	Support	18	00:00:22	00:04:21
Rakesh Patel	Support	2	00:00:17	00:01:50
		20	00:00:19	00:03:05

### Configuration Options

Report Period	Select from 10 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format

### Report Columns

Agent Name	Name of the Agent handling the inbound calls
Queue Name	The name of the Queue where the call was initially presented
Number Of Calls	The total number of calls presented to the Agent
Average Ring Time	The average time that a call presented to this Agent took to be answered
Average Connected Time	The average time that a call presented to this Agent took to be completed

### Drill Down Report

No drill down facility is available for this report.

## Agent Queue Activity Summary

### Call Centre Report Description

A summary of calls assigned to an Agent broken down by the queues they were destined for.

#### Agent Queue Activity Summary

For: All Agents

Dates: This Week

Time Filter: between '00:00' AND '23:59'

#### Charles Huggett

Queue Name	Number of Calls	Handled	
		Average Ring Time	Average Connect Time
Support	39	00:00:20	00:04:12
	39	00:00:10	00:02:06

#### Paul Southwell

Queue Name	Number of Calls	Handled	
		Average Ring Time	Average Connect Time
Support	68	00:00:29	00:04:33
	68	00:00:14	00:02:16

#### Rakesh Patel

Queue Name	Number of Calls	Handled	
		Average Ring Time	Average Connect Time
Support	2	00:00:17	00:01:50
	2	00:00:17	00:01:50

### Configuration Options

Report Period	Select from 10 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format

### Report Columns

Queue Name	The name of the Queue where the calls were initially presented
Number Of Calls	The total number of calls presented to the Queue
Average Ring Time	The average time that a call presented to this Queue took to be answered
Average Connected Time	The average time that a call presented to this Queue took to be completed

### Drill Down Report

No drill down facility is available for this report.

## Abandoned Calls

### Call Centre Report Description

Shows details of abandoned calls for a Queue.

#### Abandoned Calls

For: All Queues

Dates: Today

Time Filter: between '00:00' AND '23:59'

#### Abandoned Calls Summary

Total Abandoned Calls	Lost Abandoned Calls	They Called Back	We Called Back
9	6	2	1

#### Abandoned Calls Total

Date	Calling Number	Calling Name	Destination Number	Destination Name	Wait
<a href="#">2010-01-14 09:16:43</a>	07824483873		200	Support	00:00:34
<a href="#">2010-01-14 10:05:49</a>	01582703636	Markyate.	200	Support	00:00:30
<a href="#">2010-01-14 10:13:38</a>	07824483873		200	Support	00:01:02
<a href="#">2010-01-14 10:18:09</a>	01582703636	Markyate.	200	Support	00:00:28
<a href="#">2010-01-14 10:20:17</a>	01489554159	Matt Harris	200	Support	00:01:16
<a href="#">2010-01-14 10:28:24</a>	01534634704	Joe De Freitas	200	Support	00:00:26
<a href="#">2010-01-14 10:30:30</a>	01582703636	Markyate.	200	Support	00:00:30
<a href="#">2010-01-14 13:19:36</a>	704	Ros Leftley	200	Support	00:00:03
<a href="#">2010-01-14 14:44:17</a>	01159445919	Nottingham	200	Support	00:00:03
					Min 00:00:03 Max 00:01:16 Avg 00:00:32

#### Abandoned Calls That Were Lost

Date	Calling Number	Calling Name	Destination Number	Destination Name
<a href="#">2010-01-14 10:05:49</a>	01582703636	Markyate.	200	Support
<a href="#">2010-01-14 10:18:09</a>	01582703636	Markyate.	200	Support
<a href="#">2010-01-14 10:20:17</a>	01489554159	Matt Harris	200	Support
<a href="#">2010-01-14 10:28:24</a>	01534634704	Joe De Freitas	200	Support
<a href="#">2010-01-14 10:30:30</a>	01582703636	Markyate.	200	Support
<a href="#">2010-01-14 14:44:17</a>	01159445919	Nottingham	200	Support

#### Abandoned Callers That Have Called Back In

Date	Calling Number	Calling Name	Destination Number	Destination Name	Retried at	Spoke To
2010-01-14 09:16:43	07824483873		200	Support	<a href="#">2010-01-14 09:17:24</a>	718(Paul Southwell)
2010-01-14 10:13:38	07824483873		200	Support	<a href="#">2010-01-14 10:18:34</a>	718(Paul Southwell)

#### Abandoned Callers That We Have Called Back

Date	Calling Number	Calling Name	Destination Number	Destination Name	Callback Date	Called By
2010-01-14 13:19:36	704	Ros Leftley	200	Support	<a href="#">2010-01-14 13:50:28</a>	720(StuartBell)

## Configuration Options

Report Period	Select from 10 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format
Duration Longer Than	Time in seconds before call was abandoned
For	Enter the Queue you wish to report on. If left blank, data for all Queues within the Report Period will be given.

## Report Columns

### Abandoned Calls Summary

Total Abandoned Calls	The total number of abandoned calls over the Report Period
Lost Abandoned Calls	The total number of calls where the caller hung-up and have neither called back, not have been called back, over the Report Period
They Called Back	The total number of calls where the caller hung-up, but they later called back, over the Report Period

We Called Back	The total number of calls where the caller hung-up, but we later called them back, over the Report Period
----------------	---

#### Abandoned Calls Total

Date	Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the abandoned call
Calling Number	Number of the caller (if presented)
Calling Name	Name associated with the calling number (if configured in <b>maximiser</b> )
Destination Number	The extension associated with the number called
Destination Name	The name associated with the number called
Wait(s)	The duration that the caller waited for before hanging-up

#### Abandoned Calls That Were Lost

Date	Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the abandoned call
Calling Number	Number of the caller (if presented)
Calling Name	Name associated with the calling number (if configured in <b>maximiser</b> )
Destination Number	The extension associated with the number called
Destination Name	The name associated with the number called

#### Abandoned Callers That Have Called Back In

Date	Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the abandoned call
Calling Number	Number of the caller (if presented)
Calling Name	Name associated with the calling number (if configured in <b>maximiser</b> ).
Destination Number	The extension associated with the number called
Destination Name	The name associated with the number called
Retried At	Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the call when the original Calling Number dialed back
Spoke To	Extension Number/Associated Name that the returning caller was connected to

#### Abandoned Callers That We Have Called Back

Date	Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the abandoned call
Calling Number	Number of the caller (if presented)
Calling Name	Name associated with the calling number (if configured in <b>maximiser</b> )
Destination Number	The extension associated with the number called
Destination Name	The name associated with the number called
Callback Date	Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the call when the original Calling Number was called back
Called By	Extension Number/Associated Name of the person who called back the original caller

## Drill Down Report

Drill down on this report provides further information on individual calls.

### Abandoned Calls

#### For: All Queues

Dates: Today

Time Filter: between '00:00' AND '23:59'

Filtered on: 2010-01-14 09:16:43

Date & Time	Source	Destination	Extension	Forwarded By	Ringing	Connected	Cost
<a href="#">2010-01-14 09:16:43</a>	07824483873	Support	200		00:00:34	00:00:00	0.00

Date & Time	Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the individual call
Source	Name (if entered on <b>maximiser</b> ) and number (if presented) of the caller
Destination	The name associated with the number called and the number called
Extension	The name associated with the extension that actually answered the call and the number of that extension
Forwarded By	The name associated with the extension that caused the call to be forwarded and the number of that extension
Ringing	The total time that this call was ringing before connected
Connected	The total time that this call was connected
Cost	The cost associated with this call

A further drill down on this report provides a complete call record (see Drill Down Report entry under Agent Call Activity for further details).

## Abandoned Summary

### Call Centre Report Description

Shows a summary of abandoned calls on a queue-by-queue basis.

