AltiReport™ - Service Hub

Manual

MAX Communication Server
Release 9.0

March 2021

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CHAPTER

1

Using AltiReport - Service Hub

AltiReport is a Web-based reporting application that can generate 45 detailed reports, according to agent, workgroup, and DNIS. Both report summaries and analyses are available.

Call detail records (CDR) are an important source of information for call centers running PBX systems. 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 might see occasional slight variances from one report to another.

Beginning with Release 9.0, you can open AltiReport from within the Service Hub if your AltiReport is deployed in Service Hub integration mode. Refer to the Service Hub guide for details.

You can log in as an Admin 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.

AltiReport Administration

The Administration screens are available only to users with administrative rights. The administrative main menu includes the following functions:

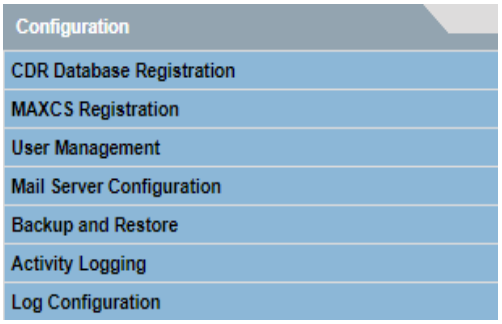


Figure 1. AltiReport administrator menu options

CDR Database Registration

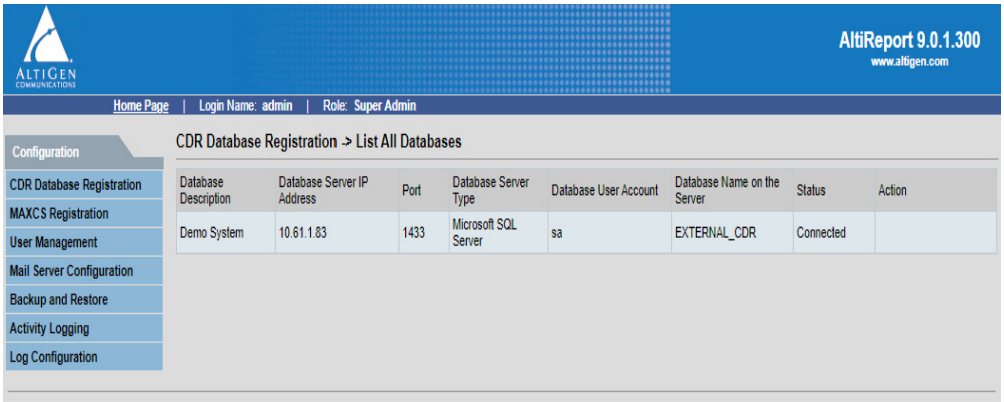


Figure 2. CDR Database Registration > List All Databases

When integrating with Service Hub, AltiReport obtains CDR Database Registration details from the Altigen Service Hub. You can view the *Database Description* and *Status* fields if you are a Company Admin.

AltiWare (MAXCS) Registration

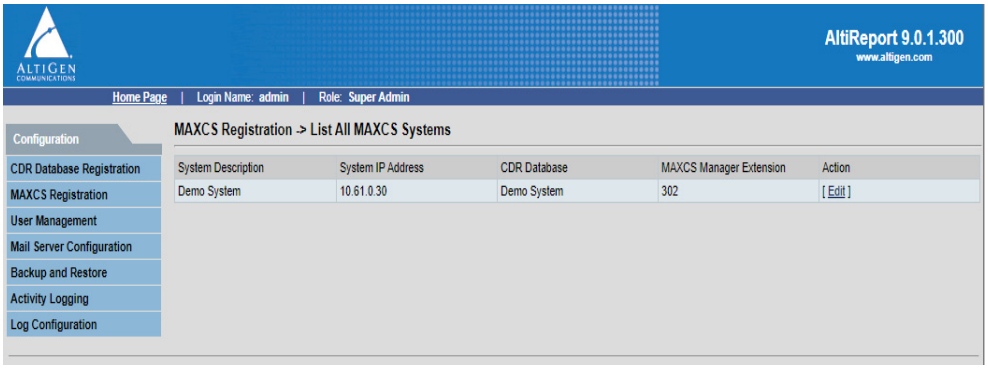


Figure 3. AltiWare Registration > List All AltiWare (MAXCS) Systems

When integrating with Service Hub, AltiReport obtains MaxCS registration details from the Service Hub. You can view the *System Description*, *Manager Extension*, and *Action* fields if you are a Company Admin.

User Management

Figure 4. User Management > List All Users

The administrator can view Service Hub users assigned with AltiReport application privilege using the **User Management** window.

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

When integrating with Service Hub, the AltiReport Server Name (*Mail Server Name*) and the Web Server or Tomcat TCP Port (*Mail Server Port*) can be configured by the Reseller Admin. These settings are read-only for Company Admins. *Sender Email Address*, *Outgoing Mail Server*, *STMP Account* information and *Send Test Message* fields can be configured by the Company Admin.

Figure 5. Mail Server Configuration Window

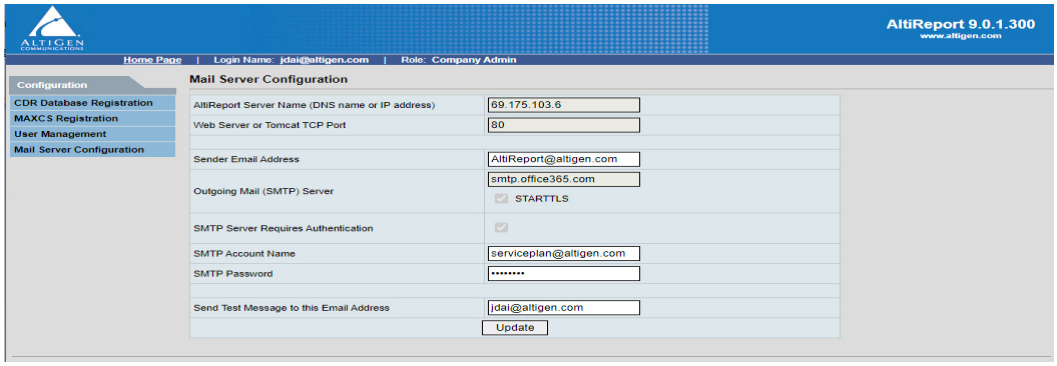
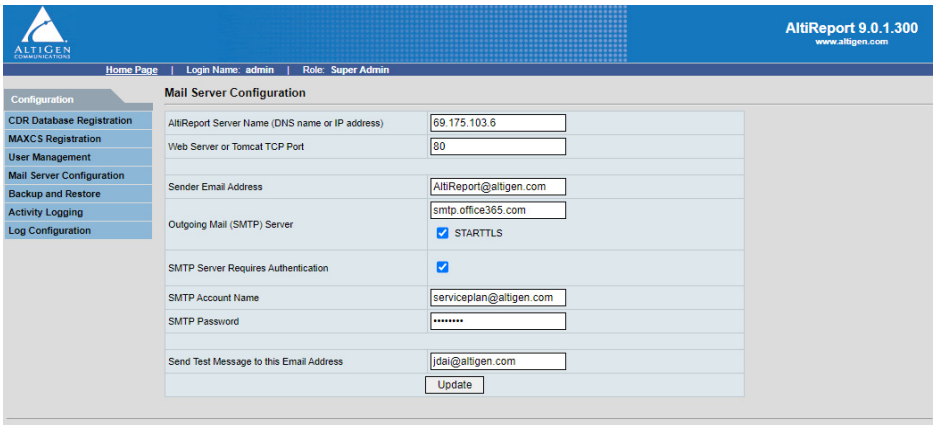


Figure 6. Mail Server Configuration Edit Window

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.

This tab is hidden from Company Admin users but can be viewed by Reseller Admins.

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.

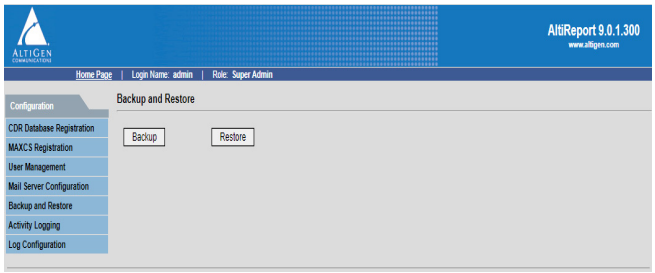


Figure 7. Backup and Restore window

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

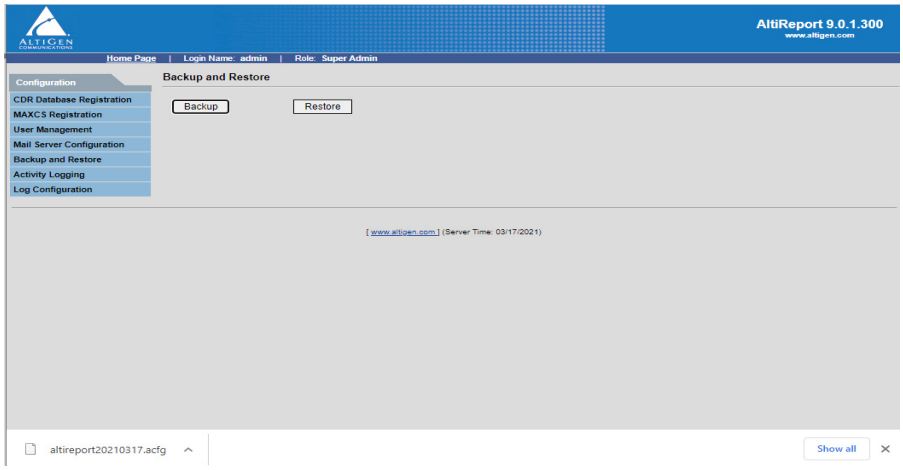


Figure 8. AltiReport Back Up

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.

Log Configuration

This tab is hidden from Company Admin users but can be viewed by Reseller Admins.

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

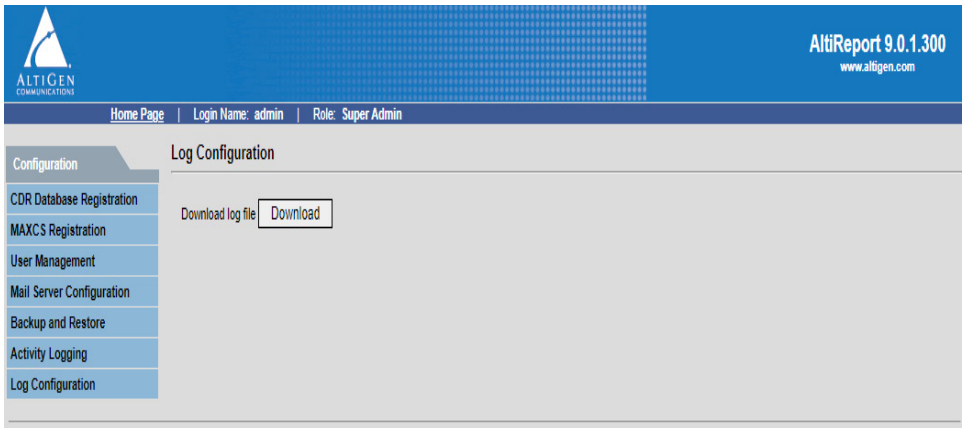


Figure 9. Log Configuration

Activity Logging

The system supports Activity Logging to record User and Admin activity such as the launch and close of AltiReport, configuration changes, and session errors.

- **Action** – Triggered action or event
- **Date** – Date when the activity occurred
- **Initiator** – User who initiated the action or triggered the event
- **Privilege** – The privilege level that is required in order to view this activity entry
- **Description** – A description of the activity
- **View Details** – Shows the configuration data that was changed

These fields are displayed in View Details:

- **Old Data** – JSON data prior to the changes
- **New Data** – JSON data after the changes were made

Logging in to Run Reports

When you log in to AltiReport as a **User**, you can run reports from theAltiware (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.

The **User Information** window openswhen a user logs into AltiReport for the first time.

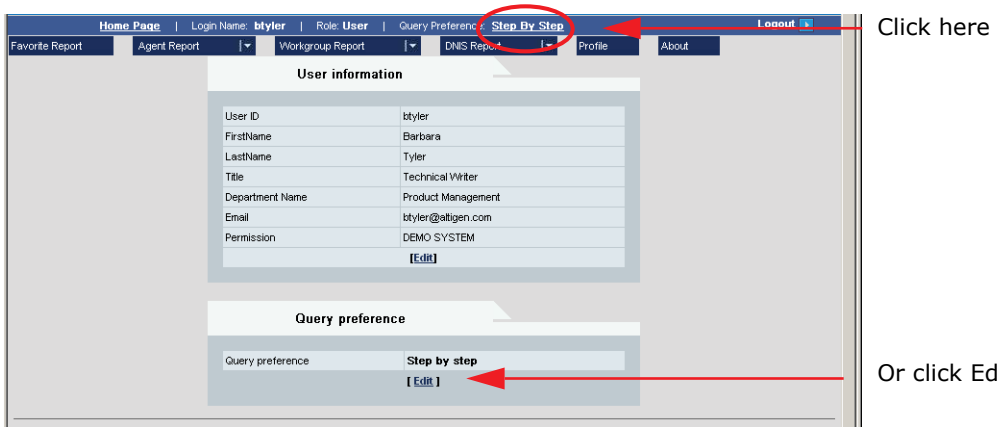
Note: When you add reports to the Favorite Reports List, the **List All Favorite Reports** window becomes the window that is displayed the *next* time you log into AltiReport.

Figure 10. 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:



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:

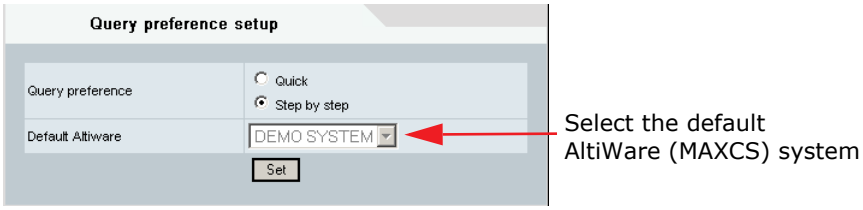


Figure 11. Setting the query preference and default AltiWare (MAXCS)

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(s) State
  2202 - Agent(s) 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

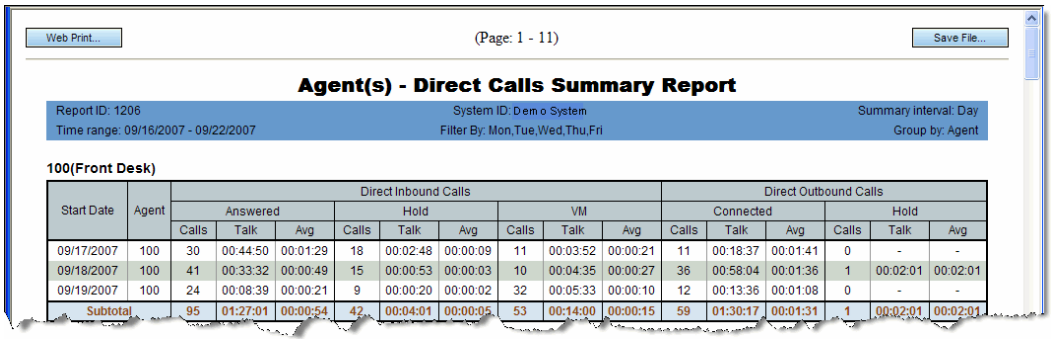
  3201 - Call Summary

- 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.



