



# ECCR SUPERVISOR

Enhanced Call Center Reporting

## User Guide



powered by: **akixi**<sup>CX</sup>

# Introduction

Welcome to the Enhanced Call Center Reporting solution (ECCR)

In the past, call reporting was typically historical in nature and often difficult to customize without exporting and manipulating the data manually, making it an arduous task to delve into your data. Not anymore...

Your new Enhanced Call Center Reporting service is a powerful and secure web-based reporting solution designed to help you gather deep insights into your call centers' performance, both in real-time and historically. Accessible from any browser, this robust platform simplifies the process of generating and analyzing reports, making it easier for you to monitor key metrics and make data-driven decisions.

This user guide will walk you through the essential features of ECCR to familiarize you with the tools it offers. The following sections offer helpful tips and instructions along with details about the 20+ specialized default ECCR report templates that were designed to help you get the most out of your call data quickly. You'll learn how to navigate the platform, choose reports to view, manage, edit, and schedule, plus the basics of creating and customizing reports and dashboards. And with the built-in comprehensive, context-sensitive Help file at your fingertips, you always have access to assistance as you work. So, whether you choose to use the Enhanced Call Center Report templates to craft customized reporting, or if you are more advanced, create your own reports using any of the report styles and metrics available (and there are many!), ECCR gives you the tools, Help, and flexibility to tailor and build reporting that works for you.

Now that you have ECCR, you can develop the call reporting that really helps you and your organization get the most out of your valuable call data.

Let's get started!

# Part 1 - Getting Started

## Accessing the ECCR Reporting Portal

Depending on how the ECCR reporting platform has been configured, you will be able to access the Call Reporting web portal using the sign in credentials and URL or access point sent to you by your Service Provider.

## Ready-Made Reports

When you sign into the reporting web portal for the first time, you will be presented with a quick tutorial and easy access to a set of prepared reports that are ready to use or tailor to your needs. Each report has been preconfigured with report styles and Call Center or Agent reporting metrics that are familiar, along with helpful additional filters or fields to configure or modify to suit your needs.

By default, all reports are set to real time.ECCR The real-time timeframe provides true real-time visibility of agent and call center activity and up to the second historical information from the start of the day. The timeframe for each report can be easily changed to report on whatever period you need.

The web portal is where you will view reports in real-time, or whatever timeframe you want, and where you can modify, configure, manage, and build new reports.

Each report can be viewed on the web portal, instantly downloaded, or scheduled for regular delivery to your email in a number of different formats (PDF, CSV, RTF, XLS).

## First Steps

By default, the ready-made reports show all available data initially, without defined filters or specific time-frames set. You may find that there is more data than you need or data that needs to be refined or filtered - and you have tools to do that quickly and easily.

To get you up and running fast, there are 2 simple initial steps you can take to start refining a report to make the data more digestible. Each of these steps are explained in detail in the following sections:

1. **Filter** the report to display only the agents or queues you want to report on
2. Set the **time-frame** for whatever reporting period you require.



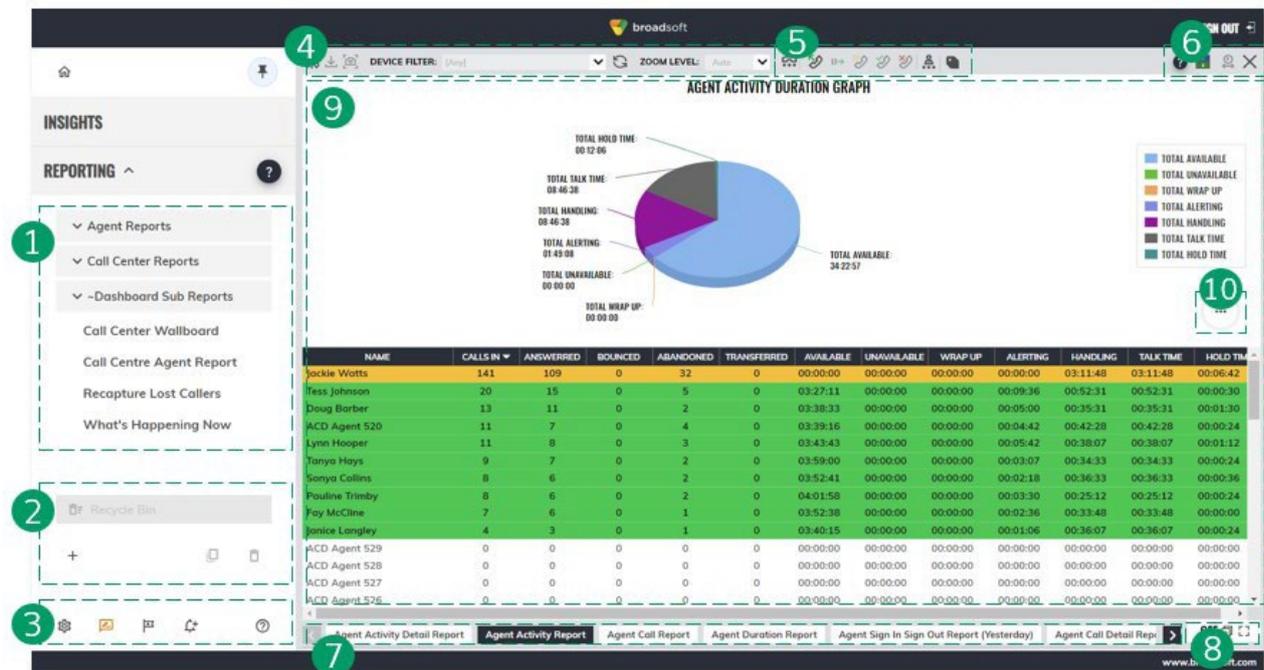
Press the F1 key at anytime from within the web portal to get contextualized help in relation to what you are doing. All reports styles and metrics are covered, as well as all of the web portal features and functions.



[ECCR Supervisor 101 Tutorial](#)

# Reporting Portal

## Portal Overview



- Report Repository** - Access, create, store, modify, organize, and manage your library of reports.
- Report Control** - Add, copy, and delete reports and access the Report Recycle bin when you need to recover a deleted report.
- Settings & Help** - Portal and notifications settings, plus easy access to comprehensive in-app Help for instructions, tips, and more - while you work.
- Report/Dashboard Config** - Modify/configure, download, filter reports.
- Device & Agent Controls** - Make, take, transfer calls + set agent availability, and update queue status and disposition codes.
- Report/Dashboard Controls** - Quick-access filter or viewing settings for reports and dashboards.
- Open Reports** - Your currently selected reports display as tabs below the report window section.
- Presentation Control** - Report full screen and your scrolling and timing controls.
- Report/Dashboard Window** - Display area for open dashboards and reports.
- Embedded Report Config** - Dashboard embedded report configuration and controls.

## Creating Reports

Your ECCR web portal offers access to create an unlimited number of new reports, either by creating a report from scratch, or by selecting from the list of 20+ pre-built ECCR reports (or any others available to you) and modifying to suit your needs fully.

All of ECCR's report templates are built using proprietary report styles unique to the portal, and each offer many options, calculations, and metrics that will enhance your reporting. So you can configure your reports to get the really detailed data you need.

### Creating Reports from Report Templates

Clicking on the  **add templated report** icon in the navigation pane will pop up a list of available report types, and their associated report templates.

Place your cursor over the Enhanced Call Center Reports listing to view your report options and then click on the report type you want to create.

Once selected, it will display in the navigation pane and you are ready to run and work with this report.

Enhanced Call Center Reports ▶

By clicking on the Enhanced Call Center Reports user option, you can create all the default ECCR ready-made reports in one go. Doing this will also give you the option remove all your existing reports so you can start afresh.

When a report is created from a template, ECCR will append (new) on the end of the report name to note the creation method, but you can change that.



If you end up deleting or removing any reports, don't worry, the recycle bin will hold reports up to 30 days. Reports or folders and their contents can be restored from the recycle bin at the click of a button.

### Building Reports from Scratch

If you are feeling more confident in your report building abilities, why not try building reports from scratch by clicking on the **+ add new report** icon in the navigation pane.

There are *many* report template types, 100s of metrics, 16 chart types, fully customizable time-frames, plus countless filtering and configuration settings to utilize as you create the reports you need - so the sky is the limit in what you can build.

**AND - If you need Help at any time, press the F1 key.**

Dashboard
LIVE EVENTS
Wallboard
Active Calls
Unreturned Lost Calls
ENTITY
Extension / Device Report
Call Center Agent Report
Group / Queue Report
Calls By Tel No
Calls By DID
Calls By DNIS
Calls By Account Code
Agent N/A Code Usage
LOGS
Historic Call Log
Agent / DND Activity Log



BASIC  ADVANCED 

When building a report from scratch you can apply basic or advanced mode. When getting started on building reports try starting with the basic mode. You can change to advance at any time and back again without affecting the report configuration.

Remember - if you end up changing or removing one of the template reports and need to revert to the original (default) settings to begin again or replace it, simply select the default report template from the list of ready-made options again, and you are ready to go.

## Modify | Edit | Configure Reports

It is important to note that you are able to tailor all of your reports to provide a customized reporting experience. Below are some of the basic but powerful report controls. By mastering these few controls, you will be able to start to personalize reports to fully meet your needs.

To modify a report in the navigation pane, hover over the report and click on the adjacent 3 dots ... to display the report actions menu. From here you can choose to modify, rename, copy, or delete the report.



To modify a report you are viewing on-screen, click on the  config button in the toolbar at the top of the center panel.



To avoid analysis paralysis, try theming reports around a common data set, e.g. how long are my agents on the phone or what are my queues service levels? Also consider how a report is to be viewed when it comes to how many and what fields you add to a report. It's easier to digest a real-time report with fewer metrics with view fields.

### Fields (Metrics)

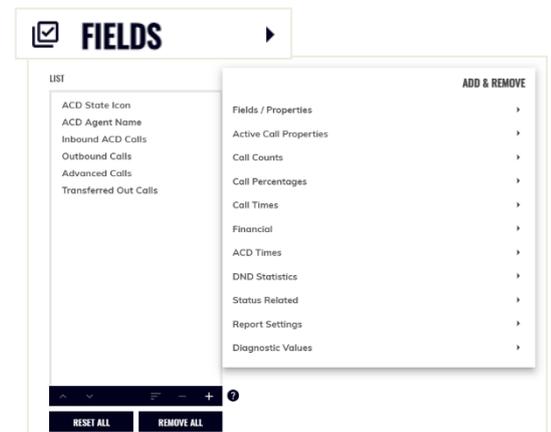
By default, the ready-made ECCR reports have a set of fields and specific metrics applied. To fully personalize a report, it is possible to change these within each report.

Each report has its own set of metrics that can be applied.

Each metric is built on a specific field. You can also customize the field name to reflect the specific metric being reported on and improve report readability.

From within the report settings window, click on the fields tab and add or remove as many fields as you need to improve the report.

Tools are provided to manage the order of field (column) display within the report, as well.



To avoid analysis paralysis, try theming reports around a common data set, e.g. how long are my agents on the phone or what are my queues service levels? Also consider how a report is to be viewed when it comes to how many and what fields you add to a report. It's easier to digest a real-time report with fewer metrics with view fields.

## Report Timeframes

Though by default all ready-made reports are set to real-time reporting, any report can be set to report across any timeframe. You can select from the preset timeframes, which includes real-time, today, yesterday, this week, last week, this month, last month, or select how many previous days you want a report to cover. If you need, you can also set the specific timeframe. You can even select which days to include in your report, regardless of the timeframe.

**REPORT**

**DATE / TIME**

- Real-time (Now)
- Today
- Yesterday
- Last 'X' Days
- This week
- Last week
- This month
- Last month
- Custom...

**CUSTOM DATE/TIME RANGE**

Between: Jul 01, 2024 00:00:00 And: Sep 28, 2024 23:59:59

**DAYS OF THE WEEK**

Days: Mon, Tue, Wed, Thu, Fri, Sat, Sun

**TIME RANGE**

Between: 00:00:00 And: 23:59:59



If you want to have the same report in real-time and report on the previous weeks' activity, simply copy the real-time report and change the copied report's timeframe to last week, then schedule it to arrive in your inbox on a Monday morning.

## Scheduling Reports

All reports, regardless of view type or timeframe, can be scheduled to be delivered on a regular cadence using the scheduling feature. Scheduled reports can be set to arrive hourly, daily, weekly, or monthly and depending on what frequency they are set to arrive, further configurations can be applied, such as what time a daily report arrives or which day of the week (and time of day) a weekly report is set to arrive.

All reports can be set to be delivered in a particular format (PDF, CSV, RTF, XLS) if supported.

**SCHEDULING**

**REPORT SCHEDULING**

Schedule This Report: Weekly

**TIME OPTIONS**

Run On Day (Week): Friday

Run At Time (Approx): 21:00

**FORMAT**

Target Report Format: PDF Document



To make sure you the report includes all the data for the scheduled frequency make sure it is set to be delivered after a full cycle of the report timeframe, i.e. if the custom timeframe on the report is set to last month, have the report arriving on the 1<sup>st</sup> of the month, which will arrive on the 1<sup>st</sup> day after a complete month.

## Filtering Reports

By default, there is no specific filtering on the ready-made reports, so all agents and call queues will be reported on within a report. But you can edit each report so it can be configured to filter against a specific set of agents or call queues.



The primary filtering options are Telephone numbers, Devices (including Call Queues) and Agents.

The ECCR web portal has many report filtering options, but filter option availability depends on whether you have set the Modify view to Basic or Advanced mode.

LOCATIONAL FILTERING ?	
Telephone No(s):	[Any]
Telephone No Description(s):	[Any]
Device(s):	[Any] ▼
ACD Agent(s):	[Any] ▼
Location To/From:	[Any Call To/From These Locations] ▼

Do not forget you can press the F1 key at any time to get an explanation of how each filtering option works.

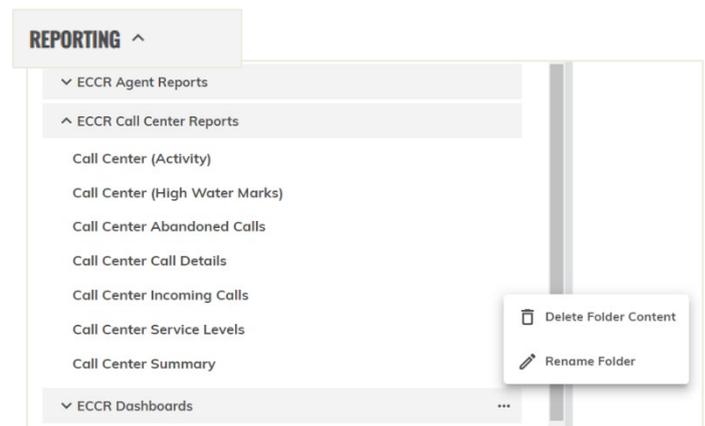


As well as filtering reports on a specific group of agents or call queues, you can build more complex filtering scopes and start to filter against where calls have come from or gone to, which direction, whether they were internal or external and the reason a call ended or even started,

## Organizing Reports

By default, the out-of-the-box reports will be in relevant folders. As you start to create more reports you will want to keep them organized in folders and subfolders. Once a report or folder has been created, simply drag and drop reports (or other folders) into a folder to keep them organized. Folders can contain sub folders.

New folders must be created from within reports. From within the report tab in the settings window, to create a new folder simply type the name of the folder in the folder field.



To create a sub folder, add a backslash “/” between each folder and sub folder.



Folders can be dragged and dropped into other folder to make sub folders. Entire folders and their contents can be deleted in a single click. Once deleted, a folder will keep its contents and structure, so if you accidentally delete a folder, restoring it will return it, it's contents and structure to exactly as it was before it was deleted.

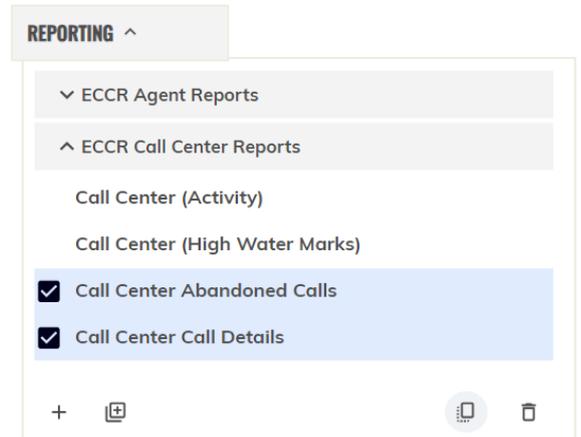
## Copying & Deleting Reports

Rather than repeatedly altering a report to provide different analysis, you can copy a report and modify that so you can build a repository of reports tailored to your individual needs.

To copy a report, click on the 3 dots to bring up the report actions menu, and then click on copy.

To copy multiple reports, tick the check box of the reports you want to copy and click on the  copy multiple reports icon.

Copied reports will have (Copy) added to their name.

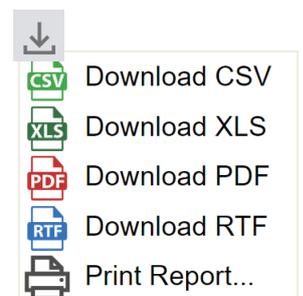


You can also use the multi select to delete multiple reports at once, checking the reports you want to delete and clicking on the trash can icon next to the copy icon. Don't worry if you delete the wrong reports, just go into the recycle bin and restore them.

## Downloading Reports

All reports can be instantly downloaded from the reporting portal. As with the scheduled reports, there are different formats to choose from (CSV, XLS, PDF, RTF).

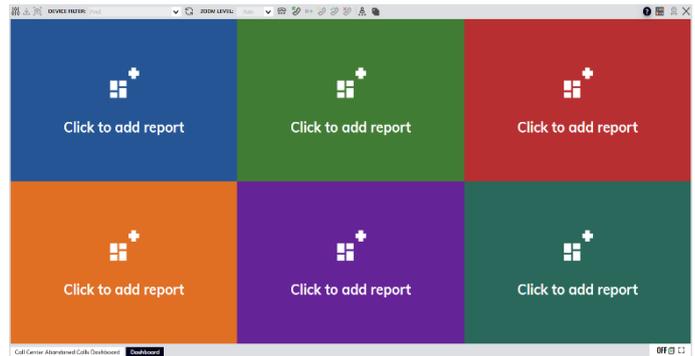
TO download a report, click on the download icon in the top left of the reporting portal and select the format you need. This will compile the report and download it into your default download location.



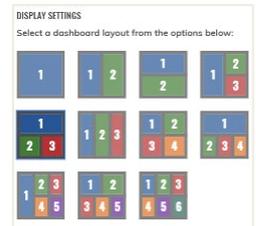
When downloading (or scheduling) a report as PDF, a chart will be included, even if the report on the report portal is set to a table view. To change the chart type displayed on a table report when exported as a PDF, modify the report and on the front report config window select chart view, change the type then return to table view,

## Dashboards

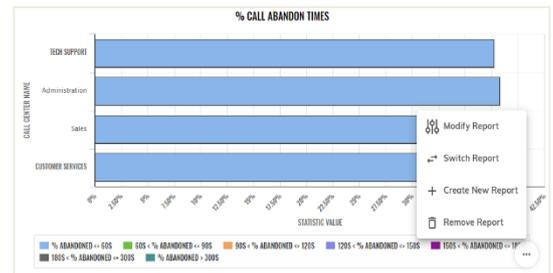
When viewing reports within the reporting portal, it is possible to view either a single report or nest up to 6 reports within a dashboard. Dashboards are created the same way as a report. Once created, by clicking on 'click to add report' you can then either chose to nest an existing report in that dashboard window or create a new report. When a new report is created from within a dashboard, the report will automatically be created and stored within the '~Dashboard Sub Reports' folder in the navigation pane, unless otherwise modified. The same report can be nested within different dashboards, but not twice within the same dashboard - AND - dashboards cannot be nested within dashboards.



Nested reports can be dragged and moved round with a dashboard to create a custom view, with 10 different dashboard layout styles being available. These layouts can be selected from within either the dashboard settings menu, or by clicking the  dashboard layout icon in the top right corner of the reporting portal.



When viewing a dashboard in the reporting portal, the modify button in the top left of the portal will modify the dashboard settings. To modify, or change a specific report in the dashboard, hover over the nested report and click on the bottom right 3 dots to pop up the action's menu.



Removing a report from a dashboard will not delete the report, unless the 'permanently delete the report' check box is ticked after choosing to remove the report.

To move reports around a dashboard, hover over the report you want to move, then grabbing the 3 dots in the top left of the report, reposition the report in the new dashboard window.



 Produce a dynamic dashboard display by combining multiple dashboards with the transition feature. Create multiple copies of the same dashboard, then change just 1 report in each, then have them transition. The transition feature can be started and stopped by clicking on the icon in the bottom right of the reporting portal. **OFF**

## Part 2 – ECCR Reports & Dashboards Overview

The following section of the user guide covers the ready-made ECCR reports and metrics.

### Agent Call Report

The report provides information about the number of calls handled by agents, per call type.

#### Default Report Metrics

Report Metric	Field Type	Description
<b>Status</b>	ACD State Icon	<p>The field displays an icon depicting the combined call &amp; ACD state at the corresponding agent. When the mouse pointer is floated over the value, then a tooltip is displayed showing a longer description for the ACD state also including an additional description of the status of the device that the agent is currently signed into.</p> <p>This column is only displayed when the report style is run for the "Real-Time" date/time option. The column is automatically hidden when the report is run for any other date/time option.</p>
<b>Name</b>	ACD Agent Name	The description of the ACD agent. This is description that is configured against the agent by the administrator. Example: "John Smith".
<b>Calls Presented</b>	Inbound ACD Calls	The total number of external inbound (ACD) calls, whether answered or abandoned. ACD calls are calls that are presented to an agent when part of a call queue.
<b>ACD Calls</b>	Inbound ACD Answered	The total number of external inbound (ACD) calls for the corresponding hunt group and answered by one of its group members. ACD calls are calls that are presented to an agent when part of a call queue.
<b>Inbound Calls</b>	Inbound Calls	The total number of inbound calls that were offered or alerted at the ACD agent. This includes both inbound internal & inbound trunk line calls made directly to the agent, or internal & inbound trunk calls offered from queue distribution. Note that the total can potentially include a queue call more than once. This can occur when the group queue the same call multiple times to the corresponding agent because it is not answered, and then it advances around the same queue agents several times.
<b>Outbound Calls</b>	Outbound Calls	The total number of previous outbound calls where the call segment actually started in the corresponding interval, whether answered or unanswered.
<b>Internal Calls In</b>	Inbound Internal Calls	The total number of Internal inbound calls presented to an agent.

# Agent Call Report

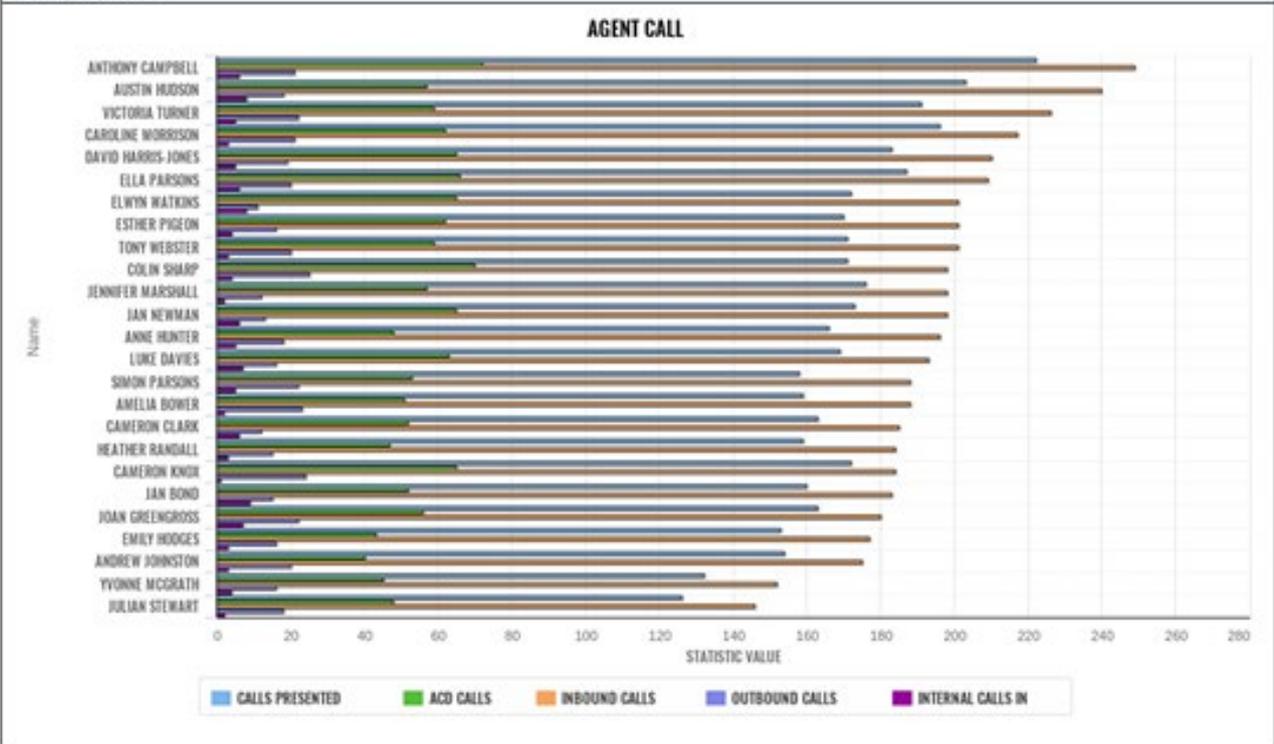
## Download & Scheduled PDF Report

<b>Default Report Type</b>	Group / Queue Report
<b>Default View Style</b>	2D Bar Chart + Table
<b>Default Timeframe</b>	Real-Time

### Report Summary Information

<b>Report Description:</b>	ECCR Agent Reports Agent Call
<b>Run For Duration:</b>	Real-Time (Print Snapshot Taken At Thu Sep 19, 2024 11:43:56 AM BST Local Time)
<b>Report Type/Style:</b>	Call Center Agent Report
<b>Run By User:</b>	colin.gill@akixi.com
<b>Filter Options:</b>	Tel Server='Enterprise Demo Simulator'
<b>Sorted By:</b>	Inbound Calls' (Descending)
<b>Total Rows:</b>	25 Row(s)

### Charting Overview



### Detailed Report Fields/Statistics

Status	Name	Calls Presented	ACD Calls	Inbound Calls	Outbound Calls	Internal Calls In
Avail, Idle	Anthony Campbell	222	72	249	21	6
S/Out	Austin Hudson	203	57	240	18	8
Busy/A, ACD Ans	Victoria Turner	191	59	226	22	5
Alert/A, Alert/Qng(ACD)	Caroline Morrison	196	62	217	21	3
Busy/O, Mkg/C	David Harris-Jones	183	65	210	19	5
Avail, Idle	Ella Parsons	187	66	209	20	6
S/Out	Elwyn Watkins	172	65	201	11	8
Alert/A, Alert/Qng(ACD)	Esther Pigeon	170	62	201	16	4
Busy/A, ACD Ans	Tony Webster	171	59	201	20	3
S/Out	Colin Sharp	171	70	198	25	4
Busy/A, ACD Ans	Jennifer Marshall	176	57	198	12	2
S/Out	Jan Newman	173	65	198	13	6
S/Out	Anne Hunter	166	48	196	18	5
S/Out	Luke Davies	169	63	193	16	7
Busy/A, ACD Ans	Simon Parsons	158	53	188	22	5
Busy/A, ACD Ans	Amelia Bower	159	51	188	23	2

# Agent Call Report

## Real Time/Historical Report in Portal

<b>Default Report Type</b>	Group / Queue Report
<b>Default View Style</b>	Table
<b>Default Timeframe</b>	Real-Time

STATUS	NAME	CALLS PRESENTED	ACD CALLS	INBOUND CALLS ▼	OUTBOUND CALLS	INTERNAL CALLS IN
	Anthony Campbell	280	87	314	24	6
	Caroline Morrison	255	82	287	24	3
	Victoria Turner	239	78	280	26	6
	Heather Randall	228	66	265	17	5
	David Harris-Jones	226	85	260	23	7
	Austin Hudson	215	61	254	21	8
	Jennifer Marshall	223	73	250	21	4
	Jan Newman	215	78	244	19	7
	Esther Pigeon	203	74	242	17	4
	Simon Parsons	204	66	239	26	5
	Joan Greengross	212	73	236	25	7
	Ella Parsons	212	75	235	23	6
	Anne Hunter	193	59	226	19	7
	Tony Webster	187	65	223	22	6
	Elwyn Watkins	190	73	221	13	8
	Cameron Knox	192	74	215	30	5
	Cameron Clark	188	59	211	17	6
	Jan Bond	184	64	210	17	10
	Andrew Johnston	184	54	209	29	3
	Yvonne McGrath	182	58	208	19	5
	Colin Sharp	171	70	198	25	4
	Amelia Bower	169	57	198	24	2
	Emily Hodges	171	49	196	16	3
	Luke Davies	169	63	193	16	7
	Julian Stewart	126	48	146	18	2
		<b>5018</b>	<b>1691</b>	<b>5760</b>	<b>531</b>	<b>136</b>

# Agent Call Report

## Real-Time Agent Statuses & Icons

**Green** The corresponding agent is signed in and available to receive ACD queue calls.

**Dark Green** The corresponding agent is available and is currently being offered a queue call or being alerted by a direct internal or DDI trunk call.

**Red** The agent is busy on an answered ACD queue call.

**Light Red** The agent is busy on a non-ACD call. The call is either an outbound call actually made by the agent, an inbound DDI call, or an inbound internal call made directly to the device that the agent is currently signed in at

**Blue** The agent is either in the Not-Available or ACD-DND state, because they are currently unavailable to receive ACD queue calls whilst they were doing non call center specific tasks like receiving training, being on a break, etc.

**Yellow** The ACD agent is in the Wrap-Up ACD state, because they are currently unavailable to receive ACD queue calls whilst they complete clerical tasks associated with the previous caller.

**Dimmed Text** The agent is currently signed out.

Note that when the "Calculate ACD Stats Only For Agents Signed Into The Specified Group(s)" setting is checked on within the Advanced tab of the Report Properties window and one or more queues are being used to filter the report by, then ACD agents that are not currently signed into those groups will also be displayed using dimmed text.

The field displays an icon depicting the combined call & ACD state at the corresponding agent. When the mouse pointer is floated over the value, then a tooltip is displayed showing a longer description for the ACD state also including an additional description of the status of the device that the agent is currently signed into.

This column is only displayed when the report style is run for the "Real-Time" date/time option. The column is automatically hidden when the report is run for any other date/time option. The different icons displayed are as follows:



The agent is currently signed out.



The corresponding agent is signed in and available to receive ACD queue contacts.



The corresponding agent is available and is currently being offered a queue call or being alerted by a direct internal or DDI trunk call.



The agent is busy on an answered call.



The agent is off hook, probably because they are just beginning to make a new outbound call.



The agent is off hook at the same time that an alerting call is also currently waiting to be answered at the device they are signed in at.



The agent is off hook at the same time that a call is held at the device they are signed in at.



The agent is making an outbound call, which is not answered yet at the distant end.



The agent has a call held at the device they are currently signed in at.



The agent is in the Not-Available state because they are currently unavailable to receive ACD queue calls whilst they were doing non call center specific tasks like receiving training, being on a break, etc.