**Abandoned Summary**

For: All Queues

Dates: Today

Time Filter: between '00:00' AND '23:59'

Destination Name	Destination Number	Total Abandoned	Min Time	Max Time	Avg Time	Under 10s	10 - 20s	20 - 30s	30 - 45s	45 - 60s	Over 60s
Support	200	9	00:00:03	00:01:16	00:00:32	2	0	3	2	0	2
		9	00:00:03	00:01:16	00:00:32	2	0	3	2	0	2

### Configuration Options

Report Period	Select from 10 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format

### Report Columns

Destination Name	The name associated with the calling number (if entered on <b>maximiser</b> )
Destination Number	The number from which the call was made (if presented)
Total Abandoned	The total number of calls from this name/number that were abandoned during the Report Period
Minimum Time	The shortest duration a call rang for before the caller hung-up
Maximum Time	The longest duration a call rang for before the caller hung-up
Average Time	The average duration a call rang for before the caller hung-up over the Report Period
Under 10 seconds	The total number of calls that were abandoned after ringing for less than 10 seconds
10 - 20 seconds	The total number of calls that were abandoned after ringing between 10 and 20 seconds
20 - 30 seconds	The total number of calls that were abandoned after ringing between 20 and 30 seconds
30 - 45 seconds	The total number of calls that were abandoned after ringing between 30 and 45 seconds
45 - 60 seconds	The total number of calls that were abandoned after ringing between 45 and 60 seconds
Over 60 seconds	The total number of calls that were abandoned after ringing for more than 60 seconds

### Drill Down Report

Drill down on this report takes you to the Abandoned Calls report.

## Calls To Voicemail

### Call Centre Report Description

A breakdown of calls that went to voicemail on a queue-by-queue basis.

**Calls To Voicemail**

**For: All Queues**

**Dates: Today**

**Time Filter: between '00:00' AND '23:59'**

Date	Caller Name	Caller Number	Target Name	Wait
<a href="#">2010-01-14 10:16:06</a>	Joe De Freitas	01534634704	Support	00:02:03
<a href="#">2010-01-14 13:19:39</a>		07966110027	Support	00:02:01
<a href="#">2010-01-14 15:38:11</a>	Liam Kerr	02890379000	Support	00:02:03
				Min 00:02:01 Max 00:02:03 Avg 00:02:02

### Configuration Options

Report Period	Select from 10 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format

### Report Columns

Date	Date (yyyy-mm-dd)
Caller Name	The name associated with the calling number (if entered on <b>maximiser</b> )
Caller Number	The number from which the call was made (if presented)
Target Name	The name of the Queue where the call was initially presented
Wait	The duration that the caller waited for before hanging-up

### Drill Down Report

Drill down on this report provides further information on individual calls.

**Calls To Voicemail**

**For: All Queues**

**Dates: Today**

**Time Filter: between '00:00' AND '23:59'**

Filtered on: 2010-01-14 10:16:06

Date & Time	Source	Destination	Extension	Forwarded By	Ringling	Connected	Cost
<a href="#">2010-01-14 10:16:06</a>	Joe De Freitas 01534634704	Support 200		lLeaveVoicemail	00:02:03	00:00:06	0.00

Date & Time	Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the individual call
Source	Name (if entered on <b>maximiser</b> ) and number (if presented) of the caller
Destination	The name associated with the number called and the number called
Extension	The name associated with the extension that actually answered the call and the number of that extension
Forwarded By	The name associated with the extension that caused the call to be forwarded and the number of that extension
Ringling	The total time that this call was ringling before connected
Connected	The total time that this call was connected
Cost	The cost associated with this call

## Agent Availability Report By Day

### Call Centre Report Description

Shows how an Agent (or Agents) spent their day.

#### Agent Availability Report By Day

For: All Agents

Dates: This Week

Time Filter: between '00:00:00' AND '23:59:59'

#### 2010-06-21

Agent	Login		Call		Not Available (minutes)			State Duration (minutes)							
	First	Last	First	Last	Total	Unknown	Lunch	Lg Out	Lg In	Wait	Ring	Busy	Wrap	Oth	Blk
<a href="#">Charles Huggell</a>	10:42:03	23:59:59	09:09:05	16:40:22	23	23	0	0	798	687	3	73	11	0	1
<a href="#">Paul Southwell</a>	10:42:03	23:59:59	11:31:27	17:53:31	90	49	41	0	798	633	1	35	5	34	0
<a href="#">Rakesh Patel</a>	10:42:03	23:59:59			0	0	0	0	798	793	0	0	0	5	0
<a href="#">Rax POTS</a>	10:42:03	23:59:59			0	0	0	0	798	699	4	0	0	0	95
					113	72	41	0	3192	2812	8	108	16	39	96

#### 2010-06-22

Agent	Login		Call		Not Available (minutes)			State Duration (minutes)							
	First	Last	First	Last	Total	Unknown	Lunch	Lg Out	Lg In	Wait	Ring	Busy	Wrap	Oth	Blk
<a href="#">Charles Huggell</a>	11:39:12	22:10:06	10:35:28	16:55:38	63	0	63	0	631	514	2	39	4	6	3
<a href="#">Paul Southwell</a>	17:37:22	23:59:59	09:06:45	17:27:43	0	0	0	0	382	376	3	0	0	3	0
<a href="#">Rakesh Patel</a>	18:39:19	23:59:59			0	0	0	0	321	321	0	0	0	0	0
<a href="#">Rax POTS</a>	00:00:00	23:59:59			0	0	0	0	1440	1331	4	0	0	0	105
					63	0	63	0	2774	2542	9	39	4	9	108

#### 2010-06-23

Agent	Login		Call		Not Available (minutes)			State Duration (minutes)							
	First	Last	First	Last	Total	Unknown	Lunch	Lg Out	Lg In	Wait	Ring	Busy	Wrap	Oth	Blk
<a href="#">Charles Huggell</a>	10:13:53	23:59:59			478	478	0	323	504	25	1	0	0	0	0
<a href="#">Paul Southwell</a>	11:12:33	23:59:59	09:15:50	17:05:32	0	0	0	31	737	620	2	26	3	75	10
<a href="#">Rakesh Patel</a>	04:23:07	23:59:59			0	0	0	229	948	925	0	0	0	23	0
<a href="#">Rax POTS</a>	11:12:33	23:59:59			0	0	0	103	664	611	3	0	0	0	50
					478	478	0	686	2853	2181	6	26	3	98	60

#### 2010-06-24

Agent	Login		Call		Not Available (minutes)			State Duration (minutes)							
	First	Last	First	Last	Total	Unknown	Lunch	Lg Out	Lg In	Wait	Ring	Busy	Wrap	Oth	Blk
<a href="#">Charles Huggell</a>	00:35:41	13:41:39	09:17:08	11:59:12	580	535	45	0	786	174	1	22	3	4	2
<a href="#">Paul Southwell</a>	00:24:38	13:41:39	09:15:04	13:23:56	0	0	0	0	797	735	2	32	2	24	2
<a href="#">Rakesh Patel</a>	00:40:46	13:41:39			0	0	0	0	781	781	0	0	0	0	0
<a href="#">Rax POTS</a>	00:27:26	13:41:39			0	0	0	0	794	738	3	0	0	0	53
					580	535	45	0	3158	2428	6	54	5	28	57

### Configuration Options

Report Period	Select from 11 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format
For	Searches for any of the entities that appear on the "Show" line
Show	Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box

### Report Columns

Agent	Name of the Agent handling the inbound calls to the Queue
First Login	The time that the Agent first Logged in to the system on that day (hh:mm:ss)
Last Login	The time that the Agent was last Logged in to the system on that day (hh:mm:ss)
First Call	The time of the first call of the day handled by this Agent (hh:mm:ss)
Last Call	The time of the last call of the day handled by this Agent (hh:mm:ss)

Not Available Total	The total time that this Agent was unavailable during the day (mins)
Not Available Unknown	The total time that this Agent was unavailable for an unknown reason during the day (mins)
Not Available.....	The total time that this Agent was unavailable due to the stated Not Available Code (Lunch, Meeting, etc) during the week (mins)
Log Out State Duration	The total time during the day that this Agent was Logged Out (mins)
Log In State Duration	The total time during the day that this Agent was Logged In (mins)
Wait State Duration	The total time during the day that this Agent was in a Wait state (mins)
Ring State Duration	The total time during the day that this Agent had calls presented and left in a ringing state (mins)
Busy State Duration	The total time during the day that this Agent was busy on calls (mins)
Wrap-up State Duration	The total time during the day that this Agent was in a Wrap-up state (mins)
Other State Duration	The total time during the day that this Agent was in a State other than those listed (mins)
Black List State Duration	The total time during the day that this Agent was in a Black Listed state (mins)

## Drill Down Report

Drill down on this report provides a complete record of state changes for that Agent during the day.