Web Print... (Page: 1 - 11) Save File...

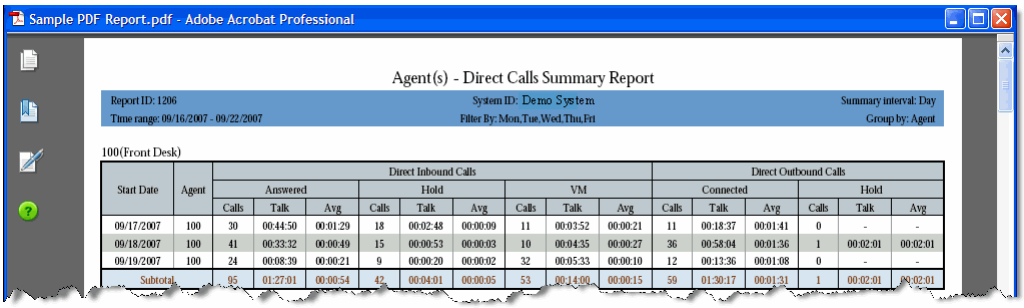
Agent(s) - Direct Calls Summary Report

Report ID: 1206 System ID: Demo System Summary interval: Day
Time range: 09/16/2007 - 09/22/2007 Filter By: Mon,Tue,Wed,Thu,Fri Group by: Agent

100(Front Desk)

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
09/17/2007	100	30	00:44:50	00:01:29	18	00:02:48	00:00:09	11	00:03:52	00:00:21	11	00:18:37	00:01:41	0	-	-
09/18/2007	100	41	00:33:32	00:00:49	15	00:00:53	00:00:03	10	00:04:35	00:00:27	36	00:58:04	00:01:36	1	00:02:01	00:02:01
09/19/2007	100	24	00:08:39	00:00:21	9	00:00:20	00:00:02	32	00:05:33	00:00:10	12	00:13:36	00:01:08	0	-	-
Subtotal		95	01:27:01	00:00:54	42	00:04:01	00:00:05	53	00:14:00	00:00:15	59	01:30:17	00:01:31	1	00:02:01	00:02:01

Figure 12. Report results in HTML format



Sample PDF Report.pdf - Adobe Acrobat Professional

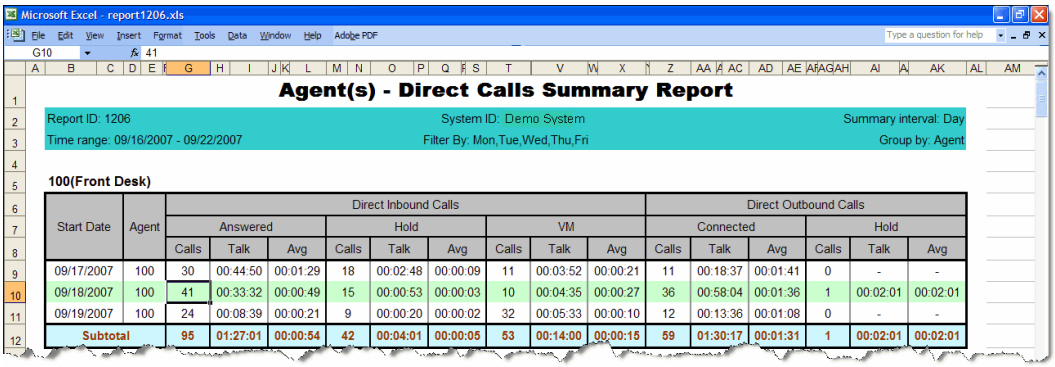
Agent(s) - Direct Calls Summary Report

Report ID: 1206 System ID: Demo System Summary interval: Day
Time range: 09/16/2007 - 09/22/2007 Filter By: Mon,Tue,Wed,Thu,Fri Group by: Agent

100(Front Desk)

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
09/17/2007	100	30	00:44:50	00:01:29	18	00:02:48	00:00:09	11	00:03:52	00:00:21	11	00:18:37	00:01:41	0	-	-
09/18/2007	100	41	00:33:32	00:00:49	15	00:00:53	00:00:03	10	00:04:35	00:00:27	36	00:58:04	00:01:36	1	00:02:01	00:02:01
09/19/2007	100	24	00:08:39	00:00:21	9	00:00:20	00:00:02	32	00:05:33	00:00:10	12	00:13:36	00:01:08	0	-	-
Subtotal		95	01:27:01	00:00:54	42	00:04:01	00:00:05	53	00:14:00	00:00:15	59	01:30:17	00:01:31	1	00:02:01	00:02:01

Figure 13. Report results in PDF format



Microsoft Excel - report1206.xls

Agent(s) - Direct Calls Summary Report

Report ID: 1206 | System ID: Demo System | Summary interval: Day

Time range: 09/16/2007 - 09/22/2007 | Filter By: Mon,Tue,Wed,Thu,Fri | Group by: Agent

100(Front Desk)

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
09/17/2007	100	30	00:44:50	00:01:29	18	00:02:48	00:00:09	11	00:03:52	00:00:21	11	00:18:37	00:01:41	0	-	-
09/18/2007	100	41	00:33:32	00:00:49	15	00:00:53	00:00:03	10	00:04:35	00:00:27	36	00:58:04	00:01:36	1	00:02:01	00:02:01
09/19/2007	100	24	00:08:39	00:00:21	9	00:00:20	00:00:02	32	00:05:33	00:00:10	12	00:13:36	00:01:08	0	-	-
Subtotal		95	01:27:01	00:00:54	42	00:04:01	00:00:05	53	00:14:00	00:00:15	59	01:30:17	00:01:31	1	00:02:01	00:02:01

Figure 14. 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.

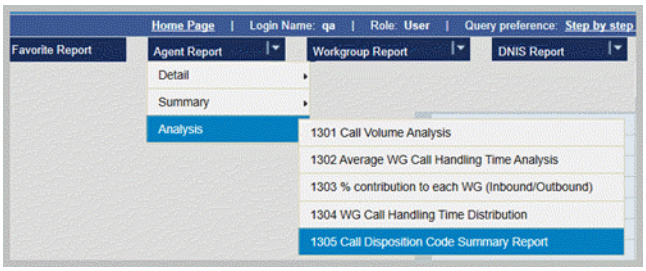
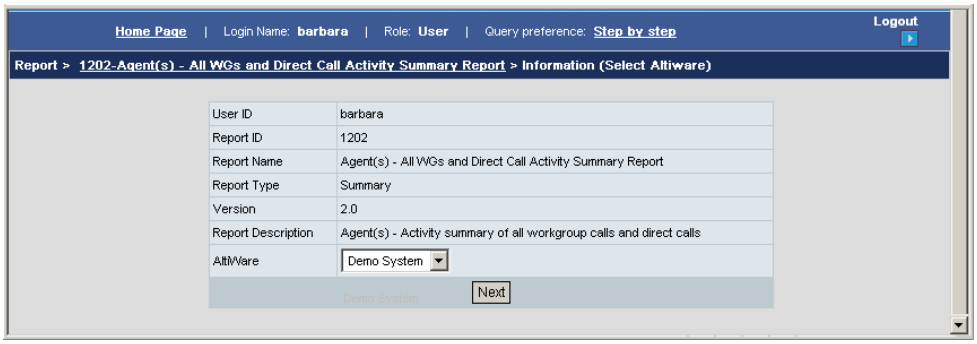


Figure 15. Selecting a report

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



3. Select the MAXCS system that 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.

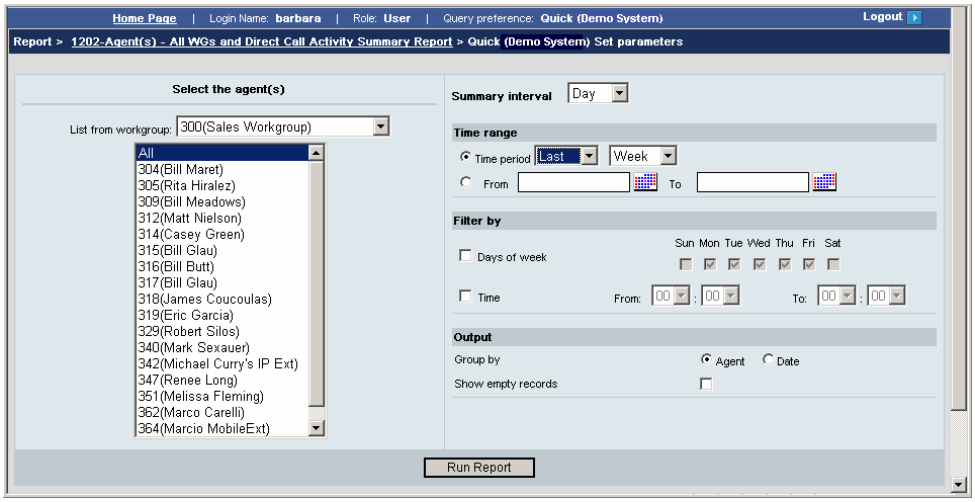


Figure 16. Set report parameters

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).

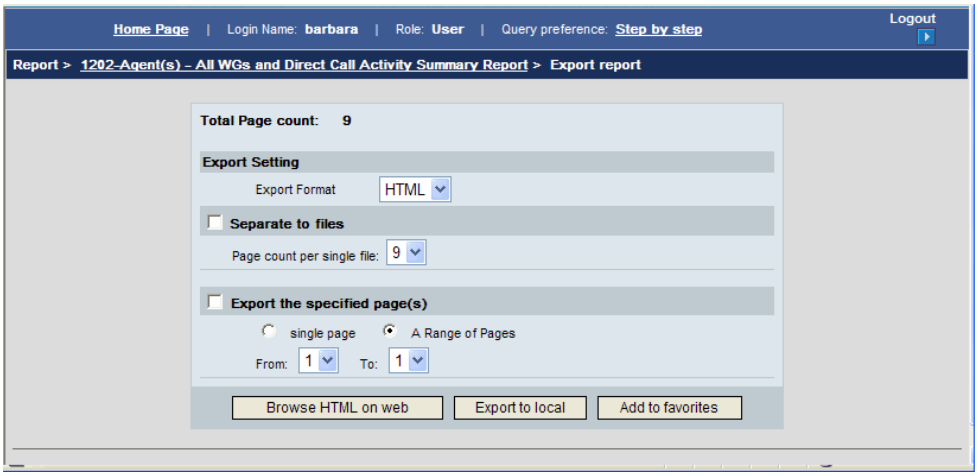


Figure 17. Export settings

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.

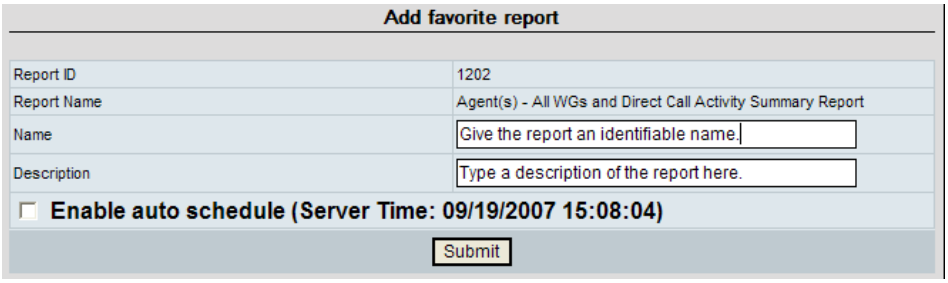
Name	Type	Packe...	Has ...	Size	R...	Date
report1202_page_1_3.html	HTML Document	9 KB	No	405 KB	98%	9/18/2007 11:46 AM
report1202_page_4_6.html	HTML Document	10 KB	No	457 KB	98%	9/18/2007 11:46 AM
report1202_page_7_9.html	HTML Document	10 KB	No	349 KB	98%	9/18/2007 11:46 AM

Figure 18. 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 19. 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:



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:

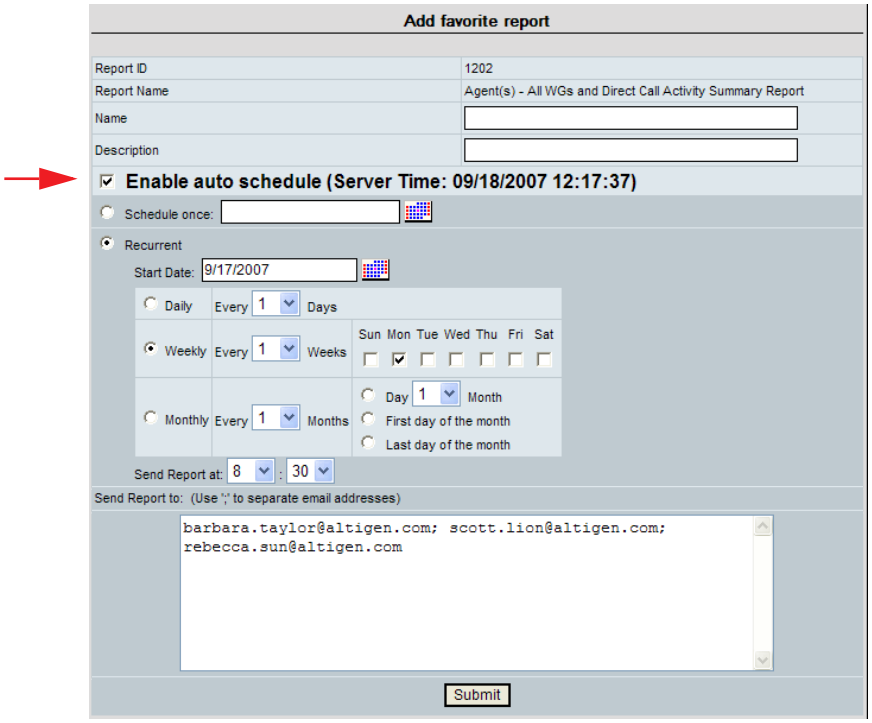
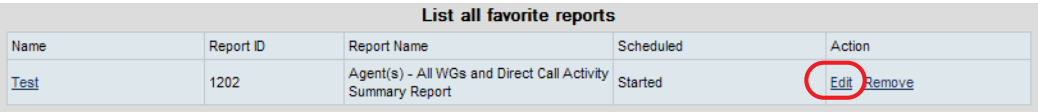


Figure 20. **Add favorite report** dialog box with scheduling options

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.