The agent is in ACD-DND state, because they are currently unavailable to receive ACD queue calls whilst they were doing non call center specific tasks like receiving training, being on a break, etc. When an agent transitions into ACD-DND state, the corresponding extension device they are actually signed into also has their do-not-disturb (DND) feature turned on.



The ACD agent is in the Wrap-Up ACD state, because they are currently unavailable to receive ACD queue calls whilst they complete clerical tasks associated with the previous caller.

# Agent Duration Report

The report provides information related to the duration of calls handled by agents.

## Default Report Metrics

Report Metric	Field Type	Description
<b>Status</b>	ACD State Icon	<p>The field displays an icon depicting the combined call &amp; ACD state at the corresponding agent. When the mouse pointer is floated over the value, then a tooltip is displayed showing a longer description for the ACD state also including an additional description of the status of the device that the agent is currently signed into.</p> <p>This column is only displayed when the report style is run for the "Real-Time" date/time option. The column is automatically hidden when the report is run for any other date/time option.</p>
<b>Name</b>	ACD Agent Name	The description of the ACD agent. This is description that is configured against the agent by the administrator. Example: "John Smith".
<b>ACD Calls</b>	Total ACD Call Time (In)	The total cumulative overall call time (including ring & talk time) for all inbound ACD calls, whether answered or unanswered.
<b>Inbound Calls</b>	Total Non-ACD Call Time (In)	The total cumulative overall call time (including ring & talk time) for all NON-ACD calls, whether answered or unanswered.
<b>Outbound Calls (All)</b>	Total Call Time (Out)	The total cumulative overall call time (including ring & talk time) for all outbound calls only made within the corresponding interval, whether answered or unanswered.
<b>Internal Calls (In)</b>	Total Internal Call Time (In)	The total cumulative overall call time (including ring & talk time) for all inbound internal calls only made within the corresponding interval.

# Agent Duration Report

## Download & Scheduled PDF Report

<b>Default Report Type</b>	Call Center Agent Report
<b>Default View Style</b>	2D Bar Chart + Table
<b>Default Timeframe</b>	Real-Time

Report Summary Information	
<b>Report Description:</b>	ECCR Agent Reports Agent Duration
<b>Run For Duration:</b>	Real-Time (Print Snapshot Taken At Thu Sep 19, 2024 01:27:36 PM BST Local Time)
<b>Report Type/Style:</b>	Call Center Agent Report
<b>Run By User:</b>	collin.gill@akixi.com
<b>Filter Options:</b>	Tel Server='Enterprise Demo Simulator', ACDAgent(s)='101234567126-01234567129'
<b>Sorted By:</b>	[No Field Sorting Configured - Using Default Row Ordering]
<b>Total Rows:</b>	21 Row(s)



Detailed Report Fields/Statistics					
Status	Name	ACD Calls	Inbound Calls	Outbound Calls (All)	Internal Calls (In)
Si/Out	Tony Webster	02:07:08	00:40:37	00:33:41	00:07:34
Si/Out	David Harris-Jones	02:52:09	00:43:20	00:32:19	00:10:32
Busy/O, Ans	Joan Greengross	02:31:03	00:26:05	00:39:43	00:07:24
Si/Out	Esther Pigeon	02:34:25	00:46:03	00:30:14	00:02:05
Si/Out	Elwyn Watkins	02:24:39	00:31:53	00:22:53	00:09:04
Si/Out	Julian Stewart	01:22:26	00:21:44	00:24:29	00:03:12
Si/Out	Cameron Knox	02:22:30	00:25:52	00:52:02	00:06:58
Busy/A, ACD Ans	Andrew Johnston	01:57:19	00:26:21	00:44:17	00:01:47
Si/Out	Cameron Clark	02:02:18	00:27:40	00:26:31	00:10:54
Si/Out	Luke Davies	01:51:28	00:22:23	00:21:05	00:09:23
Busy/A, ACD Ans	Caroline Morrison	02:48:39	00:37:21	00:43:08	00:03:29
Si/Out	Jan Newman	02:34:09	00:27:40	00:25:31	00:11:18
Busy/A, ACD Ans	Amelia Bower	01:53:54	00:36:43	00:41:20	00:03:12
Alert/A, Alert/Qng(ACD)	Anthony Campbell	02:43:24	00:43:27	00:42:11	00:12:37
Si/Out	Simon Parsons	02:15:56	00:38:25	00:42:24	00:06:00

# Agent Duration Report

## Real Time/Historical Report in Portal

<b>Default Report Type</b>	Call Center Agent Report
<b>Default View Style</b>	Table
<b>Default Timeframe</b>	Real-Time

STATUS	NAME	ACD CALLS	INBOUND CALLS	OUTBOUD CALLS (ALL)	INTERNAL CALLS (IN)
	Tony Webster	02:07:08	00:40:37	00:33:41	00:07:34
	David Harris-Jones	02:52:09	00:43:20	00:32:19	00:10:32
	<b>Joan Greengross</b>	<b>02:29:53</b>	<b>00:26:05</b>	<b>00:39:43</b>	<b>00:07:24</b>
	Esther Pigeon	02:34:25	00:46:03	00:30:14	00:02:05
	Elwyn Watkins	02:24:39	00:31:53	00:22:53	00:09:04
	Julian Stewart	01:22:26	00:21:44	00:24:29	00:03:12
	Cameron Knox	02:22:30	00:25:52	00:52:02	00:06:58
	<b>Andrew Johnston</b>	<b>01:56:49</b>	<b>00:26:21</b>	<b>00:44:17</b>	<b>00:01:47</b>
	Cameron Clark	02:02:18	00:27:40	00:26:31	00:10:54
	Luke Davies	01:51:28	00:22:23	00:21:05	00:09:23
	<b>Caroline Morrison</b>	<b>02:48:27</b>	<b>00:37:21</b>	<b>00:43:08</b>	<b>00:03:29</b>
	Jan Newman	02:33:46	00:27:40	00:25:31	00:11:18
	<b>Amelia Bower</b>	<b>01:53:42</b>	<b>00:36:43</b>	<b>00:41:20</b>	<b>00:03:12</b>
	<b>Anthony Campbell</b>	<b>02:40:56</b>	<b>00:43:27</b>	<b>00:42:11</b>	<b>00:12:37</b>
	Simon Parsons	02:15:56	00:38:25	00:42:24	00:06:00
	Anne Hunter	02:00:28	00:38:06	00:26:47	00:09:49
	<b>Jennifer Marshall</b>	<b>02:30:50</b>	<b>00:33:19</b>	<b>00:40:22</b>	<b>00:01:53</b>
	Heather Randall	02:11:22	00:40:01	00:28:57	00:05:35
	<b>Victoria Turner</b>	<b>02:41:24</b>	<b>00:47:00</b>	<b>00:51:12</b>	<b>00:13:36</b>
	<b>Ella Parsons</b>	<b>02:20:38</b>	<b>00:19:35</b>	<b>00:39:08</b>	<b>00:02:29</b>
	Yvonne McGrath	01:54:57	00:34:37	00:27:33	00:07:41
		<b>47:56:11</b>	<b>11:48:12</b>	<b>12:15:47</b>	<b>02:26:32</b>

Agent Duration

OFF

# Agent Duration Report

## Real-Time Agent Statuses & Icons

**Green** The corresponding agent is signed in and available to receive ACD queue calls.

**Dark Green** The corresponding agent is available and is currently being offered a queue call or being alerted by a direct internal or DDI trunk call.

**Red** The agent is busy on an answered ACD queue call.

**Light Red** The agent is busy on a non-ACD call. The call is either an outbound call actually made by the agent, an inbound DDI call, or an inbound internal call made directly to the device that the agent is currently signed in at

**Blue** The agent is either in the Not-Available or ACD-DND state, because they are currently unavailable to receive ACD queue calls whilst they were doing non call center specific tasks like receiving training, being on a break, etc.

**Yellow** The ACD agent is in the Wrap-Up ACD state, because they are currently unavailable to receive ACD queue calls whilst they complete clerical tasks associated with the previous caller.

**Dimmed Text** The agent is currently signed out.

Note that when the "Calculate ACD Stats Only For Agents Signed Into The Specified Group(s)" setting is checked on within the Advanced tab of the Report Properties window and one or more queues are being used to filter the report by, then ACD agents that are not currently signed into those groups will also be displayed using dimmed text.

The field displays an icon depicting the combined call & ACD state at the corresponding agent. When the mouse pointer is floated over the value, then a tooltip is displayed showing a longer description for the ACD state also including an additional description of the status of the device that the agent is currently signed into.

This column is only displayed when the report style is run for the "Real-Time" date/time option. The column is automatically hidden when the report is run for any other date/time option. The different icons displayed are as follows:



The agent is currently signed out.



The corresponding agent is signed in and available to receive ACD queue contacts.



The corresponding agent is available and is currently being offered a queue call or being alerted by a direct internal or DDI trunk call.



The agent is busy on an answered call.



The agent is off hook, probably because they are just beginning to make a new outbound call.



The agent is off hook at the same time that an alerting call is also currently waiting to be answered at the device they are signed in at.



The agent is off hook at the same time that a call is held at the device they are signed in at.



The agent is making an outbound call, which is not answered yet at the distant end.



The agent has a call held at the device they are currently signed in at.



The agent is in the Not-Available state because they are currently unavailable to receive ACD queue calls whilst they were doing non call center specific tasks like receiving training, being on a break, etc.



The agent is in ACD-DND state, because they are currently unavailable to receive ACD queue calls whilst they were doing non call center specific tasks like receiving training, being on a break, etc. When an agent transitions into ACD-DND state, the corresponding extension device they are actually signed into also has their do-not-disturb (DND) feature turned on.



The ACD agent is in the Wrap-Up ACD state, because they are currently unavailable to receive ACD queue calls whilst they complete clerical tasks associated with the previous caller.

# Agent Call Detail Report

The report provides information related to calls made or received by agents.

## Default Report Metrics

Report Metric	Field Type	Description
Status	Status Icon	Displays an icon depicting the state of the call segment when it ended and also the reason the corresponding segment ended on the telephone system. When the mouse pointer is floated over the icon, then a tooltip is displayed showing a description for the call's ending status & reason.
Agent Name	Device name Offered	The description associated against the device at which the call alerted or was answered. This is the description configured against the device number by the administrator. Example: "John Smith".
Call Start Time	Time Started at Segment	Contains a value showing the time that the call segment was actually created at. For calls currently in queue distribution, this field may contain a value depicting a later start time than the "Time Started At (Distribution)" field, which will instead show the time that the call originally started being distributed by the corresponding queue. The time is displayed in a format relative to the time zone specifically set by the administrator against the partition (tenant) configuration entry that the involved devices reside within. Refer to the administrator for more information about what time zone for which your telephony environment is configured.
Call End Time	Time Ended at	Displays the time that the call segment was actually ended at. The time value is displayed in a format relative to the time zone specifically set by the administrator against the partition (tenant) configuration entry that the involved devices reside within. Refer to the administrator for more information about what time zone for which your telephony environment is configured.
Call Type	Call Type	<p>Contains a short text value indicating the type of the corresponding call. When the mouse pointer is floated over the value, then a tooltip is displayed showing a longer description for that call type. The different short text values displayed are as follows:</p> <p><b>Int</b> - An internal call.</p> <p><b>Ext/In</b> - An inbound external trunk line call.</p> <p><b>Ext/Out</b> - An outbound external trunk line call.</p> <p><b>Ext/T-T</b> - A trunk-to-trunk call.</p>
Calling Number	Telephone No Calling	The telephone number of the calling party involved in the call. For inbound trunk line calls, this is the CLI/CallerID (Calling Line Identity) telephone number received via the network provider for the corresponding call. The value "[No CallerID]" is displayed when CallerID/CLI is not sent from the original outside calling party, although this is a Contains the telephone number of the called device. For outbound trunk line calls, the field contains the actual digits dialed in order to reach the outside party, excluding network or trunk group selection digits such as "9", "8", etc. For internal calls, the value contains the internal dialing address of the called device
Called Number	Telephone No Called	<p>For inbound trunk line calls, the value denotes the telephone number that the outside caller originally dialed in order to actually reach the designated party on the telephone system. Telephone numbers are only shown for inbound trunk line calls where the network provider provided inbound DID digit information to the telephone system for the corresponding call so that it could be routed accordingly.</p> <p>value only representing the underlying empty calling telephone number value stored within the associated call segment record. Therefore, attempting to filter by the display values "[No CLI]" / "[No CallerID]" will not work when attempting to obtain external calls received without remote calling party information.</p> <p>For internal calls, the value contains the internal dialing address of the calling device.</p>

# Agent Call Detail Report

## Default Report Metrics

Report Metric	Field Type	Description
Wait Time in Queue	Call Ring Time (Segment)	Displays the segment ring duration of the current call segment. For unanswered calls, this is only the duration that the corresponding call alerted the device specified within the "Device ID Offered" ("Dev (Off)") field for. For hunt group calls, this only includes the specific alerting duration at the corresponding hunt group member. On answered calls, this is the duration that the offered device was specifically alerted for before being answered.
Wrap Up Time	Wrap-Up Time	The total cumulative duration that the agent has been in the Wrap-Up ACD state throughout the entire date/time range that the corresponding report is being run against. When the corresponding report is being run for the "Real-Time" date/time option, the value only increments with the period of the corresponding agent's previous Wrap-Up ACD status when they change from being in this particular state.
Talk Time	Call Talk Time (Segment)	Contains the current talk time duration for answered calls. For unanswered calls, the field value is empty.
Hold Time	Call Total Held Time	The total cumulative held time for all inbound & outbound calls involving the corresponding agent where they specifically placed those calls on hold. The held duration of calls specifically only includes the time when calls are placed in either the hold, system-hold, or parked states.
Transfer Number	Telephone No Moved To	Contains the target device or telephone number that the call was subsequently transferred or diverted to. The field is empty for calls that cleared the telephone system completely in the current call segment and were not subsequently transferred or diverted. In transfer scenarios where a call is transferred to an outside number, the target device involved in the call would be a trunk line or trunk gateway device. For forwarding scenarios where a call is forwarded to an outside number, the designated telephone number of the outside party is often shown in this field instead. However, whether a device or full telephone number value is actually captured by the application and displayed in this field value, is dependent on the specific order that the application received information from the telephone system in.
Transfer Location	Tel no Moved to Description	Displays the matched description for the external telephone number currently displayed within the "Telephone No Moved To" field. The displayed text is the name attached to the matching DNIS device entry previously configured by the administrator. Contact your application administrator if there are missing DNIS entries for unmatched external telephone numbers, although you should note that the telephone number identification feature is only designed for a maximum of about 50 number entries, which additionally require manual creation within the application.
Disposition Codes	Account Code Description	This is the description for the code entered by the administrator on the calling platform. For ACD calls, this is the disposition code description; for non-ACD calls this is the account code description.

# Agent Call Detail Report

## Download & Scheduled PDF Report

<b>Default Report Type</b>	Historic Call Report
<b>Default View Style</b>	Table View
<b>Default Timeframe</b>	Real-Time

### Report Summary Information

<b>Report Description:</b>	ECCR Agent Reports Agent Call Detail
<b>Run For Duration:</b>	Real-Time (Print Snapshot Taken At Thu Sep 19, 2024 02:11:51 PM BST Local Time)
<b>Report Type/Style:</b>	Historic Contact Report
<b>Run By User:</b>	colin.gill@akixi.com
<b>Filter Options:</b>	Tel Server='Enterprise Demo Simulator', Partitions='Sunshine Desserts', CallType='External Only'
<b>Total Rows:</b>	250 Row(s)

### Detailed Report Fields/Statistics

Status	Agent Name	Call Start Time	Call End Time	Call Type	Calling Number	Called Number	Wait Time in Queue	Talk Time	Hold Time	Transfer Number	Transfer Location	Disposition Codes
Answered	Tony Webster	09/19/2024 23:57:52	00:00:03	Ex/In	02410188325	01234567400	00:00:11	00:00:00	00:00:00			
Answered	Yvonne McGrath	09/19/2024 23:59:39	00:00:03	Ex/In	01927803902	01234567401	00:00:12	00:00:12	00:00:00			
Advanced	Amelia Bower	09/19/2024 23:59:51	00:00:03	Ex/In	08831783558	01234567403	00:00:12	00:00:00	00:00:00	01234567108	David Harris-Jones	
Answered	Anne Hunter	09/19/2024 23:58:16	00:00:12	Ex/In	andy.hart000@suspendo.com	01234567403	00:00:53	00:01:03	00:00:00			
Advanced	David Harris-Jones	09/19/2024 00:00:04	00:00:15	Ex/In	08831783558	01234567403	00:00:11	00:00:00	00:00:00	01234567124	Ella Parsons	
Advanced	Tony Webster	09/19/2024 00:00:09	00:00:21	Ex/In	02011785887	01234567400	00:00:12	00:00:00	00:00:00	01234567120	Anne Hunter	
Advanced	Cameron Clark	09/19/2024 00:00:15	00:00:27	Ex/In	02104067677	01234567401	00:00:12	00:00:00	00:00:00	01234567114	Luke Davies	
Abandoned	Ella Parsons	09/19/2024 00:00:16	00:00:27	Ex/In	08831783558	01234567403	00:00:11	00:00:00	00:00:00			
Advanced	Anne Hunter	09/19/2024 00:00:22	00:00:33	Ex/In	02011785887	01234567400	00:00:11	00:00:00	00:00:00	01234567105	Tony Webster	
Advanced	Amelia Bower	09/19/2024 00:00:27	00:00:39	Ex/In	07552729356	01234567401	00:00:12	00:00:00	00:00:00	01234567120	Anne Hunter	
Advanced	Luke Davies	09/19/2024 00:00:28	00:00:39	Ex/In	02104067677	01234567401	00:00:11	00:00:00	00:00:00	01234567119	Simon Parsons	
Answered	Esther Pigeon	09/19/2024 23:58:21	00:00:45	Ex/In	00352835993	01234567402	00:00:12	00:02:12	00:00:00			
Advanced	Anne Hunter	09/19/2024 00:00:40	00:00:51	Ex/In	07552729356	01234567401	00:00:11	00:00:00	00:00:00	01234567124	Ella Parsons	
Advanced	Simon Parsons	09/19/2024 00:00:40	00:00:51	Ex/In	02104067677	01234567401	00:00:11	00:00:00	00:00:00	01234567108	Esther Pigeon	
Advanced	Cameron Clark	09/19/2024 00:00:39	00:00:51	Ex/In	0204856142	01234567401	00:00:12	00:00:00	00:00:00	01234567117	Amelia Bower	
Advanced	Ella Parsons	09/19/2024 00:00:52	00:01:03	Ex/In	07552729356	01234567401	00:00:11	00:00:00	00:00:00	01234567108	David Harris-Jones	
Answered	Common trunk gateway device.	09/19/2024 23:57:57	00:01:03	Ex/Out	01234567118	07117350353	00:00:30	00:02:36	00:00:00			
Answered	Amelia Bower	09/19/2024 00:00:52	00:01:03	Ex/In	0204856142	01234567401	00:00:11	00:00:00	00:00:00	01234567119	Simon Parsons	
Answered	Jennifer Marshall	09/19/2024 00:00:12	00:01:04	Ex/In	ada.rigby@mail25.com	01234567403	00:00:21	00:00:31	00:00:00			
Advanced	Yvonne McGrath	09/19/2024 00:00:57	00:01:09	Ex/In	06884418968	01234567403	00:00:12	00:00:00	00:00:00	01234567110	Julian Stewart	
Abandoned	David Harris-Jones	09/19/2024 00:01:04	00:01:21	Ex/In	07552729356	01234567401	00:00:17	00:00:00	00:00:00			
Advanced	Amelia Bower	09/19/2024 00:01:15	00:01:27	Ex/In	09428371101	01234567402	00:00:12	00:00:00	00:00:00	01234567108	David Harris-Jones	
Failed	Common trunk gateway device.	09/19/2024 00:01:15	00:01:39	Ex/Out	01234567128	08847094205	00:00:24	00:00:00	00:00:00			
Abandoned		09/19/2024 00:00:33	00:01:39	Ex/In	adriana.naylor@hypeme.com	01234567400	00:01:06	00:00:00	00:00:00			
Answered	Ewyn Watkins	09/19/2024 23:58:21	00:01:39	Ex/In	isabella.lynn@ostmail.com	01234567401	00:01:06	00:02:12	00:00:00			
Answered	Tony Webster	09/19/2024 00:00:34	00:01:45	Ex/In	02011785887	01234567400	00:00:17	00:00:54	00:00:00			Rental Sale
Advanced	Yvonne McGrath	09/19/2024 00:01:33	00:01:45	Ex/In	05472879888	01234567400	00:00:12	00:00:00	00:00:00	01234567109	Ewyn Watkins	
Tr/Plr/Ru/Plu	Simon Parsons	09/19/2024 00:01:04	00:01:45	Ex/In	0204856142	01234567401	00:00:11	00:00:30	00:00:00	01234567113	Cameron Clark	Rental Sale
Answered	Andrew Johnston	09/19/2024 23:58:48	00:01:46	Ex/In	saba@sarnos@vyyz-mail.com	01234567400	00:00:52	00:02:06	00:00:00			
Answered	Esther Pigeon	09/19/2024 00:00:52	00:01:51	Ex/In	02104067677	01234567401	00:00:11	00:00:48	00:00:30			
Answered	Heather Randall	09/19/2024 23:59:10	00:01:55	Ex/In	neil.dyer@vyyz-mail.com	01234567403	00:01:06	00:01:39	00:00:00			
Advanced	Ewyn Watkins	09/19/2024 00:01:46	00:01:57	Ex/In	05472879888	01234567400	00:00:11	00:00:00	00:00:00	01234567108	Esther Pigeon	
Advanced	Cameron Knox	09/19/2024 23:59:34	00:02:03	Ex/In	0296445464	01234567400	00:00:11	00:02:18	00:00:00			
Abandoned	Esther Pigeon	09/19/2024 00:01:58	00:02:09	Ex/In	05472879888	01234567400	00:00:11	00:00:00	00:00:00			
Failed	Common trunk gateway device.	09/19/2024 00:01:39	00:02:09	Ex/Out	01234567108	0286445464	00:00:30	00:00:00	00:00:00			
Answered	Victoria Turner	09/19/2024 23:59:30	00:02:18	Ex/In	ross@vickers@suspendo.com	01234567401	00:00:21	00:02:27	00:00:00			
Advanced	Jennifer Marshall	09/19/2024 00:02:09	00:02:21	Ex/In	07552729356	01234567403	00:00:12	00:00:00	00:00:00	01234567117	Amelia Bower	
Answered	Joan Greengross	09/19/2024 23:59:15	00:02:27	Ex/In	00208519432	[Non DCl]	00:00:30	00:02:42	00:00:24			
Abandoned		09/19/2024 00:01:55	00:02:28	Ex/In	adriana.naylor@hypeme.com	01234567402	00:00:33	00:00:00	00:00:00			
Advanced	Amelia Bower	09/19/2024 00:02:23	00:02:33	Ex/In	07552729356	01234567403	00:00:11	00:00:00	00:00:00	01234567105	Tony Webster	
Advanced	David Harris-Jones	09/19/2024 00:01:28	00:02:39	Ex/In	09428371101	01234567402	00:00:11	00:01:00	00:00:00			Warranty Claim
Answered	Common trunk gateway device.	09/19/2024 00:01:51	00:02:45	Ex/Out	01234567119	02946095232	00:00:18	00:00:36	00:00:00			
Advanced	David Harris-Jones	09/19/2024 00:02:45	00:02:57	Ex/In	00263700317	01234567402	00:00:12	00:00:00	00:00:00	01234567112	Andrew Johnston	
Advanced	Amelia Bower	09/19/2024 00:02:57	00:03:09	Ex/In	02465078454	[Non DCl]	00:00:12	00:00:00	00:00:00	01234567108	Esther Pigeon	
Advanced	Andrew Johnston	09/19/2024 00:02:58	00:03:09	Ex/In	00263700317	01234567402	00:00:11	00:00:00	00:00:00	01234567109	Ewyn Watkins	
Answered	Anne Hunter	09/19/2024 00:00:00	00:03:18	Ex/In	isabella.lynn@ostmail.com	01234567402	00:01:06	00:02:12	00:00:00			

# Agent Call Detail Report

## Real Time/Historical Report in Portal

Default Report Type: Historic Call Report

Default View Style: Table View

Default Timeframe: Real-Time

STATUS	AGENT NAME	CALL START TIME	CALL END TIME	CALL TYPE	CALLING NUMBER	CALLED NUMBER	WAIT TIME IN QUEUE	TALK TIME	HOLD TIME	TRANSFER NUMBER	TRANSFER LOCATION	DISPOSITION CODES
✓	Tony Webster	09/18/2024 23:57:52	00:00:03	Ext/In	0241018525	01234567400	00:00:11	00:02:00	00:00:00			
✓	Yvonne McGrath	09/18/2024 23:59:39	00:00:03	Ext/In	01927803902	01234567401	00:00:12	00:00:12	00:00:00			
✓	Amelia Bower	09/18/2024 23:59:51	00:00:03	Ext/In	08831783558	01234567403	00:00:12	00:00:00	00:00:00	01234567106	David Harris-Jones	
✓	Anne Hunter	09/18/2024 23:58:16	00:00:12	Ext/In	andyhart700@superdom...	01234567403	00:00:53	00:01:03	00:00:00			
✓	David Harris-Jones	09/19/2024 00:00:04	00:00:15	Ext/In	08831783558	01234567403	00:00:11	00:00:00	00:00:00	01234567124	Ella Parsons	
✓	Tony Webster	09/19/2024 00:00:09	00:00:21	Ext/In	00211785887	01234567400	00:00:12	00:00:00	00:00:00		Anne Hunter	
✓	Cameron Clark	09/19/2024 00:00:15	00:00:27	Ext/In	02104067677	01234567401	00:00:12	00:00:00	00:00:00	01234567114	Luke Davies	
✓	Ella Parsons	09/19/2024 00:00:16	00:00:27	Ext/In	08831783558	01234567403	00:00:11	00:00:00	00:00:00			
✓	Anne Hunter	09/19/2024 00:00:22	00:00:33	Ext/In	00211785887	01234567400	00:00:11	00:00:00	00:00:00	01234567105	Tony Webster	
✓	Amelia Bower	09/19/2024 00:00:27	00:00:39	Ext/In	07552729356	01234567401	00:00:12	00:00:00	00:00:00	01234567120	Anne Hunter	
✓	Luke Davies	09/19/2024 00:00:28	00:00:39	Ext/In	02104067677	01234567401	00:00:11	00:00:00	00:00:00	01234567119	Simon Parsons	
✓	Esther Pigeon	09/18/2024 23:58:21	00:00:45	Ext/In	00352835993	01234567402	00:00:12	00:02:12	00:00:00			
✓	Anne Hunter	09/19/2024 00:00:40	00:00:51	Ext/In	07552729356	01234567401	00:00:11	00:00:00	00:00:00	01234567124	Ella Parsons	
✓	Simon Parsons	09/19/2024 00:00:40	00:00:51	Ext/In	02104067677	01234567401	00:00:11	00:00:00	00:00:00	01234567108	Esther Pigeon	
✓	Cameron Clark	09/19/2024 00:00:39	00:00:51	Ext/In	02294856142	01234567401	00:00:12	00:00:00	00:00:00	01234567117	Amelia Bower	
✓	Ella Parsons	09/19/2024 00:00:52	00:01:03	Ext/In	07552729356	01234567401	00:00:11	00:00:00	00:00:00	01234567106	David Harris-Jones	
✓	Common trunk gateway ...	09/18/2024 23:57:57	00:01:03	Ext/Out	01234567118	07113750353	00:00:30	00:02:36	00:00:00			
✓	Amelia Bower	09/19/2024 00:00:52	00:01:03	Ext/In	02294856142	01234567401	00:00:11	00:00:00	00:00:00	01234567119	Simon Parsons	
✓	Jennifer Marshall	09/19/2024 00:00:12	00:01:04	Ext/In	ada.nghy@mail25.com	01234567403	00:00:21	00:00:31	00:00:00			
✓	Yvonne McGrath	09/19/2024 00:00:57	00:01:09	Ext/In	06684418968	01234567403	00:00:12	00:00:00	00:00:00	01234567110	Julian Stewart	
✓	David Harris-Jones	09/19/2024 00:01:04	00:01:21	Ext/In	07552729356	01234567401	00:00:17	00:00:00	00:00:00			
✓	Amelia Bower	09/19/2024 00:01:15	00:01:27	Ext/In	09428371101	01234567402	00:00:12	00:00:00	00:00:00	01234567106	David Harris-Jones	
✓	Common trunk gateway ...	09/19/2024 00:01:15	00:01:39	Ext/Out	01234567128	08947094205	00:00:24	00:00:00	00:00:00			
✓	Elwyn Watkins	09/19/2024 00:00:33	00:01:39	Ext/In	adriana.naylor@hypernet...	01234567400	00:01:06	00:00:00	00:00:00			
✓	Tony Webster	09/18/2024 23:58:21	00:01:39	Ext/In	isabella.lynn@frostmail.c...	01234567401	00:01:06	00:02:12	00:00:00			Rental Sale
✓	Yvonne McGrath	09/19/2024 00:01:33	00:01:45	Ext/In	00211785887	01234567400	00:00:17	00:00:54	00:00:00			
✓	Simon Parsons	09/19/2024 00:01:04	00:01:45	Ext/In	02294856142	01234567401	00:00:11	00:00:30	00:00:00	01234567109	Elwyn Watkins	Rental Sale
✓	Andrew Johnston	09/18/2024 23:58:40	00:01:46	Ext/In	sabah.santos@xyz-mail.c...	01234567400	00:00:52	00:02:06	00:00:00			
✓	Esther Pigeon	09/19/2024 00:00:52	00:01:51	Ext/In	02104067677	01234567401	00:00:11	00:00:48	00:00:30			
✓	Heather Randall	09/18/2024 23:59:10	00:01:55	Ext/In	noel.dyer@xyz-mail.com	01234567403	00:01:06	00:01:39	00:00:00			
✓	Elwyn Watkins	09/19/2024 00:01:46	00:01:57	Ext/In	05472679886	01234567400	00:00:11	00:00:00	00:00:00	01234567108	Esther Pigeon	
✓	Cameron Knox	09/18/2024 23:59:34	00:02:03	Ext/In	02664445464	01234567400	00:00:11	00:02:18	00:00:00			
✓	Esther Pigeon	09/19/2024 00:01:58	00:02:09	Ext/In	05472679886	01234567400	00:00:11	00:00:00	00:00:00			
✓	Common trunk gateway ...	09/19/2024 00:01:39	00:02:09	Ext/Out	01234567106	02664445464	00:00:30	00:00:00	00:00:00			
✓	Victoria Turner	09/18/2024 23:59:30	00:02:18	Ext/In	russell.vickers@superdom...	01234567401	00:00:21	00:02:27	00:00:00			
✓	Jennifer Marshall	09/19/2024 00:02:09	00:02:21	Ext/In	07552729356	01234567403	00:00:12	00:00:00	00:00:00	01234567117	Amelia Bower	
✓	Joan Greengross	09/18/2024 23:59:15	00:02:27	Ext/In	00268519432	[Non DID]	00:00:30	00:02:42	00:00:24			
✓	Amelia Bower	09/19/2024 00:01:55	00:02:28	Ext/In	adriana.naylor@hypernet...	01234567402	00:00:33	00:00:00	00:00:00			
✓	David Harris-Jones	09/19/2024 00:02:22	00:02:33	Ext/In	07552729356	01234567403	00:00:11	00:00:00	00:00:00	01234567105	Tony Webster	Warranty Claim
✓	Common trunk gateway ...	09/19/2024 00:01:28	00:02:39	Ext/In	09428371101	01234567402	00:00:11	00:01:00	00:00:00			
✓	Amelia Bower	09/19/2024 00:02:22	00:02:33	Ext/In	09428371101	01234567402	00:00:11	00:01:00	00:00:00			
✓	Common trunk gateway ...	09/19/2024 00:01:51	00:02:45	Ext/Out	01234567119	02946095232	00:00:18	00:00:36	00:00:00			
✓	Amelia Bower	09/19/2024 00:02:57	00:03:09	Ext/In	00263700317	01234567402	00:00:12	00:00:00	00:00:00	01234567112	Andrew Johnston	
✓	Andrew Johnston	09/19/2024 00:02:58	00:03:09	Ext/In	02465076454	[Non DID]	00:00:12	00:00:00	00:00:00	01234567108	Esther Pigeon	
✓	Anne Hunter	09/19/2024 00:00:00	00:03:18	Ext/In	00263700317	01234567402	00:00:11	00:00:00	00:00:00	01234567109	Elwyn Watkins	
✓	Jennifer Marshall	09/19/2024 00:01:22	00:03:18	Ext/In	isabella.lynn@frostmail.c...	01234567402	00:01:06	00:02:12	00:00:00			
✓	Reggie Perrin	09/19/2024 00:01:27	00:03:21	Ext/In	zohrah.pace@superdoma...	01234567402	00:01:06	00:00:50	00:00:00			
✓	Esther Pigeon	09/19/2024 00:03:10	00:03:21	Ext/In	02294856142	[Non DID]	00:00:42	00:01:12	00:00:12			
✓	Elwyn Watkins	09/19/2024 00:03:10	00:03:21	Ext/In	02465076454	[Non DID]	00:00:11	00:00:00	00:00:00	01234567124	Ella Parsons	
✓	Common trunk gateway ...	09/19/2024 00:02:33	00:03:27	Ext/Out	00263700317	01234567402	00:00:11	00:00:00	00:00:00	01234567112	Andrew Johnston	
✓	Morris Coates	09/19/2024 00:00:33	00:03:33	Ext/In	01234567122	02946095232	00:00:18	00:00:36	00:00:00			
✓	Julian Stewart	09/19/2024 00:01:10	00:03:33	Ext/In	00782344411	01234567104	00:00:24	00:02:36	00:00:12			
✓	Andrew Johnston	09/19/2024 00:03:22	00:03:39	Ext/In	06684418968	01234567403	00:00:11	00:02:12	00:00:00			Wrong Department
✓	Andrew Johnston	09/19/2024 00:03:22	00:03:39	Ext/In	00263700317	01234567402	00:00:17	00:00:00	00:00:00			

# Agent Call Detail Report

## Call Disposition Icons

Displays an icon depicting the state of the call segment when it ended and also the reason the corresponding segment ended on the telephone system. When the mouse pointer is floated over the icon, then a tooltip is displayed showing a description for the call's ending status & reason. The different icons displayed are as follows:



The caller abandoned the call before it was answered. The call cleared the telephone system completely, so there is no further call segment records present for the call.