### Agent Availability Detail

**For: Charles Huggett**

**Dates: From: 2010-06-21, To: 2010-06-21**

**Time Filter: between '00:00:00' AND '23:59:59'**

**2010-06-21**

**Charles Huggett**

Datetime	State	Duration	Reason	Call
00:00:00 - 09:01:18	Waiting	09:01:18		
09:01:18 - 09:01:30	Ringing	00:00:12		<a href="#">view call</a>
09:01:30 - 09:01:31	Waiting	00:00:01		
09:01:31 - 09:01:43	Ringing	00:00:12		<a href="#">view call</a>
09:01:43 - 09:01:43	Waiting	00:00:00		
09:01:43 - 09:01:55	Ringing	00:00:12		<a href="#">view call</a>
09:01:55 - 09:06:55	Blacklisted	00:05:00		
09:06:55 - 09:09:02	Waiting	00:02:07		
09:09:02 - 09:09:05	Ringing	00:00:03		<a href="#">view call</a>
09:09:05 - 09:21:53	On Call	00:12:48		<a href="#">view call</a>
09:21:53 - 09:21:55	In Wrap Up	00:00:02		<a href="#">view call</a>
09:21:55 - 09:33:58	Waiting	00:12:03		
09:33:58 - 09:34:04	Ringing	00:00:06		<a href="#">view call</a>
09:34:04 - 09:36:51	On Call	00:02:47		<a href="#">view call</a>
09:36:51 - 09:36:53	In Wrap Up	00:00:02		<a href="#">view call</a>
09:36:53 - 09:44:35	Waiting	00:07:42		
09:44:35 - 09:44:47	Ringing	00:00:12		<a href="#">view call</a>
09:44:47 - 09:44:47	Waiting	00:00:00		
09:44:47 - 09:44:49	Ringing	00:00:02		<a href="#">view call</a>
09:44:49 - 10:00:03	On Call	00:15:14		<a href="#">view call</a>
10:00:03 - 10:01:02	In Wrap Up	00:00:59		<a href="#">view call</a>
10:01:02 - 10:01:02	Waiting	00:00:00		
10:01:02 - 10:01:14	Ringing	00:00:12		<a href="#">view call</a>
10:01:14 - 10:03:50	Waiting	00:02:36		
10:03:50 - 10:04:00	Ringing	00:00:10		<a href="#">view call</a>
10:04:00 - 10:09:21	On Call	00:05:21		<a href="#">view call</a>
10:09:21 - 10:10:20	In Wrap Up	00:00:59		<a href="#">view call</a>
10:10:20 - 10:10:20	Waiting	00:00:00		

Datetime	Time period during the day that the Agent was in this state (hh:mm:ss)
State	Agent state during this time period

Duration	The duration that the Agent remained in this state (hh:mm:ss)
Reason	The Completion Code (if any) selected by the Agent at the end of this call
Call	Hyperlink to drill down to call details. Only appears against Ringing, On Call and In Wrap Up states

### Call Drill Down Report

Drill down on View Call in the Call column of the Agent Availability Detail report provides the following detail.

#### Agent Availability Detail

##### For: All Agents

Dates: From: 2010-06-21, To: 2010-06-21

Time Filter: between '00:00:00' AND '23:59:59'

Filtered on: view call

Date & Time	Source	Destination	Extension	Forwarded By	Ringing	Connected	Cost
<a href="#">2010-06-21 09:01:06</a>	Guildford 01483531925	Support 200			00:02:03	00:00:00	0.00

Date & Time	Date (yyyy-mm-dd) & Time (hh:mm:ss - in 24 hour format) of the individual call
Source	Name (if entered on <b>maximiser</b> ) and number (if presented) of the caller
Destination	The name associated with the number called and the number called
Extension	The name associated with the extension that actually answered the call and the number of that extension
Forwarded By	The name associated with the extension that caused the call to be forwarded and the number of that extension
Ringing	The total time that this call was ringing before connected
Connected	The total time that this call was connected
Cost	The cost associated with this call

A further drill down on Date & Time provides the standard complete call record.

## Agent Availability Report By Week

### Call Centre Report Description

Shows how an Agent (or Agents) spent their time over a week (or weeks).

#### Agent Availability Report By Week

For: All Agents

Dates: From: 2010-06-01, To: 2010-06-24

Time Filter: between '00:00:00' AND '23:59:59'

#### 2010-05-30 - 2010-06-05

Agent	Not Available (minutes)					State Duration (minutes)								
	Total	Unknown	Lunch	Meeting	Of Site (Like down the pub) but not quite	Away with the Fairys	Lg Out	Lg In	Wait	Ring	Busy	Wrap	Oth	Blk
Charles Huggell	705	579	34	0	58	34	0	4476	3553	7	125	22	55	10
Paul Southwell	47	0	47	0	0	0	2	3429	3276	1	26	2	76	0
Rakesh Patel	0	0	0	0	0	0	0	3377	3359	1	2	0	15	0
Rax POTS	0	0	0	0	0	0	0	4728	4339	17	0	0	5	368
	705	579	34	0	58	34	0	4476	3553	7	125	22	55	10

#### 2010-06-06 - 2010-06-12

Agent	Not Available (minutes)					State Duration (minutes)								
	Total	Unknown	Lunch	Meeting	Of Site (Like down the pub) but not quite	Away with the Fairys	Lg Out	Lg In	Wait	Ring	Busy	Wrap	Oth	Blk
Charles Huggell	66	33	33	0	0	0	1	6930	6216	25	407	51	150	18
Paul Southwell	2182	2140	42	0	0	0	17	6645	4094	224	57	2	68	16
Rakesh Patel	0	0	0	0	0	0	0	5957	5863	0	49	1	43	0
Rax POTS	0	0	0	0	0	0	18	7088	5992	452	0	0	0	645
	66	33	33	0	0	0	1	6930	6216	25	407	51	150	18

#### 2010-06-13 - 2010-06-19

Agent	Not Available (minutes)					State Duration (minutes)								
	Total	Unknown	Lunch	Meeting	Of Site (Like down the pub) but not quite	Away with the Fairys	Lg Out	Lg In	Wait	Ring	Busy	Wrap	Oth	Blk
Charles Huggell	99	54	29	0	0	15	3	5824	5131	8	324	39	203	21
Paul Southwell	728	728	0	0	0	0	258	4807	3824	48	83	9	106	10
Rakesh Patel	0	0	0	0	0	0	13	4383	4374	0	0	0	9	0
Rax POTS	0	0	0	0	0	0	13	4394	4002	17	0	0	0	375
	99	54	29	0	0	15	3	5824	5131	8	324	39	203	21

#### 2010-06-20 - 2010-06-26

Agent	Not Available (minutes)					State Duration (minutes)								
	Total	Unknown	Lunch	Meeting	Of Site (Like down the pub) but not quite	Away with the Fairys	Lg Out	Lg In	Wait	Ring	Busy	Wrap	Oth	Blk
Charles Huggell	1144	1036	108	0	0	0	323	2726	1404	7	134	18	10	9
Paul Southwell	90	49	41	0	0	0	31	2721	2368	8	93	10	136	15
Rakesh Patel	0	0	0	0	0	0	229	2855	2826	0	0	0	28	0
Rax POTS	0	0	0	0	0	0	103	3703	3384	14	0	0	0	305
	1144	1036	108	0	0	0	323	2726	1404	7	134	18	10	9

### Configuration Options

Report Period	Select from 11 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format
For	Searches for any of the entities that appear on the "Show" line
Show	Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box

### Report Columns

Agent	Name of the Agent handling the inbound calls to the Queue
Not Available Total	The total time that this Agent was unavailable during the week (mins)
Not Available Unknown	The total time that this Agent was unavailable for an unknown reason during the week (mins)
Not Available.....	The total time that this Agent was unavailable due to the stated Not Available Code (Lunch, Meeting, etc) during the week (mins)
Log Out State Duration	The total time during the week that this Agent was Logged Out (mins)

Log In State Duration	The total time during the week that this Agent was Logged In (mins)
Wait State Duration	The total time during the week that this Agent was in a Wait state (mins)
Ring State Duration	The total time during the week that this Agent had calls presented and left in a ringing state (mins)
Busy State Duration	The total time during the week that this Agent was busy on calls (mins)
Wrap-up State Duration	The total time during the week that this Agent was in a Wrap-up state (mins)
Other State Duration	The total time during the week that this Agent was in a State other than those listed (mins)
Black List State Duration	The total time during the week that this Agent was in a Black Listed state (mins)

### Drill Down Report

A further drill down on Date & Time provides the standard complete call record.

## Agent Availability Report By Month

### Call Centre Report Description

Shows how an Agent (or Agents) spent their time over a month (or months).