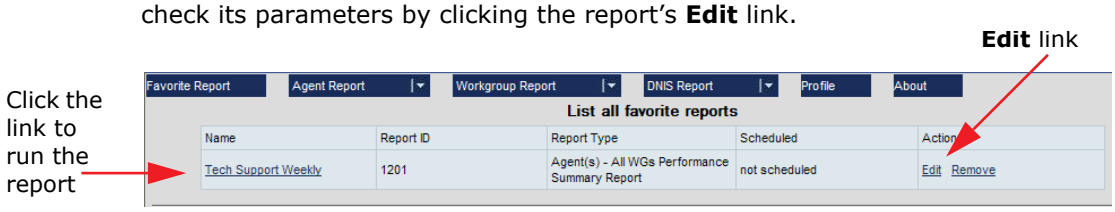
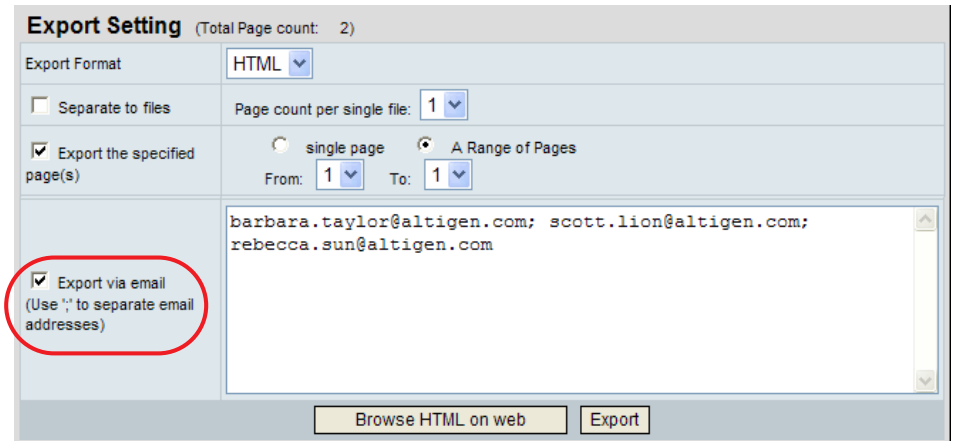


Figure 21. Click a Favorite report's link to run the report

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

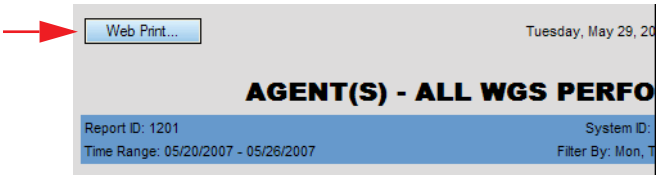


To e-mail the report to the specified e-mail addresses (separate the addresses with a semicolon), check the **Export via email** check box, then click the **Export** button. After doing this, you can use your browser's **Back** button to return to this screen and save the report, if you want to. To save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

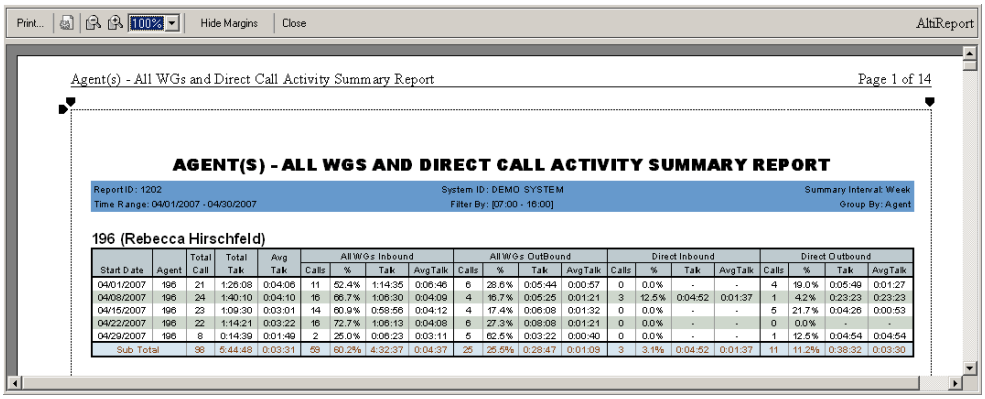
To remove a favorite report, click its **Remove** link. You are asked for confirmation.

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.



Print... | 100% | Hide Margins | Close | AltiReport

Agent(s) - All WGs and Direct Call Activity Summary Report — Page 1 of 14

AGENT(S) - ALL WGS AND DIRECT CALL ACTIVITY SUMMARY REPORT

Report ID: 1202 | System ID: DEMO SYSTEM | Summary Interval: Week
Time Range: 04/01/2007 - 04/30/2007 | Filter By: [07:00 - 16:00] | Group By: Agent

196 (Rebecca Hirschfeld)

		Total	Total	Avg	All WGs Inbound				All WGs OutBound				Direct Inbound				Direct Outbound			
Start Date	Agent	Call	Talk	Talk	Calls	%	Talk	AvgTalk	Calls	%	Talk	AvgTalk	Calls	%	Talk	AvgTalk	Calls	%	Talk	AvgTalk
04/01/2007	196	21	1:26:08	0:04:06	11	52.4%	1:14:35	0:06:46	6	28.6%	0:05:44	0:00:57	0	0.0%	-	-	4	19.0%	0:05:49	0:01:27
04/08/2007	196	24	1:40:10	0:04:10	16	66.7%	1:06:30	0:04:09	4	16.7%	0:05:25	0:01:21	3	12.5%	0:04:52	0:01:37	1	4.2%	0:23:23	0:23:23
04/15/2007	196	23	1:09:30	0:03:01	14	60.9%	0:58:56	0:04:12	4	17.4%	0:06:08	0:01:32	0	0.0%	-	-	5	21.7%	0:04:26	0:00:53
04/22/2007	196	22	1:14:21	0:03:22	16	72.7%	1:06:13	0:04:08	6	27.3%	0:08:08	0:01:21	0	0.0%	-	-	0	0.0%	-	-
04/29/2007	196	8	0:14:39	0:01:49	2	25.0%	0:06:23	0:03:11	5	62.5%	0:03:22	0:00:40	0	0.0%	-	-	1	12.5%	0:04:54	0:04:54
Sub Total		98	5:44:48	0:03:31	59	60.2%	4:32:37	0:04:37	25	25.5%	0:28:47	0:01:09	3	3.1%	0:04:52	0:01:37	11	11.2%	0:38:32	0:03:30

Figure 22. 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** option is checked in Internet Explorer. Otherwise, the report generated will display and print in black and white**.**

CHAPTER

2

The Reports

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

- Agent Reports
- Workgroup Reports
- DNIS Reports

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

6. Select a workgroup to display agents assigned to that workgroup.
7. Select single, multiple, or **All** agents.

8. Specify a time range for the report.
9. Narrow the report to specific days of the week, shift time, or a span of time (optional).
10. Click **Run Report** to run the report.
11. 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

Report ID: 1101 System ID: MaxCS Group by: Agent
Time range: 07/01/2019 - 08/31/2019 Filter By: N/A
Time Zone: PST

1002

Time Stamp	Agent	Activity Type	Workgroup	Not Ready Duration	Logout Duration	Reason
08/29/2019 14:20:51	1002	Logout	8100	-	-	98 (System Forced)
08/29/2019 15:08:32	1002	Unstaff	All	-	-	-
08/30/2019 11:42:25	1002	Login	8100	-	21:21:34	-
08/30/2019 11:46:57	1002	Logout	8100	-	-	96 (Network Broken)
08/30/2019 11:46:57	1002	Unstaff	All	-	-	-
08/30/2019 11:47:20	1002	Login	8100	-	0:00:23	-

Figure 23. 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)
  - 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. Select one or more Disposition codes to filter the results.
5. Select an Account code to filter the results.
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.

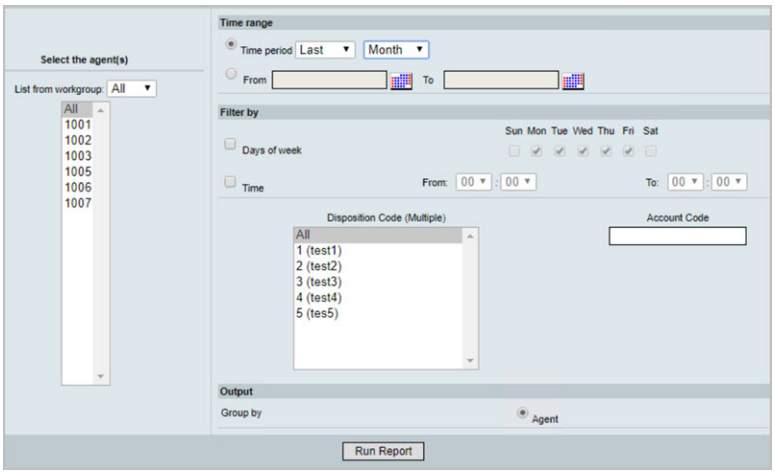


Figure 24. Report criteria specifying all workgroups and all Disposition codes

Report Fields

- **Dir** – The direction of the call: Inbound or Outbound
- **Start Time** – Time the call started
- **End Time** – Time the call ended
- **Caller** – Available information about the caller: PSTN phone number/IP phone number, name, calling from a cell phone, etc.
- **WG** – The number of the workgroup
- **Duration in Different Call States** – 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
    - Rec – 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.)
- **Call 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 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)

Agent Call Detail Report

Report ID: 1102 | System ID: MaxCS | Group by: Agent
Time range: 08/30/2019 - 08/30/2019 | Filter By: N/A
Time Zone: PST

Agent: 1002

Outbound Calls

Dir.	Start Time	End Time	Target	WG	Duration in Different Call State						Start Priority	Within SLT	Disposition Code	Account Code	Exit State	Session ID	Seq ID
					AA/IVR	Queue	Ring	Talk	Hold	Record							
Out	08/30/2019 11:14:42	08/30/2019 11:15:00	1004	-	-	-	00:00:10	00:00:08	-	-	5	Y	-	-	Connected	1567122309	1
Out	08/30/2019 11:15:38	08/30/2019 11:16:27	1001	-	-	-	00:00:03	00:00:46	-	-	5	Y	-	-	Connected	1567122310	3
Out	08/30/2019 11:16:36	08/30/2019 11:17:05	1004	-	-	-	00:00:13	-	-	-	5	Y	-	-	Goto VM with Voice Message	1567122312	1
Out	08/30/2019 11:43:19	08/30/2019 11:44:30	5050	8100	-	00:01:11	-	-	-	-	5	Y	-	-	Reserved Callback	1567122315	1
Out	08/30/2019 11:44:53	08/30/2019 11:45:09	1003	8100	-	-	00:00:02	00:00:14	-	-	0	Y	-	-	Connected	1567122318	1
Out	08/30/2019 11:47:47	08/30/2019 11:48:13	1003	8100	-	00:00:14	00:00:06	00:00:06	-	-	5	Y	-	-	Connected	1567122322	1
Out	08/30/2019 11:48:26	08/30/2019 11:49:06	5050	8100	-	00:00:40	-	-	-	-	5	Y	-	-	Reserved Callback	1567122326	1
Out	08/30/2019 11:49:38	08/30/2019 11:49:52	1003	8100	-	-	00:00:02	00:00:12	-	-	0	Y	-	-	Connected	1567122329	1
Out	08/30/2019 11:53:38	08/30/2019 11:54:24	5050	8100	-	00:00:46	-	-	-	-	5	Y	-	-	Reserved Callback	1567122332	1
Out	08/30/2019 11:55:25	08/30/2019 11:55:37	1003	8100	-	-	00:00:01	00:00:11	-	-	0	Y	-	-	Connected	1567122335	1

Inbound Calls (SLT:Service Level Threshold)

Dir.	Start Time	End Time	Caller	WG	Duration in Different Call State						Start Priority	Within SLT	Disposition Code	Account Code	Exit State	Session ID	Seq ID
					AA/IVR	Queue	Ring	Talk	Hold	Record							
In	08/30/2019 11:15:21	08/30/2019 11:15:39	1004	-	-	-	00:00:02	00:00:04	00:00:12	-	5	Y	-	-	Transfer	1567122310	1

Figure 25. Report 1102 showing details for one 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 | System ID: DEMO SYSTEM | Summary Interval: Day
Time Range: 05/13/2007 - 05/26/2007 | Filter By: Wed, Thu, Fri [07:00 - 12:00] | Group By: Agent

206 (Georgette George)

Start Date	Agent	All WGs and Direct Calls (Inbound & Outbound)									Total Performing Time	Non-Call Activities			
		Answered			Hold			Wrap-Up				Calls	Other Activities During Login		
		Calls	Duration	Avg	Calls	Duration	Avg	Calls	Duration	Avg		RNA	Not-Ready	DND/FWD	Error
05/16/2007	206	11	2:04:57	0:11:21	1	0:01:13	0:01:13	0	-	-	2:06:10	0	-	-	-
05/17/2007	206	2	0:01:27	0:00:43	0	-	-	0	-	-	0:01:27	0	-	-	-
05/18/2007	206	0	-	-	0	-	-	0	-	-	-	0	-	-	-
05/23/2007	206	2	0:06:24	0:03:12	0	-	-	0	-	-	0:06:24	0	-	-	-
05/24/2007	206	9	1:33:21	0:10:22	1	0:01:22	0:01:22	0	-	-	1:34:43	0	-	-	-
05/25/2007	206	5	0:41:54	0:08:22	2	0:00:55	0:00:27	0	-	-	0:42:49	0	-	-	-
Sub Total		29	4:28:03	0:09:14	4	0:03:30	0:00:52	0	-	-	4:31:33	0	-	-	-

Figure 26. This report was run on agent extension 329 for a 2-week time period, Wed. - Fri., from 7 a.m. to 12 noon. "Day" was chosen as the summary interval. The agent took no calls on May 18, and, as specified in the query form, this empty record is included.

