AltiReport™

Manual

MAX Communication Server
Release 9.0.1

January 2021

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Installation and Access

If you are using the version of AltiReport that is integrated with the MaxCS Service Hub, please refer to the separate manual for that version.

Call detail records (CDR) are an important source of information for call centers running PBX systems. AltiReport is a Web-based reporting application that can generate over 45 detailed reports, according to agent, workgroup, and DNIS. Both report summaries and analyses are available.

While most MAXCS reports are derived from data in CDR records, a few reports, such as the cumulative reports, pull data from the RTM (Real Time Monitoring) Statistics database. In addition, some reports pull data based upon call start time; others pull data based upon call end time. For these reasons, even with reports that include similar metrics, you may see occasional slight variances from one report to another.

Requirements

AltiReport can be set up on a Microsoft Windows operating system.

Use a separate standalone server for AltiReport — do not install it on the MAXCS system.

Running AltiReport on the same machine as SQL Server is not recommended.

- Minimum system requirements:
    - IBM/PC AT compatible system
    - Intel 2GHz Pentium 4 or equivalent
    - 60GB available hard drive disk space
    - 1GB RAM (2GB RAM is required if AltiReport is running on the same machine as SQL Server. Do not install AltiReport with AltiServ.)
    - Operating System:
        - Windows Server 2012 R2
        - Windows Server 2016
        - Windows Server 2019
    - AltiReport License — needs to be added to MAXCS system and registered.
    - JRE (Java Runtime Environment) - Release 8.6.1 now bundles OpenJDK 8 JRE (Zulu) instead of Oracle JRE. See the section Using OpenJDK Support on page 5 for instructions.

- Apache Tomcat 8.5.57 will be installed automatically
- MAXCS 9.0 must be installed in the same network
- External Logger 9.0 (or above) and an external CDR database must be installed in the same network. See the *CDR Manual* for information.
- Ports 10025 and 10037 must be opened for AltiReport.

There is no particular requirement for a client machine, except that it needs to have a suitable Web browser installed (Internet Explorer 10.0 or 11.0, Chrome, or Edge) prior to installation of AltiReport.

Upgrading AltiReport from Earlier Releases

Follow these instructions carefully; you may be prompted to uninstall various components, depending upon your current configuration.

Note that you can now use OpenJDK JRE to run Tomcat 5; see the section Using OpenJDK Support on page 5 for instructions.

To upgrade to AltiReport 9.0.1 (from 6.7 Update 1 - 8.6.1)

1. External Logger Service must be upgraded to the latest version (9.0). See AltiGen's *CDR Manual* for information.
2. Back up the configuration data of your current version of AltiReport:
   a. While you are logged into AltiReport as "admin," click **Backup and Restore** in the configuration list.
   b. Click **Backup**.
   c. Save the backup file, AltiReportYEAR/MONTH/DAY.acfg, to your computer.
3. Run the installation program (the **AltiReportInstallation** program in the folder on your installation media). The setup wizard will automatically make a backup, which will include the current Tomcat configuration.
4. After making the backup, the installation program will identify the current version of Tomcat on the system. If the system has a version that is earlier than Tomcat 8.5.43, then the installation process will stop and you will be prompted to uninstall Tomcat without removing the configuration.
   a. If you are prompted to uninstall Tomcat, **be careful to do so without removing the Tomcat configuration.** (The AltiReport installation program will install the correct version of Tomcat for you.)
   b. Check the version of Java JRE on the system. If it is earlier than version u101, uninstall it. (The AltiReport installation program will install the correct JRE version for you.)
   c. Restart the AltiReport installation by running **AltiReportInstallation** again.
5. Install AltiReport 9.0, following the directions in "Performing a New Installation of AltiReport" on page 2.

Performing a New Installation of AltiReport

External Logger Service must be upgraded to the latest version.

Note that you can now use OpenJDK JRE to run Tomcat 5; see the section Using OpenJDK Support on page 5 for instructions.

1. If the system is running a version of Java JRE that is earlier than version u101, uninstall it.

2. If the system is running a version of Tomcat that is earlier than Tomcat 8.5.57, uninstall it from the system, but do NOT remove the Tomcat configuration.

3. To begin installation, run the **AltiReportInstallation** program (setup\AltiReportInstallation.exe) from the installation media.

4. Click the **JRE Information** button. The information at the top of the scrolling window tells what you need for AltiReport. Scroll down to see what you have on your machine.
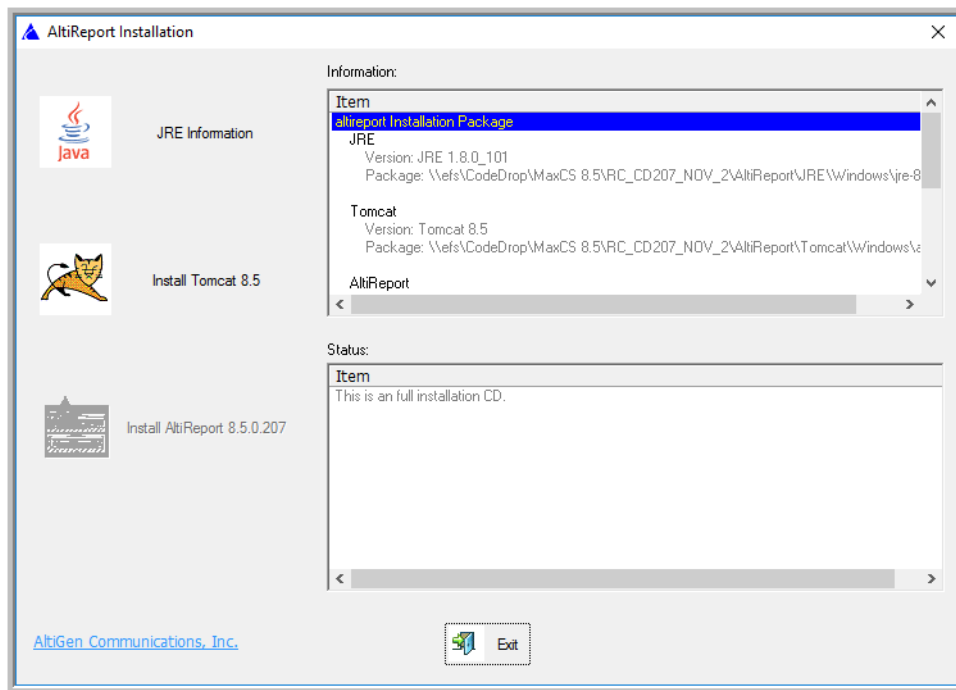
5. If you don't have JRE 1.8 installed, install it from the AltiReport\JRE\ Windows folder.

6. If you don't have Tomcat installed, click the **Install Tomcat** button.

7. The Tomcat License Agreement dialog box appears. Click **I Agree** to continue.

8. In the **Apache Tomcat Setup** dialog box, check the check boxes for:

   – Tomcat

   – Service

   – Native

   – Start Menu Items

   – Documentation

   – Examples and Web apps, if desired

Then click **Next**.
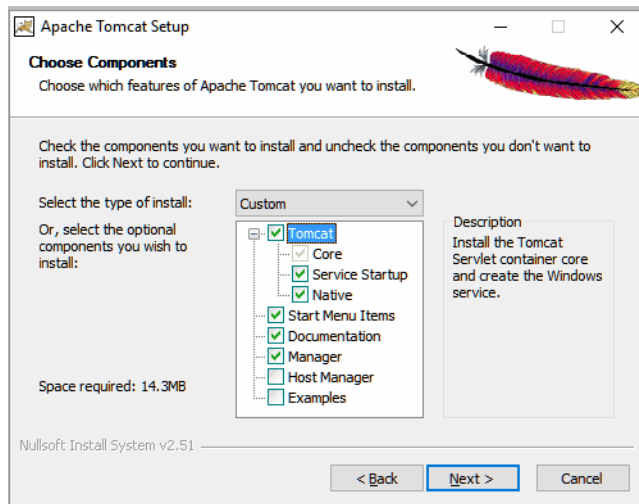
9. Choose a folder in which to install Tomcat, and click **Next**.

10. In the **Configuration Options** dialog box, enter the **HTTP/1.1 Connector Port**, and Administrator login **User Name** and **Password**, then click **Next**.
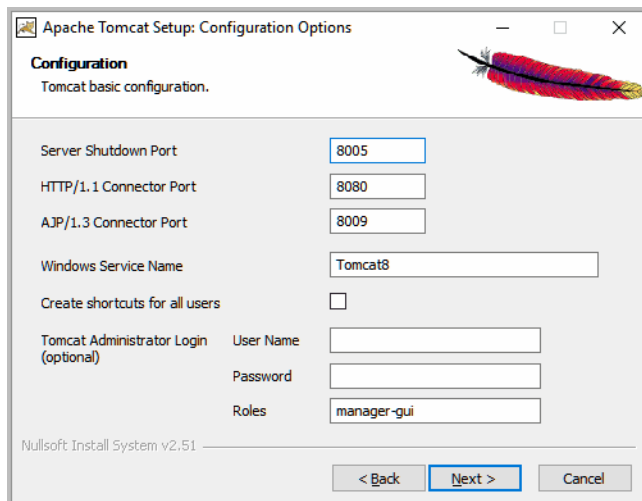
The HTTP Port defaults to *8080*. If Port 8080 is not available, it can be changed to a different port, such as *80*.

The **User Name** and **Password** are for Tomcat administration.

11. In the Java Virtual Machine path dialog box, select the path of a JRE 1.8 installed on your system.

12. Click **Install**.

After successful installation of Tomcat, the AltiReport installation button is available.

13. Click the **Install AltiReport** button to install AltiReport.

14. After successful installation of AltiReport, reboot the system.

Using OpenJDK Support

Prior to Release 8.6, AltiReport relied on 32- or 64-bit Oracle 8u101 JREs for Tomcat 8.5. Because JDK 8 may not be supported after January 2019, you can download an OpenJDK JRE to run Tomcat.

1. Download the latest Zulu build for OpenJDK 8. The website can be found here:

   https://www.azul.com/downloads/zulu/zulu-windows/

2. Depending on the system, you will need to either download the most up-to-date 32-bit x86 or 64-bit x86 version of Java Version 8. Download the .zip and unzip the JDK to a folder.

If Tomcat and AltiReport are already installed on the server, then follow these steps:

1. Open the Tomcat configuration panel. Switch to the *Java* tab.
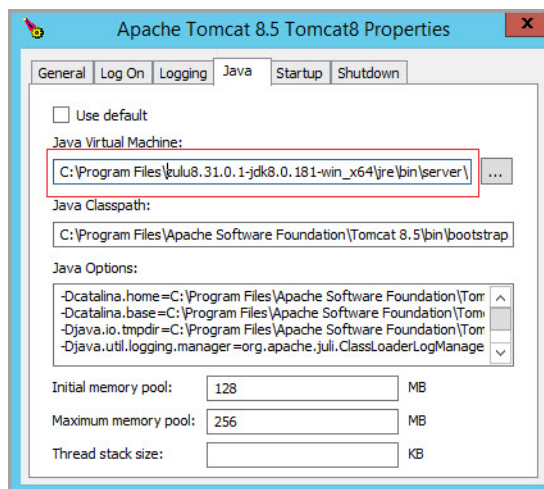
2. Change the Java Virtual Machine entry to point to the jvm.dll file in the OpenJDK folder that you unzipped. The jvm.dll file can be found in the \jre\bin\server folder.

3. Apply the change and restart the Tomcat services.

If Tomcat and Altireport have not yet been installed on the server, then follow these steps:

1. During the Tomcat installation, proceed with a normal installation until you reach the *Java Virtual Machine path* selection. You may notice that the installation wizard will set the default path to any Oracle JRE installation on the system.
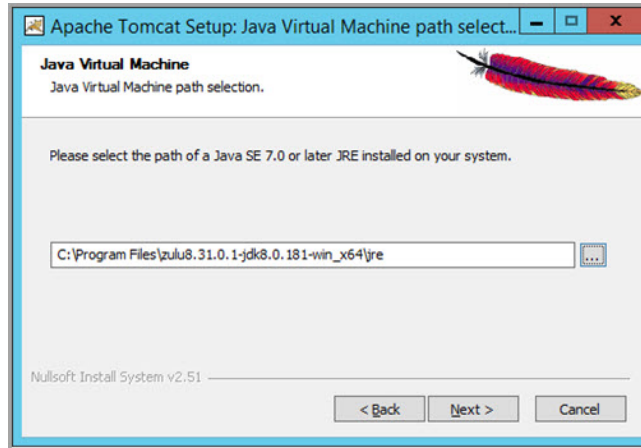
2. Change this path to the JRE folder inside of the OpenJDK folder.

3. Continue with the rest of the installation process. The Tomcat Java Virtual Machine will be set to run using the OpenJDK jvm.dll.

Accessing AltiReports Remotely

If AltiReport must be accessed from outside of the company, TCP port (default 8080) of the machine must be opened at the firewall and NAT.

Type this URL in the Web browser:

- http://*<altiReport_server_ip_address>*:8080/altireport

or

- http://*<computer_name>*:8080/altireport

C H A P T E R

2

Using AltiReport

When logging into AltiReport, you can log in as an **Admin** role to access AltiReport administrative and configuration functions or as a **User** to access reports.

Important: **For security, if the AltiReport window is idle for 15 minutes or longer, a timeout will occur and you will need to log in again.**

To access the AltiReport log-in screen, enter the following URL into your Web browser:

http://<*altiReport_server_IP_address*>:8080/altireport

AltiReport Administration

The Administration screens are available only to users with administrative rights.

To log in as an administrator, in the AltiReport Login screen, select the role **Admin**, enter the administrator **Password**, and then click the **Login** button.

If you log in with the default password, 22222, a message prompts you to change the Administrator password. The password must be at least 7 characters and contain one uppercase letter, one lowercase letter, one number, and one special character.
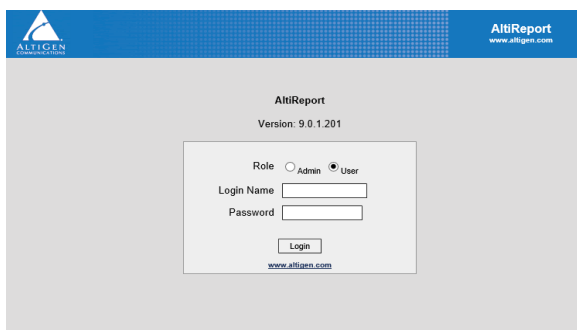
Figure 1.   AltiReport Admin Login

The administrative main menu includes the following functions:
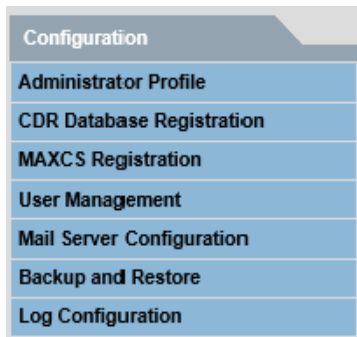
Figure 2.   AltiReport administrator menu options

Administrator Profile

To enter or modify information for the administrator, click the **Edit** button to open the **Update Administrator Profile** window.

Figure 3.   Update Administrator Profile window

Note: The **Login Name** field is not editable.

When the necessary information has been entered, click the **Update** button to save the changes.

CDR Database Registration
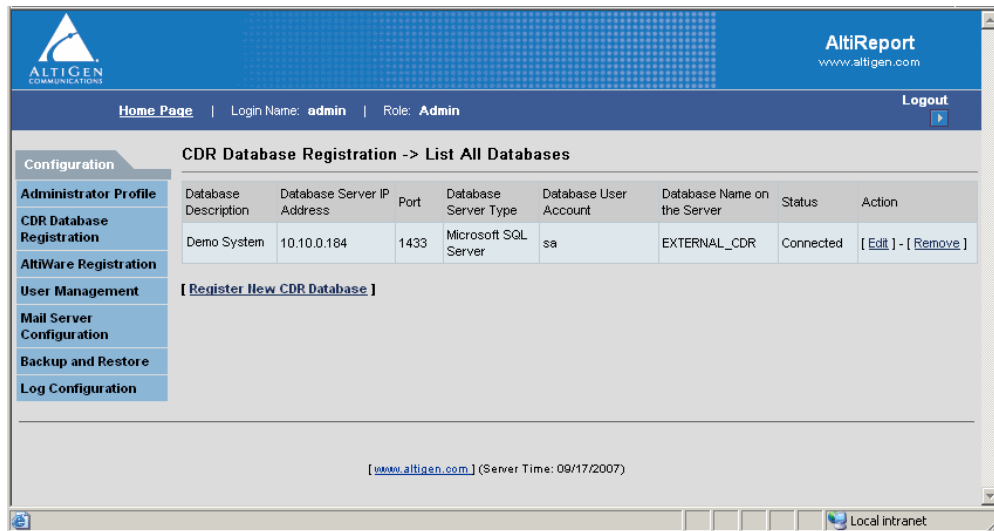
Figure 4.   CDR Database Registration > List All Databases

In order for AltiReport to access the external CDR database, the administrator must register a CDR database. To add a database, click the **Register New CDR Database** link in the CDR Database Registration window.
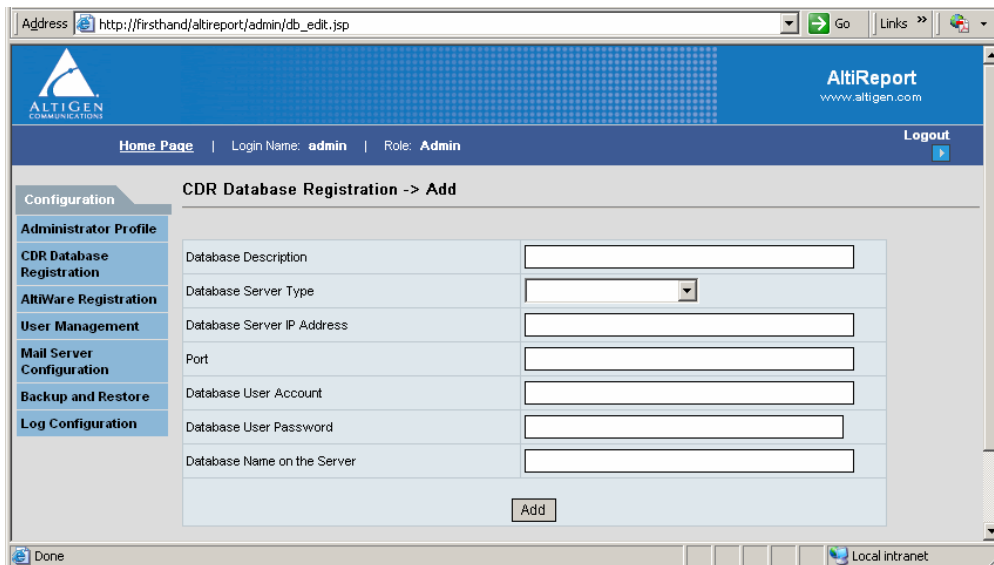
Figure 5.   CDR Database Registration > Add

In the **CDR Database Registration** > **Add** window, enter the necessary information in the blank fields:

- Database Description
- Database Server Type
- Database Server IP Address

- Port (use the default port 1433 unless you have a port conflict with another application)
- Database User Account
- Database User Password
- Database Name on the Server

Click the **Add** button when you are finished.

The status should show "*Connected*." If it doesn't, use the **Edit** link in the **Action** column to correct the database settings.

To edit or remove an existing CDR Database, use the **Edit** or **Remove** link in the **Action** column.

AltiWare (MAXCS) Registration
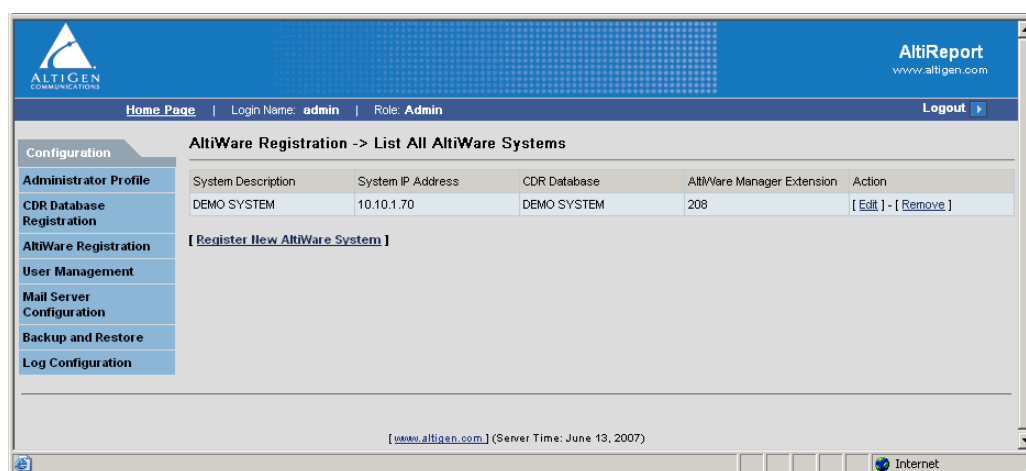
Figure 6.   AltiWare Registration > List All AltiWare (MAXCS) Systems

AltiReport will use information entered in the AltiWare Registration window to check if the AltiGen server has an AltiReport license entered and registered. Each AltiGen server needs to have one license.

To add an AltiWare (MAXCS) system, click the **Register New AltiWare System** link in the AltiWare Registration window.

Figure 7.   AltiWare Registration > Add

In the **AltiWare Registration > Add** window, enter the necessary information in the blank fields:

- System Description
- System IP Address
- CDR Database
- AltiWare [MAXCS] Manager Extension
- The password of the Manager Extension

Click the **Add** button when you are finished.

To edit or remove an existing AltiWare (MAXCS) system, use the **Edit** or **Remove** link in the **Action** column.

User Management

Figure 8.   User Management > List All Users

The administrator can add users to AltiReport using the **User Management** window.

To add an AltiReport user, click the **Add User** link at the bottom of the page. Enter the **Login Name**, **Password**, **First Name**, **Last Name**, **Title** (optional), **Email Address**, and **Department Name** (optional) for the user.

Figure 9.   User Management > Add

In the **AltiWare Assigned** field, check at least one AltiWare (MAXCS) system that the user will be able to access for AltiReport. To limit the user's queries to certain workgroups and DNIS numbers, check the appropriate filter check boxes and enter the workgroup numbers and DNIS numbers. Separate workgroup numbers and DNIS numbers with a semicolon (;).

To see a list of workgroup numbers from which to choose, click the **Workgroups Filter** link.

When you're finished, click the **Add** button.

Mail Server Configuration

The administrator can configure an e-mail server in Mail Server Configuration. AltiReport will use this e-mail information for auto delivery of reports.

Figure 10.   Mail Server Configuration window

To add a mail server, click the **Edit** button in the Mail Server Configuration window.

Figure 11.   Mail Server Configuration edit window

In the Mail Server Configuration edit window, enter the necessary information in the blank fields for:

- AltiReport Server Name (DNS name or IP address)
- Web Server or Tomcat TCP Port
- Sender Email Address
- Outgoing Mail (SMTP) Server
- STARTTLS - If the mail server supports the "STARTTLS" feature, this option should be checked. Otherwise, leave the option unchecked. The default value is checked.
- SMTP Server Requires Authentication checkbox
- SMTP Account Name

- SMTP Password
- Send Test Message to Email Address

Click the **Update** button when finished.

Sending Reports to Encrypted Email Services

Beginning with MaxCS 7.0 Update 1, AltiReport can communicate with encrypted email servers such as the Google mail server (Gmail) or the Hotmail server.

AltiReport detects the requirements of the specified email server automatically; no configuration is needed to indicate whether the email server requires encryption.

Note: When using an encrypted email server, for authentication purposes the *Sender Email Address* entry must be the same as the SMTP Account Name entry, as illustrated in the figure above. The remote email server does not allow users to use a different sender email address than the real email account.

Backup and Restore

Important: **Uninstalling AltiReport or Tomcat will lose all configurations. If you need to uninstall AltiReport or Tomcat, back up configurations first.**

The backup and restore functions in AltiReport will back up and restore configurations and settings from the Administrator Profile, CDR Database Registration, AltiWare Registration, User Management, and Mail Server Configuration windows.