The calling party abandoned the corresponding outbound trunk line call before it was answered. Alternatively, the outbound call failed because the network provider did not recognise the dialed telephone number as valid. The call cleared the telephone system completely, so there is no further call segment records present for the call.



Indicates that the call was answered. One of the parties then subsequently ended the call, which then cleared the telephone system completely, so there is no further call segment records present for the corresponding call.



The call was ended while being on-hold (e.g., when a party involved in the corresponding call segment ended the call after being placed on hold).



A held or unanswered call was forwarded/diverted/picked-up/redirected/overflowed to another device on the telephone system.



The call record represents an unanswered call-in queue distribution that was offered to an extension or ACD agent group member. Because the call was not answered within a pre-determined interval, the queue advanced the call to another available group member, or just re-queued the call back at the group if there were no other available group members. Alternatively, the waiting queue call was moved to & answered by a device using the corresponding telephone system's extension pick-up feature.



The call was answered and then one of the parties involved in the call subsequently transferred it to another internal location on the telephone system, or an external party.



Indicates that the corresponding call was the inquiry consultation call in a transfer scenario. Another call was placed on hold, and then the corresponding call was made to the target party before the transfer was completed. The inquiry call was immediately ended, whereas the held call would have subsequently been transferred to the location of the previously called target party.



The devices involved in the corresponding call segment were used to create a subsequent call conference scenario. Therefore, there will have been additional call segments subsequently created for the same call, for all the parties involved in the conference scenario. A call conference scenario is shown as multiple call segments for each involved party, which are each depicted as being called by the special "[Conference]" device entry.



One or more involved parties in a previous call conference scenario dropped out of the call, which left only two subsequent participants. The call conference then de-generated back to a normal two-party call, which is represented by the following call segment.



The application's representation of the call as shown by the corresponding report row was ended because the call was transferred/diverted to a device that the application does not recognise or is not monitored on the telephone system. This is usually because the administrator has not created a corresponding device entry for it within the application's configuration.



The application's representation of the call as shown by the corresponding report row was ended because the call was transferred/diverted to voice mail and the voice mail device is not monitorable on the telephone system. Note that this particular call termination status is only shown for Customer environments using the BroadSoft M6 telephony platform.



The application's representation of the call as shown by the corresponding report row was ended because the call was parked or system held, and the common park device is not monitorable on the telephone system. Note that this particular call termination status is only shown for Customer environments using the BroadSoft M6 telephony platform.



The application's representation of the call as shown by the corresponding report row was ended because the parties involved in the call were joined into a conference, and the common conferencing device is not monitorable on the telephone system. Note that this particular call termination status is only shown for Customer environments using the BroadSoft M6 telephony platform.



The call segment ended due to one of the following special situations occurring, which will be specifically indicated by the tooltip that is displayed when the mouse pointer is hovered over the status icon. In all cases, the corresponding call record represents a "truncated" representation of the call's progress.

# Agent Activity Report (Counts)

The report provides information about the number of calls handled by agents, reported by call type.

## Default Report Metrics

Report Metric	Field Type	Description
<b>Status</b>	ACD Icon State	The field displays an icon depicting the combined call & ACD state at the corresponding agent. When the mouse pointer is floated over the value, then a tooltip is displayed showing a longer description for the ACD state also including an additional description of the status of the device that the agent is currently signed into. This column is only displayed when the report style is run for the "Real-Time" date/time option. The column is automatically hidden when the report is run for any other date/time option.
<b>Name</b>	ACD Agent Name	The description of the ACD agent. This is description that is configured against the agent by the administrator. Example: "John Smith".
<b>ACD Calls (In)</b>	Inbound ACD Calls	The total number of external inbound (ACD) calls, whether answered or abandoned. ACD calls are calls that are presented to an agent when part of a call queue.
<b>Outbound Calls (All)</b>	Outbound Calls	The total number of previous outbound calls where the call segment actually started in the corresponding interval, whether answered or unanswered.
<b>Bounced Calls</b>	Advanced Calls	This contains the number of queue calls that were offered to the corresponding agent and were not answered by it within a pre-determined interval. The queue therefore automatically advanced the call onto the next available group member or re-queued the call back at the group if no further agents were available. Additionally, alerting (offered) queue calls that are subsequently picked-up by another extension using the corresponding telephony platform's Directed Call or Group Pickup feature, are also counted as advanced calls.
<b>Transferred Calls</b>	Transferred Calls Out	The total number of calls routed to or alerted at a device the corresponding ACD agent was signed into, that were transferred to another device. A call is considered to be transferred when it is a transfer-merge (through a consultation call) scenario or a one-step/blind transfer scenario (moved from a device after the call was answered).

# Agent Activity Report (Counts)

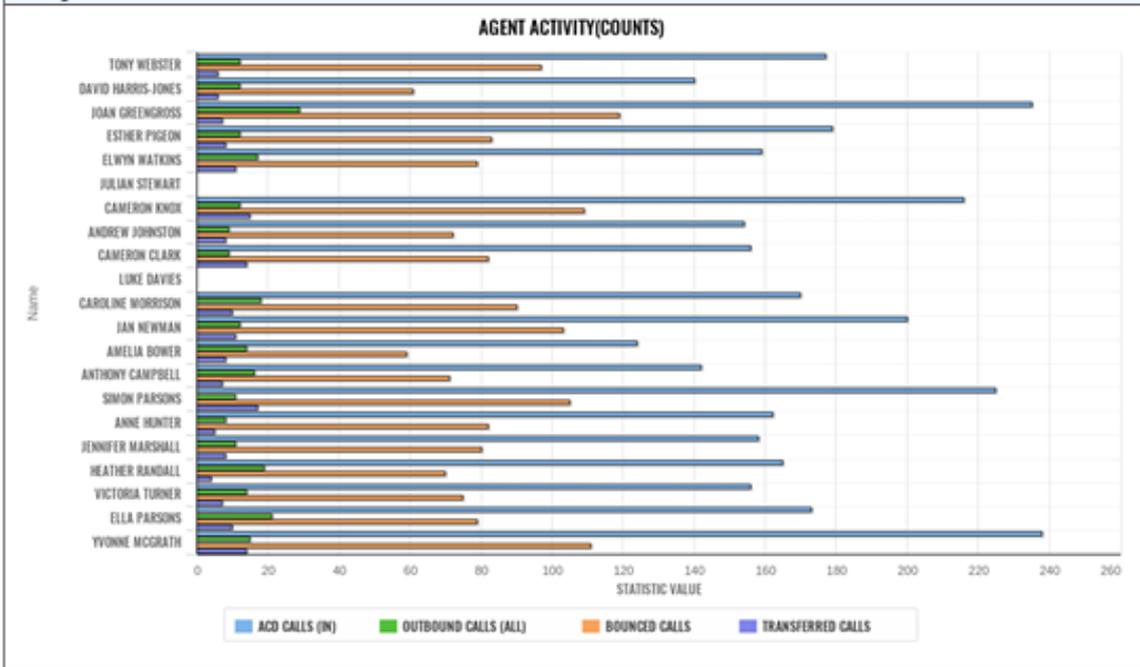
## Download & Scheduled PDF Report

<b>Default Report Type</b>	Group / Queue Report
<b>Default View Style</b>	2D Bar Chart + Table View
<b>Default Timeframe</b>	Real-Time

### Report Summary Information

<b>Report Description:</b>	ECCR Agent Reports Agent Activity(Counts)
<b>Run For Duration:</b>	Real-Time (Print Snapshot Taken At Fri Sep 20,2024 08:34:02 AM BST Local Time)
<b>Report Type/Style:</b>	Call Center Agent Report
<b>Run By User:</b>	colin.gill@akixi.com
<b>Filter Options:</b>	Tel Server='Enterprise Demo Simulator', ACDAgent(s)='101234567126-01234567129', CallType='External Only'
<b>Sorted By:</b>	[No Field Sorting Configured - Using Default Row Ordering]
<b>Total Rows:</b>	21 Row(s)

### Charting Overview



### Detailed Report Fields/Statistics

Status	Name	ACD Calls (In)	Outbound Calls (All)	Bounced Calls	Transferred Calls
Avail, Idle	Tony Webster	177	12	97	6
Busy/A, ACD Ans	David Harris-Jones	140	12	61	6
S/Out	Joan Greengross	235	29	119	7
S/Out	Esther Pigeon	179	12	83	8
Busy/A, ACD Ans	Elwyn Watkins	159	17	79	11
S/Out	Julian Stewart	0	0	0	0
S/Out	Cameron Knox	216	12	109	15
S/Out	Andrew Johnston	154	9	72	8
Busy/A, ACD Ans	Cameron Clark	156	9	82	14
S/Out	Luke Davies	0	0	0	0
S/Out	Caroline Morrison	170	18	90	10
Busy/O, Ans	Jan Newman	200	12	103	11
Avail, Idle	Amelia Bower	124	14	59	8
S/Out	Anthony Campbell	142	16	71	7
S/Out	Simon Parsons	225	11	105	17
S/Out	Anne Hunter	162	8	82	5

# Agent Activity Report (Counts)

## Real Time/Historical Report in Portal

<b>Default Report Type</b>	Call Center Agent Report
<b>Default View Style</b>	Table View
<b>Default Timeframe</b>	Real-Time

STATUS	NAME	ACD CALLS (IN)	OUTBOUND CALLS (ALL)	BOUNCED CALLS	TRANSFERRED CALLS
	Tony Webster	218	21	124	11
	David Harris-Jones	263	14	132	15
	Joan Greengross	238	20	125	16
	Esther Pigeon	234	14	126	15
	Elwyn Watkins	226	12	121	10
	Julian Stewart	126	15	65	11
	Cameron Knox	229	27	114	18
	Andrew Johnston	220	23	130	8
	Cameron Clark	193	12	109	9
	Luke Davies	169	14	88	13
	Caroline Morrison	273	26	143	17
	Jan Newman	243	13	128	15
	Amelia Bower	205	22	112	13
	Anthony Campbell	310	17	179	21
	Simon Parsons	228	20	122	13
	Anne Hunter	232	18	127	19
	Jennifer Marshall	254	19	145	15
	Heather Randall	253	12	150	12
	Victoria Turner	247	24	131	17
	Ella Parsons	226	24	123	18
	Yvonne McGrath	215	18	122	14
		4802	385	2616	300

Agent Activity(Counts)

Off

# Agent Activity Report (Counts)

## Real-Time Agent Statuses & Icons

**Green** The corresponding agent is signed in and available to receive ACD queue calls.

**Dark Green** The corresponding agent is available and is currently being offered a queue call or being alerted by a direct internal or DDI trunk call.

**Red** The agent is busy on an answered ACD queue call.

**Light Red** The agent is busy on a non-ACD call. The call is either an outbound call actually made by the agent, an inbound DDI call, or an inbound internal call made directly to the device that the agent is currently signed in at

**Blue** The agent is either in the Not-Available or ACD-DND state, because they are currently unavailable to receive ACD queue calls whilst they were doing non call center specific tasks like receiving training, being on a break, etc.

**Yellow** The ACD agent is in the Wrap-Up ACD state, because they are currently unavailable to receive ACD queue calls whilst they complete clerical tasks associated with the previous caller.

**Dimmed Text** The agent is currently signed out.

Note that when the "Calculate ACD Stats Only For Agents Signed Into The Specified Group(s)" setting is checked on within the Advanced tab of the Report Properties window and one or more queues are being used to filter the report by, then ACD agents that are not currently signed into those groups will also be displayed using dimmed text.

The field displays an icon depicting the combined call & ACD state at the corresponding agent. When the mouse pointer is floated over the value, then a tooltip is displayed showing a longer description for the ACD state also including an additional description of the status of the device that the agent is currently signed into.

This column is only displayed when the report style is run for the "Real-Time" date/time option. The column is automatically hidden when the report is run for any other date/time option. The different icons displayed are as follows:



The agent is currently signed out.



The corresponding agent is signed in and available to receive ACD queue contacts.



The corresponding agent is available and is currently being offered a queue call or being alerted by a direct internal or DDI trunk call.



The agent is busy on an answered call.



The agent is off hook, probably because they are just beginning to make a new outbound call.



The agent is off hook at the same time that an alerting call is also currently waiting to be answered at the device they are signed in at.



The agent is off hook at the same time that a call is held at the device they are signed in at.



The agent is making an outbound call, which is not answered yet at the distant end.



The agent has a call held at the device they are currently signed in at.



The agent is in the Not-Available state because they are currently unavailable to receive ACD queue calls whilst they were doing non call center specific tasks like receiving training, being on a break, etc.



The agent is in ACD-DND state, because they are currently unavailable to receive ACD queue calls whilst they were doing non call center specific tasks like receiving training, being on a break, etc. When an agent transitions into ACD-DND state, the corresponding extension device they are actually signed into also has their do-not-disturb (DND) feature turned on.



The ACD agent is in the Wrap-Up ACD state, because they are currently unavailable to receive ACD queue calls whilst they complete clerical tasks associated with the previous caller.

# Agent Activity Report (Duration)

The report provides information related to the activity of agent(s), such as the time that an agent spends in various states.

## Default Report Metrics

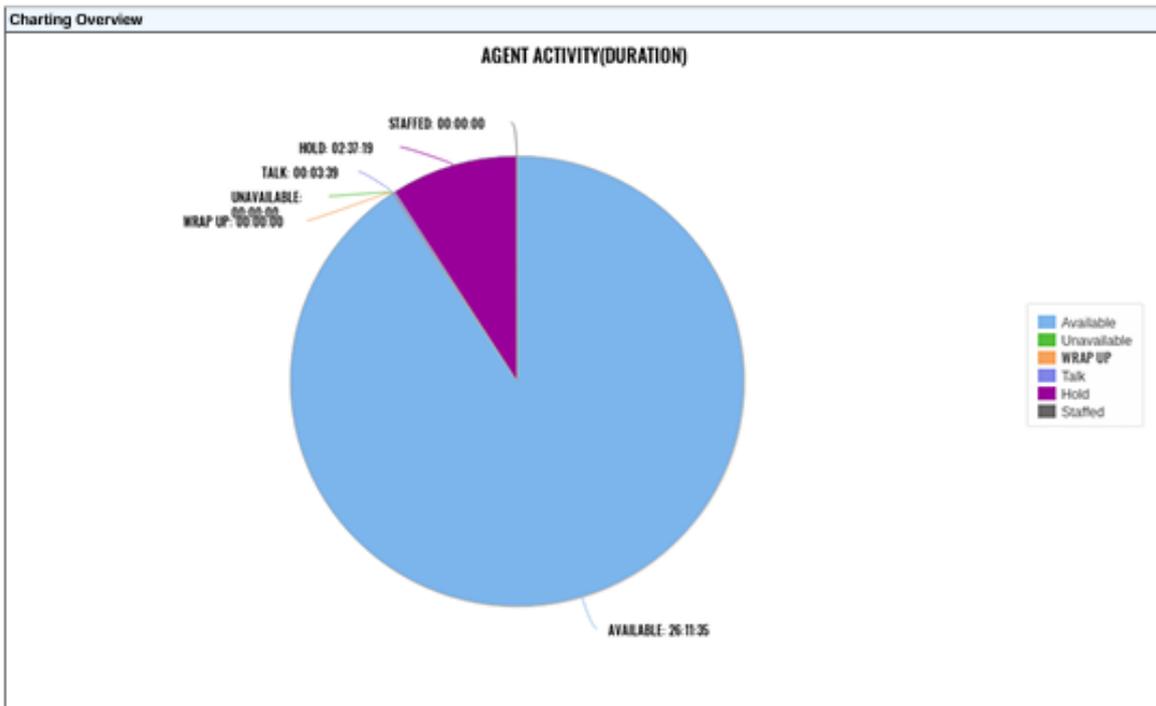
Report Metric	Field Type	Description
<b>Status</b>	ACD Icon State	The field displays an icon depicting the combined call & ACD state at the corresponding agent. When the mouse pointer is floated over the value, then a tooltip is displayed showing a longer description for the ACD state also including an additional description of the status of the device that the agent is currently signed into. This column is only displayed when the report style is run for the "Real-Time" date/time option. The column is automatically hidden when the report is run for any other date/time option.
<b>Name</b>	ACD Agent Name	The description of the ACD agent. This is description that is configured against the agent by the administrator. Example: "John Smith".
<b>Available</b>	Tot Available Time	The total cumulative duration that the agent has been in the Available ACD state throughout the entire date/time range that the corresponding report is being run against. When the corresponding report is being run for the "Real-Time" date/time option, the value only increments with the period of the corresponding agent's previously Available ACD status when they change from being in this particular state. Note that this field displays the value "[Unlicensed]" when the "Akixi 2000", "Enterprise" or "Call Center Supervisor" license capability is not available.
<b>Unavailable</b>	Tot Non-Available Time	The total cumulative duration that the agent has been in the Not-Available ACD state throughout the entire date/time range that the corresponding report is being run against. When the corresponding report is being run for the "Real-Time" date/time option, the value only increments with the period of the corresponding agent's previous Not-Available ACD status when they change from being in this particular state. This ACD state isn't supported on the BroadSoft M6 telephony platform where the statistic value always shows a zero duration.
<b>Wrap Up</b>	Tot Wrap-Up Time	The total cumulative duration that the agent has been in the Wrap-Up ACD state throughout the entire date/time range that the corresponding report is being run against. When the corresponding report is being run for the "Real-Time" date/time option, the value only increments with the period of the corresponding agent's previous Wrap-Up ACD status when they change from being in this particular state.
<b>Talk</b>	Max Talk Time	The largest talk duration across all answered inbound & outbound calls previously answered at or made by the corresponding agent.
<b>Hold</b>	Total Held Time	The total cumulative held time for all inbound & outbound calls involving the corresponding agent where they specifically placed those calls on hold. The held duration of calls specifically only includes the time when calls are placed in either the hold, system-hold, or parked states.
<b>Staffed</b>	Time on Duty (Total)	The total cumulative duration that the agent has been signed in for throughout the entire date/time range that the corresponding report is being run against. The value includes the time associated with any ACD sign-in session performed by the agent within the report's date/time range. For agents that are currently signed in, the value also includes the time duration that the agent has been currently signed in.  A value for this statistic is not shown for the totals row at the bottom of the report when it is run against the "Real-Time" date/time option.

# Agent Activity Report (Duration)

## Download & Scheduled PDF Report

<b>Default Report Type</b>	Call Center Agent Report
<b>Default View Style</b>	2D Pie Chart + Table View
<b>Default Timeframe</b>	Real-Time

Report Summary Information	
<b>Report Description:</b>	ECCR Agent Reports Agent Activity(Duration)
<b>Run For Duration:</b>	Real-Time (Print Snapshot Taken At Fri Sep 20,2024 12:22:31 PM BST Local Time)
<b>Report Type/Style:</b>	Call Center Agent Report
<b>Run By User:</b>	colin.gill@akixi.com
<b>Filter Options:</b>	Tel Server="Enterprise Demo Simulator"
<b>Sorted By:</b>	[No Field Sorting Configured - Using Default Row Ordering]
<b>Total Rows:</b>	25 Row(s)



Detailed Report Fields/Statistics							
Station	Name	Available	Unavailable	Wrap Up	Talk	Hold	Staffed
S/Dut	Tony Webster	01:19:39	00:00:00	00:00:00	00:02:55	00:07:01	06:42:00
Alert/A, Aht/ Cng(A/C)	David Harris-Jones	01:03:39	00:00:00	00:00:00	00:02:48	00:04:56	06:08:09
Busy/A, ACD Ans	Joan Greenross	01:27:10	00:00:00	00:00:00	00:02:49	00:07:00	06:53:31
S/Dut	Eather Pigeon	01:27:28	00:00:00	00:00:00	00:02:57	00:07:01	06:11:02
Avail, Idle	Clayn Watkins	01:10:15	00:00:00	00:00:00	00:03:00	00:09:24	06:43:45
S/Dut	Julian Stewart	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Busy/D, Ans	Cameron Knox	01:18:26	00:00:00	00:00:00	00:03:06	00:09:00	06:40:05
Busy/A, ACD Ans	Andrew Johnson	01:01:50	00:00:00	00:00:00	00:02:54	00:06:57	06:03:57
Avail, Idle	Cameron Clark	00:53:15	00:00:00	00:00:00	00:03:01	00:07:18	04:59:41
S/Dut	Luke Davies	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
S/Dut	Caroline Morrison	01:24:39	00:00:00	00:00:00	00:02:48	00:07:49	06:11:57
Busy/D, Ans	Jan Newman	01:21:19	00:00:00	00:00:00	00:02:48	00:07:44	06:37:42
S/Dut	Amelia Beaver	00:55:36	00:00:00	00:00:00	00:02:54	00:06:48	04:43:13
S/Dut	Anthony Campbell	01:01:18	00:00:00	00:00:00	00:03:39	00:05:54	04:51:11
S/Dut	Simon Parsons	01:30:54	00:00:00	00:00:00	00:02:54	00:08:52	06:35:07
S/Dut	Anee Hunter	01:03:40	00:00:00	00:00:00	00:02:49	00:05:24	06:08:00
Busy/A, ACD Ans	Jennifer Marshall	01:04:42	00:00:00	00:00:00	00:02:48	00:07:49	06:22:31
S/Dut	Heather Randall	01:22:01	00:00:00	00:00:00	00:03:06	00:08:44	06:10:12
S/Dut	Victoria Turner	01:06:47	00:00:00	00:00:00	00:02:54	00:06:13	06:25:15
Busy/D, Ans	Ella Parsons	01:10:57	00:00:00	00:00:00	00:02:54	00:08:10	06:58:24
S/Dut	Yvonne McGeath	01:24:14	00:00:00	00:00:00	00:03:00	00:07:54	06:17:44
S/Dut	Emily Hodges	01:04:03	00:00:00	00:00:00	00:03:00	00:05:18	06:34:09

# Agent Activity Report (Duration)

## Real Time/Historical Report in Portal

<b>Default Report Type</b>	Call Center Agent Report
<b>Default View Style</b>	Table View
<b>Default Timeframe</b>	Real-Time

STATUS	NAME	AVAILABLE	UNAVAILABLE	WRAP UP	TALK	HOLD	STAFFED
	Tony Webster	01:19:39	00:00:00	00:00:00	00:02:55	00:07:01	05:42:00
	David Harris-Jones	01:03:33	00:00:00	00:00:00	00:02:48	00:04:56	05:07:50
	Joan Greengross	01:27:04	00:00:00	00:00:00	00:02:49	00:07:00	06:52:42
	Esther Pigeon	01:27:28	00:00:00	00:00:00	00:02:57	00:07:01	06:11:02
	Elwyn Watkins	01:10:15	00:00:00	00:00:00	00:03:00	00:09:24	05:42:56
	Julian Stewart	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	Cameron Knox	01:18:26	00:00:00	00:00:00	00:03:06	00:09:00	05:39:16
	Andrew Johnston	01:01:50	00:00:00	00:00:00	00:02:54	00:06:57	05:03:08
	Cameron Clark	00:53:15	00:00:00	00:00:00	00:03:01	00:07:18	04:58:52
	Luke Davies	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	Caroline Morrison	01:24:39	00:00:00	00:00:00	00:02:48	00:07:49	06:11:57
	Jan Newman	01:21:19	00:00:00	00:00:00	00:02:48	00:07:44	05:36:53
	Amelia Bower	00:55:36	00:00:00	00:00:00	00:02:54	00:06:48	04:43:13
	Anthony Campbell	01:01:18	00:00:00	00:00:00	00:03:39	00:05:54	04:51:11
	Simon Parsons	01:30:54	00:00:00	00:00:00	00:02:54	00:08:52	06:35:07
	Anne Hunter	01:03:40	00:00:00	00:00:00	00:02:49	00:05:24	05:08:00
	Jennifer Marshall	01:04:42	00:00:00	00:00:00	00:02:48	00:07:49	05:21:42
	Heather Randall	01:22:01	00:00:00	00:00:00	00:03:06	00:08:44	06:10:12
	Victoria Turner	01:06:47	00:00:00	00:00:00	00:02:54	00:06:13	05:25:15
	Ella Parsons	01:10:57	00:00:00	00:00:00	00:02:54	00:08:10	05:57:35
	Yvonne McGrath	01:24:14	00:00:00	00:00:00	00:03:00	00:07:54	06:17:44
	Emily Hodges	01:04:03	00:00:00	00:00:00	00:03:00	00:05:18	05:34:09
	Colin Sharp	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	Jan Bond	01:03:58	00:00:00	00:00:00	00:02:54	00:05:01	05:24:43
	Austin Hudson	00:55:39	00:00:00	00:00:00	00:02:48	00:07:50	04:37:46
		<b>26:11:17</b>	<b>00:00:00</b>	<b>00:00:00</b>	<b>00:03:39</b>	<b>02:37:07</b>	

# Agent Activity Report (Duration)

## Real-Time Agent Statuses & Icons

**Green** The corresponding agent is signed in and available to receive ACD queue calls.

**Dark Green** The corresponding agent is available and is currently being offered a queue call or being alerted by a direct internal or DDI trunk call.

**Red** The agent is busy on an answered ACD queue call.

**Light Red** The agent is busy on a non-ACD call. The call is either an outbound call actually made by the agent, an inbound DDI call, or an inbound internal call made directly to the device that the agent is currently signed in at

**Blue** The agent is either in the Not-Available or ACD-DND state, because they are currently unavailable to receive ACD queue calls whilst they were doing non call center specific tasks like receiving training, being on a break, etc.

**Yellow** The ACD agent is in the Wrap-Up ACD state, because they are currently unavailable to receive ACD queue calls whilst they complete clerical tasks associated with the previous caller.

**Dimmed Text** The agent is currently signed out.

Note that when the "Calculate ACD Stats Only For Agents Signed Into The Specified Group(s)" setting is checked on within the Advanced tab of the Report Properties window and one or more queues are being used to filter the report by, then ACD agents that are not currently signed into those groups will also be displayed using dimmed text.

The field displays an icon depicting the combined call & ACD state at the corresponding agent. When the mouse pointer is floated over the value, then a tooltip is displayed showing a longer description for the ACD state also including an additional description of the status of the device that the agent is currently signed into.

This column is only displayed when the report style is run for the "Real-Time" date/time option. The column is automatically hidden when the report is run for any other date/time option. The different icons displayed are as follows:



The agent is currently signed out.



The corresponding agent is signed in and available to receive ACD queue contacts.



The corresponding agent is available and is currently being offered a queue call or being alerted by a direct internal or DDI trunk call.



The agent is busy on an answered call.



The agent is off hook, probably because they are just beginning to make a new outbound call.



The agent is off hook at the same time that an alerting call is also currently waiting to be answered at the device they are signed in at.



The agent is off hook at the same time that a call is held at the device they are signed in at.



The agent is making an outbound call, which is not answered yet at the distant end.



The agent has a call held at the device they are currently signed in at.



The agent is in the Not-Available state because they are currently unavailable to receive ACD queue calls whilst they were doing non call center specific tasks like receiving training, being on a break, etc.



The agent is in ACD-DND state, because they are currently unavailable to receive ACD queue calls whilst they were doing non call center specific tasks like receiving training, being on a break, etc. When an agent transitions into ACD-DND state, the corresponding extension device they are actually signed into also has their do-not-disturb (DND) feature turned on.



The ACD agent is in the Wrap-Up ACD state, because they are currently unavailable to receive ACD queue calls whilst they complete clerical tasks associated with the previous caller.

# Agent Activity Detail Report

The report provides details related to the activity of agent(s) including all State, Disposition, and Call activity.

## Default Report Metrics

Report Metric	Field Type	Description
Status	Status Change Icon	Displays an icon depicting the corresponding ACD or DND status change operation performed at the corresponding device.
Agent Name	ACD Agent Name	The description of the ACD agent. This is description that is configured against the agent by the administrator. Example: "John Smith".
Activity Time	Change Time	Displays the time that the ACD status change actually occurred at. This normally shows exactly the same time as the value specified in the "Entry Time" column. However, for the ACD status entries automatically created at the beginning of every day for agents that remained previously signed in, the value shows the time that the corresponding agent last changed ACD status. Similar to the "Entry Time" column, the value is displayed in a format relative to the time zone specifically set by the administrator against the partition (tenant) configuration entry that the involved devices reside within.
Activity Type	Status Change (Description)	<p><b>DND On</b> - The extension device turned their DND (do-not-disturb) feature on, making the extension unavailable to receive calls.</p> <p><b>DND Off</b> - The extension device turned their DND (do-not-disturb) feature off, making the extension available to receive inbound calls.</p> <p><b>S/In</b> - The ACD agent signed into the corresponding device.</p> <p><b>S/Out</b> - The ACD agent signed out of the corresponding device.</p>
Not Available State	Not-Available Code Description	This field only contains a value in BroadSoft Broad Works telephony environments for signed-in ACD agents assigned the call center Standard or Premium license. The field shows the description of the ACD Not-Available reason code specified by the corresponding ACD agent when their summary state was Not-Available at the time that the corresponding ACD / DND Activity Log entry was generated. This is the description configured against the corresponding account code by the administrator, e.g. "On Vacation". An empty value is displayed for account codes where the application administrator has not configured a description against the corresponding code.
DND State	DND Status	Displays "On" to indicate the DND (do-not-disturb) feature was turned on for the extension the ACD/DND operation was performed at, making that extension unavailable to receive calls. The field displays "Off" when the extension device had the DND feature turned off, which would make them available to receive inbound calls.
Queue	Hunt Group Name	Shows which queue the agent is currently signed into. The description associated against the queues that the ACD operation was performed at, if specified by the telephone system. This is the description configured against the <u>queue</u> by the administrator. Example: "Car Claims Group".