Report Fields

- **Start Date** – Start date of the reporting time period
- **Agent** – Agent's extension number
- **All WGs and Direct Calls (Inbound and 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 three categories: Answered, Hold, Wrap-up
  - Answered – Calls the agent was connected to
  - Hold – Calls the agent put on hold
  - Wrap-Up – Calls requiring time for wrap-up activities
- **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 | System ID: DEMO SYSTEM | Summary Interval: Week
Time Range: 05/01/2007 - 05/31/2007 | Filter By: Mon, Tue, Wed, Thu, Fri | Group By: Agent

309 (Dan White)

		Total	Total	Avg	All WGs Inbound				All WGs OutBound				Direct Inbound				Direct Outbound			
Start Date	Agent	Call	Talk	Talk	Calls	%	Talk	AvgTalk	Calls	%	Talk	AvgTalk	Calls	%	Talk	AvgTalk	Calls	%	Talk	AvgTalk
05/01/2007	309	105	5:35:05	0:03:11	31	29.5%	1:37:20	0:03:08	21	20.0%	1:07:01	0:03:11	48	45.7%	2:28:27	0:03:05	5	4.8%	0:22:17	0:04:27
05/06/2007	309	178	9:29:34	0:03:11	46	25.8%	1:40:46	0:02:11	54	30.3%	3:30:33	0:03:53	66	37.1%	3:30:44	0:03:11	12	6.7%	0:47:31	0:03:57
05/13/2007	309	159	7:37:41	0:02:52	56	35.2%	2:22:57	0:02:33	41	25.8%	1:49:14	0:02:39	60	37.7%	3:23:54	0:03:23	2	1.3%	0:01:36	0:00:48
05/20/2007	309	151	9:03:35	0:03:35	47	31.1%	1:30:46	0:01:55	34	22.5%	3:58:49	0:07:01	68	45.0%	3:31:39	0:03:06	2	1.3%	0:02:21	0:01:10
05/27/2007	309	23	1:25:21	0:03:42	14	60.9%	0:31:04	0:02:13	3	13.0%	0:24:03	0:08:01	6	26.1%	0:30:14	0:05:02	0	0.0%	-	-
Sub Total		616	33:11:16	0:03:13	194	31.5%	7:42:53	0:02:23	153	24.8%	10:49:40	0:04:14	248	40.3%	13:24:58	0:03:14	21	3.4%	1:13:45	0:03:30

315 (Patty Foley)

		Total	Total	Avg	All WGs Inbound				All WGs OutBound				Direct Inbound				Direct Outbound			
Start Date	Agent	Call	Talk	Talk	Calls	%	Talk	AvgTalk	Calls	%	Talk	AvgTalk	Calls	%	Talk	AvgTalk	Calls	%	Talk	AvgTalk
05/01/2007	315	46	5:34:08	0:07:15	0	0.0%	-	-	0	0.0%	-	-	19	41.3%	2:36:29	0:08:14	27	58.7%	2:57:39	0:06:34
05/06/2007	315	65	4:08:50	0:03:49	0	0.0%	-	-	0	0.0%	-	-	38	58.5%	2:54:15	0:04:35	27	41.5%	1:14:35	0:02:45
05/13/2007	315	98	5:48:03	0:03:33	0	0.0%	-	-	0	0.0%	-	-	44	44.9%	2:55:11	0:03:58	54	55.1%	2:52:52	0:03:12
05/20/2007	315	42	3:20:57	0:04:47	0	0.0%	-	-	0	0.0%	-	-	25	59.5%	2:09:07	0:05:09	17	40.5%	1:11:50	0:04:13
05/27/2007	315	10	0:37:59	0:03:47	0	0.0%	-	-	0	0.0%	-	-	4	40.0%	0:14:28	0:03:37	6	60.0%	0:23:31	0:03:55
Sub Total		261	19:29:57	0:04:28	0	0.0%	-	-	0	0.0%	-	-	130	49.8%	10:49:30	0:04:59	131	50.2%	8:40:27	0:03:58

Grand Total

Total	Total	Avg	All WGs Inbound				All WGs OutBound				Direct Inbound				Direct Outbound			
Call	Talk	Talk	Calls	%	Talk	AvgTalk	Calls	%	Talk	AvgTalk	Calls	%	Talk	AvgTalk	Calls	%	Talk	AvgTalk
877	52:41:13	0:03:36	194	22.1%	7:42:53	0:02:23	153	17.4%	10:49:40	0:04:14	378	43.1%	24:14:28	0:03:50	152	17.3%	9:54:12	0:03:54

Figure 27. This report is grouped by agent. It subtotals each agent's call activity, then gives a grand total for all agents.

Report Fields

- **Start Date** – Start date for the report
- **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
- **Avg Talk** – 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: DEMO SYSTEM | Summary Interval: Day
Time Range: 05/29/2007 - 05/30/2007 | Filter By: Tue, Wed | Group By: Agent

196 (Rebecca Hirschfeld)

Start Date	Agent	Logoff	Logon	Duration in different state while logon						Direct Call Duration
				WG Idle	WG Busy	Wrap-Up	Not-Ready	DND/FWD	Error	
05/29/2007	196	18:12:17	5:47:43	1:21:25	0:07:42	0:08:01	4:10:35	-	-	0:23:58
05/30/2007	196	24:00:00	-	-	-	-	-	-	-	-
Sub Total		42:12:17	5:47:43	1:21:25	0:07:42	0:08:01	4:10:35	-	-	0:23:58

717 (Jesse Woodrow)

Start Date	Agent	Logoff	Logon	Duration in different state while logon						Direct Call Duration
				WG Idle	WG Busy	Wrap-Up	Not-Ready	DND/FWD	Error	
05/29/2007	717	24:00:00	-	-	-	-	-	-	-	-
05/30/2007	717	24:00:00	-	-	-	-	-	-	-	-
Sub Total		48:00:00	-	-	-	-	-	-	-	-

Grand Total

Logoff	Logon	Duration in different statewhile logon						Direct Call Duration
		WG Idle	WG Busy	Wrap-Up	Not-Ready	DND/FWD	Error	
602:32:16	21:27:44	9:09:56	3:09:02	0:51:27	8:17:17	-	0:00:02	2:13:28

Figure 28. This report, grouped by agent, subtotals the time each 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 the report
- **Agent** – Agent's extension number
- **Logoff** – The total time the agent was logged off during the time period specified
- **Logon** – The total time the agent was logged in during the time period specified
- **Duration in different states while logged on**:
  - 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 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.

SINGLE AGENT - WG INBOUND CALLS SUMMARY REPORT
205 (JESTER HAIRSTON)

Report ID: 1204 | System ID: DEMO SYSTEM | Summary Interval: Month
Time Range: 01/01/2007 - 03/31/2007 | Filter By: Mon, Tue, Wed, Thu, Fri | Group By: Workgroup

450 (Customer Service)

				Answered					Hold			Wrap-Up		
Start Date	WG	Calls Offered	RNA	Calls	Talk	AvgTalk	Ring	AvgRing	Calls	Total	Avg	Calls	Total	Avg
01/01/2007	450	326	9	324	35:53:29	0:06:38	0:27:04	0:00:05	73	2:03:53	0:01:41	301	7:41:54	0:01:32
02/01/2007	450	236	4	234	25:52:49	0:06:38	0:17:57	0:00:04	32	0:44:17	0:01:23	219	4:55:43	0:01:21
03/01/2007	450	310	0	307	30:24:50	0:05:56	0:23:18	0:00:04	58	1:47:00	0:01:50	286	6:35:17	0:01:22
Sub Total		**872**	**13**	**865**	**92:11:08**	**0:06:23**	**1:08:19**	**0:00:04**	**163**	**4:35:10**	**0:01:41**	**806**	**19:12:54**	**0:01:25**

Figure 29. Monthly summaries were selected as a report parameter for this first-quarter reporting period.

Report Fields

- **Start Date** – Start date for the report
- **WG** – 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)

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.

SINGLE AGENT - WG OUTBOUND CALLS SUMMARY REPORT
215 (DAN WHITE)

Report ID: 1205 | System ID: DEMO SYSTEM | Summary Interval: Week
Time Range: 04/01/2007 - 04/30/2007 | Filter By: Mon, Tue, Wed, Thu | Group By: Time

04/01/2007 - 04/07/2007

		Connected			Hold			Wrap-Up		
Start Date	WG	Calls	Talk	Avg	Calls	Total	Avg	Calls	Total	Avg
04/01/2007	450	14	1:17:09	0:05:30	1	0:11:50	0:11:50	25	0:32:53	0:01:18
Sub Total		14	1:17:09	0:05:30	1	0:11:50	0:11:50	25	0:32:53	0:01:18

04/08/2007 - 04/14/2007

		Connected			Hold			Wrap-Up		
Start Date	WG	Calls	Talk	Avg	Calls	Total	Avg	Calls	Total	Avg
04/08/2007	450	4	0:07:47	0:01:56	0	-	-	6	0:10:00	0:01:40
Sub Total		4	0:07:47	0:01:56	0	-	-	6	0:10:00	0:01:40

Grand Total

Connected			Hold			Wrap-Up		
Calls	Talk	Avg	Calls	Total	Avg	Calls	Total	Avg
39	2:36:21	0:04:00	1	0:11:50	0:11:50	57	1:16:14	0:01:20

Figure 30. 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 the report
- **WG** – The workgroup's number
- **Connected** – Displays connection statistics:
  - Calls – Total calls connected
  - Talk – Total talk time on all calls
  - Avg – 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: DEMO SYSTEM | Summary Interval: Day
Time Range: 05/20/2007 - 05/26/2007 | Filter By: Mon, Tue, Wed, Thu, Fri | Group By: Time

05/21/2007

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
05/21/2007	205	7	0:33:57	0:04:51	0	-	-	2	0:01:22	0:00:41	17	0:30:24	0:01:47	1	0:00:43	0:00:43
05/21/2007	215	1	0:03:33	0:03:33	0	-	-	1	0:00:26	0:00:26	1	0:00:42	0:00:42	0	-	-
05/21/2007	235	1	0:02:47	0:02:47	0	-	-	2	0:00:39	0:00:19	0	-	-	0	-	-
Sub Total		**9**	**0:40:17**	**0:04:28**	**0**	**-**	**-**	**5**	**0:02:27**	**0:00:29**	**18**	**0:31:06**	**0:01:43**	**1**	**0:00:43**	**0:00:43**

05/22/2007

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
05/22/2007	205	4	0:16:33	0:04:08	1	0:00:02	0:00:02	4	0:02:12	0:00:33	12	0:51:33	0:04:17	0	-	-
05/22/2007	215	9	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	0	[illegible]	[illegible]	8	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]

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
47	**3:13:20**	**0:04:06**	**5**	**0:00:43**	**0:00:08**	**17**	**0:07:30**	**0:00:26**	**73**	**5:00:06**	**0:04:06**	**3**	**0:01:58**	**0:00:39**

Figure 31. This report, sorted by date, includes subtotals for each day and a grand total for the reporting period.

Report Fields

- **Start Date** – Start date for the report
- **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.

Agent(s) - Reserve-Agent Callback Summary Report

Report ID: 1207 | System ID: 10.30.9.202 | Summary interval: Day
Time range: 09/01/2019 - 09/30/2019 | Filter By: N/A | Group by: Agent
Time Zone: America/Los_Angeles

6001(QA RED)

Start Date	Agent	Attempts	Reservation Ring				Reservation Connecting				Answered	Talk Time	
			Total	Duration	AVG	RNA	Total	Duration	AVG	Agent Hang Up		Duration	Avg
09/09/2019	6001(QA RED)	0	1	00:00:05	00:00:05	0	1	00:00:29	00:00:29	0	1	00:00:18	00:00:18
09/10/2019	6001(QA RED)	0	4	00:00:17	00:00:04	0	4	00:00:53	00:00:13	0	4	00:00:29	00:00:07
09/16/2019	6001(QA RED)	0	3	00:00:16	00:00:05	0	3	00:00:43	00:00:14	0	3	00:00:32	00:00:10
Subtotal		**0**	**8**	**00:00:38**	**00:00:04**	**0**	**8**	**00:02:05**	**00:00:15**	**0**	**8**	**00:01:19**	**00:00:09**

Grand Total

Attempts	Reservation Ring				Reservation Connecting				Answered	Talk Time	
	Total	Duration	AVG	RNA	Total	Duration	AVG	Agent Hang Up		Duration	Avg
0	**8**	**00:00:38**	**00:00:04**	**0**	**8**	**00:02:05**	**00:00:15**	**0**	**8**	**00:01:19**	**00:00:09**

Figure 32. The report shows a summary of one workgroup's callback activity

Report Fields

- **Start Date** – Start date for the report
- **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 | System ID: DEMO SYSTEM
Time Range: 01/01/2007 - 03/30/2007 | Report Interval: Hour of day
Filter By: [07:00 - 18:00]
Workgroup(s): 450 (Customer Service)

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

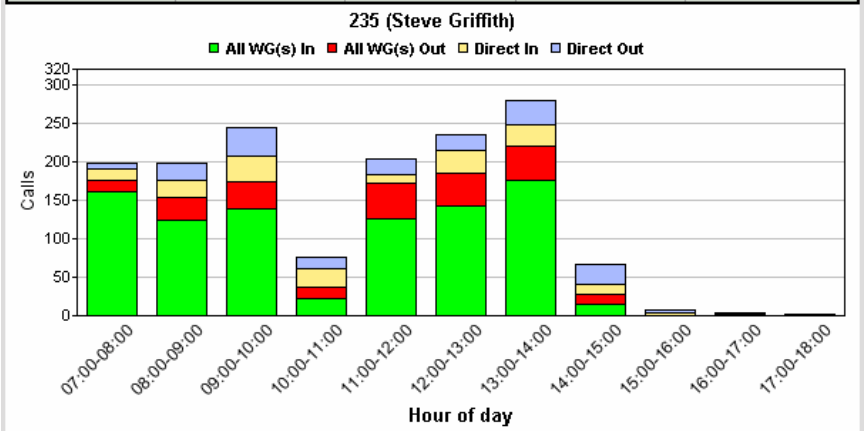


Figure 33. This agent's call volume data is displayed by hour of day in table and graph format

Report Fields

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

- **All WG(s) Inbound Calls** – Number of inbound workgroup calls answered
- **All WG(s) Outbound Calls** – Number of outbound workgroup calls made
- **Direct Inbound Calls** – Number of inbound direct calls answered
- **Direct Outbound Calls** – 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.

SINGLE AGENT - AVERAGE WG(S) CALL HANDLING TIME
196 (REBECCA HIRSCHFELD)

Report ID: 1302 | System ID: DEMO SYSTEM
Time Range: 02/01/2007 - 04/01/2007 | Report Interval: Hour of day
Filter By: Mon, Tue, Wed, Thu, Fri [08:00 - 18:00]
Workgroup(s): 450 (Tech Support)

Hour of day	Average Workgroup Call Handling Time (In & Out)
08:00-09:00	0:04:54
09:00-10:00	0:03:59
10:00-11:00	0:04:00
11:00-12:00	0:04:00
12:00-13:00	0:04:27
13:00-14:00	0:05:07
14:00-15:00	0:05:46
15:00-16:00	0:04:56
16:00-17:00	0:01:38
17:00-18:00	-

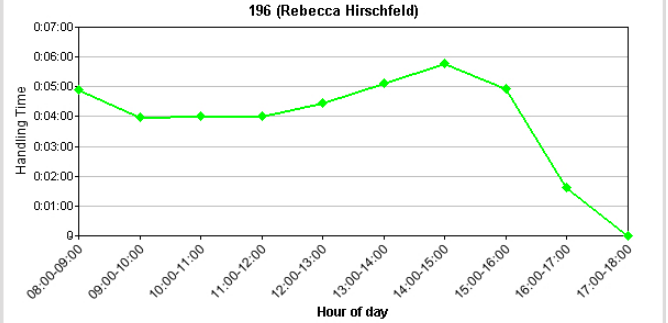


Figure 34. This report displays average workgroup call handling time in table and graph formats for agent extension 196.

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.

