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# Report Reference Guide for TASKE Contact and TASKE Reporter

For Toshiba® Strata CIX Telephone Systems

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# Welcome

This guide includes an example of the reports available from your TASKE application. TASKE reports provide valuable information for effectively managing a contact center. Produced from logged contact center data, these reports help managers analyze past and present performance, monitor current operations, and forecast future demands.

## Reporting Overview

TASKE reports are produced using three variables: a reporting period, a resource, and an option. For example, you can create a report using a daily reporting period for an extension resource with an hourly option, as shown in the following example:

Detailed Extension by Hour Report																			
Extension: 652    Name: Markus Miller (Markus)																			
Time Start	Total ACD Ans'd	% of Tot	ASA Sec	ACD Duration		Total Non ACD Ans'd	% of Tot	ASA sec	Non ACD Duration		Abandon		Total Calls Out	% of Tot	Out Duration		Transfer		
				Total h:mm:ss	Avg Secs				Total h:mm:ss	Avg Secs	Total Calls	TTAb Sec			Total h:mm:ss	Avg Secs	In	Out	Conf
9:00	2	17	13	0:41:41	1251	1	25	2	0:04:38	278	1	20	2	11	0:01:32	46	1	0	0
10:00	2	17	8	1:09:20	2080	0	0	0	0:00:33	0	0	0	1	6	0:01:58	118	0	0	0
11:00	0	0	0	0:00:00	0	0	0	0	0:00:53	0	1	20	4	22	0:30:25	456	0	0	0
12:00	0	0	0	0:00:00	0	0	0	0	0:00:00	0	1	22	0	0	0:00:00	0	0	0	0
13:00	5	42	14	0:53:51	646	2	50	50	0:05:11	156	0	0	4	22	0:05:08	77	2	0	0
14:00	2	17	9	0:31:09	935	0	0	0	0:00:00	0	0	0	1	6	0:02:29	149	0	0	0
15:00	1	8	17	0:09:32	572	1	25	25	0:00:25	25	0	0	2	11	0:30:09	905	0	0	0
16:00	0	0	0	0:00:00	0	0	0	0	0:00:00	0	1	20	4	22	0:04:42	71	0	0	0
17:00	0	0	0	0:00:00	0	0	0	0	0:00:00	0	0	0	0	0	0:00:00	0	0	0	0
Total	12	100	12	3:25:33	1028	4	100	154	0:10:14	154	4	21	18	100	1:16:23	255	3	0	0

## Reporting Periods

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

- daily produces a report for one or more days
- weekly produces a report for one or more weeks, and includes the day of week interval in the report options
- monthly produces a report for one or more months, and includes the day of month interval in the report options
- range produces a report a specific range of days, where date ranges are user-defined
- year by week produces reports for a maximum of fifty-two weeks with day of week and week intervals as report options.
- year by month produces reports for a maximum of twenty-four months with the day of month and month intervals as report options.

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

For TASKE Reporter, the following periods are available:

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

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

## Report Resources

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

- trunk or extension resources provide information about equipment performance
- agent reports provide information about staff performance
- queue reports provide information about customer perception of service and call type information
- DNIS reports provide information about toll number (800/900) effectiveness

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



## Report Options

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

## Report Index

The following table identifies the reports available for TASKE Contact and TASKE Reporter. For TASKE Contact, reporting periods are: daily (D), weekly (W), monthly (M), range (R), year-by-week (Yw), year-by-month (Ym), or all reporting periods (All). For TASKE Reporter, reporting periods are: daily (D), weekly (W), monthly (M), or all reporting periods (All).

Resources	Options																									
	15-30-60 Min.	Day	Week	Month	Ind. Summary	Extension	Called Number	Ext. Call Detail	Agent	Queue	Queue by Ag't	Peak Offered	Peak Ans.	Peak Abn.	Peak Int.	DNIS	Area Code	Area Code and City	State or Prov.	Abandon Call	Hold Dropped	Account Code	Acc't Code by Ag't	Acc't Code by Pairs	Talk Time Dist.	
Trunk Group	All	W M R Yw Ym	Yw	Ym	All																					
Extension	All	W M R Yw Ym	Yw	Ym				D																		
Extension Group						All																				
Agent	All	W M R Yw Ym	Yw	Ym						All												All				
Agent by DND	All	W M R Yw Ym	Yw	Ym																						
Agent by Unavailable Reason	All	W M R Yw Ym	Yw	Ym																						
Agent ACD Hold	All	W M R Yw Ym	Yw	Ym																	All					
Agent Group	All	W M R Yw Ym	Yw	Ym					All	All	All											All	All			
Agent Group by DND	All	W M R Yw Ym	Yw	Ym					All																	
Agent Group by Unavailable Reason	All	W M R Yw Ym	Yw	Ym					All																	
Agent Group ACD Hold	All	W M R Yw Ym	Yw	Ym					D W M																	
Queue	All	W M R Yw Ym	Yw	Ym												All	All	All	All	All					All	
Queue Ans./Abn./Int. Spectrum	All	W M R Yw Ym	Yw	Ym																						
Queue Account Code	All	W M R Yw Ym	Yw	Ym																				All		
Queue Peaks												M	M	M	M											
Queue Group	All	W M R Yw Ym	Yw	Ym						All						All	All	All	All	All					All	
Queue Group Ans./Abn./Int. Spectrum	All	W M R Yw Ym	Yw	Ym						All																
Queue Group Acc't Code	All	W M R Yw Ym	Yw	Ym						All														All		
Queue Group Peaks												M	M	M	M											
DNIS	All	M R Yw Ym	Yw	Ym	W																					
DNIS Group	All	M R Yw Ym	Yw	Ym	W											All										



## Trunk Reports

Trunks are your connection to the outside world, representing the telephone lines to your company from the telephone company.

In your company, trunks are shared for both incoming and outgoing telephone calls. If there are not enough available trunks, callers may get busy signals or employees may not be able to place calls.

Trunk reports provide valuable information about inbound and outbound call traffic. You can examine the distribution of calls among trunks. If one trunk is carrying more calls than other trunks, and this distribution is not part of the call flow design, you may want to take action to correct the call distribution among trunks.

Trunk reports can also help identify issues. For example, look for trunks with a high frequency of short duration calls. Callers may be hanging up before being connected to an agent because they are encountering trouble. Similarly, trunks with abnormally long call durations may be hung.

Trunk reports include:

- Trunk Group by Time Interval
- Individual Trunk Summary

## Trunk Group by Time Interval

Logical groupings of trunks in the TASKE database are the basis of trunk group reports. A group of trunks may include all inbound trunks or all outbound trunks. A group of trunks may also simply be all the trunks servicing the center. Among the statistics provided by the Trunk Group by Time Interval report are the number of inbound and outbound calls, peak times for trunk usage, call duration, the number of abandoned calls, and the number of short duration calls.



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

<b>Trunk Group by Hour Report</b>														
<b>Trunk Group: 1    Name: TV (All)</b>														
<b>Time Start</b>	<b>Total Calls Ans'd</b>	<b>T Ans Avg Secs</b>	<b>% Ans'd Before 10 Secs</b>	<b>Call Duration</b>		<b>Total Calls Aband</b>	<b>T Abnd Avg Secs</b>	<b>Short Dur'n Calls</b>	<b>Total Calls Out</b>	<b>Out Duration</b>		<b>% of Total Calls</b>	<b>Trunk Busy Secs</b>	<b>Peak Trunks Used</b>
				<b>Total h:mm:ss</b>	<b>Avg Secs</b>					<b>Total h:mm:ss</b>	<b>Avg Secs</b>			
9:00	68	13	59	7:59:51	423	6	18	5	8	0:00:00	0	11.16	0	12
10:00	83	10	71	7:09:18	310	5	13	8	0	0:00:00	0	13.27	0	14
11:00	64	12	69	5:34:41	314	8	19	14	0	0:00:00	0	10.86	0	10
12:00	70	15	67	8:17:35	427	3	38	4	0	0:00:00	0	11.01	0	14
13:00	64	19	53	5:29:20	309	7	30	6	0	0:00:00	0	10.71	0	14
14:00	74	11	61	6:20:56	309	5	11	12	0	0:00:00	0	11.92	0	11
15:00	75	12	67	6:19:17	303	4	29	6	0	0:00:00	0	11.92	0	11
16:00	75	12	61	6:39:59	320	4	21	2	0	0:00:00	0	11.92	0	15
17:00	48	12	73	4:16:23	320	0	0	2	0	0:00:00	0	7.24	0	10
<b>Totals</b>	<b>621</b>	<b>13</b>	<b>64</b>	<b>58:07:20</b>	<b>337</b>	<b>42</b>	<b>22</b>	<b>59</b>	<b>8</b>	<b>0:00:00</b>	<b>0</b>	<b>100.00</b>	<b>0</b>	<b>15</b>

## Individual Trunk Summary

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



The statistics reported for % Ans'd Before xx Secs (Percent Answered Before xx Seconds) and Short Durn Calls (Short Duration Calls) are based on user defined thresholds, which can be customized to correspond with the expectations of the center. The default value for % Ans'd Before xx Secs is 10 seconds and the default value for Short Durn Calls is 6 seconds.

Trunk Report													
ID	Trunk		Total Calls Ans'd	T Ans Avg Secs	% Ans'd Before 10 Secs	Call Duration		Total Calls Aband	T Abnd Avg Secs	Short Dur'n Calls	Total Calls Out	Out Duration	
	Name	Nickname				Total h:mm:ss	Avg Secs					Total h:mm:ss	Avg Secs
9:1	Trunk 1	T1	94	11	67	9:11:07	352	7	32	16	0	0:00:00	0
9:2	Trunk 2	T2	94	9	71	7:43:14	296	6	23	13	0	0:00:00	0
9:3	Trunk 3	T3	82	11	62	8:30:59	374	1	60	6	0	0:00:00	0
9:4	Trunk 4	T4	61	11	67	8:48:11	520	2	40	4	0	0:00:00	0
9:5	Trunk 5	T5	72	12	67	6:20:44	317	4	10	5	0	0:00:00	0
9:6	Trunk 6	T6	70	10	71	4:42:39	242	2	34	10	0	0:00:00	0
9:7	Trunk 7	T7	58	14	64	4:56:16	306	6	11	3	0	0:00:00	0
9:8	Trunk 8	T8	40	15	63	4:23:32	395	9	20	2	0	0:00:00	0
9:9	Trunk 9	T9	40	16	45	3:15:41	294	3	24	3	0	0:00:00	0
9:10	Trunk	T10	33	16	61	2:33:44	280	0	0	5	0	0:00:00	0
9:11	Trunk	T11	23	21	43	2:05:30	327	3	13	6	0	0:00:00	0
9:12	Trunk	T12	19	19	68	2:23:18	453	3	40	1	0	0:00:00	0
9:13	Trunk	T13	17	16	71	1:12:23	255	2	18	1	0	0:00:00	0
9:14	Trunk	T14	9	15	33	1:20:52	539	0	0	1	0	0:00:00	0
9:15	Trunk	T15	9	35	44	0:22:44	152	1	24	0	0	0:00:00	0
9:16	Trunk	T16	3	19	67	0:03:29	70	0	0	1	0	0:00:00	0



## Extension Reports

Extension reports allow managers to keep track of telephone usage for extensions in your company. For example, you can view the duration of each call that has been answered for each extension. You can also view summaries of various call types (including the total duration of ACD, non-ACD, or outgoing calls) for each extension in an extension group.

Extension reports can help identify possible improper use of the telephone system. You can view a history of every inbound, outbound, and internal (intercom) call for an extension. For example, long duration calls from a boardroom extension may indicate an issue, particularly if those calls are placed after office hours. As well, look for calls to or from destinations that are not typical for your business or for a telephone number called with unusual frequency.

Extension reports include:

- Extension by Time Interval
- Individual Extension Summary
- Extension by Call Detail
- Extension Group by Extension

## Extension by Time Interval

The Extension by Time Interval report segments the contact center day by the selected time interval. Available time intervals are quarter-hour, half-hour, and hour. This report details the use of an extension throughout the day with statistics that include the number and duration of ACD and non-ACD calls, the number of abandoned calls, and the number of transfers and conferences.



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

<b>Detailed Extension by Hour Report</b>																			
<b>Extension: 652    Name: Markus Miller (Markus)</b>																			
<b>Time Start</b>	<b>Total ACD Ans'd</b>	<b>% of Tot</b>	<b>ASA Sec</b>	<b>ACD Duration</b>		<b>Total Non ACD Ans'd</b>	<b>% of Tot</b>	<b>ASA sec</b>	<b>Non ACD Duration</b>		<b>Abandon</b>		<b>Total Calls Out</b>	<b>% of Tot</b>	<b>Out Duration</b>		<b>Transfer</b>		
				<b>Total h:mm:ss</b>	<b>Avg Secs</b>				<b>Total h:mm:ss</b>	<b>Avg Secs</b>	<b>Total Calls</b>	<b>TTAb Sec</b>			<b>Total h:mm:ss</b>	<b>Avg Secs</b>	<b>In</b>	<b>Out</b>	<b>Conf</b>
9:00	2	17	13	0:41:41	1251	1	25	2	0:04:38	278	1	20	2	11	0:01:32	46	1	0	0
10:00	2	17	8	1:09:20	2080	0	0	0	0:00:33	0	0	0	1	6	0:01:58	118	0	0	0
11:00	0	0	0	0:00:00	0	0	0	0	0:00:53	0	1	20	4	22	0:30:25	456	0	0	0
12:00	0	0	0	0:00:00	0	0	0	0	0:00:00	0	1	22	0	0	0:00:00	0	0	0	0
13:00	5	42	14	0:53:51	646	2	50	50	0:05:11	156	0	0	4	22	0:05:08	77	2	0	0
14:00	2	17	9	0:31:09	935	0	0	0	0:00:00	0	0	0	1	6	0:02:29	149	0	0	0
15:00	1	8	17	0:09:32	572	1	25	25	0:00:25	25	0	0	2	11	0:30:09	905	0	0	0
16:00	0	0	0	0:00:00	0	0	0	0	0:00:00	0	1	20	4	22	0:04:42	71	0	0	0
17:00	0	0	0	0:00:00	0	0	0	0	0:00:00	0	0	0	0	0	0:00:00	0	0	0	0
<b>Total</b>	<b>12</b>	<b>100</b>	<b>12</b>	<b>3:25:33</b>	<b>1028</b>	<b>4</b>	<b>100</b>	<b>154</b>	<b>0:10:14</b>	<b>154</b>	<b>4</b>	<b>21</b>	<b>18</b>	<b>100</b>	<b>1:16:23</b>	<b>255</b>	<b>3</b>	<b>0</b>	<b>0</b>

## Individual Extension Summary

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



The Individual Extension Summary report provides a clear picture of all call traffic in and out of the center for every extension. Use this report to pinpoint areas requiring further investigation. Complete the extension investigations with the Extension by Time Interval report and Extension by Call Detail report.