#### Agent Availability Report By Month

For: All Agents

Dates: From: 2010-03-27, To: 2010-06-24

Time Filter: between '00:00:00' AND '23:59:59'

#### 2010-03-27 - 2010-03-31

Agent	Not Available (minutes)								State Duration (minutes)							
	Total	Unknown	Lunch	Meeting	Down The Pub	This is a long reason code to see how the system copes with it	Of Site (Like down the pub) but not quite	Away with the Fairys	Lg Out	Lg In	Wait	Ring	Busy	Wrap	Oth	Bik
<a href="#">Charles Huggell</a>	892	892	0	0	0	0	0	0	4	3698	2516	24	195	41	29	1
<a href="#">Paul Southwell</a>	95	95	0	0	0	0	0	0	30	3183	2844	7	141	15	81	1
<a href="#">Rakesh Patel</a>	0	0	0	0	0	0	0	0	15	4247	4178	0	8	0	62	0
<a href="#">Rax POTS</a>	0	0	0	0	0	0	0	0	27	5625	5222	23	0	0	1	380
	892	892	0	0	0	0	0	0	4	3698	2516	24	195	41	29	1

#### 2010-04-01 - 2010-04-30

Agent	Not Available (minutes)								State Duration (minutes)							
	Total	Unknown	Lunch	Meeting	Down The Pub	This is a long reason code to see how the system copes with it	Of Site (Like down the pub) but not quite	Away with the Fairys	Lg Out	Lg In	Wait	Ring	Busy	Wrap	Oth	Bik
<a href="#">Charles Huggell</a>	3385	3385	0	0	0	0	0	0	411	26622	20801	107	1342	351	594	44
<a href="#">Paul Southwell</a>	7684	7684	0	0	0	0	0	0	167	21806	12792	54	622	109	477	67
<a href="#">Rakesh Patel</a>	4	4	0	0	0	0	0	0	289	26478	25985	12	74	7	384	8
<a href="#">Rax POTS</a>	0	0	0	0	0	0	0	0	157	27265	24881	107	0	0	1	2276
	3385	3385	0	0	0	0	0	0	411	26622	20801	107	1342	351	594	44

#### 2010-05-01 - 2010-05-31

Agent	Not Available (minutes)								State Duration (minutes)							
	Total	Unknown	Lunch	Meeting	Down The Pub	This is a long reason code to see how the system copes with it	Of Site (Like down the pub) but not quite	Away with the Fairys	Lg Out	Lg In	Wait	Ring	Busy	Wrap	Oth	Bik
<a href="#">Charles Huggell</a>	6270	6206	26	0	35	0	3	0	719	26252	17567	51	995	164	1128	78
<a href="#">Paul Southwell</a>	4238	4014	123	102	0	0	0	0	566	24639	18991	95	694	83	478	62
<a href="#">Rakesh Patel</a>	162	161	0	0	0	0	0	0	1049	20585	20086	8	94	0	199	35
<a href="#">Rax POTS</a>	0	0	0	0	0	0	0	0	555	25384	23547	84	0	1	158	1596
	6270	6206	26	0	35	0	3	0	719	26252	17567	51	995	164	1128	78

#### 2010-06-01 - 2010-06-24

Agent	Not Available (minutes)								State Duration (minutes)							
	Total	Unknown	Lunch	Meeting	Down The Pub	This is a long reason code to see how the system copes with it	Of Site (Like down the pub) but not quite	Away with the Fairys	Lg Out	Lg In	Wait	Ring	Busy	Wrap	Oth	Bik
<a href="#">Charles Huggell</a>	2014	1702	204	0	0	0	58	49	327	19982	16314	47	1000	130	424	58
<a href="#">Paul Southwell</a>	3047	2917	130	0	0	0	0	0	308	16188	12144	281	259	23	391	41
<a href="#">Rakesh Patel</a>	0	0	0	0	0	0	0	0	242	16598	16449	1	51	1	95	0
<a href="#">Rax POTS</a>	0	0	0	0	0	0	0	0	134	19939	17738	500	0	0	5	1698
	2014	1702	204	0	0	0	58	49	327	19982	16314	47	1000	130	424	58

## Configuration Options

Report Period	Select from 11 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format
For	Searches for any of the entities that appear on the "Show" line
Show	Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box

## Report Columns

Agent	Name of the Agent handling the inbound calls to the Queue
Not Available Total	The total time that this Agent was unavailable during the month (mins)
Not Available Unknown	The total time that this Agent was unavailable for an unknown reason during the month (mins)
Not Available.....	The total time that this Agent was unavailable due to the stated Not Available Code (Lunch, Meeting, etc) during the month (mins)
Log Out State Duration	The total time during the month that this Agent was Logged Out (mins)
Log In State Duration	The total time during the month that this Agent was Logged In (mins)
Wait State Duration	The total time during the month that this Agent was in a Wait state (mins)
Ring State Duration	The total time during the month that this Agent had calls presented and left in a ringing state (mins)
Busy State Duration	The total time during the month that this Agent was busy on calls (mins)
Wrap-up State Duration	The total time during the month that this Agent was in a Wrap-up state (mins)
Other State Duration	The total time during the month that this Agent was in a State other than those listed (mins)
Black List State Duration	The total time during the month that this Agent was in a Black Listed state (mins)

## Drill Down Report

Drill down on this report takes you to the Agent Availability Report by Day for that Agent.

## Contact Response

### Call Centre Report Description

Shows inbound call response performance for specific inbound callers.

#### Contact Response

**For: Highland Ltd**

**Dates: From: 2010-06-01, To: 2010-06-30**

**Time Filter: between '00:00:00' AND '23:59:59'**

Filtered on: 2

Date & Time	Source	Destination	Extension	Forwarded By	Ringing	Connected	Cost
<a href="#">2010-06-23 13:31:42</a>	Highland Ltd 02085382355	Catalogue Sales 8001	Sophie Elton 2035		00:00:41	00:00:29	0.00
<a href="#">2010-06-23 13:55:36</a>	Highland Ltd 02085382355	Catalogue Sales 8001	Sophie Elton 2035		00:00:04	00:00:14	0.00

### Configuration Options

Report Period	Select from 11 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format
For	Searches for any of the entities that appear on the "Show" line
Show	Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box
Number 1 to 6	Allows calls from up to six numbers to be searched for
Using SLA	Allows search to be performed against an existing SLA

### Report Columns

Date & Time	Date (yyyy-mm-dd) & Time (hh:mm:ss - in 24 hour format) of the individual call
Source	Name (if entered on <b>maximiser</b> ) and number (if presented) of the caller
Destination	The name associated with the number called and the number called
Extension	The name associated with the extension that actually answered the call and the number of that extension
Forwarded By	The name associated with the extension that caused the call to be forwarded and the number of that extension
Ringing	The total time that this call was ringing before connected
Connected	The total time that this call was connected
Cost	The cost associated with this call

### Drill Down Report

A drill down on Date & Time provides the standard complete call record.

## Incoming Response SLA

### Call Centre Report Description

Provides a summary of inbound calls to a queue and how effectively they were handled – answered or abandoned – against configurable time bands, defined through Service Level Agreements.

#### Incoming Response SLA

For: Support

Dates: Last Month

Time Filter: between '00:00:00' AND '23:59:59'