Figure 12.   Backup and Restore window

When you click **Backup**, a **File Download** dialog box opens. Either open the AltiReport backup file (AltiReportYEAR/MONTH/DAY.acfg) or save the file.
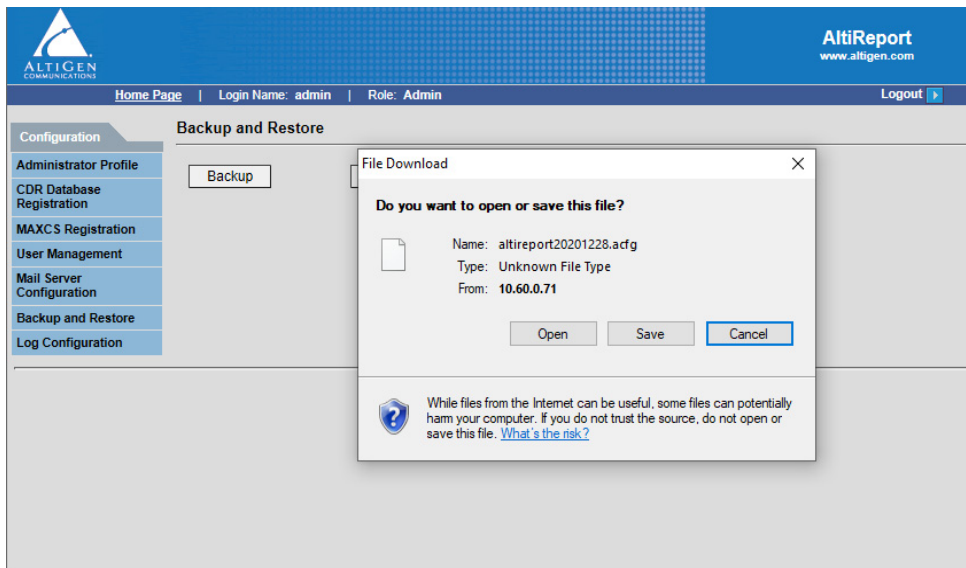
Figure 13.   AltiReport Back Up

When **Restore** is selected, you will be required to validate the Admin Password, browse for the backup file you want to restore, then click **Restore** to restore all previous configurations from the Administrator Profile, CDR Database Registration, AltiWare (MAXCS) Registration, User Management and Mail Server Configuration windows.
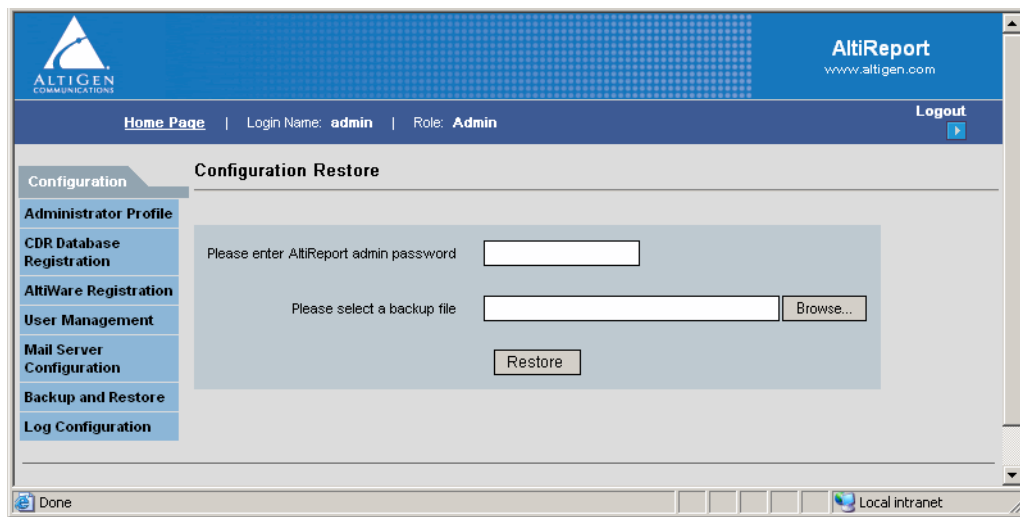
Figure 14.   Configuration Restore

Log Configuration

The **Download Log File** button in the **Log Configuration** window allows you to download the AltiReport log file.
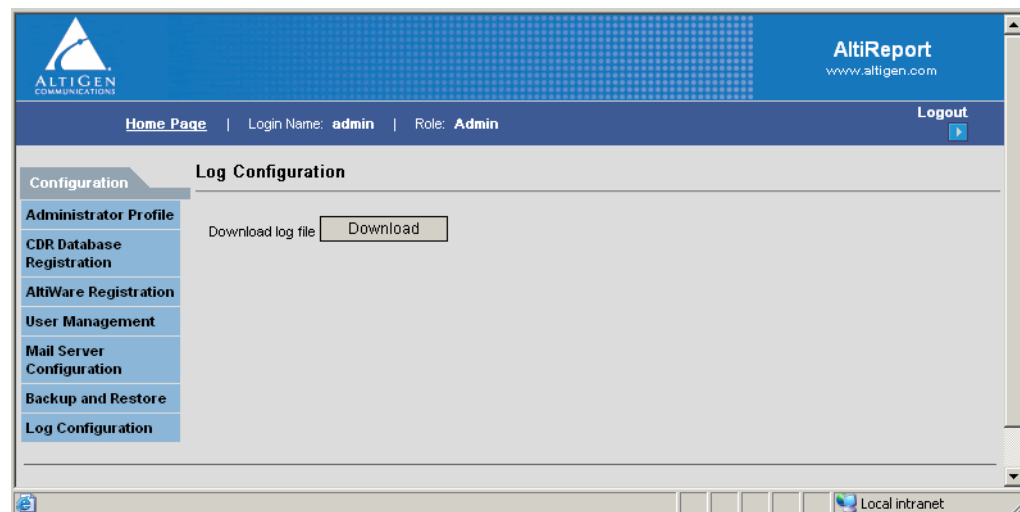
Figure 15.   Log Configuration

Logging in to Run Reports

When you log in to AltiReport as a **User**, you can run reports from the AltiWare (MAXCS) system that has been assigned to you by your AltiReport administrator.

To log in as an AltiReport user, in the AltiReport Login screen, select the role **User** and enter user **Login Name** and **Password**, then click the **Login** button.

Figure 16.   AltiReport User Login

The **User Information** window is displayed when a user logs into AltiReport for the first time.

Note: When you add reports to the Favorite Reports List, the **List All Favorite Reports** window becomes the window that is displayed the *next* time you log into AltiReport.

Figure 17.   AltiReport User Information screen

Your **Login Name**, **Role**, and **Query Preference** (**Quick** or **Step-by-Step**) are displayed at the top. The Step-by-Step preference allows you to select a different AltiWare (MAXCS) to query before taking you to the **Set Parameters** page. The Quick preference bypasses this option.

To Select "Quick" or "Step-by-Step" Preference

Select the query preference in a couple of ways:

Click here

Or click Edit
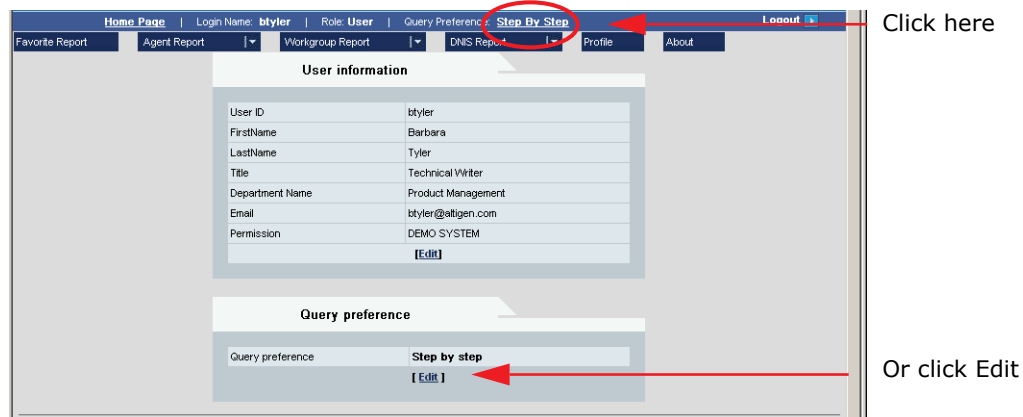
In the dialog box that appears, select the query preference you want, and click **Set**. You can also select the default AltiWare (MAXCS) in this dialog box:

Select the default
AltiWare (MAXCS) system
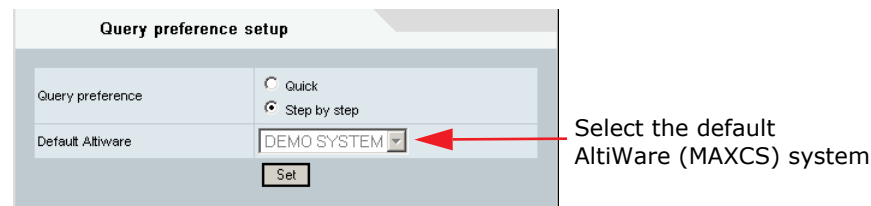
Figure 18.   Setting the query preference and default AltiWare (MAXCS)

Available Reports

These are the types of reports available:

- **Agent Reports** - reports on all or individual agents within a site or workgroup.
- **Workgroup Reports** - reports on all or individual workgroups within a particular site.
- **DNIS Reports** - reports on all or individual DNIS numbers.

The individual report names and their identifying numbers follow:

Agent Reports

- Agent Detail Reports

    1101 - Activity Event

    1102 - Call Detail Report

- Agent Summary Reports

    1201 - Performance Summary

    1202 - WG Calls and Direct Call Activity Summary Report

    1203 - State Summary Report

    1204 - WG Inbound Calls Summary Report

    1205 - WG Outbound Calls Summary Report

1206 - Direct Calls Summary Report

1207 - (Agent) Reserve Agent Callback Summary Report

- Agent Analysis Reports

    1301 - Call Volume Analysis

    1302 - Average WG Call Handling Time Analysis

    1303 - % Contribution to each WG (Inbound/Outbound)

    1304 - WG Call Handling Time Distribution

    1305 - Call Disposition Code Summary Report

Workgroup Reports

- Workgroup Detail Reports

    2101 - Call Detail Report

    2102 - Callback Detail Report

    2103 - Trunk Abandoned Call Detail Report

- Workgroup Summary Reports

    2201 - Agent State

    2202 - Agent Performance Summary

    2203 - Agent Call Activity Summary with % Analysis

    2204 - Agent Call/Time Contribution % Comparison

    2205 - Inbound/Outbound Call Summary with % Analysis

    2206 - Inbound Calls Wait Time Summary

    2207 - Inbound Calls Handling Summary

    2208 - Outbound Calls Handling Summary

    2209 - Service Level Summary Report

    2210 - Answered Rate and Abandoned Rate Report

    2211 - (WG) Reserve Agent Callback Summary Report

- Workgroup Analysis Reports

    2301 - Inbound Answered Calls Wait Time

    2302 - Inbound Abandoned Calls Wait Time

    2303 - Inbound Overflowed/Redirected Calls Wait Time

    2304 - Inbound Calls Handling Time

    2305 - Outbound Calls Handling Time

    2306 - Inbound Call Priority

    2307 - Cumulative Inbound/Outbound Calls

    2308 - Cumulative Inbound Calls Wait Time

    2309 - Cumulative Inbound Calls Analysis

    2310 - Cumulative Outbound Calls Handling

    2311 - Total and % Inbound Calls ANS/ABN/OFL

    2312 - Total and % WG Inbound Calls in Queue

    2313 - Average Incoming Calls Handling Time

    2314 - Total Outbound Calls

2315 - Total Outbound Calls Handling Time

2316 - Daily Max Number of Calls in Queue

2317 - Daily Longest Queue Time

2318 - Daily Real Time Service Level

2319 - Historical Service Level Summary

2320 - Call Disposition Code Summary

DNIS Reports

- DNIS Detail Report

    3101 - Call Detail Report

- DNIS Summary Report

    3201 - Call Summary

- DNIS Analysis Report

    3301 - Call Disposition Code Summary Report

Available Report Formats

These are examples of the available report formats (HTML, PDF, Excel). Some reports are produced in graph format, as well.

Figure 19.   Report results in HTML format

Figure 20.   Report results in PDF format

Figure 21. Report results in Microsoft Excel

Running Reports

This section shows how to select a report, set its parameters, set a format preference for the report (HTML, PDF, Microsoft Excel), and set other preferences.

To access a report:

1. From a Report drop-down list, move the cursor to the report menu you want (**Agent**, **Workgroup** or **DNIS**), then move it to the type of report (**Detail**, **Summary** or **Analysis**), and then move to and click the desired report.
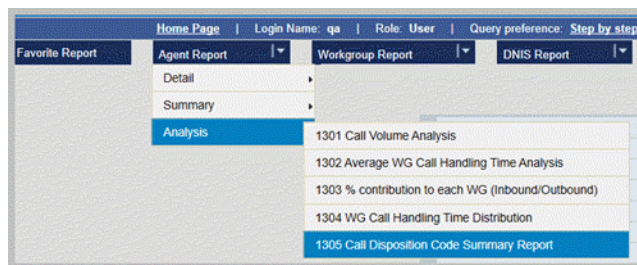
Figure 22. Selecting a report

2. If you're using the step-by-step query preference, the following dialog box opens:

3. Select the AltiWare (MAXCS) system you want to query, and click **Next**.

4. In the **Set Parameters** screen (shown in the figure below), set the parameters for the report, including the **Summary interval**, **Time Range**, **Filter By**, and **Output** (**Group by** and **Show empty records**) options.

    Note: To use the calendar buttons, first select the **From** radio button.

Figure 23.   Set report parameters

5. Click the **Run Report** button.

After a report is created, the following screen appears, where you can select the export format you prefer, save the report in that format or save only a specified part of the report, and view the report in HTML. You can also add the report to **Favorite Reports** (see next section).
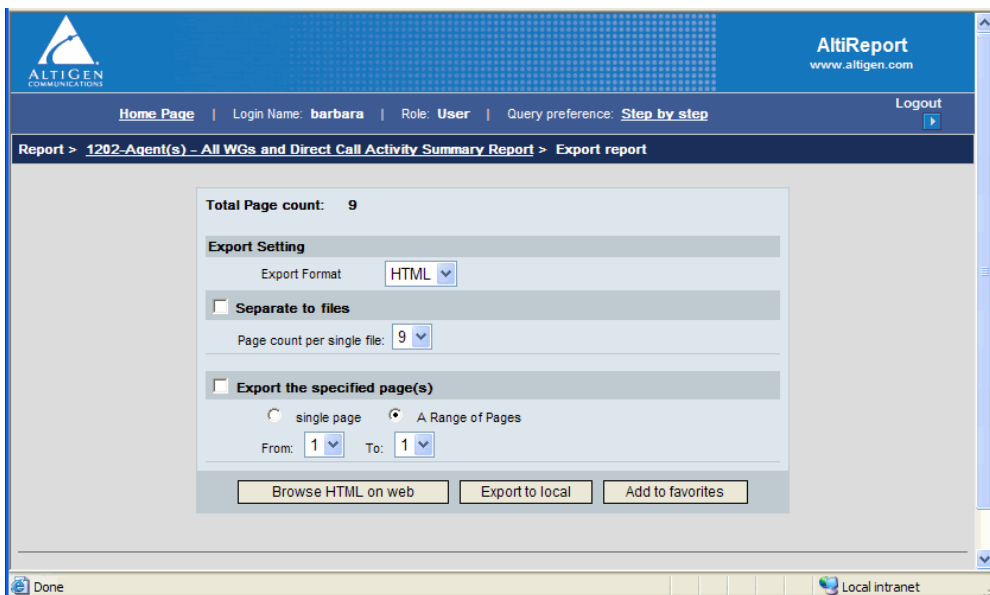
Figure 24.   Export settings

Setting Parameters in the Export Report Screen

The **Export Report** screen shows the total page count for the report and gives you the following options:

- Lets you select a format for the report (HTML, PDF, or Excel).

- Lets you save the report by clicking the **Export to local** button.

- Lets you divide the report into more than one file. Use the drop-down list to specify the number of pages you want in each file. Then, when you save the report by clicking **Export to local**, the files are saved into one ZIP file. Each file in the ZIP file is named with the report number and the page range contained in that file.

Figure 25.   A report separated into three files

When you divide the report into more than one file, and then click the **Browse HTML on web** button, the report is displayed in page ranges that you can select:

Figure 26.   Select a file to view the page range contained in that file

- Lets you export and/or browse in HTML a single page or a range of pages. Specify the page or page range in the **From** and **To** drop-down lists. To save your specified pages, click **Export to local**. To view the specified pages in HTML, click **Browse HTML on web**.

- Lets you save the parameters for this report, so you don't have to specify them again in the future and lets you schedule the report to run automatically at a time you specify. To save the report parameters, click **Add to favorites**. The **Add favorite report** dialog box appears:

Add favorite report	
Report ID	1202
Report Name	Agent(s) - All WGs and Direct Call Activity Summary Report
Name	Give the report an identifiable name.
Description	Type a description of the report here.
☐ **Enable auto schedule (Server Time: 09/19/2007 15:08:04)**	
Submit	

Give the report an appropriate name, type a description, and click **Submit**. Thereafter, the report will appear on the **List all favorite reports** screen, which will now be the screen that opens when you log in.

If you also want to schedule the report to run automatically and have it e-mailed to specified people, see the next section.

Scheduling Favorite Reports

To schedule a favorite report to run automatically, check the **Enable auto schedule** check box in the Add Favorite Report dialog box. The scheduling options appear:

Add favorite report	
Report ID	1202
Report Name	Agent(s) - All WGs and Direct Call Activity Summary Report
Name	
Description	

☑ **Enable auto schedule (Server Time: 09/18/2007 12:17:37)**

○ Schedule once: [   ] 🔳

⊙ Recurrent

Start Date: 9/17/2007 🔳

○ Daily   Every 1 ▾ Days

⊙ Weekly Every 1 ▾ Weeks   Sun Mon Tue Wed Thu Fri Sat
☐ ☑ ☐ ☐ ☐ ☐ ☐

○ Monthly Every 1 ▾ Months   ○ Day 1 ▾ Month
○ First day of the month
○ Last day of the month

Send Report at: 8 ▾ : 30 ▾

Send Report to: (Use ';' to separate email addresses)

> barbara.taylor@altigen.com; scott.lion@altigen.com; rebecca.sun@altigen.com

Submit

Figure 27.   **Add favorite report** dialog box with scheduling options

Set a schedule for the report. If you want the report e-mailed to specified people, list their e-mail addresses in the **Send Report to** section. Separate e-mail addresses with a semicolon (;). Then click the **Submit** button.

Important: **When setting up a report schedule for a specific time, you must set the schedule at least 15 minutes before the current time or the report may not be generated/sent. For example, to run a report at 5:00 PM, you must set up the report schedule prior to 4:45 PM.**

Later, you can change the schedule and e-mail list by clicking on the report's **Edit** link in the **List All Favorite Reports** screen. You can also change the report description and view the report parameters.

Running a Favorite Report Manually

You can run a favorite report directly from the **List all favorite reports** screen by clicking its link. You will not see the report's **Set Parameters** screen, but you can check its parameters by clicking the report's **Edit** link.

Edit link

Click the link to run the report

Figure 28.   Click a Favorite report's link to run the report

When you run a favorite report manually, you have the option to **Export via email**:

To e-mail the report to the specified e-mail addresses (separate the addresses with a semicolon), check the **Export via email** check box, then click the **Export** button. After doing this, you can use your browser's **Back** button to return to this screen and save the report, if you want to. To save the report, uncheck **Export via email**, then click **Export**. The File Download box appears. Click **Save**, and save the report.

To remove a favorite report, click its **Remove** link. You are asked for confirmation.

Printing HTML Reports

To print a report from an HTML file, click the **Web Print** button at the top of the report.

This opens a new Web window.

Figure 29.   Web Print window

The **Web Print** feature will automatically adjust paper print size, layout and orientation. You can manually change the margins using the black margin icons at any corner of the Web page. Also, you can use the menu and toolbar at the top of the window, which allows you to print, set up the page for printing, zoom in/out, hide margins, or close the window.

Important: Before using the **Web Print** feature, make sure the **Print background colors and images** checkbox is checked in Windows Internet Explorer (**Internet Options > Advanced > Printing**). Otherwise, the report generated will be displayed, and subsequently printed, in black and white**.**
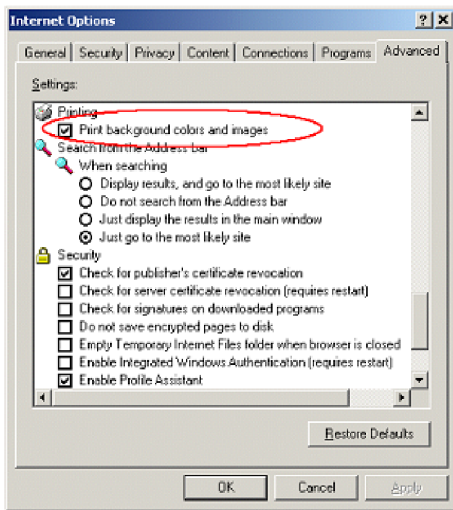
3

The Reports

This chapter describes each report. The chapter is divided into three sections:

The following information is given for each report:

- Report ID number and title
- Description – What is reported
- Report options – The choice of parameters for the report
- Report fields – Description of each field in the report
- Data source – The tables from which the information is drawn

For detailed information on database fields, refer to AltiGen's *Call Detail Reporting Manual*.

Note: Starting with Release 7.5, when a Polycom user places a call on hold, the agent is counted as *Busy* in Workgroup calculations. This is different from the calculations in previous releases, where an agent with a call on hold was considered *idle*. Be aware of this difference when analyzing reports with Idle and Busy calculations.

Agent Reports

This section describes Agent reports.

If a report is sorted by agent, it displays the agent's extension and name above the columns of data. If sorted by time, it displays the date above the columns.

1101 - Agent Activity Event

Description: Reports an agent's activity for the reporting period.

Report Options

1. Select a workgroup to display agents assigned to that workgroup.
2. Select single, multiple, or **All** agents.

3. Specify a time range for the report.

4. Narrow the report to specific days of the week, shift time, or a span of time (optional).

5. Click **Run Report** to run the report.

6. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.

Agent Activity Event Report

Time Stamp	Agent	Activity Type	Workgroup	Total Not Ready Duration	Not Ready Reason Duration	Logout Duration	Reason
08/25/2020 18:43:56	2555(Rod Exchange)	Unstaff	All	-	-	-	-
08/25/2020 18:44:37	2555(Rod Exchange)	Login	5333	-	-	0:02:05	-
08/25/2020 18:55:52	2555(Rod Exchange)	Not Ready	All	-	0:01:09	-	1 (test)
08/25/2020 18:56:59	2555(Rod Exchange)	Logout	5333	-	-	-	-
08/25/2020 18:57:01	2555(Rod Exchange)	Ready	All	0:01:09	-	-	-
08/25/2020 18:57:12	2555(Rod Exchange)	Unstaff	All	-	-	-	-
08/25/2020 18:59:05	2555(Rod Exchange)	Login	5333	-	-	0:02:06	-
08/25/2020 19:01:42	2555(Rod Exchange)	Not Ready	All	-	0:04:56	-	1 (test)
08/25/2020 19:06:37	2555(Rod Exchange)	Logout	5333	-	-	-	-
08/25/2020 19:06:38	2555(Rod Exchange)	Ready	All	0:04:56	-	-	-
08/25/2020 19:06:53	2555(Rod Exchange)	Unstaff	All	-	-	-	-
08/26/2020 11:07:27	2555(Rod Exchange)	Login	5333	-	-	16:00:50	-
08/26/2020 11:11:35	2555(Rod Exchange)	Logout	5333	-	-	-	96 (Network Broken)
08/26/2020 11:11:35	2555(Rod Exchange)	Unstaff	All	-	-	-	-
08/26/2020 12:30:25	2555(Rod Exchange)	Login	5333	-	-	1:18:50	-
08/26/2020 14:55:14	2555(Rod Exchange)	Logout	5333	-	-	-	96 (Network Broken)
08/26/2020 14:55:14	2555(Rod Exchange)	Unstaff	All	-	-	-	-
08/28/2020 09:40:44	2555(Rod Exchange)	Login	5333	-	-	42:45:30	-
08/28/2020 09:41:35	2555(Rod Exchange)	Logout	5333	-	-	-	96 (Network Broken)
08/28/2020 09:41:35	2555(Rod Exchange)	Unstaff	All	-	-	-	-
08/28/2020 09:58:46	2555(Rod Exchange)	Login	5333	-	-	0:17:11	-
08/28/2020 10:03:28	2555(Rod Exchange)	Logout	5333	-	-	-	96 (Network Broken)
08/28/2020 10:03:28	2555(Rod Exchange)	Unstaff	All	-	-	-	-
08/28/2020 10:03:29	2555(Rod Exchange)	Login	5333	-	-	0:00:01	-
08/28/2020 10:03:55	2555(Rod Exchange)	Not Ready	All	-	0:21:42	-	1 (test)
08/28/2020 10:25:37	2555(Rod Exchange)	Ready	All	0:21:42	-	-	-
08/28/2020 10:48:43	2555(Rod Exchange)	Not Ready	All	-	0:01:34	-	1 (test)
08/28/2020 10:50:17	2555(Rod Exchange)	Ready	All	0:01:34	-	-	-
08/28/2020 11:06:01	2555(Rod Exchange)	Not Ready	All	-	0:00:55	-	1 (test)

Report ID: 1101 — System ID: Trust41 — Group by: Agent
Time range: 08/24/2020 - 08/28/2020 — Filter By: N/A
Time Zone: America/Los_Angeles
2555(Rod Exchange)

Figure 1.   This report shows activity event data for a single agent

Report Fields

- **Time Stamp** – Date and time the agent changes activity
- **Agent** – Agent's name and extension number
- **Activity Type** – Displays the type of activity:
  - Unstaff – Agent is logged out as a virtual extension
  - Login – Agent is logged in to a workgroup
  - Logout - Agent was logged out from the workgroup
  - Ready – Agent is logged in and ready to take workgroup calls (applies to all workgroups the agent is logged into)
  - DND/FWD – Agent is set to Do Not Disturb or is forwarding calls
  - Not Ready – Agent is not ready to take workgroup calls (applies to all workgroups the agent is logged into)
- **Workgroup** – The workgroup this agent is logged into or logged out of
- **Not Ready Duration** - The amount of time the agent spent in Not Ready state
- **Logout Duration** – The total minutes this agent spent in each logout reason code
- **Reason** – This column may show the Logout Reason code (and description) if the Activity Type is *Logout*; it may show the Not Ready Reason code (and description) if the Activity Type is *Not Ready*. If no Logout codes or Reason codes are being used, then this column may be empty. For descriptions of system Logout Reason Codes and Not Ready Reason Codes, refer to the MaxCS Administration Manual.

Data Source

All data from the table AGENTACTIVITY

1102 - Agent Call Detail Report

Description: Displays the CDR records for an agent's inbound and outbound calls for the reporting period.