Extension Report																			
Extn			ACD Calls Duration				NonACD Calls Duration				Abandon		Out Calls Duration			ATT	Trans		
ID	Name	Nickname	Total Ans'd	ASA Sec	Total h:mm:ss	Avg Secs	Total Ans'd	ASA Sec	Total h:mm:ss	Avg Secs	Total Calls	TTAb Sec	Total Out	Total h:mm:ss	Avg Secs		In	Out	Conf
616	Louise Gauthier	Louise	0	0	0:00:00	0	10	2	1:08:44	412	9	21	22	0:52:25	143	0	9	1	5
625	Qualified Callers	Queue	0	0	0:00:00	0	280	0	0:09:21	2	0	0	0	0:00:00	0	0	27	0	0
641	Pat Wall	Pat	254	6	1:52:04	26	30	6	0:27:13	54	4	16	16	0:48:00	16	0	32	127	1
642	Nikki Warner	Nikki	192	6	1:30:52	28	5	8	0:04:09	50	3	9	9	0:10:07	6	0	0	83	0
643	Lisa Holloway	Lisa	245	4	2:35:35	38	10	5	0:11:45	71	5	6	6	0:18:31	8	0	1	115	0
646	Diane Geeney		19	7	3:54:13	740	1	2	0:00:43	43	4	34	34	0:46:00	63	0	2	0	0
647	Vikki Slater	Vikki	23	4	2:41:55	422	3	4	0:15:20	307	1	22	22	0:41:52	114	0	1	1	0
648	Tara Carpenter	Tara	23	1	3:22:55	529	6	3	0:15:23	154	2	16	16	0:14:36	58	0	4	2	0
649	Jennifer Morgan	Jenn	17	2	2:42:33	574	1	5	0:07:33	453	0	0	0	0:40:52	94	0	1	1	0
650	Sam Douglas	Sam	8	3	1:43:10	774	2	7	0:24:30	735	1	0	0	1:09:58	69	0	2	0	0
652	Markus Miller	Markus	15	12	4:12:12	1009	5	4	0:13:30	162	4	21	21	1:16:23	255	0	4	0	0
653	Charles Brule	Charles	10	4	1:22:34	495	0	0	0:00:00	0	0	0	0	0:30:53	62	0	0	0	0
654	Louise Mauro	Louise	23	5	4:05:28	640	3	8	0:00:40	13	1	6	6	0:38:27	56	0	1	0	0
658	Tammy Porter	Tammy	0	0	0:00:00	0	1	5	0:01:00	60	3	15	15	0:00:00	0	0	2	0	0
661	Barb Gross	Barb	15	9	2:05:43	503	1	7	0:00:09	9	0	0	0	0:51:39	238	0	0	0	0
662	Jamie O'Neil	Jamie	16	5	3:20:19	751	2	15	0:19:33	587	2	12	12	0:58:47	118	0	2	0	0
664	Sandy Fitch	Sandy	0	0	0:00:00	0	3	2	0:23:52	477	7	23	23	1:51:00	202	0	7	0	0
667	Elizabeth Brown	Elizabe	13	2	2:49:15	781	1	7	0:23:48	1428	3	18	18	1:43:06	163	0	1	0	0

## Extension by Call Detail

The Extension Call Detail report offers a history of every inbound, outbound, and internal (intercom) call for an extension. Report details include the call start and end times; call duration and type; calling and called numbers (which may include telephone numbers, extension numbers, and queue numbers); account code information if applicable; and the originating location or destination location of the call (which may be a town or extension name).



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

### Extension Call Detail Report

Extension: 616 Name: Louise Gauthier (Louise)

Start Time hh:mm:ss	End Time hh:mm:ss	Call Duration hh:mm:ss	Call Type	Called To	Called From	Account Code			Queue			Location
						Number	Name	Nickname	Number	Name	Nickname	
9:25:53	9:26:37	0:00:44	intercom	485								
9:26:40	9:27:49	0:01:09	outgoing	12015557965								New Jersey
9:39:59	9:40:08	0:00:09	intercom		641							
9:40:34	9:40:41	0:00:07	intercom		641							
9:40:44	9:43:16	0:02:32	incoming		15095551432	1255	Tools		5000	Support	C.S.	
10:04:06	10:04:26	0:00:20	intercom	402								
10:32:01	10:32:14	0:00:13	intercom		678							
10:32:10	10:32:14	0:00:04	outgoing	12815556222								Texas
10:32:22	10:55:14	0:22:52	incoming		13625557234	1122	Lights		5000	Support	C.S.	Georgia
11:00:33	11:06:09	0:05:36	incoming		678							Georgia
11:07:11	11:07:51	0:00:40	intercom	594								
11:19:28	11:21:40	0:02:12	outgoing	12015557965								New Jersey
16:13:57	16:18:28	0:04:31	outgoing	12015555257								New Jersey
16:23:17	16:25:55	0:02:38	outgoing	14075550802								Florida
17:07:08	17:13:29	0:06:21	intercom		402							
17:53:19	17:54:12	0:00:53	outgoing	13125553680								Illinois

### SUMMARY

	Total Calls	Call Duration	
		Total hh:mm:ss	Avg Secs
Intercom	17	0:17:43	63
Incoming	6	1:01:54	619
Outgoing	9	0:41:32	277
Unknown	0	0:00:00	0
<b>Totals</b>	<b>32</b>	<b>2:01:09</b>	<b>227</b>

## Extension Group by Extension

The Extension Group by Extension report is similar to the Individual Extension Summary report. Both reports provide a single-line summary for each extension. However, the Extension Group by Extension report includes only extensions in a selected group, rather than every extension in the center. This report totals each column of the report, providing an overview of the group's activity. Report statistics include ACD, non-ACD, and outbound call durations; the number of abandoned calls and the average number of seconds it took for a caller to abandon; the number of calls transferred to and from the extension; and the number of conference calls where the extension was a participant.



Information in extension reports mirrors information in agent reports. However, only a fraction of the employees in many organizations are agents, rather than employees with personal extension numbers. With extension reports, call traffic statistics are available for almost everyone in the organization.

Extension Group Report																			
Extension Group: 6000      Name: Customer Support (CS)																			
Ext	Name	Nickname	ACD Calls Duration				Non ACD Calls Duration				Abandon		Out Calls Duration			Transfer			
			Total Ans'd	ASA Sec	Total h:mm:ss	Avg Secs	Total Ans'd	ASA Sec	Total h:mm:ss	Avg Secs	Total Calls	TTAb Sec	Total Out	Total h:mm:ss	Avg Secs	ATT	In	Out	Conf
511	Leslie Swant	Leslie	0	0	0:00:00	0	0	0	0:00:00	0	0	0	0	0:00:00	0	0	0	0	0
514	Gale Bowen	Gale	0	0	0:00:00	0	0	0	0:00:00	0	0	0	0	0:00:00	0	0	0	0	0
616	Louise	Louise	0	0	0:00:00	0	9	3	0:53:09	354	13	25	20	0:23:08	69	0	13	0	5
641	Pat Wall	Pat	299	5	1:55:17	23	28	6	0:31:08	67	15	11	180	0:27:27	6	0	34	150	1
642	Nikki Warner	Nikki	179	5	1:28:44	30	4	18	0:05:58	90	9	14	111	0:14:37	8	0	1	95	0
643	Lisa	Lisa	218	4	2:07:48	35	8	4	0:09:33	72	5	13	141	0:30:09	13	0	0	112	0
646	Diane	Diane	21	6	4:09:25	713	3	7	0:23:05	462	1	22	27	1:01:34	137	0	3	1	0
647	Vikki Slater	Vikki	26	3	2:37:14	363	1	3	0:19:25	1165	0	0	19	0:24:16	77	0	1	3	0
648	Tara	Tara	28	1	5:22:37	691	2	9	0:02:04	62	0	0	10	0:09:48	59	0	3	1	0
649	Jennifer	Jenn	6	1	1:12:23	724	3	3	0:18:14	365	0	0	95	2:11:48	83	0	2	0	0
650	Sam	Sam	14	5	2:29:43	599	2	4	0:07:55	238	0	0	27	0:24:47	55	0	2	0	0
650	Markus	Markus	27	9	3:15:38	435	3	3	0:04:52	97	3	10	28	0:30:18	65	0	2	0	0
664	Sandy Fitch	Sandy	0	0	0:00:00	0	2	3	0:08:56	268	4	22	11	0:19:16	105	0	5	0	0
667	Elizabeth	Elizabe	17	0	2:56:31	623	3	6	0:12:15	245	0	0	52	1:16:21	88	0	3	0	0
669	Len Gervais	Len	0	0	0:00:00	0	0	0	0:00:00	0	0	0	0	0:00:00	0	0	0	0	0
<b>Totals</b>			<b>883</b>	<b>5</b>	<b>34:01:00</b>	<b>139</b>	<b>73</b>	<b>7</b>	<b>3:32:38</b>	<b>175</b>	<b>61</b>	<b>16</b>	<b>817</b>	<b>10:15:07</b>	<b>45</b>	<b>0</b>	<b>79</b>	<b>362</b>	<b>6</b>



## Agent Reports

Agent reports provide definitive answers to questions about overstaffing, understaffing, individual agent performance, and productivity. For example, these reports can help you determine a need to add or remove agents from a queue based on how many agents remain idle given current call volumes. You can also determine how long agents are taking on a per call basis. Reports show the length of each call from when it was answered to when it is disconnected.

Agent reports can help you identify possible improper use of the telephone system. For example, non-ACD calls that are inbound to an agent's extension, and that didn't arrive there from a queue, may indicate an issue. Watch for high volumes of unexpected inbound calls from sources other than your ACD. Similarly, agent reports can help identify agents who shouldn't be making calls, but who have large outbound call volumes.

Agent DND reports provide information about the amount of time agents are not available to answer ACD or non-ACD calls. When entering the DND state, an agent provides a code that indicates the reason for entering the state. Reason codes are configured by your TASKE administrator and may represent activities such as breaks, meetings, training, or lunches.

Agent ACD hold reports let managers know how much time callers are spending on hold. Lengthy hold times may result in abandoned calls or give callers a negative perception of the center and its agents, particularly if they have already experienced a long wait in the queue. Lengthy hold times may also indicate that agents need additional training because they are putting callers on hold to ask other agents for information or to search knowledge bases.

Agent unavailable reason reports help determine whether agents are using their non-ACD time appropriately. When entering an unavailable state, an agent provides a code that indicates the reason for entering the state. Reason codes are configured by your TASKE administrator and may represent activities such as breaks, meetings, training, or lunches.

Agent reports include:

- Agent by Time Interval
- Agent by Queue
- Agent by Account Code
- Agent Group by Agent
- Agent Group by Account Code by Agent
- Agent Group by Queue by Agent
- Agent by DND by Time Interval
- Agent Group by DND by Agent
- Agent ACD Hold by Time Interval
- Agent ACD Hold by Hold Dropped
- Agent Group ACD Hold by Agent
- Agent Unavailable Reason Code by Time Interval
- Agent Group Unavailable Reason by Agent

## Agent by Time Interval



The Agent by Time Interval report segments the contact center day by the interval selected for the report. Available time intervals are quarter-hour, half-hour, and hour. This report details an agent's activities throughout the day with statistics that include log in and log out times, the number and duration of ACD and non-ACD calls, and the amount of time spent in specific states such as do not disturb and work time.

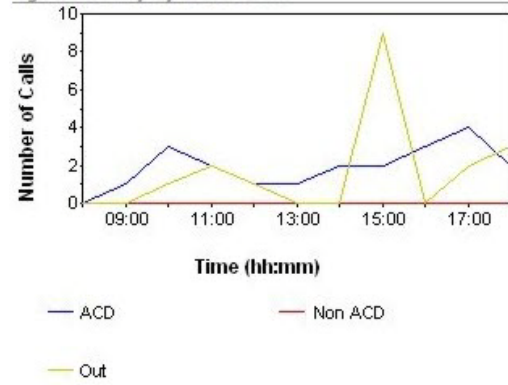


Use the agent group version of this report to see how many hours of the day agents in this group spend idle. If idle time adds up to more than half the workday, overstaffing is a possibility.

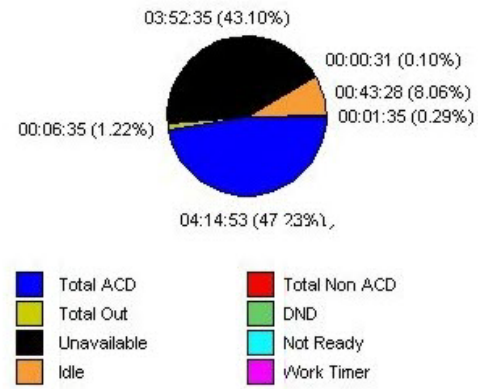
Agent by Hour Report																
Agent: 0013		Name: Gerald (GA0013)														
Time Start	LogIn Time	LogOut Time	Shift Time	Extn			Total ACD Calls	ACD Duration Total	Avg	Total NonACD Calls	NonACD Duration Total	Avg	Total Out Calls	Out Duration Total	Avg	DND
hh:mm	hh:mm	hh:mm	h:mm:ss	ID	Name	Nickname	Calls	h:mm:ss	Secs	Calls	h:mm:ss	Secs	Calls	h:mm:ss	Secs	h:mm:ss
09:00	9:35		0:24:39	316	Extn		1	0:08:27	507	0	0:00:00	0	0	0:00:00	0	0:00:00
10:00			1:00:00				3	0:38:07	762	0	0:00:00	0	1	0:00:00	0	0:00:00
11:00			1:00:00				2	0:38:07	1144	0	0:00:00	0	2	0:00:00	0	0:00:00
12:00			1:00:00				1	0:52:35	3155	0	0:00:00	0	1	0:00:23	23	0:00:00
13:00			1:00:00				1	0:18:48	1128	0	0:02:33	0	0	0:00:00	0	0:00:00
14:00			1:00:00				2	0:03:05	93	0	0:00:00	0	0	0:00:00	0	0:00:00
15:00			1:00:00				2	0:39:02	1171	0	0:00:00	0	9	0:03:31	23	0:00:00
16:00			1:00:00				3	0:08:52	177	0	0:00:00	0	0	0:00:00	0	0:00:00
17:00			1:00:00				4	0:36:08	542	0	0:00:00	0	2	0:01:36	48	0:00:00
18:00		18:34	0:34:58				2	0:11:42	351	0	0:00:00	0	3	0:01:05	22	0:00:00
<b>Totals</b>			<b>8:59:37</b>				<b>21</b>	<b>4:14:53</b>	<b>728</b>	<b>0</b>	<b>0:02:33</b>	<b>0</b>	<b>18</b>	<b>0:06:35</b>	<b>22</b>	<b>0:00:00</b>

Unavailable h:mm:ss	Not Ready h:mm:ss	Work Timer h:mm:ss	Idle Time h:mm:ss
0:09:41	0:00:03	0:00:00	00:06:28
0:12:02	0:00:00	0:00:18	00:09:33
0:14:14	0:00:00	0:00:01	00:07:38
0:03:07	0:00:00	0:00:12	00:03:43
0:40:49	0:00:00	0:00:00	00:00:23
0:52:52	0:00:00	0:00:05	00:03:58
0:16:05	0:00:09	0:00:10	00:01:03
0:48:53	0:00:00	0:00:16	00:01:59
0:14:55	0:00:11	0:00:32	00:06:38
0:19:57	0:00:08	0:00:01	00:02:05
<b>3:52:35</b>	<b>0:00:31</b>	<b>0:01:35</b>	<b>00:43:28</b>

Agent Activity By Call Volume



Agent Activity By Time



## Agent by Queue



The Agent by Queue report segments an agent's activity by the queues the agent belongs to. An agent typically answers for a primary queue and may also answer overflowed calls from other queues. Overflow occurs when a call waits in a queue without an answer until reaching a threshold time, at which point the call flows into another queue to wait for an answer. In general, the majority of an agent's calls should originate from the primary queue.