Interval	Total	<10(s)			<20(s)			<40(s)			<50(s)			>50(s)			Voicemail		Abandoned	
		Ans	Aban	% ans	Total	%	Total	%												
00:00-00:59																				
01:00-01:59																				
02:00-02:59																				
03:00-03:59																				
04:00-04:59	1	0	0	0.00	0	0	0.00	0	1	0.00	0	1	0.00	0	0	0.00	0	0.00	1	100.00
05:00-05:59																				
06:00-06:59																				
07:00-07:59																				
08:00-08:59	7	0	2	0.00	0	2	0.00	0	2	0.00	0	2	0.00	0	0	0.00	5	71.43	2	28.57
09:00-09:59	61	3	1	4.92	29	2	47.54	38	4	62.30	39	4	63.93	2	2	3.28	14	22.95	6	9.84
10:00-10:59	81	3	3	3.70	25	5	30.86	36	9	44.44	39	10	48.15	3	4	3.70	25	30.86	14	17.28
11:00-11:59	104	7	0	6.73	32	6	30.77	44	14	42.31	47	16	45.19	6	4	5.77	31	29.81	20	19.23
12:00-12:59	91	4	10	4.40	22	14	24.18	38	20	41.76	42	20	46.15	3	6	3.30	20	21.98	26	28.57
13:00-13:59	58	7	4	12.07	24	5	41.38	29	6	50.00	30	7	51.72	3	4	5.17	14	24.14	11	18.97
14:00-14:59	87	5	3	5.75	27	7	31.03	40	11	45.98	47	11	54.02	3	4	3.45	22	25.29	15	17.24
15:00-15:59	95	9	3	9.47	41	5	43.16	51	11	53.68	52	12	54.74	5	5	5.26	21	22.11	17	17.89
16:00-16:59	72	12	4	16.67	31	6	43.06	41	13	56.94	43	15	59.72	3	2	4.17	9	12.50	17	23.61
17:00-17:59	49	2	0	4.08	6	2	12.24	13	8	26.53	14	8	28.57	4	7	8.16	16	32.65	15	30.61
18:00-18:59	1	0	0	0.00	0	1	0.00	0	1	0.00	0	1	0.00	0	0	0.00	0	0.00	1	100.00
19:00-19:59	3	0	0	0.00	0	0	0.00	0	3	0.00	0	3	0.00	0	0	0.00	0	0.00	3	100.00
20:00-20:59	1	0	0	0.00	0	0	0.00	0	1	0.00	0	1	0.00	0	0	0.00	0	0.00	1	100.00
21:00-21:59																				
22:00-22:59																				
23:00-23:59																				
	711	52	30		237	55		330	104		353	111		32	38		177		149	

### Configuration Options

Report Period	Select from 11 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format
For	Searches for any of the entities that appear on the "Show" line
Show	Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box
Duration longer than	Time in seconds of call. Only calls longer than will be searched for and listed in the resultant Report
Call Type	Tick boxes for Internal and/or External calls
Using SLA	Allows search to be performed against an existing SLA

### Report Columns

Interval	Time band divided into hourly segments
Total	Total number of calls during each hourly time band
<aa seconds - Ans	The total number of calls answered in less than aa seconds during each hourly time band

<aa seconds - Aban	The total number of calls abandoned in less than aa seconds during each hourly time band
<aa seconds - % ans	The total number of calls answered in less than aa seconds, divided by total calls and expressed as a percentage, during each hourly time band
<bb seconds - Ans	The total number of calls answered in less than bb seconds during each hourly time band
<bb seconds - Aban	The total number of calls abandoned in less than bb seconds during each hourly time band
<bb seconds - % ans	The total number of calls answered in less than bb seconds, divided by total calls and expressed as a percentage, during each hourly time band
<cc seconds - Ans	The total number of calls answered in less than cc seconds during each hourly time band
<cc seconds - Aban	The total number of calls abandoned in less than cc seconds during each hourly time band
<cc seconds - % ans	The total number of calls answered in less than cc seconds, divided by total calls and expressed as a percentage, during each hourly time band
<dd seconds - Ans	The total number of calls answered in less than dd seconds during each hourly time band
<dd seconds - Aban	The total number of calls abandoned in less than dd seconds during each hourly time band
<dd seconds - % ans	The total number of calls answered in less than dd seconds, divided by total calls and expressed as a percentage, during each hourly time band
<ee seconds - Ans	The total number of calls answered in less than ee seconds during each hourly time band
<ee seconds - Aban	The total number of calls abandoned in less than ee seconds during each hourly time band
<ee seconds - % ans	The total number of calls answered in less than ee seconds, divided by total calls and expressed as a percentage, during each hourly time band
>ee seconds - Ans	The total number of calls answered after ee seconds, or longer, during each hourly time band
>ee seconds - Aban	The total number of calls abandoned after ee seconds, or longer, during each hourly time band
>ee seconds - % ans	The total number of calls answered after ee seconds, or longer, divided by total calls and expressed as a percentage, during each hourly time band
Voicemail – Total	The total number of calls forwarded or transferred to voicemail, during each hourly time band
Voicemail - %	The total number of calls forwarded or transferred to voicemail, divided by total calls and expressed as a percentage, during each hourly time band
Abandoned – Total	The total number of calls abandoned during each hourly time band
Abandoned - %	The total number of calls abandoned, divided by total calls and expressed as a percentage, during each hourly time band

Please Note: The values for aa, bb, cc, etc. are all defined by the SLA levels selected. Please refer to the Configure SLA Levels section from page 19.

## Incoming Response SLA Drill Down Report

Drill down on the Total column of the Incoming Response SLA report provides the following detail.

### Incoming Response SLA

#### For: All Queues

Dates: From: 2010-08-25 04:00:00, To: 2010-08-25 04:59:59

Time Filter: between '00:00:00' AND '23:59:59'

Filtered on: 1

Date & Time	Source	Destination	Extension	Forwarded By	Ringing	Connected	Cost
<a href="#">2010-08-25 04:00:31</a>	07770342006	Support 200			00:00:38	00:00:00	0.00

Date & Time	Date (yyyy-mm-dd) & Time (hh:mm:ss - in 24 hour format) of the individual call
Source	Name (if entered on <b>maximiser</b> ) and number (if presented) of the caller
Destination	The name associated with the number called and the number called
Extension	The name associated with the extension that actually answered the call and the number of that extension
Forwarded By	The name associated with the extension that caused the call to be forwarded and the number of that extension
Ringing	The total time that this call was ringing before connected
Connected	The total time that this call was connected
Cost	The cost associated with this call

A further drill down on Date & Time provides the standard complete call record.

## Incoming Call Breakdown By Hour With SLA

### Call Centre Report Description

Provides a summary of inbound calls to a queue broken down on an hourly basis. Also shows how many calls were answered and handled within management-defined SLAs.

#### Incoming Call Breakdown By Hour With SLA

For: Support

Dates: Last Month

Time Filter: between '00:00:00' AND '23:59:59'

Interval	# Calls	Connected						Vocicemail			Abandoned			Answer Time %		Handling Time %		
		Total	sub 5 sec	Max Wait	Avg Wait	Max Talk	Avg Talk	Total Talk	Total	Max Wait	Avg Wait	Total	Max Wait	Avg Wait	Inside SLA	Outside SLA	Inside SLA	Outside SLA
00:00-00:59																		
01:00-01:59																		
02:00-02:59																		
03:00-03:59																		
04:00-04:59	1	0	0	00:00:00		00:00:00		00:00:00	0	00:00:00		1	00:00:38	00:00:38	0.00	100.00	100.00	0.00
05:00-05:59																		
06:00-06:59																		
07:00-07:59																		
08:00-08:59	7	0	0	00:00:00		00:00:00		00:01:40	5	00:00:45	00:00:44	2	00:00:08	00:00:08	28.57	71.43	100.00	0.00
09:00-09:59	61	41	1	00:01:55	00:00:22	00:16:23	00:04:10	02:50:25	14	00:02:03	00:01:58	6	00:01:14	00:00:37	6.56	93.44	40.98	59.02
10:00-10:59	82	42	0	00:01:57	00:00:25	00:20:18	00:04:50	03:27:16	25	00:02:03	00:01:47	15	00:01:45	00:00:41	8.54	91.46	51.22	48.78
11:00-11:59	105	53	0	00:01:31	00:00:26	00:37:15	00:04:08	03:47:42	31	00:02:03	00:01:56	21	00:01:45	00:00:36	7.62	92.38	52.38	47.62
12:00-12:59	92	45	0	00:01:15	00:00:24	00:43:06	00:05:43	04:25:34	20	00:02:03	00:01:55	27	00:01:36	00:00:27	16.30	83.70	53.26	46.74
13:00-13:59	58	38	0	00:01:35	00:00:22	00:51:44	00:07:44	04:19:18	14	00:02:03	00:02:03	11	00:01:46	00:00:39	18.97	81.03	46.55	53.45
14:00-14:59	90	50	4	00:01:04	00:00:25	00:28:47	00:04:18	03:23:33	22	00:05:37	00:01:44	18	00:02:00	00:00:31	12.22	87.78	56.67	43.33
15:00-15:59	98	57	1	00:01:25	00:00:22	00:18:29	00:03:58	03:45:13	21	00:02:28	00:02:04	20	00:02:02	00:00:37	14.29	85.71	50.00	50.00
16:00-16:59	78	47	2	00:01:50	00:00:22	01:05:28	00:06:18	04:45:32	9	00:02:03	00:02:03	22	00:01:25	00:00:25	25.64	74.36	47.44	52.56
17:00-17:59	50	18	2	00:01:21	00:00:32	00:34:07	00:04:58	01:23:06	16	00:02:03	00:01:21	16	00:03:29	00:00:55	6.00	94.00	72.00	28.00
18:00-18:59	1	0	0	00:00:00		00:00:00		00:00:00	0	00:00:00		1	00:00:17	00:00:17	0.00	100.00	100.00	0.00
19:00-19:59	3	0	0	00:00:00		00:00:00		00:00:00	0	00:00:00		3	00:00:23	00:00:22	0.00	100.00	100.00	0.00
20:00-20:59	1	0	0	00:00:00		00:00:00		00:00:00	0	00:00:00		1	00:00:23	00:00:23	0.00	100.00	100.00	0.00
21:00-21:59																		
22:00-22:59																		
23:00-23:59																		
<b>Total</b>	<b>727</b>	<b>386</b>	<b>10</b>	<b>00:01:57</b>	<b>00:00:23</b>	<b>01:05:28</b>	<b>00:05:00</b>	<b>32:09:19</b>	<b>177</b>	<b>00:05:37</b>	<b>00:01:49</b>	<b>164</b>	<b>00:03:29</b>	<b>00:00:34</b>				