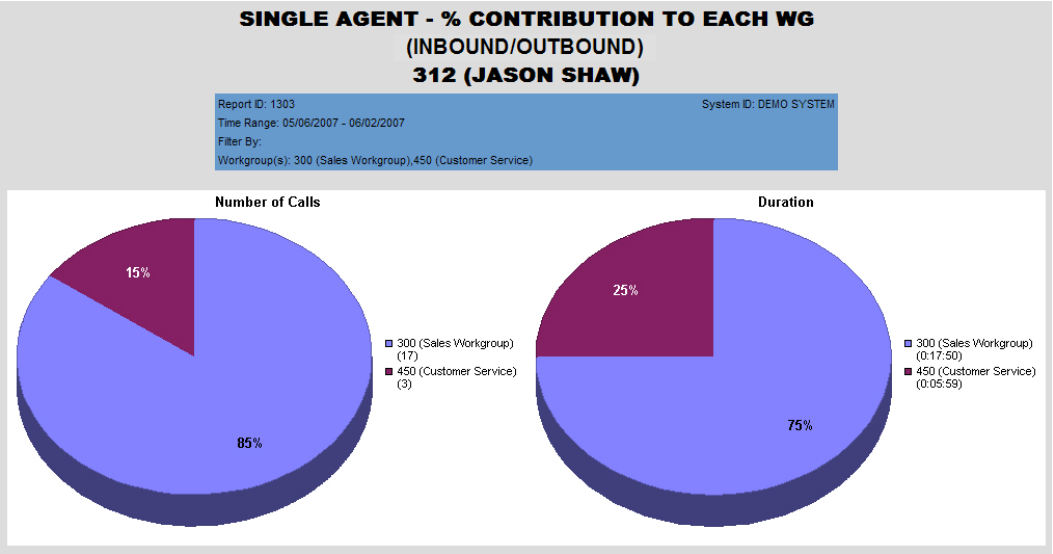


Figure 35. Agent 312 belongs to the Sales workgroup and the Customer Service workgroup. The pie graphs (color-coded) show the agent's contribution to each workgroup.

Report Fields

- **Number of calls** – The number of inbound workgroup calls answered plus the number of outbound workgroup calls connected
- **Duration** – The total talk, hold, and wrap-up time spent on inbound and outbound workgroup calls

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.

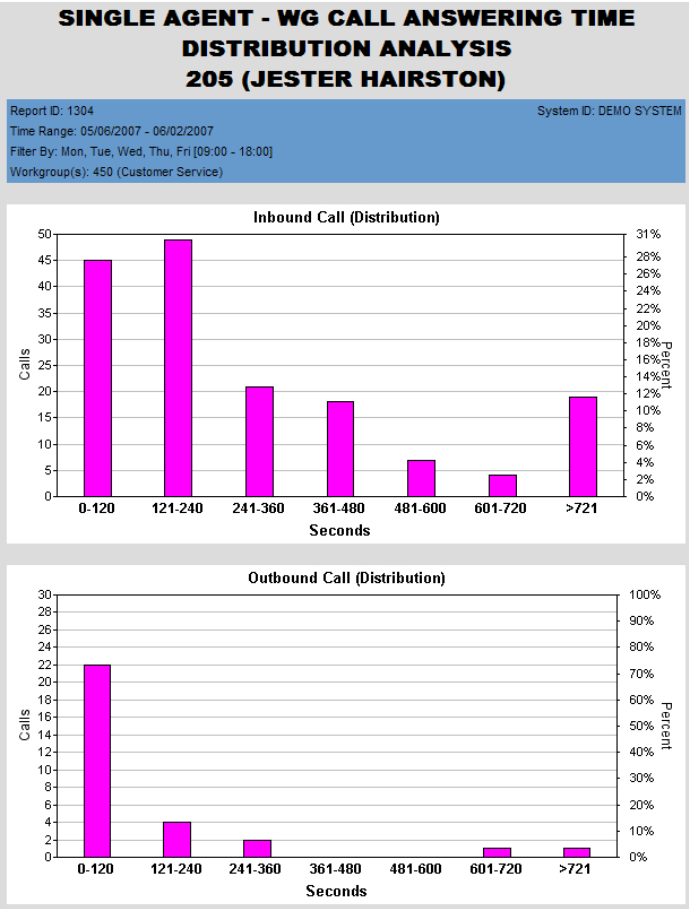


Figure 36. This report shows inbound call answering time and outbound call connection time in intervals of 120 seconds, as specified in the report query.

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

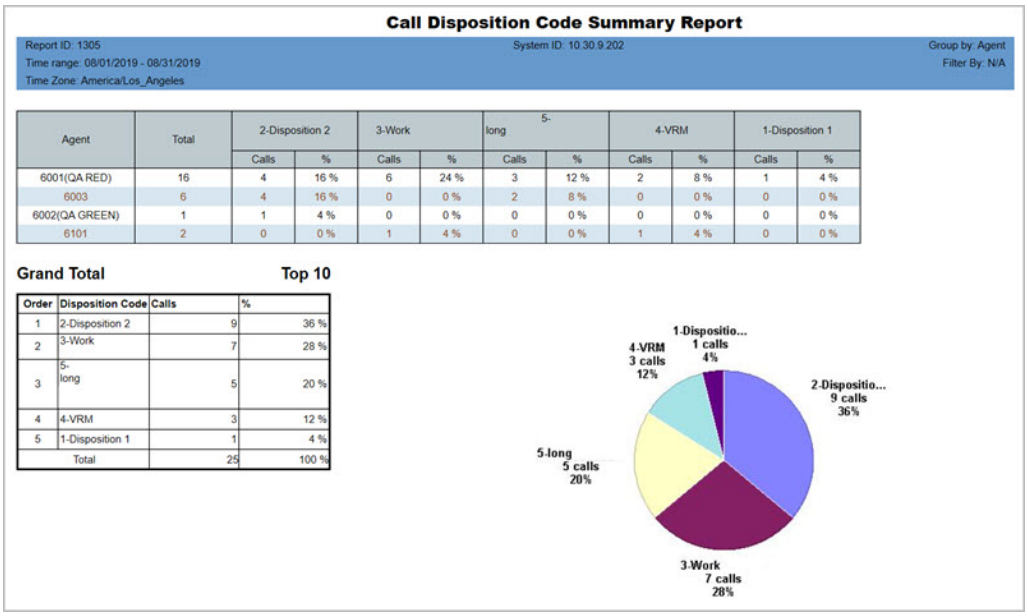
All data from the table CDRMAIN

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 the time period for the report.
2. Select which agents to include in the report.
3. Select a call direction to filter the results of the report (inbound, outbound, or both)
4. Select the disposition codes to include, and choose if you want to show the top x codes.



Call Disposition Code Summary Report

Report ID: 1305
Time range: 08/01/2019 - 08/31/2019
Time Zone: America/Los_Angeles
System ID: 10.30.9.202
Group by: Agent
Filter By: N/A

Agent	Total	2-Disposition 2		3-Work		5-long		4-VRM		1-Disposition 1	
		Calls	%	Calls	%	Calls	%	Calls	%	Calls	%
6001(QA RED)	16	4	16 %	6	24 %	3	12 %	2	8 %	1	4 %
6003	6	4	16 %	0	0 %	2	8 %	0	0 %	0	0 %
6002(QA GREEN)	1	1	4 %	0	0 %	0	0 %	0	0 %	0	0 %
6101	2	0	0 %	1	4 %	0	0 %	1	4 %	0	0 %

Grand Total **Top 10**

Order	Disposition Code	Calls	%
1	2-Disposition 2	9	36 %
2	3-Work	7	28 %
3	5-long	5	20 %
4	4-VRM	3	12 %
5	1-Disposition 1	1	4 %
	Total	25	100 %

Figure 37. 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:

- 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 *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.

Workgroup(s) Call Detail Report

Report ID: 2101
Time range: 08/01/2019 - 08/31/2019
Time Zone: PST
System ID: MaxCS
Group by: Workgroup
Filter By: N/A

Workgroup: 5050

Inbound Calls (SLT:Service Level Threshold)

Dir.	Start Time	End Time	Caller	Agent	Duration in Different Call State						Start Priority	Within SLT	Disposition	Account Code	Type	Exit State	Session ID	Seq ID
					AA/IVR	Queue	Ring	Talk	Hold	Record								
In	08/29/2019 14:24:49	08/29/2019 14:35:31	1004	1003	-	-	00:00:05	00:10:36	-	-	5	Y	-	-	Normal	Connected	1567108680	1
In	08/29/2019 14:25:25	08/29/2019 14:26:33	[redacted]	5050	00:00:13	00:00:55	-	-	-	-	5	Y	-	-	Callback	Reserved Callback	1567108683	1
In	08/29/2019 14:36:01	08/29/2019 14:36:31	[redacted]	1003	-	-	00:00:08	00:00:22	-	-	0	Y	-	-	Callback	Connected	1567108685	1
In	08/29/2019 14:49:11	08/29/2019 14:49:14	1004	5050	-	-	00:00:03	-	-	-	5	Y	-	-	Normal	Hang up During Ring	1567108686	1
In	08/29/2019 16:24:30	08/29/2019 16:25:43	1004	1003	-	-	00:00:02	00:01:11	-	-	5	Y	-	-	Normal	Connected	1567117475	1
In	08/29/2019 16:24:35	08/29/2019 16:25:09	1005	5050	-	00:00:34	-	-	-	-	5	Y	-	-	Callback	Reserved Callback	1567117477	1
In	08/29/2019 16:25:49	08/29/2019 16:26:06	1005	1003	-	-	00:00:04	00:00:13	-	-	0	Y	-	-	Callback	Connected	1567117479	1
In	08/29/2019 16:41:25	08/29/2019 16:42:22	1004	1003	-	-	00:00:06	00:00:51	-	-	5	Y	-	-	Normal	Connected	1567121850	1
In	08/29/2019 16:41:39	08/29/2019 16:42:20	1005	5050	-	00:00:41	-	-	-	-	5	Y	-	-	Normal	Queue	1567121853	1
In	08/29/2019 16:42:02	08/29/2019 16:42:24	1001	5050	-	00:00:22	-	-	-	-	5	Y	-	-	Normal	Queue	1567121855	1
In	08/29/2019 16:42:28	08/29/2019 16:43:06	1001	1003	-	-	00:00:03	00:00:35	-	-	5	Y	-	-	Normal	Connected	1567121857	1

Figure 38. 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 States** – 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
    - Rec – 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 Call Disposition code that were 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 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.

WG(s) - Callback Detail Report

Report ID: 2102 | System ID: Heavy-metal | Group by: Workgroup
Time range: 08/03/2015 - 08/14/2015 | Filter By: N/A

Workgroup: 412(TSO Callback)

Start Time	Caller ID	Caller Name	CallBack				Request WG	Queue		Priority	skill	CDR Session ID
			Number	Exit State	Session ID	Seq ID		Position	Duration			
08/03/2015 09:12:31	[redacted]	TSUEI	[redacted]	Request	1437198739	0	457	0	00:01:58	5	0	1437198739
08/03/2015 09:12:31	[redacted]	TSUEI	[redacted]	Succeeded	1437198739	1	457	0	00:02:37	5	0	1437198752
08/03/2015 09:28:25	[redacted]	TSUEI	[redacted]	Request	1437198754	0	457	0	00:00:54	5	0	1437198754
08/03/2015 09:28:25	[redacted]	TSUEI	[redacted]	Succeeded	1437198754	1	457	0	00:01:37	5	0	1437198762
08/06/2015 08:33:08	[redacted]	NE ATLANTA GA	[redacted]	Request	1437199507	0	457	1	00:16:50	4	0	1437199507
08/06/2015 08:33:08	[redacted]	NE ATLANTA GA	[redacted]	Succeeded	1437199507	1	457	1	00:09:11	4	0	1437199516
08/06/2015 15:34:44	[redacted]	WESTEL	[redacted]	Request	1437199696	0	457	0	00:03:01	4	0	1437199696
08/06/2015 15:34:44	[redacted]	WESTEL	[redacted]	Succeeded	1437199696	1	457	0	-	4	0	1437199699
08/07/2015 10:38:02	[redacted]	ALFR VILLANUEVA	[redacted]	Request	1437199987	0	457	0	00:02:21	5	0	1437199987
08/07/2015 10:38:02	[redacted]	ALFR VILLANUEVA	[redacted]	Succeeded	1437199987	1	457	0	00:14:22	5	0	1437199991
08/14/2015 09:11:11	[redacted]	Srms Techn	[redacted]	Request	1439530453	0	457	0	00:01:36	3	0	1439530453
08/14/2015 09:11:11	[redacted]	Srms Techn	[redacted]	Target Rejected	1439530453	1	457	0	-	3	0	1439530457

Figure 39. This report shows Callback data for a single workgroup over a 2-week period

Report Fields

- **Start Time –** The time that the call started
- **Caller ID –** The Caller ID from the call
- **Caller Name –** The caller name from the call
- **Callback**
  - **Number –** The Callback phone number
  - **Exit State**
    - Requested - Original call requested for a callback
    - RNA - Callback call failed for RNA
    - Busy - Callback call failed because the destination was busy
    - 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.

(Page: 1 - 1) Save File...

WG(s) - Trunk Abandoned Call Detail Report

Report ID: 2103 System ID: 202 Group by: Workgroup
Time range: 10/30/2016 - 11/05/2016 Filter By: N/A
Time Zone: America/Los_Angeles

Workgroup: 5566(Great Group)

Dir.	Start Time	End Time	Caller	Agent	Duration in Different Call State			Start Priority	Within SLT	Exit State	Session ID	Seq ID
					AA/IVR	Queue	Ring					
In	10/31/2016 14:42:06	10/31/2016 14:42:23	4085503247(ALTIGEN COMMUNI)	1101(VM 1)	00:00:08	-	00:00:09	5	Yes	Hang up During Ring	1477678373	1
In	10/31/2016 14:49:13	10/31/2016 14:49:23	4085503247(ALTIGEN COMMUNI)	1101(VM 1)	00:00:06	-	00:00:04	5	Yes	Hang up During Ring	1477678379	1
In	10/31/2016 14:51:42	10/31/2016 14:52:19	4085503247(ALTIGEN COMMUNI)	5566(Great Group)	00:00:06	00:00:31	-	5	Yes	Queue	1477678385	1
In	11/01/2016 14:25:32	11/01/2016 14:25:50	4086210547(SARATOGA CA)	1101(VM 1)	00:00:09	-	00:00:09	5	Yes	Hang up During Ring	1477678391	1
In	11/01/2016 14:26:24	11/01/2016 14:26:38	4086210547(SARATOGA CA)	5566(Great Group)	00:00:04	00:00:10	-	5	Yes	Queue	1477678394	1
In	11/01/2016 14:27:59	11/01/2016 14:28:11	4086210547(SARATOGA CA)	5566(Great Group)	00:00:04	00:00:02	-	5	Yes	Goto VM without Leaving Voice Message	1477678398	1
In	11/01/2016 15:37:53	11/01/2016 15:38:01	4086210547(SARATOGA CA)	5566(Great Group)	-	-	-	5	Yes	Goto VM without Leaving Voice Message	1477678400	2

Figure 40. This report shows details for calls that were abandoned

Report Fields

- **Direction** – 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

2201 - Workgroup Agent(s) State

Description: Reports the state for specified workgroup agent(s).