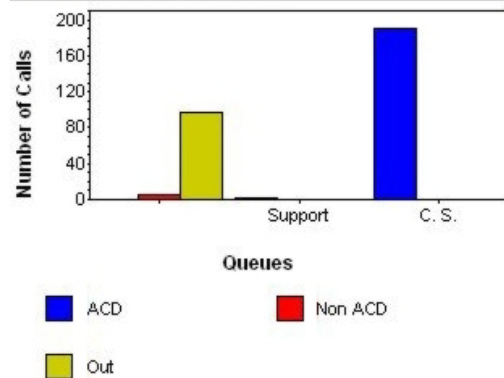
Report statistics include the number and duration of ACD, non-ACD, and outbound calls, the number of re-queues (ReQs), the number of transferred calls in and out of the queue by the agent, and the number of conference calls. The first line of Agent by Queue reports always summarizes the inbound, non-ACD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



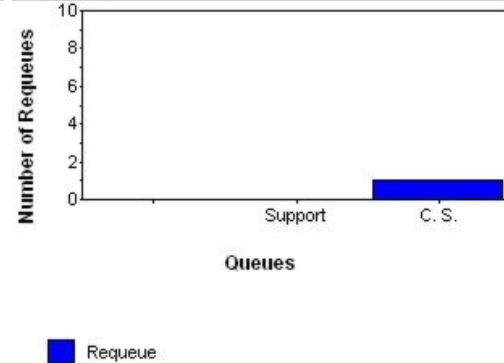
A high number of re-queues (ReQs column) may indicate a performance issue with the agent. A re-queue occurs when the queue offers an agent an ACD call but the agent does not answer, forcing the call back to the queue to wait for the next available agent.

Agent by Queue Report															
Agent: 642    Name: Nikki Vars (Nikki)															
Queue			Total ACD Calls	ACD Duration Total h:mm:ss	Avg Secs	Total NonACD Calls	Non ACD Duration Total h:mm:ss	Avg Secs	Total Out Calls	Out Duration Total h:mm:ss	Avg Secs	ReQs	Transfer		
ID	Name	Nickname											In	Out	Conf
			0	0:00:00	0	5	0:04:09	50	97	0:10:07	6	0	0	0	0
606	Tech Support	Support	1	0:00:45	45	0	0:00:00	0	0	0:00:00	0	0	0	0	0
607	Customer	CS	191	1:30:08	28	0	0:00:00	0	0	0:00:00	0	1	0	83	0
<b>Totals</b>			<b>192</b>	<b>1:30:53</b>	<b>28</b>	<b>5</b>	<b>0:04:09</b>	<b>50</b>	<b>97</b>	<b>0:10:07</b>	<b>6</b>	<b>1</b>	<b>0</b>	<b>83</b>	<b>0</b>

Agent Activity By Call Volume



Requeues



## Agent by Account Code



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

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



In centers using account codes, it is imperative that agents enter a code for each call and enter the code properly. The Agent by Account Code report helps managers make sure agents are entering the correct codes.

<b>Agent by Account Code Report</b>														
<b>Agent:</b> 1106					<b>Name:</b> Holland, Michael (Mike)									
Account Code			Total ACD	ACD Duration	Avg	Total NonACD	Non ACD Duration	Avg	Total Out	Out Duration	Avg	Total	Total Duration	Avg
ID	Name	Nickname	Calls	hh:mm:ss	Secs	Calls	h:mm:ss	Secs	Calls	hh:mm:ss	Secs	Calls	h:mm:ss	Secs
1255	Power Tools		0	0:00:00	0	5	0:04:09	50	97	0:10:07	6	102	0:14:16	8
1266	Electrical		1	0:00:45	45	0	0:00:00	0	0	0:00:00	0	1	0:00:45	45
1276	Lighting		191	1:30:08	28	0	0:00:00	0	0	0:00:00	0	191	1:30:08	28
<b>Totals</b>			<b>192</b>	<b>1:30:53</b>	<b>28</b>	<b>5</b>	<b>0:04:09</b>	<b>50</b>	<b>97</b>	<b>0:10:07</b>	<b>6</b>	<b>294</b>	<b>1:45:09</b>	<b>21</b>

## Agent Group by Agent

The Agent Group by Agent report provides a single-line summary for each agent in the group. Report statistics include the shift time; the number and duration of ACD, non-ACD, and outbound calls; the amount of time spent in states such as Not Ready or Work Timer; the amount of time spent idle; and the use of account codes. The final row of these reports totals each column, providing an overview of the group's activity.

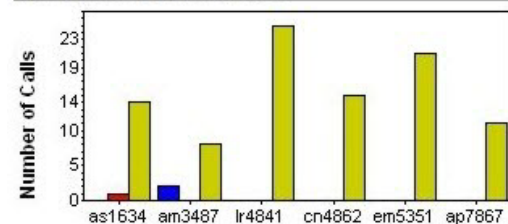


Identifying the best performer among a group of agents is easy. Use the monthly version of the Agent Group by Agent report to pick the employee of the month.

Agent Group by Agent Report																				
Agent Group: 5004    Name: Spanish																				
Agent			Shift Time h:mm	First LogIn h:mm	Last LogOut h:mm	Total ACD Calls	Avg. per Hour	ACD Duration			Total NonACD Calls	Non ACD Duration			Total Out Calls	Out Duration			DND	
ID	Name	Nickname						Total	% of Shift	Avg Secs		Total	% of Shift	Avg Secs		Total	% of Shift	Avg Secs	Total	% of Shift
1634	Andres	as1634	1:52	11:12:05	15:46:08	0	0	0:00	0	0	1	0:00	0	1	14	0:23	21	101	0:00	0
3487	Anajancy	am3487	1:46	14:40:25	16:31:49	2	1	0:43	40	1287	0	0:00	0	0	8	0:17	16	130	0:00	0
4841	Leonela	lr4841	1:58	13:56:11	15:55:27	0	0	0:00	0	0	0	0:00	0	0	25	0:43	37	104	0:00	0
4862	Cristian	cn4862	1:50	13:55:29	15:46:02	0	0	0:00	0	0	0	0:00	0	0	15	0:38	35	152	0:00	0
5351	Elisar	em5351	1:45	13:59:24	15:46:51	0	0	0:00	0	0	0	0:00	0	0	21	0:26	25	75	0:00	0
7867	Andres	ap7867	2:42	13:59:58	16:41:34	0	0	0:00	0	0	0	0:00	0	0	11	0:51	32	281	0:00	0
Totals			11:53			2	0	0:43	6	1287	1	0:00	0	1	94	3:20	28	127	0:00	0

Unavailable		Not Ready		Work Timer		Idle Time		ACD Acc't Codes	Transfer		
Total h:mm	% of Shift	Total h:mm	% of Shift	Total h:mm	% of Shift	Total h:mm	% of Shift		In	Out	Conf
1:29	79	0:00	0	0:00	0	0:00	0	0	0	0	0
0:46	43	0:00	0	0:00	0	0:00	0	0	0	0	0
1:15	63	0:00	0	0:00	0	0:00	0	0	0	0	0
1:11	65	0:00	0	0:00	0	0:00	0	0	0	0	0
1:13	69	0:03	3	0:00	0	0:00	0	0	0	0	0
1:50	68	0:00	0	0:00	0	0:00	0	0	0	0	0
<b>7:43</b>	<b>65</b>	<b>0:04</b>	<b>1</b>	<b>0:00</b>	<b>0</b>	<b>0:04</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

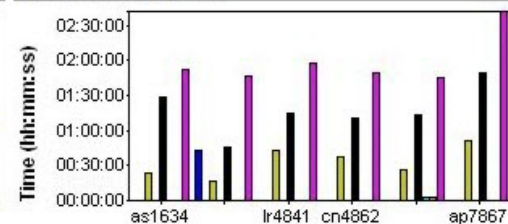
Agent Activity By Call Volume



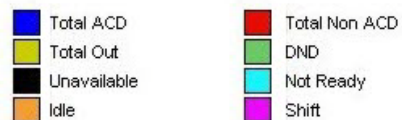
Agents



Agent Activity By Time



Agents



## Agent Group by Account Code by Agent

The Agent Group by Account Code by Agent report provides a single-line summary of the account code activity for each agent in the group. Report statistics include the resource ID, name and nickname. For each resource, the total ACD calls are provided, along with statistics about the duration of the calls.

Agent Group by Account Code By Agent Report														
Agent Group: 608			Name: Easter Sales (E. Sales)											
Resource			Total ACD	ACD Duration		Total NonACD	Non ACD Duration		Total Out	Out Duration		Total	Total Duration	
ID	Name	Nickname	Calls	hh:mm:ss	Avg Secs	Calls	h:mm:ss	Avg Secs	Calls	h:mm	Avg Secs	Calls	h:mm:ss	Avg Secs
1255	Power Tools		0	0:00:00	0	1	0:00:17	17	0	0:00:00	0	1	0:00:17	17
1266	Electrical		1	0:04:03	5	0	0:00:00	0	0	0:00:00	0	1	0:00:05	5
<b>Totals</b>			<b>2</b>	<b>0:04:03</b>	<b>5</b>	<b>1</b>	<b>0:00:17</b>	<b>17</b>	<b>0</b>	<b>0:00:00</b>	<b>0</b>	<b>2</b>	<b>0:00:22</b>	<b>11</b>

## Agent Group by Queue by Agent

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

The first section of this report lists the non-queue activity, which includes inbound, non-ACD calls and outbound calls. Remaining sections of the report include the activity for each queue serviced by the agent group.



This report provides almost all the information a manager needs to assess individual agent and overall group performance.

Agent Group by Queue by Agent Report															
Agent Group: 600 Name: Call Center 1 (CC1)															
Resource			Total ACD Calls	ACD Duration	Avg	Total NonACD Calls	NonACD Duration	Avg	Total Out Calls	Out Duration	Avg	ReQs	Transfer		
ID	Name	Nickname		h:mm:ss	Secs		h:mm:ss	Secs		h:mm:ss	Secs		In	Out	Conf
--	nonqueue	--													
646	Diane Freely	Diane	0	0:00:00	0	4	0:11:45	176	38	0:28:49	46	0	2	0	0
652	Markus Miller	Markus	0	0:00:00	0	2	0:06:43	202	22	0:31:50	87	0	2	0	0
654	Louis	Louis	0	0:00:00	0	7	0:03:22	29	42	1:03:34	91	0	2	2	0
661	Brenda	Brenda	0	0:00:00	0	1	0:06:55	415	29	0:36:36	76	0	1	0	0
664	Sandra Click	Sandra	0	0:00:00	0	6	0:20:02	200	20	0:36:04	108	0	4	0	0
667	Lisa Pullman	Lisa	0	0:00:00	0	1	0:02:26	146	14	0:24:46	106	0	1	0	0
Totals			0	0:00:00	0	21	0:51:13	146	165	3:41:39	81	0	12	2	0
600	Sales	Sales													
646	Diane Freely	Diane	24	3:21:12	503	0	0:00:00	0	0	0:00:00	0	0	0	0	0
652	Markus Miller	Markus	18	3:23:50	679	0	0:00:00	0	0	0:00:00	0	0	0	1	0
654	Louis	Louis	12	3:02:04	910	0	0:00:00	0	0	0:00:00	0	0	0	0	0
661	Brenda	Brenda	9	1:24:43	565	0	0:00:00	0	0	0:00:00	0	0	0	1	0
667	Lisa Pullman	Lisa	8	1:01:27	461	0	0:00:00	0	0	0:00:00	0	0	0	1	0
Totals			71	12:13:16	620	0	0:00:00	0	0	0:00:00	0	0	0	1	0
<b>Totals</b>			<b>71</b>	<b>12:13:16</b>	<b>620</b>	<b>21</b>	<b>0:51:13</b>	<b>146</b>	<b>165</b>	<b>3:41:39</b>	<b>81</b>	<b>3</b>	<b>12</b>	<b>2</b>	<b>0</b>

## Agent by DND by Time Interval



The Agent DND by Time Interval report segments the contact center day by the selected time interval. Available time intervals are quarter-hour, half-hour, and hour. Report details include an agent's time spent in DND states. Report columns are based on the DND reason codes defined in the telephone system. For each reason code, the report shows the number of times the agent entered the state and the amount of time spent in the state. The final row of the report provides a total for each column.



Use this report to make sure agents respect designated break times to ensure the queue is not short staffed.