### Configuration Options

Report Period	Select from 11 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format
For	Searches for any of the entities that appear on the "Show" line
Show	Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box
Using SLA	Allows search to be performed against an existing SLA

### Report Columns

Interval	Time band divided into hourly segments
No. of Calls	Total number of calls during each hourly time band
Connected - Total	The total number of calls that were successfully connected during each hourly time band
Connected - Sub-5 Seconds	The total number of calls that were successfully connected, but lasted less than 5 seconds, during each hourly time band

Connected – Max Wait	The longest time that it took a call to be answered during each hourly time band
Connected – Average Wait	The average time that it took a call to be answered during each hourly time band
Connected – Max Talk	The longest time that a call was connected for during each hourly time band
Connected – Average Talk	The average time that a call was connected for during each hourly time band
Connected – Total Talk	The total length of time that all calls were connected for during each hourly time band
Voicemail – Total	The total number of calls that were forwarded, or transferred, to voicemail during each hourly time band
Voicemail – Max Wait	The longest time that it took for a call to be forwarded, or transferred, to voicemail during each hourly time band
Voicemail – Average Wait	The average time that it took for a call to be forwarded, or transferred, to voicemail during each hourly time band
Abandoned – Total	The total number of calls where the caller hung-up during each hourly time band
Abandoned – Max Wait	The longest time that it took for a caller to hang-up during each hourly time band
Abandoned – Average Wait	The average time that it took for a caller to hang-up during each hourly time band
Answer Time - % Inside SLA	The percentage of calls that were answered within the management-defined SLA threshold
Answer Time - % Outside SLA	The percentage of calls that were answered outside of the management-defined SLA threshold
Handling Time - % Inside SLA	The percentage of calls that were answered and completed within the management-defined SLA threshold
Handling Time - % Outside SLA	The percentage of calls that were answered and completed outside of the management-defined SLA threshold

### Incoming Call Breakdown By Hour With SLA Drill Down Report

Drill down on the No. of Calls, Total Connected, Total Voicemail or Total Abandoned column the of the Incoming Call Breakdown By Hour With SLA report provides the following detail.

#### Incoming Call Breakdown By Hour With SLA

**For: All Queues**

**Dates: From: 2010-09-07, To: 2010-09-07**

**Time Filter: between '00:00:00' AND '23:59:59'**

Filtered on: 1

Date & Time	Source	Destination	Extension	Forwarded By	Ringing	Connected	Cost
<a href="#">2010-09-07 14:49:20</a>	0844477600	Support 200	!LeaveVoicemail		00:02:03	00:00:05	0.00

Date & Time	Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the individual call
Source	Name (if entered on <b>maximiser</b> ) and number (if presented) of the caller
Destination	The name associated with the number called and the number called
Extension	The name associated with the extension that actually answered the call and the number of that extension
Forwarded By	The name associated with the extension that caused the call to be forwarded and the number of that extension

Ringling	The total time that this call was ringling before connected
Connected	The total time that this call was connected
Cost	The cost associated with this call

A further drill down on Date & Time provides the standard complete call record.

## Incoming Call Breakdown By Day With SLA

### Call Centre Report Description

Provides a summary of inbound calls to a queue broken down on a daily basis. Also shows how many calls were answered and handled within management-defined SLAs.

#### Incoming Call Breakdown By Day With SLA

For: Support

Dates: This Month

Time Filter: between '00:00:00' AND '23:59:59'

Interval	# Calls	Connected						Voicemail			Abandoned			Answer Time %		Handling Time %		
		Total	sub 5 sec	Max Wait	Avg Wait	Max Talk	Avg Talk	Total Talk	Total	Max Wait	Avg Wait	Total	Max Wait	Avg Wait	Inside SLA	Outside SLA	Inside SLA	Outside SLA
Wednesday 2010-09-01	25	17	0	00:00:56	00:00:26	00:17:51	00:06:40	01:53:40	5	00:02:03	00:02:03	3	00:01:22	00:00:41	12.00	88.00	32.00	68.00
Thursday 2010-09-02	49	24	1	00:00:48	00:00:19	00:58:45	00:10:19	04:09:42	12	00:02:03	00:02:03	13	00:01:55	00:01:07	8.16	91.84	59.18	40.82
Friday 2010-09-03	12	12	0	00:00:57	00:00:22	00:08:49	00:03:45	00:45:03	0	00:00:00		0	00:00:00		0.00	100.00	8.33	91.67
Sunday 2010-09-05	1	0	0	00:00:00		00:00:00		00:00:00	0	00:00:00		1	00:00:16	00:00:16	0.00	100.00	100.00	0.00
Monday 2010-09-06	50	36	0	00:01:39	00:00:28	00:24:43	00:06:21	03:49:22	6	00:02:03	00:02:03	8	00:02:30	00:01:05	8.00	92.00	34.00	66.00
Tuesday 2010-09-07	37	18	0	00:01:04	00:00:19	00:25:06	00:04:58	01:31:55	11	00:02:03	00:01:49	8	00:01:47	00:00:49	10.81	89.19	51.35	48.65
	174	107	1	00:01:39	00:00:23	00:58:45	00:06:46	12:09:42	34	00:02:03	00:01:58	33	00:02:30	00:00:58				

### Configuration Options

Report Period	Select from 11 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format
For	Searches for any of the entities that appear on the "Show" line
Show	Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box
Using SLA	Allows search to be performed against an existing SLA

### Report Columns

Interval	Day and Date
No. of Calls	Total number of calls during each day
Connected - Total	The total number of calls that were successfully connected during each day
Connected - Sub-5 Seconds	The total number of calls that were successfully connected, but lasted less than 5 seconds, during each day
Connected - Max Wait	The longest time that it took a call to be answered during each day
Connected - Average Wait	The average time that it took a call to be answered during each day
Connected - Max Talk	The longest time that a call was connected for during each day
Connected - Average Talk	The average time that a call was connected for during each day
Connected - Total Talk	The total length of time that all calls were connected for during each day

Voicemail – Total	The total number of calls that were forwarded, or transferred, to voicemail during each day
Voicemail – Max Wait	The longest time that it took for a call to be forwarded, or transferred, to voicemail during each day
Voicemail – Average Wait	The average time that it took for a call to be forwarded, or transferred, to voicemail during each day
Abandoned – Total	The total number of calls where the caller hung-up during each day
Abandoned – Max Wait	The longest time that it took for a caller to hang-up during each day
Abandoned – Average Wait	The average time that it took for a caller to hang-up during each day
Answer Time - % Inside SLA	The percentage of calls that were answered within the management-defined SLA threshold during each day
Answer Time - % Outside SLA	The percentage of calls that were answered outside of the management-defined SLA threshold during each day
Handling Time - % Inside SLA	The percentage of calls that were answered and completed within the management-defined SLA threshold during each day
Handling Time - % Outside SLA	The percentage of calls that were answered and completed outside of the management-defined SLA threshold during each day

### Incoming Call Breakdown By Day With SLA Drill Down Report

Drill down on the Interval column produces the Incoming Call Breakdown By Hour With SLA Drill Down Report.

Drill down on the No. of Calls, Total Connected, Total Voicemail or Total Abandoned column the of the Incoming Call Breakdown By Hour With SLA report provides the following detail.