# Agent Activity Detail Report

## Default Report Metrics

Report Metric	Field Type	Description
Call Type	Summary ACD State	<p><b>S/Out</b> - The ACD agent is signed out completely.</p> <p><b>Avail</b> - The ACD agent is available to take ACD calls.</p> <p><b>Alert/A</b> - The agent is in the "Alerting (ACD)" state, because an ACD call is being offered to the ACD agent.</p> <p><b>Alert/O</b> - The agent is in the "Alerting (Other)" state, because a non ACD call is alerting the ACD agent.</p> <p><b>Busy/A</b> - The ACD agent is in the "Busy (ACD)" state because they are currently on an answered ACD call.</p> <p><b>Busy/O</b> - The ACD agent is in the "Busy (Other)" state because they are currently on an answered non ACD call such as a direct internal or DDI trunk call. Alternatively, the agent is busy on an outbound trunk or internal call.</p> <p><b>Busy/S</b> - The ACD agent is in the "Busy (Supervisor)" state because they are on a call to/from the ACD group supervisor.</p> <p><b>ACD-DND</b> - The agent is in the ACD-DND state, which makes them unavailable to receive ACD calls whilst they are doing non call center specific tasks like receiving training, being on a break, etc. When an agent transitions into ACD-DND state, the corresponding extension device they are actually signed into also has their do-not-disturb (DND) feature turned on.</p> <p><b>N/A</b> - The agent is in the Not-Available ACD state without a Not-Available reason code having been specified. The Not-Available ACD state makes the corresponding agent unavailable to receive ACD calls whilst they are doing non call center specific tasks like receiving training, being on a break, etc.</p> <p><b>W/U</b> - The ACD agent is in the Wrap-Up ACD state, which makes them unavailable to receive ACD calls whilst they complete clerical tasks associated with the previous caller.</p>

# Agent Activity Detail Report

## Download & Scheduled PDF Report

<b>Default Report Type</b>	Agent / DND Activity Log
<b>Default View Style</b>	Table View
<b>Default Timeframe</b>	Real-Time

### Report Summary Information

<b>Report Description:</b>	ECCR Agent Reports Agent Activity Detail
<b>Run For Duration:</b>	Real-Time (Print Snapshot Taken At Tue Sep 24, 2024 08:54:37 AM BST Local Time)
<b>Report Type/Style:</b>	Agent / DND Activity Log
<b>Run By User:</b>	colin.gill@akixi.com
<b>Filter Options:</b>	Tel Server='Demonstration Server', Partitions='Sunshine Desserts', ACDAgent(s)='101234567117'
<b>Total Rows:</b>	250 Row(s)

### Detailed Report Fields/Statistics

Status	Agent Name	Activity Time	Activity Type	Not Available State	DND State	Queue	Call Type
S/in	Tony Webster	23:11:45	S/in		Off	Sales	Alert/A
S/in	Tony Webster	23:11:45	S/in		Off	Customer Services	Alert/A
Alt/Call/A	Tony Webster	23:59:46	Alt/Call/A		Off		Alert/A
S/in	Joan Greengross	23:55:58	S/in		Off	Sales	Busy/A
S/in	Joan Greengross	23:55:58	S/in		Off	Customer Services	Busy/A
Busy/Call/A	Joan Greengross	23:59:04	Busy/Call/A		Off		Busy/A
S/in	Cameron Knox	23:55:28	S/in		Off	Customer Services	Busy/A
Busy/Call/A	Cameron Knox	23:58:16	Busy/Call/A		Off		Busy/A
S/in	Andrew Johnston	23:52:51	S/in		Off	Customer Services	Asal
Asal	Andrew Johnston	23:59:52	Asal		Off		Asal
S/in	Cameron Clark	23:55:40	S/in		Off	Customer Services	Alert/A
Alt/Call/A	Cameron Clark	23:59:58	Alt/Call/A		Off		Alert/A
S/in	Luke Davies	23:59:58	S/in		Off	Customer Services	Asal
Asal	Luke Davies	23:59:58	Asal		Off		Asal
S/in	Caroline Morrison	23:42:09	S/in		Off	Customer Services	Asal
Asal	Caroline Morrison	23:59:34	Asal		Off		Asal
S/in	Jan Newman	23:56:22	S/in		Off	Customer Services	Alert/A
Alt/Call/A	Jan Newman	23:59:58	Alt/Call/A		Off		Alert/A
S/in	Anthony Campbell	23:36:33	S/in		Off	Customer Services	Busy/A
Busy/Call/A	Anthony Campbell	23:59:34	Busy/Call/A		Off		Busy/A
S/in	Simon Parsons	23:38:45	S/in		Off	Customer Services	Asal
Asal	Simon Parsons	23:59:58	Asal		Off		Asal
S/in	Anna Hunter	23:30:09	S/in		Off	Customer Services	Asal
Asal	Anna Hunter	23:59:46	Asal		Off		Asal
S/in	Jennifer Marshall	23:53:09	S/in		Off	Customer Services	Asal
Asal	Jennifer Marshall	23:59:52	Asal		Off		Asal
S/in	Heather Randall	23:12:33	S/in		Off	Customer Services	Alert/D
Alt/Call/D	Heather Randall	23:59:46	Alt/Call/D		Off		Alert/D
S/in	Victoria Turner	23:26:15	S/in		Off	Customer Services	Busy/A
Busy/Call/A	Victoria Turner	23:59:46	Busy/Call/A		Off		Busy/A
S/in	Yvonne McGrath	23:51:51	S/in		Off	Tech Support	Asal
S/in	Yvonne McGrath	23:51:51	S/in		Off	Customer Services	Asal
Asal	Yvonne McGrath	23:59:52	Asal		Off		Asal
S/in	Jan Bond	23:33:03	S/in		Off	Tech Support	Alert/D
S/in	Jan Bond	23:33:03	S/in		Off	Customer Services	Alert/D
Alt/Call/D	Jan Bond	23:59:52	Alt/Call/D		Off		Alert/D
S/in	Audlin Hudson	23:32:51	S/in		Off	Tech Support	Busy/A
S/in	Audlin Hudson	23:32:51	S/in		Off	Customer Services	Busy/A
Busy/Call/A	Audlin Hudson	23:59:10	Busy/Call/A		Off		Busy/A
Busy/Call/A	Tony Webster	00:00:04	Busy/Call/A		Off		Busy/A
Asal	Cameron Knox	00:00:04	Asal		Off		Asal
Asal	Jan Newman	00:00:10	Asal		Off		Asal
Alt/Call/A	Anna Hunter	00:00:10	Alt/Call/A		Off		Alert/A
Busy/Call/A	Cameron Clark	00:00:10	Busy/Call/A		Off		Busy/A
Alt/Call/A	Andrew Johnston	00:00:10	Alt/Call/A		Off		Alert/A
Asal	Jan Bond	00:00:10	Asal		Off		Asal
Busy/Call/A	Jan Bond	00:00:10	Busy/Call/A		Off		Busy/A
Busy/Call/D	Andrew Johnston	00:00:16	Busy/Call/D		Off		Busy/D
Asal	Anna Hunter	00:00:22	Asal		Off		Asal
Alt/Call/A	Yvonne McGrath	00:00:22	Alt/Call/A		Off		Alert/A
Alt/Call/A	Luke Davies	00:00:22	Alt/Call/A		Off		Alert/A
S/Out	Jan Newman	00:00:28	S/Out		Off	Customer Services	S/Out
Busy/Call/D	Heather Randall	00:00:28	Busy/Call/D		Off		Busy/D
S/Out	Caroline Morrison	00:00:34	S/Out		Off	Customer Services	S/Out
S/in	Elsayn Watkins	00:00:34	S/in		Off	Sales	Alert/D
S/in	Elsayn Watkins	00:00:34	S/in		Off	Customer Services	Alert/D
Asal	Audlin Hudson	00:00:34	Asal		Off		Asal
Asal	Luke Davies	00:00:34	Asal		Off		Asal
Alt/Call/A	Simon Parsons	00:00:34	Alt/Call/A		Off		Alert/A
S/in	David Harris-Jones	00:00:40	S/in		Off	Sales	Asal
S/in	David Harris-Jones	00:00:40	S/in		Off	Customer Services	Asal
Busy/Call/A	Yvonne McGrath	00:00:40	Busy/Call/A		Off		Busy/A

# Agent Activity Detail Report

Real Time/Historical Report in Portal	
Default Report Type	Agent / DND Activity Log
Default View Style	Table View
Default Timeframe	Real-Time

STATUS	AGENT NAME	ACTIVITY TIME	ACTIVITY TYPE	NOT AVAILABLE STATE	DND STATE	QUEUE	CALL TYPE
	Tony Webster	23:11:45	S/In		Off	Sales	Alert/A
	Tony Webster	23:11:45	S/In		Off	Customer Services	Alert/A
	Tony Webster	23:59:46	Alrt(Call)/A		Off		Alert/A
	Joan Greengross	23:55:58	S/In		Off	Sales	Busy/A
	Joan Greengross	23:55:58	S/In		Off	Customer Services	Busy/A
	Joan Greengross	23:59:04	Busy(Call)/A		Off		Busy/A
	Cameron Knox	23:55:28	S/In		Off	Customer Services	Busy/A
	Cameron Knox	23:58:16	Busy(Call)/A		Off		Busy/A
	Andrew Johnston	23:52:51	S/In		Off	Customer Services	Avail
	Andrew Johnston	23:59:52	Avail		Off		Avail
	Cameron Clark	23:55:40	S/In		Off	Customer Services	Alert/A
	Cameron Clark	23:59:58	Alrt(Call)/A		Off		Alert/A
	Luke Davies	23:59:58	S/In		Off	Customer Services	Avail
	Luke Davies	23:59:58	Avail		Off		Avail
	Caroline Morrison	23:42:09	S/In		Off	Customer Services	Avail
	Caroline Morrison	23:59:34	Avail		Off		Avail
	Jan Newman	23:56:22	S/In		Off	Customer Services	Alert/A
	Jan Newman	23:59:58	Alrt(Call)/A		Off		Alert/A
	Anthony Campbell	23:36:33	S/In		Off	Customer Services	Busy/A
	Anthony Campbell	23:59:34	Busy(Call)/A		Off		Busy/A
	Simon Parsons	23:38:45	S/In		Off	Customer Services	Avail
	Simon Parsons	23:59:58	Avail		Off		Avail
	Anne Hunter	23:30:09	S/In		Off	Customer Services	Avail
	Anne Hunter	23:59:46	Avail		Off		Avail
	Jennifer Marshall	23:53:09	S/In		Off	Customer Services	Avail
	Jennifer Marshall	23:59:52	Avail		Off		Avail
	Heather Randall	23:12:33	S/In		Off	Customer Services	Alert/O
	Heather Randall	23:59:46	Alrt(Call)/O		Off		Alert/O
	Victoria Turner	23:26:15	S/In		Off	Customer Services	Busy/A
	Victoria Turner	23:59:46	Busy(Call)/A		Off		Busy/A
	Yvonne McGrath	23:51:51	S/In		Off	Tech Support	Avail

## Agent Status Change Icon

Displays an icon depicting the corresponding ACD or DND status change operation performed at the corresponding device. The different icons displayed are as follows:

- The extension device turned their DND (do-not-disturb) feature on, making the extension unavailable to receive calls.
- The extension device turned their DND (do-not-disturb) feature off, making the extension available to receive inbound calls.
- The ACD agent signed into the corresponding device.
- The ACD agent signed out of the corresponding device.
- The ACD agent became available to take ACD calls.
- The ACD agent answered a call and became busy.
- The ACD agent entered into the Not-Available ACD state, which made them unavailable to receive ACD calls whilst they were doing non call center specific tasks like receiving training, being on a break, etc.
- The ACD agent entered into the Wrap-Up ACD state, which made them unavailable to receive ACD calls whilst they completed clerical tasks associated with the previous caller. This ACD state is not supported on the Panasonic TDA/NCP telephone system platform.

# Agent Summary Report (Call Summary)

The report provides details related to the activity of agent(s) including all State, Disposition, and Call activity.

## Default Report Metrics

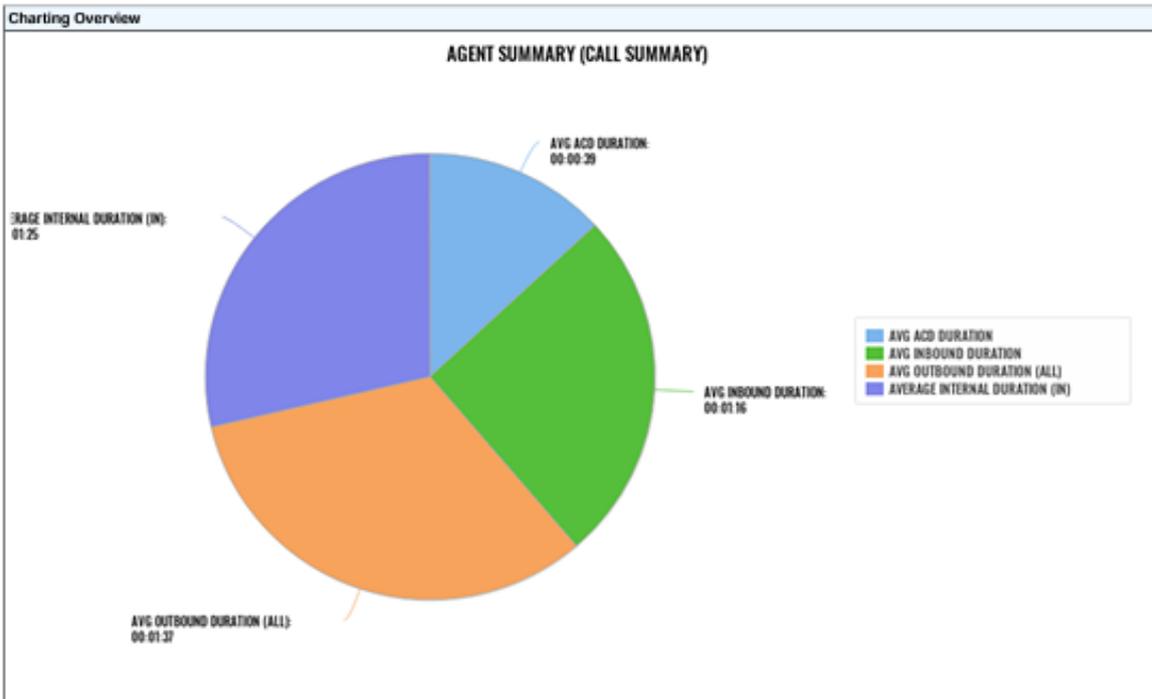
Report Metric	Field Type	Description
<b>Status</b>	ACD State Icon	<p>The field displays an icon depicting the combined call &amp; ACD state at the corresponding agent. When the mouse pointer is floated over the value, then a tooltip is displayed showing a longer description for the ACD state also including an additional description of the status of the device that the agent is currently signed into.</p> <p>This column is only displayed when the report style is run for the "Real-Time" date/time option. The column is automatically hidden when the report is run for any other date/time option.</p>
<b>Name</b>	ACD Agent Name	The description of the ACD agent. This is description that is configured against the agent by the administrator. Example: "John Smith".
<b>Avg ACD Duration</b>	Avg ACD Call Time (In)	The average overall duration (including ring & talk time) of all external inbound ACD calls.
<b>Avg Inbound Duration</b>	Avg Non-ACD Call Time (In)	The average overall duration (including ring & talk time) of all external inbound Non-ACD calls.
<b>Avg Outbound Duration (All)</b>	Avg Call Time (Out)	The average overall duration (including ring & talk time) of all outbound calls made by the corresponding ACD agent. Note that this field displays the value "[Unlicensed]" when the "Akixi 2000", "Enterprise" or "Call Center Supervisor" license capability isn't available
<b>Average Internal Duration (In)</b>	Avg Internal Call Time (In)	The average overall duration (including ring & talk time) of all internal inbound calls.

# Agent Summary Report (Call Summary)

## Download & Scheduled PDF Report

<b>Default Report Type</b>	Call Center Agent Report
<b>Default View Style</b>	2D Pie Chart + Table View
<b>Default Timeframe</b>	Real-Time

Report Summary Information	
Report Description:	ECCR Agent Reports Agent Summary (Call Summary)
Run For Duration:	Real-Time (Print Snapshot Taken At Tue Sep 24, 2024 08:55:53 AM BST Local Time)
Report Type/Style:	Call Center Agent Report
Run By User:	colin.gill@akixi.com
Filter Options:	Tel Server='Demonstration Server'
Sorted By:	[No Field Sorting Configured - Using Default Row Ordering]
Total Rows:	25 Row(s)



**Detailed Report Fields/Statistics**

Status	Name	Avg ACD Duration	Avg Inbound Duration	Avg Outbound Duration (All)	Average Internal Duration (in)
S/Out	Tony Webster	00:00:45	00:01:18	00:01:40	00:02:24
Alert/O, Alert/Qng	David Harris-Jones	00:00:31	00:01:20	00:01:45	00:01:21
S/Out	Joan Greengross	00:00:36	00:01:16	00:01:48	00:00:31
S/Out	Esther Pigeon	00:00:40	00:01:18	00:01:57	00:01:45
S/Out	Elwyn Watkins	00:00:37	00:01:01	00:01:31	00:01:40
S/Out	Julian Stewart	00:00:40	00:01:20	00:01:28	00:01:28
Avail, Idle	Cameron Knox	00:00:45	00:01:07	00:01:30	00:01:06
Busy/A, ACD Ans	Andrew Johnston	00:00:38	00:01:18	00:01:53	00:01:18
S/Out	Cameron Clark	00:00:40	00:01:13	00:01:38	00:01:20
S/Out	Luke Davies	00:00:34	00:01:29	00:01:29	00:00:42
Alert/A, Alert/Qng(ACD)	Caroline Morrison	00:00:39	00:01:09	00:01:29	00:01:05
S/Out	Jan Newman	00:00:37	00:01:23	00:01:40	00:01:40
Avail, Idle	Amelia Bower	00:00:39	00:01:41	00:01:33	00:01:31
S/Out	Anthony Campbell	00:00:37	00:01:21	00:01:32	00:01:48
Alert/O, Alert/Qng	Simon Parsons	00:00:41	00:01:09	00:01:38	00:01:19
Avail, Idle	Anne Hunter	00:00:34	00:01:28	00:01:29	00:01:24
Avail, Idle	Jennifer Marshall	00:00:27	00:01:33	00:01:44	00:01:51

# Agent Summary Report (Call Summary)

## Real Time/Historical Report in Portal

<b>Default Report Type</b>	Call Center Agent Report
<b>Default View Style</b>	Table View
<b>Default Timeframe</b>	Real-Time

STATUS	NAME	AVG ACD DURATION	AVG INBOUND DURATION	AVG OUTBOUND DURATION (ALL)	AVERAGE INTERNAL DURATION (IN)
	Tony Webster	00:00:45	00:01:18	00:01:40	00:02:24
	David Harris-Jones	00:00:31	00:01:20	00:01:45	00:01:21
	Joan Greengross	00:00:36	00:01:16	00:01:48	00:00:31
	Esther Pigeon	00:00:40	00:01:18	00:01:57	00:01:45
	Elwyn Watkins	00:00:37	00:01:01	00:01:31	00:01:40
	Julian Stewart	00:00:40	00:01:20	00:01:28	00:01:28
	Cameron Knox	00:00:45	00:01:03	00:01:30	00:01:06
	Andrew Johnston	00:00:38	00:01:18	00:01:53	00:01:18
	Cameron Clark	00:00:40	00:01:13	00:01:38	00:01:20
	Luke Davies	00:00:34	00:01:29	00:01:29	00:00:42
	Caroline Morrison	00:00:39	00:01:09	00:01:29	00:01:05
	Jan Newman	00:00:37	00:01:23	00:01:40	00:01:40
	Amelia Bower	00:00:38	00:01:41	00:01:33	00:01:31
	Anthony Campbell	00:00:37	00:01:21	00:01:32	00:01:48
	Simon Parsons	00:00:41	00:01:09	00:01:38	00:01:19
	Anne Hunter	00:00:35	00:01:28	00:01:29	00:01:24
	Jennifer Marshall	00:00:27	00:01:33	00:01:44	00:01:51
	Heather Randall	00:00:39	00:01:05	00:01:35	00:01:39
	Victoria Turner	00:00:52	00:01:15	00:01:42	00:02:03
	Ella Parsons	00:00:38	00:01:15	00:01:31	00:01:09
	Yvonne McGrath	00:00:41	00:01:07	00:01:33	00:00:59
	Emily Hodges	00:00:35	00:01:10	00:00:58	00:01:14
	Colin Sharp	00:00:43	00:01:19	00:01:43	00:01:01
	Jan Bond	00:00:52	00:01:08	00:01:52	00:01:33
	Austin Hudson	00:00:38	00:01:14	00:01:44	00:01:44
		00:00:39	00:01:16	00:01:37	00:01:25

Agent Summary (Call Summary)

Off +

# Agent Summary Report (Call Summary)

## Real-Time Agent Statuses & Icons

**Green** The corresponding agent is signed in and available to receive ACD queue calls.

**Dark Green** The corresponding agent is available and is currently being offered a queue call or being alerted by a direct internal or DDI trunk call.

**Red** The agent is busy on an answered ACD queue call.

**Light Red** The agent is busy on a non-ACD call. The call is either an outbound call actually made by the agent, an inbound DDI call, or an inbound internal call made directly to the device that the agent is currently signed in at

**Blue** The agent is either in the Not-Available or ACD-DND state, because they are currently unavailable to receive ACD queue calls whilst they were doing non call center specific tasks like receiving training, being on a break, etc.

**Yellow** The ACD agent is in the Wrap-Up ACD state, because they are currently unavailable to receive ACD queue calls whilst they complete clerical tasks associated with the previous caller.

**Dimmed Text** The agent is currently signed out.

Note that when the "Calculate ACD Stats Only For Agents Signed Into The Specified Group(s)" setting is checked on within the Advanced tab of the Report Properties window and one or more queues are being used to filter the report by, then ACD agents that are not currently signed into those groups will also be displayed using dimmed text.

The field displays an icon depicting the combined call & ACD state at the corresponding agent. When the mouse pointer is floated over the value, then a tooltip is displayed showing a longer description for the ACD state also including an additional description of the status of the device that the agent is currently signed into.

This column is only displayed when the report style is run for the "Real-Time" date/time option. The column is automatically hidden when the report is run for any other date/time option. The different icons displayed are as follows:



The agent is currently signed out.



The corresponding agent is signed in and available to receive ACD queue contacts.



The corresponding agent is available and is currently being offered a queue call or being alerted by a direct internal or DDI trunk call.



The agent is busy on an answered call.



The agent is off hook, probably because they are just beginning to make a new outbound call.



The agent is off hook at the same time that an alerting call is also currently waiting to be answered at the device they are signed in at.



The agent is off hook at the same time that a call is held at the device they are signed in at.



The agent is making an outbound call, which is not answered yet at the distant end.



The agent has a call held at the device they are currently signed in at.



The agent is in the Not-Available state because they are currently unavailable to receive ACD queue calls whilst they were doing non call center specific tasks like receiving training, being on a break, etc.



The agent is in ACD-DND state, because they are currently unavailable to receive ACD queue calls whilst they were doing non call center specific tasks like receiving training, being on a break, etc. When an agent transitions into ACD-DND state, the corresponding extension device they are actually signed into also has their do-not-disturb (DND) feature turned on.



The ACD agent is in the Wrap-Up ACD state, because they are currently unavailable to receive ACD queue calls whilst they complete clerical tasks associated with the previous caller.

# Agent Summary Report (Activity Summary)

The report provides information about the number of calls handled by agents, reported by call type.

## Default Report Metrics

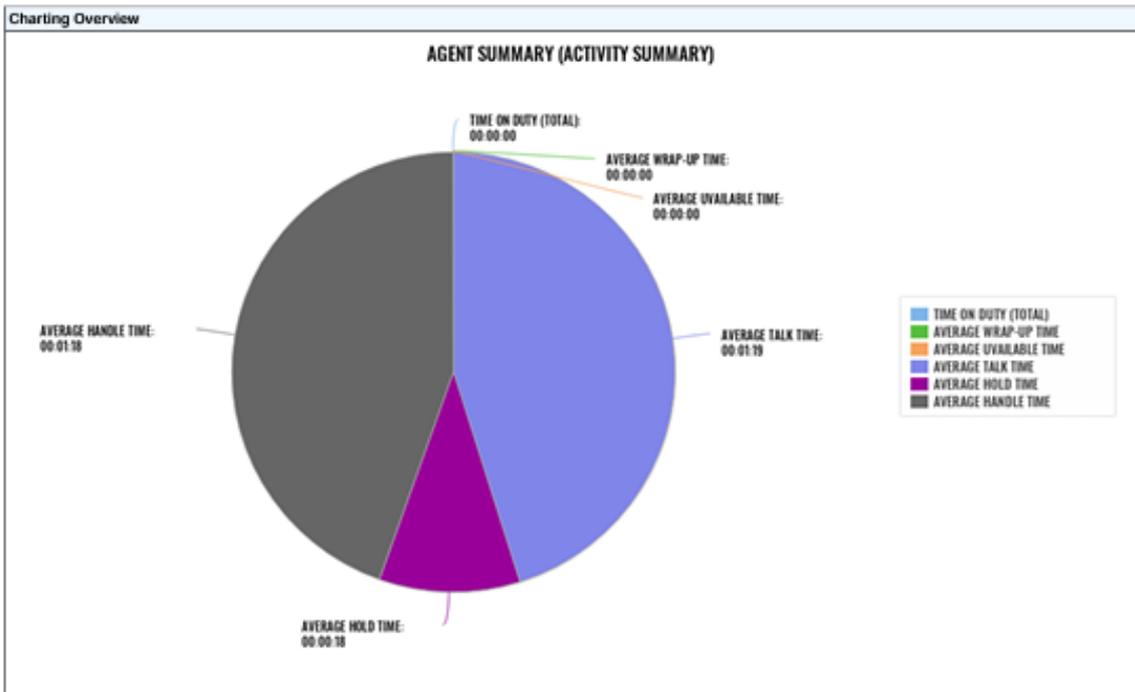
Report Metric	Field Type	Description
<b>Status</b>	ACD State Icon	<p>The field displays an icon depicting the combined call &amp; ACD state at the corresponding agent. When the mouse pointer is floated over the value, then a tooltip is displayed showing a longer description for the ACD state also including an additional description of the status of the device that the agent is currently signed into.</p> <p>This column is only displayed when the report style is run for the "Real-Time" date/time option. The column is automatically hidden when the report is run for any other date/time option.</p>
<b>Name</b>	ACD Agent Name	The description of the ACD agent. This is description that is configured against the agent by the administrator. Example: "John Smith".
<b>Time On Duty (Total)</b>	Time on Duty (Total)	<p>The total cumulative duration that the agent has been signed in for throughout the entire date/time range that the corresponding report is being run against. The value includes the time associated with any ACD sign-in session performed by the agent within the report's date/time range. For agents that are currently signed in, the value also includes the time duration that the agent has been currently signed in.</p> <p>A value for this statistic is not shown for the totals row at the bottom of the report when it is run against the "Real-Time" date/time option.</p>
<b>Average Wrap-Up Time</b>	Avg Wrap-Up Time	The average duration that the corresponding agent has been in the Wrap-Up ACD state.
<b>Average Unavailable Time</b>	Avg Not-Available Time	The average duration that the corresponding agent has been in the Not-Available ACD state.
<b>Average Talk Time</b>	Avg ACD Talk Time (In)	The average talk time of all answered external inbound ACD calls. The average is calculated by taking the cumulative talk time for all answered external inbound ACD calls and dividing it by the total number of answered external inbound ACD calls.
<b>Average Hold Time</b>	Avg Held Time	The average overall held duration of all inbound & outbound calls made or received by the corresponding ACD agent. The held duration of calls specifically only includes the time when calls are placed in either the hold, system-hold, or parked states.
<b>Average Handle Time</b>	Avg Handling Time	This field calculates the approximate average call handling time for an ACD agent, specifically including ACD Wrap-Up state time for signed-in agents. The statistic's value is the average talk time for all calls, added to the average ACD agent Wrap-Up state duration time (e.g. the equivalent sum of the "Avg Talk Time" statistic added to the "Avg Wrap-Up Time" value). In general, the statistic yields an effective indication of average overall ACD call handling time when the call handling profile of the corresponding ACD agent it is to generally go into Wrap-Up immediately after processing & ending each call. If agents go into Wrap-Up state manually without taking calls or do the ACD state transition within the middle of handling a call, then this statistic will not generally give a good estimate of average ACD call handling time.