Agent DND by Hour Report						
Agent: 1106    Name: Smith, John (John)						
Time Start hh:mm:ss	DO-NOT-DISTURB		OUT TO LUNCH		Totals	
	Count	Duration	Count	Duration	Count	Duration
8:00	0	0:00:00	0	0:00:00	0	0:00:00
9:00	0	0:00:00	0	0:00:00	0	0:00:00
10:00	0	0:00:00	0	0:00:00	0	0:00:00
11:00	0	0:00:00	0	0:00:00	0	0:00:00
12:00	3	0:00:09	2	0:00:10	5	0:00:19
13:00	0	0:00:00	0	0:00:00	0	0:00:00
14:00	0	0:00:00	0	0:00:00	0	0:00:00
15:00	0	0:00:00	0	0:00:00	0	0:00:00
16:00	0	0:00:00	1	0:00:12	1	0:00:12
17:00	0	0:00:00	0	0:00:00	0	0:00:00
<b>Totals</b>	<b>3</b>	<b>0:00:09</b>	<b>0</b>	<b>0:00:00</b>	<b>6</b>	<b>0:00:31</b>

## Agent Group by DND by Agent

The Agent Group by DND report provides a single-line summary for each agent in the group that details each agent's time spent in the DND state. Report columns are based on the DND reason codes defined in the telephone system. For each reason code, the report shows the number of times the agent entered the state and the amount of time spent in the state. The final row of the report provides a total for each column.



Entering a DND state means the agent is not available to accept ACD calls, reducing the number of agents servicing the queue and increasing the probability of abandoned calls. This report help managers track when and why agents are entering DND states and easily recognize the misuse of agent time.

Agent Group DND by Agent Report								
Agent Group: 4 Name: Agents (Agents)								
Agent			DO-NOT-DISTURB		OUT TO LUNCH		Totals	
ID	Name	Name	Count	Duration	Count	Duration	Count	Duration
1601	Jones, Alanna	Alanna	0	0:00:00	0	0:00:00	0	0:00:00
1602	Smith, Lucy	Lucy	0	0:00:00	0	0:00:00	0	0:00:00
1604	White, Jeff	Jeff	3	0:00:09	3	0:00:22	6	0:00:31
1604	Allan, Tracey	Tracey	0	0:00:00	0	0:00:00	0	0:00:00
Totals			3	0:00:09	0	0:00:22	6	0:00:31

# Agent ACD Hold by Time Interval



The Agent ACD Hold by Time Interval report segments the contact center day by a selected report time interval. Available time intervals: quarter-hour, half-hour, and hour. Report details include the amount of time the agent has spent in various states during each shift, as well as distributing ACD call time between the amount of talk time and the amount of on-hold time. The final column shows the number of calls dropped during on-hold periods.



This report can reveal agents who lack the skill level to handle caller issues. An agent with a significant amount of ACD hold time may be putting callers on hold to seek assistance from other agents.

# Agent ACD Hold by Hour Report

Agent: 0013    Name: Gerald (GA0013)

Time Start hh:mm	LogIn Time hh:mm	LogOut Time hh:mm	Shift Time hh:mm	Extn			Total ACD Calls	ACD Duration		Total ACD Holds	Hold Duration		DND h:mm:ss	Unavailable h:mm:ss	Not Ready h:mm:ss
				ID	Name	Nickname		Total h:mm:ss	Avg Secs		Total hh:mm	Avg Secs			
09:00	9:35		0:24:39	3166	Extn		1	0:08:27	507	0	0:00:00	0	0:00:00	0:09:41	0:00:03
10:00			1:00:00				3	0:38:07	762	1	0:00:34	34	0:00:00	0:12:02	0:00:00
11:00			1:00:00				2	0:38:07	1144	4	0:00:35	9	0:00:00	0:14:14	0:00:00
12:00			1:00:00				1	0:52:35	3155	1	0:00:05	5	0:00:00	0:03:07	0:00:00
13:00			1:00:00				1	0:18:48	1128	0	0:00:00	0	0:00:00	0:40:49	0:00:00
14:00			1:00:00				2	0:03:05	93	0	0:00:00	0	0:00:00	0:52:52	0:00:00
15:00			1:00:00				2	0:39:02	1171	5	0:00:37	7	0:00:00	0:16:05	0:00:09
16:00			1:00:00				3	0:08:52	177	0	0:00:00	0	0:00:00	0:48:53	0:00:00
17:00			1:00:00				4	0:36:08	542	1	0:01:22	82	0:00:00	0:14:55	0:00:11
18:00		18:34	0:34:58				2	0:11:42	351	0	0:00:00	0	0:00:00	0:19:57	0:00:08
<b>Totals</b>		<b>8:59:37</b>					<b>21</b>	<b>4:14:53</b>	<b>728</b>	<b>12</b>	<b>0:03:13</b>	<b>16</b>	<b>0:00:00</b>	<b>3:52:35</b>	<b>0:00:35</b>

Work Timer h:mm:ss	Idle Time h:mm:ss	Dropped
0:00:00	0:06:28	0
0:00:18	0:09:33	0
0:00:01	0:07:38	0
0:00:12	0:03:43	1
0:00:00	0:00:23	0
0:00:05	0:03:58	0
0:00:10	0:01:03	0
0:00:16	0:01:59	0
0:00:32	0:06:38	1
0:00:01	0:02:05	0
<b>0:01:35</b>	<b>0:43:28</b>	<b>2</b>

## Agent ACD Hold by Hold Dropped

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



### Tip

Salvage potential lost opportunities by returning dropped calls. Complex issues can take time, and agents may need to put calls on hold while consulting with others. During this time, callers may drop calls due to other commitments or impatience. This report provides the information an agent can use to return the call after resolving the issue.

Agent ACD Hold by Hold Dropped Report				
Agent: 643    Name: Barry Blier (Barry)				
Date	Time	Drop	Caller	Location
09/02/2008	15:36:04	0:01:00	7815551053	Massachusetts
09/02/2008	16:34:09	0:02:00	5165553779	New York

## Agent Group ACD Hold by Agent

The Agent Group ACD Hold by Agent report displays the amount of time agents in the group have spent in states such as Not Ready, as well as distributing ACD call time between the amount of talk time and the amount of on-hold time.



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

Agent Group ACD Hold by Agent Report																						
Agent Group: 5004			Name: Spanish (Spanish)																			
Agent			Shift Time hh:mm	Total ACD Calls	Avg per Hr	ACD Duration			Total ACD Holds	Hold Duration			DND		Unavailable		Not Ready		Idle Time		ACD Acc't Codes	
ID	Name	Nickname				Total hh:mm	% of Shift	Avg Secs		Total hh:mm	% of Shift	Avg Secs	Total hh:mm	% of Shift	Total hh:mm	% of Shift	Total hh:mm	% of Shift	Total hh:mm	% of Shift		
1634	Andres	as1634	1:52	0	0	0:00	0	0	0	0:00	0	0	0:00	0	1:29	79	0:00	0	0:00	0	0	
3487	Anajancy	am3487	1:46	2	1	0:43	40	1287	0	0:00	0	0	0:00	0	0:46	43	0:00	0	0:00	0	1	
4841	Leonela	lr4841	1:58	0	0	0:00	0	0	0	0:00	0	0	0:00	0	1:15	63	0:00	0	0:00	0	0	
4862	Cristian	cn4862	1:50	0	0	0:00	0	0	0	0:00	0	0	0:00	0	1:11	65	0:00	0	0:00	0	0	
5351	Elisar	em5351	1:45	0	0	0:00	0	0	0	0:00	0	0	0:00	0	1:13	69	0:03	3	0:03	3	0	
7867	Andres	ap7867	2:42	0	0	0:00	0	0	0	0:00	0	0	0:00	0	1:50	68	0:00	0	0:00	0	0	
Total			11:53	2	0	0:43	6	1287	0	0:00	0	0	0:00	0	7:43	65	0:04	1	0:04	1	1	

## Agent Unavailable Reason Code by Time Interval



The Agent Unavailable Reason by Time Interval report allows managers to quickly view the amount of off-phone time for each agent in the group. This report provides two columns for each reason code. The first column provides the number of times the code was used and the second provides the cumulative time away for that reason. The final two columns display the total number of reason codes entered by each agent and the cumulative time each agent was away for those reasons.




You had a meeting with Alanna about a caller issue last week and now need to reference the day and time of this meeting in your status report. Run this report for Nikki to see when the meeting took place.

<b>Agent Unavailable Reason Report</b>						
<b>Agent:</b> 642 <b>Name:</b> Nikki Vars (Nikki)						
<b>Time Start hh:mm</b>	<b>01</b>		<b>02</b>		<b>Totals</b>	
	<b>Morning Break Count</b>	<b>Duration</b>	<b>Team Meeting Count</b>	<b>Duration</b>	<b>Count</b>	<b>Duration</b>
10:00	3	0:03:03	2	0:13:41	5	0:16:04
11:00	1	0:04:22	1	0:30:00	2	0:34:22
12:00	2	0:23:46	3	0:05:05	5	0:28:51
13:00	0	0:00:00	1	0:21:15	1	0:00:00
14:00	3	0:01:59	0	0:00:00	3	0:01:59
15:00	0	0:00:00	0	0:00:00	0	0:00:00
16:00	0	0:00:00	0	0:00:00	0	0:00:00
17:00	0	0:00:00	1	0:10:05	1	0:10:05
18:00	0	0:00:00	0	0:00:00	0	0:00:00
19:00	0	0:00:00	0	0:00:00	0	0:00:00
<b>Totals</b>	<b>9</b>	<b>0:33:10</b>	<b>8</b>	<b>1:20:06</b>	<b>17</b>	<b>1:31:21</b>

## Agent Group Unavailable Reason by Agent

The Agent Group Unavailable Reason by Agent report allows managers to quickly view the amount of off-phone time for each agent in the group. For each code, this report shows the number of times the code was used and the cumulative time away for that reason. The final two columns display the total number of codes entered by each agent and the cumulative time each agent was away for those reasons.

 **Tip** This report is a useful management tool to ensure your staff is not abusing the allotted time for lunch periods or breaks.

Agent Group Unavailable Reason by Agent Report								
Agent Group: 1    Name: Technical Support All (TS All)								
Agent			1 Morning Break		6 Break		Totals	
ID	Name	Nickname	Count	Duration	Count	Duration	Count	Duration
106	Brown, Michael	Mike	4	0:07:46	0	0:00:00	4	0:07:46
108	Jones, Alice		6	0:16:38	0	0:00:00	6	0:16:38
110	Smith, Joseph	Joe	0	0:00:00	6	1:54:50	6	1:54:50
Totals			10	0:24:24	6	1:54:50	16	2:19:14



## Queue Reports

Queue reports provide a factual basis for making decisions based on call distribution throughout the contact center. You can easily recognize and correct inefficiencies in agent distribution and call handling.

Queue reports help you follow the lifecycle of each call. You can view the duration of each call, starting from the time it was placed in the queue to the time an agent ends the call. Queue reports enable you to determine how many calls were not serviced (answered) within the initial queue and that were sent (flowed) to another queue.

You can also determine issues related to your queues. For example, a queue with a high volume of abandoned calls (those dropped before being answered) may indicate that more agents are required to service this queue.

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

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

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

Queue reports include:

- Queue by Time Interval
- Queue by DNIS
- Queue by Area Code
- Queue by Area Code and City
- Queue by State or Province
- Queue by Abandon Caller
- Queue by Talk Time Distribution
- Queue Group by Queue
- Queue Answer, Abandon, and Interflow Spectrums by Time Interval
- Queue Group Answer, Abandon, and Interflow Spectrums by Queue
- Queue Account Code by Time Interval
- Queue Account Code by Pairs
- Queue Peak Offered, Answered, Abandoned and Interflowed

## Queue by Time Interval



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

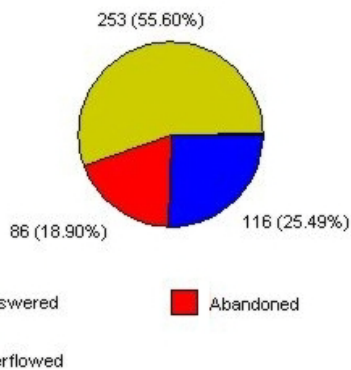
The Ans by 1st (Answered by 1st) column represents the primary agent group answering calls for the queue, and is always the first group offered a call. If no agents are available in this group, the call moves to other groups answering calls for the queue (represented by the Ans by 2nd and 3rd columns). Columns show the number of calls answered by each group. Ans by 4th shows calls answered by unmonitored devices or Queued Call Console (QCC) devices.



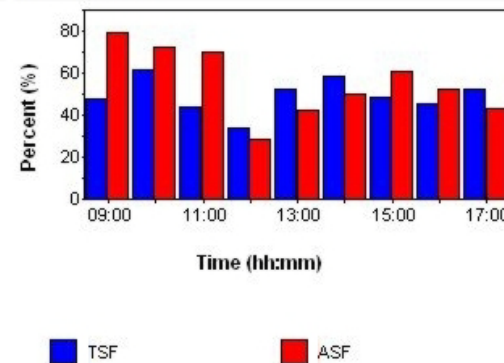
This report is an excellent indicator of call handling problems resulting from improper agent distribution or the inability of agents to effectively handle calls. For instance, assume that a high number of calls are flowing to the 2<sup>nd</sup> and 3<sup>rd</sup> agent groups. A high call volume and low call duration may indicate that the primary agent group is understaffed. However, low call volume and high call duration may indicate that the primary agent group does not have the skills to handle the problems callers are presenting.

Queue by Hour Report																			
Queue: 600				Name: Sales (Sales)															
Time Start	Total Calls Off'd	Total Calls Ans'd	Ans by 1st	Ans by 2nd	Ans by 3rd	Ans by 4th	TTA Avg Secs	Call Duration		Total Long Aband	TTAb Avg Secs	Total Short Aband	Sh Ab Avg Secs	Total Calls Inter	TTInt Avg Secs	TSF %	ASF %	Avg. Avail. Agents	
								Total h:mm:ss	Avg Secs										
09:00	50	23	22	0	0	1	125	2:42:56	425	6	78	0	0	21	101	48.00	79.31	5.82	
10:00	57	18	18	0	0	0	90	1:54:36	382	7	45	2	3	30	73	61.40	72.00	6.50	
11:00	52	21	21	0	0	0	146	3:16:27	561	7	87	3	6	19	83	44.23	70.00	6.99	
12:00	50	11	11	0	0	0	120	2:17:57	701	7	102	4	0	70	112	70.00	61.11	6.00	
16:00	59	10	10	0	0	0	156	1:56:20	698	9	85	2	5	38	102	45.76	52.63	7.43	
17:00	46	9	9	0	0	0	158	1:04:30	430	12	117	1	3	24	151	52.17	42.86	5.28	
Total	468	116	116	0	0	1	163	17:35:38	546	86	143	13	5	253	116	49.36	57.43	6.81	

Call Distribution



Service Factors



## Queue by DNIS



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



This report is useful in centers receiving calls for a number of different businesses, where each business has its own direct number into the center. Using this report, the center accurately bills each business for the calls received.