#### Incoming Call Breakdown By Hour With SLA

##### For: All Queues

Dates: From: 2010-09-07, To: 2010-09-07

Time Filter: between '00:00:00' AND '23:59:59'

Filtered on: 1

Date & Time	Source	Destination	Extension	Forwarded By	Ringin	Connected	Cost
<a href="#">2010-09-07 14:49:20</a>	08444777600	Support 200	!LeaveVoicemail		00:02:03	00:00:05	0.00

Date & Time	Date (yyyy-mm-dd) & Time (hh:mm:ss – in 24 hour format) of the individual call
Source	Name (if entered on <b>maximiser</b> ) and number (if presented) of the caller
Destination	The name associated with the number called and the number called
Extension	The name associated with the extension that actually answered the call and the number of that extension
Forwarded By	The name associated with the extension that caused the call to be forwarded and the number of that extension
Ringin	The total time that this call was ringin before connected
Connected	The total time that this call was connected
Cost	The cost associated with this call

A further drill down on Date & Time provides the standard complete call record.

## Incoming Call Breakdown By Week With SLA

### Call Centre Report Description

Provides a summary of inbound calls to a queue broken down on a weekly basis. Also shows how many calls were answered and handled within management-defined SLAs.

#### Incoming Call Breakdown By Week With SLA

For: Support

Dates: This Month

Time Filter: between '00:00:00' AND '23:59:59'

Interval	# Calls	Connected						Voicemail			Abandoned			Answer Time %		Handling Time %		
		Total	sub 5 sec	Max Wait	Avg Wait	Max Talk	Avg Talk	Total	Max Wait	Avg Wait	Total	Max Wait	Avg Wait	Inside SLA	Outside SLA	Inside SLA	Outside SLA	
2010-08-29 to 2010-09-04	86	53	1	00:00:57	00:00:22	00:58:45	00:07:40	06:48:26	17	00:02:03	00:02:03	16	00:01:55	00:01:02	8.14	91.86	44.19	56.81
2010-09-05 to 2010-09-11	91	55	0	00:01:39	00:00:25	00:25:06	00:05:48	05:22:55	18	00:02:03	00:01:54	18	00:02:30	00:00:52	10.99	89.01	42.86	57.14
	177	108	1	00:01:39	00:00:23	00:58:45	00:06:42	12:11:21	35	00:02:03	00:01:58	34	00:02:30	00:00:56				

### Configuration Options

Report Period	Select from 11 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format
For	Searches for any of the entities that appear on the "Show" line
Show	Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box
Using SLA	Allows search to be performed against an existing SLA

### Report Columns

Interval	Day and Date
No. of Calls	Total number of calls during each week
Connected - Total	The total number of calls that were successfully connected during each week
Connected - Sub-5 Seconds	The total number of calls that were successfully connected, but lasted less than 5 seconds, during each week
Connected - Max Wait	The longest time that it took a call to be answered during each week
Connected - Average Wait	The average time that it took a call to be answered during each week
Connected - Max Talk	The longest time that a call was connected for during each week
Connected - Average Talk	The average time that a call was connected for during each week
Connected - Total Talk	The total length of time that all calls were connected for during each week
Voicemail - Total	The total number of calls that were forwarded, or transferred, to voicemail during each week
Voicemail - Max Wait	The longest time that it took for a call to be forwarded, or transferred, to voicemail during each week
Voicemail - Average Wait	The average time that it took for a call to be forwarded, or transferred, to voicemail during each week
Abandoned - Total	The total number of calls where the caller hung-up during each week
Abandoned - Max Wait	The longest time that it took for a caller to hang-up during each week
Abandoned - Average Wait	The average time that it took for a caller to hang-up during each week

Answer Time - % Inside SLA	The percentage of calls that were answered within the management-defined SLA threshold during each week
Answer Time - % Outside SLA	The percentage of calls that were answered outside of the management-defined SLA threshold during each week
Handling Time - % Inside SLA	The percentage of calls that were answered and completed within the management-defined SLA threshold during each week
Handling Time - % Outside SLA	The percentage of calls that were answered and completed outside of the management-defined SLA threshold during each week

### Incoming Call Breakdown By Week With SLA Drill Down Report

Drill down on the Interval column produces the Incoming Call Breakdown By Day With SLA Drill Down Report.

Drill down on the No. of Calls, Total Connected, Total Voicemail or Total Abandoned column the of the Incoming Call Breakdown By Hour With SLA report provides the following detail.

#### Incoming Call Breakdown By Week With SLA

**For: All Queues**

**Dates: From: 2010-08-29, To: 2010-09-04**

**Time Filter: between '00:00:00' AND '23:59:59'**

Filtered on: 1

Date & Time	Source	Destination	Extension	Forwarded By	Ringling	Connected	Cost
<a href="#">2010-09-02 11:31:41</a>	Iceland 003545050133	Support 200	Charles Huggett 719		00:00:48	00:00:00	0.00

Date & Time	Date (yyy-mm-dd) & Time (hh:mm:ss - in 24 hour format) of the individual call
Source	Name (if entered on <b>maximiser</b> ) and number (if presented) of the caller
Destination	The name associated with the number called and the number called
Extension	The name associated with the extension that actually answered the call and the number of that extension
Forwarded By	The name associated with the extension that caused the call to be forwarded and the number of that extension
Ringling	The total time that this call was ringling before connected
Connected	The total time that this call was connected
Cost	The cost associated with this call

A further drill down on Date & Time provides the standard complete call record.

## Incoming Call Breakdown By Month With SLA

### Call Centre Report Description

Provides a summary of inbound calls to a queue broken down on a monthly basis. Also shows how many calls were answered and handled within management-defined SLAs.

#### Incoming Call Breakdown By Month With SLA

For: Support

Dates: This Month

Time Filter: between '00:00:00' AND '23:59:59'

Interval	# Calls	Connected						Voicemail			Abandoned			Answer Time %		Handling Time %		
		Total	sub 5 sec	Max Wait	Avg Wait	Max Talk	Avg Talk	Total	Max Wait	Avg Wait	Total	Max Wait	Avg Wait	Inside SLA	Outside SLA	Inside SLA	Outside SLA	
September 2010	177	108	1	00:01:39	00:00:24	00:58:45	00:06:43	12:11:20	35	00:02:03	00:01:59	34	00:02:30	00:00:57	9.60	90.40	43.50	56.50
	177	108	1	00:01:39	00:00:24	00:58:45	00:06:43	12:11:20	35	00:02:03	00:01:59	34	00:02:30	00:00:57				

### Configuration Options

Report Period	Select from 11 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format
For	Searches for any of the entities that appear on the "Show" line
Show	Automatically populated. Un-checking the box alongside each entry means that these search results will not be included in the "For" box
Using SLA	Allows search to be performed against an existing SLA

### Report Columns

Interval	Day and Date
No. of Calls	Total number of calls during each month
Connected - Total	The total number of calls that were successfully connected during each month
Connected - Sub-5 Seconds	The total number of calls that were successfully connected, but lasted less than 5 seconds, during each month
Connected - Max Wait	The longest time that it took a call to be answered during each month
Connected - Average Wait	The average time that it took a call to be answered during each month
Connected - Max Talk	The longest time that a call was connected for during each month
Connected - Average Talk	The average time that a call was connected for during each month
Connected - Total Talk	The total length of time that all calls were connected for during each month
Voicemail - Total	The total number of calls that were forwarded, or transferred, to voicemail during each month
Voicemail - Max Wait	The longest time that it took for a call to be forwarded, or transferred, to voicemail during each month
Voicemail - Average Wait	The average time that it took for a call to be forwarded, or transferred, to voicemail during each month
Abandoned - Total	The total number of calls where the caller hung-up during each month
Abandoned - Max Wait	The longest time that it took for a caller to hang-up during each month
Abandoned - Average Wait	The average time that it took for a caller to hang-up during each month

Answer Time - % Inside SLA	The percentage of calls that were answered within the management-defined SLA threshold during each month
Answer Time - % Outside SLA	The percentage of calls that were answered outside of the management-defined SLA threshold during each month
Handling Time - % Inside SLA	The percentage of calls that were answered and completed within the management-defined SLA threshold during each month
Handling Time - % Outside SLA	The percentage of calls that were answered and completed outside of the management-defined SLA threshold during each month

### Incoming Call Breakdown By Month With SLA Drill Down Report

Drill down on the Interval column produces the Incoming Call Breakdown By Day With SLA Drill Down Report.

Drill down on the No. of Calls, Total Connected, Total Voicemail or Total Abandoned column the of the Incoming Call Breakdown By Hour With SLA report provides the following detail.