Report Options

1. Select a workgroup to display agents assigned to that workgroup.

2. Select single, multiple, or **All** agents.

3. Specify a time range for the report.

4. Narrow the report to specific days of the week and a span of time (optional).

5. Select one or more Disposition codes to filter the results.

6. Select an Account code to filter the results.

7. Click **Run Report** to run the report.

8. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.

Figure 2.   Report criteria specifying all workgroups and all Disposition codes

Report Fields

- **Dir** – The direction of the call: Inbound or Outbound

- **Start Time** – Time the call started

- **End Time** – Time the call ended

- **Target/Caller** – Available information about the caller or called number: PSTN phone number/IP phone number, name, calling from a cell phone, etc.

- **WG** – The number of the workgroup

- **Duration in Different Call State** – Displays how long the call spent in different call states:

    - AA/IVR – Listening to and making a selection in the AA/IVR

    - Queue – Waiting for an agent after making a selection

    - Ring – Waiting for an agent to answer a ring

- Talk – Talking with an agent
- Hold – Time spent on hold after talking with an agent starts
- Record – For how long the call was recorded

- **Start Priority** – The priority this call had when it came in.

- **Within SLT** – Was the time the caller had to wait before connecting to an agent within the service level threshold specified, Yes or No. (The Service Level Threshold is set in MaxAdmin > **Workgroup Configuration > General** tab.)

- **Disposition Code** – Any Disposition code that was entered for this call

- **Account Code** – Any Account code that was entered for this call

- **TRUSTID Status** – If your organization deployed the TRUSTID feature, this column will appear in the report. **Red** = Low trust call; **Yellow** = Medium trust call; **Green** = High trust call. If the TRUSTID Status column is blank, then this call may have arrived in the system during a time when TRUSTID was not enabled.

- **Exit State** – The state the call was in when the caller exited the call. Examples: Connected, Transfer Ring, Hang up During Ring, One Number Access, Go to VM with Voice Message, Go to VM without leaving voice message.

- **Session ID** – A unique number assigned by MAXCS to a call

- **Seq ID** – A unique number that identifies multiple records of the same call (same Session ID)

Figure 3. Report 1102 showing details for an agent's calls

Data Source

All data from the table **CDRMain**

1201 - Agent Performance Summary

Description: Displays a summary of an agent's performance for the reporting period. It includes data from all workgroups an agent belongs to.

Report Options

1. Select a workgroup to display agents assigned to that workgroup.
2. Select single, multiple, or **All** agents.
3. Choose how you want the data summarized (by day, week, or month).
4. Specify a time range for the report.
5. Narrow the report to specific days of the week and a span of time (optional).
6. Select a group-by option.
7. Specify whether to include empty records.
8. Click **Run Report** to run the report.
9. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.

Agent(s) - All WGs Performance Summary Report

Report ID: 1201
Time range: 07/01/2020 - 09/30/2020
Time Zone: America/Los_Angeles
System ID: Trust41
Filter By: N/A
Summary interval: Day
Group by: Agent

2555(Rod Exchange)

| Start Date | Agent | All WGs and Direct Calls (Inbound & Outbound) | | | | | | | | | | | | Total Performing Time | Calls RNA | Non-Call Activities | | |
| | | Answered | | | Hold | | | Wrap-Up | | | Reservation Connecting | | | | | Other Activities During Login | | |
		Calls	Duration	Avg	Calls	Duration	Avg	Calls	Duration	Avg	Calls	Duration	Avg			Not-Ready	DND/FWD	Error
08/12/2020	2555	8	00:09:59	00:01:14	0	-	-	8	00:00:40	00:00:05	0	-	-	00:10:39	0	-	-	-
08/13/2020	2555	2	00:00:28	00:00:14	0	-	-	1	00:00:05	00:00:05	0	-	-	00:00:33	0	-	-	-
08/17/2020	2555	1	00:00:20	00:00:20	0	-	-	1	00:00:05	00:00:05	0	-	-	00:00:25	0	-	-	-
08/18/2020	2555	0	-	-	0	-	-	0	-	-	0	-	-	-	0	-	10:15:00	-
08/19/2020	2555	0	-	-	0	-	-	0	-	-	0	-	-	-	0	-	24:00:00	-
08/20/2020	2555	0	-	-	0	-	-	0	-	-	0	-	-	-	0	-	24:00:00	-
08/21/2020	2555	0	-	-	0	-	-	0	-	-	0	-	-	-	0	-	24:00:00	-
08/22/2020	2555	0	-	-	0	-	-	0	-	-	0	-	-	-	0	-	23:59:56	-
08/23/2020	2555	0	-	-	0	-	-	0	-	-	0	-	-	-	0	-	24:00:00	-
08/24/2020	2555	0	-	-	0	-	-	0	-	-	0	-	-	-	0	-	22:41:55	-
08/25/2020	2555	9	00:03:45	00:00:25	0	-	-	9	00:00:45	00:00:05	3	00:00:53	00:00:17	00:05:23	0	00:07:45	13:23:32	-
08/26/2020	2555	1	00:00:31	00:00:31	0	-	-	3	00:00:15	00:00:05	0	-	-	00:00:46	0	-	-	-
08/28/2020	2555	3	00:02:48	00:00:56	0	-	-	3	00:00:15	00:00:05	1	00:00:19	00:00:19	00:03:22	0	00:24:12	-	-
09/04/2020	2555	0	-	-	0	-	-	0	-	-	0	-	-	-	0	08:40:20	-	-
09/05/2020	2555	0	-	-	0	-	-	0	-	-	0	-	-	-	0	09:22:41	-	-
Subtotal		24	00:17:51	00:00:44	0	-	-	25	00:02:05	00:00:05	4	00:01:12	00:00:18	00:21:08	0	18:34:58	166:20:23	-

Grand Total

| All WGs and Direct Calls (Inbound & Outbound) | | | | | | | | | | | | Total Performing Time | Calls RNA | Non-Call Activities | | |
| Answered | | | Hold | | | Wrap-Up | | | Reservation Connecting | | | | | Other Activities During Login | | |
Calls	Duration	Avg	Calls	Duration	Avg	Calls	Duration	Avg	Calls	Duration	Avg			Not-Ready	DND/FWD	Error
24	00:17:51	00:00:44	0	-	-	25	00:02:05	00:00:05	4	00:01:12	00:00:18	00:21:08	0	18:34:58	166:20:23	-

Figure 4. This report shows details for an agent for one quarter.

Report Fields

- **Start Date** – Start date of the reporting time period
- **Agent** – Agent's extension number
- **All WGs and Direct Calls (Inbound & Outbound)** – Displays the number of calls handled by an agent, the total time the agent spent on *all* calls (Duration), and the average time spent per call in each of four categories.
  - Answered – Calls the agent was connected to
  - Hold – Calls the agent put on hold

- Wrap-Up – Calls requiring time for wrap-up activities
- Reservation Connecting – Callback calls connecting
- **Total Performing Time** – The total amount of time the agent spent in the above activities in the specified time period
- **Non-Call Activities** – Displays the total of RNA calls (agent was rung but did not answer) for this agent and summarizes the time the agent spent in other activities while logged in:
  - Not-Ready – Time in Not-Ready state
  - DND/FWD – Time the agent's phone was set to DND or FWD
  - Error – The amount of time the agent's phone was in error state.

Data Source

All data from the tables AGENTPERWGSUMMARY1, AGENTPERWGSUMMARY2, AGENTSUMMARY1, AGENTSUMMARY2, AGENTSUMMARY4.

1202 - WG Calls and Direct Call Activity Summary Report

Description: Displays a summary of an agent's workgroup and direct calls for the reporting period.

Report Options

1. Select a workgroup to display agents assigned to that workgroup.
2. Select single, multiple, or **All** agents.
3. Choose how you want the data summarized (by day, week, or month).
4. Specify a time range for the report.
5. Narrow the report to specific days of the week and a span of time (optional).
6. Select a group-by option.
7. Specify whether to include empty records.
8. Click **Run Report** to run the report.
9. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.

Agent(s) - All WGs and Direct Call Activity Summary Report

Report ID: 1202
Time range: 07/01/2020 - 09/30/2020
Time Zone: America/Los_Angeles
System ID: Trust41
Filter By: N/A
Summary interval: Day
Group by: Agent

2555(Rod Exchange)

Start Date	Agent	Total Calls	Total Talk	Avg Talk	All WGs Inbound				All WGs Outbound				Direct Inbound				Direct Outbound			
					Calls	%	Talk	AvgTalk	Calls	%	Talk	AvgTalk	Calls	%	Talk	AvgTalk	Calls	%	Talk	AvgTalk
08/12/2020	2555	8	00:09:59	00:01:14	8	100.0%	00:09:59	00:01:14	0	0.0%	-	-	0	0.0%	-	-	0	0.0%	-	-
08/13/2020	2555	2	00:00:28	00:00:14	1	50.0%	00:00:13	00:00:13	0	0.0%	-	-	1	50.0%	00:00:15	00:00:15	0	0.0%	-	-
08/17/2020	2555	1	00:00:20	00:00:20	0	0.0%	-	-	1	100.0%	00:00:20	00:00:20	0	0.0%	-	-	0	0.0%	-	-
08/25/2020	2555	9	00:03:45	00:00:25	9	100.0%	00:03:45	00:00:25	0	0.0%	-	-	0	0.0%	-	-	0	0.0%	-	-
08/26/2020	2555	1	00:00:31	00:00:31	1	100.0%	00:00:31	00:00:31	0	0.0%	-	-	0	0.0%	-	-	0	0.0%	-	-
08/28/2020	2555	3	00:02:48	00:00:56	3	100.0%	00:02:48	00:00:56	0	0.0%	-	-	0	0.0%	-	-	0	0.0%	-	-
Subtotal		24	00:17:51	00:00:44	22	91.7%	00:17:16	00:00:47	1	4.2%	00:00:20	00:00:20	1	4.2%	00:00:15	00:00:15	0	0.0%	-	-

Grand Total

Total Calls	Total Talk	Avg Talk	All WGs Inbound				All WGs Outbound				Direct Inbound				Direct Outbound			
			Calls	%	Talk	AvgTalk	Calls	%	Talk	AvgTalk	Calls	%	Talk	AvgTalk	Calls	%	Talk	AvgTalk
24	00:17:51	00:00:44	22	91.7%	00:17:16	00:00:47	1	4.2%	00:00:20	00:00:20	1	4.2%	00:00:15	00:00:15	0	0.0%	-	-

Figure 5.   This report subtotals each agent's call activity, then gives a grand total.

Report Fields

- **Start Date** – Start date for these calls
- **Agent** – Agent's extension number
- **Total Calls** – Total calls the agent was connected to in the specified time period
- **Total Talk** – Total talk time on all that agent's calls
- **AvgTalk** – Average talk time per call (Total Talk/Total Calls)
- All agents' calls are then broken out into categories: All WGs Inbound, All WGs Outbound, Direct Inbound, Direct Outbound. "All WGs" means every workgroup the agent is a member of and refers to calls that come in through a workgroup as opposed to calls that come in directly to the extension. Each category displays the following:

- Calls – Total calls the agent was connected to in that category during the specified time period
- % – The percentage of calls that fall into that category ([category] Calls/Total Calls
- Talk – Total talk time in that category
- Avg Talk – Average talk time in that category (Talk/Calls)

Data Source

All data from tables AGENTPERWGSUMMARY1, AGENTPERWGSUMMARY2, AGENTSUMMARY1, AGENTSUMMARY2

1203 - Agent State Summary Report

Description: Displays summary statistics for agent states for the reporting period.

Report Options

1. Select a workgroup to display agents assigned to that workgroup.
2. Select single, multiple, or **All** agents.
3. Choose how you want the data summarized (by day, week, or month).
4. Specify a time range for the report.
5. Narrow the report to specific days of the week and a span of time (optional).
6. Select a group-by option.
7. Specify whether to include empty records.
8. Click **Run Report** to run the report.
9. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.

Agent(s) - State Summary Report

Report ID: 1203   System ID: Trust41   Summary interval: Day
Time range: 07/01/2020 - 08/31/2020   Filter By: N/A   Group by: Agent
Time Zone: America/Los_Angeles

2555(Rod Exchange)

Start Date	Agent	Logout	Login	Duration in different state while login						Direct Call Duration
				WG Idle	WG Busy	Wrap-Up	Not-Ready	DND/FWD	Error	
08/12/2020	2555(Rod Exchange)	21:30:58	02:29:02	02:18:23	00:09:59	00:00:40	-	-	-	-
08/13/2020	2555(Rod Exchange)	23:50:08	00:09:52	00:09:34	00:00:13	00:00:05	-	-	-	00:00:15
08/17/2020	2555(Rod Exchange)	12:55:38	11:04:22	11:03:57	00:00:20	00:00:05	-	-	-	-
08/18/2020	2555(Rod Exchange)	00:48:54	23:11:06	12:56:06	-	-	-	10:15:00	-	-
08/19/2020	2555(Rod Exchange)	00:00:13	23:59:47	-	-	-	-	24:00:00	-	-
08/20/2020	2555(Rod Exchange)	00:00:26	23:59:34	-	-	-	-	24:00:00	-	-
08/21/2020	2555(Rod Exchange)	00:00:24	23:59:36	-	-	-	-	24:00:00	-	-
08/22/2020	2555(Rod Exchange)	00:00:28	23:59:32	-	-	-	-	23:59:56	-	-
08/23/2020	2555(Rod Exchange)	00:00:26	23:59:34	-	-	-	-	24:00:00	-	-
08/24/2020	2555(Rod Exchange)	01:18:27	22:41:33	-	-	-	-	22:41:55	-	-
08/25/2020	2555(Rod Exchange)	07:42:29	16:17:31	02:41:44	00:03:45	00:00:45	00:07:45	13:23:32	-	-
08/26/2020	2555(Rod Exchange)	21:31:10	02:28:50	02:28:04	00:00:31	00:00:15	-	-	-	-
08/28/2020	2555(Rod Exchange)	20:07:33	03:52:27	03:25:12	00:02:48	00:00:15	00:24:12	-	-	-
Subtotal		109:47:14	202:12:46	35:00:45	00:17:36	00:02:05	00:31:57	166:20:23	-	00:00:15

Grand Total

Logout	Login	Duration in different state while login						Direct Call Duration
		WG Idle	WG Busy	Wrap-Up	Not-Ready	DND/FWD	Error	
109:47:14	202:12:46	35:00:45	00:17:36	00:02:05	00:31:57	166:20:23	-	00:00:15

Figure 6. This report, for a single agent, subtotals the time the agent spent in each state and then displays a grand total in each state for the reporting period.

Report Fields

*   **Start Date** – Start date for these calls
*   **Agent** – Agent's extension number
*   **Logout** – The total time the agent was logged off during the time period specified
*   **Login** – The total time the agent was logged in during the time period specified
*   **Duration in different states while login**:
    *   WG Idle – Time the agent was in Idle state

- WG Busy – Time the agent was in Busy state

- Wrap-Up – Time the agent was in wrap-up state after disconnecting from a call

- Not-Ready – Time the agent was not ready to take workgroup calls (applies to all workgroups the agent is logged into)

- DND/FWD – Time the agent's phone is set to DND/FWD

- Error – The amount of time the agent's phone was in error state.

- **Direct Call Duration** – Total time the agent's connected inbound and outbound calls were in talk time and on hold

Data Source

All data from tables AGENTPERWGSUMMARY1, AGENTPERWGSUMMARY2, AGENTSUMMARY1, AGENTSUMMARY2, AGENTSUMMARY3, AGENTSUMMARY4.

1204 - Agent WG Inbound Calls Summary Report

Description: Reports an agent's inbound workgroup calls for the reporting period.

Report Options

1. Select a an agent.
2. Select one workgroup for the agent, or All
3. Choose how you want the data summarized (by day, week, or month).
4. Specify a time range for the report.
5. Narrow the report to specific days of the week and a span of time (optional).
6. Select a group-by option.
7. Specify whether to include empty records.
8. Click **Run Report** to run the report.
9. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.

Figure 7.   The report shows inbound call summary by date for a single month.

Report Fields

- **Start Date** – The start date for these calls
- **Workgroup** – The workgroup's number
- **Calls Offered** – The number of calls sent to the agent (Call offered will not always equal Calls RNA + Calls Answered. If the call's exit state is "Group Member Ring No Answer," then the call was handled by another agent or it ended while ringing another agent. The call is counted as RNA for this agent, but is not counted as Offered to this agent. Otherwise, the total calls offered to all agents in the workgroup will not add up to the total calls offered to the workgroup.)
- **RNA** – Number of calls for which the agent was rung but did not answer
- **Answered** – Summary statistics for answered calls:
  - Calls – Number of calls answered
  - Talk – Total talk time on all calls
  - AvgTalk – Average talk time per call (Talk/Calls)

- Ring – Time that all calls to this agent spent in the ring state
- AvgRing – Average ringing time per call (Ring/Calls)
- **Hold**
  - Calls – Number of calls put on hold
  - Total – Total time all calls spent on hold
  - Avg – Average time per call spent on hold (Total/Calls)
- **Wrap-Up**
  - Calls – Number of calls requiring wrap-up activity
  - Total – Total time spent in wrap-up activities
  - Avg – Avg time per call spent in wrap-up activities (Total/Calls)
- **Reservation Connecting**
  - Calls – Number of callback calls
  - Total – Total time spent in callback calls
  - Avg – Avg time per call spent in callback calls (Total/Calls)

Data Source

All data from the tables AGENTPERWGSUMMARY1, AGENTPERWGSUMMARY2.

1205 - Agent WG Outbound Calls Summary Report

Description: Reports summary statistics for an agent's outbound workgroup calls (as opposed to direct outbound calls) for the reporting period.

Report Options

1. Select an agent and one or more workgroups that agent is assigned to.
2. Choose how you want the data summarized (by day, week, or month).
3. Specify a time range for the report.
4. Narrow the report to specific days of the week and a span of time (optional).
5. Select a group-by option.
6. Specify whether to include empty records.
7. Click **Run Report** to run the report.
8. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.

Figure 8.   This report was sorted by week, and includes subtotals for each week and a grand total for the reporting period.

Report Fields

- **Start Date** – Start date for these calls
- **Workgroup** – The workgroup's number
- **Connected** – Displays connection statistics:
  - Calls – Total calls connected
  - Talk – Total talk time on all calls
  - AvgTalk – Average talk time per call (Talk/Calls)
- **Hold** – Displays statistics for calls put on hold:
  - Calls – Number of calls put on hold
  - Total – Total time all those calls spent on hold
  - Avg – Average hold time per call that was put on hold (Total/Calls)

- **Wrap-Up** – Displays wrap-up statistics:
    - Calls – Number of calls requiring wrap-up activity
    - Total – Total time spent in wrap-up activities for all calls
    - Avg – Average time spent in wrap-up activities per call that required wrap-up activity (Total/Calls)

Data Source

All data from the tables AGENTPERWGSUMMARY1, AGENTPERWGSUMMARY2.

1206 - Agent Direct Calls Summary Report

Description: Displays summary statistics for an agent's direct inbound and outbound calls (as opposed to workgroup calls) for the reporting period.

Report Options

1. Select a workgroup to display agents assigned to that workgroup.

2. Select single, multiple, or **All** agents.

3. Choose how you want the data summarized (by day, week, or month).

4. Specify a time range for the report.

5. Narrow the report to specific days of the week and a span of time (optional).

6. Select a group-by option.

7. Specify whether to include empty records.

8. Click **Run Report** to run the report.

9. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.

Agent(s) - Direct Calls Summary Report

Report ID: 1206 | System ID: Trust41 | Summary interval: Day
Time range: 01/01/2020 - 12/31/2020 | Filter By: N/A | Group by: Agent
Time Zone: America/Los_Angeles

2626

Start Date	Agent	Direct Inbound Calls									Direct Outbound Calls					
		Answered			Hold			VM			Connected			Hold		
		Calls	Talk	Avg	Calls	Talk	Avg	Calls	Talk	Avg	Calls	Talk	Avg	Calls	Talk	Avg
08/25/2020	2626	1	00:01:29	00:01:29	0	-	-	0	-	-	7	00:02:42	00:00:23	0	-	-
08/27/2020	2626	6	00:01:15	00:00:12	0	-	-	0	-	-	0	-	-	0	-	-
09/01/2020	2626	2	00:00:24	00:00:12	0	-	-	0	-	-	3	00:06:36	00:02:12	0	-	-
Subtotal		9	00:03:08	00:00:20	0	-	-	0	-	-	10	00:09:18	00:00:55	0	-	-

Grand Total

Direct Inbound Calls									Direct Outbound Calls					
Answered			Hold			VM			Connected			Hold		
Calls	Talk	Avg	Calls	Talk	Avg	Calls	Talk	Avg	Calls	Talk	Avg	Calls	Talk	Avg
9	00:03:08	00:00:20	0	-	-	0	-	-	10	00:09:18	00:00:55	0	-	-

Figure 9.   This report includes subtotals for each day and a grand total for the reporting period.

Report Fields

- **Start Date** – Start date for these calls

- **Agent** – Agent's extension number

- **Direct Inbound Calls** – Displays the following call statistics:

  - For **Answered** calls

    - Calls – Total number of direct inbound calls that were answered by the agent

    - Talk – Total talk time on those direct inbound calls

    - Avg – Average talk time per call (Talk/Calls)

  - For calls put on **Hold**

    - Calls – Total number of direct inbound calls that were put on hold

    - Talk – Total hold time on those direct inbound calls

- Avg – Average hold time per call that was put on hold (Talk/Calls)
- For calls sent to **VM**
  - Calls – Total number of direct inbound calls sent to voice mail
  - Talk – Total time the caller was in voice mail
  - Avg – Average time spent in voice mail per call that went to VM (Talk/Calls)
- **Direct Outbound Calls** – Displays the following call statistics:
  - For **Connected** calls
    - Calls – Total number of direct outbound calls that were connected
    - Talk – Total talk time on those direct outbound calls
    - Avg – Average talk time per call (Talk/Calls)
  - For calls put on **Hold**
    - Calls – Total number of connected outbound calls that were put on hold
    - Talk – Total hold time on those calls
    - Avg – Average hold time per call that was put on hold (Talk/Calls)

Data Source

All data from the tables AGENTSUMMARY1, AGENTSUMMARY2.

1207 - Reserve Agent Callback Summary Report

Description: Displays summary statistics for reserve callback activity

Report Options

1. Select the workgroups/agents
2. Choose if you want the data reported by hour of day or by day of week.
3. Specify a time range for the report.
4. Narrow the report to specific days of the week and a span of time (optional).
5. Click **Run Report** to run the report.
6. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.

Figure 10. The report shows a summary of one workgroup's callback activity

Report Fields

- **Start Date** – Start date for these calls
- **Agent** – Agent's extension number
- **Attempts** – The number of ringback attempts for that date
- **Reservation Ring** – Displays the following statistics for reserved call ringbacks:
  - Total – The total number of reserved call ringbacks for that date
  - Duration – The total duration of incoming ringback calls for that date
  - AVG – The average duration of incoming ringback calls for that date
  - RNA – The number of ringback calls that were RNA for that date
- **Reservation Connecting**
  - **Total – The total number of reserved calls that connected for that date**
  - **Duration – The total duration of connected ringback calls for that date**
  - **AVG – The average duration of connected ringback calls for that date**
  - **Agent Hang Up – The total number of agent ringback call hangups for that date**
- **Answered** – The total number of ringback calls that were answered for that date

- **Talk Time**
    - **Duration – The total talk time duration for that date**
    - **AVG – The average talk time duration for that date**

Data Source

All data from AGENTSUMMARY1 and AgentSummary2RsvCallback

1301 - Agent Call Volume Analysis

Description: Reports an agent's call volume for the reporting period. Shows results in both tabular and graph formats.

Report Options

1. Select the agent and the agent's workgroups.
2. Choose if you want the data reported by hour of day or by day of week.
3. Specify a time range for the report.
4. Narrow the report to specific days of the week and a span of time (optional).
5. Click **Run Report** to run the report.
6. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.

SINGLE AGENT - CALL VOLUME ANALYSIS
235 (STEVE GRIFFITH)

Report ID: 1301
Time Range: 01/01/2007 - 03/30/2007
Filter By: [07:00 - 18:00]
Workgroup(s): 450 (Customer Service)

System ID: DEMO SYSTEM
Report Interval: Hour of day

Hour of day	All WG(s) Inbound Call	All WG(s) Outbound Call	Direct Inbound Call	Direct Outbound Call
07:00-08:00	161	15	14	7
08:00-09:00	124	30	21	22
09:00-10:00	139	34	34	38
10:00-11:00	23	14	24	15
11:00-12:00	126	46	12	20
12:00-13:00	143	42	30	20
13:00-14:00	175	46	27	32
14:00-15:00	15	13	13	26
15:00-16:00	0	0	3	4
16:00-17:00	0	0	1	3
17:00-18:00	0	0	0	1

Figure 11.   This agent's call volume data is displayed by hour of day in table and graph format

Report Fields

- **[Report Interval]** (Hour of day or Day of week) – Displays the report interval, as specified in the report parameters
- **All WGs Inbound Call** – Number of inbound workgroup calls answered
- **All WGs Outbound Call** – Number of outbound workgroup calls made

- **Direct Inbound Call** – Number of inbound direct calls answered
- **Direct Outbound Call** – Number of outbound direct calls made

Data Source

All data from the tables AGENTPERWGSUMMARY1, AGENTPERWGSUMMARY2, AGENTSUMMARY1, AGENTSUMMARY2.