Queue by DNIS Report															
Queue: 600    Name: Sales (Sales)															
DNIS			Total Calls Off'd	Total Calls Ans'd	Time To Answer		Call Duration		Total Calls Aband	Time To Abandon		Total Calls Inter	Time To Interflow		
ID	Name	Nickname			Avg Secs	Max Secs	Total h:mm:ss	Avg Secs		Avg Secs	Max Secs		Avg Secs	Max Secs	
1800	Ottawa East	800ANN	2	1	7	7	0:00:09	9	0	0	0	1	4	4	
1802	Tampa	802TMP	1	1	524	524	0:10:40	640	0	0	0	0	0	0	
1807	807HPT Harpers Lane	807	4	2	94	177	0:00:01	1	0	0	0	2	209	385	
1814	814RAL Raleigh, NC	814RAL	2	0	0	0	0:00:00	0	0	0	0	2	7	7	
1816	816BVR Beaverton, Oregon	816BVR	1	0	0	0	0:00:00	0	1	21	21	0	0	0	
1817	817KSH Kenosha, WI	817KSH	3	2	6	8	0:19:13	577	1	150	150	0	0	0	
1818	818CHN Chanhassen, MN	818CHN	2	0	0	0	0:00:00	0	2	287	481	0	0	0	
1819	819PFD Plainfield/Joliet	819PFD	2	1	52	52	0:02:12	132	0	0	0	1	29	29	
1820	820JEF Jefferson Louisville	820JEF	1	0	0	0	0:00:00	0	1	53	53	0	0	0	
1821	821PHX Phoenix, AZ	821PHX	2	0	0	0	0:00:00	0	1	99	99	1	4	4	
1822	822VEN Ventura, CA	822VEN	1	1	108	108	0:02:08	128	0	0	0	0	0	0	
1823	823BLD Bloomingdale, IL	823BLD	5	2	193	259	0:15:01	451	1	35	35	2	5	7	
1824	824STA Staten Island	824STA	4	1	175	175	0:21:56	1316	0	0	0	3	82	210	
1826	826GLE Glenn Ellyn, IL	826GLE	3	1	8	8	0:08:59	539	1	42	42	1	98	98	
1827	827SCH Schaumburg, IL	827SCH	5	0	0	0	0:00:00	0	2	405	665	0	125	371	
1764	764 COR Coral Springs MF1	764COR	6	1	61	61	0:05:18	318	1	365	365	4	5	8	
1765	765WBK Willowbrook SS0	765WBK	3	0	0	0	0:00:00	0	1	5	5	2	102	180	
9782	782VAB Virginia Beach FLO	782VAB	4	2	129	143	0:22:02	661	0	0	0	2	19	33	
9792	792 WOR Worthington/Columb	792WOR	2	0	0	0	0:00:00	0	1	118	118	1	35	35	
<b>Totals</b>			<b>95</b>	<b>28</b>	<b>111</b>	<b>524</b>	<b>3:56:21</b>	<b>506</b>	<b>25</b>	<b>156</b>	<b>665</b>	<b>42</b>	<b>74</b>	<b>385</b>	

## Queue by Area Code



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



The current marketing campaign is generating the most calls in the 201 area code of New Jersey. A look at the demographics of this area may explain why and help the campaign succeed in other areas of the country.

<b>Queue by Area Code Report</b>									
<b>Queue:</b> 600		<b>Name:</b> Sales (Sales)							
Caller ID String	Caller Location	Calls Offered	Calls % of Total	Calls Answered	Calls % of Total	Calls Abandoned	Calls % of Total	Calls Interflowed	Calls % of Total
	Unknown	52	10	14	3	19	4	19	4
201	New Jersey	15	3	2	0	5	1	8	2
202	District of	3	1	1	0	2	0	0	0
212	New York	1	0	0	0	0	0	1	0
214	Texas	1	0	1	0	0	0	0	0
215	Pennsylvania	9	2	3	1	2	0	4	1
267	Pennsylvania	1	0	0	0	1	0	0	0
281	Texas	14	3	6	1	3	1	5	1
301	Maryland	24	5	14	3	0	0	10	2
888	Toll Free	1	0	1	0	0	0	0	0
904	Floria	1	0	1	0	0	0	0	0
908	New Jersey	7	1	2	0	3	1	2	0
910	North Carolina	7	1	2	0	1	0	4	1
914	New York	7	1	3	1	0	0	4	1
918	Oklahoma	2	0	0	0	2	0	0	0
919	North Carolina	2	0	1	0	0	0	1	0
931	Tennessee	1	0	0	0	1	0	0	0
952	Minnesota	1	0	0	0	1	0	0	0
954	Florida	16	3	5	1	2	0	9	2
972	Texas	3	1	1	0	0	0	2	0
973	New Jersey	19	4	5	1	4	1	10	2
<b>Totals</b>		<b>254</b>	<b>100</b>	<b>76</b>	<b>29</b>	<b>63</b>	<b>22</b>	<b>115</b>	<b>50</b>

## Queue by Area Code and City



The Queue by Area Code and City report uses the ANI service to sort calls by the six-digit combination of the originating area code and city code. The service relays the telephone number of callers to the telephone system. ANI is a service that a business must subscribe to through the telephone service provider. Use the Queue by Area Code and City report to find information such as the city and state (or province) of the caller and the number of calls offered, answered, abandoned, and interflowed for each area and city code combination where one or more calls originated.



What cities in the 201 area code of New Jersey are generating the most calls? Generate a Queue by Area and City Code report to see which city is generating more calls.

Queue by Area Code and City Report									
Queue: 600		Name: Sales (Sales)							
Caller ID String	Caller Location	Calls Offered	Calls % of Total	Calls Answered	Calls % of Total	Calls Abandoned	Calls % of Total	Calls Interflowed	Calls % of Total
	Unknown	36	8	11	2	14	3	11	2
000555		1	0	0	0	1	0	0	0
201555	New Jersey	9	2	1	0	1	0	0	0
202555	District of	2	0	0	0	0	0	0	0
206555	Washington	2	0	0	0	1	0	0	0
215555	Pennsylvania	9	2	5	1	0	0	0	0
240555	Maryland	2	0	0	0	2	0	0	0
262555	Wisconsin	1	0	0	0	0	10	0	0
281555	Texas	11	2	5	1	2	0	0	0
301555	Maryland	12	3	2	0	5	0	0	0
302555	Delaware	14	3	6	1	4	0	0	0
305555	Florida	12	3	4	0	5	0	0	0
312555	Illinois	4	1	1	0	0	0	0	0
321555	Florida	2	0	0	1	2	0	0	0
402555	Nebraska	1	0	0	0	1	0	0	0
407555	Florida	7	2	1	0	3	1	3	1
952555	Minnesota	1	0	0	0	0	0	1	0
954555	Florida	13	3	2	0	2	0	9	2
972555	Texas	2	0	1	0	0	0	1	0
973555	New Jersey	27	6	4	1	5	1	18	4
978555	Massachusetts	2	0	1	0	0	0	1	0
<b>Totals</b>		<b>443</b>	<b>100</b>	<b>110</b>	<b>25</b>	<b>97</b>	<b>22</b>	<b>236</b>	<b>53</b>

## Queue by State or Province



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



**Tip**

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

### Queue by State Report

Queue: 600 Name: Sales (Sales)

State	Calls Offered	Calls % of Total	Calls Answered	Calls % of Total	Calls Abandoned	Calls % of Total	Calls Interflowed	Calls % of Total
Arizona	2	0	0	0	1	0	1	0
California	4	1	2	0	1	0	1	0
Connecticut	1	0	1	0	0	0	0	0
Delaware	7	1	3	1	0	0	4	1
District of	3	1	0	0	2	0	1	0
Florida	83	16	25	5	17	3	41	8
Illinois	32	6	7	1	8	2	17	3
Kentucky	6	1	0	0	2	0	4	1
Maryland	45	9	11	2	4	1	30	6
Massachusetts	3	1	0	0	0	0	3	1
Minnesota	1	0	0	0	1	0	0	0
New Hampshire	1	0	0	0	0	0	1	0
New Jersey	68	13	17	3	14	3	37	7
New York	71	14	14	3	15	3	42	8
Utah	1	0	0	0	1	0	0	0
Virginia	53	10	19	4	6	1	28	5
Wisconsin	6	1	2	0	0	0	4	1
Toll Free	1	0	0	0	1	0	0	0
Unknown	50	10	10	2	18	3	22	4
<b>Totals</b>	<b>523</b>	<b>100</b>	<b>131</b>	<b>25</b>	<b>112</b>	<b>21</b>	<b>280</b>	<b>54</b>

## Queue by Abandon Caller



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



This report provides the tools to reclaim lost opportunities. Using the telephone number provided in the report, return the call and impress the caller with the center's dedication to customer service.

Queue by Abandon Caller Report				
Queue: 607		Name: Customer Service (C.S.)		
Date	Time	Time to Aband	Caller	Location
9/2/2008	7:58:36	0:59	8045559629	Virginia
9/2/2008	9:13:10	0:19	6315556977	New York
9/2/2008	9:28:44	0:15	5550000	
9/2/2008	9:30:09	0:22	4105551440	Maryland
9/2/2008	9:50:31	0:26	70355554765	Virginia
9/2/2008	9:51:51	0:15	8135557000	Florida
9/2/2008	10:00:45	0:01	2015559068	New Jersey
9/2/2008	10:26:49	0:17	8045552200	Virginia
9/2/2008	10:23:16	0:05		Unknown
9/2/2008	10:35:21	0:20	3055559699	Florida
9/2/2008	10:51:14	0:04	2125555724	New York
9/2/2008	10:53:42	0:16		Unknown
9/2/2008	11:15:50	0:19	7135555724	Texas
9/2/2008	11:16:00	0:19		Unknown
9/2/2008	11:18:58	0:34		Unknown
9/2/2008	16:23:34	0:16	7325559758	New Jersey
9/2/2008	16:45:36	0:33	8135552002	Florida
9/2/2008	18:26:20	0:35	9545558904	Florida
9/2/2008	18:26:38	0:57	9735554096	New Jersey
9/2/2008	18:29:53	0:42		Unknown
9/2/2008	20:31:49	0:27	3035553834	Colorado

### SUMMARY

	Avg Time to Aband	Abandoned
Totals	0:28	45

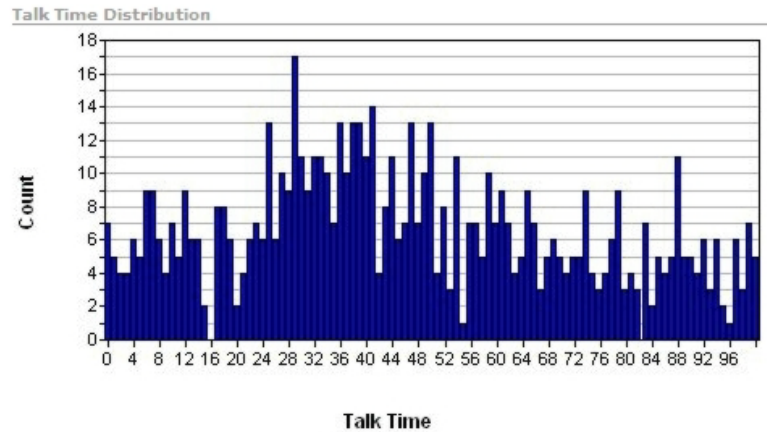
## Queue by Talk Time Distribution



The Queue by Talk Time Distribution report clearly indicates the number of calls exceeding the expected talk time. This report charts the talk time, in seconds, on the x-axis and the call count on the y-axis. For each call (+) answered through the queue, the chart indicates the number of seconds the caller was engaged in talk time. A note at the bottom of the chart indicates the number of calls where the talk time exceeded the capacity of the chart.



Compare the talk time estimates in the forecast reports to the actual talk time in the Queue by Talk Time Distribution report. If the estimates are not comparable to the actual, investigate staffing changes between the dates of the forecast base to the present to determine whether the center is properly staffed.



## Queue Group by Queue

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



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

Queue Group by Queue Report																			
Queue		Group: 1 Name: All Agents (All AGT)																	
Queue																			
ID	Name	Nickname	Total Calls	Total Call	Ans by	Ans by	Ans by	Ans by	TTA	Call Duration		Total	TTAb	Total	Sh Ab	Total	TTInt	TSF %	ASF %
			Off'd	Ans'd	1st	2nd	3rd	4th	Avg	Total	Avg	Long	Avg	Short	Avg	Calls	Avg		
									Secs	h:mm:ss	Secs	Aband	Secs	Aband	Secs	Inter	Secs		
600	Sales	Sales	444	110	107	0	0	3	182	20:20:45	666	85	141	13	5	236	125	49	56
606	Tech Support	Support	471	172	147	0	0	25	152	0:03:24	504	87	132	15	5	197	121	52	66
607	Customer	C.S.	740	687	687	0	0	0	11	5:57:42	31	40	32	5	3	8	39	98	95
<b>Total</b>			<b>1655</b>	<b>969</b>	<b>941</b>	<b>0</b>	<b>0</b>	<b>28</b>	<b>55</b>	<b>2:21:51</b>	<b>187</b>	<b>212</b>	<b>117</b>	<b>33</b>	<b>4</b>	<b>441</b>	<b>121</b>	<b>72</b>	<b>82</b>

## Queue Answer, Abandon, and Interflow Spectrums by Time Interval



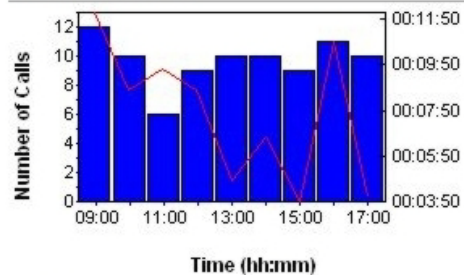
The Queue Spectrum by Time Interval report segments the contact center day by a selected time. Available time intervals are quarter-hour, half-hour, and hour. The answer, abandon, and interflow versions of this report are similar in nature. Each report displays the total number of calls answered, abandoned, or interflowed, and the distribution of calls for each spectrum interval.