# Agent Summary Report (Activity Summary)

## Download & Scheduled PDF Report

Default Report Type	Call Center Agent Report
Default View Style	2D Pie Chart + Table View
Default Timeframe	Real-Time

Report Summary Information	
Report Description:	ECCR Agent Reports Agent Summary (Activity Summary)
Run For Duration:	Real-Time (Print Snapshot Taken At Tue Sep 24, 2024 08:57:22 AM BST Local Time)
Report Type/Style:	Call Center Agent Report
Run By User:	colin.gill@akixi.com
Filter Options:	Tel Server="Demonstration Server", Partitions="Sunshine Desserts"
Sorted By:	[No Field Sorting Configured - Using Default Row Ordering]
Total Rows:	25 Row(s)



Detailed Report Fields/Statistics							
Status	Name	Time On Duty (Total)	Average Wrap-Up Time	Average Available Time	Average Talk Time	Average Hold Time	Average Handle Time
Sr/Dut	Tony Webster	05:47:05	00:00:00	00:00:00	00:01:23	00:00:18	00:01:23
Avail, Idle	David Harris-Jones	06:22:00	00:00:00	00:00:00	00:01:06	00:00:19	00:01:13
Sr/Dut	Joan Groggins	06:12:26	00:00:00	00:00:00	00:01:23	00:00:16	00:01:20
Avail, Idle	Esther Pigeon	05:41:45	00:00:00	00:00:00	00:01:22	00:00:18	00:01:23
Busy/A, ACD Ans	Elynn Watkins	07:05:58	00:00:00	00:00:00	00:01:16	00:00:22	00:01:13
Sr/Dut	Julian Stewart	06:55:24	00:00:00	00:00:00	00:01:24	00:00:18	00:01:19
Busy/A, ACD Ans	Cameron Knox	06:38:54	00:00:00	00:00:00	00:01:22	00:00:16	00:01:16
Busy/D, Ans	Andrew Johnston	07:11:48	00:00:00	00:00:00	00:01:17	00:00:21	00:01:19
Sr/Dut	Cameron Clark	06:10:38	00:00:00	00:00:00	00:01:16	00:00:20	00:01:17
Alert/A, Akt/ Drg(ACT)	Luke Davies	06:44:08	00:00:00	00:00:00	00:01:22	00:00:15	00:01:21
Busy/A, ACD Ans	Caroline Morrison	05:11:43	00:00:00	00:00:00	00:01:19	00:00:18	00:01:14
Sr/Dut	Jan Newman	07:03:13	00:00:00	00:00:00	00:01:31	00:00:17	00:01:26
Busy/D, Ans	Amslie Bower	06:38:30	00:00:00	00:00:00	00:01:32	00:00:24	00:01:27
Sr/Dut	Anthony Campbell	06:03:31	00:00:00	00:00:00	00:01:14	00:00:13	00:01:14
Alert/A, Akt/ Drg(ACT)	Simon Parsons	06:51:42	00:00:00	00:00:00	00:01:19	00:00:18	00:01:17
Sr/Dut	Anne Hunter	06:24:01	00:00:00	00:00:00	00:01:04	00:00:15	00:01:12
Sr/Dut	Jennifer Marshall	06:51:23	00:00:00	00:00:00	00:00:55	00:00:15	00:01:10
Sr/Dut	Heather Randall	06:54:14	00:00:00	00:00:00	00:01:20	00:00:14	00:01:16
Sr/Dut	Victoria Turner	06:46:43	00:00:00	00:00:00	00:01:31	00:00:19	00:01:24
Sr/Dut	Ellie Parsons	05:40:46	00:00:00	00:00:00	00:01:15	00:00:21	00:01:17
Busy/A, ACD Ans	Yvonne McGeath	06:35:38	00:00:00	00:00:00	00:01:20	00:00:16	00:01:16

# Agent Summary Report (Activity Summary)

## Real Time/Historical Report in Portal

<b>Default Report Type</b>	Call Center Agent Report
<b>Default View Style</b>	Table View
<b>Default Timeframe</b>	Real-Time

STATUS	NAME	TIME ON DUTY (TOTAL)	AVERAGE WRAP-UP TIME	AVERAGE UNAVAILABLE TIME	AVERAGE TALK TIME	AVERAGE HOLD TIME	AVERAGE HANDLE TIME
	Tony Webster	05:47:05	00:00:00	00:00:00	00:01:23	00:00:18	00:01:23
	David Harris-Jones	06:21:40	00:00:00	00:00:00	00:01:06	00:00:19	00:01:13
	Joan Greengross	06:12:26	00:00:00	00:00:00	00:01:23	00:00:16	00:01:20
	Esther Pigeon	05:41:25	00:00:00	00:00:00	00:01:22	00:00:18	00:01:23
	Elwyn Watkins	07:05:38	00:00:00	00:00:00	00:01:16	00:00:22	00:01:13
	Julian Stewart	06:55:24	00:00:00	00:00:00	00:01:24	00:00:18	00:01:19
	Cameron Knox	06:38:34	00:00:00	00:00:00	00:01:22	00:00:16	00:01:16
	Andrew Johnston	07:11:28	00:00:00	00:00:00	00:01:17	00:00:21	00:01:18
	Cameron Clark	06:10:38	00:00:00	00:00:00	00:01:16	00:00:20	00:01:17
	Luke Davies	06:43:48	00:00:00	00:00:00	00:01:22	00:00:15	00:01:21
	Caroline Morrison	05:11:23	00:00:00	00:00:00	00:01:19	00:00:18	00:01:14
	Jan Newman	07:03:13	00:00:00	00:00:00	00:01:31	00:00:17	00:01:26
	Amelia Bower	06:38:10	00:00:00	00:00:00	00:01:32	00:00:24	00:01:27
	Anthony Campbell	06:03:31	00:00:00	00:00:00	00:01:14	00:00:13	00:01:14
	Simon Parsons	06:51:22	00:00:00	00:00:00	00:01:19	00:00:18	00:01:17
	Anne Hunter	06:24:01	00:00:00	00:00:00	00:01:04	00:00:15	00:01:12
	Jennifer Marshall	05:51:23	00:00:00	00:00:00	00:00:55	00:00:15	00:01:10
	Heather Randall	06:53:59	00:00:00	00:00:00	00:01:20	00:00:14	00:01:16
	Victoria Turner	06:46:43	00:00:00	00:00:00	00:01:31	00:00:19	00:01:24
	Ella Parsons	05:40:46	00:00:00	00:00:00	00:01:15	00:00:21	00:01:17
	Yvonne McGrath	06:35:18	00:00:00	00:00:00	00:01:20	00:00:16	00:01:16
	Emily Hodges	05:28:19	00:00:00	00:00:00	00:01:20	00:00:18	00:01:16
	Colin Sharp	06:46:31	00:00:00	00:00:00	00:01:19	00:00:19	00:01:16
	Jan Bond	06:27:27	00:00:00	00:00:00	00:01:22	00:00:23	00:01:21
	Austin Hudson	06:30:31	00:00:00	00:00:00	00:01:17	00:00:14	00:01:16
			00:00:00	00:00:00	00:01:19	00:00:18	00:01:18

# Agent Summary Report (Call Summary)

## Real-Time Agent Statuses & Icons

**Green** The corresponding agent is signed in and available to receive ACD queue calls.

**Dark Green** The corresponding agent is available and is currently being offered a queue call or being alerted by a direct internal or DDI trunk call.

**Red** The agent is busy on an answered ACD queue call.

**Light Red** The agent is busy on a non-ACD call. The call is either an outbound call actually made by the agent, an inbound DDI call, or an inbound internal call made directly to the device that the agent is currently signed in at

**Blue** The agent is either in the Not-Available or ACD-DND state, because they are currently unavailable to receive ACD queue calls whilst they were doing non call center specific tasks like receiving training, being on a break, etc.

**Yellow** The ACD agent is in the Wrap-Up ACD state, because they are currently unavailable to receive ACD queue calls whilst they complete clerical tasks associated with the previous caller.

**Dimmed Text** The agent is currently signed out.

Note that when the "Calculate ACD Stats Only For Agents Signed Into The Specified Group(s)" setting is checked on within the Advanced tab of the Report Properties window and one or more queues are being used to filter the report by, then ACD agents that are not currently signed into those groups will also be displayed using dimmed text.

The field displays an icon depicting the combined call & ACD state at the corresponding agent. When the mouse pointer is floated over the value, then a tooltip is displayed showing a longer description for the ACD state also including an additional description of the status of the device that the agent is currently signed into.

This column is only displayed when the report style is run for the "Real-Time" date/time option. The column is automatically hidden when the report is run for any other date/time option. The different icons displayed are as follows:



The agent is currently signed out.



The corresponding agent is signed in and available to receive ACD queue contacts.



The corresponding agent is available and is currently being offered a queue call or being alerted by a direct internal or DDI trunk call.



The agent is busy on an answered call.



The agent is off hook, probably because they are just beginning to make a new outbound call.



The agent is off hook at the same time that an alerting call is also currently waiting to be answered at the device they are signed in at.



The agent is off hook at the same time that a call is held at the device they are signed in at.



The agent is making an outbound call, which is not answered yet at the distant end.



The agent has a call held at the device they are currently signed in at.



The agent is in the Not-Available state because they are currently unavailable to receive ACD queue calls whilst they were doing non call center specific tasks like receiving training, being on a break, etc.



The agent is in ACD-DND state, because they are currently unavailable to receive ACD queue calls whilst they were doing non call center specific tasks like receiving training, being on a break, etc. When an agent transitions into ACD-DND state, the corresponding extension device they are actually signed into also has their do-not-disturb (DND) feature turned on.



The ACD agent is in the Wrap-Up ACD state, because they are currently unavailable to receive ACD queue calls whilst they complete clerical tasks associated with the previous caller.

# Agent Summary Report (High Water Marks)

The High-Water Marks report shows the longest amount of time spent by the agent on calls of various call types for the reporting period.

## Default Report Metrics

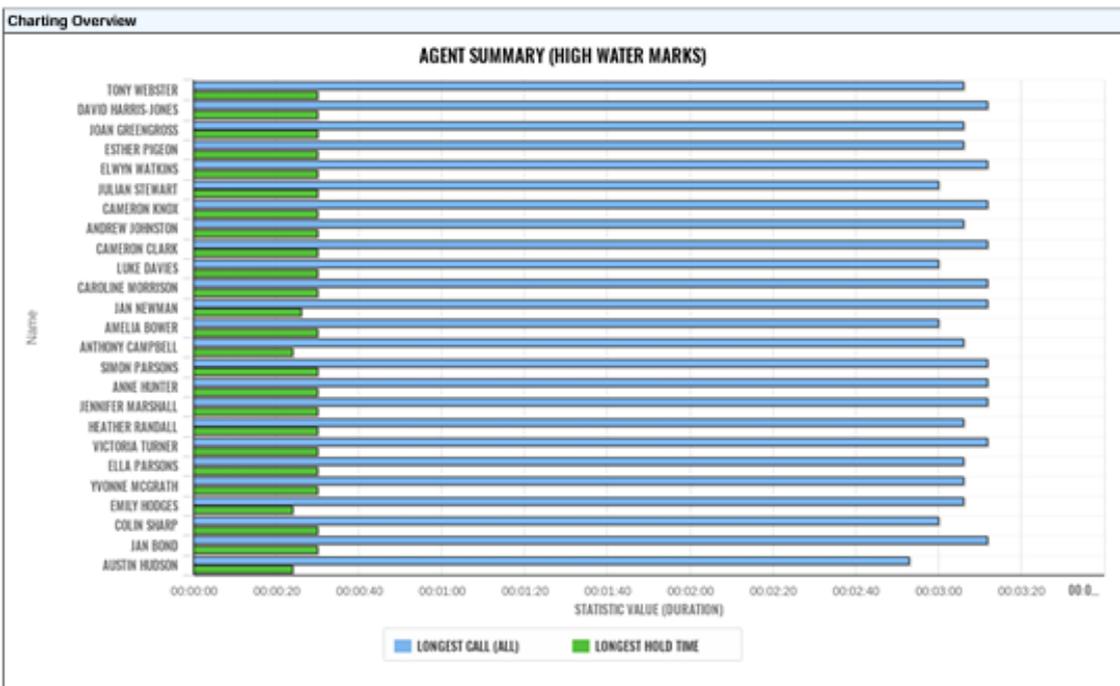
Report Metric	Field Type	Description
<b>Status</b>	ACD State Icon	<p>The field displays an icon depicting the combined call &amp; ACD state at the corresponding agent. When the mouse pointer is floated over the value, then a tooltip is displayed showing a longer description for the ACD state also including an additional description of the status of the device that the agent is currently signed into.</p> <p>This column is only displayed when the report style is run for the "Real-Time" date/time option. The column is automatically hidden when the report is run for any other date/time option.</p>
<b>Name</b>	ACD Agent Name	The description of the ACD agent. This is description that is configured against the agent by the administrator. Example: "John Smith".
<b>Longest Call (All)</b>	Max Call Time	The largest overall call duration (includes ring & talk time) across all inbound & outbound calls previously alerting at or made by the corresponding agent.
<b>Longest Hold Time</b>	Max Held Time	The largest held duration across all inbound & outbound calls previously answered at or made by the corresponding agent. The held duration of calls specifically only includes the time when calls are placed in either the hold, system-hold, or parked states.

# Agent Summary Report (High Water Marks)

## Download & Scheduled PDF Report

<b>Default Report Type</b>	Call Center Agent Report
<b>Default View Style</b>	2D Bar Chart + Table View
<b>Default Timeframe</b>	Real-Time

Report Summary Information	
<b>Report Description:</b>	ECCR Agent Reports Agent Summary (High Water Marks)
<b>Run For Duration:</b>	Real-Time (Print Snapshot Taken At Tue Sep 24, 2024 08:58:36 AM BST Local Time)
<b>Report Type/Style:</b>	Call Center Agent Report
<b>Run By User:</b>	colin.gill@akixi.com
<b>Filter Options:</b>	Tel Server='Demonstration Server', Partitions='Sunshine Desserts'
<b>Sorted By:</b>	[No Field Sorting Configured - Using Default Row Ordering]
<b>Total Rows:</b>	25 Row(s)



Detailed Report Fields/Statistics			
Status	Name	Longest Call (All)	Longest Hold Time
S/Out	Tony Webster	00:03:06	00:00:30
Alert/A, Alrt/ Qng(ACD)	David Harris-Jones	00:03:12	00:00:30
S/Out	Joan Greengross	00:03:06	00:00:30
Avail, Idle	Esther Pigeon	00:03:06	00:00:30
Busy/A, ACD Ans	Elwyn Watkins	00:03:12	00:00:30
S/Out	Julian Stewart	00:03:00	00:00:30
Busy/A, ACD Ans	Cameron Knox	00:03:12	00:00:30
Avail, Idle	Andrew Johnston	00:03:06	00:00:30
S/Out	Cameron Clark	00:03:12	00:00:30

# Agent Summary Report (High Water Marks)

Real Time/Historical Report in Portal	
Default Report Type	Call Center Agent Report
Default View Style	Table View
Default Timeframe	Real-Time

STATUS	NAME	LONGEST CALL (ALL)	LONGEST HOLD TIME
	Tony Webster	00:03:06	00:00:30
	David Harris-Jones	00:03:12	00:00:30
	Joan Greengross	00:03:06	00:00:30
	Esther Pigeon	00:03:06	00:00:30
	Elwyn Watkins	00:03:12	00:00:30
	Julian Stewart	00:03:00	00:00:30
	Cameron Knox	00:03:12	00:00:30
	Andrew Johnston	00:03:06	00:00:30
	Cameron Clark	00:03:12	00:00:30
	Luke Davies	00:03:00	00:00:30
	Caroline Morrison	00:03:12	00:00:30
	Jan Newman	00:03:12	00:00:26
	Amelia Bower	00:03:00	00:00:30
	Anthony Campbell	00:03:06	00:00:24
	Simon Parsons	00:03:12	00:00:30

# Agent Summary Report (High Water Marks)

## Real-Time Agent Statuses & Icons

**Green** The corresponding agent is signed in and available to receive ACD queue calls.

**Dark Green** The corresponding agent is available and is currently being offered a queue call or being alerted by a direct internal or DDI trunk call.

**Red** The agent is busy on an answered ACD queue call.

**Light Red** The agent is busy on a non-ACD call. The call is either an outbound call actually made by the agent, an inbound DDI call, or an inbound internal call made directly to the device that the agent is currently signed in at

**Blue** The agent is either in the Not-Available or ACD-DND state, because they are currently unavailable to receive ACD queue calls whilst they were doing non call center specific tasks like receiving training, being on a break, etc.

**Yellow** The ACD agent is in the Wrap-Up ACD state, because they are currently unavailable to receive ACD queue calls whilst they complete clerical tasks associated with the previous caller.

**Dimmed Text** The agent is currently signed out.

Note that when the "Calculate ACD Stats Only For Agents Signed Into The Specified Group(s)" setting is checked on within the Advanced tab of the Report Properties window and one or more queues are being used to filter the report by, then ACD agents that are not currently signed into those groups will also be displayed using dimmed text.

The field displays an icon depicting the combined call & ACD state at the corresponding agent. When the mouse pointer is floated over the value, then a tooltip is displayed showing a longer description for the ACD state also including an additional description of the status of the device that the agent is currently signed into.

This column is only displayed when the report style is run for the "Real-Time" date/time option. The column is automatically hidden when the report is run for any other date/time option. The different icons displayed are as follows:



The agent is currently signed out.



The corresponding agent is signed in and available to receive ACD queue contacts.



The corresponding agent is available and is currently being offered a queue call or being alerted by a direct internal or DDI trunk call.



The agent is busy on an answered call.



The agent is off hook, probably because they are just beginning to make a new outbound call.



The agent is off hook at the same time that an alerting call is also currently waiting to be answered at the device they are signed in at.



The agent is off hook at the same time that a call is held at the device they are signed in at.



The agent is making an outbound call, which is not answered yet at the distant end.



The agent has a call held at the device they are currently signed in at.



The agent is in the Not-Available state because they are currently unavailable to receive ACD queue calls whilst they were doing non call center specific tasks like receiving training, being on a break, etc.



The agent is in ACD-DND state, because they are currently unavailable to receive ACD queue calls whilst they were doing non call center specific tasks like receiving training, being on a break, etc. When an agent transitions into ACD-DND state, the corresponding extension device they are actually signed into also has their do-not-disturb (DND) feature turned on.



The ACD agent is in the Wrap-Up ACD state, because they are currently unavailable to receive ACD queue calls whilst they complete clerical tasks associated with the previous caller.

# Agent Unavailability Report (Count)

The report provides information related to the unavailability codes used by agents when setting their state to Unavailable.

 This report is an aggregation of all Agent unavailable counts. To view available codes for individual or groups of agents, this report requires filtering against the specific agents.

## Default Report Metrics

Report Metric	Field Type	Description
<b>N/A Code</b>	N/A Code	Not Available codes taken from the calling platform. The N/A codes will vary based on what is configured on the calling platform. The code list defaults to the first 10 codes configured on the calling platform. Clicking on the "modify report" menu option followed by selecting "Advanced" in the top left of the modify report dialog, then selecting the "ACD CODES" menu from the left-hand column picking/re-ordering the codes to be included in the list, if the order or subset needs to be different than the first 10 codes in order. By clicking the "Reset Codes" button the list will revert to default (first 10 codes).
<b>Historical</b>	Usage Count (Historical)	The cumulative number of times that signed-in ACD agents previously switched to Not-Available state using the corresponding Not-Available reason code. Note that this statistic is only ever incremented <u>after</u> ACD agents move out of Not-Available ACD state, i.e. when an ACD agent currently in Not-Available state changes to a different state. This is so that the average Not-Available state time (i.e. the value shown within the "Average Not-Available Time" field) for the corresponding code can be easily & consistently deduced using the "Total Not-Available Time" field divided by the code's historic usage count
<b>In Use Now</b>	Usage Count (Now)	The number of active signed-in ACD agents that are also currently in Not-Available state now using the corresponding Not-Available reason code. This column is only displayed when the report style is run for the "Real-Time" date/time option. The column is automatically hidden when the report is run for any other date/time option.

# Agent Unavailability Report (Count)

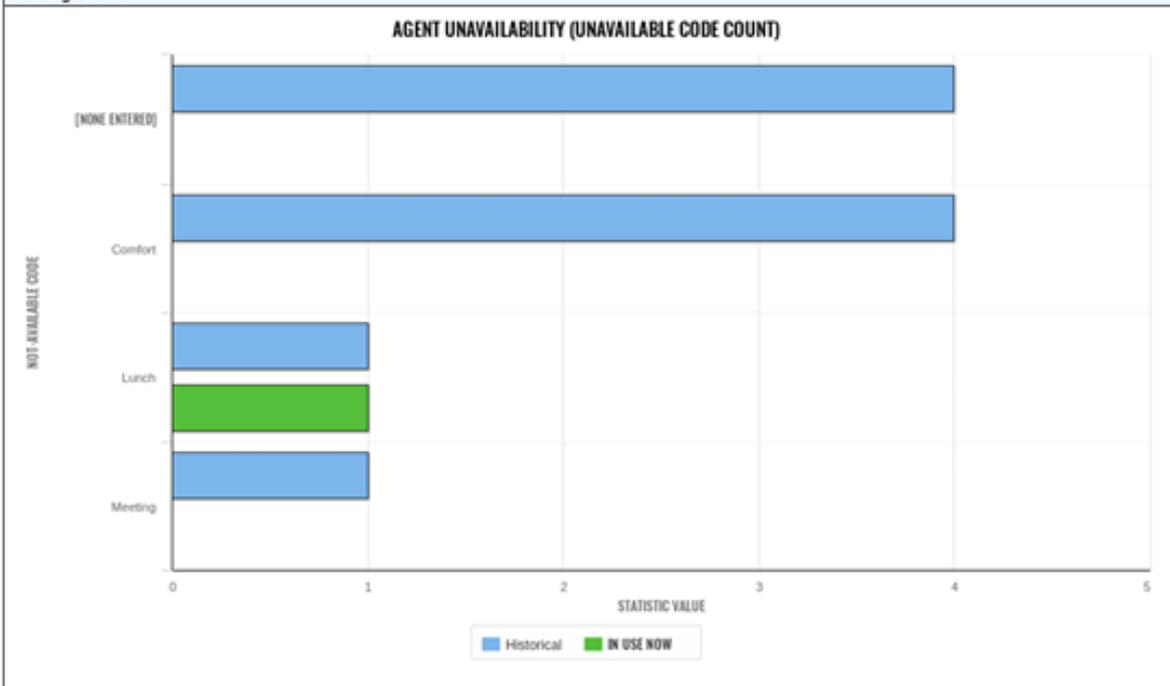
## Download & Scheduled PDF Report

<b>Default Report Type</b>	Agent N/A Code Usage
<b>Default View Style</b>	2D Bar Chart + Table View
<b>Default Timeframe</b>	Real-Time

### Report Summary Information

<b>Report Description:</b>	ECCR Agent Reports Agent Unavailability (Unavailable Code Count)
<b>Run For Duration:</b>	Real-Time (Print Snapshot Taken At Tue Sep 24, 2024 01:06:22 PM BST Local Time)
<b>Report Type/Style:</b>	Agent N/A Code Usage
<b>Run By User:</b>	colin.gill@akixi.com
<b>Filter Options:</b>	Tel Server='Akixi In-House BWKS (Product)'
<b>Sorted By:</b>	[No Field Sorting Configured - Using Default Row Ordering]
<b>Total Rows:</b>	4 Row(s)

### Charting Overview



### Detailed Report Fields/Statistics

Not-Available Code	Historical	In Use Now
[None Entered]	4	0
Comfort	4	0
Lunch	1	1
Meeting	1	0
	<b>10</b>	<b>1</b>

# Agent Unavailability Report (Count)

## Real Time/Historical Report in Portal

Default Report Type	Agent N/A Code Usage
Default View Style	Table View
Default Timeframe	Real-Time

N/A CODE ▲	HISTORICAL	IN USE NOW
[None Entered]	4	0
Comfort	4	0
Lunch	1	1
Meeting	1	0
	10	1

### Real-time N/A state

Blue - One or more ACD agents is/are currently in Not-Available state using the corresponding reason code.

# Agent Unavailability Report (Durations)

The report provides information related to the unavailability codes used by agents when setting their state to *Unavailable*.

## Default Report Metrics

Report Metric	Field Type	Description
Status	ACD State Icon	<p>The field displays an icon depicting the combined call &amp; ACD state at the corresponding agent. When the mouse pointer is floated over the value, then a tooltip is displayed showing a longer description for the ACD state also including an additional description of the status of the device that the agent is currently signed into.</p> <p>This column is only displayed when the report style is run for the "Real-Time" date/time option. The column is automatically hidden when the report is run for any other date/time option.</p>
Name	ACD Agent Name	The description of the ACD agent. This is description that is configured against the agent by the administrator. Example: "John Smith".
N/A None	N/A None	The average duration that the corresponding agent has been in Not-Available ACD state where no reason code has been specified. ACD Not-Available reason codes are only supported for BroadSoft Broad Works telephony environments using ACD agents assigned the call center Standard or Premium license. The statistic displays zero duration for all other telephone systems.
N/A xxx	N/A xxx	These statistics display the average duration that the corresponding agent has been in the report's 10 predefined ACD Not-Available reason code states. Each statistic shows the average duration that the agent has been in Not-Available ACD state where a reason code was specified, which is also currently configured against the report within the ACD Codes tab's correspondingly numbered ACD Not-Available code statistic setting (i.e. the 1st "Not-Available Code 01" setting for the "Avg N/A Code No 01 Time" statistic, the second "Not-Available Code 02" setting for the "Avg N/A Code No 02 Time" statistic, etc.). The statistic's name/description automatically changes to include corresponding reason code setting value actually configured against the report within the ACD Codes tab, e.g., "Avg N/A 'Customer' Time" when "Customer" is the actual code value specified for the associated report setting. Note that ACD Not-Available reason codes are only supported for BroadSoft Broad Works telephony environments using ACD agents assigned the call center Standard or Premium license. The statistics displays zero on all other telephone systems. A value of zero is also shown when no ACD Not-Available reason code is defined against the statistic variant number within the ACD Codes tab (i.e., when the correspondingly numbered statistic setting is configured as "[Not Defined]").

# Agent Unavailability Report (Durations)

## Download & Scheduled PDF Report

<b>Default Report Type</b>	Call Center Agent Report
<b>Default View Style</b>	2D Bar Chart + Table View
<b>Default Timeframe</b>	Real-Time

**Report Summary Information**

<b>Report Description:</b>	ECCR Agent Reports Agent Unavailability (Unavailable Code Duration)
<b>Run For Duration:</b>	Real-Time (Print Snapshot Taken At Tue Sep 24, 2024 01:14:53 PM BST Local Time)
<b>Report Type/Style:</b>	Call Center Agent Report
<b>Run By User:</b>	colin.gill@akixi.com
<b>Filter Options:</b>	Tel Server="Demonstration Server"
<b>Sorted By:</b>	[No Field Sorting Configured - Using Default Row Ordering]
<b>Total Rows:</b>	25 Row(s)

**Charting Overview**

### AGENT UNAVAILABILITY (UNAVAILABLE CODE DURATION)

■	TOT N/A [NONE] TIME	■	TOT N/A [OTHER] TIME	■	TOT N/A '1001' TIME	■	TOT N/A '1002' TIME	■	TOT N/A '1003' TIME	■	TOT N/A '1004' TIME
■	TOT N/A 'NULL' TIME	■	TOT N/A CODE NO 06 TIME	■	TOT N/A CODE NO 07 TIME	■	TOT N/A CODE NO 08 TIME	■	TOT N/A CODE NO 09 TIME		
■	TOT N/A CODE NO 10 TIME										

**Detailed Report Fields/Statistics**

Status	Name	Tot N/A [None] Time	Tot N/A [Other] Time	Tot N/A '1001' Time	Tot N/A '1002' Time	Tot N/A '1003' Time	Tot N/A '1004' Time	Tot N/A 'Null' Time	Tot N/A Code No 06 Time	Tot N/A Code No 07 Time	Tot N/A Code No 08 Time	Tot N/A Code No 09 Time	Tot N/A Code No 10 Time
S/Out	Tony Webster	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
S/Idle	David Harris-Jones	00:00:00	00:01:01	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
S/Out	Joan Greengross	00:00:00	00:01:16	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
S/Out	Esther Pigeon	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Avail, Idle	Elwyn Watkins	00:00:00	00:01:40	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00

# Agent Unavailability Report (Durations)

## Real Time/Historical Report in Portal

<b>Default Report Type</b>	Call Center Agent Report
<b>Default View Style</b>	Table View
<b>Default Timeframe</b>	Real-Time

STATUS	NAME	N/A NONE	N/A OTHER	1001	1002	1003	1004	NULL	N/A CODE06	N/A CODE07	N/A CODE08	N/A CODE09	N/A CODE10
	Tony Webster	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	David Harris-Jones	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	Joan Greengross	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	Esther Pigeon	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	Elwyn Watkins	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	Julian Stewart	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	Cameron Knox	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	Andrew Johnston	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	Cameron Clark	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	Luke Davies	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	Caroline Morrison	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	Jan Newman	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	Amelia Bower	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	Anthony Campbell	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	Simon Parsons	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	Anne Hunter	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	Jennifer Marshall	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	Heather Randall	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	Victoria Turner	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	Ella Parsons	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	Yvonne McGrath	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	Emily Hodges	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	Colin Sharp	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	Jan Bond	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	Austin Hudson	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00

# Agent Unavailability Report (Durations)

## Real-Time Agent Statuses & Icons

**Green** The corresponding agent is signed in and available to receive ACD queue calls.

**Dark Green** The corresponding agent is available and is currently being offered a queue call or being alerted by a direct internal or DDI trunk call.

**Red** The agent is busy on an answered ACD queue call.

**Light Red** The agent is busy on a non-ACD call. The call is either an outbound call actually made by the agent, an inbound DDI call, or an inbound internal call made directly to the device that the agent is currently signed in at

**Blue** The agent is either in the Not-Available or ACD-DND state, because they are currently unavailable to receive ACD queue calls whilst they were doing non call center specific tasks like receiving training, being on a break, etc.

**Yellow** The ACD agent is in the Wrap-Up ACD state, because they are currently unavailable to receive ACD queue calls whilst they complete clerical tasks associated with the previous caller.

**Dimmed Text** The agent is currently signed out.

Note that when the "Calculate ACD Stats Only For Agents Signed Into The Specified Group(s)" setting is checked on within the Advanced tab of the Report Properties window and one or more queues are being used to filter the report by, then ACD agents that are not currently signed into those groups will also be displayed using dimmed text.

The field displays an icon depicting the combined call & ACD state at the corresponding agent. When the mouse pointer is floated over the value, then a tooltip is displayed showing a longer description for the ACD state also including an additional description of the status of the device that the agent is currently signed into.

This column is only displayed when the report style is run for the "Real-Time" date/time option. The column is automatically hidden when the report is run for any other date/time option. The different icons displayed are as follows:



The agent is currently signed out.



The corresponding agent is signed in and available to receive ACD queue contacts.



The corresponding agent is available and is currently being offered a queue call or being alerted by a direct internal or DDI trunk call.



The agent is busy on an answered call.



The agent is off hook, probably because they are just beginning to make a new outbound call.



The agent is off hook at the same time that an alerting call is also currently waiting to be answered at the device they are signed in at.



The agent is off hook at the same time that a call is held at the device they are signed in at.



The agent is making an outbound call, which is not answered yet at the distant end.



The agent has a call held at the device they are currently signed in at.



The agent is in the Not-Available state because they are currently unavailable to receive ACD queue calls whilst they were doing non call center specific tasks like receiving training, being on a break, etc.



The agent is in ACD-DND state, because they are currently unavailable to receive ACD queue calls whilst they were doing non call center specific tasks like receiving training, being on a break, etc. When an agent transitions into ACD-DND state, the corresponding extension device they are actually signed into also has their do-not-disturb (DND) feature turned on.



The ACD agent is in the Wrap-Up ACD state, because they are currently unavailable to receive ACD queue calls whilst they complete clerical tasks associated with the previous caller.

# Agent Disposition Code Report

The report provides information related to disposition codes used by agents.

 This report is an aggregation of all Agent Disposition counts. To view disposition codes for individual agents or groups of agents, this report requires filtering against the specific agents.