1302 - Agent Average WG Call Handling Time Analysis

Description: Reports an agent's average workgroup call handling time for inbound and outbound calls. Displays results in both table and graph formats.

Report Options

1. Select the agent and the agent's workgroups.

2. Choose if you want the data reported by hour of day or by day of week.

3. Specify a time range for the report.

4. Narrow the report to specific days of the week and a span of time (optional).

5. Click **Run Report** to run the report.

6. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.
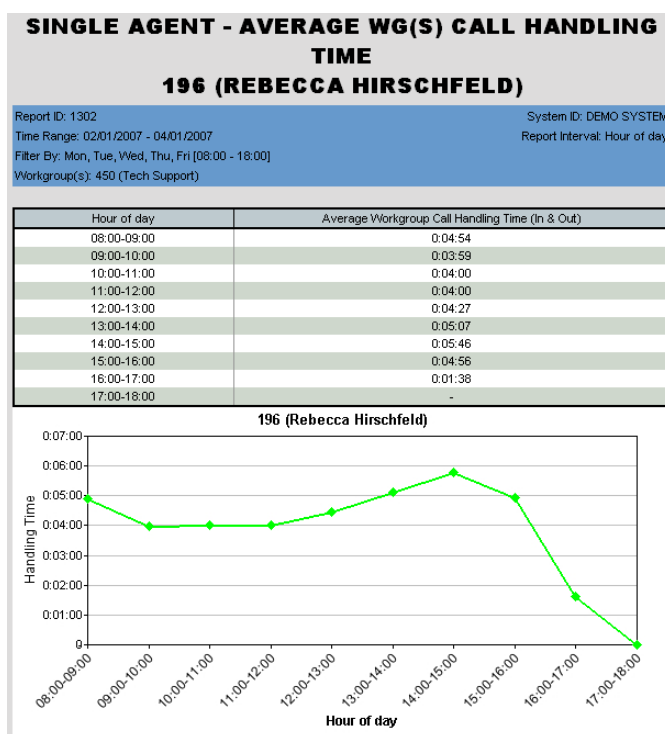
Figure 12.   This report displays average workgroup call handling time in table and graph formats for agent extension 196.

Report Fields

• **[Report Interval]** (Hour of day or Day of week) – Displays the report interval, as specified in the report parameters

• **Average Workgroup Call Handling Time (In & Out)** – Adds total of inbound workgroup talk, hold, and wrap-up times and outbound workgroup connected, hold, and wrap-up times, and divides by the total number of calls (workgroup inbound answered calls plus workgroup outbound connected calls).

Data Source

All data from the tables AGENTPERWGSUMMARY1, AGENTPERWGSUMMARY2.

1303 - Agent % Contribution to each WG (Inbound/ Outbound)

Description: Graphs the percentage of workgroup calls answered and made by the specified agent and the percentage of time spent on those calls for each workgroup the agent belongs to.

Report Options

1. Select the agent and the agent's workgroups.
2. Specify a time range for the report.
3. Narrow the report to specific days of the week and a span of time (optional).
4. Click **Run Report** to run the report.
5. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.
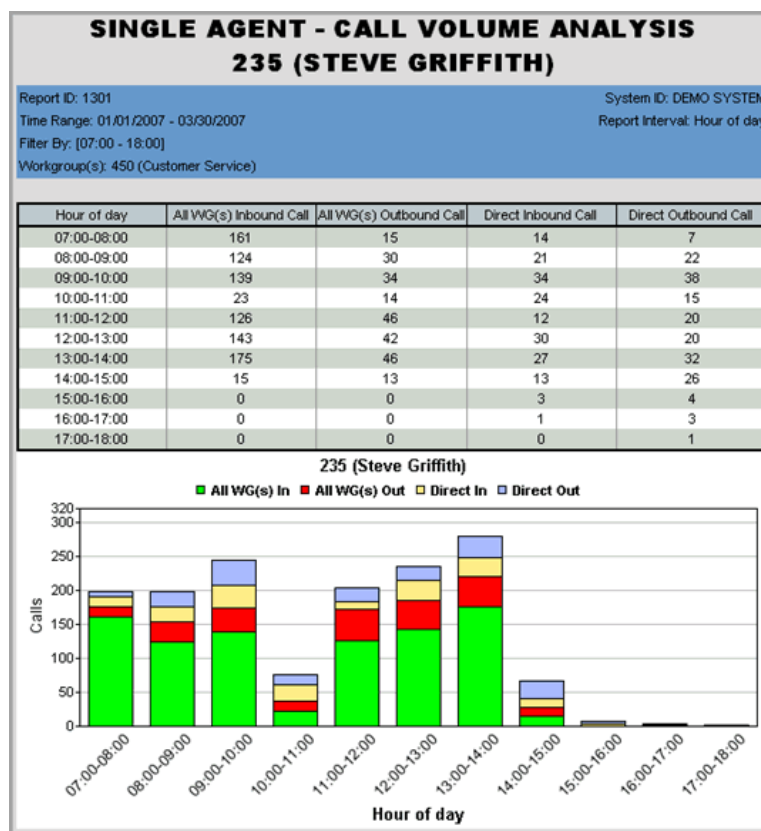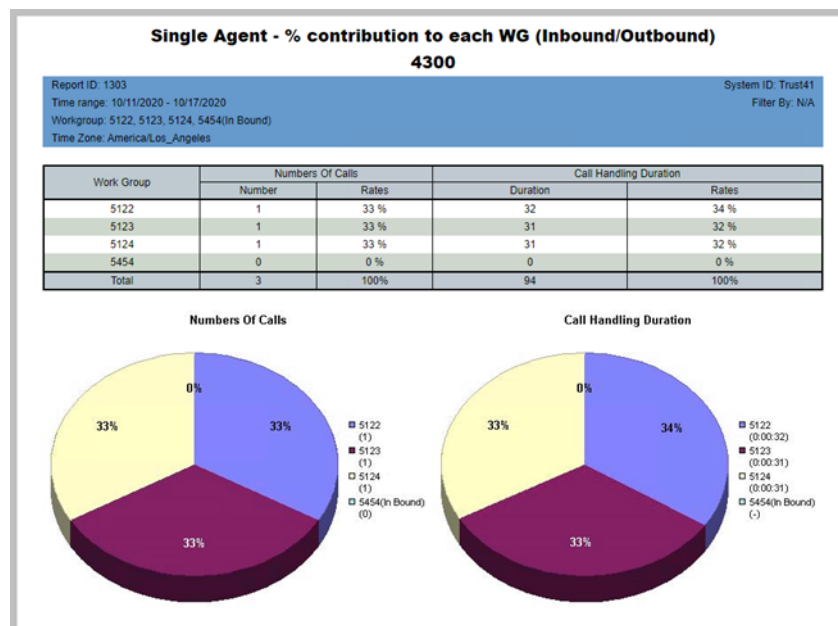

Figure 13. This report shows one agent's contribution to four workgroups.

Report Fields

*   **Work Group** – The workgroup number
*   **Number of calls**
    *   Number – The number of calls
    *   Rates – The percentage of calls for that workgroup
*   **Call Handling Duration**
    *   Duration – The total talk, hold, and wrap-up time spent on workgroup calls
    *   Rates – The percentage of call handling duration for that workgroup

Data Source

All data from the table AGENTPERWGSUMMARY1, AGENTPERWGSUMMARY2

1304 - Agent WG Call Answering Time Distribution

Description: Shows how many calls an agent answered within the specified increments of seconds, and shows the percentage of calls that fall into each call-answering time period. Reports similar information for outbound calls. Displays the report results in graph format.

Report Options

1. Select the agent and the agent's workgroups.

2. Specify a time range for the report.

3. Narrow the report to specific days of the week and a span of time (optional).

4. Select an increment, in seconds. Here you are asking, for example, how many calls were answered within 30 seconds, how many took 31-60 seconds to answer, and so on.

5. Click **Run Report** to run the report.

6. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.
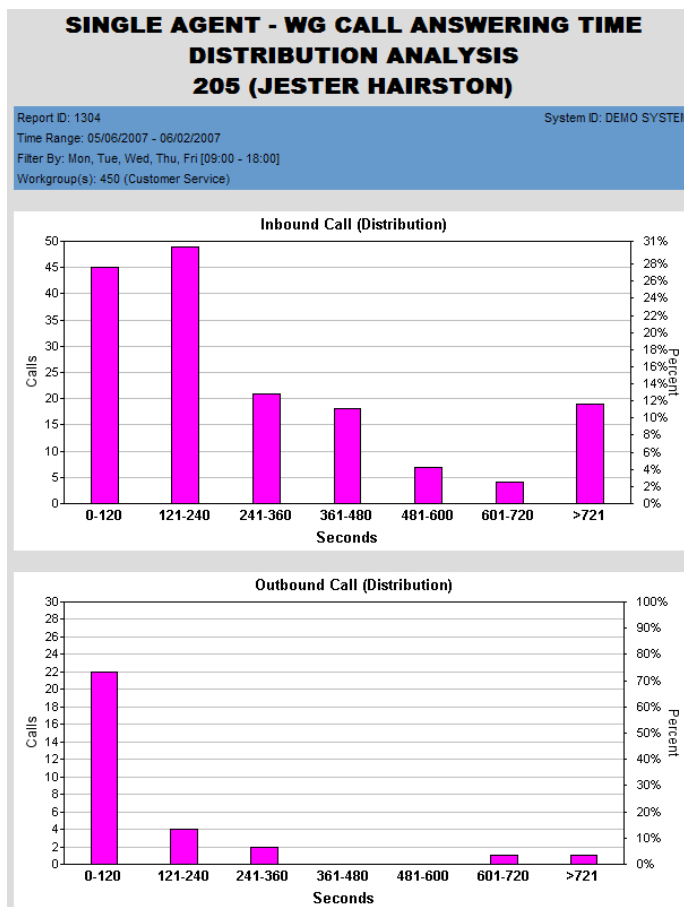

Figure 14. This report shows inbound call answering time and outbound call connection time in intervals of 120 seconds, as specified in the report query.

Graph Labels:

- **Inbound Calls (Distribution)** – Shows how long it took the agent to answer workgroup calls, broken down by periods of seconds

  - **Seconds** – Displays the time intervals you specified (in seconds)

  - **Calls** – The number of workgroup calls answered by the agent during the intervals shown

  - **Percent** – The percentage distribution of workgroup calls answered by the agent during the intervals shown

- **Outbound Calls (Distribution)** – Similar to the graph for inbound calls, shows how long it took the agent to connect when making an outbound workgroup call

Data Source

All data from the table CDRMAIN

1305 - Call Disposition Code Summary by Agent

Description: Shows a summary of call disposition codes, by agent, for a specified time period.

Report Options

1. Select workgroups and agents.

2. Select the time period for the report.

3. Select which agents to include in the report.

4. Select a call direction to filter the results of the report (inbound, outbound, or both)

5. Select the disposition codes to include, and choose if you want to show the top x codes.
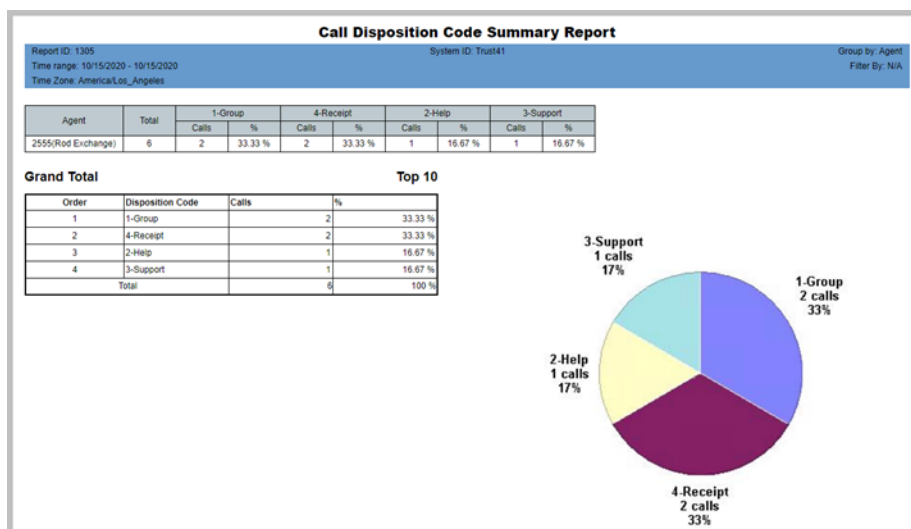
Figure 15.   The report breaks down the Call disposition codes used, by percentage, for a given period

Report Fields

Agent – The name of the agent

Total – The total calls

Disposition codes – Each Call Disposition code has its own column, with the following data:

*   Calls – The number of calls that were assigned to this Disposition code

*   %– The percentage of calls that were assigned to this Disposition code

Top _x_ – The table shows the top _x_ Disposition codes for this time period.

Data Source

All data from CDRMAIN and DISPOSITIONCODE

Workgroup Reports

This section describes Workgroup reports.

2101 - Workgroup Call Detail Report

Description: Reports call details for the specified workgroups. This report includes Ring No Answer calls, and is based upon call start time.

Report Options

1. Select an agent to display the workgroups assigned to that agent.
2. Select single, multiple, or **All** workgroups.
3. Select one or more Disposition codes to filter the results.
4. Select an Account code to filter the results.
5. Specify a time range for the report.
6. Narrow the report to specific days of the week and a span of time (optional).
7. Click **Run Report** to run the report.
8. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.


Figure 16.   This report shows calls for a single workgroup on a single day

Report Fields

- **Dir** – The direction of the call: Inbound or Outbound
- **Start Time** – Time the call started
- **End Time** – Time the call ended
- **Caller** – Available information about the caller: PSTN phone number/IP phone number, name, calling from a cell phone, etc.
- **Agent** – The agent's extension number and name

- **Duration in Different Call State** – Displays how long the call spent in different call states:
    - AA/IVR – Listening to and making a selection in the AA/IVR
    - Queue – Waiting for an agent after making a selection
    - Ring – Waiting for an agent to answer a ring
    - Talk – Talking with an agent
    - Hold – Time spent on hold after talking with an agent starts
    - Record – For how long the call was recorded
- **Start Priority** – The priority this call had when it came in.
- **Within SLT** – Was the time the caller had to wait before connecting to an agent within the service level threshold specified, Yes or No. (The Service Level Threshold is set in MaxAdmin > **Workgroup Configuration > General** tab.)
- **Disposition** – Any Call Disposition code that were entered for this call
- **Account Code** – Any Account code that was entered for this call
- **Type** – Whether the call was a normal call or a callback call
- **TRUSTID Status** – If your organization deployed the TRUSTID feature, this column will appear in the report. **Red** = Low trust call; **Yellow** = Medium trust call; **Green** = High trust call. If the TRUSTID Status column is blank, then this call may have arrived in the system during a time when TRUSTID was not enabled.
- **Exit State** – The state the call was in when the caller exited the call. Examples: Connected, Transfer Ring, Hang up During Ring, One Number Access, Go to VM with Voice Message, Go to VM without leaving voice message.
- **Session ID** – a unique number assigned by MAXCS to a call
- **Seq ID** – A unique number that identifies multiple records of the same call (same Session ID)

Data Source

All data from the table CDRMAIN

Note: In release 8.6.1 there are a few scenarios where the Sequence ID can incorrectly show as "2" instead of "1." Typically, this error occurs when the caller answers the callback call but hangs up without pressing a key, or when the caller presses a key to decline the callback call.

2102 - Callback Detail Report

Description: Reports Callback call details for the specified workgroups.

Report Options

1. Select an agent to display the workgroups assigned to that agent.
2. Select single, multiple, or **All** workgroups.
3. Specify a time range for the report.
4. Narrow the report to specific days of the week and a span of time (optional).
5. Click **Run Report** to run the report.
6. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.

Figure 17.   This report shows Callback data for a single workgroup

Report Fields

- **Start Time** – The time that the call started
- **Originate Time** –
- **Caller ID** – The Caller ID from the call
- **Caller Name** – The caller name from the call
- **Callback**
    - **Number** – The Callback phone number
    - **Exit State**
        - Request - Original call requested for a callback
        - RNA - Callback call failed for RNA
        - Busy - Callback call failed because the destination was busy
        - Succeeded - Callback call succeeded
        - Callback Rejected - Callback call failed because the destination rejected the call
        - RSV Connecting Agent Hangup - The caller heard the prompt to press a key to accept or reject the callback call. Before the caller could press a key, the agent hung up.
        - RSV Connecting - Reserved Callback call did not connect because of some issue on the original caller side
    - **Session ID** – A unique number assigned by MAXCS to a call
    - **Seq ID** – A unique number that identifies multiple records of the same call

- **Mode –** Reserved or blank for non-reserved callback
  - **Rsv Ring –** The time the callback was ringing
  - **Rsv Connecting –** The time that the callback was connected
- **Request WG –** The workgroup that offered the Callback option to this caller
- **Queue**
  - **Position** – The position of the call in the original queue when the call left the workgroup queue.
  - **Duration** – Time the call spent in this queue
  - **CB QT** – The callback queue time
- **Priority** – The priority of the call
- **Skill** – The skill level assigned to the call
- **CDR Session ID** – The original call's session ID - this ID is used for all of this call's Callback calls

Data Source

All data from the table CDRMAIN

Note: In release 8.6.1 there are a few scenarios where the Sequence ID can incorrectly show as "2" instead of "1." Typically, this error may occur when the caller answers the callback call but hangs up without pressing a key, or when the caller presses a key to decline the callback call.

2103 - Trunk Abandoned Call Detail Report

Description: Reports details of inbound trunk abandoned calls for the specified workgroups.

The report shows inbound calls abandoned for the following cases:

- Hang up During Ring (Exit code: 32)
- Queue (Exit code: 6)
- Go to VM without Leaving Voice Message (Exit code: 15)

Report Options

1. Select an agent to display the workgroups assigned to that agent.
2. Select single, multiple, or **All** workgroups.
3. Specify a time range for the report.
4. Narrow the report to specific days of the week and a span of time (optional).
5. Click **Run Report** to run the report.
6. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.

Figure 18.   This report shows details for calls that were abandoned

Report Fields

- **Dir.** – The call direction (In for Inbound calls; Out for outbound calls)
- **Start Time** – The time that the call started.
- **End Time** – The time the call ended.
- **Caller** – Caller information.
- **Agent** – The name of the agent

- **Duration in Different Call State** – Amount of time the call spent in different call states (in hours:minutes:seconds):
    - AA/IVR – The amount of time the call spent in AA or IVR
    - Queue – The amount of time the call spent in a call queue
    - Ring – The length of time that the call rang
- **Start Priority** – The priority number the call was first assigned
- **Within SLT** – Whether the answering time was within the service level threshold
- **Exit State** – The state the call was in at the time of disconnection
- **Session ID** – A unique number assigned by MAXCS to a call
- **Seq ID** – A unique number that identifies multiple records of the same call

2201 - Workgroup Agent State

Description: Reports the state for specified workgroup agents.

Report Options

1. Select a workgroup, then select agents assigned to that workgroup.
2. Choose how you want the data summarized (by day, week, or month).
3. Specify a time range for the report.
4. Narrow the report to specific days of the week and a span of time (optional).
5. Select a group-by option.
6. Specify whether to include empty records.
7. Click **Run Report** to run the report.
8. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.

Single WG - Agent(s) State Report
5224

Report ID: 2201   System ID: Trust41
Time range: 07/01/2020 - 09/30/2020   Summary interval: Day
Filter By: N/A   Group by: Agent
Time Zone: America/Los_Angeles

2555(Rod Exchange)

Date	Agent	Login Duration	Not Ready	DND/FWD	Error
08/12/2020	2555(Rod Exchange)	02:29:00	-	-	-
08/13/2020	2555(Rod Exchange)	00:10:00	-	-	-
08/17/2020	2555(Rod Exchange)	11:07:00	-	-	-
08/18/2020	2555(Rod Exchange)	23:13:00	-	10:15:00	-
08/19/2020	2555(Rod Exchange)	24:03:00	-	24:00:00	-
08/20/2020	2555(Rod Exchange)	24:03:00	-	24:00:00	-
08/21/2020	2555(Rod Exchange)	24:03:00	-	24:00:00	-
08/22/2020	2555(Rod Exchange)	24:02:00	-	23:59:56	-
08/23/2020	2555(Rod Exchange)	24:01:00	-	24:00:00	-
08/24/2020	2555(Rod Exchange)	23:16:00	-	22:41:55	-
08/25/2020	2555(Rod Exchange)	15:59:00	00:07:45	13:23:32	-
08/28/2020	2555(Rod Exchange)	-	00:24:12	-	-
09/04/2020	2555(Rod Exchange)	-	08:40:20	-	-
09/05/2020	2555(Rod Exchange)	-	09:22:41	-	-
Subtotal		196:26:00	18:34:58	166:20:23	-

Grand Total

Login Duration	Not Ready	DND/FWD	Error
196:26:00	18:34:58	166:20:23	-

Figure 19. This report shows length of time the agent spent in various states

Report Fields

- **Date** – Start date for the report
- **Agent** – Agent's extension number and name
- **Login Duration** – The amount of time the agent was logged in
- **Not Ready** – The amount of time the agent was in Not-Ready state
- **DND/FWD** – The amount of time the agent's phone was in DND/FWD state
- **Error** – The amount of time the agent's phone was in error state.

Data Source

All data from the tables AGENTPERWGSUMMARY1, AGENTPERWGSUMMARY3, AGENTSUMMARY1, AGENTSUMMARY4.

2202 - Workgroup Agent Performance Summary

Description: Displays a performance summary of the specified workgroup agents.

Report Options

1. Select a workgroup, then select agents assigned to that workgroup.
2. Choose how you want the data summarized (by day, week, or month).
3. Specify a time range for the report.
4. Narrow the report to specific days of the week, shift time, or a span of time (optional).
5. Select a group-by option.
6. Click **Run Report** to run the report.
7. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.

Figure 20. A summary interval of "day" was specified for this report. Subtotals are given.

Report Fields

- **Start Date** – Start date of the reporting time period
- **Agent** – Agent's extension number

- **All WGs and Direct Calls (Inbound & Outbound)** – Displays the number of calls handled by an agent, the total time the agent spent on *all* calls, and the average time spent per call in each of these categories:

  - Answered – Calls the agent was connected to

  - Hold – Calls the agent put on hold

  - Wrap-Up – Calls requiring time for wrap-up activities

  - Reservation Connecting – Callback calls

- **Total Performing Time** – The total amount of time the agent spent in the above activities in the specified time period

- **Total Logout Duration –** The total amount of time that the agent was logged out

- **Non-Call Activities** – Displays the total of RNA calls (agent was rung but did not answer) for the agent and summarizes the time the agent spent in other activities while logged in:

  - Not-Ready – Amount of time in Not-Ready state

  - DND/FWD – Amount of time the agent's phone was set to DND or FWD

  - Error – Amount of time the agent's phone was in error state.

Data Source

All data from the tables AGENTPERWGSUMMARY1, AGENTPERWGSUMMARY2, AGENTSUMMARY1, AGENTSUMMARY2, AGENTSUMMARY4.

2203 - Workgroup Agent Call Activity Summary with % Analysis

Description: Reports call activity for the specified workgroup agents.

Report Options

1. Select a workgroup, then select agents assigned to that workgroup.
2. Choose how you want the data summarized (by day, week, or month).
3. Specify a time range for the report.
4. Narrow the report to specific days of the week and a span of time (optional).
5. Select a group-by option.
6. Specify whether to include empty records.
7. Click **Run Report** to run the report.
8. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.

Figure 21. This report was run on two agents in the Customer Service workgroup for the first quarter of the year. The specified summary interval was by month.

Report Fields

- **Start Date** – Start date for these calls
- **Agent** – Agent's extension number
- **All Calls** – Data on all calls the agent was connected to in the specified time period:
  - Total Calls – Total number of calls the agent handled
  - Total Talk – Total talk time on all that agent's calls
  - Avg Talk– Average talk time per call (Talk/Calls)
- Agent calls are then broken out into categories: All WGs Inbound, All WGs Outbound, Direct Inbound, Direct Outbound. Each category displays the following:
  - Calls – Total calls the agent was connected to in that category during the specified time period

- % – The percentage of the agent's calls that fall into that category ([category] Calls/[All Calls] Calls

- Talk – Total talk time in that category

- AvgTalk – Average talk time in that category (Talk/Calls)

Data Source

All data from the tables AGENTPERWGSUMMARY1, AGENTPERWGSUMMARY2, AGENTSUMMARY1, AGENTSUMMARY2.

2204 - Workgroup Agent Call/Time Contribution % Comparison

Description: Reports all calls, including inbound workgroup, outbound workgroup, direct inbound and direct outbound calls, for the specified workgroup agents.

Report Options

1. Select a workgroup, then select agents assigned to that workgroup.
2. Choose how you want the data summarized (by day, week, or month).
3. Specify a time range for the report.
4. Narrow the report to specific days of the week and a span of time (optional).
5. Select a group-by option.
6. Click **Run Report** to run the report.
7. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.