#### Incoming Call Breakdown By Month With SLA

**For: All Queues**

**Dates: From: 2010-09-01, To: 2010-09-30 23:59:59**

**Time Filter: between '00:00:00' AND '23:59:59'**

Filtered on: 1

Date & Time	Source	Destination	Extension	Forwarded By	Ringin	Connected	Cost
<a href="#">2010-09-02 11:31:41</a>	Iceland 003545050133	Support 200	Charles Huggett 719		00:00:48	00:00:00	0.00

Date & Time	Date (yyy-mm-dd) & Time (hh:mm:ss - in 24 hour format) of the individual call
Source	Name (if entered on <b>maximiser</b> ) and number (if presented) of the caller
Destination	The name associated with the number called and the number called
Extension	The name associated with the extension that actually answered the call and the number of that extension
Forwarded By	The name associated with the extension that caused the call to be forwarded and the number of that extension
Ringin	The total time that this call was ringin before connected
Connected	The total time that this call was connected
Cost	The cost associated with this call

A further drill down on Date & Time provides the standard complete call record.

## Outgoing Completion Codes By Queue

### Call Centre Report Description

Identifies the range and number of outcomes/Completion Codes that have been used after completing outbound calls for a Department/Queue over a period of time.

#### Outgoing Completion Codes By Queue

**For: All Queues**

**Dates: Today**

**Time Filter: between '00:00:00' AND '23:59:59'**

#### Support

Code Name	Total Handled	AVG Handle Time	Max Handle Time	Total Connected Time
Callback Needed	2	00:00:10	00:00:15	00:00:20
Level 1 Enquiry	4	00:00:06	00:00:11	00:00:26
Sale Made	8	00:00:12	00:00:32	00:01:37
Support Call	4	00:00:08	00:00:12	00:00:32
	<b>18</b>	<b>00:00:09</b>	<b>00:00:32</b>	<b>00:02:55</b>

### Configuration Options

Report Period	Select from 11 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format

### Report Columns

Code Name	The Completion Code that the Agent selected when they completed this call
Total Handled	The total number of calls in this Queue that were completed with this Completion Code
Average Handle Time	The average time that it takes for an Agent to complete a call that resulted in this Completion Code
Maximum Handle Time	The longest time that it took for an Agent to complete a call resulted in this Completion Code
Total Connected Time	The total time that Agents have spent on calls resulting in this Completion Code

### Drill Down Report

No drill down facility is available for this report.

## Outgoing Completion Codes By Agent

### Call Centre Report Description

Identifies the range and number of outcomes/Completion Codes that have been entered by an individual Agent upon completing outbound calls on behalf of a Department/Queue over a definable time period.

#### Outgoing Completion Codes By Agent

**For: All Agents**

**Dates: Today**

**Time Filter: between '00:00:00' AND '23:59:59'**

#### John Smith

Code Name	Queue Name	Total Handled	AVG Handle Time	Max Handle Time	Total Connected Time
Callback Needed	Support	1	00:00:15	00:00:15	00:00:15
Level 1 Enquiry	Support	2	00:00:09	00:00:11	00:00:18
Sale Made	Support	4	00:00:13	00:00:19	00:00:50
Support Call	Support	2	00:00:10	00:00:12	00:00:20
		9	00:00:11	00:00:19	00:01:43

### Configuration Options

Report Period	Select from 11 pre-sets or Custom start date - end date
Start Date	Select date from drop down Calendar
End Date	Select date from drop down Calendar
In Time Period	Enter Start and End times in hhmm (24 hour) format

### Report Columns

Code Name	The Completion Code that the Agent selected when they completed this call
Queue Name	The name of the Queue/Department associated with the outbound calls
Total Handled	The total number of calls in this Queue that were completed with this Completion Code
Average Handle Time	The average time that it takes for an Agent to complete a call that resulted in this Completion Code
Maximum Handle Time	The longest time that it took for an Agent to complete a call resulted in this Completion Code
Total Connected Time	The total time that Agents have spent on calls resulting in this Completion Code

### Drill Down Report

No drill down facility is available for this report.

## Live Wallboards

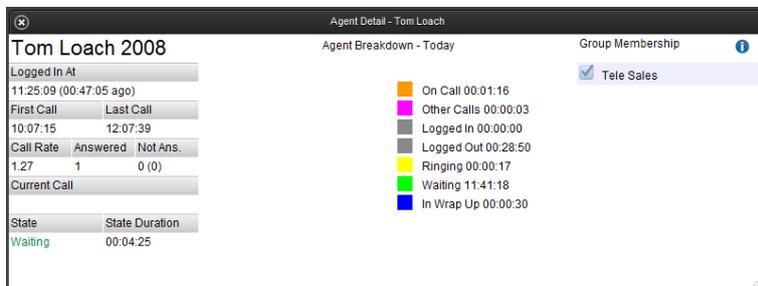
A Manager that has been given permission to manage an Agent and a Queue (as described in the Supervisor Console section from page 21) will be given three additional Panels to choose from when creating a wallboard – Agent Panel, Calls Queuing and Agents in Queue.



Please note that these panels will update every 2 seconds, and are not configurable, in other words the colours and layout cannot be altered.

### Agent Panel

This panel will display real time and historical call data for the Agent selected. This is the same information that is displayed within the Agent Detail pane of the Supervisor Console. Please refer to the Vision Call Centre Supervisor Console User manual for further details.



### Calls Queuing Panel

This panel will display a list of calls currently waiting to be answered either for all Queues that the Manager has been given permission to manager or for the selected Queue. This is the same information that is displayed within the Queuing Calls pane of the Supervisor Console. Please refer to the Vision Call Centre Supervisor Console User manual for further details.



## Agents in Queue

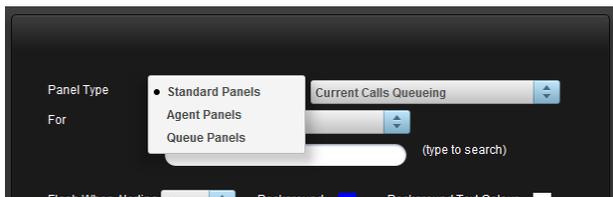
This panel displays a list of the Agents currently logged in for the selected Queue, and displays their current state and call details. This is the same information that is displayed within the Agents pane of the Supervisor Console. Please refer to the Vision Call Centre Supervisor Console User manual for further details.

Name	Extn	State	State ...	On Call To	On Call For	Call Rate	Last A...	Login Dur.	Login Ti...	...	Not ...
Alice Barker	2006	Waiting	00:00:23			0.08	136:39:56	141:36:50	12:57:29	11	2 (6)
Jax Govind	2003	Waiting	00:00:13			0.00	330:08:49	151:44:31	02:49:48	0	8 (8)
Josh Carew	2033	Other Calls	00:00:36			0.00	137:36:13	00:05:59	10:28:20	0	0 (0)
Marie Smith	2032	Logged Out	331:17:33			0.00	N/A		15:15:25	0	0 (0)
Sally James	2004	Blacklisted	00:03:48			0.00	329:59:50	151:44:31	02:49:48	0	7 (7)
Sophie Eiton	2035	On Call	00:00:20	Highland Ltd	Catalogue Sales	20.99	00:03:43	00:05:43	10:28:36	2	0 (0)

The standard wallboard panels will provide the ability to display additional data relating to Agents and Queues as follows.

## Statistic Panel

When a Statistic Panel is created by a Manager with permission to manage an Agent and a Queue, three Panel Type groups are available:

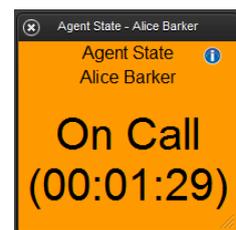


### Standard Panels

Provide the options available with standard Vision as described in the Live Wallboard section of the Vision Installation and Configuration manual.

### Agent Panels

Provide the ability to create panels displaying data for a specific agent, such as whether he/she is logged in, call rate, on call to, etc. Please note that the Agent Logged In panel will update every 10 seconds.



### Queue Panels

Provide the ability to create panels displaying statistic for a specific queue, such as number of calls in, number of calls answered, calls answered within SLA, etc. If the Answered Within SLA, Answered Outside SLA, Handled Inside SLA and Handled Outside SLA panels are chosen a list box will appear to enable you to select the SLA required.



## Report Panel

When creating a Report Panel a Manager with permission to manage an Agent and a Queue will also be able to select one of the Call Centre Reports as described in the Vision Call Centre Reports section from page 32.

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