## Default Report Metrics

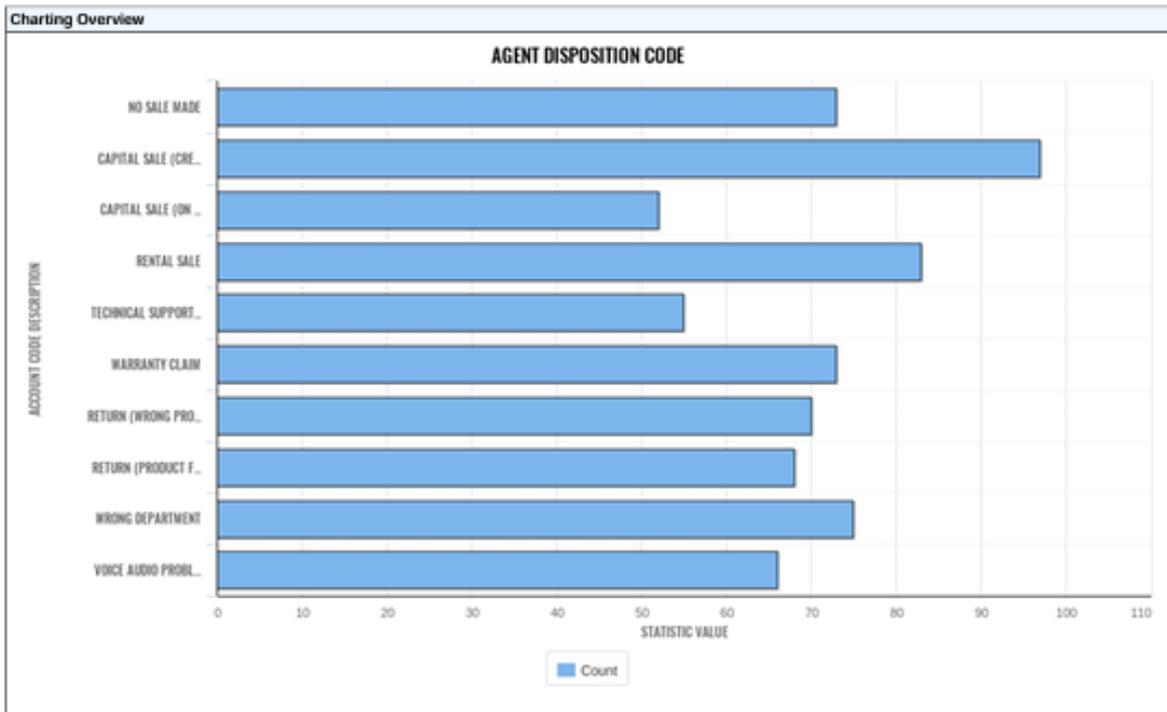
Report Metric	Field Type	Description
<b>Description</b>	Account Code Description	The description of the account code entered in on calls within the date/time period that the corresponding report was run against. This is the description configured against the corresponding account code by the administrator, e.g., "Order (Credit Card)". An empty value is displayed for account codes where the application administrator has not configured a description against the corresponding code.
<b>Count</b>	Total Calls	The total cumulative call count for all inbound & outbound calls where the corresponding account code has been entered in against the call, whether answered or unanswered.
<b>Average Call Time</b>	Avg Call Time	The average overall duration (including ring & talk time) of all previous inbound & outbound calls where the corresponding account code has been entered in against the call.
<b>Average Hold Time</b>	Avg Held Time	The average overall held duration of all inbound & outbound calls made or received by the corresponding ACD agent. The held duration of calls specifically only includes the time when calls are placed in either the hold, system-hold, or parked states.
<b>Average Talk Time</b>	Avg Talk Time	The average talk time of all answered inbound & outbound calls where the corresponding account code has been entered in against the call. The average is calculated by taking the cumulative talk time for all answered calls and dividing it by the total number of answered calls for the corresponding account code.

# Agent Disposition Code Report

## Download & Scheduled PDF Report

<b>Default Report Type</b>	Calls by Account Code
<b>Default View Style</b>	2D Bar Chart + Table View
<b>Default Timeframe</b>	Real-Time

Report Summary Information	
<b>Report Description:</b>	ECCR Agent Reports Agent Disposition Code
<b>Run For Duration:</b>	Real-Time (Print Snapshot Taken At Tue Sep 24, 2024 01:18:27 PM BST Local Time)
<b>Report Type/Style:</b>	Contact Items By Account Code
<b>Run By User:</b>	colin.gill@nikixi.com
<b>Filter Options:</b>	Tel Server='Demonstration Server', AccCode(s)='000,111,222,333,444,555,666,777,888,999'
<b>Sorted By:</b>	[No Field Sorting Configured - Using Default Row Ordering]
<b>Total Rows:</b>	10 Row(s)



Detailed Report Fields/Statistics				
Account Code Description	Count	Average Call Time	Average Hold Time	Average Talk Time
No Sale Made	73	00:01:56	00:00:20	00:01:25
Capital Sale (Credit Card)	97	00:01:48	00:00:18	00:01:19
Capital Sale (On Account)	52	00:02:05	00:00:20	00:01:31
Rental Sale	83	00:01:42	00:00:17	00:01:14
Technical Support Required	55	00:02:03	00:00:20	00:01:33
Warranty Claim	73	00:01:46	00:00:17	00:01:19
Return (Wrong Product)	70	00:01:41	00:00:18	00:01:09

# Agent Disposition Code Report

## Real Time/Historical Report in Portal

Default Report Type	Calls by Account Code
Default View Style	Table View
Default Timeframe	Real-Time

DESCRIPTION	COUNT	AVERAGE CALL TIME	AVERAGE HOLD TIME	AVERAGE TALK TIME
	4489	00:01:24	00:00:18	00:01:21
No Sale Made	73	00:01:56	00:00:20	00:01:25
Capital Sale (Credit Card)	96	00:01:48	00:00:18	00:01:19
Capital Sale (On Account)	52	00:02:05	00:00:20	00:01:31
Rental Sale	83	00:01:42	00:00:17	00:01:14
Technical Support Required	55	00:02:03	00:00:20	00:01:33
Warranty Claim	73	00:01:46	00:00:17	00:01:19
Return (Wrong Product)	70	00:01:41	00:00:18	00:01:09
Return (Product Failure)	66	00:01:40	00:00:17	00:01:11
Wrong Department	75	00:01:48	00:00:19	00:01:17
Voice Audio Problems	66	00:01:52	00:00:18	00:01:22
	5198	00:01:27	00:00:18	00:01:21

## Realtime Code Status

### Description

**White** - No calls are currently active where the corresponding account code has been entered in against the call.

**Yellow** - One or more unanswered calls is currently active where the corresponding account code has been entered in against the call. This highlighting state is always shown if any unanswered calls exist for the corresponding account code, even if there are other active calls for the same account code that are actually answered.

**Green** - One or more answered calls exists where the corresponding account code has been entered in against the call. This highlighting state is only shown if only answered calls are active for the account code.

# Agent Sign In Sign Out Report

The report provides information related to the sign-in and sign-out events of agents.

## Default Report Metrics

Report Metric	Field Type	Description
Status	Status Change Icon	Displays an icon depicting the corresponding ACD or DND status change operation performed at the corresponding device.
Agent Name	ACD Agent Name	The description of the ACD agent. This is description that is configured against the agent by the administrator. Example: "John Smith".
Activity Time	Change Time	Displays the time that the ACD status change actually occurred at. This normally shows exactly the same time as the value specified in the "Entry Time" column. However, for the ACD status entries automatically created at the beginning of every day for agents that remained previously signed in, the value shows the time that the corresponding agent last changed ACD status. Similar to the "Entry Time" column, the value is displayed in a format relative to the time zone specifically set by the administrator against the partition (tenant) configuration entry that the involved devices reside within.
Activity	Status Change Description	<p><b>DND On</b> - The extension device turned their DND (do-not-disturb) feature on, making the extension unavailable to receive calls.</p> <p><b>DND Off</b> - The extension device turned their DND (do-not-disturb) feature off, making the extension available to receive inbound calls.</p> <p><b>S/In</b> - The ACD agent signed into the corresponding device.</p> <p><b>S/Out</b> - The ACD agent signed out of the corresponding device.</p>

# Agent Sign In Sign Out Report

## Download & Scheduled PDF Report

<b>Default Report Type</b>	Agent / DND Activity Log
<b>Default View Style</b>	Table View
<b>Default Timeframe</b>	Real-Time

Report Summary Information			
<b>Report Description:</b>	ECCR Agent Reports Agent Sign in Sign Out		
<b>Run For Duration:</b>	Today (Run At Tue Sep 24, 2024 01:19:23 PM BST Local Time)		
<b>Report Type/Style:</b>	Agent / DND Activity Log		
<b>Run By User:</b>	colin.gill@akixi.com		
<b>Filter Options:</b>	Tel Server='Demonstration Server'		
<b>Total Rows:</b>	250 Row(s)		

Detailed Report Fields/Statistics			
Status	Agent Name	Activity Time	Activity
S/In	Tony Webster	23:11:45	S/In
S/In	Tony Webster	23:11:45	S/In
Alrt(Call)/A	Tony Webster	23:59:46	Alrt(Call)/A
S/In	Joan Greengross	23:55:58	S/In
S/In	Joan Greengross	23:55:58	S/In
Busy(Call)/A	Joan Greengross	23:59:04	Busy(Call)/A
S/In	Cameron Knox	23:55:28	S/In
Busy(Call)/A	Cameron Knox	23:58:16	Busy(Call)/A
S/In	Andrew Johnston	23:52:51	S/In
Avail	Andrew Johnston	23:59:52	Avail
S/In	Cameron Clark	23:55:40	S/In
Alrt(Call)/A	Cameron Clark	23:59:58	Alrt(Call)/A
S/In	Luke Davies	23:59:58	S/In
Avail	Luke Davies	23:59:58	Avail
S/In	Caroline Morrison	23:42:09	S/In
Avail	Caroline Morrison	23:59:34	Avail
S/In	Jan Newman	23:56:22	S/In
Alrt(Call)/A	Jan Newman	23:59:58	Alrt(Call)/A
S/In	Amelia Bower	23:28:21	S/In
Busy(Chat)/A	Amelia Bower	23:55:26	Busy(Chat)/A
S/In	Anthony Campbell	23:36:33	S/In
Busy(Call)/A	Anthony Campbell	23:59:34	Busy(Call)/A
S/In	Simon Parsons	23:38:45	S/In
Avail	Simon Parsons	23:59:58	Avail
S/In	Anne Hunter	23:30:09	S/In
Avail	Anne Hunter	23:59:46	Avail
S/In	Jennifer Marshall	23:53:09	S/In
Avail	Jennifer Marshall	23:59:52	Avail
S/In	Heather Randall	23:12:33	S/In
Alrt(Call)/O	Heather Randall	23:59:46	Alrt(Call)/O
S/In	Victoria Turner	23:26:15	S/In
Busy(Call)/A	Victoria Turner	23:59:46	Busy(Call)/A

Page 1

# Agent Sign In Sign Out Report

## Real Time/Historical Report in Portal

Default Report Type	Agent / DND Activity Log
Default View Style	Table View
Default Timeframe	Real-Time

STATUS	AGENT NAME	ACTIVITY TIME	ACTIVITY
	Tony Webster	23:11:45	S/In
	Tony Webster	23:11:45	S/In
	Tony Webster	23:59:46	Alrt(Call)/A
	Joan Greengross	23:55:58	S/In
	Joan Greengross	23:55:58	S/In
	Joan Greengross	23:59:04	Busy(Call)/A
	Cameron Knox	23:55:28	S/In
	Cameron Knox	23:58:16	Busy(Call)/A
	Andrew Johnston	23:52:51	S/In
	Andrew Johnston	23:59:52	Avail
	Cameron Clark	23:55:40	S/In
	Cameron Clark	23:59:58	Alrt(Call)/A
	Luke Davies	23:59:58	S/In
	Luke Davies	23:59:58	Avail
	Caroline Morrison	23:42:09	S/In

## Agent Status Change Icon

Displays an icon depicting the corresponding ACD or DND status change operation performed at the corresponding device. The different icons displayed are as follows:

-  The extension device turned their DND (do-not-disturb) feature on, making the extension unavailable to receive calls.
-  The extension device turned their DND (do-not-disturb) feature off, making the extension available to receive inbound calls.
-  The ACD agent signed into the corresponding device.
-  The ACD agent signed out of the corresponding device.
-  The ACD agent became available to take ACD calls.
-  The ACD agent answered a call and became busy.
-  The ACD agent entered into the Not-Available ACD state, which made them unavailable to receive ACD calls whilst they were doing non call center specific tasks like receiving training, being on a break, etc.
-  The ACD agent entered into the Wrap-Up ACD state, which made them unavailable to receive ACD calls whilst they completed clerical tasks associated with the previous caller. This ACD state is not supported on the Panasonic TDA/NCP telephone system platform.

# Call Center Incoming Calls Report

The report provides information related to how incoming calls are handled by call centers, whether they are queued or handled by policy prior to being queued.

## Default Report Metrics

Report Metric	Field Type	Description
<b>Status</b>	Device Status Icon	The field displays an icon depicting the overall call state at the corresponding queue. When the mouse pointer is floated over the value, then a tooltip is displayed showing a longer description for the group's current status. This column is only displayed when the report style is run for the "Real-Time" date/time option
<b>Call Center Name</b>	Device name	The description of the queue. This is description that is configured against the queue by the administrator. Example: "Claims Queue".
<b>Calls Received</b>	Inbound Calls	The total number of inbound calls that were offered or alerted at the ACD agent.  This includes both inbound internal & inbound trunk line calls made directly to the agent, or internal & inbound trunk calls offered from queue distribution. Note that the total can potentially include a queue call more than once. This can occur when the group queue the same call multiple times to the corresponding agent because it is not answered, and then it advances around the same queue agents several times.
<b>Received via Overflow</b>	Overflowed In	The total number of unanswered calls that were overflowed into the queue from another destination on the telephone system. Overflowed calls most often occur when the telephone system is configured to re-route unanswered calls from one group to another, after a call has been waiting for a specific time threshold. Overflowed calls also occur when a call is diverted from an extension with its forwarding state set to the corresponding queue. Alternatively, waiting calls can also be specifically overflowed by using the reporting UI's "Send Call To..." call control action and specifying a target group destination.
<b>Calls Queued</b>	Waiting Now	The current number of inbound calls routed to the corresponding call queue, where the call is either queued or waiting to be answered by an agent.

# Call Center Incoming Calls Report

## Download & Scheduled PDF Report

<b>Default Report Type</b>	Group / Queue Report
<b>Default View Style</b>	2D Bar Chart + Table View
<b>Default Timeframe</b>	Real-Time

**Report Summary Information**

<b>Report Description:</b>	ECCR Call Center Reports Call Center Incoming Calls
<b>Run For Duration:</b>	Real-Time (Print Snapshot Taken At Tue Sep 24, 2024 01:21:12 PM BST Local Time)
<b>Report Type/Style:</b>	Group / Queue Report
<b>Run By User:</b>	colin.gill@akixi.com
<b>Filter Options:</b>	Tel Server='Demonstration Server'
<b>Sorted By:</b>	[No Field Sorting Configured - Using Default Row Ordering]
<b>Total Rows:</b>	4 Row(s)

**Charting Overview**

### CALL CENTER INCOMING CALLS

Call Center Name	Calls Received	Received via Overflow	Calls Queued
Tech Support	740	0	1
Administration	699	0	0
Sales	722	0	0
Customer Services	689	0	1
<b>Total</b>	<b>2850</b>	<b>0</b>	<b>2</b>

**Detailed Report Fields/Statistics**

Status	Call Center Name	Calls Received	Received via Overflow	Calls Queued
Waiting	Tech Support	740	0	1
Answered	Administration	699	0	0
Answered	Sales	722	0	0
Waiting	Customer Services	689	0	1
		2850	0	2

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# Call Center Incoming Calls Report

## Real Time/Historical Report in Portal

Default Report Type	Group / Queue Report
Default View Style	Table View
Default Timeframe	Real-Time

STATUS	CALL CENTER NAME	CALLS RECEIVED	RECEIVED VIA OVERFLOW	CALLS QUEUED
	Tech Support	739	0	1
	Administration	698	0	1
	Sales	721	0	0
	Customer Services	689	0	1
		2847	0	3

## Queue Real-Time Statutes & Icons

**None** - When the report is configured to not include group members, this depicts that no calls are currently being distributed by the corresponding queue or are currently answered at a group member. When group members are being included, this indicates that none of the corresponding group extension and/or agent members are currently involved in any outbound or inbound calls.

**Pale Yellow** - When the report is configured to not include group members, this highlight color depicts that the corresponding queue is currently distributing calls that have not yet been answered by a group member extension or ACD agent. When including group members, the color is also used to indicate that one of the corresponding group extensions and/or agent members is currently involved in an unanswered outbound or inbound call. In either statistic calculation mode, this highlighting state is always shown if any waiting calls exist, even if there are other active group calls that have already been answered.

**Green** - If the report is not configured to include group members, then this colour indicates that an active answered calls exist within the queue, where a group member has previously answered one of the group's distributed calls. When including group members, the color indicates that one of the corresponding group extensions and/or agent members is currently involved in an answered outbound or inbound call.

In both calculation modes, this color also indicates that no unanswered calls exist within the corresponding group.

- No calls are currently being distributed by the corresponding queue or are currently answered at a group member.
- The corresponding queue is currently distributing calls that have not yet been answered by a group member extension or ACD agent. This state is always shown if any waiting calls exist at the group, even if there are other active group calls that have already been answered.
- Active answered calls exist within the queue, where a group member has previously answered one of the group's distributed calls. No unanswered calls exist within the group either.
- The application is not currently successfully communicating with the telephone system that the queue is associated with. This is either because the application administrator has disabled communication & monitoring of the corresponding telephone system, or there is a problem actually communicating with the telephone system platform. Refer the issue to your application provider or the system wide application administrator.
- A previous request to monitor the corresponding queue on the telephone system failed, which is usually due to an incorrect or expired monitor password being set against the device for telephone systems that specifically require it. To display the reason that the monitor request failed, float the mouse pointer over the icon in order to display a more detailed tooltip description.
- The status of the corresponding queue is unknown, probably because the device has been deleted from the application's configuration by an administrative user. Refer this state to the administrative user of the application.

# Call Center Report (Activity)

The report provides information related to how calls are handled by call centers once they have been queued.

## Default Report Metrics

Report Metric	Field Type	Description
Status	Device Status Icon	The field displays an icon depicting the overall call state at the corresponding queue. When the mouse pointer is floated over the value, then a tooltip is displayed showing a longer description for the group's current status. This column is only displayed when the report style is run for the "Real-Time" date/time option
Call Center Name	Device Name	The description of the queue. This is description that is configured against the queue by the administrator. Example: "Claims Queue".
Calls Queued	Waiting Now	The current number of inbound calls routed to the corresponding call queue, where the call is either queued or waiting to be answered by an agent.
Calls Escaped	Escaped	The count of calls that have left a call queue, utilizing the escape feature.
Calls Abandoned	Inbound Abandoned	The total number of inbound calls that were routed or offered to the corresponding ACD agent but were subsequently abandoned by the caller before the call was answered.
Calls Presented	Inbound Calls	The total number of inbound calls that were offered or alerted at the ACD agent.  This includes both inbound internal & inbound trunk line calls made directly to the agent, or internal & inbound trunk calls offered from queue distribution. Note that the total can potentially include a queue call more than once. This can occur when the group queue the same call multiple times to the corresponding agent because it is not answered, and then it advances around the same queue agents several times.
Calls Answered	Inbound Answered	The total number of inbound calls that were answered by the corresponding agent.
% Ans <= 15s	% Answered <= 15s	The percentage of inbound calls actually answered within the first configured answer interval threshold, which is seconds setting value that can be adjusted via the "Answer Performance" sub-section within the Settings tab of the Report Properties window. The percentage inbound answer performance statistic calculations are based on a similar formula to the "% Calls Service Level" statistic, although only the short call exclusion & answer interval options shown within the "Inbound Statistic Settings" sub-section are used by the statistic's actual calculation implementation.
% Calls Answered in SLA	% Service Level	Contains the service level of the hunt group calls, which represents the percentage of overall group calls answered within the threshold time specifically set within the Settings tab of the corresponding report's properties.  For more information on how the service level statistic is calculated and how it is affected by the current report's settings,
Calls Overflowed In	Overflowed In	The total number of unanswered calls that were overflowed into the queue from another destination on the telephone system. Overflowed calls most often occur when the telephone system is configured to re-route unanswered calls from one group to another, after a call has been waiting for a specific time threshold. Overflowed calls also occur when a call is diverted from an extension with its forwarding state set to the corresponding queue. Alternatively, waiting calls can also be specifically overflowed by using the reporting UI's "Send Call To..." call control action and specifying a target group destination.

# Call Center Report (Activity)

## Default Report Metrics

Report Metric	Field Type	Description
<b>Calls Bounced</b>	Overflowed Off	<p>The total number of unanswered calls that were overflowed out of the hunt group to another destination on the telephone system. Overflowed calls most often occur when the telephone system is configured to re-route unanswered calls within the corresponding group, after the call has been waiting for a specific time threshold.</p> <p>Alternatively, waiting calls can also be specifically overflowed by using the application's "Send Call To..." call control action and specifying a target group destination, performed from other reports based on the "Active Call List", "Extension List", or "ACD Agent List" styles. For more information on performing call control actions from within reports,</p>
<b>Avg Attempts before Answer</b>	Avg Attempts before Answer	The count of average attempts each caller is making before their call is answered.
<b>Unique Abandoned Callers</b>	Inbound Unique Abandoned Callers	The count of unique callers that have abandoned calls
<b>Max Concurrent</b>	Max Concurrent Calls	The maximum number of concurrent contact segments within the configured time period across all inbound and outbound contacts.

# Call Center Report (Activity)

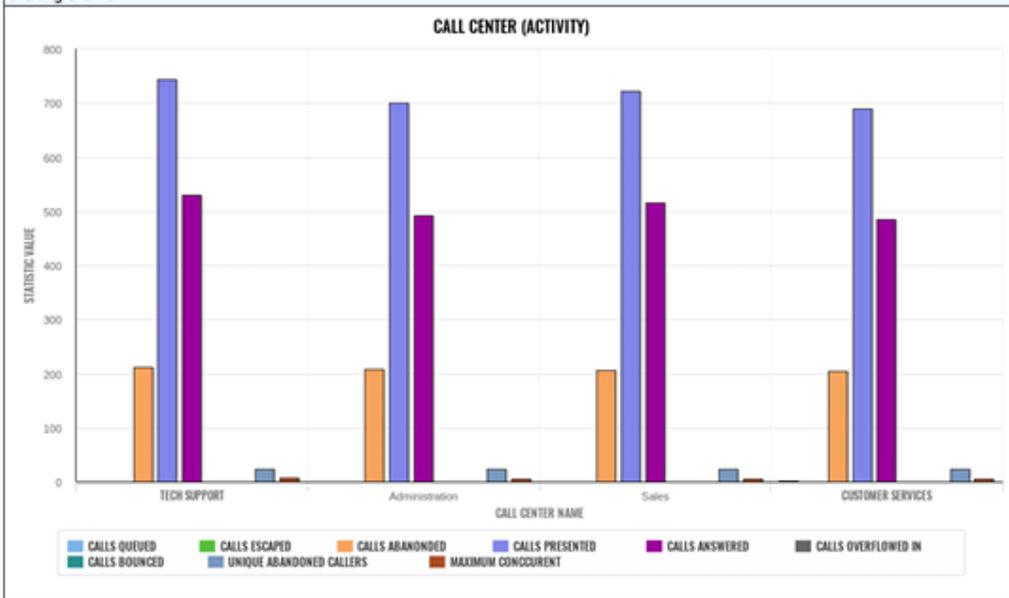
## Download & Scheduled PDF Report

Default Report Type	Group / Queue Report
Default View Style	2D Column Chart + Table View
Default Timeframe	Real-Time

### Report Summary Information

Report Description:	ECCR Call Center Reports Call Center (Activity)
Run For Duration:	Real-Time (Print Snapshot Taken At Tue Sep 24, 2024 01:22:35 PM BST Local Time)
Report Type/Style:	Group / Queue Report
Run By User:	colin.gill@akixi.com
Filter Options:	Tel Server="Demonstration Server"
Sorted By:	[No Field Sorting Configured - Using Default Row Ordering]
Total Rows:	4 Row(s)

### Charting Overview



### Detailed Report Fields/Statistics

Stats	Call Center Name	Calls Contacted	Calls Engaged	Calls Abandoned	Calls Presented	Calls Answered	% Answered vs PRA	% Calls Answered in TAA	Calls Overflown In	Calls Bounced	Avg Answer's before Answer	Unique Abandoned Callers	Maximum Concurrent
Idle	Tech Support	0	0	212	243	331	14.3%	-0.2%	0	0	1	24	1
Answered	Administration	0	0	218	701	483	8.6%	-0.2%	0	0	1	24	6
Answered	Sales	0	0	227	723	516	8.1%	-0.2%	0	0	1	24	6
Waiting	Customer Services	1	0	229	690	480	11.2%	-0.2%	0	0	1	24	6
		1	0	832	2867	2090	11.1%	-0.2%	0	0	1	24	12

# Call Center Report (Activity)

## Real Time/Historical Report in Portal

Default Report Type	Group / Queue Report
Default View Style	Table View
Default Timeframe	Real-Time

STATUS	CALL CENTER NAME	CALLS QUEUED	CALLS ESCAPED	CALLS ABANDONED	CALLS PRESENTED	CALLS ANSWERED	% ANS <= 15S	% CALLS ANSWERED IN SLA	CALLS OVERFLOWED IN	CALLS BOUNCED	AVG ATTEMPTS BEFORE ANSWER	UNIQUE ABA
	Tech Support	0	0	212	741	529	11.2%	0.0%	0	0	1	
	Administration	1	0	208	701	493	9.0%	0.0%	0	0	1	
	Sales	1	0	207	723	516	9.2%	0.0%	0	0	1	
	Customer Services	0	0	326	688	464	11.2%	0.0%	0	0	1	
		2	0	832	2854	2022	11.0%	0.0%	0	0	1	

## Queue Real-Time Statutes & Icons

**None** - When the report is configured to not include group members, this depicts that no calls are currently being distributed by the corresponding queue or are currently answered at a group member. When group members are being included, this indicates that none of the corresponding group extension and/or agent members are currently involved in any outbound or inbound calls.

**Pale Yellow** - When the report is configured to not include group members, this highlight color depicts that the corresponding queue is currently distributing calls that have not yet been answered by a group member extension or ACD agent. When including group members, the color is also used to indicate that one of the corresponding group extensions and/or agent members is currently involved in an unanswered outbound or inbound call. In either statistic calculation mode, this highlighting state is always shown if any waiting calls exist, even if there are other active group calls that have already been answered.

**Green** - If the report is not configured to include group members, then this colour indicates that an active answered calls exist within the queue, where a group member has previously answered one of the group's distributed calls. When including group members, the color indicates that one of the corresponding group extensions and/or agent members is currently involved in an answered outbound or inbound call.

In both calculation modes, this color also indicates that no unanswered calls exist within the corresponding group.



No calls are currently being distributed by the corresponding queue or are currently answered at a group member.



The corresponding queue is currently distributing calls that have not yet been answered by a group member extension or ACD agent. This state is always shown if any waiting calls exist at the group, even if there are other active group calls that have already been answered.



Active answered calls exist within the queue, where a group member has previously answered one of the group's distributed calls. No unanswered calls exist within the group either.



The application is not currently successfully communicating with the telephone system that the queue is associated with. This is either because the application administrator has disabled communication & monitoring of the corresponding telephone system, or there is a problem actually communicating with the telephone system platform. Refer the issue to your application provider or the system wide application administrator.



A previous request to monitor the corresponding queue on the telephone system failed, which is usually due to an incorrect or expired monitor password being set against the device for telephone systems that specifically require it. To display the reason that the monitor request failed, float the mouse pointer over the icon in order to display a more detailed tooltip description.



The status of the corresponding queue is unknown, probably because the device has been deleted from the application's configuration by an administrative user. Refer this state to the administrative user of the application.

# Call Center Abandoned Call Report

The report provides information related to calls that are abandoned by callers.

## Default Report Metrics

Report Metric	Field Type	Description
Status	Device Status Icon	The field displays an icon depicting the overall call state at the corresponding queue. When the mouse pointer is floated over the value, then a tooltip is displayed showing a longer description for the group's current status. This column is only displayed when the report style is run for the "Real-Time" date/time option
Call Center Name	Device Name	The description of the queue. This is description that is configured against the queue by the administrator. Example: "Claims Queue".
Calls Queued	Waiting Now	The current number of inbound calls routed to the corresponding call queue, where the call is either queued or waiting to be answered by an agent.
Calls Abandoned	Inbound Abandoned	The total number of inbound calls that were routed or offered to the corresponding ACD agent but were subsequently abandoned by the caller before the call was answered.
% Calls Abandoned	% Inbound Abandoned	The percentage of all inbound calls for the corresponding hunt group that were abandoned.
% Abnd <= 60s	% Abandoned <= 60s	The percentage of inbound calls abandoned within the first configured abandon interval threshold, which is seconds setting value that can be adjusted via the "Abandoned Time Performance" sub-section within the Settings tab of the Report Properties window.
60s < % Abnd <= 90s	60s < % Abandoned <= 90s	The percentage of inbound calls abandoned within the first & 2nd configured abandon interval thresholds, which are seconds setting values that can be adjusted via the "Abandoned Time Performance" sub-section within the Settings tab of the Report Properties window.
90s < % Abnd <= 120s	90s < % Abandoned <= 120s	The percentage of inbound calls abandoned within the 2nd & 3rd configured abandon interval thresholds, which are seconds setting values that can be adjusted via the "Abandoned Time Performance" sub-section within the Settings tab of the Report Properties window.
120s < % Abnd <= 150s	120s < % Abandoned <= 150s	The percentage of inbound calls abandoned within the 3rd & 4th configured abandon interval thresholds, which are seconds setting values that can be adjusted via the "Abandoned Time Performance" sub-section within the Settings tab of the Report Properties window.
150s < % Abnd <= 180s	150s < % Abandoned <= 180s	The percentage of inbound calls abandoned within the 4th & 5th configured abandon interval thresholds, which are seconds setting values that can be adjusted via the "Abandoned Time Performance" sub-section within the Settings tab of the Report Properties window.
180s < % Abnd <= 300s	180s < % Abandoned <= 300s	The percentage of inbound calls abandoned within the 5th & 6th configured abandon interval thresholds, which are seconds setting values that can be adjusted via the "Abandoned Time Performance" sub-section within the Settings tab of the Report Properties window.
% Abnd > 300s	% Abandoned > 300s	The percentage of inbound calls abandoned outside of the 6th configured abandon interval threshold, which is seconds setting value that can be adjusted via the "Abandoned Time Performance" sub-section within the Settings tab of the Report Properties window.
Longest Wait (All)	Max Wait Time	The largest ring duration of all inbound calls that queued or alerted at the corresponding ACD agent, whether answered, abandoned, or overflowed out.