Single WG - Agent Call/Time Contribution % Comparison
5225

Report ID: 2204 — System ID: Trust41 — Summary interval: Day
Time range: 08/01/2020 - 08/31/2020 — Filter By: N/A — Group by: Start Date
Time Zone: America/Los_Angeles

08/13/2020

Start Date	Agent	Name	All Calls				All WGs Inbound				All WGs Outbound				Direct Inbound				Direct Outbound			
			Total Calls	%	Total Talk	%	Calls	%	Talk	%	Calls	%	Talk	%	Calls	%	Talk	%	Calls	%	Talk	%
08/13/2020	2555	Rod Exchange	1	25.0%	00:00:15	26.3%	0	0.0%	-	0.0%	0	0.0%	-	0.0%	1	100.0%	00:00:15	100.0%	0	0.0%	-	0.0%
08/13/2020	2775		3	75.0%	00:00:42	73.7%	0	0.0%	-	0.0%	3	100.0%	00:00:42	100.0%	0	0.0%	-	0.0%	0	0.0%	-	0.0%
Subtotal			4	100.0%	00:00:57	100.0%	0	100.0%	-	100.0%	3	100.0%	00:00:42	100.0%	1	100.0%	00:00:15	100.0%	0	100.0%	-	100.0%

Figure 22.   This report shows the contribution of a single agent over a single month

Report Fields

- **Start Date** – Start date for these calls
- **Agent** – Agent's extension number
- **Name** – Agent's name
- **All Calls** – Data on all calls that each workgroup agent handled in the specified time period, broken out into four columns:
  - Total Calls – Total number of calls the agent handled
  - % – Percentage that number is of the total workgroup calls for the specified time period ([All Calls] Calls/<Sub Total of Calls>)
  - Total Talk – Total talk time on all that agent's calls
  - % – Percentage that duration is of the total workgroup talk time for the specified time period ([All Calls] Talk/[All Calls]<Sub Total of Talk>)
- Agent calls are then broken out into categories: All WGs Inbound, All WGs Outbound, Direct Inbound, Direct Outbound. Each category displays the following:
  - Calls – Total calls the agent was connected to in that category during the specified time period for the specified workgroup
  - % – Percentage that number is of all workgroup calls that fall into that category in the specified time period ([category] Calls/[category]<Sub Total of Calls>)

- Talk – Agent's total talk time in that category
- % – Percentage that duration is of total workgroup talk time in that category in the specified time period ([category] Talk/[category]<Sub Total of Talk>)

Data Source

All data from the tables AGENTPERWGSUMMARY1, AGENTPERWGSUMMARY2, AGENTSUMMARY1, AGENTSUMMARY2

2205 - Workgroup Inbound/Outbound Call Summary with % Analysis

Description: Reports all inbound (answered/abandoned/overflowed) calls and outbound connected calls for the specified workgroups.

Report Options

1. Select an agent, if you want only that agent's workgroups to appear in the workgroup selection list.
2. Select workgroups.
3. Choose how you want the data summarized (by day, week, or month).
4. Specify a time range for the report.
5. Narrow the report to specific days of the week and a span of time (optional).
6. Select a group-by option.
7. Specify whether to include empty records.
8. Click **Run Report** to run the report.
9. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.

Figure 23. This report shows inbound and outbound calls for a workgroup during the month of August

Report Fields

- **Date** – Date for that these calls
- **Workgroup** – The Workgroup number
- **Inbound Calls** – Displays the workgroup's total number of inbound calls (**Total Calls**) for the specified time period, then displays call data in three categories:
  - Answered
    - Calls – Total number of calls answered in that workgroup in the specified time period
    - % – Percentage that number is of the total workgroup calls for the specified time period ([Answered] Calls/[Inbound Calls] Total Calls)
    - Talk – Total talk time on those answered calls
    - Avg – Average talk time per call ([Answered] Talk/[Answered] Calls)

- Abandoned
  - Calls – The number of calls abandoned in that workgroup in the specified time period
  - % – Percentage that number is of the total workgroup calls for the specified time period ([Abandoned] Calls/[Inbound Calls] Total Calls)
- Overflowed/Redirected
  - Calls – Total number of that workgroup's overflowed and redirected calls in the specified time period
  - % – Percentage that number is of the total workgroup calls for the specified time period ([Overflowed/Redirected] Calls/[Inbound Calls] Total Calls)
- **Connected Outbound Calls** – Displays the workgroup's total number of outbound calls for the specified time period, then displays data in three categories:
  - Calls – Total number of connected outbound calls for the workgroup
  - Talk – Total talk time on those outbound calls
  - Avg – Average talk time per outbound call (Talk/Calls)
- **Total WG Calls** – Total workgroup calls for the workgroup in the time period specified

Data Source

All data from the table WGSUMMARY

2206 - Workgroup Inbound Calls Wait Time Summary

Description: Reports the wait time for total inbound calls, including answered, abandoned and overflowed, for the specified workgroup.

Report Options

1. Select an agent, if you want only that agent's workgroups to appear in the workgroup selection list.

2. Select workgroups.

3. Choose how you want the data summarized (by day, week, or month).

4. Specify a time range for the report.

5. Narrow the report to specific days of the week and a span of time (optional).

6. Select a group-by option.

7. Specify whether to include empty records.

8. Click **Run Report** to run the report.

9. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.

Figure 24. This report shows wait time data for workgroups during a period in August

Report Fields

- **Start Time** – The start date of these calls

- **Workgroup** – The workgroup number

- **Total Inbound Calls** – Displays the workgroup's total number of inbound calls for the specified time period, then displays call data in three categories:

- **Answered**

  - Calls – Total number of calls answered in that workgroup in the specified time period

  - WT – Wait time for calls for that period

  - Avg WT – Average wait time per call (WT/Calls) in that period

  - RT – Total ring time for those answered calls

- Avg RT – Average ring time per call
- Is SLT
  - Calls – Total number of calls answered within service threshold
  - % – Percentage of calls answered within service threshold
- **Abandoned** (ABN)
  - Hang up in
    - Queue
      - Active – Number of callers who hung up while in the call queue
      - Callback – Number of callback calls that were rejected by the caller or never answered by the caller
    - Ring – Number of callers who hung up while the call was ringing
  - Total ABN
    - Calls – Total number of abandoned calls in the workgroup for the specified time period
    - WT – Total wait time for those abandoned calls
    - Avg WT – The average wait time for those abandoned calls (WT/Calls)
- **Overflowed/Redirected**
  - Calls
    - Total – Total number of that workgroup's overflowed and redirected calls in that time period
    - Callback – Total callback calls of that workgroup's overflowed and redirected calls in that time period
    - Others – Number of non-Callback calls
  - WT – Total wait time for those overflowed/redirected calls
  - Avg WT – Average wait time per call for those overflowed/redirected calls (WT/Calls)

Data Source

All data from the table WGSUMMARY

2207 - Workgroup Inbound Call Handling Summary

Description: Reports call handling for all inbound calls, including answered calls, abandoned calls and overflowed calls, for the specified workgroup.

Report Options

1. Select an agent, if you want only that agent's workgroups to appear in the workgroup selection list.
2. Select workgroups.
3. Choose how you want the data summarized (by day, week, or month).
4. Specify a time range for the report.
5. Narrow the report to specific days of the week and a span of time (optional).
6. Select a group-by option.
7. Specify whether to include empty records.
8. Click **Run Report** to run the report.
9. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.

WG(s) - Inbound Call Handling Summary

Report ID: 2207 | System ID: Trust41 | Summary interval: Day
Time range: 08/04/2020 - 09/16/2020 | Filter By: N/A | Group by: Workgroup
Time Zone: America/Los_Angeles

5333

Date	Workgroup	Total Calls	Answered Calls						Abandoned Calls		Hangup in Queue - Active	Hangup in Queue - Callback	Ring	Overflowed/Redirected Calls - Total	Overflowed/Redirected Calls - Callback	Overflowed/Redirected Others	%	Calls of VM	Total Calls in Queue
			Calls	%	Talk Time	Avg Talk	Handle Time	Avg Handle	Calls	%									
08/11/2020	5333	5	5	100.0%	00:04:12	00:00:50	00:04:12	00:00:50	0	0.0%	0	0	0	0	0	0	0.0%	0	0
08/12/2020	5333	8	8	100.0%	00:09:59	00:01:14	00:10:39	00:01:19	0	0.0%	0	0	0	0	0	0	0.0%	0	1
08/13/2020	5333	1	1	100.0%	00:00:13	00:00:13	00:00:18	00:00:18	0	0.0%	0	0	0	0	0	0	0.0%	0	0
08/25/2020	5333	13	10	76.9%	00:04:15	00:00:25	00:05:00	00:00:30	0	0.0%	0	0	0	4	0	4	30.8%	0	4
08/26/2020	5333	1	1	100.0%	00:00:31	00:00:31	00:00:46	00:00:46	0	0.0%	0	0	0	0	0	0	0.0%	0	0
08/28/2020	5333	4	2	50.0%	00:02:48	00:01:24	00:03:03	00:01:31	1	25.0%	0	0	1	0	0	0	0.0%	0	3
09/04/2020	5333	1	0	0.0%	-	-	-	-	1	100.0%	1	0	0	0	0	0	0.0%	0	1
09/09/2020	5333	1	0	0.0%	-	-	-	-	1	100.0%	1	0	0	0	0	0	0.0%	0	1
Subtotal		34	27	79.4%	00:21:58	00:00:48	00:23:58	00:00:53	3	8.8%	2	0	1	4	0	4	11.8%	0	10

5822(CBFQ 1)

Date	Workgroup	Total Calls	Answered Calls						Abandoned Calls		Hangup in Queue - Active	Hangup in Queue - Callback	Ring	Overflowed/Redirected Calls - Total	Overflowed/Redirected Calls - Callback	Overflowed/Redirected Others	%	Calls of VM	Total Calls in Queue
			Calls	%	Talk Time	Avg Talk	Handle Time	Avg Handle	Calls	%									
08/17/2020	5822	2894	2870	99.2%	08:47:12	00:00:11	08:47:12	00:00:11	21	0.7%	18	3	0	0	0	0	0.0%	0	2816
08/18/2020	5822	14089	0	0.0%	-	-	-	-	0	0.0%	0	0	0	14089	0	14089	100.0%	0	0
Subtotal		16983	2870	16.9%	08:47:12	00:00:11	08:47:12	00:00:11	21	0.1%	18	3	0	14089	0	14089	83.0%	0	2816

Grand Total

Total Calls	Answered Calls						Abandoned Calls		Hangup in Queue - Active	Hangup in Queue - Callback	Ring	Overflowed/Redirected Calls - Total	Overflowed/Redirected Calls - Callback	Overflowed/Redirected Others	%	Calls of VM	Total Calls in Queue
	Calls	%	Talk Time	Avg Talk	Handle Time	Avg Handle	Calls	%									
17017	2897	17.0%	09:09:10	00:00:11	09:11:10	00:00:11	24	0.1%	20	3	1	14093	0	14093	82.8%	0	2826

Figure 25.   This report shows inbound call handling data for two workgroups. Subtotals and grand totals are given.

Report Fields

- **Date** – The date of these calls
- **Workgroup** – The workgroup number
- **Total Calls** – Total inbound calls for the specified workgroup in the specified time period. Calls are then broken out into three categories:
- **Answered Calls**
  - Calls – Number of incoming calls that were answered by the workgroup

- % – Percentage that number is of the total inbound workgroup calls ([Answered] # of Calls/Total # of Calls)
- Talk Time – Duration of talk time for the answered inbound calls
- Avg Talk – Average talk time per answered call ([Answered] Talk Time/ [Answered] # of Calls)
- Handle Time – Total time required by all answered calls for talk, hold, and wrap-up
- Avg Handle – Average handling time per call ([Answered] Handle Time/ [Answered] # of Calls)
- **Abandoned Calls**
  - Calls – Number of calls that were abandoned by the caller
  - % – Percentage that number is of the total inbound workgroup calls ([Abandoned] # of Calls/Total # of Calls)
  - Hangup in Queue
    - Active – Number of callers who hung up while in the call queue
    - Callback – Number of callback calls that were rejected by the caller or never answered by the caller
  - Hangup in Ring – Number of callers who hung up while the call was ringing
- **Overflowed/Redirected**
  - Calls
    - Total – Total number of calls overflowed (to voice mail, to an application) or redirected
    - Callback – Number of Callback requests
    - Others – Number of non-Callback Calls
  - % – Percentage of total calls that were redirected or overflowed
- **Calls of VM** – Number of callers who left voice mail
- **Total Calls in Queue** – Number of calls that spent time in queue

Data Source

All data from the table WGSUMMARY

2208 - Workgroup Outbound Call Handling Summary

Description: Reports call handling information for connected outbound calls for the specified workgroup.

Report Options

1. Select an agent, if you want only that agent's workgroups to appear in the workgroup selection list.

2. Select workgroups.

3. Choose how you want the data summarized (by day, week, or month).

4. Specify a time range for the report.

5. Narrow the report to specific days of the week and a span of time (optional).

6. Select a group-by option.

7. Specify whether to include empty records.

8. Click **Run Report** to run the report.

9. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.

Figure 26. This report shows data for a one-month period

Report Fields

- **Date** – The date of these calls

- **Workgroup** – The workgroup number

- **Total Connected Calls** – Total connected outbound calls for the specified workgroup in the specified time period.

- **Total Talk Time** – Total talk time on those calls

- **Avg Talk Time** – Average talk time per outbound call (Total Talk Time/Total Connected Calls)

- **Total Handling Time** – Total time required by all outbound calls for talk, hold, and wrap-up

- **Avg Handling Time** – Average handling time per call (Total Handling Time/Total Connected Calls)

- **Number of Xfer** – Number of connected outbound calls that were transferred

Data Source

All data from the table WGSUMMARY.

2209 - Workgroup Service Level Summary Report

Description: Gives a summary of calls that did not meet the service level threshold. (The Service Level Threshold is set in MaxAdmin > **Workgroup Configuration > General** tab.)

Report Options

1. Select an agent, if you want only that agent's workgroups to appear in the workgroup selection list.
2. Select workgroups.
3. Choose how you want the data summarized (by day, week, or month).
4. Specify a time range for the report.
5. Narrow the report to specific days of the week and a span of time (optional).
6. Select a group-by option.
7. Specify whether to include empty records.
8. Click **Run Report** to run the report.
9. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.

Figure 27. This report shows calls for workgroup 450 for which the wait time was greater than the service level threshold. The chosen time interval is weekly.

Report Fields

- **Date** – The date of these calls
- **Workgroup** – The workgroup number
- **Inbound** – Total inbound calls for the specified workgroup in the specified time period.
- **Wait Time > Service Level Threshold** – Calls where the wait time was longer than the service level threshold, broken out into three groups:
    - Answered
        - Number – Number of such calls that were answered

- Percent – Percentage that number is of the total number of inbound calls ([Answered] # of Calls/Inbound)
- Abandoned
    - Number – Number of such calls that were abandoned by the caller
    - Percent – Percentage that number is of the total number of inbound calls ([Abandoned] # of Calls/Inbound)
- Overflowed/Redirected
    - Number – Number of such calls that were overflowed/redirected
    - Percent – Percentage that number is of the total number of inbound calls ([Overflowed/Redirected] # of Calls/Inbound)
- **Total Service Level** – Percentage of calls that met the service level requirement (100% - (<Total # of Calls in all 3 categories whose wait time was greater than the service level threshold>/Inbound calls)
- **Answered Service Level** – Percentage of answered calls that met the service level requirement (Total Answered Calls - <Answered Calls whose wait time was greater than the service level threshold>/Inbound calls)

Data Source

All data from the table WGSUMMARY

2210 - Workgroup Answered Rate and Abandoned Rate Report

Description: Gives answered rate and abandoned rate for workgroups.

Report Options

1. Select an agent, if you want only that agent's workgroups to appear in the workgroup selection list.

2. Select workgroups.

3. Choose how you want the data summarized (by day, week, or month).

4. Specify a time range for the report.

5. Narrow the report to specific days of the week and a span of time (optional).

6. Specify an increment for wait time (from every 5 seconds to every 300 seconds).

7. Select a group-by option.

8. Click **Run Report** to run the report.

9. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.

WG(s) - Answered Rate and Abandoned Rate Report

Report ID: 2210   System ID: Trust41   Summary interval: Day
Time range: 08/14/2020 - 08/20/2020   Filter By: N/A   Group by: Workgroup
Time Zone: America/Los_Angeles

5822(CBFQ 1)

| Start Date | Workgroup | Inbound Calls | | | | | | |
| | | Total Calls | Answered Calls | | Answered Calls within 30 Sec | | Abandoned Calls(>30 Sec) | |
			Calls	%	Calls	%	Calls	%
08/14/2020	5822	0	0	0.0%	0	0.0%	0	0.0%
08/15/2020	5822	0	0	0.0%	0	0.0%	0	0.0%
08/16/2020	5822	0	0	0.0%	0	0.0%	0	0.0%
08/17/2020	5822	2894	3057	105.6%	3057	105.6%	6	0.2%
08/18/2020	5822	14089	0	0.0%	0	0.0%	0	0.0%
08/19/2020	5822	0	0	0.0%	0	0.0%	0	0.0%
08/20/2020	5822	0	0	0.0%	0	0.0%	0	0.0%
Subtotal		16983	3057	18.0%	3057	18.0%	6	0.0%

Grand Total

| Total Calls | Inbound Calls | | | | | |
| | Answered Calls | | Answered Calls within 30 Sec | | Abandoned Calls(>30 Sec) | |
	Calls	%	Calls	%	Calls	%
16983	3057	18.0%	3057	18.0%	6	0.0%

Figure 28. This report show details for a week in August

Report Fields

-   **Start Date** – The start date of these calls
-   **Workgroup** – The Workgroup number
-   **Inbound Calls**
    -   Total Calls – Total inbound calls to that workgroup
    -   Answered Calls
        -   Calls – Number of calls that were answered by the workgroup.
        -   % – Total Answered Calls / Total Inbound Calls.
    -   Answered Calls within x Seconds
        -   Calls – Number of calls that were answered within x seconds.
        -   % – Answered Within x Seconds / Total Inbound Calls

- Abandoned Calls (> 30 Sec)
  - Calls – Number of calls that were abandoned by the caller and the wait time is longer than x seconds.
  - % – Abandoned Calls with the wait time longer than x seconds / Total Inbound Calls

Data Source

All data from the tables WGSUMMARY and CDR Main.

2211 - Reserve-Agent Callback Summary

Description: Shows a summary of Reserve-Agent callbacks

Report Options

1. Select a workgroup and agent

2. Select an interval.

3. Select a time range.

4. Select any filter options that you want.

5. Click **Run Report** to run the report.

Figure 29. The report shows callback requests, callback attempts, callback queue time, average wait time, and other related data

Report Fields

- **Start Date –** Start date for these calls

- **Workgroup –** The workgroup number

- **Requests –** Shows the following details:

    - Scheduled – The number of scheduled callback requests

    - Answered – The number of answered callback requests

    - Abandoned – The number of callback calls that were rejected by the caller or never answered by the caller

- **Attempts** – Shows the following details:

    - Total – The total callback attempts

    - Avg – The average number of callback attempts

    - Reservation Time

        - Duration – Total callback attempt duration

        - Avg. – Average callback attempt duration

- **CB Queue Time** – Shows the following details:

    - Duration – Total time spent in callback queue

    - Avg – Average time spent in callback queue

- **WT** – Shows the following details:
    - Duration – The duration of wait time for that date
    - Avg – The average wait time for that date
- **WT + Call Back Queue Time** – Shows the following details:
    - Duration – The total wait time plus call back queue time for that date
    - Avg – The average of the total wait time plus call back queue time

Data Source

AgentSummary2RsvCallback

2301 - Workgroup Inbound Answered Calls Wait Time

Description: Reports the wait time (queue time + ring time), in seconds, for answered calls for the specified workgroup. Reports in table format and two graphs: distribution and cumulative. This report is based upon answered calls; therefore, the report data does not include RNA calls. The data in this report is based upon call start time.

Report Options

1. Select an agent, if you want only that agent's workgroups to appear in the workgroup selection list.
2. Select workgroups.
3. Choose how you want the data summarized (by day, week, or month).
4. Specify a time range for the report.
5. Narrow the report to specific days of the week and a span of time (optional).
6. Specify an increment for wait time (from every 5 seconds to every 300 seconds).
7. Click **Run Report** to run the report.
8. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.

WG(s) - Inbound Answered Calls Wait Time

Report ID: 2301
Time range: 08/01/2020 - 08/31/2020
Time Zone: America/Los_Angeles
System ID: Trust41
Filter By: N/A
Summary interval: Day
Group by: Workgroup

5333

| Start Date | Total Calls Answered | Answered Calls Wait Time (Queue + Ring) Within (seconds) | | | | | | | | | | | | | |
| | | 0-30 | | 31-60 | | 61-90 | | 91-120 | | 121-150 | | 151-180 | | >181 | |
		Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%
08/11/2020	5	5	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
08/12/2020	8	8	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
08/13/2020	1	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
08/25/2020	9	9	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
08/26/2020	1	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
08/28/2020	3	1	33.3%	1	33.3%	1	33.3%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Subtotal	27	25	92.6%	1	3.7%	1	3.7%	0	0.0%	0	0.0%	0	0.0%	0	0.0%

Figure 30. The reporting period specified is broken out by day and reported in intervals of 60 seconds.

Report Fields

- **Start Date** – Start date for these calls
- **Total Calls Answered** – Number of inbound workgroup calls answered in the specified time period.
- **Answered Calls Wait Time** (Queue + Ring) Within (seconds) – Data is broken out into wait time, in intervals of seconds, as specified in the report. The time intervals are column headings. Each interval has two columns:
  - Calls – Number of calls that waited the length of time specified in the column heading before being answered by an agent.
  - % – The percentage that number is of the total calls answered in the specified time period ([time interval] Calls/Total Calls Answered)
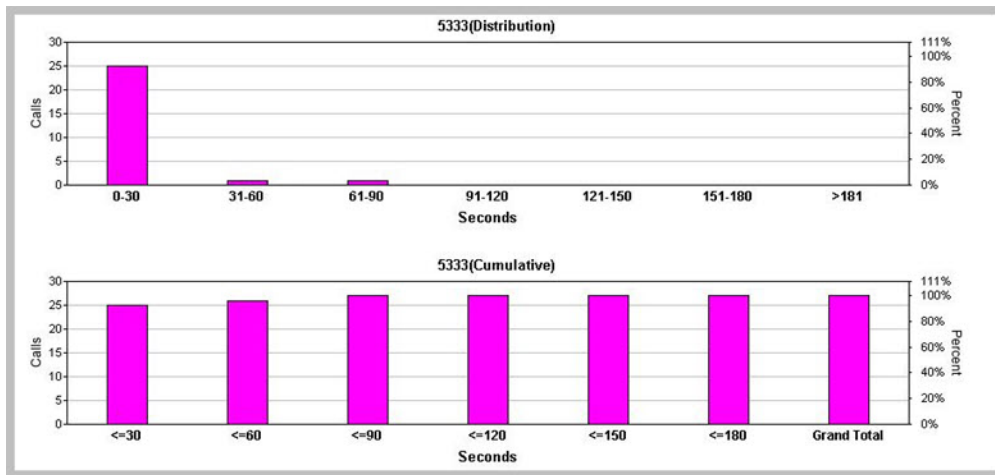
The data is also reported in two graphs:

Figure 31.   The top graph shows the number and percentage of calls answered within the
specified time periods (in increments of 60 seconds, in this case). The bottom
graph shows, cumulatively, how many and what percent of calls were answered
as the time periods progress.

Data Source

All data from the table CDRMAIN

2302 - Workgroup Inbound Abandoned Calls Wait Time

Description: Reports total abandoned calls and abandoned call wait time (queue time + ring time) for the specified workgroup. Reports in table format and two graphs: distribution and cumulative.

Report Options

1. Select an agent, if you want only that agent's workgroups to appear in the workgroup selection list.

2. Select workgroups.

3. Choose how you want the data summarized (by day, week, or month).

4. Specify a time range for the report.

5. Narrow the report to specific days of the week and a span of time (optional).

6. Specify an increment for wait time (from every 5 seconds to every 300 seconds).

7. Click **Run Report** to run the report.

8. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.

Figure 32.   This report summarizes the wait time of abandoned calls for a workgroup during a specified period.

Report Fields

- **Start Date** – Start date for these calls

- **Total Calls Abandoned** – Number of inbound workgroup calls abandoned in the specified time period. This includes calls where the caller hung up while the call was ringing and where callers hung up while the call was in the queue.

- **Abandoned Calls Wait Time** (Queue + Ring) Within (seconds) – Data is broken out into wait time, in intervals of seconds, as specified in the report (for example, calls answered in the first 30 seconds, calls answered in the second 30 seconds, and so on). The time intervals are column headings. Each interval has two columns:

  - Calls – Number of calls that waited the length of time specified in the column heading before being abandoned by the caller.

  - % – The percentage that number is of the total calls abandoned in the specified time period ([time interval] Calls/Total Calls Abandoned)

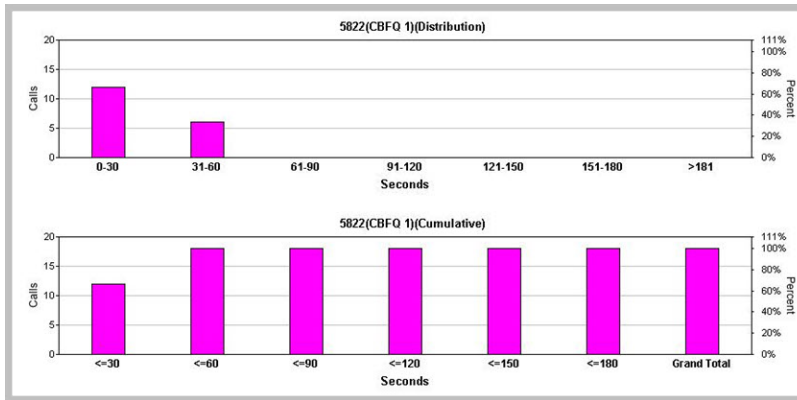The data is also displayed in two graphs:

Figure 33.   The top graph shows the number and percentage of calls abandoned within the specified time periods (in increments of 60 seconds, in this case). The bottom graph shows, cumulatively, how many calls were abandoned as the time periods progress.