Report Options

1. Select a workgroup, then select agent(s) 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
300 (SALES WORKGROUP)

Report ID: 2201 — System ID: DEMO SYSTEM
Time Range: 05/01/2007 - 05/31/2007 — Summary Interval: Week
Filter By: Mon, Tue, Wed, Thu, Fri [09:00 - 18:00] — Group By: Agent

312 (Jason Shaw)

Start Date	Agent	Login Duration	Not-Ready	DND/FWD	Error
05/06/2007	312 (Jason Shaw)	0:23:00	-	-	-
05/13/2007	312 (Jason Shaw)	0:05:00	-	0:03:35	-
05/20/2007	312 (Jason Shaw)	5:35:00	-	1:05:15	-
Sub Total		6:03:00	-	1:08:50	-

329 (Georgette George)

Start Date	Agent	Login Duration	Not-Ready	DND/FWD	Error
05/01/2007	329 (Georgette George)	26:09:00	-	-	0:02:49
05/06/2007	329 (Georgette George)	26:39:00	-	-	0:03:58
05/13/2007	329 (Georgette George)	20:32:00	-	-	0:04:33
05/20/2007	329 (Georgette George)	20:16:00	-	-	0:04:43
05/27/2007	329 (Georgette George)	3:01:00	-	-	0:00:10
Sub Total		96:37:00	-	-	0:16:13

Grand Total

Login Duration	Not-Ready	DND/FWD	Error
102:40:00	-	1:08:50	0:16:13

Figure 41. This report shows length of time the agent spent in various states

Report Fields

- **Start 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(s) Performance Summary

Description: Displays a performance summary of the specified workgroup agent(s).

Report Options

1. Select a workgroup, then select agent(s) 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. 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) PERFORMANCE SUMMARY REPORT
450 (CUSTOMER SERVICE)

Report ID: 2202 | System ID: DEMO SYSTEM | Summary Interval: Day
Time Range: 05/06/2007 - 05/12/2007 | Filter By: Mon, Tue, Wed, Thu, Fri [07:00 - 18:00] | Group By: Agent

205 (Jester Hairston)

Start Date	Agent	Workgroup and Direct Calls (Inbound & Outbound)									Total Logout Duration	Total Performing Time	Non-Call Activities			
		Answered			Hold			Wrap-Up					Calls	Other Activities During Login		
		Calls	Total	Avg	Calls	Total	Avg	Calls	Total	Avg			RNA	Not-Ready	DND/FWD	Error
05/07/2007	205	35	2:15:05	0:03:51	3	0:02:30	0:00:50	35	0:57:17	0:01:38	3:14:52	3:14:52	0	1:40:43	-	-
05/08/2007	205	39	2:03:13	0:03:09	3	0:04:30	0:01:30	27	0:44:40	0:01:39	2:52:23	2:52:23	0	2:05:22	-	0:00:01
05/09/2007	205	30	2:23:59	0:04:47	2	0:01:43	0:00:51	29	0:41:26	0:01:25	3:07:08	3:07:08	0	2:04:29	-	-
05/10/2007	205	50	3:28:22	0:04:10	1	0:00:11	0:00:11	50	0:25:18	0:00:30	3:53:51	3:53:51	0	2:07:29	-	-
05/11/2007	205	20	1:42:28	0:05:07	4	0:02:58	0:00:44	18	0:24:47	0:01:22	2:10:13	2:10:13	0	2:59:45	-	-
Sub Total		174	11:53:07	0:04:05	13	0:11:52	0:00:54	159	3:13:28	0:01:13		15:18:27	0	10:57:48	-	0:00:01

Figure 42. A summary interval of "day" was specified for this report. The report is grouped by agent. Subtotals and grand totals are given.

Report Fields

- **Start Date** – Start date of the reporting time period
- **Agent** – Agent's extension number
- **Workgroup and Direct Calls (Inbound and 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 three categories: Answered, Hold, Wrap-up
  - Answered – Calls the agent was connected to
  - Hold – Calls the agent put on hold
  - Wrap-Up – Calls requiring time for wrap-up activities
- **Total Logout Duration –** The total amount of time that the agent was logged out
- **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 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 agent(s).

Report Options

1. Select a workgroup, then select agent(s) 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 CALL ACTIVITY SUMMARY REPORT WITH % ANALYSIS
450 (CUSTOMER SERVICE)

Report ID: 2203 | System ID: DEMO SYSTEM | Summary Interval: Month
Time Range: 01/01/2007 - 03/31/2007 | Filter By: Mon, Tue, Wed, Thu, Fri [09:00 - 18:00] | Group By: Time

01/01/2007 - 01/31/2007

		All Calls			Workgroup Inbound				Workgroup Outbound				Direct Inbound				Direct Outbound			
Start Date	Agent	Calls	Talk	Avg	Calls	%	Talk	Avg	Calls	%	Talk	Avg	Calls	%	Talk	Avg	Calls	%	Talk	Avg
01/01/2007	196	405	23:18:21	0:03:27	213	52.6%	18:55:07	0:05:19	140	34.6%	2:49:35	0:01:12	34	8.4%	0:49:15	0:01:26	18	4.4%	0:44:24	0:02:28
01/01/2007	205	437	37:52:44	0:05:12	226	51.7%	26:49:50	0:07:07	14	3.2%	0:12:55	0:00:55	71	16.2%	4:33:00	0:03:50	126	28.8%	6:16:59	0:02:59
Sub Total		842	61:11:05	0:04:21	439	52.1%	45:44:57	0:06:15	154	18.3%	3:02:30	0:01:11	105	12.5%	5:22:15	0:03:04	144	17.1%	7:01:23	0:02:55

02/01/2007 - 02/28/2007

		All Calls			Workgroup Inbound				Workgroup Outbound				Direct Inbound				Direct Outbound			
Start Date	Agent	Calls	Talk	Avg	Calls	%	Talk	Avg	Calls	%	Talk	Avg	Calls	%	Talk	Avg	Calls	%	Talk	Avg
02/01/2007	196	401	23:49:28	0:03:33	223	55.6%	19:03:20	0:05:07	136	33.9%	2:32:36	0:01:07	30	7.5%	1:39:08	0:03:18	12	3.0%	0:34:24	0:02:52
02/01/2007	205	266	27:24:30	0:06:10	137	51.5%	17:12:11	0:07:32	57	21.4%	4:43:32	0:04:58	41	15.4%	3:03:44	0:04:28	31	11.7%	2:25:03	0:04:40
Sub Total		667	51:13:58	0:04:36	360	54.0%	36:15:31	0:06:02	193	28.9%	7:16:08	0:02:15	71	10.6%	4:42:52	0:03:59	43	6.4%	2:59:27	0:04:10

03/01/2007 - 03/31/2007

		All Calls			Workgroup Inbound				Workgroup Outbound				Direct Inbound				Direct Outbound			
Start Date	Agent	Calls	Talk	Avg	Calls	%	Talk	Avg	Calls	%	Talk	Avg	Calls	%	Talk	Avg	Calls	%	Talk	Avg
03/01/2007	196	285	15:06:12	0:03:10	163	57.2%	13:14:28	0:04:52	109	38.2%	1:27:51	0:00:48	7	2.5%	0:09:13	0:01:19	6	2.1%	0:14:40	0:02:26
03/01/2007	205	396	38:12:30	0:05:47	175	44.2%	21:28:49	0:07:21	93	23.5%	6:09:12	0:03:58	60	15.2%	5:45:11	0:05:45	68	17.2%	4:49:18	0:04:15
03/01/2007	206	272	22:49:04	0:05:02	0	0.0%	-	-	0	0.0%	-	-	91	33.5%	8:03:14	0:05:18	181	66.5%	14:45:50	0:04:53
Sub Total		953	76:07:46	0:04:47	338	35.5%	34:43:17	0:06:09	202	21.2%	7:37:03	0:02:15	158	16.6%	13:57:38	0:05:18	255	26.8%	19:49:48	0:04:39

Grand Total

All Calls			Workgroup Inbound				Workgroup Outbound				Direct Inbound				Direct Outbound			
Call	Talk	Talk	Calls	%	Talk	Avg	Calls	%	Talk	Avg	Calls	%	Talk	Avg	Calls	%	Talk	Avg
2462	188:32:49	0:04:35	1137	46.2%	116:43:45	0:06:09	549	22.3%	17:55:41	0:01:57	334	13.6%	24:02:45	0:04:19	442	18.0%	29:50:38	0:04:03

Figure 43. 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 the report
- **Agent** – Agent's extension number
- **All Calls** – Data on all calls the agent was connected to in the specified time period:
  - Calls – Total number of calls the agent handled
  - Talk – Total talk time on all that agent's calls
  - Avg – Average talk time per call (Talk/Calls)

- Agent calls are then broken out into categories: Workgroup Inbound, Workgroup 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
  - Avg – 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 agent(s).

Report Options

1. Select a workgroup, then select agent(s) 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 CALL/TIME CONTRIBUTION % COMPARISON
450 (CUSTOMER SERVICE)

Report ID: 2204 | System ID: DEMO SYSTEM | Summary Interval: Month
Time Range: 01/01/2007 - 03/31/2007 | Filter By: | Group By: Time

01/01/2007 - 01/31/2007

			All Calls				Workgroup Inbound				Workgroup OutBound				Direct Inbound				Direct Outbound			
Start Date	Agent	Name	Calls	%	Talk	%	Calls	%	Talk	%	Calls	%	Talk	%	Calls	%	Talk	%	Calls	%	Talk	%
01/01/2007	196	Rebecca Hirschfe	459	41.9%	26:07:28	34.7%	244	43.0%	21:24:39	37.4%	158	91.9%	3:01:12	93.3%	39	32.8%	0:57:13	15.5%	18	7.6%	0:44:24	8.5%
01/01/2007	205	Jester Hairston	637	58.1%	49:14:24	65.3%	324	57.0%	35:53:29	62.6%	14	8.1%	0:12:55	6.7%	80	67.2%	5:12:35	84.5%	219	92.4%	7:55:25	91.5%
Sub Total			1096	100.0%	75:21:52	100.0%	568	100.0%	57:18:08	100.0%	172	100.0%	3:14:07	100.0%	119	100.0%	6:09:48	100.0%	237	100.0%	8:39:49	100.0%

02/01/2007 - 02/28/2007

			All Calls				Workgroup Inbound				Workgroup OutBound				Direct Inbound				Direct Outbound			
Start Date	Agent	Name	Calls	%	Talk	%	Calls	%	Talk	%	Calls	%	Talk	%	Calls	%	Talk	%	Calls	%	Talk	%
02/01/2007	196	Rebecca Hirschfe	488	48.3%	28:22:17	42.3%	278	54.3%	22:21:39	46.4%	151	43.4%	3:05:20	32.6%	38	39.2%	1:58:11	33.6%	21	38.9%	0:57:07	27.1%
02/01/2007	205	Jester Hairston	523	51.7%	38:43:20	57.7%	234	45.7%	25:52:49	53.6%	197	56.6%	6:23:19	67.4%	59	60.8%	3:53:43	66.4%	33	61.1%	2:33:29	72.9%
Sub Total			1011	100.0%	67:05:37	100.0%	512	100.0%	48:14:28	100.0%	348	100.0%	9:28:39	100.0%	97	100.0%	5:51:54	100.0%	54	100.0%	3:30:36	100.0%

03/01/2007 - 03/31/2007

			All Calls				Workgroup Inbound				Workgroup OutBound				Direct Inbound				Direct Outbound			
Start Date	Agent	Name	Calls	%	Talk	%	Calls	%	Talk	%	Calls	%	Talk	%	Calls	%	Talk	%	Calls	%	Talk	%
03/01/2007	196	Rebecca Hirschfe	368	37.9%	20:23:56	28.3%	223	42.1%	18:03:42	37.3%	122	48.4%	1:43:15	19.3%	17	16.0%	0:22:19	4.7%	6	7.1%	0:14:40	3.6%
03/01/2007	205	Jester Hairston	604	62.1%	51:42:58	71.7%	307	57.9%	30:24:50	62.7%	130	51.6%	7:12:59	80.7%	89	84.0%	7:28:49	95.3%	78	92.9%	6:36:20	96.4%
Sub Total			972	100.0%	72:06:54	100.0%	530	100.0%	48:28:32	100.0%	252	100.0%	8:56:14	100.0%	106	100.0%	7:51:08	100.0%	84	100.0%	6:51:00	100.0%

Figure 44. This report compares the contributions of agents 196 and 205 for the first quarter of the year.

Report Fields

- **Start Date** – Start date for the report
- **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:
  - 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>)
    - 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: Workgroup Inbound, Workgroup 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.

WG(S) - INBOUND/OUTBOUND CALL SUMMARY REPORT WITH % ANALYSIS

Report ID: 2205 | System ID: DEMO SYSTEM | Report Interval: Week
Time Range: 05/01/2007 - 05/31/2007 | Filter By: Mon, Tue, Wed, Thu, Fri [09:00 - 18:00] | Group By: Workgroup

410 (IT Workgroup)

Start Time	Workgroup	Inbound Calls									Connected Outbound Calls			Total WG
		Total	Answered				Abandoned		Overflowed/Redirected					
		Calls	Calls	%	Talk	Avg	Calls	%	Calls	%	Calls	Talk	Avg	Calls
05/01/2007	410	2	1	50.0%	0:00:35	0:00:35	1	50.0%	0	0.0%	15	0:25:33	0:01:42	17
05/06/2007	410	0	0	0.0%	-	-	0	0.0%	0	0.0%	13	0:34:43	0:02:40	13
05/13/2007	410	2	2	100.0%	0:00:39	0:00:19	0	0.0%	0	0.0%	9	0:10:09	0:01:07	11
05/20/2007	410	3	1	33.3%	0:00:07	0:00:07	1	33.3%	1	33.3%	12	0:22:54	0:01:54	15
05/27/2007	410	0	0	0.0%	-	-	0	0.0%	0	0.0%	2	0:02:46	0:01:23	2
Sub Total		7	4	57.1%	0:01:21	0:00:20	2	28.6%	1	14.3%	51	1:36:05	0:01:53	58

Figure 45. This report shows inbound and outbound calls to the IT workgroup during the month of May, displayed in one-week intervals.

Report Fields

- **Start Date** – Start date for the report
- **Workgroup** – Workgroup's 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.