# Call Center Abandoned Call Report

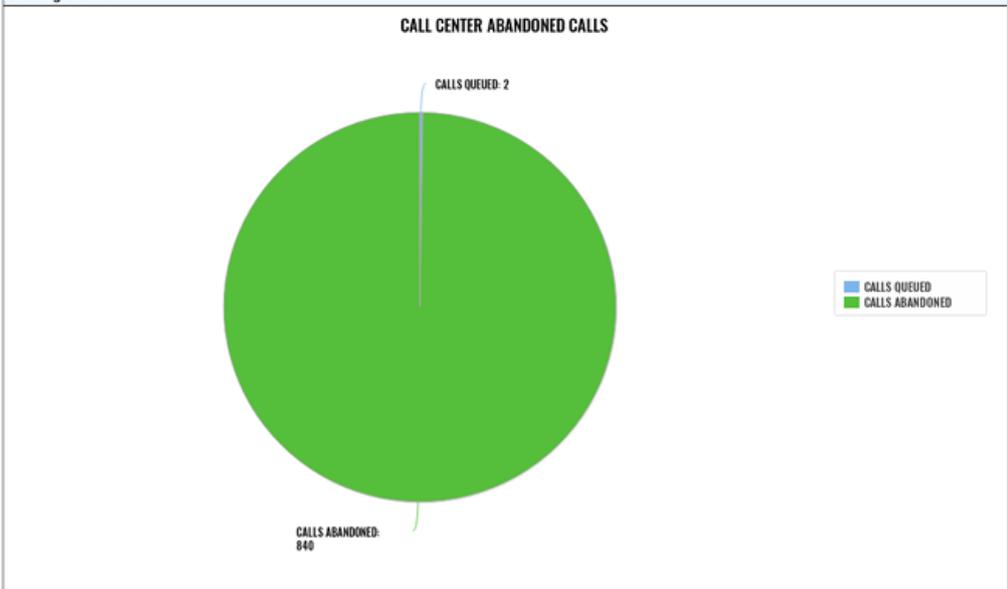
## Download & Scheduled PDF Report

<b>Default Report Type</b>	Group / Queue Report
<b>Default View Style</b>	2D Pie Chart + Table View
<b>Default Timeframe</b>	Real-Time

**Report Summary Information**

<b>Report Description:</b>	ECCR Call Center Reports Call Center Abandoned Calls
<b>Run For Duration:</b>	Real-Time (Print Snapshot Taken At Tue Sep 24, 2024 01:25:57 PM BST Local Time)
<b>Report Type/Style:</b>	Group / Queue Report
<b>Run By User:</b>	colin.gill@akixi.com
<b>Filter Options:</b>	Tel Server="Demonstration Server"
<b>Sorted By:</b>	[No Field Sorting Configured - Using Default Row Ordering]
<b>Total Rows:</b>	4 Row(s)

**Charting Overview**



**Detailed Report Fields/Statistics**

Status	Call Center Name	Calls Queued	Calls Abandoned	% Calls Abandoned	% Abandoned <= 60s	60s < % Abandoned <= 90s	90s < % Abandoned <= 120s	120s < % Abandoned <= 150s	150s < % Abandoned <= 180s	180s < % Abandoned <= 300s	% Abandoned > 300s	Longest Wait (s)
Answered	Tech Support	0	213	28.0%	28.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	00:00:14
Waiting	Administration	1	211	29.8%	29.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	00:00:55
Waiting	Sales	1	210	28.9%	28.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	00:00:55
Idle	Customer Services	0	206	29.6%	29.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	00:00:55
		2	840	29.2%	29.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	00:00:55

# Call Center Abandoned Call Report

## Real Time/Historical Report in Portal

Default Report Type	Group / Queue Report
Default View Style	Table View
Default Timeframe	Real-Time

STATUS	CALL CENTER NAME	CALLS QUEUED	CALLS ABANDONED	% CALLS ABANDONED	% ABND <= 60S	60S < % ABND <= 90S	90S < % ABND <= 120S	120S < % ABND <= 150S	150S < % ABND <= 180S	180S < % ABND <= 300S	% ABND > 300S	LONGEST WAIT (ALL)
	Tech Support	1	213	28.8%	28.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	00:00:54
	Administration	1	210	29.8%	29.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	00:00:55
	Sales	0	210	28.9%	28.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	00:00:55
	Customer Services	0	208	29.6%	29.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	00:00:55
		2	839	29.2%	29.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	00:00:55

## Queue Real-Time Statutes & Icons

**None** - When the report is configured to not include group members, this depicts that no calls are currently being distributed by the corresponding queue or are currently answered at a group member. When group members are being included, this indicates that none of the corresponding group extension and/or agent members are currently involved in any outbound or inbound calls.

**Pale Yellow** - When the report is configured to not include group members, this highlight color depicts that the corresponding queue is currently distributing calls that have not yet been answered by a group member extension or ACD agent. When including group members, the color is also used to indicate that one of the corresponding group extensions and/or agent members is currently involved in an unanswered outbound or inbound call. In either statistic calculation mode, this highlighting state is always shown if any waiting calls exist, even if there are other active group calls that have already been answered.

**Green** - If the report is not configured to include group members, then this colour indicates that an active answered calls exist within the queue, where a group member has previously answered one of the group's distributed calls. When including group members, the color indicates that one of the corresponding group extensions and/or agent members is currently involved in an answered outbound or inbound call.

In both calculation modes, this color also indicates that no unanswered calls exist within the corresponding group.

- No calls are currently being distributed by the corresponding queue or are currently answered at a group member.
- The corresponding queue is currently distributing calls that have not yet been answered by a group member extension or ACD agent. This state is always shown if any waiting calls exist at the group, even if there are other active group calls that have already been answered.
- Active answered calls exist within the queue, where a group member has previously answered one of the group's distributed calls. No unanswered calls exist within the group either.
- The application is not currently successfully communicating with the telephone system that the queue is associated with. This is either because the application administrator has disabled communication & monitoring of the corresponding telephone system, or there is a problem actually communicating with the telephone system platform. Refer the issue to your application provider or the system wide application administrator.
- A previous request to monitor the corresponding queue on the telephone system failed, which is usually due to an incorrect or expired monitor password being set against the device for telephone systems that specifically require it. To display the reason that the monitor request failed, float the mouse pointer over the icon in order to display a more detailed tooltip description.
- The status of the corresponding queue is unknown, probably because the device has been deleted from the application's configuration by an administrative user. Refer this state to the administrative user of the application.

# Call Center Summary Report

The report provides summary information related to call center or DNIS performance, including average statistics for wait time, speed of answer, abandonment time, and staffed time.

## Default Report Metrics

Report Metric	Field Type	Description
<b>Status</b>	Device Status Icon	The field displays an icon depicting the overall call state at the corresponding queue. When the mouse pointer is floated over the value, then a tooltip is displayed showing a longer description for the group's current status. This column is only displayed when the report style is run for the "Real-Time" date/time option
<b>Call Center Name</b>	Device Name	The description of the queue. This is description that is configured against the queue by the administrator. Example: "Claims Queue".
<b>Average Wait Time</b>	Avg Wait Time	The average ring duration of all inbound ACD calls.
<b>Average Speed of Answer</b>	Avg Answer Time (in)	The average ring duration of all previously answered inbound calls for the corresponding group where a group member answered them.
<b>Average Abandonment Time</b>	Avg Abandoned Time	The average ring duration of all previously abandoned inbound calls for corresponding queue where they were subsequently abandoned by the caller before the call was answered.

# Call Center Summary Report

## Download & Scheduled PDF Report

<b>Default Report Type</b>	Group / Queue Report
<b>Default View Style</b>	Line Chart + Table View
<b>Default Timeframe</b>	Real-Time

**Report Summary Information**

<b>Report Description:</b>	ECCR Call Center Reports Call Center Summary
<b>Run For Duration:</b>	Real-Time (Print Snapshot Taken At Tue Sep 24, 2024 01:32:08 PM BST Local Time)
<b>Report Type/Style:</b>	Group / Queue Report
<b>Run By User:</b>	colin.gill@akixi.com
<b>Filter Options:</b>	Tel Server='Demonstration Server'
<b>Sorted By:</b>	[No Field Sorting Configured - Using Default Row Ordering]
<b>Total Rows:</b>	4 Row(s)

**Charting Overview**

### CALL CENTER SUMMARY

The chart displays three metrics across four call center categories. The Y-axis represents the statistic value in HH:MM:SS format, ranging from 00:00:00 to 00:00:35. The X-axis lists the call center names: TECH SUPPORT, Administration, Sales, and CUSTOMER SERVICES. The legend indicates: Blue line with circles for Average Wait Time, Green line with squares for Average Speed of Answer, and Orange line with triangles for Average Abandonment Time.

Call Center Name	Average Wait Time	Average Speed of Answer	Average Abandonment Time
TECH SUPPORT	00:00:26	00:00:28	00:00:22
Administration	00:00:28	00:00:30	00:00:23
Sales	00:00:29	00:00:30	00:00:25
CUSTOMER SERVICES	00:00:26	00:00:28	00:00:22
<b>Average</b>	<b>00:00:27</b>	<b>00:00:29</b>	<b>00:00:23</b>

**Detailed Report Fields/Statistics**

Status	Call Center Name	Average Wait Time	Average Speed of Answer	Average Abandonment Time
Waiting	Tech Support	00:00:26	00:00:28	00:00:22
Answered	Administration	00:00:28	00:00:30	00:00:23
Answered	Sales	00:00:29	00:00:30	00:00:25
Answered	Customer Services	00:00:26	00:00:28	00:00:22
		<b>00:00:27</b>	<b>00:00:29</b>	<b>00:00:23</b>

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Page 1

# Call Center Summary Report

Real Time/Historical Report in Portal	
Default Report Type	Group / Queue Report
Default View Style	Table View
Default Timeframe	Real-Time

STATUS	CALL CENTER NAME	AVERAGE WAIT TIME	AVERAGE SPEED OF ANSWER	AVERAGE ABANDONMENT TIME
	Tech Support	00:00:26	00:00:28	00:00:22
	Administration	00:00:28	00:00:30	00:00:23
	Sales	00:00:29	00:00:30	00:00:25
	Customer Services	00:00:26	00:00:28	00:00:22
		00:00:27	00:00:29	00:00:23

## Queue Real-Time Statutes & Icons

**None** - When the report is configured to not include group members, this depicts that no calls are currently being distributed by the corresponding queue or are currently answered at a group member. When group members are being included, this indicates that none of the corresponding group extension and/or agent members are currently involved in any outbound or inbound calls.

**Pale Yellow** - When the report is configured to not include group members, this highlight color depicts that the corresponding queue is currently distributing calls that have not yet been answered by a group member extension or ACD agent. When including group members, the color is also used to indicate that one of the corresponding group extensions and/or agent members is currently involved in an unanswered outbound or inbound call. In either statistic calculation mode, this highlighting state is always shown if any waiting calls exist, even if there are other active group calls that have already been answered.

**Green** - If the report is not configured to include group members, then this colour indicates that an active answered calls exist within the queue, where a group member has previously answered one of the group's distributed calls. When including group members, the color indicates that one of the corresponding group extensions and/or agent members is currently involved in an answered outbound or inbound call.

In both calculation modes, this color also indicates that no unanswered calls exist within the corresponding group.

- No calls are currently being distributed by the corresponding queue or are currently answered at a group member.
- The corresponding queue is currently distributing calls that have not yet been answered by a group member extension or ACD agent. This state is always shown if any waiting calls exist at the group, even if there are other active group calls that have already been answered.
- Active answered calls exist within the queue, where a group member has previously answered one of the group's distributed calls. No unanswered calls exist within the group either.
- The application is not currently successfully communicating with the telephone system that the queue is associated with. This is either because the application administrator has disabled communication & monitoring of the corresponding telephone system, or there is a problem actually communicating with the telephone system platform. Refer the issue to your application provider or the system wide application administrator.
- A previous request to monitor the corresponding queue on the telephone system failed, which is usually due to an incorrect or expired monitor password being set against the device for telephone systems that specifically require it. To display the reason that the monitor request failed, float the mouse pointer over the icon in order to display a more detailed tooltip description.
- The status of the corresponding queue is unknown, probably because the device has been deleted from the application's configuration by an administrative user. Refer this state to the administrative user of the application.

# Call Center Service Levels Report

The report provides information related to how incoming calls are handled in relation to service levels provided as input parameters.

## Default Report Metrics

Report Metric	Field Type	Description
Status	Device Status Icon	The field displays an icon depicting the overall call state at the corresponding queue. When the mouse pointer is floated over the value, then a tooltip is displayed showing a longer description for the group's current status. This column is only displayed when the report style is run for the "Real-Time" date/time option
Call Center Name	Device Name	The description of the queue. This is description that is configured against the queue by the administrator. Example: "Claims Queue".
Average Wait Time	Avg Waiting Time	The average ring duration of all inbound ACD calls.
Average Speed to Answer	Avg Answer Time (in)	The average ring duration of all previously answered inbound calls for the corresponding group where a group member answered them.
% Ans <= 15s	% Answered <= 15s	The percentage of inbound calls actually answered within the first configured answer interval threshold, which is seconds setting value that can be adjusted via the "Answer Performance" sub-section within the Settings tab of the Report Properties window. The percentage inbound answer performance statistic calculations are based on a similar formula to the "% Calls Service Level" statistic, although only the short call exclusion & answer interval options shown within the "Inbound Statistic Settings" sub-section are used by the statistic's actual calculation implementation.
15s < % Ans <= 30s	15s < % Answered <= 30s	The percentage of inbound calls actually answered within the first & 2nd configured answer interval thresholds, which are seconds setting values that can be adjusted via the "Answer Performance" sub-section within the Settings tab of the Report Properties window. Note that the call answer time must be higher than the first threshold target (exclusive), and lower or equal to the 2nd target (inclusive), in order for the corresponding call to be including in the statistic calculation. The percentage inbound answer performance statistic calculations are also based on a similar formula to the "% Calls Service Level" statistic, although only the short call exclusion & answer interval options shown within the "Inbound Statistic Settings" sub-section are used by the statistic's actual calculation implementation.
30s < % Ans <= 60s	30s < % Answered <= 60s	The percentage of inbound calls actually answered within the 2nd & 3rd configured answer interval thresholds, which are seconds setting values that can be adjusted via the "Answer Performance" sub-section within the Settings tab of the Report Properties window. Note that the call answer time must be higher than the 2nd threshold target (exclusive), and lower or equal to the 4th target (inclusive), in order for the corresponding call to be including in the statistic calculation. The percentage inbound answer performance statistic calculations are also based on a similar formula to the "% Calls Service Level" statistic, although only the short call exclusion & answer interval options shown within the "Inbound Statistic Settings" sub-section are used by the statistic's actual calculation implementation.
60s < % Ans <= 90s	60s < % Answered <= 90s	The percentage of inbound calls actually answered within the 3rd & 4th configured answer interval thresholds, which are seconds setting values that can be adjusted via the "Answer Performance" sub-section within the Settings tab of the Report Properties window. Note that the call answer time must be higher than the 3rd threshold target (exclusive), and lower or equal to the 4th target (inclusive), in order for the corresponding call to be including in the statistic calculation. The percentage inbound answer performance statistic calculations are also based on a similar formula to the "% Calls Service Level" statistic, although only the short call exclusion & answer interval options shown within the "Inbound Statistic Settings" sub-section are used by the statistic's actual calculation implementation.

# Call Center Service Levels Report

## Default Report Metrics

Report Metric	Field Type	Description
<b>90s &lt; % Ans &lt;= 120s</b>	90s < % Answered <= 120s	The percentage of inbound calls actually answered within the 4th & 5th configured answer interval thresholds, which are seconds setting values that can be adjusted via the "Answer Performance" sub-section within the Settings tab of the Report Properties window. Note that the call answer time must be higher than the 4th threshold target (exclusive), and lower or equal to the 5th target (inclusive), in order for the corresponding call to be including in the statistic calculation. The percentage inbound answer performance statistic calculations are also based on a similar formula to the "% Calls Service Level" statistic, although only the short call exclusion & answer interval options shown within the "Inbound Statistic Settings" sub-section are used by the statistic's actual calculation implementation.
<b>120s &lt; % Ans &lt;= 300s</b>	120s < % Answered <= 300s	The percentage of inbound calls actually answered within the 5th & 6th configured answer interval thresholds, which are seconds setting values that can be adjusted via the "Answer Performance" sub-section within the Settings tab of the Report Properties window. Note that the call answer time must be higher than the 5th threshold target (exclusive), and lower or equal to the 6th target (inclusive), in order for the corresponding call to be including in the statistic calculation. The percentage inbound answer performance statistic calculations are also based on a similar formula to the "% Calls Service Level" statistic, although only the short call exclusion & answer interval options shown within the "Inbound Statistic Settings" sub-section are used by the statistic's actual calculation implementation.
<b>% Ans &gt; 300s</b>	% Answered > 300s	The percentage of inbound calls actually answered outside of the 6th configured answer interval threshold, which is seconds setting value that can be adjusted via the "Answer Performance" sub-section within the Settings tab of the Report Properties window. The percentage inbound answer performance statistic calculations are based on a similar formula to the "% Calls Service Level" statistic, although only the short call exclusion & answer interval options shown within the "Inbound Statistic Settings" sub-section are used by the statistic's actual calculation implementation.

# Call Center Service Levels Report

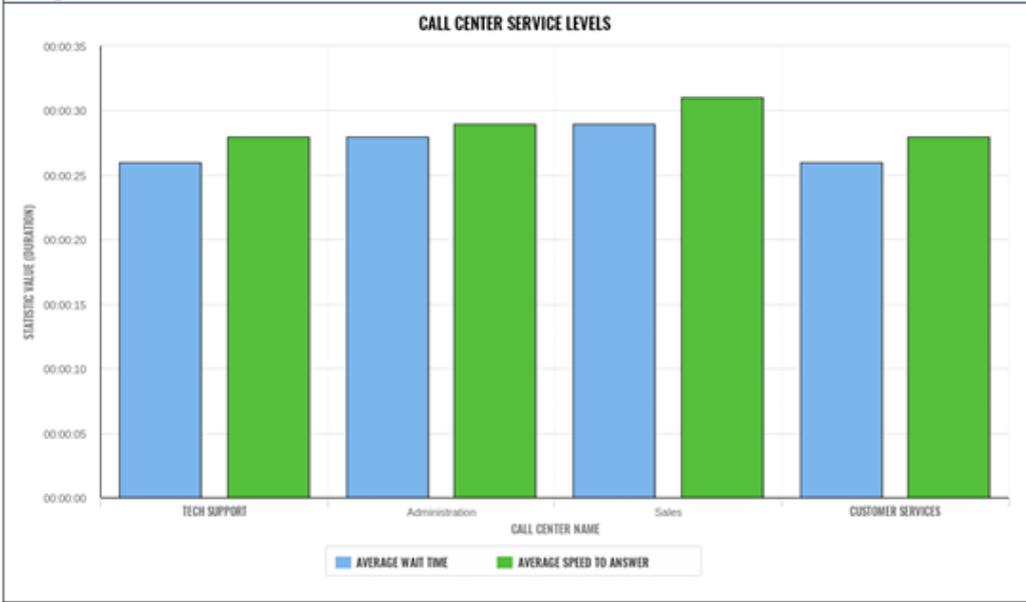
## Download & Scheduled PDF Report

<b>Default Report Type</b>	Group / Queue Report
<b>Default View Style</b>	2D Column Chart + Table View
<b>Default Timeframe</b>	Real-Time

### Report Summary Information

<b>Report Description:</b>	ECCR Call Center Reports Call Center Service Levels
<b>Run For Duration:</b>	Real-Time (Print Snapshot Taken At Tue Sep 24, 2024 02:25:00 PM BST Local Time)
<b>Report Type/Style:</b>	Group / Queue Report
<b>Run By User:</b>	colin.gill@akixi.com
<b>Filter Options:</b>	Tel Server="Demonstration Server"
<b>Sorted By:</b>	[No Field Sorting Configured - Using Default Row Ordering]
<b>Total Rows:</b>	4 Row(s)

### Charting Overview



### Detailed Report Fields/Statistics

Status	Call Center Name	Average Wait Time	Average Speed to Answer	% Answered <= 15s	15s < % Answered <= 30s	30s < % Answered <= 60s	60s < % Answered <= 90s	90s < % Answered <= 120s	120s < % Answered <= 300s	% Answered > 300s
Answered	Tech Support	00:00:26	00:00:28	13.0%	31.8%	24.8%	0.0%	0.0%	0.0%	0.0%
Idle	Administration	00:00:28	00:00:29	10.0%	33.7%	27.6%	0.0%	0.0%	0.0%	0.0%
Answered	Sales	00:00:29	00:00:31	9.1%	30.0%	31.1%	0.0%	0.0%	0.0%	0.0%
Waiting	Customer Services	00:00:26	00:00:28	11.8%	34.7%	24.5%	0.0%	0.0%	0.0%	0.0%

# Call Center Service Levels Report

## Real Time/Historical Report in Portal

Default Report Type	Group / Queue Report
Default View Style	Table View
Default Timeframe	Real-Time

STATUS	CALL CENTER NAME	AVERAGE WAIT TIME	AVERAGE SPEED TO ANSWER	% ANS <= 15S	15S < % ANS <= 30S	30S < % ANS <= 60S	60S < % ANS <= 90S	90S < % ANS <= 120S	120S < % ANS <= 300S	% ANS > 300S
	Tech Support	00:00:26	00:00:28	13.9%	31.8%	24.7%	0.0%	0.0%	0.0%	0.0%
	Administration	00:00:28	00:00:29	10.0%	33.1%	27.7%	0.0%	0.0%	0.0%	0.0%
	Sales	00:00:29	00:00:31	9.1%	30.0%	31.1%	0.0%	0.0%	0.0%	0.0%
	Customer Services	00:00:26	00:00:28	11.8%	34.2%	24.6%	0.0%	0.0%	0.0%	0.0%
		00:00:27	00:00:29	11.2%	32.2%	27.0%	0.0%	0.0%	0.0%	0.0%

## Queue Real-Time Statutes & Icons

**None** - When the report is configured to not include group members, this depicts that no calls are currently being distributed by the corresponding queue or are currently answered at a group member. When group members are being included, this indicates that none of the corresponding group extension and/or agent members are currently involved in any outbound or inbound calls.

**Pale Yellow** - When the report is configured to not include group members, this highlight color depicts that the corresponding queue is currently distributing calls that have not yet been answered by a group member extension or ACD agent. When including group members, the color is also used to indicate that one of the corresponding group extensions and/or agent members is currently involved in an unanswered outbound or inbound call. In either statistic calculation mode, this highlighting state is always shown if any waiting calls exist, even if there are other active group calls that have already been answered.

**Green** - If the report is not configured to include group members, then this colour indicates that an active answered calls exist within the queue, where a group member has previously answered one of the group's distributed calls. When including group members, the color indicates that one of the corresponding group extensions and/or agent members is currently involved in an answered outbound or inbound call.

In both calculation modes, this color also indicates that no unanswered calls exist within the corresponding group.



No calls are currently being distributed by the corresponding queue or are currently answered at a group member.



The corresponding queue is currently distributing calls that have not yet been answered by a group member extension or ACD agent. This state is always shown if any waiting calls exist at the group, even if there are other active group calls that have already been answered.



Active answered calls exist within the queue, where a group member has previously answered one of the group's distributed calls. No unanswered calls exist within the group either.



The application is not currently successfully communicating with the telephone system that the queue is associated with. This is either because the application administrator has disabled communication & monitoring of the corresponding telephone system, or there is a problem actually communicating with the telephone system platform. Refer the issue to your application provider or the system wide application administrator.



A previous request to monitor the corresponding queue on the telephone system failed, which is usually due to an incorrect or expired monitor password being set against the device for telephone systems that specifically require it. To display the reason that the monitor request failed, float the mouse pointer over the icon in order to display a more detailed tooltip description.



The status of the corresponding queue is unknown, probably because the device has been deleted from the application's configuration by an administrative user. Refer this state to the administrative user of the application.

# Call Center Call Detail Report

The report provides information related to calls received by the call center.

## Default Report Metrics

Report Metric	Field Type	Description
Status	Status Icon	Displays an icon depicting the state of the call segment when it ended and also the reason the corresponding segment ended on the telephone system. When the mouse pointer is floated over the icon, then a tooltip is displayed showing a description for the call's ending status & reason.
Call Center Name	Device Name Called	The description associated against the device that the call was made to. This is the description configured against the device number by the administrator. Example: "Sales Queue."
DNIS Name	DNIS Description	The description of the pilot number or DNIS (Dialed Number Identification Service) device that exactly matches the inbound DID digit information received by telephone system from the network provider for the corresponding DID call. The field displays "[No DNIS Entry Defined]" when no matching device entry within the application is found for the corresponding DID number. Contact your application administrator if there are missing DNIS entries and/or unmatched DID numbers. Note that DNIS device entries cannot be created where the specified DID digits would clash with an existing device number on the same partition within the application. Therefore, if you want the application to automatically & uniquely match descriptions against inbound DID trunk calls, then you may need to consider changing the number of significant DID digits generated by the network provider, so that the digits do not directly clash with any internal device numbers.
DNIS Number	DID Digits	Represents the external telephone number originally dialed in order to call the target extension or group on the telephone system. The value contains the inbound DID digit information received by telephone system from the network provider for the corresponding DID calls.
Call Start Time	Call Start Time	Contains a value showing the time the call entered the Telephony Platform. The time is displayed in a format relative to the time zone specifically set by the administrator against the partition (tenant) configuration entry that the involved devices reside within. Refer to the administrator for more information about what time zone your telephony environment is configured for.
Call Answer Time	Time Answered At	Displays the time that the call was actually answered at. The time value is displayed in a format relative to the time zone specifically set by the administrator against the partition (tenant) configuration entry that the involved devices reside within. Refer to the administrator for more information about what time zone your telephony environment is configured for. When the mouse pointer is floated over the time value, a tooltip is displayed showing the value as a full date/time including the current time zone, e.g., "20-June-2016 15:20:21 BST". "BST" is shown for British Summer Time and "GMT" for Winter / Greenwich Mean Time.
Call End Time	Time Ended At	Displays the time that the call segment was actually ended at. The time value is displayed in a format relative to the time zone specifically set by the administrator against the partition (tenant) configuration entry that the involved devices reside within. Refer to the administrator for more information about what time zone for which your telephony environment is configured.
Agent Name	Agent Name Offered	The description associated against the ACD agent that the call segment alerted or was answered at. This is the description configured against the ACD agent number by the administrator, e.g., "Paul Jones".
Agent Number/Extension	Agent ID Offered	Shows the ACD agent that the call segment alerted or was answered at. This is the agent that was currently signed into the device that the call was offered to or answered at. You can also float the mouse pointer over this value in order to display a tooltip showing the agent's description, which would have previously been configured against the agent number by the administrator, e.g., "503 (Paul Jones)".

# Call Center Call Detail Report

## Default Report Metrics

Report Metric	Field Type	Description
<b>Calling Number</b>	Telephone No Calling	The telephone number of the calling party involved in the call. For inbound trunk line calls, this is the CLI/CallerID (Calling Line Identity) telephone number received via the network provider for the corresponding call. The value "[No CallerID]" is displayed when CallerID/CLI is not sent from the original outside calling party, although this is a Contains the telephone number of the called device. For outbound trunk line calls, the field contains the actual digits dialed in order to reach the outside party, excluding network or trunk group selection digits such as "9", "8", etc. For internal calls, the value contains the internal dialing address of the called device
<b>Called Number</b>	Telephone No Called	For inbound trunk line calls, the value denotes the telephone number that the outside caller originally dialed in order to actually reach the designated party on the telephone system. Telephone numbers are only shown for inbound trunk line calls where the network provider provided inbound DID digit information to the telephone system for the corresponding call so that it could be routed accordingly.  value only representing the underlying empty calling telephone number value stored within the associated call segment record. Therefore, attempting to filter by the display values "[No CLI]" / "[No CallerID]" will not work when attempting to obtain external calls received without remote calling party information.  For internal calls, the value contains the internal dialing address of the calling device.
<b>Call Result</b>	Status (Description)	Displays an icon depicting the state of the call segment when it ended and also the reason the corresponding segment ended on the telephone system. When the mouse pointer is floated over the icon, then a tooltip is displayed showing a description for the call's ending status & reason.
<b>Wait Time</b>	Call Ring Time (Distribution)	Displays the distribution ring duration of the current call. For unanswered calls, this is the time that the corresponding call was queued or alerted for. For a hunt group call, this includes the entire wait duration that the call actually spent being distributed by the corresponding hunt group (i.e., includes both queueing & group member alerting/offer time). On answered calls, this is the duration that the call waited for before being answered.
<b>Number of Bounces</b>	Bounced	This is the number of ACD calls that were presented to the agent and bounced. A bounced call is a call that was presented to the agent but for some reason was not answered by the agent and remained in the queue.
<b>Talk Time</b>	Call Total Talk Time	Contains the entire talk time duration for answered calls. For unanswered calls, the field value is empty.
<b>Wrap up time</b>	Wrap-Up Time	The total cumulative duration that the agent has been in the Wrap-Up ACD state throughout the entire date/time range that the corresponding report is being run against. When the corresponding report is being run for the "Real-Time" date/time option, the value only increments with the period of the corresponding agent's previous Wrap-Up ACD status when they change from being in this particular state.
<b>Hold Time</b>	Call Hold Total Time	Displays the cumulative duration for the entire call spent in the held, system-held, or parked states.
<b>Disposition Codes</b>	Account Code Description	This is the description for the code entered by the administrator on the calling platform. For ACD calls, this is the disposition code description; for non-ACD calls this is the account code description.