Data Source

All data from the table CDRMAIN

2303 - Workgroup Inbound Overflowed/Redirected Calls Wait Time

Description: Reports inbound overflowed/redirected calls wait time statistics for the specified workgroup. Reports in table format and two graphs: distribution and cumulative.

Report Options

1. Select an agent, if you want only that agent's workgroups to appear in the workgroup selection list.
2. Select workgroups.
3. Choose how you want the data summarized (by day, week, or month).
4. Specify a time range for the report.
5. Narrow the report to specific days of the week and a span of time (optional).
6. Specify an increment for wait time (from every 5 seconds to every 300 seconds).
7. Click **Run Report** to run the report.
8. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.

Figure 34.   This data includes data for workgroup 5333, broken out by day.

Report Fields

- **Start Date** – Start date for these calls
- **Total Calls OV/RED** – Number of inbound workgroup calls overflowed/redirected in the specified time period
- **Overflow/Redirect Calls Wait Time** (Queue + Ring) Within (seconds) – Data is broken out into wait time, in intervals of seconds, as specified in the report (for example, calls overflowed/redirected in the first 30 seconds, calls overflowed/redirected in the second 30 seconds, and so on). The time intervals are column headings. Each interval has two columns:
    - Calls – Number of calls that waited the length of time specified in the column heading before being overflowed/redirected
    - % – The percentage that number is of the total calls overflowed/redirected in the specified time period ([time interval] Calls/Total Calls OV/RED)

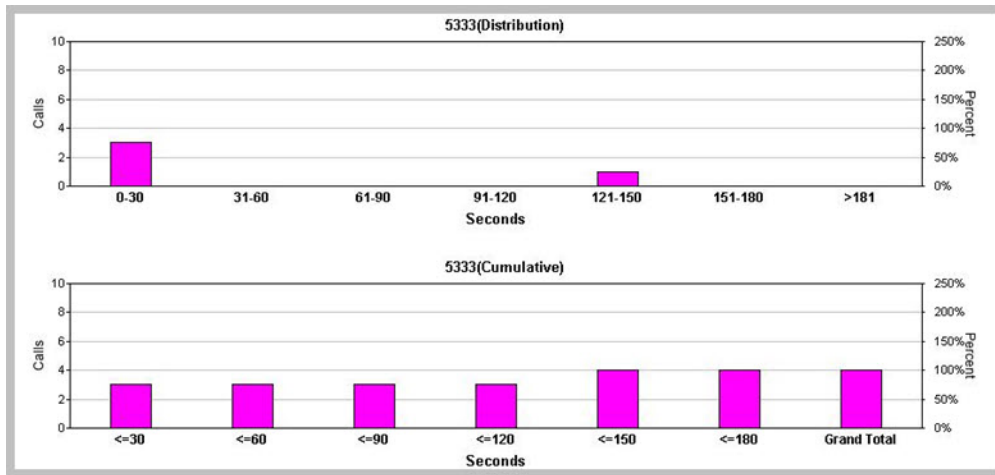The data is also displayed in two graphs:

Figure 35. The top graph shows the number and percentage of calls that waited for the specified time (in incremental periods of 60 seconds, in this case) before being overflowed or redirected. The bottom graph shows the accumulation of calls that were overflowed or redirected as the time increments progress.

Data Source

All data from the table CDRMAIN

2304 - Workgroup Inbound Calls Handling Time

Description: Reports inbound calls handling-time data for the specified workgroup. Reports in table format and two graphs: distribution and cumulative.

Report Options

1. Select an agent, if you want only that agent's workgroups to appear in the workgroup selection list.

2. Select workgroups.

3. Choose how you want the data summarized (by day, week, or month).

4. Specify a time range for the report.

5. Narrow the report to specific days of the week and a span of time (optional).

6. Specify an increment of time (from every 30 seconds to every 600 seconds).

7. Click **Run Report** to run the report.

8. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.

WG(s) - Inbound Call Handling Time

Report ID: 2304 System ID: Trust41 Summary interval: Day
Time range: 08/01/2020 - 08/31/2020 Filter By: N/A Group by: Workgroup
Time Zone: America/Los_Angeles

5333

Start Date	Total Calls Answered	Call Handling Time (Talk + Hold) Within (seconds)													
		0-120		121-240		241-360		361-480		481-600		601-720		>721	
		Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%
08/11/2020	5	5	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
08/12/2020	8	6	75.0%	1	12.5%	1	12.5%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
08/13/2020	1	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
08/25/2020	9	9	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
08/26/2020	1	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
08/28/2020	3	3	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Subtotal	27	25	92.6%	1	3.7%	1	3.7%	0	0.0%	0	0.0%	0	0.0%	0	0.0%

Figure 36. This report shows the contributions of an agent during a one-month period.

Report Fields

- **Start Date** – The start date for these calls

- **Total Calls Answered** – Number of inbound workgroup calls answered in the specified time period

- **Call Handling Time** (Talk + Hold) Within (seconds) – Data is broken out into intervals of seconds, as specified in the report (for example, calls requiring less than 120 seconds, calls requiring from 121-240 seconds, and so on). The time intervals are column headings. Each interval has two columns:

  - Calls – Number of calls requiring the length of time specified in the column heading

  - % – The percentage that number is of the total calls answered in the specified time period ([time interval] Calls/Total Calls Answered)

Data Source

All data from the table CDRMAIN

2305 - Workgroup Outbound Call Handling Time

Description: Reports outbound call handling for all workgroup-connected calls for the specified workgroups.

Report Options

1. Select an agent, if you want only that agent's workgroups to appear in the workgroup selection list.

2. Select workgroups.

3. Choose how you want the data summarized (by day, week, or month).

4. Specify a time range for the report.

5. Narrow the report to specific days of the week and a span of time (optional).

6. Specify an increment for wait time (from every 30 seconds to every 600 seconds).

7. Click **Run Report** to run the report.

8. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.

WG(S) - OUTBOUND CALL HANDLING TIME

Report ID: 2305   System ID: DEMO SYSTEM   Summary Interval: Week
Time Range: 04/02/2007 - 04/30/2007   Filter By: Mon, Tue, Wed, Thu, Fri [07:00 - 18:00]   Group By: Workgroup

450 (Customer Service)

Start Date	Total Call Connected	Connected Calls Handling Time (Talk + Hold) Within (seconds)												
		0-120		121-240		241-360		361-480		481-600		601-720		>721	
		Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%
04/02/2007	69	41	59.4%	12	17.4%	1	1.4%	2	2.9%	4	5.8%	3	4.3%	6	8.7%
04/08/2007	59	33	55.9%	11	18.6%	4	6.8%	0	0.0%	3	5.1%	0	0.0%	8	13.6%
04/15/2007	68	37	54.4%	10	14.7%	7	10.3%	2	2.9%	3	4.4%	3	4.4%	6	8.8%
04/22/2007	80	48	60.0%	14	17.5%	6	7.5%	3	3.8%	3	3.8%	1	1.2%	5	6.2%
04/29/2007	10	9	90.0%	0	0.0%	0	0.0%	1	10.0%	0	0.0%	0	0.0%	0	0.0%
Sub Total	**286**	**168**	**58.7%**	**47**	**16.4%**	**18**	**6.3%**	**8**	**2.8%**	**13**	**4.5%**	**7**	**2.4%**	**25**	**8.7%**

Figure 37. This data reports on outbound call handling time during the month of April. It is reported in 120-second increments.

Report Fields

- **Start Date** – The start date for these calls

- **Total Calls Connected** – Number of inbound workgroup calls connected in the specified time period

- **Connected Calls Handling Time** (Talk + Hold) Within (seconds) – Data is broken out into intervals of seconds, as specified in the query. The time intervals are column headings. Each interval has two columns:

  - Calls – Number of calls requiring the length of time specified in the column heading

  - % – The percentage that number is of the total calls connected in the specified time period ([time interval] Calls/Total Calls Connected)
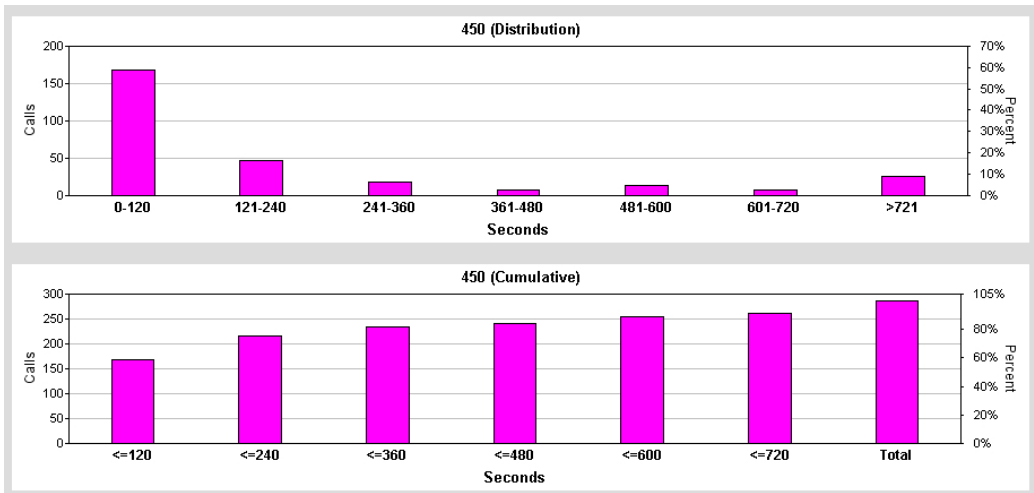
The data is also reported in two graphs:

Figure 38.   The first graph shows the number and percentage of outbound calls whose handling time falls into the interval of seconds specified. The second graph shows the call data accumulating as the time intervals pass.

Data Source

All data from the table CDRMAIN

2306 - Workgroup Inbound Call Priority

Description: Reports inbound call statistics, sorted by call priority, for the specified workgroups.

Report Options

1. Select an agent, if you want only that agent's workgroups to appear in the workgroup selection list.

2. Select workgroups.

3. Choose how you want the data summarized (by day, week, or month).

4. Specify a time range for the report.

5. Narrow the report to specific days of the week and a span of time (optional).

6. Click **Run Report** to run the report.

7. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.

WG(s) - Inbound Call Priority

Report ID: 2306		System ID: Trust41		Summary interval: Day	
Time range: 08/01/2020 - 08/31/2020		Filter By: N/A		Group by: Workgroup	
Time Zone: America/Los_Angeles					

5333

Start Date	Total Calls Answered	Priority Level												
		P1		P2		P3		P4		P5		P6		Others	
		Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%
08/11/2020	5	0	0.0%	0	0.0%	0	0.0%	0	0.0%	5	100.0%	0	0.0%	0	0.0%
08/12/2020	8	0	0.0%	0	0.0%	0	0.0%	0	0.0%	8	100.0%	0	0.0%	0	0.0%
08/13/2020	1	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	100.0%	0	0.0%	0	0.0%
08/25/2020	9	0	0.0%	0	0.0%	0	0.0%	0	0.0%	9	100.0%	0	0.0%	0	0.0%
08/26/2020	1	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	100.0%	0	0.0%	0	0.0%
08/28/2020	3	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	100.0%	0	0.0%	0	0.0%
Subtotal	**27**	**0**	**0.0%**	**0**	**0.0%**	**0**	**0.0%**	**0**	**0.0%**	**27**	**100.0%**	**0**	**0.0%**	**0**	**0.0%**

Figure 39.   This report shows the priority level of inbound calls to a workgroup for the month of August. It is broken out by week.

Report Fields

- **Start Date** – The start date for these calls

- **Total Calls Answered** – Number of inbound workgroup calls connected in the specified time period

- **Priority Level** – Priority levels are assigned in MaxAdmin. MAXCS has 9 priority levels, with 1 being the highest priority. The default priority level is 5. Report data is broken out into priority levels 1-6, plus "Others". Each priority level has two columns:

  - Calls – Number of calls carrying that priority

  - % – The percentage that number is of the total calls answered in the specified time period ([priority level] Calls/Total Calls Answered)
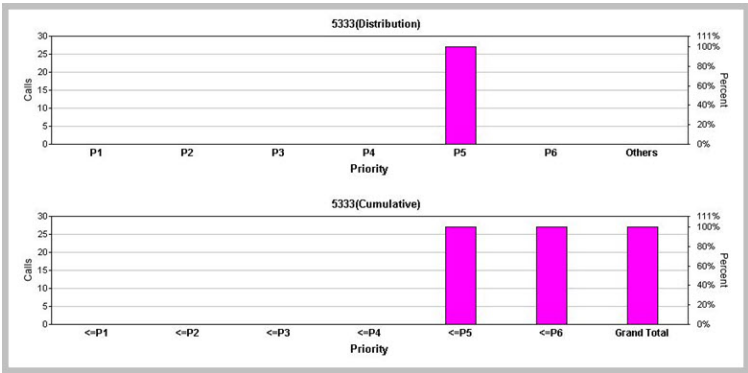
The data is also reported in two graphs:

Figure 40. The top graph shows the number of incoming calls by priority level for the specified reporting period. The bottom graph shows a cumulative view of calls by priority level.

Data Source

All data from the table CDRMAIN

2307 - Workgroup Cumulative Inbound/Outbound Calls

Description: Reports total inbound and outbound call statistics for the specified workgroup. Reports in table and graph formats.

Report Options

1. Select an agent, if you want only that agent's workgroups to appear in the workgroup selection list.

2. Select workgroups.

3. Choose if you want the data reported by hour of day or by day of week.

4. Specify a time range for the report.

5. Narrow the report to specific days of the week and a span of time (optional).

6. Click **Run Report** to run the report.

7. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.

WG(S) - CUMULATIVE INBOUND/OUTBOUND CALLS

Report ID: 2307   System ID: DEMO SYSTEM   Report Interval: Hour of day
Time Range: 04/02/2007 - 04/30/2007   Filter By: Mon, Tue, Wed, Thu, Fri [07:00 - 18:00]   Group By: Workgroup

450 (Customer Service)

| Hour of day | Inbound Calls | | | | | | | | | Connected | | | Total |
| | Total | Answered | | | | Abandoned | | Overflowed/Redirected | | Outbound Calls | | | WG |
	Calls	Calls	%	Talk	Avg	Calls	%	Calls	%	Calls	Talk	Avg	Calls
07:00-08:00	116	109	94.0%	11:37:29	0:06:23	7	6.0%	0	0.0%	26	1:32:14	0:03:32	142
08:00-09:00	187	174	93.0%	17:32:27	0:06:02	10	5.3%	3	1.6%	15	1:00:32	0:04:02	202
09:00-10:00	146	124	84.9%	13:35:58	0:06:34	19	13.0%	3	2.1%	38	2:11:26	0:03:27	184
10:00-11:00	183	148	80.9%	13:09:44	0:05:20	23	12.6%	12	6.6%	42	1:32:54	0:02:12	225
11:00-12:00	165	145	87.9%	13:48:33	0:05:42	13	7.9%	7	4.2%	48	3:33:06	0:04:26	213
12:00-13:00	169	151	89.3%	17:39:09	0:07:00	15	8.9%	3	1.8%	26	3:25:54	0:07:55	195
13:00-14:00	180	131	72.8%	15:10:52	0:06:57	22	12.2%	27	15.0%	19	1:49:02	0:05:44	199
14:00-15:00	128	105	82.0%	12:41:52	0:07:15	14	10.9%	9	7.0%	28	2:49:30	0:06:03	156
15:00-16:00	92	67	72.8%	7:52:19	0:07:02	14	15.2%	11	12.0%	25	0:50:47	0:02:01	117
16:00-17:00	77	46	59.7%	8:21:37	0:10:54	15	19.5%	16	20.8%	5	0:16:37	0:03:19	82
17:00-18:00	44	33	75.0%	5:11:18	0:09:26	3	6.8%	8	18.2%	13	0:24:55	0:01:55	57
Sub Total	**1487**	**1233**	**82.9%**	**136:41:18**	**0:06:39**	**155**	**10.4%**	**99**	**6.7%**	**285**	**19:26:57**	**0:04:05**	**1772**

Figure 41.   Data was specified to be broken out in this report by hour of day.

Report Fields

- **[Report interval]** – The report interval specified in the query: Day of Week or Hour of Day

- **Inbound Calls** – Shows the total number of inbound calls for the specified workgroup in the specified time period, then breaks out the data into three categories:
  - Total Calls - The total inbound calls
  - Answered
    - Calls – Number of inbound calls that were answered
    - % – Percentage that number is of the total number of inbound calls ([Answered] Calls/[Inbound Calls] Total Calls)
    - Talk – Total talk time on calls answered in the specified time period
    - Avg – Average talk time per answered call ([Answered] Talk/[Answered] Calls)
  - Abandoned
    - Calls – Number of inbound calls that were abandoned by the caller

- • % – Percentage that number is of the total number of inbound calls
  ([Abandoned] Calls/[Inbound Calls] Total Calls)
- Overflowed/Redirected
  - • Calls – Number of inbound calls that were overflowed/redirected in the
    specified time period
  - • % – Percentage that number is of the total number of inbound calls
    ([Overflowed/Redirected] Calls/[Inbound Calls] Total Calls)
- **Connected Outbound Calls** – Data on connected outbound calls is broken out into
  three categories:
  - • Calls – Total number of connected outbound calls in the time period specified
  - • Talk – Total talk time on those outbound calls
  - • Avg – Average talk time per call ([Connected Outbound Calls] Talk/[Connected
    Outbound Calls] Calls)
- **Total WG Calls** – Total number of all the workgroup's calls, both inbound and
  outbound, in the specified time period

The report includes two graphs:
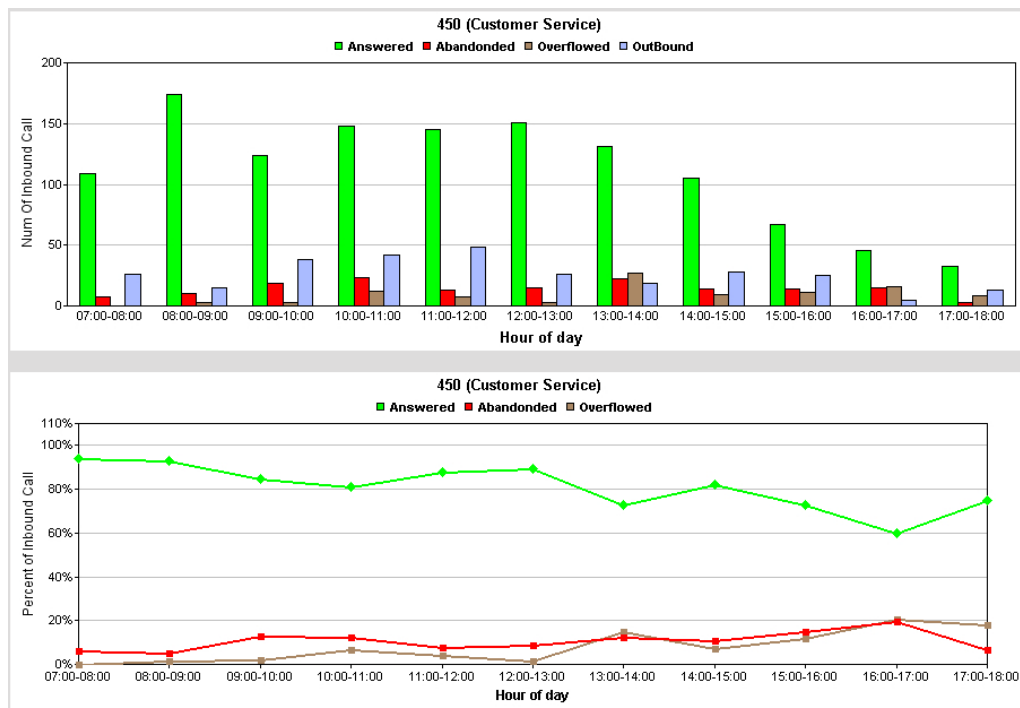
Figure 42. The first graph shows the number of inbound calls in three categories, plus
outbound calls. The second graph shows the *percent* of inbound calls in three
categories.

Data Source

All data from the table WGSUMMARY

2308 - Workgroup Cumulative Inbound Calls Wait Time

Description: Reports cumulative call waiting time for all inbound calls for the specified workgroup.

Report Options

1. Select an agent, if you want only that agent's workgroups to appear in the workgroup selection list.

2. Select workgroups.

3. Choose if you want the data reported by hour of day or by day of week.

4. Specify a time range for the report.

5. Narrow the report to specific days of the week and a span of time (optional).

6. Click **Run Report** to run the report.

7. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.

WG(S) - CUMULATIVE INBOUND CALLS WAIT TIME

| Report ID: 2308 | | System ID: DEMO SYSTEM | | | | | Report Interval: Hour of day | | |
| Time Range: 04/02/2007 - 04/30/2007 | | Filter By: Mon, Tue, Wed, Thu, Fri [09:00 - 18:00] | | | | | Group By: Workgroup | | |

450 (Customer Service) (SLT:Service Level Threshold)

Hour of day	Total Inbound Calls	Answered					Abandoned (ABN)			Overflowed/Redirected		
		Calls	Wait Time	Avg WT	Within SLT	SLT %	Calls	Wait Time	Avg WT	Calls	Wait Time	Avg WT
09:00-10:00	146	124	2:49:02	0:01:21	124	100.0%	19	0:41:47	0:02:11	3	0:02:30	0:00:50
10:00-11:00	183	148	7:05:14	0:02:52	147	99.3%	23	1:10:59	0:03:05	12	0:29:21	0:02:26
11:00-12:00	165	145	6:07:26	0:02:32	145	100.0%	13	0:42:16	0:03:15	7	0:12:33	0:01:47
12:00-13:00	169	151	7:35:11	0:03:00	150	99.3%	15	0:46:05	0:03:04	3	0:28:47	0:09:35
13:00-14:00	180	131	7:06:56	0:03:15	129	98.5%	22	0:58:36	0:02:39	27	0:36:50	0:01:21
14:00-15:00	128	105	6:06:49	0:03:29	105	100.0%	14	1:10:00	0:05:00	9	0:28:21	0:03:09
15:00-16:00	92	67	3:30:17	0:03:08	65	97.0%	14	0:56:58	0:04:04	11	0:08:46	0:00:47
16:00-17:00	77	46	4:18:36	0:05:37	41	89.1%	15	1:21:09	0:05:24	16	0:17:30	0:01:05
17:00-18:00	44	33	2:20:00	0:04:14	30	90.9%	3	0:11:26	0:03:48	8	0:00:37	0:00:04
Sub Total	**1184**	**950**	**46:59:31**	**0:02:58**	**936**	**98.5%**	**138**	**7:59:16**	**0:03:28**	**96**	**2:45:15**	**0:01:43**

Figure 43.   Wait time in this April report on workgroup 450 is broken out by hour of day.

Report Fields

- **[Report interval]** – The report interval specified in the query: Day of Week or Hour of Day

- **Total Inbound Calls** – Shows the total number of inbound calls for the specified workgroup in the specified time period, then breaks out the data into three categories:
  - Answered
    - Calls – Number of inbound calls that were answered
    - Wait Time – Total wait time for those answered calls
    - Avg WT – Average wait time per call ([Answered] Wait Time/[Answered] Calls)
    - Within SLT – Number of calls answered within the service level threshold. (The Service Level Threshold is set in MaxAdmin on the Workgroup Configuration > General tab.)
    - SLT % – Percentage those calls are of the total answered calls ([Answered] Within SLT/ [Answered] Calls)
  - Abandoned (ABN)
    - Calls – Number of inbound calls that were abandoned by the caller

- • Wait Time – Total wait time for those abandoned calls
- • Avg WT – Average wait time per call ([Abandoned] Wait Time/[Abandoned] Calls)
- • Overflowed/Redirected
  - • Calls – Number of inbound calls that were overflowed/redirected
  - • Wait Time – Total wait time before those calls were overflowed/redirected
  - • Avg WT – Average wait time per call ([Overflowed/Redirected] Wait Time/ [Overflowed/Redirected] Calls)

The report includes the following graphs:
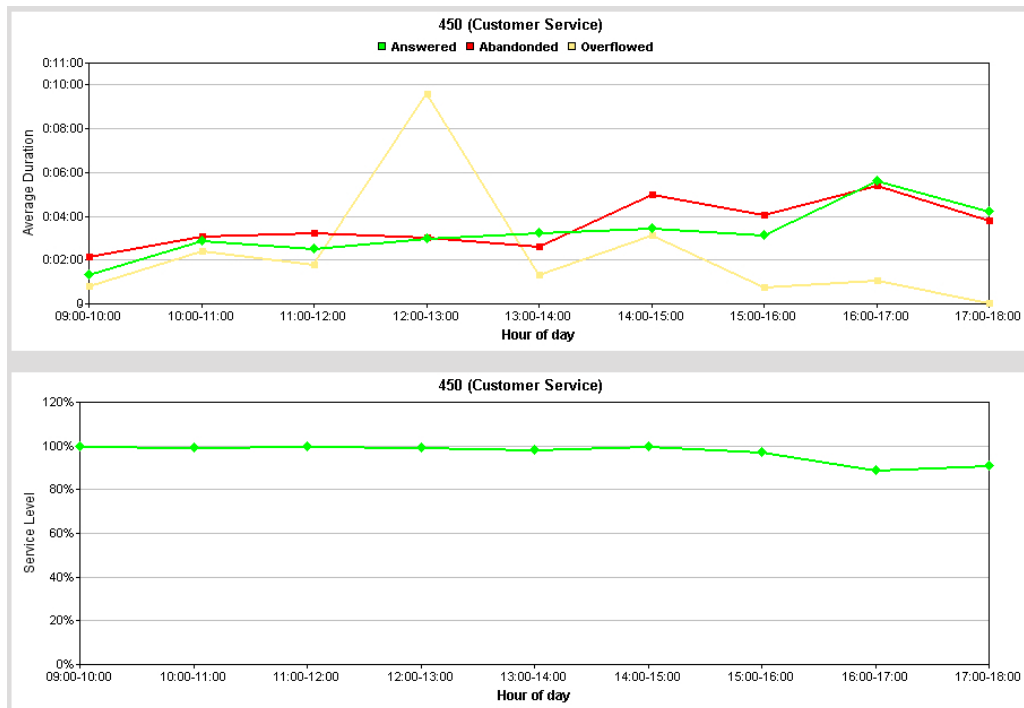
Figure 44.   The top graph shows the average duration of incoming calls, broken out by hour of day. The bottom graph shows the percentage of calls that met the service level, also by hour of day.