WG(s) - Inbound Calls Wait Time Summary

Report ID: 2206 | System ID: Heavy-metal | Summary interval: Day
Time range: 08/07/2015 - 08/21/2015 | Filter By: N/A | Group by: Workgroup

457(TS Operations)(SLT:Service Level Threshold)

Start Time	Workgroup	Total Inbound Calls	Answered							Abandoned (ABN)					Overflowed/Redirected				
			Calls	WT	Avg WT	RT	Avg RT	Is SLT		Hangup in		Total ABN			Calls			WT	Avg WT
								Calls	%	Queue	Ring	Calls	WT	Avg WT	Total	Callback	Others		
08/07/2015	457	16	14	00:16:59	00:01:12	00:01:39	00:00:07	13	92.9 %	1	0	1	00:09:18	00:09:18	2	1	1	00:02:21	00:02:21
08/09/2015	457	1	0	-	-	-	-	0	0.0 %	0	0	0	-	-	1	0	1	-	-
08/10/2015	457	26	20	00:59:38	00:02:58	00:01:18	00:00:03	16	80.0 %	6	0	6	00:15:01	00:02:30	0	0	0	-	-
08/11/2015	457	18	17	00:14:10	00:00:50	00:01:50	00:00:06	15	88.2 %	1	0	1	00:11:57	00:11:57	0	0	0	-	-
08/12/2015	457	25	24	01:26:39	00:03:36	00:01:51	00:00:04	14	58.3 %	0	0	0	-	-	1	0	1	00:03:14	00:03:14
08/13/2015	457	29	29	00:53:03	00:01:49	00:01:48	00:00:03	23	79.3 %	0	0	0	-	-	0	0	0	-	-
08/14/2015	457	42	37	00:37:09	00:01:00	00:03:32	00:00:05	34	91.9 %	0	0	0	-	-	6	1	5	00:03:02	00:00:36
08/17/2015	457	25	24	00:31:35	00:01:18	00:02:19	00:00:05	20	83.3 %	1	0	1	00:26:11	00:26:11	0	0	0	-	-
08/18/2015	457	33	26	00:53:48	00:02:04	00:01:52	00:00:04	20	76.9 %	5	0	5	00:11:42	00:02:20	2	0	2	00:00:55	00:00:27
08/19/2015	457	33	26	00:11:26	00:00:26	00:03:19	00:00:07	26	100.0 %	1	0	1	00:06:24	00:06:24	9	3	6	00:07:36	00:01:16
08/20/2015	457	39	34	00:43:25	00:01:16	00:03:23	00:00:05	29	85.3 %	4	1	5	00:18:19	00:03:39	0	0	0	-	-
08/21/2015	457	35	28	01:10:18	00:02:30	00:02:16	00:00:04	22	78.6 %	2	0	2	00:06:48	00:03:24	6	1	5	00:01:52	00:00:22
Subtotal		322	279	07:58:10	00:01:42	00:25:07	00:00:05	232	83.2%	21	1	22	01:45:40	00:04:48	27	6	21	00:19:00	00:00:54

Grand Total

Total Inbound Calls	Answered							Abandoned (ABN)					Overflowed/Redirected				
	Calls	WT	Avg WT	RT	Avg RT	Is SLT		Hangup in		Total ABN			Calls			WT	Avg WT
						Calls	%	Queue	Ring	Calls	WT	Avg WT	Total	Callback	Others		
322	279	07:58:10	00:01:42	00:25:07	00:00:05	232	83.2%	21	1	22	01:45:40	00:04:48	27	6	21	00:19:00	00:00:54

Figure 46. This report shows wait time data for workgroup 457 during a period in August

Report Fields

- **Start Time** – Start date for the report
- **Workgroup** – The workgroup's 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 – Total number of calls answered in that workgroup in the specified time period
      - Callback – Total number of Callback requests answered in that workgroup in the specified time period

        - Others – Total number of non-Callback calls answered in that workgroup in the specified time period
    - WT – Total wait time for those answered calls
    - Avg WT – Average wait time per call (WT/Calls)
    - RT – Total ring time for those answered calls
    - AVG RT – Average ring time per call
- Abandoned (ABN)
    - Hang up in Queue – The number of calllers who hung up while in queue
    - Hang up in Ring – The number of callers who hung up when the phone 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 number of that workgroup's overflowed and redirected calls in the specified time period
    - 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: Rod's | Summary interval: Week
Time range: 07/01/2015 - 09/30/2015 | Filter By: N/A | Group by: Workgroup

4444

Date	Workgroup	Total Calls	Answered Calls						Abandoned Calls				Overflowed/Redirected				Calls of VM	Total Calls in Queue
			Calls	%	Talk Time	Avg Talk	Handle Time	Avg Handle	Calls	%	Hangup in		Calls			%		
											Queue	Ring	Total	Callback	Others			
08/09/2015	4444	9	5	55.6%	00:00:23	00:00:04	00:00:39	00:00:07	2	22.2%	2	0	2	0	2	22.2%	0	3
09/13/2015	4444	1	0	0.0%	-	-	-	-	0	0.0%	0	0	1	0	1	100.0%	0	0
Subtotal		**10**	**5**	**50.0%**	**00:00:23**	**00:00:04**	**00:00:39**	**00:00:07**	**2**	**20.0%**	**2**	**0**	**3**	**0**	**3**	**30.0%**	**0**	**3**

5656

Date	Workgroup	Total Calls	Answered Calls						Abandoned Calls				Overflowed/Redirected				Calls of VM	Total Calls in Queue
			Calls	%	Talk Time	Avg Talk	Handle Time	Avg Handle	Calls	%	Hangup in		Calls			%		
											Queue	Ring	Total	Callback	Others			
08/02/2015	5656	26	14	53.8%	01:53:14	00:08:05	01:53:54	00:08:08	12	46.2%	5	7	0	0	0	0.0%	0	14
08/09/2015	5656	4	2	50.0%	01:51:47	00:55:53	01:53:00	00:56:30	1	25.0%	1	0	1	0	1	25.0%	0	1
08/16/2015	5656	56	6	10.7%	00:14:09	00:02:21	00:14:12	00:02:22	8	14.3%	5	3	42	0	42	75.0%	6	9
08/23/2015	5656	1	1	100.0%	00:00:01	00:00:01	00:00:01	00:00:01	0	0.0%	0	0	0	0	0	0.0%	0	0
09/06/2015	5656	8	0	0.0%	-	-	-	-	1	12.5%	0	1	8	1	7	87.5%	0	1
09/13/2015	5656	35	14	40.0%	00:01:33	00:00:06	00:02:08	00:00:09	6	17.1%	0	6	15	0	15	42.9%	4	1
Subtotal		**130**	**37**	**28.5%**	**04:00:44**	**00:06:30**	**04:03:15**	**00:06:34**	**28**	**21.5%**	**11**	**17**	**66**	**1**	**65**	**50.0%**	**10**	**26**

Grand Total

Total Calls	Answered Calls						Abandoned Calls				Overflowed/Redirected				Calls of VM	Total Calls in Queue
	Calls	%	Talk Time	Avg Talk	Handle Time	Avg Handle	Calls	%	Hangup in		Calls			%		
									Queue	Ring	Total	Callback	Others			
140	**42**	**30.0%**	**04:01:07**	**00:05:44**	**04:03:54**	**00:05:48**	**30**	**21.4%**	**13**	**17**	**69**	**1**	**68**	**48.6%**	**10**	**29**

Figure 47. This report shows inbound call handling data for workgroup 4444 and 5656 in weekly intervals. Subtotals and grand totals are given.

Report Fields

- **Start Time** – Start date for the report
- **Workgroup** – Workgroup's extension number
- **Total # of Calls** – Total inbound calls for the specified workgroup in the specified time period. Calls are then broken out into three categories:
- **Answered Calls**

  - # of calls – Number of incoming calls that were answered by the workgroup
  - % of calls – 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**
  - # of Calls – Number of calls that were abandoned by the caller
  - % of Calls – Percentage that number is of the total inbound workgroup calls ([Abandoned] # of Calls/Total # of Calls)
  - Hangup in Queue – Number of callers who hung up while in queue
  - Hangup in Ring – Number of callers who hung up while the phone was ringing
- **Overflowed/Redirected**
  - 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
  - % of Calls – Percentage of total calls that were redirected or overflowed
- **Num 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.

WG(S) - OUTBOUND CALL HANDLING SUMMARY REPORT

Report ID: 2208 | System ID: DEMO SYSTEM | Report Interval: Week

Time Range: 05/01/2007 - 05/31/2007 | Filter By: Mon, Tue, Wed, Thu, Fri [09:00 - 18:00] | Group By: Workgroup

450 (Customer Service)

Start Date	Workgroup	Total Connected Calls	Total Talk Time	Avg Talk Time	Total Handling Time	Avg Handling Time	# of Xfer
05/01/2007	450	36	1:45:58	0:02:56	2:46:57	0:04:38	0
05/06/2007	450	44	2:22:15	0:03:13	3:25:56	0:04:40	0
05/13/2007	450	53	2:37:26	0:02:58	3:42:17	0:04:11	0
05/20/2007	450	31	2:37:28	0:05:04	3:04:12	0:05:56	0
05/27/2007	450	14	0:39:28	0:02:49	0:56:38	0:04:02	0
Sub Total		178	10:02:35	0:03:23	13:56:00	0:04:41	0

Figure 48. This data is displayed in weekly intervals for a one-month period

Report Fields

- **Start Time** – Start date for the report
- **Workgroup** – Workgroup's extension 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)
- **# 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.

WG(S) - SERVICE LEVEL SUMMARY REPORT

Report ID: 2209 | System ID: DEMO SYSTEM | Report Interval: Week
Time Range: 04/01/2007 - 04/30/2007 | Filter By: [09:00 - 18:00] | Group By: Workgroup

450 (Customer Service)

Start Time	Workgroup	Inbound	Wait Time > Service Level Threshold						Total Service Level	Answer Service Level
			Answered		Abandoned		Overflowed/Redirected			
			# of Call	% of Call	# of Call	% of Call	# of Call	% of Call		
04/01/2007	450	299	4	1.3%	0	0.0%	0	0.0%	98.7%	73.9%
04/08/2007	450	266	0	0.0%	1	0.4%	0	0.0%	99.6%	83.8%
04/15/2007	450	345	4	1.2%	0	0.0%	0	0.0%	98.8%	75.7%
04/22/2007	450	237	5	2.1%	0	0.0%	0	0.0%	97.9%	84.0%
04/29/2007	450	46	1	2.2%	0	0.0%	0	0.0%	97.8%	69.6%
Sub Total		**1193**	**14**	**1.2%**	**1**	**0.1%**	**0**	**0.0%**	**98.7%**	**78.5%**

Figure 49. 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

- **Start Time** – Start date for the report
- **Workgroup** – 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
    - # of Calls – Number of such calls that were answered
    - % of Calls – Percentage that number is of the total number of inbound calls ([Answered] # of Calls/Inbound)
  - Abandoned
    - # of Calls – Number of such calls that were abandoned by the caller

        - % of Calls – Percentage that number is of the total number of inbound calls ([Abandoned] # of Calls/Inbound)
    - Overflowed/Redirected
        - # of Calls – Number of such calls that were overflowed/redirected
        - % of Calls – 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)
- **Answer 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: Silver | Summary interval: Day
Time range: 01/08/2017 - 01/14/2017 | Filter By: N/A | Group by: Workgroup
Time Zone: America/Los_Angeles

457(TS Operations)

Start Date	Workgroup	Inbound Calls						
		Total Calls	Answered Calls		Answered Calls in 10 Sec		Abandoned Calls(>10 Sec)	
			Calls	%	Calls	%	Calls	%
01/08/2017	457	0	0	0.0%	0	0.0%	0	0.0%
01/09/2017	457	20	18	90.0%	11	55.0%	1	5.0%
01/10/2017	457	18	13	72.2%	5	27.8%	1	5.6%
01/11/2017	457	26	19	73.1%	9	34.6%	2	7.7%
01/12/2017	457	24	17	70.8%	9	37.5%	0	0.0%
01/13/2017	457	32	0	0.0%	0	0.0%	0	0.0%
01/14/2017	457	0	0	0.0%	0	0.0%	0	0.0%
Subtotal		120	67	55.8%	34	28.3%	4	3.3%

Report Fields

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

- **Abandoned Calls**
  - A**bandoned Calls (> x Sec) –** Number of calls that were abandoned by the caller and the wait time is longer than x seconds.
  - **Abandoned Calls (> x Sec) % –** 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.
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.

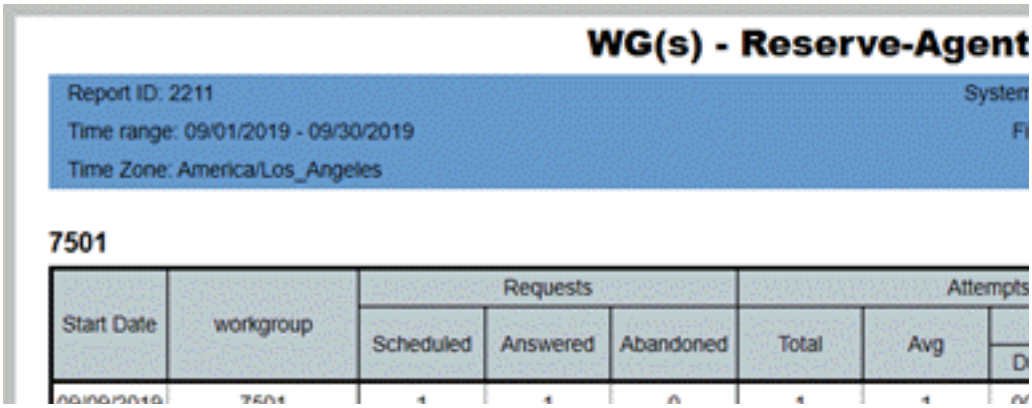


Figure 50. The report shows callback requests, callback attempts, callback queue time, average wait time, and other related data

Report Fields

- **Start Date –** Start date for the report
- **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 abandoned callback requests
- **Attempts** – Shows the following details:
  - **Total** – The total callback attempts
  - **Average** – 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

- **Wait Time** – 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 | System ID: DEMO SYSTEM | Summary Interval: Day
Time Range: 05/07/2007 - 05/11/2007 | Filter By: Mon, Tue, Wed, Thu, Fri [07:00 - 18:00] | Group By: Workgroup

450 (Customer Service)

Start Date	Total Call Anwsered	Answered Calls Wait Time (Queue + Ring) Within (seconds)													
		0-60		61-120		121-180		181-240		241-300		301-360		>361	
		Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%
05/07/2007	69	38	55.1%	6	8.7%	2	2.9%	3	4.3%	4	5.8%	4	5.8%	12	17.4%
05/08/2007	65	36	55.4%	7	10.8%	6	9.2%	1	1.5%	2	3.1%	2	3.1%	11	16.9%
05/09/2007	59	34	57.6%	6	10.2%	5	8.5%	4	6.8%	2	3.4%	0	0.0%	8	13.6%
05/10/2007	55	22	40.0%	7	12.7%	5	9.1%	5	9.1%	2	3.6%	3	5.5%	11	20.0%
05/11/2007	49	22	44.9%	1	2.0%	4	8.2%	3	6.1%	4	8.2%	4	8.2%	11	22.4%
Sub Total	**297**	**152**	**51.2%**	**27**	**9.1%**	**22**	**7.4%**	**16**	**5.4%**	**14**	**4.7%**	**13**	**4.4%**	**53**	**17.8%**

Figure 51. The one-week reporting period specified is broken out by day and reported in intervals of 60 seconds.