# Call Center Call Detail Report

## Real Time/Historical Report in Portal

Default Report Type	Historical Call Report
Default View Style	Table View
Default Timeframe	Real-Time

STATUS	CALL CENTER NAME	DNS NAME	ENS NUMBER	CALL START TIME	CALL ANSWER TIME	CALL END TIME	AGENT NAME	AGENT NUMBER/EXTENSION	CALLING NUMBER	CALLED NUMBER	CALL RESULT	WAIT TIME	NUM
✓	Sales	Customer Services	01234567402	09/23/2024 23:57:58	23:58:16	00:00:24	Cameron Knox	01234567111	0165783423	01234567402	Answered	00:00:18	
⚠	Jan Bond	Customer Services	01234567403	09/23/2024 23:59:04		00:00:10	Jan Bond	01234567128	00510617268	01234567403	Abandoned	00:00:17	
✓	Administration	Administration	01234567401	09/23/2024 23:58:16	23:59:10	00:00:34	Austin Hudson	01234567129	09192092208	01234567401	Answered	00:00:54	
✓	Administration	Administration	01234567401	09/23/2024 23:59:34	00:00:04	00:00:40	Tony Webster	01234567105	05259218417	01234567401	Answered	00:00:30	
✓	Administration	Administration	01234567401	09/23/2024 23:58:28	23:59:04	00:00:46	Victoria Turner	01234567123	0898335451	01234567401	Answered	00:00:36	
⚠	Common trunk gatew...	[Non DID]		09/24/2024 00:00:40		00:00:52			08432979812	01234567117	Failed	00:00:12	
✓	Sales	Sales	01234567402	09/23/2024 23:59:22		00:00:10	Cameron Clark	01234567113	04923243336	01234567402	Answered	00:00:48	
✓	Administration	Administration	01234567401	09/23/2024 23:59:10	23:59:34	00:00:58	Anthony Campbell	01234567118	00395688862	01234567401	Answered	00:00:24	
✓	Customer Services	[Non DID]		09/23/2024 23:58:10	23:59:04	00:01:10	Joan Greengross	01234567107	00395688862	[Non DID]	Answered	00:00:54	
✓	Cameron Knox	Heather Randall	01234567122	09/23/2024 23:59:46	00:01:04	00:01:16	Cameron Knox	01234567111	05259218417	01234567122	Answered	00:00:11	
✓	Common trunk gatew...	[Non DID]		09/24/2024 00:00:28	00:00:40	00:01:22			01234567126	09192096228	Answered	00:00:12	
✓	Customer Services	Customer Services	01234567403	09/23/2024 23:59:58	00:00:40	00:01:40	Yvonne McGrath	01234567125	07999615832	01234567403	Answered	00:00:42	
✓	Sales	Sales	01234567402	09/24/2024 00:00:58	00:01:16	00:01:58	Anne Hunter	01234567120	01707633852	01234567402	Answered	00:00:18	
✓	Customer Services	Customer Services	01234567403	09/24/2024 00:00:10	00:00:46	00:02:04	Simon Parsons	01234567119	04923243336	01234567403	Answered	00:00:36	
✓	Common trunk gatew...	[Non DID]		09/24/2024 00:00:52	00:01:10	00:02:16			07770224376	01234567126	Answered	00:00:18	
✓	Tech Support	Tech Support	01234567400	09/24/2024 00:01:40	00:02:04	00:03:52	Andrew Johnston	01234567112	00395688862	01234567400	Answered	00:00:24	
⚠	Common trunk gatew...	[Non DID]		09/24/2024 00:03:10	00:03:52	00:05:16			00510617268	01234567101	Failed	00:00:42	
✓	Amelia Bower	Customer Services	01234567403	09/24/2024 00:02:22	00:03:34	00:04:10	Amelia Bower	01234567117	00510617268	01234567403	Answered	00:00:11	
✓	Peter Cartwright	Peter Cartwright	01234567103	09/24/2024 00:03:34	00:03:46	00:04:40			08920651968	01234567103	Answered	00:00:12	
⚠	Sales	Sales	01234567402	09/24/2024 00:04:10	00:04:46	00:05:46	Simon Parsons	01234567119	06544249341	01234567402	Abandoned	00:00:36	
✓	Sales	Sales	01234567402	09/24/2024 00:03:22	00:03:34	00:04:46	Tony Webster	01234567105	00395688862	01234567402	Answered	00:00:12	
✓	Administration	Administration	01234567401	09/24/2024 00:03:46	00:04:22	00:04:52	Austin Hudson	01234567129	01707633852	01234567401	Answered	00:00:36	
✓	Customer Services	Customer Services	01234567403	09/24/2024 00:04:04	00:04:28	00:04:58	Heather Randall	01234567122	01707633852	01234567403	End On-Hld	00:00:24	
⚠	Common trunk gatew...	[Non DID]		09/24/2024 00:04:46	00:05:04	00:05:52			05020413184	01234567127	Failed	00:00:18	
✓	Administration	[Non DID]		09/24/2024 00:02:58	00:03:40	00:05:16	Victoria Turner	01234567123	09004604018	[Non DID]	Answered	00:00:42	
⚠	Elwyn Watkins	Sales	01234567402	09/24/2024 00:04:34	00:05:28	00:05:28	Elwyn Watkins	01234567109	01707633852	01234567402	Abandoned	00:00:23	
✓	Sales	Sales	01234567402	09/24/2024 00:05:16	00:05:28	00:05:46	Jennifer Marshall	01234567121	00395688862	01234567402	Answered	00:00:12	
✓	Customer Services	Customer Services	01234567403	09/24/2024 00:04:22	00:04:40	00:05:52	Yvonne McGrath	01234567125	0898335451	01234567403	Answered	00:00:18	
✓	Administration	Administration	01234567401	09/24/2024 00:04:58	00:05:40	00:06:46	Tony Webster	01234567105	09135054244	01234567401	Answered	00:00:42	
✓	Colin Sharp	[Non DID]		09/24/2024 00:05:46	00:06:04	00:07:40			09315054244	[Non DID]	Answered	00:00:18	
⚠	Austin Hudson	Administration	01234567401	09/24/2024 00:06:58	00:08:04	00:08:04	Austin Hudson	01234567129	08920651968	01234567401	Abandoned	00:00:29	
⚠	Customer Services	Customer Services	01234567403	09/24/2024 00:06:46	00:07:28	00:08:28	Ella Parsons	01234567124	05020413184	01234567403	End On-Hld	00:00:42	
✓	Sales	Sales	01234567402	09/24/2024 00:06:04	00:06:34	00:09:10	Esther Pigeon	01234567108	01165783423	01234567402	Answered	00:00:30	
✓	Customer Services	Customer Services	01234567403	09/24/2024 00:06:28	00:06:40	00:09:10	Heather Randall	01234567122	0898335451	01234567403	Answered	00:00:12	
✓	Tech Support	Tech Support	01234567400	09/24/2024 00:08:58	00:09:46	00:09:46	Esther Pigeon	01234567108	05020413184	01234567400	Abandoned	00:00:48	
✓	Common trunk gatew...	[Non DID]		09/24/2024 00:07:40	00:08:34	00:10:22			01234567110	06171620202	Answered	00:00:54	
✓	Tech Support	Tech Support	01234567400	09/24/2024 00:08:22	00:09:04	00:10:22	Jennifer Marshall	01234567121	09135054244	01234567400	Answered	00:00:42	
⚠	Common trunk gatew...	[Non DID]		09/24/2024 00:09:34	00:10:22	00:11:22			01234567106	08920651968	Failed	00:00:48	
⚠	Common trunk gatew...	[Non DID]		09/24/2024 00:09:46	00:10:28	00:10:28			01234567122	01165783423	Failed	00:00:42	
✓	Sales	Sales	01234567402	09/24/2024 00:09:10	00:09:52	00:10:34	Tony Webster	01234567105	01165783423	01234567402	Answered	00:00:42	
✓	Common trunk gatew...	[Non DID]		09/24/2024 00:09:52	00:10:22	00:11:10			01234567129	00510617268	Answered	00:00:30	
✓	Jan Bond	Sales	01234567402	09/24/2024 00:09:28	00:10:52	00:11:10	Jan Bond	01234567128	07770224376	01234567402	Answered	00:00:23	
✓	Tech Support	Tech Support	01234567400	09/24/2024 00:09:16	00:10:10	00:11:22	Elwyn Watkins	01234567109	07999615832	01234567400	Answered	00:00:54	
✓	Sales	Sales	01234567402	09/24/2024 00:10:34	00:11:22	00:11:22	Joan Greengross	01234567107	03086317699	01234567402	Abandoned	00:00:48	
⚠	David Harris-Jones	David Harris-Jones	01234567106	09/24/2024 00:10:58	00:11:28	00:11:28	David Harris-Jones	01234567106	07755426066	01234567106	Abandoned	00:00:30	
✓	Victoria Turner	Yvonne McGrath	01234567125	09/24/2024 00:10:04	00:11:16	00:11:28	Victoria Turner	01234567123	07770224376	01234567125	Answered	00:00:17	
✓	Customer Services	Customer Services	01234567403	09/24/2024 00:08:40	00:09:04	00:11:46	Andrew Johnston	01234567112	09477883296	01234567403	Answered	00:00:24	
✓	Common trunk gatew...	[Non DID]		09/24/2024 00:10:16	00:10:52	00:11:52			01234567126	04923243336	Answered	00:00:36	
⚠	Tech Support	Tech Support	01234567400	09/24/2024 00:11:16	00:11:52	00:11:52	Joan Greengross	01234567107	04923243336	01234567400	Abandoned	00:00:36	
✓	Common trunk gatew...	[Non DID]		09/24/2024 00:10:28	00:11:16	00:12:40			01234567119	07755426066	Answered	00:00:48	
⚠	Common trunk gatew...	[Non DID]		09/24/2024 00:11:52	00:12:40	00:12:40			08920651968	01234567102	Failed	00:00:48	
✓	Andrew Johnston	[Non DID]		09/24/2024 00:10:46	00:12:22	00:12:52	Andrew Johnston	01234567112	04923243336	[Non DID]	Answered	00:00:23	
✓	Elwyn Watkins	Elwyn Watkins	01234567109	09/24/2024 00:12:10	00:12:40	00:13:46	Elwyn Watkins	01234567109	09335066849	01234567109	Answered	00:00:30	

Call Center Call Details

OFF

# Call Center Call Detail Report

## Call Disposition Icons

Displays an icon depicting the state of the call segment when it ended and also the reason the corresponding segment ended on the telephone system. When the mouse pointer is floated over the icon, then a tooltip is displayed showing a description for the call's ending status & reason. The different icons displayed are as follows:



The caller abandoned the call before it was answered. The call cleared the telephone system completely, so there is no further call segment records present for the call.



The calling party abandoned the corresponding outbound trunk line call before it was answered. Alternatively, the outbound call failed because the network provider did not recognise the dialed telephone number as valid. The call cleared the telephone system completely, so there is no further call segment records present for the call.



Indicates that the call was answered. One of the parties then subsequently ended the call, which then cleared the telephone system completely, so there is no further call segment records present for the corresponding call.



The call was ended while being on-hold (e.g., when a party involved in the corresponding call segment ended the call after being placed on hold).



A held or unanswered call was forwarded/diverted/picked-up/redirected/overflowed to another device on the telephone system.



The call record represents an unanswered call-in queue distribution that was offered to an extension or ACD agent group member. Because the call was not answered within a pre-determined interval, the queue advanced the call to another available group member, or just re-queued the call back at the group if there were no other available group members. Alternatively, the waiting queue call was moved to & answered by a device using the corresponding telephone system's extension pick-up feature.



The call was answered and then one of the parties involved in the call subsequently transferred it to another internal location on the telephone system, or an external party.



Indicates that the corresponding call was the inquiry consultation call in a transfer scenario. Another call was placed on hold, and then the corresponding call was made to the target party before the transfer was completed. The inquiry call was immediately ended, whereas the held call would have subsequently been transferred to the location of the previously called target party.



The devices involved in the corresponding call segment were used to create a subsequent call conference scenario. Therefore, there will have been additional call segments subsequently created for the same call, for all the parties involved in the conference scenario. A call conference scenario is shown as multiple call segments for each involved party, which are each depicted as being called by the special "[Conference]" device entry.



One or more involved parties in a previous call conference scenario dropped out of the call, which left only two subsequent participants. The call conference then de-generated back to a normal two-party call, which is represented by the following call segment.



The application's representation of the call as shown by the corresponding report row was ended because the call was transferred/diverted to a device that the application does not recognise or is not monitored on the telephone system. This is usually because the administrator has not created a corresponding device entry for it within the application's configuration.



The application's representation of the call as shown by the corresponding report row was ended because the call was transferred/diverted to voice mail and the voice mail device is not monitorable on the telephone system. Note that this particular call termination status is only shown for Customer environments using the BroadSoft M6 telephony platform.



The application's representation of the call as shown by the corresponding report row was ended because the call was parked or system held, and the common park device is not monitorable on the telephone system. Note that this particular call termination status is only shown for Customer environments using the BroadSoft M6 telephony platform.



The application's representation of the call as shown by the corresponding report row was ended because the parties involved in the call were joined into a conference, and the common conferencing device is not monitorable on the telephone system. Note that this particular call termination status is only shown for Customer environments using the BroadSoft M6 telephony platform.



The call segment ended due to one of the following special situations occurring, which will be specifically indicated by the tooltip that is displayed when the mouse pointer is hovered over the status icon. In all cases, the corresponding call record represents a "truncated" representation of the call's progress.

## Call Center (High Water Marks)

The High-Water Marks report shows the longest amount of time spent on calls of various call types for the reporting period.

### Default Report Metrics

Report Metric	Field Type	Description
<b>Status</b>	Device Status Icon	The field displays an icon depicting the overall call state at the corresponding queue. When the mouse pointer is floated over the value, then a tooltip is displayed showing a longer description for the group's current status. This column is only displayed when the report style is run for the "Real-Time" date/time option
<b>Call Center Name</b>	Device Name	The description of the queue. This is description that is configured against the queue by the administrator. Example: "Claims Queue".
<b>Longest Wait Time (All)</b>	Max Wait Time	The largest ring duration of all inbound calls that queued or alerted at the corresponding ACD agent, whether answered, abandoned, or overflowed out.
<b>Longest Waiting Now (All)</b>	Longest Waiting Now	The ring duration of the longest waiting active inbound call that has been routed to the corresponding queue and is still currently waiting to be answered by an agent.
<b>Maximum Concurrent Calls</b>	Max Concurrent Calls	The maximum number of concurrent contact segments within the configured time period across all inbound and outbound contacts.
<b>Maximum Agents Available</b>	Max Available Agents	Maximum count of agents available within the call queue, within the specified timeframe or interval.
<b>Maximum Agents Signed in</b>	Max Signed In	Maximum count of agents signed in within the call queue, within the specified timeframe or interval.

# Call Center (High Water Marks)

## Download & Scheduled PDF Report

<b>Default Report Type</b>	Group / Queue Report
<b>Default View Style</b>	2D Bar Chart + Table View
<b>Default Timeframe</b>	Real-Time

Report Summary Information	
<b>Report Description:</b>	ECCR Call Center Reports Call Center (High Water Marks) (New)
<b>Run For Duration:</b>	Real-Time (Print Snapshot Taken At Sun Sep 29, 2024 10:13:25 PM BST Local Time)
<b>Report Type/Style:</b>	Group / Queue Report
<b>Run By User:</b>	colin.gill@akixi.com
<b>Filter Options:</b>	Tel Server="Demonstration Server", Partitions="Sunshine Desserts"
<b>Sorted By:</b>	[No Field Sorting Configured - Using Default Row Ordering]
<b>Total Rows:</b>	4 Row(s)

Charting Overview	
<b>CALL CENTER (HIGH WATER MARKS) (NEW)</b>	
CALL CENTER NAME	

Detailed Report Fields/Statistics						
Status	Call Center Name	Longest Wait Time (All)	Longest Waiting Now (All)	Maximum Concurrent Calls	Maximum Agents Available	Maxium Agents Signed in
Answered	Tech Support	00:00:55	00:00:00	7	4	5
Idle	Administration	00:00:54	00:00:00	7	0	0
Waiting	Sales	00:00:55	00:00:16	7	4	5
Waiting	Customer Services	00:00:55	00:00:04	8	12	13
		<b>00:00:55</b>	<b>00:00:16</b>	<b>12</b>		

# Call Center (High Water Marks)

## Real Time/Historical Report in Portal

Default Report Type	Group / Queue Report
Default View Style	2D Bar Chart
Default Timeframe	Real-Time

STATUS	CALL CENTER NAME	LONGEST WAIT TIME (ALL)	LONGEST WAITING NOW (ALL)	MAXIMUM CONCURRENT CALLS	MAXIMUM AGENTS AVAILABLE	MAXIMUM AGENTS SIGNED IN
	Tech Support	00:00:55	00:00:14	7	4	5
	Administration	00:00:54	00:00:32	7	0	0
	Sales	00:00:55	00:00:00	7	4	5
	Customer Services	00:00:55	00:00:00	8	12	13
		00:00:55	00:00:32	12		

## Queue Real-Time Statutes & Icons

**None** - When the report is configured to not include group members, this depicts that no calls are currently being distributed by the corresponding queue or are currently answered at a group member. When group members are being included, this indicates that none of the corresponding group extension and/or agent members are currently involved in any outbound or inbound calls.

**Pale Yellow** - When the report is configured to not include group members, this highlight color depicts that the corresponding queue is currently distributing calls that have not yet been answered by a group member extension or ACD agent. When including group members, the color is also used to indicate that one of the corresponding group extensions and/or agent members is currently involved in an unanswered outbound or inbound call. In either statistic calculation mode, this highlighting state is always shown if any waiting calls exist, even if there are other active group calls that have already been answered.

**Green** - If the report is not configured to include group members, then this colour indicates that an active answered calls exist within the queue, where a group member has previously answered one of the group's distributed calls. When including group members, the color indicates that one of the corresponding group extensions and/or agent members is currently involved in an answered outbound or inbound call.

In both calculation modes, this color also indicates that no unanswered calls exist within the corresponding group.



No calls are currently being distributed by the corresponding queue or are currently answered at a group member.



The corresponding queue is currently distributing calls that have not yet been answered by a group member extension or ACD agent. This state is always shown if any waiting calls exist at the group, even if there are other active group calls that have already been answered.



Active answered calls exist within the queue, where a group member has previously answered one of the group's distributed calls. No unanswered calls exist within the group either.



The application is not currently successfully communicating with the telephone system that the queue is associated with. This is either because the application administrator has disabled communication & monitoring of the corresponding telephone system, or there is a problem actually communicating with the telephone system platform. Refer the issue to your application provider or the system wide application administrator.



A previous request to monitor the corresponding queue on the telephone system failed, which is usually due to an incorrect or expired monitor password being set against the device for telephone systems that specifically require it. To display the reason that the monitor request failed, float the mouse pointer over the icon in order to display a more detailed tooltip description.



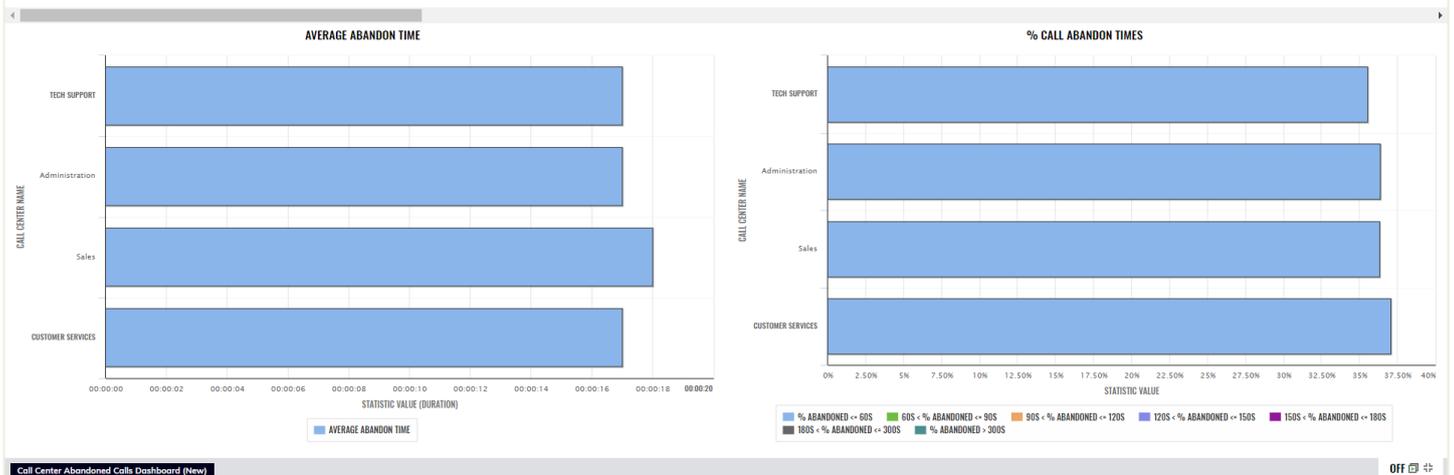
The status of the corresponding queue is unknown, probably because the device has been deleted from the application's configuration by an administrative user. Refer this state to the administrative user of the application.

# Call Center Abandoned Calls Dashboard

This dashboard shows different abandoned calls for individual call queues simultaneously.

Real Time/Historical Report in Portal	
Default Report Type	Dashboard
Default Reports	<ol style="list-style-type: none"> <li><b>Abandoned Calls by Queue</b> <ul style="list-style-type: none"> <li>- Group / Queue Report</li> <li>- Table View</li> <li>- Real Time</li> </ul> </li> <li><b>Average Abandoned Time</b> <ul style="list-style-type: none"> <li>- Group / Queue Report</li> <li>- 2D Bar Chart</li> <li>- Realtime</li> </ul> </li> <li><b>% Call Abandoned Times</b> <ul style="list-style-type: none"> <li>- Group / Queue Report</li> <li>- 2D Bar Chart</li> <li>- Realtime</li> </ul> </li> </ol>

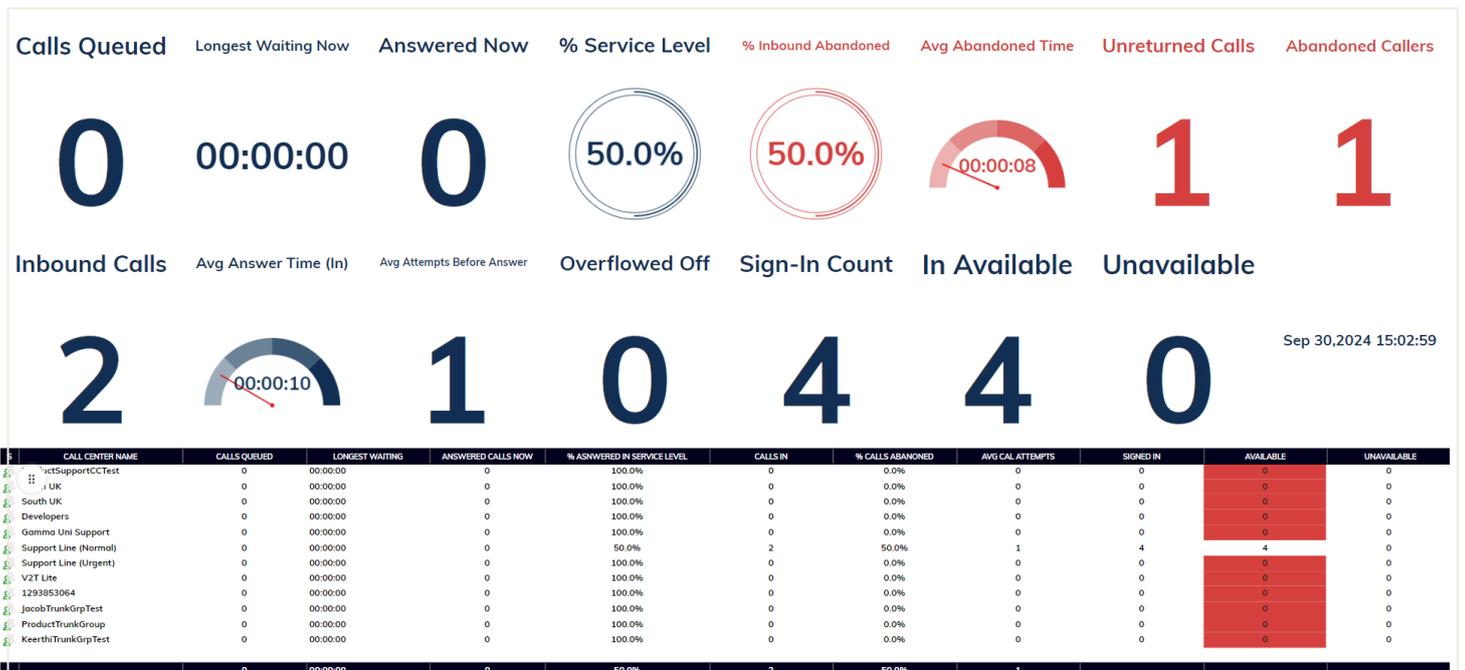
STATUS	CALL CENTER NAME	CALLS QUEUED	CALLS ABANDONED
	Tech Support	1	431
	Administration	2	430
	Sales	0	421
	Customer Services	0	465
		<b>3</b>	<b>1747</b>



# Call Center Dashboard

This dashboard gives a real-time aggregated and per queue view of queue call performance.

Real Time/Historical Report in Portal	
Default Report Type	Dashboard
Default Reports	<ol style="list-style-type: none"> <li><b>Aggregated Queue Performance</b> <ul style="list-style-type: none"> <li>- Wallboard</li> <li>- Grid View</li> <li>- Real Time</li> </ul> </li> <li><b>Per queue performance</b> <ul style="list-style-type: none"> <li>- Group / Queue Report</li> <li>- Table View</li> <li>- Realtime</li> </ul> </li> </ol>



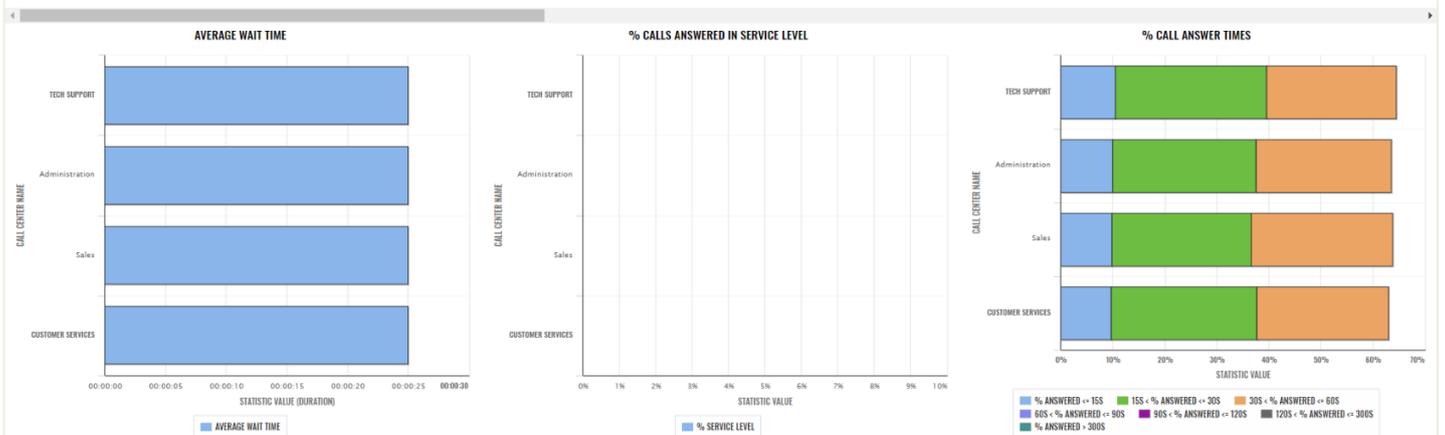
# Call Center Service Level Dashboard

This dashboard shows different real-time simultaneous views of call queue response and service level metrics.

Real Time/Historical Report in Portal	
Default Report Type	Dashboard
Default Reports	<ol style="list-style-type: none"> <li><b>Call Wait Times / Per Threshold Per Queue</b> <ul style="list-style-type: none"> <li>Group / Queue Report</li> <li>Table View</li> <li>Real Time</li> </ul> </li> <li><b>Average Wait Times Per Queue</b> <ul style="list-style-type: none"> <li>Group / Queue Report</li> <li>2D Bar Chart</li> <li>Realtime</li> </ul> </li> <li><b>% Calls answered in Service</b> <ul style="list-style-type: none"> <li>Group / Queue Report</li> <li>2D Bar Chart</li> <li>Realtime</li> </ul> </li> <li><b>% Call Answer Times</b> <ul style="list-style-type: none"> <li>Group / Queue Report</li> <li>2D Bar Chart</li> <li>Realtime</li> </ul> </li> </ol>

STATUS	CALL CENTER NAME	AVERAGE WAIT TIME	% ANS <= 15S
	Tech Support	00:00:25	10.5%
	Administration	00:00:25	10.0%
	Sales	00:00:25	9.8%
	Customer Services	00:00:25	9.7%

		00:00:25	10.0%
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# What's Happening Now

This dashboard gives high level visibility on live calls and agent status.

**Real Time/Historical Report in**

Default Report Type	Dashboard
<p><b>Default Reports</b></p>	<ol style="list-style-type: none"> <li><b>1. High Level Call Metrics</b> <ul style="list-style-type: none"> <li>- Wallboard</li> <li>- Grid View</li> <li>- Real Time</li> </ul> </li> <li><b>2. Active Live Calls</b> <ul style="list-style-type: none"> <li>- Active Call Report</li> <li>- Table View</li> <li>- Realtime</li> </ul> </li> <li><b>3. Agent Call Status</b> <ul style="list-style-type: none"> <li>- Device / Extension Report</li> <li>- BLF View</li> <li>- Realtime</li> </ul> </li> <li><b>4. Abandoned Calls</b> <ul style="list-style-type: none"> <li>- Unreturned Lost Calls Report</li> <li>- Table View</li> <li>- Realtime</li> </ul> </li> </ol>

Inbound Calls
Inbound Abandoned
Avg Answer Time
Avg Abandoned Time

6703

2122

00:00:28

00:00:19

ACTIVE CALL ▲	RING TIME	TALK (SEC)	TEL NO CALLING	DESTINATION CALLED			UNRETURNED CALL	TEL NO CALLING	DESTINATION CALLED	RETURNED AT	
09/30/2024 15:11:00	00:00:30	00:01:48	01234567112	Anthony Campbell	📞	100: C.J.	✓	09/30/2024 14:44:23	06893292226	Tech Support	09/30/2024 14:45:47
09/30/2024 15:11:06	00:00:42	00:01:30	01234567103	Common trunk gateway device.	📞	101: Reggie Perrin	✓	09/30/2024 14:44:59	09843898922	Administration	09/30/2024 14:46:35
09/30/2024 15:11:30	00:00:36	00:01:12	01234567125	Tony Webster	📞	102: Doc Morrissey	✓	09/30/2024 14:46:41	07434255701	Tech Support	09/30/2024 14:48:59
09/30/2024 15:12:12	00:00:48	00:00:18	00795868629	Tony Webster	📞	103: Peter Cartwright	✓	09/30/2024 14:46:37	07434255701	Sales	09/30/2024 14:48:59
09/30/2024 15:12:30	00:00:42	00:00:06	08500260866	Tech Support	📞	104: Morris Coates	✓	09/30/2024 14:46:23	07434255701	Customer Services	09/30/2024 14:49:59
09/30/2024 15:12:37	00:00:23	00:00:18	04743731537	Esther Pigeon	📞	105: Tony Webster	✓	09/30/2024 14:46:11	03026013788	Tech Support	09/30/2024 14:50:41
09/30/2024 15:12:54	00:00:18	00:00:06	02846374292	Administration	📞	106: David Harris-Jones	✓	09/30/2024 14:46:41	07434255701	Customer Services	09/30/2024 14:49:59
09/30/2024 15:13:00	00:00:18		01234567127	Common trunk gateway device.	📞	107: Joan Greengross	✓	09/30/2024 14:45:59	04743731537	Customer Services	09/30/2024 14:57:24
09/30/2024 15:13:00	00:00:18		00795868629	Austin Hudson	📞	108: Esther Pigeon	✓	09/30/2024 14:47:17	07434255701	Customer Services	09/30/2024 14:49:59
09/30/2024 15:13:06	00:00:12		02079092447	Simon Parsons	📞	109: Elwyn Watkins	✓	09/30/2024 14:47:05	02183240222	Morris Coates	09/30/2024 14:47:23
09/30/2024 15:13:12	00:00:06		01234567109	Common trunk gateway device.	📞	110: Julian Stewart	✓	09/30/2024 14:47:35	05769301780	Tech Support	09/30/2024 14:50:05
					📞	111: Cameron Knox	✓	09/30/2024 14:47:41	00797915750	Customer Services	09/30/2024 14:48:47
					📞	112: Andrew Johnston	✓	09/30/2024 14:47:05	02183240222	Sales	09/30/2024 14:56:48
					📞	113: Cameron Clark	✓	09/30/2024 14:48:41	05472064918	Tech Support	09/30/2024 14:50:35
					📞	114: Luke Davies	✓	09/30/2024 14:49:05	00165574946	Tech Support	09/30/2024 14:54:06
					📞	115: Caroline Morrison	✓	09/30/2024 14:50:53	05728305037	Customer Services	09/30/2024 14:51:54
					📞	116: Jan Newman	✓	09/30/2024 14:51:00	07948798998	Customer Services	09/30/2024 14:51:06
					📞	117: Amelia Bower	✓	09/30/2024 14:51:12	08606407465	Tech Support	09/30/2024 14:55:24
					📞	118: Anthony Campbell	✓	09/30/2024 14:51:18	04743731537	Tech Support	09/30/2024 14:57:24
					📞	119: Simon Parsons	✓	09/30/2024 14:51:36	04548000977	Tech Support	09/30/2024 14:52:54
					📞	120: Anne Hunter	✓	09/30/2024 14:51:42	09606497465	Tech Support	09/30/2024 14:55:24
					📞	121: Jennifer Marshall	✓	09/30/2024 14:51:48	02079092447	Customer Services	09/30/2024 14:54:30
					📞	122: Heather Randall	✓	09/30/2024 14:54:00	05728305037	Administration	09/30/2024 14:56:36
					📞	123: Victoria Turner	✓	09/30/2024 14:54:06	07434255701	Customer Services	09/30/2024 14:55:54
					📞	124: Ella Parsons	✓	09/30/2024 14:54:42	07434255701	Customer Services	09/30/2024 14:55:54
					📞	125: Yvonne McGrath	✓	09/30/2024 14:54:18	06893292226	Sales	09/30/2024 14:59:18
					📞	126: Emily Hodges					
					📞	127: Colin Sharp					
					📞	128: Jan Bond					
					📞	129: Austin Hudson					

What's Happening Now (New)
OFF 🗄