Data Source

All data from the table WGSUMMARY

2309 - Workgroup Cumulative Inbound Calls Analysis

Description: Reports inbound calls handling statistics for the specified workgroup. Reports results in table format and two graphs:

- Average Talk and Handling Time Trend Analysis
- Abandon Type Analysis (in queue or in ring

Data in this report is based upon call *end* time, rather than call start time.

Report Options

1. Select an agent, if you want only that agent's workgroups to appear in the workgroup selection list.
2. Select workgroups.
3. Choose if you want the data reported by hour of day or by day of week.
4. Specify a time range for the report.
5. Narrow the report to specific days of the week and a span of time (optional).
6. Click **Run Report** to run the report.
7. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.

WG(s) - Cumulative Inbound Call Analysis

Report ID: 2309	System ID: Trust41	Summary interval: Hour of day
Time range: 07/01/2020 - 09/30/2020	Filter By: N/A	Group by: Workgroup
Time Zone: America/Los_Angeles		

5333

Hour of day	Total Calls	Answered Calls						Abandoned Calls					Overflowed/Redirected		Total Calls in Queue	Calls of VM	Calls Of Xfer
		Calls	%	Talk Time	Avg Talk	Handle Time	Avg Handle	Calls	%	Hangup in Queue		Ring	Calls	%			
										Active	Callback						
00:00 - 01:00	0	0	0.0%	-	-	-	-	0	0.0%	0	0	0	0	0.0%	0	0	0
01:00 - 02:00	1	0	0.0%	-	-	-	-	1	100.0%	1	0	0	0	0.0%	1	0	0
02:00 - 03:00	0	0	0.0%	-	-	-	-	0	0.0%	0	0	0	0	0.0%	0	0	0
03:00 - 04:00	0	0	0.0%	-	-	-	-	0	0.0%	0	0	0	0	0.0%	0	0	0
04:00 - 05:00	0	0	0.0%	-	-	-	-	0	0.0%	0	0	0	0	0.0%	0	0	0
05:00 - 06:00	0	0	0.0%	-	-	-	-	0	0.0%	0	0	0	0	0.0%	0	0	0
06:00 - 07:00	0	0	0.0%	-	-	-	-	0	0.0%	0	0	0	0	0.0%	0	0	0
07:00 - 08:00	0	0	0.0%	-	-	-	-	0	0.0%	0	0	0	0	0.0%	0	0	0
08:00 - 09:00	0	0	0.0%	-	-	-	-	0	0.0%	0	0	0	0	0.0%	0	0	0
09:00 - 10:00	0	0	0.0%	-	-	-	-	0	0.0%	0	0	0	0	0.0%	0	0	0
10:00 - 11:00	3	3	100.0%	00:02:25	00:00:48	00:02:40	00:00:53	0	0.0%	0	0	0	0	0.0%	2	0	0
11:00 - 12:00	5	0	0.0%	00:00:36	-	00:00:51	-	1	20.0%	0	0	1	3	60.0%	2	0	0
12:00 - 13:00	1	1	100.0%	00:00:31	00:00:31	00:00:36	00:00:36	0	0.0%	0	0	0	0	0.0%	0	0	0
13:00 - 14:00	0	0	0.0%	-	-	-	-	0	0.0%	0	0	0	0	0.0%	0	0	0
14:00 - 15:00	1	1	100.0%	00:04:16	00:04:16	00:04:21	00:04:21	0	0.0%	0	0	0	0	0.0%	0	0	0
15:00 - 16:00	11	10	90.9%	00:06:38	00:00:39	00:07:23	00:00:44	1	9.1%	1	0	0	1	9.1%	3	0	0
16:00 - 17:00	3	3	100.0%	00:01:51	00:00:37	00:02:01	00:00:40	0	0.0%	0	0	0	0	0.0%	0	0	0
17:00 - 18:00	4	4	100.0%	00:02:15	00:00:33	00:02:25	00:00:36	0	0.0%	0	0	0	0	0.0%	0	0	0
18:00 - 19:00	5	5	100.0%	00:03:26	00:00:41	00:03:41	00:00:44	0	0.0%	0	0	0	0	0.0%	2	0	0
19:00 - 20:00	0	0	0.0%	-	-	-	-	0	0.0%	0	0	0	0	0.0%	0	0	0
20:00 - 21:00	0	0	0.0%	-	-	-	-	0	0.0%	0	0	0	0	0.0%	0	0	0
21:00 - 22:00	0	0	0.0%	-	-	-	-	0	0.0%	0	0	0	0	0.0%	0	0	0
22:00 - 23:00	0	0	0.0%	-	-	-	-	0	0.0%	0	0	0	0	0.0%	0	0	0
23:00 - 00:00	0	0	0.0%	-	-	-	-	0	0.0%	0	0	0	0	0.0%	0	0	0
Subtotal	34	27	79.4%	00:21:58	00:00:48	00:23:58	00:00:53	3	8.8%	2	0	1	4	11.8%	10	0	0

Figure 45.   This report on a single workgroup displays data by hour of the day, as specified in the report query.

Report Fields

- **[Report interval]** – The report interval specified in the query: Day of Week or Hour of Day
- **Total Calls** – Shows the total number of inbound calls for the specified workgroup in the specified time period
- **Answered Calls**:
  - Calls – Number of inbound calls that were answered
  - % – Percentage those calls are of the total answered calls ([Answered Calls] # of Calls/Total # of Calls)
  - Talk Time – Total talk time on those answered calls
  - Avg Talk – Average talk time per call ([Answered Calls] Talk Time/[Answered Calls] # of Calls)
  - Handle Time – Total handling time (talk time + hold time + wrap-up time) on those answered calls
  - Avg Handle – Average handling time per call ([Answered Calls] Handle Time/[Answered Calls] # of Calls)
- **Abandoned Calls**:
  - Calls – Number of inbound calls that were abandoned by the caller
  - % – Percentage those calls are of the total calls ([Abandoned Calls] # of Calls/Total # of Calls)
    - Hangup in Queue
      - Active – Number of callers who hung up while in the call queue
      - Callback – Number of callback calls that were rejected by the caller or never answered by the caller
  - Hangup in Ring – Number of callers that hung up while the call was ringing
- **Overflowed/Redirected:**
  - Calls – Number of inbound calls that were overflowed/redirected
  - % – Percentage those calls are of the total calls ([Overflowed/Redirected] # of Calls/Total # of Calls)
- **Total Calls in Queue** – Number of calls that spent time in queue
- **Calls of VM** – Number of callers that left voice mail
- **Calls of Xfer** – Number of callers who were transferred

The data is also reported in two graphs:
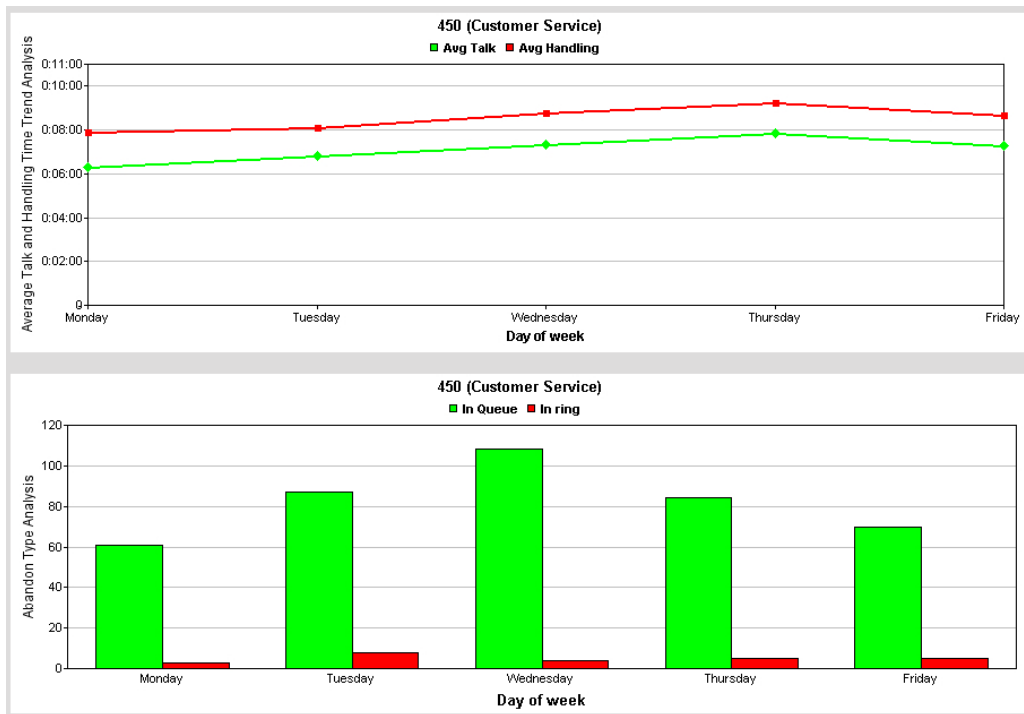
Figure 46. The top graph shows average talk time and average handling time, by day of week. The bottom graph shows where abandoned calls were when they were abandoned.

Data Source

All data from the table WGSUMMARY

2310 - Cumulative Outbound Calls Handling

Description: Reports statistics for outbound calls handled by the specified workgroup. Reports results in table format and two graphs.

Report Options

1. Select an agent, if you want only that agent's workgroups to appear in the workgroup selection list.
2. Select workgroups.
3. Choose if you want the data reported by hour of day or by day of week.
4. Specify a time range for the report.
5. Narrow the report to specific days of the week and a span of time (optional).
6. Click **Run Report** to run the report.
7. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.

WG(S) - CUMULATIVE OUTBOUND CALLS HANDLING

| Report ID: 2310 | | System ID: DEMO SYSTEM | | Report Interval: Hour of day | | |
| Time Range: 02/01/2007 - 02/28/2007 | | Filter By: [07:00 - 18:00] | | Group By: Workgroup | | |

450 (Customer Service)

Hour of day	Total Connected Calls	Total Talk Time	Avg Talk Time	Total Handling Time	Avg Handling Time	# of Xfer
07:00-08:00	80	0:54:26	0:00:40	1:26:15	0:01:04	0
08:00-09:00	89	1:54:39	0:01:17	2:36:49	0:01:45	0
09:00-10:00	61	1:57:05	0:01:55	2:45:27	0:02:42	0
10:00-11:00	61	1:37:01	0:01:35	2:34:35	0:02:32	0
11:00-12:00	37	1:34:06	0:02:32	2:21:22	0:03:49	0
12:00-13:00	52	4:14:56	0:04:54	5:18:11	0:06:07	0
13:00-14:00	36	2:06:50	0:03:31	2:58:14	0:04:57	0
14:00-15:00	30	0:40:22	0:01:20	1:17:47	0:02:35	0
15:00-16:00	26	3:03:31	0:07:03	3:42:17	0:08:32	0
16:00-17:00	16	0:17:45	0:01:06	0:25:54	0:01:37	0
17:00-18:00	17	0:51:35	0:03:02	1:10:58	0:04:10	0
Sub Total	**505**	**19:12:16**	**0:02:16**	**26:37:49**	**0:03:09**	**0**

Figure 47. This report shows outbound call data for workgroup 450 for the month of February, from 7 a.m. to 6 p.m. The report interval is hour of day.

Report Fields

- **[Report interval]** – The report interval specified in the query: Day of Week or Hour of Day
- **Total Connected Calls** – Shows the total number of connected outbound calls for the specified workgroup in the specified time period
- **Total Talk Time** – Total talk time on all outbound calls
- **Avg Talk Time** – Average talk time per call (Total Talk Time/Total Connected Calls)
- **Total Handling Time** – Total handling time (talk time + hold time + wrap-up time) on all connected calls
- **Avg Handling Time** – Average handling time per call (Total handling Time/Total Connected Calls)
- **Number of Xfer** – Total number of outbound calls that were transferred

The data is also displayed in two graphs:

Figure 48.   The top graph shows number of calls per selected time period. The bottom graph shows average talk time and average handling time.

Data Source

All data from the table WGSUMMARY

2311 - Total and % Inbound Calls ANS/ABN/OFL

Description: Reports the total number and percent of inbound calls that were answered, abandoned, overflowed/redirected. Reports results in table format and two graphs.

Report Options

1. Select an agent, if you want only that agent's workgroups to appear in the workgroup selection list.

2. Select workgroups.

3. Choose if you want the data reported by hour of day or by day of week.

4. Specify a time range for the report.

5. Narrow the report to specific days of the week and a span of time (optional).

6. Click **Run Report** to run the report.

7. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.

WG(s) - Inbound Calls ANS/ABN/OFL Analysis

Report ID: 2311   System ID: Trust41   Summary interval: Hour of day
Time range: 01/01/2020 - 12/31/2020   Filter By: N/A   Group by: Workgroup
Time Zone: America/Los_Angeles

5333

Hour of day	Total Inbound Calls	Answered		Abandoned		Overflowed/Redirected	
		Calls	%	Calls	%	Calls	%
00:00 - 01:00	0	0	0.0%	0	0.0%	0	0.0%
01:00 - 02:00	1	0	0.0%	1	100.0%	0	0.0%
02:00 - 03:00	0	0	0.0%	0	0.0%	0	0.0%
03:00 - 04:00	0	0	0.0%	0	0.0%	0	0.0%
04:00 - 05:00	0	0	0.0%	0	0.0%	0	0.0%
05:00 - 06:00	0	0	0.0%	0	0.0%	0	0.0%
06:00 - 07:00	0	0	0.0%	0	0.0%	0	0.0%
07:00 - 08:00	0	0	0.0%	0	0.0%	0	0.0%
08:00 - 09:00	0	0	0.0%	0	0.0%	0	0.0%
09:00 - 10:00	0	0	0.0%	0	0.0%	0	0.0%
10:00 - 11:00	3	3	100.0%	0	0.0%	0	0.0%
11:00 - 12:00	5	0	0.0%	1	20.0%	3	60.0%
12:00 - 13:00	1	1	100.0%	0	0.0%	0	0.0%
13:00 - 14:00	0	0	0.0%	0	0.0%	0	0.0%
14:00 - 15:00	1	1	100.0%	0	0.0%	0	0.0%
15:00 - 16:00	11	10	90.9%	1	9.1%	1	9.1%
16:00 - 17:00	3	3	100.0%	0	0.0%	0	0.0%
17:00 - 18:00	4	4	100.0%	0	0.0%	0	0.0%
18:00 - 19:00	5	5	100.0%	0	0.0%	0	0.0%
19:00 - 20:00	0	0	0.0%	0	0.0%	0	0.0%
20:00 - 21:00	0	0	0.0%	0	0.0%	0	0.0%
21:00 - 22:00	0	0	0.0%	0	0.0%	0	0.0%
22:00 - 23:00	0	0	0.0%	0	0.0%	0	0.0%
23:00 - 00:00	0	0	0.0%	0	0.0%	0	0.0%
Subtotal	34	27	79.4%	3	8.8%	4	11.8%

Figure 49. The call totals shown on this report are drawn from data on a workgroup over a year. They are reported by hour of day, as specified.

Report Fields

- **[Report interval]** – The report interval specified in the query: Day of Week or Hour of Day

- **Total Inbound Calls** – Total inbound calls for the specified workgroup in the specified time period.

- **Answered**
  - Calls – Number of calls that were answered
  - % – Percentage that number is of the total number of inbound calls ([Answered] # of Calls/Total Inbound Calls)

- **Abandoned**
  - Calls – Number of calls that were abandoned by the caller
  - % – Percentage that number is of the total number of inbound calls ([Abandoned] # of Calls/Total Inbound Calls)
- **Overflowed/Redirected**
  - Calls – Number of calls that were overflowed/redirected
  - % – Percentage that number is of the total number of inbound calls ([Overflowed/ Redirected Calls] # of Calls/Total Inbound Calls)

The data is also displayed in two graphs:

Figure 50.   The top graph shows the numbers of calls that were answered, abandoned, and overflowed, by hour of day, in the specified time period. The bottom graph shows percent of total calls that were answered, abandoned, and overflowed.

Data Source

All data from the table WGSUMMARY

2312 - Total & % WG Inbound Calls in Queue

Description: Reports totals and percentages for workgroup inbound calls in queue. Reports results in table format and two graphs.

Report Options

1. Select an agent, if you want only that agent's workgroups to appear in the workgroup selection list.

2. Select workgroups.

3. Choose if you want the data reported by hour of day or by day of week.

4. Specify a time range for the report.

5. Narrow the report to specific days of the week and a span of time (optional).

6. Click **Run Report** to run the report.

7. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.

WG(s) - Total % WG Inbound Calls in Queue

Report ID: 2312		System ID: Trust41		Summary interval: Hour of day
Time range: 07/01/2020 - 09/30/2020		Filter By: N/A		Group by: Workgroup
Time Zone: America/Los_Angeles				

5822(CBFQ 1)

| Hour of day	Total Inbound Calls	Calls in Queue		Calls without Queue	
		Calls	%	Calls	%
00:00 - 01:00	0	0	0.0%	0	100.0%
01:00 - 02:00	0	0	0.0%	0	100.0%
02:00 - 03:00	0	0	0.0%	0	100.0%
03:00 - 04:00	2335	0	0.0%	2335	100.0%
04:00 - 05:00	3268	0	0.0%	3268	100.0%
05:00 - 06:00	3121	0	0.0%	3121	100.0%
06:00 - 07:00	3146	0	0.0%	3146	100.0%
07:00 - 08:00	2219	0	0.0%	2219	100.0%
08:00 - 09:00	0	0	0.0%	0	100.0%
09:00 - 10:00	0	0	0.0%	0	100.0%
10:00 - 11:00	0	0	0.0%	0	100.0%
11:00 - 12:00	0	0	0.0%	0	100.0%
12:00 - 13:00	7	3	42.9%	4	57.1%
13:00 - 14:00	153	112	73.2%	41	26.8%
14:00 - 15:00	605	605	100.0%	0	0.0%
15:00 - 16:00	634	620	97.8%	14	2.2%
16:00 - 17:00	810	802	99.0%	8	1.0%
17:00 - 18:00	685	674	98.4%	11	1.6%
18:00 - 19:00	0	0	0.0%	0	100.0%
19:00 - 20:00	0	0	0.0%	0	100.0%
20:00 - 21:00	0	0	0.0%	0	100.0%
21:00 - 22:00	0	0	0.0%	0	100.0%
22:00 - 23:00	0	0	0.0%	0	100.0%
23:00 - 00:00	0	0	0.0%	0	100.0%
Subtotal	16983	2816	16.6%	14167	83.4%

Figure 51. Data is reported here for a 3-month period, grouped by hour of day for the specified time period.

Report Fields

- **[Report interval]** – The report interval specified in the query: Day of Week or Hour of Day

- **Total Inbound Calls** – Total inbound calls for the specified workgroup in the specified time period.

- **Calls in Queue**
  - Calls – Number of calls that spent time in queue
  - % – Percentage that number is of the total number of inbound calls ([Calls in Queue] # of Calls/Total Inbound Calls)

- **Calls without Queue**
  - Calls – Number of calls that did not have to wait in queue
  - % – Percentage that number is of the total number of inbound calls ([Calls without Queue] # of Calls/Total Inbound Calls)

The data is also displayed in two graphs:
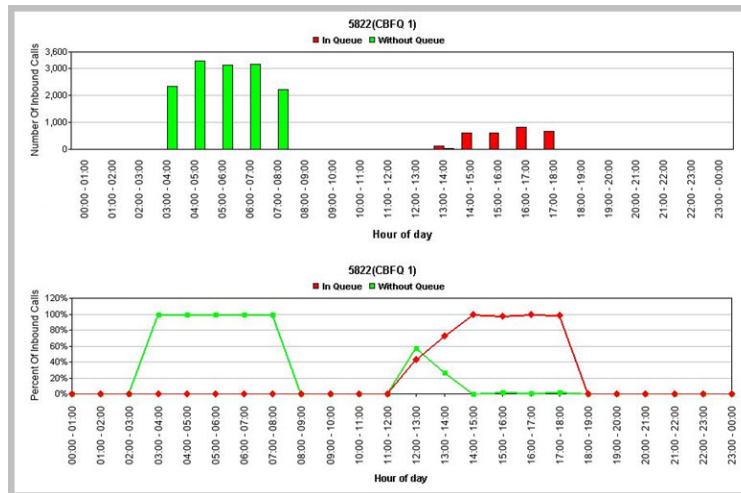
Figure 52. The top graph shows the number of incoming calls that spent time in queue and those that did not. The bottom graph shows percentage of total calls that spent time in queue and those that did not spend time in queue.

Data Source

All data from the table WGSUMMARY

2313 - Average Call Handling Time

Description: Reports average call handling time, including total talk time, average talk time, and total handling time for the specified workgroup. Reports in table format and one line graph.

Report Options

1. Select an agent, if you want only that agent's workgroups to appear in the workgroup selection list.

2. Select workgroups.

3. Choose if you want the data reported by hour of day or by day of week.

4. Specify a time range for the report.

5. Narrow the report to specific days of the week and a span of time (optional).

6. Click **Run Report** to run the report.

7. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.

WG(s) - Average Incoming Call Handling Time Analysis

Report ID: 2313 — System ID: Trust41 — Summary interval: Hour of day
Time range: 08/01/2020 - 08/31/2020 — Filter By: N/A — Group by: Workgroup
Time Zone: America/Los_Angeles

5333

Hour of day	Total Answered Calls	Total Talk Time	Avg Talk Time	Total Handling Time	Avg Handling Time
00:00 - 01:00	0	-	-	-	-
01:00 - 02:00	0	-	-	-	-
02:00 - 03:00	0	-	-	-	-
03:00 - 04:00	0	-	-	-	-
04:00 - 05:00	0	-	-	-	-
05:00 - 06:00	0	-	-	-	-
06:00 - 07:00	0	-	-	-	-
07:00 - 08:00	0	-	-	-	-
08:00 - 09:00	0	-	-	-	-
09:00 - 10:00	0	-	-	-	-
10:00 - 11:00	3	00:02:25	00:00:48	00:02:40	00:00:53
11:00 - 12:00	0	00:00:36	-	00:00:51	-
12:00 - 13:00	1	00:00:31	00:00:31	00:00:36	00:00:36
13:00 - 14:00	0	-	-	-	-
14:00 - 15:00	1	00:04:16	00:04:16	00:04:21	00:04:21
15:00 - 16:00	10	00:06:38	00:00:39	00:07:23	00:00:44
16:00 - 17:00	3	00:01:51	00:00:37	00:02:01	00:00:40
17:00 - 18:00	4	00:02:15	00:00:33	00:02:25	00:00:36
18:00 - 19:00	5	00:03:26	00:00:41	00:03:41	00:00:44
19:00 - 20:00	0	-	-	-	-
20:00 - 21:00	0	-	-	-	-
21:00 - 22:00	0	-	-	-	-
22:00 - 23:00	0	-	-	-	-
23:00 - 00:00	0	-	-	-	-
Subtotal	27	00:21:58	00:00:48	00:23:58	00:00:53

Figure 53. This data on the Customer Service group is for he month of August . It is reported by hour of day.

Report Fields

- **[Report interval]** – The report interval specified in the query: Day of Week or Hour of Day

- **Total Answered Calls** – Total inbound calls answered in the specified time interval.

- **Total Talk Time** – Total talk time on those calls

- **Avg Talk Time** – Average talk time per call (Total Talk Time/Total Answered Calls)

- **Total Handling Time** – Total handling time (talk time + hold time + wrap-up time) for all calls answered in the specified time interval

- **Avg Handling Time** – Average handling time per call (Total Handling Time/Total Answered Calls)

The data is also displayed in graphs:
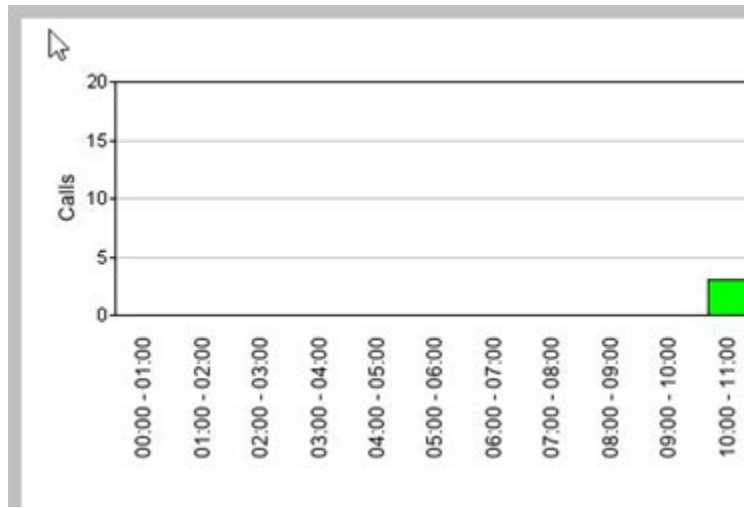
Figure 54.   The graphs show calls and average talk time / average handling time for the reporting period, by hour of day.