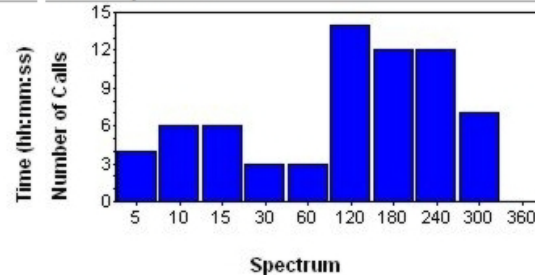
Want to fix service level problems before they start? Queue answer spectrum reports are good indicators of how effectively agents are meeting service levels.

Queue Answer Spectrum by Hour Report																						
Queue: 600		Name: Sales (Sales)																				
Time Start	Total Calls Ans'd	Max TTA	<5 Sec		<10 Sec		<15 Sec		<30 Sec		<60 Sec		<120 Sec		<180		<240		<300		<360	
			# Ans	% Tot	# Ans	% Tot	# Ans	% Tot	# Ans	% Tot	# Ans	% Tot	# Ans	% Tot	# Ans	% Tot	# Ans	% Tot	# Ans	% Tot	# Ans	% Tot
09:00	12	727	0	-	0	-	0	-	0	-	0	-	1	8	2	25	1	33	0	33	0	33
10:00	10	521	1	10	1	20	0	20	0	20	0	20	2	40	2	60	2	80	0	80	0	80
11:00	6	580	1	17	0	17	0	17	0	17	0	17	1	33	0	33	0	33	2	67	0	67
12:00	9	521	0	-	0	-	0	-	0	-	0	-	2	22	3	56	0	56	1	67	0	67
13:00	10	287	0	-	0	-	1	10	2	30	0	30	3	60	1	70	1	80	2	100	0	-
14:00	10	401	0	-	2	20	0	20	0	20	1	30	0	30	1	40	2	60	1	70	0	70
15:00	9	230	1	11	1	22	0	22	1	33	1	44	3	78	0	78	2	100	0	-	0	-
16:00	11	651	1	9	0	9	1	18	0	18	0	18	2	36	2	55	3	82	0	82	0	82
17:00	10	242	0	-	2	20	4	60	0	60	1	70	0	70	1	80	1	90	1	100	0	-
<b>Totals</b>	<b>87</b>	<b>727</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>11</b>	<b>6</b>	<b>18</b>	<b>3</b>	<b>22</b>	<b>3</b>	<b>25</b>	<b>14</b>	<b>41</b>	<b>12</b>	<b>55</b>	<b>12</b>	<b>69</b>	<b>7</b>	<b>77</b>	<b>0</b>	<b>77</b>

Max Time To Answer



Answer Spectrum



■ Answered  
— Max Ans Time

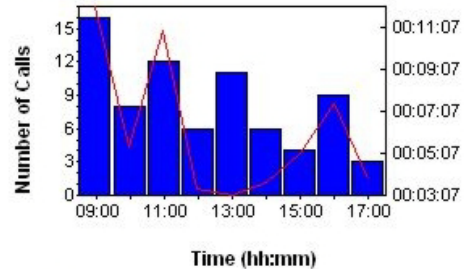
■ Answered

### Queue Abandon Spectrum by Hour Report

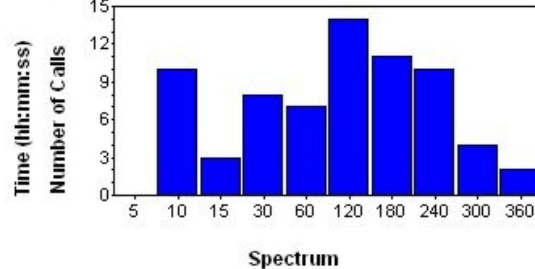
Queue: 600 Name: Sales (Sales)

Time Start	Total Calls		Max		<5 Sec		<10 Sec		<15 Sec		<30 Sec		<60 Sec		<120 Sec		<180		<240		<300		<360	
	Aband	TTAb			#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
09:00	16	727	0	-	1	6	1	13	2	25	4	50	1	56	3	75	1	81	1	88	0	88		
10:00	8	327	0	-	1	13	0	13	1	25	0	25	0	25	2	50	2	75	1	88	1	100		
11:00	12	658	0	-	3	25	0	25	2	42	1	50	1	58	0	58	1	67	1	75	0	75		
12:00	6	206	0	-	1	17	0	17	0	17	0	17	3	67	0	67	2	100	0	-	0	-		
13:00	11	187	0	-	2	18	1	27	0	27	0	27	4	64	2	82	2	100	0	-	0	-		
14:00	6	226	0	-	1	17	0	17	0	17	0	17	3	67	1	83	1	100	0	-	0	-		
15:00	4	306	0	-	0	-	0	-	1	25	1	50	1	75	0	75	0	75	0	75	1	100		
16:00	9	452	0	-	1	11	1	22	2	44	1	56	0	56	2	78	0	78	1	89	0	89		
17:00	3	233	0	-	0	-	0	-	0	-	0	-	1	33	1	67	1	100	0	-	0	-		
<b>Totals</b>	<b>75</b>	<b>727</b>	<b>0</b>	<b>0</b>	<b>10</b>	<b>13</b>	<b>3</b>	<b>17</b>	<b>8</b>	<b>28</b>	<b>7</b>	<b>37</b>	<b>14</b>	<b>56</b>	<b>11</b>	<b>71</b>	<b>10</b>	<b>84</b>	<b>4</b>	<b>89</b>	<b>2</b>	<b>92</b>		

Max Time To Abandon



Abandon Spectrum



Abandoned

Abandoned

Max Time To Abdn

### Queue Interflow Spectrum by Hour Report

Queue: 600 Name: Sales (Sales)

Time Start	Total Calls		Max		<5 Sec		<10 Sec		<15 Sec		<30 Sec		<60 Sec		<120 Sec		<180		<240		<300		<360	
	Inter	TTI			#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
09:00	14	784	1	7	2	21	0	21	1	29	2	43	0	43	3	64	0	64	0	64	1	71		
10:00	22	580	7	32	1	36	0	36	0	36	2	45	1	50	0	50	0	50	3	64	0	64		
11:00	22	656	6	27	1	32	2	41	0	41	2	50	1	55	1	59	1	64	0	64	0	64		
12:00	31	495	1	3	1	6	0	6	3	16	1	19	2	26	2	32	2	39	1	42	6	61		
13:00	24	305	2	8	2	17	1	21	1	25	0	25	0	25	3	38	6	63	1	67	4	83		
14:00	28	395	1	4	3	14	2	21	3	32	0	32	1	36	2	43	3	54	2	61	2	68		
15:00	27	209	2	7	3	19	1	22	0	22	2	30	0	30	2	37	2	44	2	52	7	78		
16:00	34	673	7	21	4	32	3	41	2	47	3	56	2	62	2	68	0	68	0	68	2	74		
17:00	15	448	0	-	2	13	1	20	1	27	0	27	3	47	0	47	0	47	1	53	1	60		
<b>Totals</b>	<b>217</b>	<b>784</b>	<b>27</b>	<b>12</b>	<b>19</b>	<b>21</b>	<b>10</b>	<b>26</b>	<b>11</b>	<b>31</b>	<b>12</b>	<b>36</b>	<b>10</b>	<b>41</b>	<b>15</b>	<b>48</b>	<b>14</b>	<b>54</b>	<b>10</b>	<b>59</b>	<b>23</b>	<b>70</b>		

## Queue Group Answer, Abandon, and Interflow Spectrums by Queue

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



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

### Queue Group Answer Spectrum by Queue Report

Queue Group: 1    Name: All Agents (All AGT)

Queue			Total Calls	Max	<5 Sec		<10 Sec		<15 Sec		<30 Sec		<60 Sec		<120 sec		<180 Sec		<240 Sec		<300 Sec		<360 Sec	
ID	Name	Nickname	Ans'd	TTA	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
600	Sales	Sales	110	727	5	5	10	14	12	25	3	27	5	32	15	45	14	58	17	74	7	80	1	81
606	Tech Support	Support	172	797	28	16	22	29	3	31	4	33	10	39	29	56	22	69	16	78	8	83	7	87
607	Customer	C.S.	687	206	316	46	183	73	80	84	62	93	32	98	13	100	0	100	1	100	0	-	0	-
<b>Total</b>			<b>969</b>	<b>797</b>	<b>349</b>	<b>36</b>	<b>215</b>	<b>58</b>	<b>95</b>	<b>68</b>	<b>69</b>	<b>75</b>	<b>47</b>	<b>80</b>	<b>57</b>	<b>86</b>	<b>36</b>	<b>90</b>	<b>34</b>	<b>93</b>	<b>15</b>	<b>95</b>	<b>8</b>	<b>95</b>

### Queue Group Abandon Spectrum by Queue Report

Queue Group: 1    Name: All Agents (All AGT)

Queue			Total Calls	Max	<5 Sec		<10 Sec		<15 Sec		<30 Sec		<60 Sec		<120 sec		<180 Sec		<240 Sec		<300 Sec		<360 Sec	
ID	Name	Nickname	Aband	TTAb	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
600	Sales	Sales	85	727	0	-	11	13	3	16	9	27	11	40	14	56	11	69	12	84	4	88	3	92
606	Tech Support	Support	87	727	0	-	11	13	4	17	11	30	11	43	14	59	11	71	12	85	4	90	3	93
607	Customer	C.S.	40	200	0	-	2	5	5	20	19	68	10	93	2	98	0	98	1	100	0	-	0	-
<b>Total</b>			<b>212</b>	<b>727</b>	<b>0</b>	<b>0</b>	<b>24</b>	<b>11</b>	<b>13</b>	<b>17</b>	<b>39</b>	<b>36</b>	<b>32</b>	<b>51</b>	<b>30</b>	<b>65</b>	<b>22</b>	<b>75</b>	<b>25</b>	<b>87</b>	<b>8</b>	<b>91</b>	<b>6</b>	<b>94</b>

### Queue Group Interflow Spectrum by Queue Report

Queue Group: 1    Name: All Agents (All AGT)

Queue			Total Calls	Max	<5 Sec		<10 Sec		<15 Sec		<30 Sec		<60 Sec		<120 sec		<180 Sec		<240 Sec		<300 Sec		<360 Sec	
ID	Name	Nickname	Inter	TTI	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
600	Sales	Sales	236	784	30	13	20	21	10	25	12	31	14	36	11	41	18	49	15	55	12	60	26	71
606	Tech Support	Support	197	715	26	13	21	24	10	29	11	35	13	41	11	47	12	53	11	58	10	63	14	71
607	Customer	C.S.	8	105	2	25	0	25	2	50	0	50	0	50	1	63	1	75	0	75	1	88	1	100
<b>Total</b>			<b>441</b>	<b>784</b>	<b>58</b>	<b>13</b>	<b>41</b>	<b>22</b>	<b>22</b>	<b>27</b>	<b>23</b>	<b>33</b>	<b>27</b>	<b>39</b>	<b>23</b>	<b>44</b>	<b>31</b>	<b>51</b>	<b>26</b>	<b>57</b>	<b>23</b>	<b>62</b>	<b>41</b>	<b>71</b>

## Queue Account Code by Time Interval



The Queue Account Code by Time Interval report segments the contact center day by a selected time interval. Available time intervals are quarter-hour, half-hour, and hour. This report distribute calls by the account codes entered by agents during calls. For each account code, the report shows the number of calls received and the average duration of each call. The final column provides the total call count and average call duration for all calls received for each interval.



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

<b>Queue Account Code by Hour Report</b>										
<b>Queue:</b> 5990 <b>Name:</b> Northeast Sales (NE Sales)										
<b>Time Start hh:mm</b>	<b>3034 W7-1/4</b>		<b>1075 W8</b>		<b>3034 W8-1/4</b>		<b>3340 W8-1/2</b>		<b>Totals</b>	
	<b>Count</b>	<b>AvgDur</b>	<b>Count</b>	<b>AvgDur</b>	<b>Count</b>	<b>AvgDur</b>	<b>Count</b>	<b>AvgDur</b>	<b>Count</b>	<b>AvgDur</b>
8:00	16	3:40	0	0:00	0	0:00	0	0:00	17	3:45
9:00	15	5:47	0	0:00	0	0:00	0	0:00	15	5:47
10:00	15	3:23	0	0:00	0	0:00	0	0:00	15	3:23
11:00	17	3:38	0	0:00	0	0:00	0	0:00	17	3:38
12:00	21	3:01	0	0:00	0	0:00	0	0:00	21	3:01
13:00	20	2:50	0	0:00	1	0:58	0	0:00	21	2:44
14:00	13	3:21	0	0:00	0	0:00	0	0:00	13	3:21
15:00	10	4:10	1	2:42	0	0:00	0	0:00	11	4:02
16:00	9	4:45	0	0:00	0	0:00	0	0:00	9	4:45
17:00	0	0:00	0	0:00	0	0:00	0	0:00	0	0:00
<b>Totals</b>	<b>136</b>	<b>3:43</b>	<b>1</b>	<b>2:42</b>	<b>1</b>	<b>0:58</b>	<b>1</b>	<b>5:11</b>	<b>136</b>	<b>3:42</b>

## Queue Account Code by Pairs



The Queue Account Codes by Pairs report splits the first four digits of an account code into pairs, where the first pair is comprised of the first two digits of the code and the second pair is comprised of the third and fourth digits. The report shows the first pairs in the first column and the second pairs span the first row, creating a report that distributes calls among the pairs of digits. This is a useful report for a business that has several product lines and product categories within each line. The first pair of digits in the account code represents the product line while the second pair of digits in the code represents a specific product within the line.



**Tip**

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

Queue Account Code by Pairs Report										
Queue: 2002		Name: Call Center Support (Support)								
First Pair	3		34		40		75		Totals	
	Count	AvgDur	Count	AvgDur	Count	AvgDur	Count	AvgDur	Count	AvgDur
3	150	3:44	0	0:00	0	0:00	0	0:00	150	3:44
10	0	0:00	0	0:00	0	0:00	1	2:42	1	2:42
30	0	0:00	1	0:58	0	0:00	0	0:00	1	0:58
33	0	0:00	0	0:00	1	5:11	0	0:00	1	5:11
<b>Totals</b>	<b>150</b>	<b>3:44</b>	<b>1</b>	<b>0:58</b>	<b>1</b>	<b>5:11</b>	<b>1</b>	<b>2:42</b>	<b>150</b>	<b>3:43</b>

## Queue Peak Offered, Answered, Abandoned and Interflowed



The Queue Peak report consists of a chart displaying each day of the month on the y-axis, and the hours of the day on the x-axis. The offered, answered, abandoned, and interflowed versions of this report are similar in nature, presenting the number of calls offered, answered, abandoned, or interflowed for each hour of each day. Numbers preceded by the pound (#) sign indicate the hours of the day with the highest number of calls.