Data Source

All data from the table WGSUMMARY

2314 - Total Outbound Calls

Description: Reports total outbound calls for the specified workgroup. Reports results in table format and a bar graph.

Report Options

1. Select an agent, if you want only that agent's workgroups to appear in the workgroup selection list.
2. Select workgroups.
3. Choose if you want the data reported by hour of day or by day of week.
4. Specify a time range for the report.
5. Narrow the report to specific days of the week and a span of time (optional).
6. Click **Run Report** to run the report.
7. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.
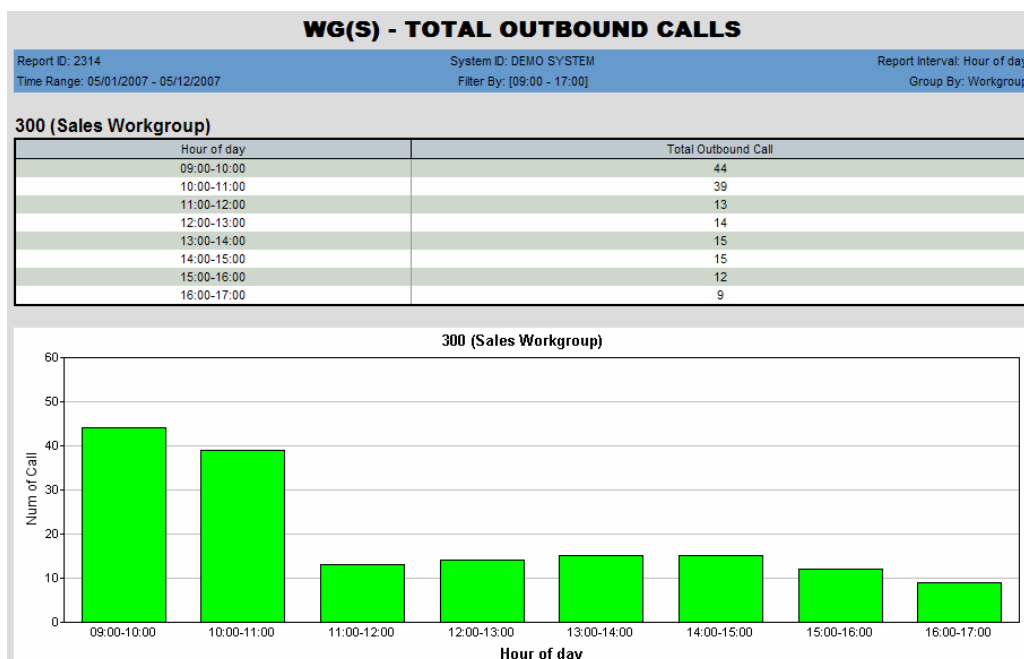
Figure 55.   The report data shows number of outbound calls, by hour of day, for the Sales workgroup in the time period specified.

Report Fields

- **[Report interval]** – The report interval specified in the query: Day of Week or Hour of Day
- **Total Outbound Calls** – Total outbound calls connected in the specified time interval.

Data Source

All data from the table WGSUMMARY

2315 - Total Outbound Calls Handling Time

Description: Reports the total/average talk time and total/average handling time for outbound calls for the specified workgroup.

Report Options

1. Select an agent, if you want only that agent's workgroups to appear in the workgroup selection list.
2. Select workgroups.
3. Choose if you want the data reported by hour of day or by day of week.
4. Specify a time range for the report.
5. Narrow the report to specific days of the week and a span of time (optional).
6. Click **Run Report** to run the report.
7. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.

WG(S) - TOTAL OUTBOUND CALL HANDLING TIME ANALYSIS

Report ID: 2315		System ID: DEMO SYSTEM			Report Interval: Hour of day
Time Range: 05/01/2007 - 05/12/2007		Filter By: [09:00 - 17:00]			Group By: Workgroup

300 (Sales Workgroup)

Hour of day	Total Connected Outgoing Calls	Total Talk Time	Avg Talk Time	Total Handling Time	Avg Handling Time
09:00-10:00	44	2:10:35	0:02:58	2:11:13	0:02:58
10:00-11:00	39	1:52:21	0:02:52	1:52:21	0:02:52
11:00-12:00	13	0:20:12	0:01:33	0:20:37	0:01:35
12:00-13:00	14	0:29:55	0:02:08	0:29:55	0:02:08
13:00-14:00	15	0:55:40	0:03:42	0:55:40	0:03:42
14:00-15:00	15	0:30:35	0:02:02	0:30:35	0:02:02
15:00-16:00	12	1:03:36	0:05:18	1:03:36	0:05:18
16:00-17:00	9	0:40:22	0:04:29	0:40:56	0:04:32
Sub Total	**161**	**8:03:16**	**0:03:00**	**8:04:53**	**0:03:00**

Figure 56. This report shows outbound call handling data for the Sales workgroup for a specified period of time in May, from 9 a.m. to 5 p.m.

Report Fields

- **[Report interval]** – The report interval specified in the query: Day of Week or Hour of Day
- **Total Connected Outgoing Calls** – Total outbound calls connected in the specified time interval.
- **Total Talk Time** – Total talk time on those calls
- **Avg Talk Time** – Average talk time per call (Total Talk Time/Total Connected Outgoing Calls)
- **Total Handling Time** – Total handling time (talk time + hold time + wrap-up time) for all outgoing calls connected in the specified time interval
- **Avg Handling Time** – Average handling time per call (Total Handling Time/Total Connected Outgoing Calls)

The data is also displayed in a line graph:
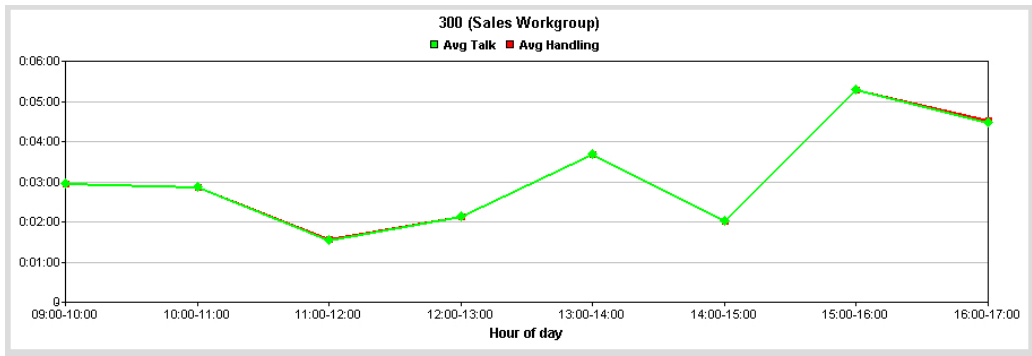
Figure 57.   A line graph shows average talk time and average handling time.

Data Source

All data from the table WGSUMMARY

2316 - Daily Max Number of Calls in Queue

Description: Reports the daily maximum number of workgroup calls in queue, in a line chart format.

Report Options

1. Select an agent, if you want only that agent's workgroups to appear in the workgroup selection list.

2. Select workgroups.

3. Specify a time range for the report.

4. Narrow the report to specific days of the week and a span of time (optional).

5. Click **Run Report** to run the report.

6. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.
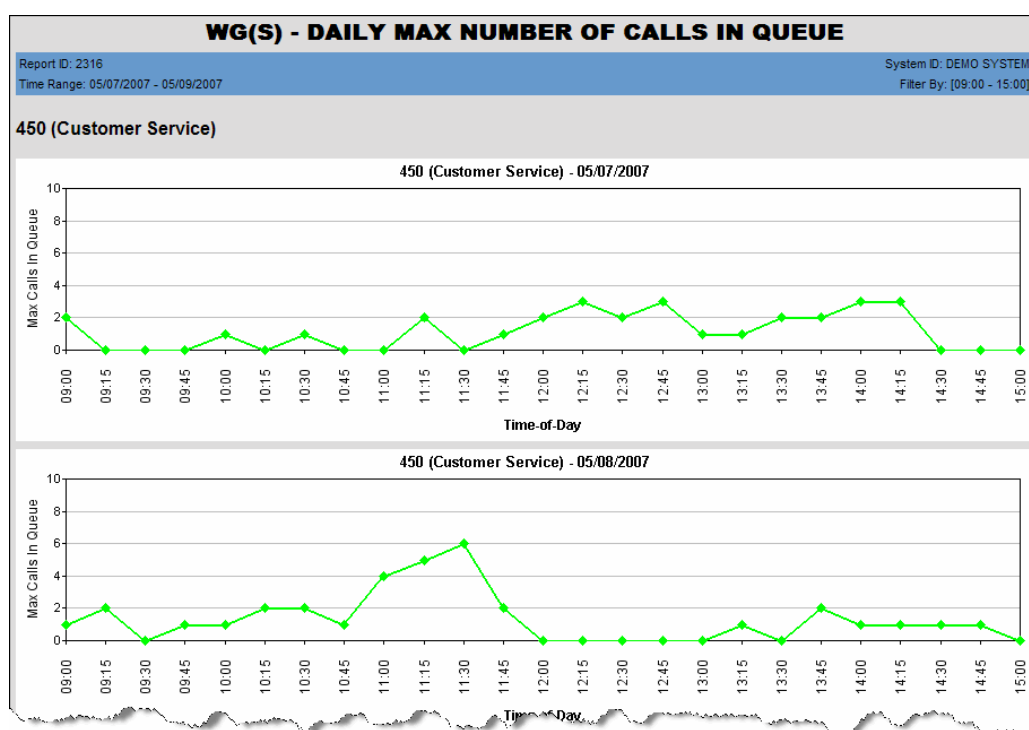
Figure 58. This report shows the maximum number of calls in queue for workgroup 450 during the specified reporting period, in 15-minute intervals.

Chart Data

- **Max Calls in Queue** – The maximum number of calls that were in the queue in the given time interval

- **Time of Day** – The time of day, in intervals of 15 minutes or 30 minutes, depending on what will fit on the graph (an 11-hour day will show in 15-minute increments)

Data Source

All data from the table WGRTSUMMARY

2317 - Daily Longest Queue Time

Description: Reports the longest queue time, in minutes (and hours), for workgroup calls, in a line chart format.

Report Options

1. Select an agent, if you want only that agent's workgroups to appear in the workgroup selection list.

2. Select workgroups.

3. Specify a time range for the report.

4. Narrow the report to specific days of the week and a span of time (optional).

5. Click **Run Report** to run the report.

6. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.
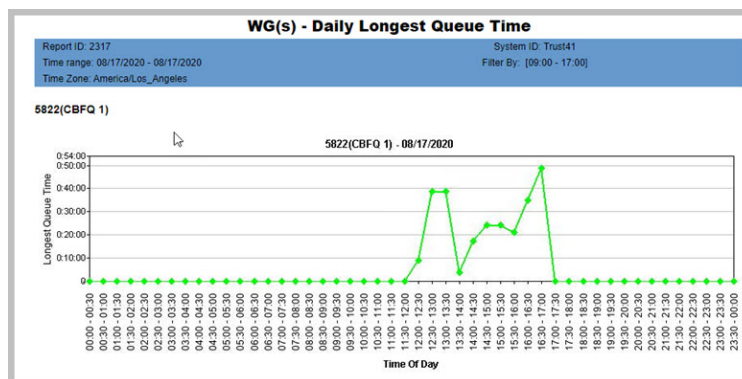
Figure 59.   The report displays the longest queue time, by time of day.

Chart Data

- **Longest Queue Time** – The longest time a call was in queue during the given time interval

- **Time of Day** – The time of day, in intervals of 15 minutes or 30 minutes, depending on what will fit on the graph (an 11-hour day will show in 15-minute increments)

Data Source

All data from the table WGRTSUMMARY

2318 - Daily Real Time Service Level

Description: Reports the daily lowest real time service level for a workgroup, in a line chart format.

Report Options

1. Select an agent, if you want only that agent's workgroups to appear in the workgroup selection list.

2. Select workgroups.

3. Specify a time range for the report.

4. Narrow the report to specific days of the week and a span of time (optional).

5. Click **Run Report** to run the report.

6. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.
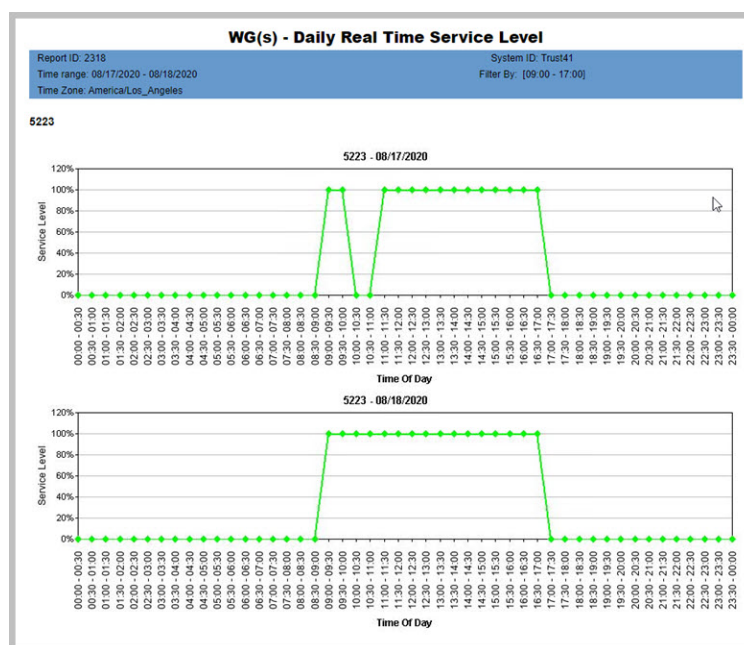
Figure 60.   This report shows the service level by time of day for the reporting period (two days, in this case).

Chart Data

• **Service Level** – The service level during the given time interval (The Service Level Threshold is set in MaxAdmin > **Workgroup Configuration > General** tab.)

• **Time of Day** – The time of day, in intervals of 15 minutes or 30 minutes, depending on what will fit on the graph (an 11-hour day will show in 15-minute increments)

Data Source

All data from the table WGRTSUMMARY

2319 - Historical Service Level Summary Report

Description: Gives a summary of calls that did not meet the service level, breaking them out into Answered, Abandoned, and Overflowed/Redirected categories. (The Service Level Threshold is set in MaxAdmin in the **Workgroup Configuration > General** tab.)

Report Options

1. Select an agent, if you want only that agent's workgroups to appear in the workgroup selection list.
2. Select workgroups.
3. Choose if you want the data reported by hour of day or by day of week.
4. Specify a time range for the report.
5. Narrow the report to specific days of the week and a span of time (optional).
6. Click **Run Report** to run the report.
7. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.

Figure 61.   This report on one workgroup covers the month of August. It is broken out by day of week.

Report Fields

- **[Report interval]** – The report interval specified in the query: Day of Week or Hour of Day
- **Total Inbound Calls** – Total inbound calls for the specified workgroup in the specified time period.
- **Calls with Wait Time > Service Level**
  - Answered Calls
    - Number – Number of answered calls with queue time > service level
    - Percent – Percentage that number is of the total number of inbound calls ([Answered Calls] # of Calls/Total Inbound Calls)
  - Abandoned Calls
    - Number – Number of abandoned calls with queue time > service level
    - Percent – Percentage that number is of the total number of inbound calls ([Abandoned Calls] # of Calls/Total Inbound Calls)

- Overflowed/Redirected Calls
  - Number – Number of overflowed/redirected calls with queue time > service level
  - Percent – Percentage that number is of the total number of inbound calls ([Overflowed/Redirected Calls] # of Calls/Total Inbound Calls)
- **Total Service Level** – The percentage of calls whose queue time was within the service level (100% - (<Total # of Calls in all 3 categories whose queue time was greater than the service level threshold>/Total Inbound Calls)
- **Answered Service Level** – Percentage of answered calls that met the service level requirement (Total Answered Calls - <Answered Calls whose queue time was greater than the service level threshold>/Total Inbound Calls)

The report data is also displayed in two graphs:
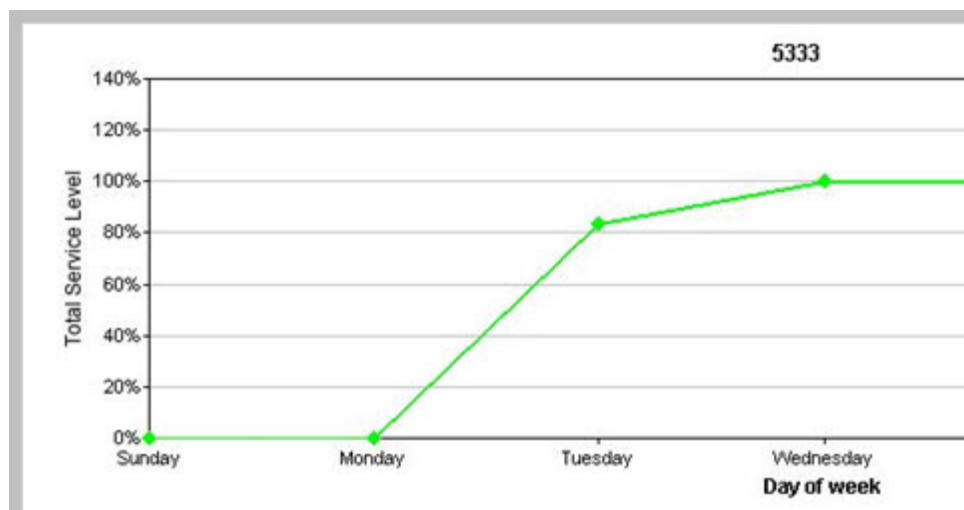
Figure 62.   The top graph shows the percentage of calls that met the Total Service Level, by specified time interval (day of week, in this case). The bottom graph shows the percentage of answered calls that met the Answer Service Level, by specified time interval.

Data Source

All data from the table WGSUMMARY

2320 - Call Disposition Code Summary Report

Description: Gives a summary of calls with Call Disposition Codes, by workgroup.

Report Options

1. Select the time frame.
2. Select which workgroups to include in the report.
3. Specify a date and time range.
4. Select the call disposition codes to include in the report.
5. Select a call direction to filter the results of the report (inbound, outbound, or both)
6. (Optional) For a "Top 10" type of table, select the top x number of codes you want to include.

Figure 63.   The report show a summary of Call Disposition Codes for a workgroup for a specific time period

Report Fields

Workgroup – The workgroup involved in the calls

Total – The total number of calls for this period

Disposition codes – Each Call Disposition Code has its own column, with the following data:

- Number of calls – The number of calls that were assigned to this Disposition code
- Percentage of calls – The percentage of calls that were assigned to this Disposition code

Top x **-** The table shows the top most commonly assigned disposition codes for this time period.

Data Source

All data from CDRMAIN and DISPOSITIONCODE

DNIS Reports

This section describes DNIS reports.

3101 - DNIS Call Detail Report

Description: Reports call detail information for the specified DNIS number.

Report Options

1. Select one or more DNIS numbers.
2. Specify a time range for the report.
3. Narrow the report to specific days of the week and a span of time (optional).
4. Select a group-by option.
5. Select one or more Call Disposition codes to filter the results.
6. Select an Account code to filter the results.
7. Use the **Filter by MaxCS DNIS Name** field to winnow the list in the left pane (optional).
8. Click **Run Report** to run the report.
9. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.

Figure 64.   This figure shows details for a single DNIS number over a week

Report Fields

- **Start Time** – Time the call came in
- **End Time** – Time of disconnection
- **Caller** – Phone number of the caller
- **Agent** – The agent who was rung

- **Duration in Different Call State** – Amount of time the call spent each of the different call states (in hours:minutes:seconds)

- **Start Priority** – The priority number the call was first assigned

- **Within SLT** – Was answering time within the service level threshold, Yes or No? (The Service Level Threshold is set in MaxAdmin > **Workgroup Configuration > General** tab.)

- **Disposition** – Any Call Disposition code that was entered for this call

- **Account Code** – Any Account code that was entered for this call

- **TRUSTID Status** – If your organization deployed the TRUSTID feature, this column will appear in the report. **Red** = Low trust call; **Yellow** = Medium trust call; **Green** = High trust call. If the TRUSTID Status column is blank, then this call may have arrived in the system during a time when TRUSTID was not enabled.

- **Exit State** – The state the call was in at the time of disconnection

- **Session ID** – A unique number assigned by MAXCS to a call

- **Seq ID** – A unique number that identifies multiple records of the same call (same Session ID)

Data Source

All data from the table CDRMAIN

3201 - DNIS Call Summary

Description: Reports call summary information for the specified DNIS number.

Search Options

1. Select one or more DNIS numbers.
2. Choose how you want the data summarized (by day, week, or month).
3. Specify a time range for the report.
4. Narrow the report to specific days of the week and a span of time (optional).
5. Select a group-by option.
6. Use the **Filter by MaxCS DNIS Name** field to winnow the list in the left pane (optional).
7. Choose whether to show empty records.
8. Click **Run Report** to run the report.
9. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.

Figure 65. This report was run for the month of August on one DNIS number. The report interval specified was by week. Subtotals are given per week, with a grand total at the end.

Report Fields

- **Date** – The start date for these calls
- **DNIS** – The DNIS number and description
- **Total Calls** – The total number of calls that dialed this number
- **Answered Calls**
  - Calls – Number of calls to this DNIS number that were answered by an agent
  - % – Percentage that number is of Total Calls ([Answered] # of Calls/Total Calls)
  - Talk Time – The total talk time on all answered calls for the time period reported
  - Avg Talk – Average talk time per call (Talk Time/Total Calls)

- Hold Time – Total time that answered calls spent on hold
- Avg Hold – Average hold time per call (Hold Time/[Answered] # of Calls)
- **Abandoned Calls** (all calls with talk duration = 0 and abandon target type > 0)*
  - Calls – Number of calls to this DNIS number that were abandoned by an agent
  - % – Percentage that number is of Total Calls ([Abandoned] # of Calls/Total Calls)
  - Hangup in Queue – Number of calls that were abandoned while in the queue
    - Active – Calls that were in the queue
    - Callback – Callback calls
  - Hangup in Ring – Number of calls that were abandoned during ring
- **Overflowed/Redirected** (all calls with talk duration = 0 and abandon target type = 0)*
  - Calls – Number of calls to this DNIS number that were overflowed
  - % – Percentage that number is of Total Calls ([Overflowed] # of Calls/Total Calls)
- **Calls of VM** – Number of callers that left voice mail (Exit states are 15, 16.)
- **Calls in Queue** – Number of calls that spent time in queue (Exit state is 6.)
- **Calls of Xfer** – Number of calls that were transferred (Exit state is 12.)

Data Source

All data from the table CDRMAIN

*Exit states of Answered, Abandoned, and Overflowed calls:

Answered: Exit states are 8, 9, 10, 11, 12, 23, 24, 25.

Abandoned: Exit state is 6.

Overflowed: Exit state is 7.

3301 - Call Disposition Code Summary by DNIS

Description: Shows a summary of call disposition codes with a chart.

Report Options

1. Select the time frame.
2. Select which DNIS numbers to include in the report. Use Ctrl-Click to select multiple numbers.
3. Specify a date and time range.
4. Select the call disposition codes to include in the report. Use Ctrl-Click to select multiple codes.
5. Select a call direction to filter the results of the report (inbound, outbound, or both)
6. (Optional) For a "Top 10" type of table, select the top *x* number of codes you want to include.
7. Choose whether to show empty records.
8. Choose whether to filter by DNIS name.
9. Click **Run Report**.
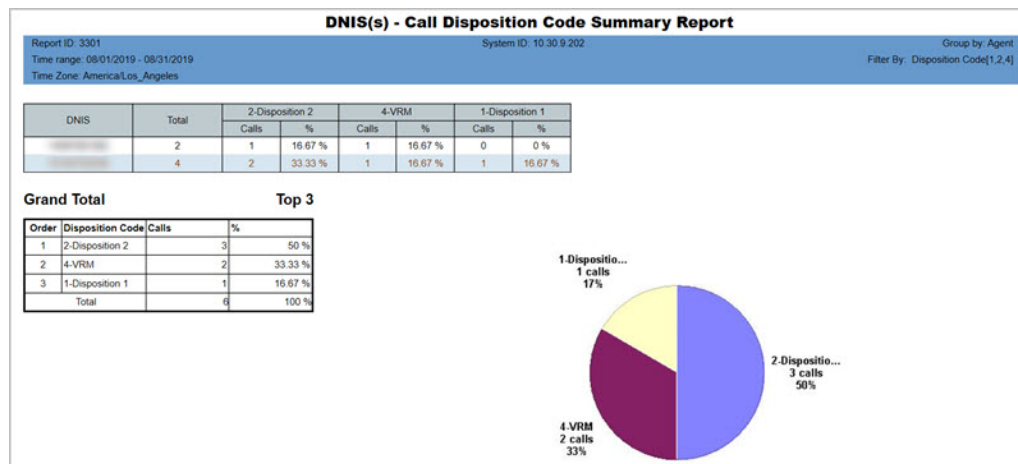
Figure 66.   The report shows a summary of three disposition codes, with a chart

Report Fields

- **DNIS –** The DNIS number and description
- **Total** – The total number of calls
- *Disposition Code* – Each Disposition code shows the following details:
  - **Calls** – The number of calls that were assigned that Disposition code
  - **%** – The percentage of calls that were assigned that Disposition code

If you elected to show a "Top 10" type of table, you will see a pie chart illustrating the percentage of calls for each Disposition code.

Data Source

All data from CDRMAIN and DISPOSITIONCODE

Index

Numerics