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

Queue Peak Offered Monthly Report																								
Queue 607		Name: Customer Service (C.S.)																						
Day of the Month	00	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23
1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2	0	0	0	0	0	0	0	1	22	76	*8	74	82	75	83	72	85	46	22	5	7	1	1	0
3	0	0	0	0	0	0	0	0	34	73	67	79	74	73	72	87	#91	64	30	28	3	0	1	1
4	0	0	0	0	0	0	0	6	19	82	65	86	91	74	100	99	#10	80	45	26	15	11	2	0
5	0	0	0	0	0	0	0	0	26	74	64	58	61	57	65	#93	63	51	30	19	4	3	0	0
6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
8	0	0	0	0	0	0	0	0	17	41	58	46	51	46	42	#66	48	31	17	2	0	0	0	0
9	0	0	0	0	0	0	0	4	28	66	74	65	77	71	62	#85	81	41	24	14	9	3	1	2
10	0	0	0	0	0	0	0	1	17	62	77	63	7	62	62	#85	81	41	24	14	9	3	1	2
26	0	0	0	0	0	0	1	4	17	51	59	63	#7	66	42	48	63	51	29	12	13	2	3	0
27	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
28	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
29	0	0	0	0	0	0	0	0	17	41	58	46	51	45	42	#66	48	31	17	2	0	0	0	0
30	1	1	1	2	4	0	0	4	20	35	44	53	51	50	60	60	61	#6	53	14	2	0	3	1
Totals	3	2	2	2	4	3	5	7	36	85	88	100	91	96	100	117	120	91	53	34	16	11	3	2

### Queue Peak Answered Monthly Report

Queue 607 Name: Customer Service (C.S.)

Day of the Month	00	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23
1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2	0	0	0	0	0	0	0	0	22	71	#8	67	76	65	79	68	79	46	19	5	6	1	1	0
3	0	0	0	0	0	0	0	0	32	65	57	74	68	71	64	79	#80	51	28	15	3	0	1	0
4	0	0	0	0	0	0	0	0	13	76	61	70	82	71	76	93	#99	65	34	13	14	9	1	0
5	0	0	0	0	0	0	0	0	24	58	53	57	#5	54	55	55	50	44	26	19	3	2	0	0
28	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
29	0	0	0	0	0	0	0	0	14	40	45	44	41	44	40	#57	40	30	15	0	0	0	0	0
30	0	0	0	0	0	0	0	0	15	32	39	48	46	42	51	#56	46	46	48	14	2	0	0	0
Totals	0	0	0	0	0	0	0	0	32	77	82	94	84	83	91	116	117	86	48	32	16	9	1	0

### Queue Peak Abandoned Monthly Report

Queue 607 Name: Customer Service (C.S.)

Day of the Month	00	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23
1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2	0	0	0	0	0	0	0	1	0	5	3	#6	3	#6	4	3	5	0	3	0	1	0	0	0
3	0	0	0	0	0	0	0	0	0	4	7	5	6	1	6	5	8	#1	1	5	0	0	0	1
4	0	0	0	0	0	0	0	6	5	6	3	13	8	2	#14	5	5	10	11	8	1	1	0	0
5	0	0	0	0	0	0	0	0	0	13	6	1	2	3	8	#35	10	4	2	0	1	1	0	0
28	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
29	0	0	0	0	0	0	0	0	2	1	#8	1	6	0	1	6	6	1	0	2	0	0	0	0
30	1	1	1	2	4	0	0	4	2	2	2	3	1	3	5	2	6	#1	2	0	0	0	3	1
Totals	3	2	2	2	4	3	5	6	8	13	8	13	8	11	13	35	10	13	11	12	9	3	3	2

# Queue Peak Interflowed Monthly Report

Queue 607    Name: Customer Service (C.S.)

Day of the Month	00	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23
1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2	0	0	0	0	0	0	0	0	0	0	0	0	#3	#3	0	1	1	0	0	0	0	0	0	0
3	0	0	0	0	0	0	0	0	1	4	2	0	0	0	1	3	3	1	1	#8	0	0	0	0
4	0	0	0	0	0	0	0	0	1	0	0	2	0	0	#10	0	0	4	0	5	0	0	0	0
5	0	0	0	0	0	0	0	0	2	2	#4	0	0	0	0	0	0	3	2	0	0	0	0	0
28	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
29	0	0	0	0	0	0	0	0	1	0	#5	0	3	0	0	1	1	0	2	0	0	0	0	0
30	0	0	0	0	0	0	0	0	3	0	1	2	4	4	4	2	#8	5	3	0	0	0	0	0
Totals	0	0	0	0	0	0	0	1	5	4	11	3	4	4	10	4	8	11	8	8	1	0	0	0



## DNIS Reports

Dialed Number Identification Service (DNIS) is a service sold by telecommunications companies to corporate clients that lets them determine which telephone number associated with your company was dialed by a customer.

For example, a company may have a different toll-free number for each product line it sells. If a contact center is handling calls for multiple product lines, your telephone system can examine the DNIS, and then play the appropriate recorded greeting.

Similarly, multiple toll-free numbers may be used for multilingual identification. A dedicated toll-free number might be set up for Spanish-speaking customers.

DNIS reports provide a clear indication of the traffic occurring for each telephone number associated with your company.

DNIS reports include:

- DNIS by Time Interval
- DNIS Group by DNIS

## DNIS by Time Interval



The DNIS by Time Interval report segments the contact center day by a selected time interval. Available time intervals are quarter-hour, half-hour, and hour. This report illustrates the amount of incoming traffic a direct dial number receives with statistics such as the number of calls offered, answered, abandoned, and interflowed; the time to answer, abandon, and interflow; and the duration of answered calls.



**Tip**

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

### DNIS by Hour Report

DNIS: 1800 Name: Ottawa East (800ANN)

Time Start hh:mm	Total Calls Off'd	Total Calls Ans'd	Time To Answer		Call Duration		Long Abandons		Short Abandons		Abandon Max Secs	TSF%	ASF%
			Avg Secs	Max Secs	Total hh:mm:ss	Avg Secs	Calls	Avg Secs	Calls	Avg Secs			
09:00	2	1	12	12	0:05:10	310	1	24	0	0	24	0.00	50.00
10:00	0	0	0	0	0:00:00	0	0	0	0	0	0	0.00	0.00
11:00	0	0	0	0	0:00:00	0	0	0	0	0	0	0.00	0.00
12:00	1	1	5	5	0:00:05	5	0	0	0	0	0	100.00	100.00
13:00	2	1	4	4	0:00:17	17	1	24	0	0	24	50.00	50.00
14:00	1	1	10	10	0:01:05	65	0	0	0	0	0	0.00	100.00
15:00	0	0	0	0	0:00:00	0	0	0	0	0	0	0.00	0.00
16:00	0	0	0	0	0:00:00	0	0	0	0	0	0	0.00	0.00
17:00	0	0	0	0	0:00:00	0	0	0	0	0	0	0.00	0.00
<b>Totals</b>	<b>6</b>	<b>4</b>	<b>8</b>	<b>8</b>	<b>0:06:37</b>	<b>99</b>	<b>2</b>	<b>24</b>	<b>0</b>	<b>0</b>	<b>24</b>	<b>33.33</b>	<b>66.67</b>

## DNIS Group by DNIS

The DNIS Group by DNIS report provides a quick method for comparing the call traffic on the DNIS numbers in a DNIS group. This report shows statistics such as the number of calls offered, answered, abandoned, and interflowed; the time to answer, abandon, and interflow; and the duration of answered calls.



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

DNIS Group by DNIS															
DNIS Group: 1    Name: All DNIS (All)															
DNIS			Total Calls Off'd	Total Calls Ans'd	Time To Answer		Call Duration		Long Abandons		Short Abandons		Abandon Max Secs	TSF %	ASF%
ID	Name	Nickname			Avg Secs	Max Secs	Total hh:mm:ss	Avg Secs	Calls	Avg Secs	Calls	Avg Secs			
1800	Ottawa East	800ANN	6	4	8	12	0:06:37	99	2	24	0	0	24	33.33	66.67
1802	Tampa	802TMP	4	4	16	25	0:44:02	661	0	0	0	0	0	0.00	100.00
1805	Sudbury	805 Sud	0	0	0	0	0:00:00	0	0	0	0	0	0	0.00	0.00
1807	807HPR Harpers Lane	807	4	4	10	13	0:45:39	685	0	0	0	0	0	0.00	100.00
1808	808 Gainesville	808	0	0	0	0	0:00:00	0	0	0	0	0	0	0.00	0.00
1813	813PLE Pleasanton, CA	813PLE	0	0	0	0	0:00:00	0	0	0	0	0	0	0.00	0.00
1814	814RAL Raleigh, NC	814RAL	5	5	7	15	0:33:53	407	0	0	0	0	0	20.00	100.00
1816	816BVR Beaverton, Oregon	815BVR	2	2	10	15	0:02:44	82	0	0	0	0	0	50.00	100.00
1817	817KSH Kenosha, WI	817KSH	2	2	12	17	0:01:31	46	0	0	0	0	0	0.00	100.00
1818	818CHN Chanassen, MN	818CHN	2	2	12	15	0:00:39	20	0	0	0	0	0	0.00	100.00
1819	819PFD Painfield/Joliet	819PFD	3	3	15	17	0:42:36	852	0	0	0	0	0	0.00	100.00
1820	820JEF Jefferson Louisville	820JEF	5	5	19	65	0:19:14	31	1	25	0	0	25	0.00	83.33
9724	724Liv Livingston	724LIV	8	8	13	30	0:48:36	365	0	0	0	0	0	25.00	100.00
9745	745APV AppleValley	745APV	3	3	21	26	0:01:42	34	0	0	0	0	0	0.00	100.00
9762	762PEM Pembroke MF0	762PEM	11	11	19	57	0:00:00	307	0	0	0	0	0	9.09	100.00
9764	764 COR Coral Springs MF1	764COR	7	6	8	15	0:12:22	124	1	12	0	0	12	42.86	85.71
9765	765WBK Willowbrook SSO	765WBK	3	3	13	25	0:29:20	587	0	0	0	0	0	0.00	100.00
9782	782VAB Virginia Beach FLO	782VAB	0	0	0	0	0:00:00	0	0	0	0	0	0	0.00	0.00
9792	792 WOR Worthington	792WOR	5	4	5	8	0:24:38	370	1	42	0	0	42	60.00	80.00
<b>Totals</b>			<b>140</b>	<b>131</b>	<b>13</b>	<b>87</b>	<b>12:07:10</b>	<b>333</b>	<b>8</b>	<b>26</b>	<b>1</b>	<b>2</b>	<b>42</b>	<b>22.86</b>	<b>94.24</b>



## Forecast Reports

**Note:** Forecast reports are not available for TASKE Reporter.

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

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

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



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

Daily Forecast Report			
Day of forecast: Any Wrapup time: 0 secs			
TSF time: 20 secs TSF: 80 %			
Time h:mm:ss	Expected Calls	Avg. Talk Time secs	Agents Required
09:00:00	155	242	26
09:30:00	276	254	45
10:00:00	210	247	34
10:30:00	185	193	24
11:00:00	220	253	36
11:30:00	180	196	24
12:00:00	191	276	35
12:30:00	251	231	38
13:00:00	188	192	25
13:30:00	189	226	29
14:00:00	212	198	28
14:30:00	249	286	46
15:00:00	229	215	32
15:30:00	307	276	53
16:00:00	255	208	35
16:30:00	209	229	32
17:00:00	212	189	27



# Glossary

## **% Ans'd Before xx Secs**

The number of calls answered within the time that is defined in TASKE Administrator. This time is defined using the Trunk Time to Answer xx Seconds option.

## **% of Tot**

The percentage of calls of a specific type received during the time interval, in relation to all calls of that type received. For example, for the total number of ACD calls received during a daily reporting period with the hourly option, this value represents the percentage of those calls that were received during a specific hour.

## **% of Total Calls**

The percentage of calls received during the time interval, in relation to all calls received. For example, for the total number of calls received during a daily reporting period with the hourly option, this value represents the percentage of calls that were received during a specific hour.

## **< x sec % of Tot**

The percentage of answered/abandoned/interflowed calls in less than x seconds based on the total answered/abandoned/interflowed calls for the report. The percentage value is cumulative. For example, if the first two columns of a report show values for "<5 sec" and "<10 sec" respectively, the value shown in the second column represents the percentage of calls between 0 and 10 seconds.

## **<x sec # Ans/Abd/Int**

The number of answered/abandoned/interflowed calls in less than x seconds based on the total answered/abandoned/interflowed calls for the report. The number is not cumulative. For example, if the first two columns of a report show values for "<5 sec" and "<10 sec" respectively, the value shown in the second column represents the number of calls between 5 and 9 seconds.

## **Abandon Max Secs**

The maximum number of seconds that any caller waited before disconnecting without being answered (abandoning).

## **Abandon Total Calls**

The total number of calls that were disconnected by callers (abandoned) before being answered.

## **Abandon TTab Sec**

The average number of seconds that callers waited before disconnecting without being answered (abandoning).

## **Account Code ID (Account Code Number, Account Code ID)**

The identification number for the account code that is entered by a resource during calls. This number is defined in the TASKE database.

## **Account Code Name**

The name of the account code. This name is defined in the TASKE database.

## **Account Code Nickname**

The nickname of the account code. This nickname is defined in the TASKE database.

**ACD Acc't Codes**

The number of account codes entered by the agent for the shift.

**ACD Calls Duration ASA Sec**

The average number of seconds ACD calls waited before being answered.

**ACD Calls Duration Total Ans'd**

The total number of ACD calls answered.

**ACD Duration % of Shift**

The percentage of their shift time that an agent was connected to ACD calls.

**Agent ID**

The identification number for the agent as defined in TASKE Administrator.

**Agent Name**

The name of the agent as defined in TASKE Administrator.

**Agent Nickname**

The nickname of the agent as defined in TASKE Administrator.

**Agents Required**

An estimate of the number of agents that should be available to meet the call volume for a time interval based on past activity.

**Ans by 1<sup>st</sup>/2<sup>nd</sup>/3<sup>rd</sup>/4<sup>th</sup>**

Calls to queues can be answered by the first choice answering position (Ans by 1<sup>st</sup>) or recalled to one or more alternate devices (Ans by 2<sup>nd</sup>, Ans by 3<sup>rd</sup>, Ans by 4<sup>th</sup>). This value indicates the number of answered calls that were answered by the first, second, third, and fourth answering points.

**Answer Service Factor Percentage (ASF %)**

The number of calls answered, divided by the number of calls answered and abandoned (disconnected by the caller before being answered). Unlike the TSF %, this value is not based on time to answer or abandon.

**ATT**

The number of calls handled by an attendant.

**Average Duration for ACD Calls (ACD Calls Duration Avg Secs, ACD Duration Avg Secs)**

The average number of seconds that answered ACD calls were connected.

**Average Duration for Outbound Calls (Out Calls Duration Avg Secs, Out Duration Avg Secs)**

The average number of seconds that outbound calls were connected.

**Average per Hour (Avg per Hour, Avg Per Hr)**

The average number of ACD calls received by the agent per hour of the shift.

**Average Speed of Answer (ASA Sec)**

The average number of seconds that calls of a particular type (such as ACD or non-ACD) have waited before being answered.

**Avg. Avail. Agents**

The total number of seconds in the shift divided by the total number of seconds for this time interval. The resulting value indicates the average number of agents that were logged in for the interval. This value may also be referred to as the Average Positions Manned.

**Avg. Talk Time Secs**

An estimate of the average connected time for all answered calls during this time interval based on past activity.

**Call Duration Avg Secs**

The average number of seconds an incoming, answered call is connected.

**Call Duration *duration***

The length of time of the call.

**Call Duration Total *duration***

The total connected time for all answered calls. The connected time begins when the caller connects with an extension and finishes when the call terminates.

**Call Type**

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

**Called**

The extension ID that was called.

**Called From**

The extension ID or telephone number where the call originated.

**Called To**

The extension ID or telephone number that was dialed.

**Caller**

The caller's telephone number.

**Caller ID String**

Depending on the report, the caller's area code or the caller's area and city code.

**Caller Location**

The caller's state or province.

**Calls Abandoned**

The number of calls from a particular location that were disconnected by callers before being answered. The location depends on the report, and may be identified using one or more of the following: city codes, area codes, or state (province) names. For example, for all calls in the queue that were disconnected (abandoned) by callers before being answered, this number of calls was abandoned from area code 201 in the state of New Jersey.

**Calls Answered**

The number of calls answered from a particular location. The location depends on the report, and may be identified using one or more of the following: city codes, area codes, or state (province) names. For example, for all calls in the queue that were answered, this number of calls was answered from area code 201 in the state of New Jersey.

**Calls Interflowed**

The number of calls that interflowed from a particular location. The location depends on the report, and may be identified using one or more of the following: city codes, area codes, or state (province) names. For example, for all calls in the queue that interflowed, this number of calls interflowed from area code 201 in the state of New Jersey.

**Calls Offered**

The number of calls offered to the queue from a particular location. The location depends on the report, and may be identified using one or more of the following: city codes, area codes, or state (province) names. For example, for all calls offered to the queue, this number of calls was offered from area code 201 in the state of New Jersey.

**Calls Percentage of Total (Calls % of Total)**

Based on all calls in the queue that were abandoned/answered/interflowed/offered, this is the percentage of those calls from a particular location. The location depends on the report, and may be identified using a combination of city codes, area codes, or state (province) names. For example, for all calls in the queue that were disconnected (abandoned) by callers before being answered, this value represents the percentage of abandoned from area code 201 in the state of New Jersey.

**code AvgDur**

The average time that an agent was in the state identified by a particular reason code.

**code Count**

The total number of times this reason code was entered.

**code Duration**

The time the agent was in the state identified by a particular reason code.

**Conf**

The number of times the resource was involved in a conference call.

**Count**

The total number of calls.

**Date**

The date of the call.

**Day of the Month, Hour**

The day of the month represented by a number and the hour in each day.

**DND % of Shift**

The percentage of time during the shift that the agent spent in the DND state.

**DND *duration***

The amount of time that the agent spent in the DND state for the time interval. When in this state agents do not receive either ACD or non-ACD calls.

**DND Total *duration***

The amount of time during the shift that the agent spent in the DND state. In this state, agents do not receive either ACD or non-ACD calls.

**DNIS ID**

The identification number for the Dialed Number Information Service DNIS number as defined in TASKE Administrator. This is the number transmitted by the telephone service provider that indicates the number dialed by the caller.

**DNIS Name**

The DNIS name as defined in TASKE Administrator.

**DNIS Nickname**

The DNIS nickname as defined in TASKE Administrator.

**Dropped**

The number of calls that disconnected from hold during this time interval.

**End Time *time***

The time that the call disconnected from the extension.

**Expected Calls**

An estimate of total number of calls expected to be received during this time interval based on past activity.

**Extension ID (Extn ID, Ext, Extn)**

The identifier assigned to an extension as defined in TASKE Administrator.

**Extension Name (Extension Name, Extn Name, Name)**

The name for the extension as it appears in TASKE Administrator.

**Extension Nickname (Extension Nickname, Extn Nickname, Nickname)**

The nickname for the extension as it appears in TASKE Administrator.

**First LogIn *time***

The time at which the agent logged in for the first time.

**First Pair**

The first two digits of an account code.

**Hold Duration % of Shift**

The percentage of time during the shift that the agent had calls on hold.

**Hold Duration Avg Secs**

The average number of seconds that calls were placed on hold.

**Hold Duration Total *duration***

The total amount of time that calls were on hold.

**Idle Time % of Shift**

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

**Idle Time *duration***

The amount of time that the agent spent in the Idle state for the time interval. When in this state, agents are waiting to receive ACD calls.

**Idle Time Total *duration***

The amount of time during the shift that the agent spent in the Idle state. In this state, agents are waiting to receive ACD calls.

**Last LogOut *time***

The time at which the agent logged out for the last time.

**Location**

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

**LogIn Time *time***

The time at which the agent logged in to a queue. If the agent receives an ACD call before a log in record is collected from the telephone system, the log in time is the time of the first ACD call and the extension field is blank.

**LogOut Time *time***

The time at which the agent logged out of a queue. If there is no log out record from the telephone system for the agent when running a report, the last real-time event recorded for that reporting period for the agent is used as the log out time.

**Long Abandons Avg Secs**

Of the calls in the queue that waited longer than the short abandon threshold, this value represents the average number of seconds that callers waited before disconnecting without being answered. The short abandon threshold is defined using the Short Abandon Threshold Time xx Seconds option in TASKE Administrator.

**Long Abandons Calls**

Of the calls in the queue that waited longer than the short abandon threshold, this value represents the number of callers that disconnected without being answered. The short abandon threshold is defined using the Short Abandon Threshold Time xx Seconds option in TASKE Administrator.

**Non ACD Duration % of Shift**

The percentage of time during their shift that the agent was connected to non-ACD calls.

**Non ACD Duration Avg Secs (Non ACD Duration Avg Secs, NonACD Calls Duration Avg Secs, NonACD Duration Avg Secs)**

The average number of seconds that answered, non-ACD calls were connected.

**NonACD Calls Duration ASA Sec**

The average number of seconds that non-ACD calls waited before being answered.

**NonACD Calls Duration Total Ans'd**

The total number of non-ACD calls answered.

**Not Ready % of Shift**

The percentage of time during the shift that the agent was in a Not Ready state.

**Not Ready *duration***

The amount of time that the agent spent in a Not Ready state for the time interval.

**Not Ready Total *duration***

The amount of time during the shift that the agent spent in a Not Ready state.

**Out Calls Duration Total Out**

The total number of outbound calls.

**Out Duration % of Shift**

The percentage of time during the shift that the agent was connected to outbound calls.

**Peak Trunks Used**

The maximum number of trunks in use simultaneously during the reporting interval.

**Queue ID (Queue ID, Queue Number)**

The identification number for the queue as defined in TASKE Administrator.

**Queue Name**

The name of the queue as defined in TASKE Administrator.

**Queue Nickname**

The nickname of the queue as defined in TASKE Administrator.

**ReQs**

The number of times a call returned to the queue (requeued) because the agent did not answer.

**Resource ID**

The identification number of the resource as defined in TASKE Administrator.

**Resource Name**

The name of the resource as defined in TASKE Administrator.

**Resource Nickname**

The nickname of the resource as defined in TASKE Administrator.

**Shift Time *duration***

The total time that the agent was logged into a queue.

**Short Abandons Average Seconds (Sh Ab Avg Secs, Short Abandons Avg Secs)**

Of the calls in the queue that waited less than or equal to the short abandon threshold, this value represents the average number of seconds that callers waited before disconnecting without being answered. These calls are not considered to be abandoned calls (where callers disconnected without being answered because they did not want to wait any longer). Instead, these calls are usually disconnected for other reasons, such as the caller realizing that the wrong number was dialed. The short abandon threshold is defined using the Short Abandon Threshold Time xx Seconds option in TASKE Administrator.

**Short Abandons Calls**

Of the calls in the queue that waited less than or equal to the short abandon threshold, this value represents the number of callers that disconnected without being answered. These calls are not considered to be abandoned calls (where callers disconnected without being answered because they did not want to wait any longer). Instead, these calls are usually disconnected for other reasons, such as the caller realizing that the wrong number was dialed. The short abandon threshold is defined using the Short Abandon Threshold Time xx Seconds option in TASKE Administrator.

### **Short Dur'n Calls**

The number of calls where the duration did not meet or exceed the time defined in TASKE Administrator. This time is defined using the Short Talk Time xx seconds option.

### **Start Time *time***

The time the call connected with the extension.

### **State**

The state or province where the call originated.

### **Talk Time**

The total connected time for answered calls. The connected time begins when the caller connects with an extension and finishes when the call terminates.

### **Telephone Service Factor Percentage (TSF%)**

The sum of the number of answered, abandoned, and interflowed calls before a defined TSF time, divided by the number of offered calls during this time interval. The number of abandoned calls used in this calculation includes any short abandon calls that do not exceed the TSF time. The TSF time is defined in TASKE Administrator.

### **Time (Time, Day of the Month)**

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

### **Time Start**

Depending on the reporting period, the time appears as a time of the day, day of the week, day of the month, week of the year, or a month of the year.

### **Time Start *time***

The starting time for the time interval.

### **Time *time***

The time interval during which forecast values apply

### **Time to Aband**

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

### **Time to Abandon Average Seconds (Time to Abandon Average Secs, TTAvg Secs, T Abnd Avg Secs)**

The average number of seconds calls waited before being terminated (abandoned) by callers.

### **Time to Abandon Max Secs (Time To Abandon Max Secs, Max TTAvg)**

Of all calls that were terminated (abandoned) by callers while waiting in the queue, this is the longest time a call waited before being abandoned.

### **Time to Answer Average Seconds (Time to Answer Avg Secs, TTAvg Secs, T Ans Avg Secs)**

The average number of seconds that calls waited before being answered by the resource.

**Time to Answer Max Secs (Time To Answer Max Secs, Max TTA)**

The longest time a call waited before being answered by the resource.

**Time to Interflow Average Seconds (Time To Interflow Avg Secs, TTInt Avg Secs)**

The average number of seconds that calls waited in queue before interflowing to another answering point.

**Time to Interflow Max Seconds (Time To Interflow Max Secs, Max TTl)**

The longest time that a call waited in queue before interflowing to another answering point.

**Total ACD Calls Answered (Total ACD Ans'd, Total ACD Calls)**

The total number of ACD calls answered.

**Total ACD Holds**

The total number of ACD calls placed on hold.

**Total Calls**

The total number of calls of all types.

**Total Calls Aband**

The total number of calls that terminated (abandoned) before being answered.

**Total Calls Ans'd**

The total number of calls answered by the resource for the time interval.

**Total Calls Inter**

The total number of calls that interflowed to another answering point.

**Total Calls Off'd**

The total number of calls offered to the resource for the time interval.

**Total Count (Total Count, Totals Count)**

The total number of times all reason codes were entered during this time interval.

**Total Duration (Total Duration, Totals Duration)**

The total time the agent was in all states identified by reason codes.

**Total Duration Avg Secs**

The average number of seconds of all calls.

**Total Duration *duration***

The total length of time of all calls.

**Total Duration of ACD Calls (ACD Calls Duration Total *duration*, ACD Duration Total *duration*)**

The total time that the resource was connected to ACD calls.

**Total Duration of NonACD Calls (NonACD Calls Duration Total *duration*, Non ACD Duration Total *duration*, NonACD Duration Total *duration*)**

The amount of time during the shift that the resource was connected to non-ACD calls.

**Total Duration of Outbound Calls (Out Calls Duration Total *duration*, Out Duration Total *duration*)**

The total amount of time that the resource was connected to outbound calls.

**Total Long Aband**

The total number of calls that abandon. These calls must have waited for longer than a time defined in TASKE Administrator. This time (specified in seconds) is defined using the Ignore Abandon Time (sec's) option.

**Total NonACD Calls Answered (Total NonACD Ans'd, Total NonACD Calls)**

The total number of non-ACD calls answered by the resource. For agent reports, this number reflects the total number of non-ACD calls (calls that do not originate from a queue) handled by a logged in agent.

**Total Outbound Calls (Total Calls Out, Total Out Calls)**

The total number of outbound calls associated with this resource.

**Total Short Aband**

The total number of calls that abandon before waiting for at least as long as the number of seconds set in the Ignore Abandon Time (sec's) option in TASKE Administrator.

**Totals AvgDur**

The average time for all calls associated with an account code.

**Totals Count**

The total number of all calls associated with an account code.

**Transfer In (Trans In, Transfer In)**

The number of calls transferred to the resource from a device other than the attendant position.

**Transfer Out (Trans Out, Transfer Out)**

The number of calls transferred from the resource to another device, such as another extension.

**Trunk Busy Secs**

The number of seconds that all trunks in the group are busy. If the trunk group contains only one trunk, the column shows a zero (0) value.

**Trunk ID**

The identification number of the trunk as defined in TASKE Administrator.

**Trunk Name**

The name of the trunk as defined in TASKE Administrator.

**Trunk Nickname**

The nickname of the trunk as defined in TASKE Administrator.

**Unavailable % of Shift**

The percentage of time during the shift that the agent spent in the Unavailable state.

**Unavailable *duration***

The amount of time that the agent spent in the Unavailable state for the time interval.

**Unavailable Total *duration***

The amount of time during the shift that the agent spent in the Unavailable state.

**Work Timer % of Shift**

The percentage of time during the shift that the agent spent in the Work Time state.

**Work Timer *duration***

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

**Work Timer Total *duration***

The amount of time during the shift that the agent spent in the Work Time state.