Report Fields

- **Start Date** – Start date for the report
- **Total Calls Answered** – Number of inbound workgroup calls answered in the specified time period.
- **Answered Calls Wait Time** – Wait time = queue time + ring time. 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 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:

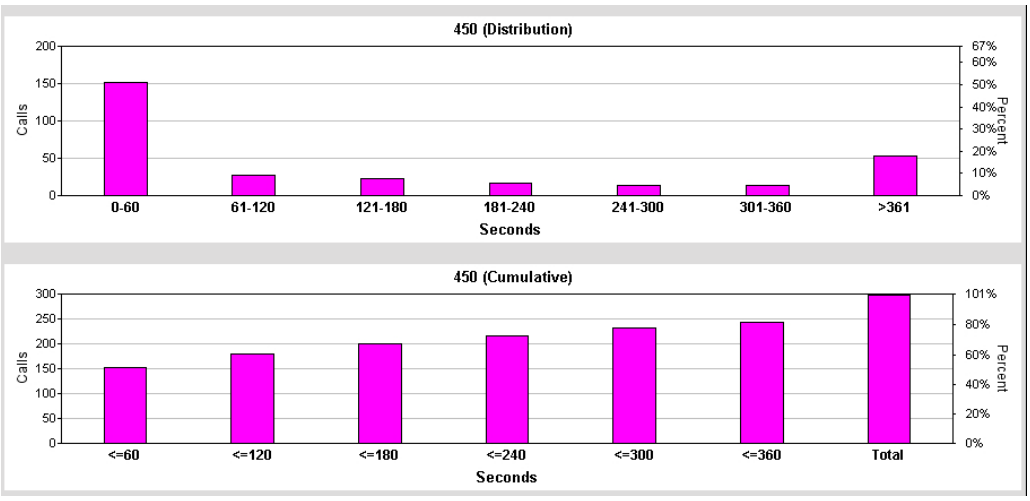


Figure 52. The top graph shows the number and percentage of calls answered within the specified time periods (in increments of 60 seconds, in this case). The bottom graph shows, cumulatively, how many and what percent of calls were answered as the time periods progress.

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.

WG(S) - INBOUND ABANDONED CALLS WAIT TIME

Report ID: 2302 | System ID: DEMO SYSTEM | Summary Interval: Day
Time Range: 05/07/2007 - 05/11/2007 | Filter By: Mon, Tue, Wed, Thu, Fri [07:00 - 18:00] | Group By: Workgroup

450 (Customer Service)

Start Date	Total Call Abandoned	Abandoned Calls Wait Time (Queue + Ring) Within (seconds)													
		0-60		61-120		121-180		181-240		241-300		301-360		>361	
		Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%
05/07/2007	12	3	25.0%	3	25.0%	1	8.3%	0	0.0%	0	0.0%	1	8.3%	4	33.3%
05/08/2007	8	2	25.0%	3	37.5%	1	12.5%	0	0.0%	2	25.0%	0	0.0%	0	0.0%
05/09/2007	6	2	33.3%	1	16.7%	1	16.7%	1	16.7%	0	0.0%	1	16.7%	0	0.0%
05/10/2007	9	2	22.2%	1	11.1%	0	0.0%	0	0.0%	0	0.0%	2	22.2%	4	44.4%
05/11/2007	5	3	60.0%	0	0.0%	0	0.0%	1	20.0%	0	0.0%	0	0.0%	1	20.0%
Sub Total	**40**	**12**	**30.0%**	**8**	**20.0%**	**3**	**7.5%**	**2**	**5.0%**	**2**	**5.0%**	**4**	**10.0%**	**9**	**22.5%**

Figure 53. This report summarizes the wait time of abandoned calls during a specified one-week period, broken out by day.

Report Fields

- **Start Date** – Start date for the report
- **Total Calls Abandoned** – Number of inbound workgroup calls abandoned in the specified time period.
- **Abandoned Calls Wait Time** – Wait time = queue time + ring time. 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:

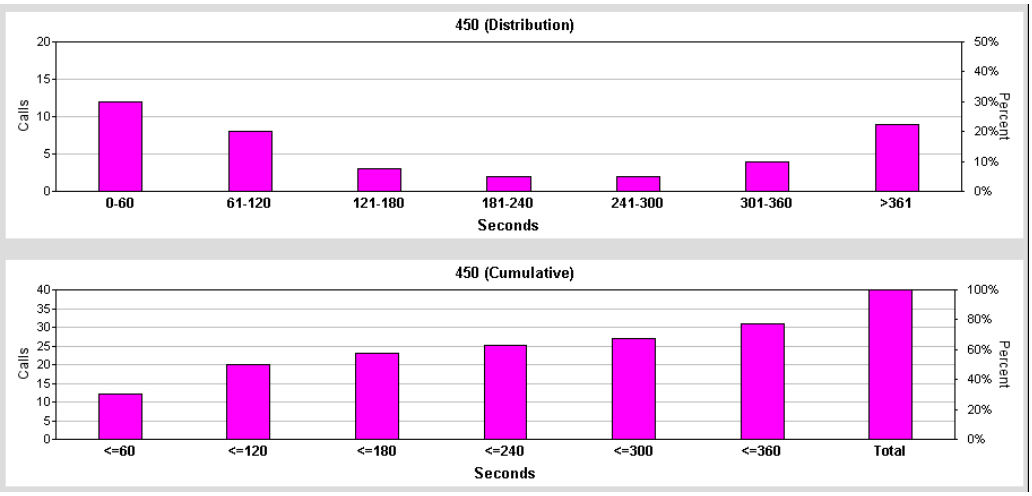


Figure 54. The top graph shows the number and percentage of calls abandoned within the specified time periods (in increments of 60 seconds, in this case). The bottom graph shows, cumulatively, how many calls were abandoned as the time periods progress.

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.

WG(S) - INBOUND OVERFLOWED/REDIRECTED CALLS WAIT TIME

Report ID: 2303 | System ID: DEMO SYSTEM | Summary Interval: Day
Time Range: 05/07/2007 - 05/11/2007 | Filter By: Mon, Tue, Wed, Thu, Fri [07:00 - 18:00] | Group By: Workgroup

450 (Customer Service)

Start Date	Total Call OV/RED	Overflow/Redirect Calls Wait Time (Queue + Ring) Within													
		0-60		61-120		121-180		181-240		241-300		301-360		>361	
		Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%
05/07/2007	2	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	100.0%
05/08/2007	4	2	50.0%	1	25.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	25.0%
05/09/2007	1	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
05/10/2007	11	11	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
05/11/2007	1	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	100.0%
Sub Total	**19**	**14**	**73.7%**	**1**	**5.3%**	**0**	**0.0%**	**0**	**0.0%**	**0**	**0.0%**	**0**	**0.0%**	**4**	**21.1%**

Figure 55. This data covers a one-week time period for workgroup 450, broken out by day.

Report Fields

- **Start Date** – Start date for the report
- **Total Calls OV/RED** – Number of inbound workgroup calls overflowed/redirected in the specified time period
- **Overflow/Redirect Calls Wait Time** – Wait time = queue time + ring time. 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:

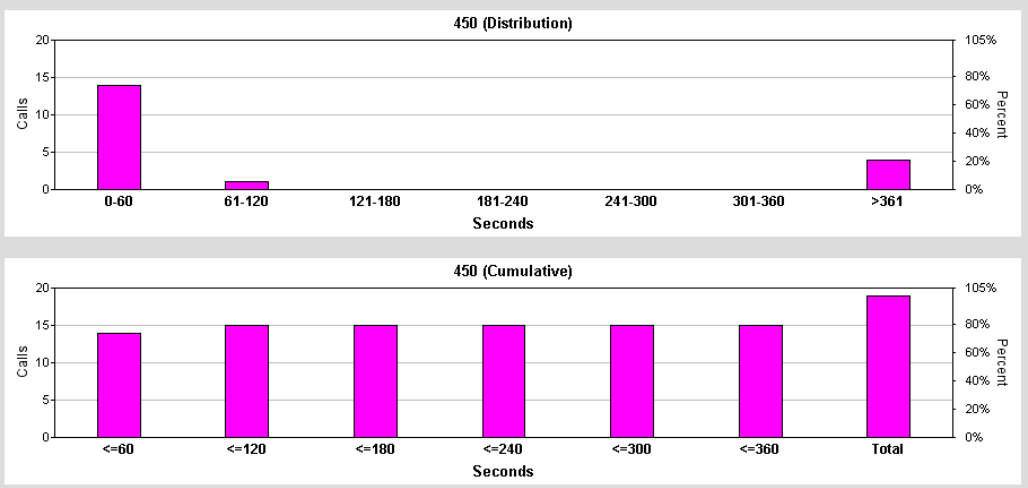


Figure 56. The top graph shows the number and percentage of calls that waited for the specified time (in incremental periods of 60 seconds, in this case) before being overflowed or redirected. The bottom graph shows the accumulation of calls that were overflowed or redirected as the time increments progress.

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.

SINGLE WG - AGENT CALL/TIME CONTRIBUTION % COMPARISON
450 (CUSTOMER SERVICE)

Report ID: 2204 | System ID: DEMO SYSTEM | Summary Interval: Week
Time Range: 04/01/2007 - 04/14/2007 | Filter By: Mon, Tue, Wed, Thu, Fri [07:00 - 18:00] | Group By: Time

04/01/2007 - 04/07/2007

			All Calls				Workgroup Inbound				Workgroup OutBound				Direct Inbound				Direct Outbound			
Start Date	Agent	Name	Calls	%	Talk	%	Calls	%	Talk	%	Calls	%	Talk	%	Calls	%	Talk	%	Calls	%	Talk	%
04/01/2007	215	Dan White	121	50.0%	18:27:52	56.9%	82	57.3%	14:48:51	67.4%	14	37.8%	1:17:09	39.4%	13	37.1%	1:24:27	34.9%	12	44.4%	0:57:25	30.0%
04/01/2007	235	Steve Griffith	121	50.0%	14:00:00	43.1%	61	42.7%	7:09:11	32.6%	23	62.2%	1:58:48	60.6%	22	62.9%	2:37:45	65.1%	15	55.6%	2:14:16	70.0%
Sub Total			242	100.0%	32:27:52	100.0%	143	100.0%	21:58:02	100.0%	37	100.0%	3:15:57	100.0%	35	100.0%	4:02:12	100.0%	27	100.0%	3:11:41	100.0%

04/08/2007 - 04/14/2007

			All Calls				Workgroup Inbound				Workgroup OutBound				Direct Inbound				Direct Outbound			
Start Date	Agent	Name	Calls	%	Talk	%	Calls	%	Talk	%	Calls	%	Talk	%	Calls	%	Talk	%	Calls	%	Talk	%
04/08/2007	215	Dan White	60	34.5%	7:17:33	32.7%	43	36.4%	6:14:29	39.5%	4	25.0%	0:07:47	7.0%	6	35.3%	0:10:49	6.2%	7	30.4%	0:44:28	42.3%
04/08/2007	235	Steve Griffith	114	65.5%	15:00:29	67.3%	75	63.6%	9:33:51	60.5%	12	75.0%	1:42:43	93.0%	11	64.7%	2:43:18	93.8%	16	69.6%	1:00:37	57.7%
Sub Total			174	100.0%	22:18:02	100.0%	118	100.0%	15:48:20	100.0%	16	100.0%	1:50:30	100.0%	17	100.0%	2:54:07	100.0%	23	100.0%	1:45:05	100.0%

Figure 57. This report shows the contributions of two agents to the Customer Service workgroup during a two-week period of time.

Report Fields

- **Start Date** – Start date for the report
- **Total Calls Answered** – Number of inbound workgroup calls answered in the specified time period
- **Call Answering Time** – Answering time = talk time + hold time. 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 58. This data reports on outbound call handling time during the month of April. It is reported in 120-second increments.

Report Fields

- **Start Date** – Start date for the report
- **Total Calls Connected** – Number of inbound workgroup calls connected in the specified time period
- **Connected Calls Handling Time** – Handling time = talk time + hold time. Data is broken out into intervals of seconds, as specified in the query (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 connected in the specified time period ([time interval] Calls/Total Calls Connected)

The data is also reported in two graphs:

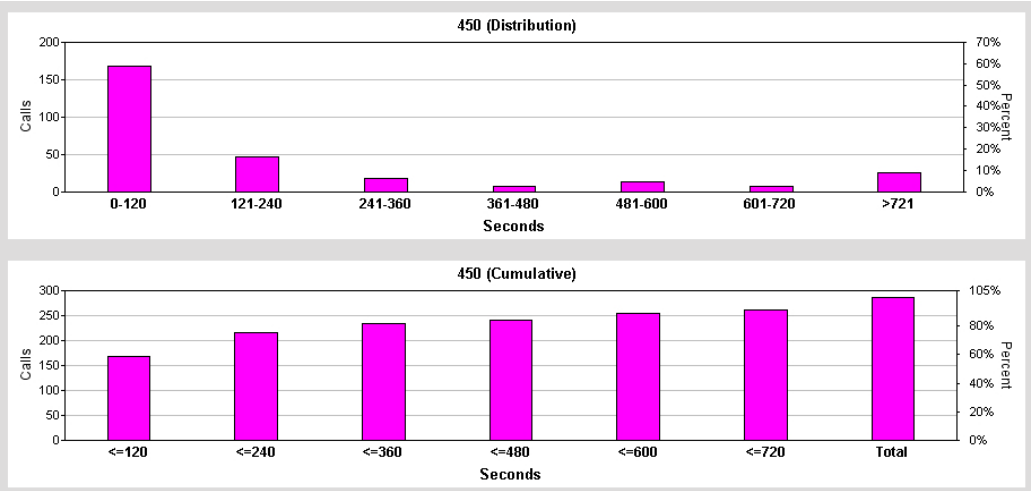


Figure 59. The first graph shows the number and percentage of outbound calls whose handling time falls into the interval of seconds specified. The second graph shows the call data accumulating as the time intervals pass.

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: 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 Anwsered	Priority Level													
		P1		P2		P3		P4		P5		P6		Others	
		Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%
04/02/2007	277	1	0.4%	1	0.4%	2	0.7%	10	3.6%	263	94.9%	0	0.0%	0	0.0%
04/08/2007	279	1	0.4%	0	0.0%	1	0.4%	1	0.4%	276	98.9%	0	0.0%	0	0.0%
04/15/2007	336	0	0.0%	0	0.0%	2	0.6%	11	3.3%	323	96.1%	0	0.0%	0	0.0%
04/22/2007	269	0	0.0%	0	0.0%	0	0.0%	6	2.2%	263	97.8%	0	0.0%	0	0.0%
04/29/2007	49	0	0.0%	0	0.0%	0	0.0%	0	0.0%	49	100.0%	0	0.0%	0	0.0%
Sub Total	**1210**	**2**	**0.2%**	**1**	**0.1%**	**5**	**0.4%**	**28**	**2.3%**	**1174**	**97.0%**	**0**	**0.0%**	**0**	**0.0%**

Figure 60. This report shows the priority level of inbound calls to the Customer Service workgroup for the month of April. It is broken out by week.

Report Fields

- **Start Date** – Start date for the report
- **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. (Search the MaxAdmin Help for "call priority" for information.) 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:

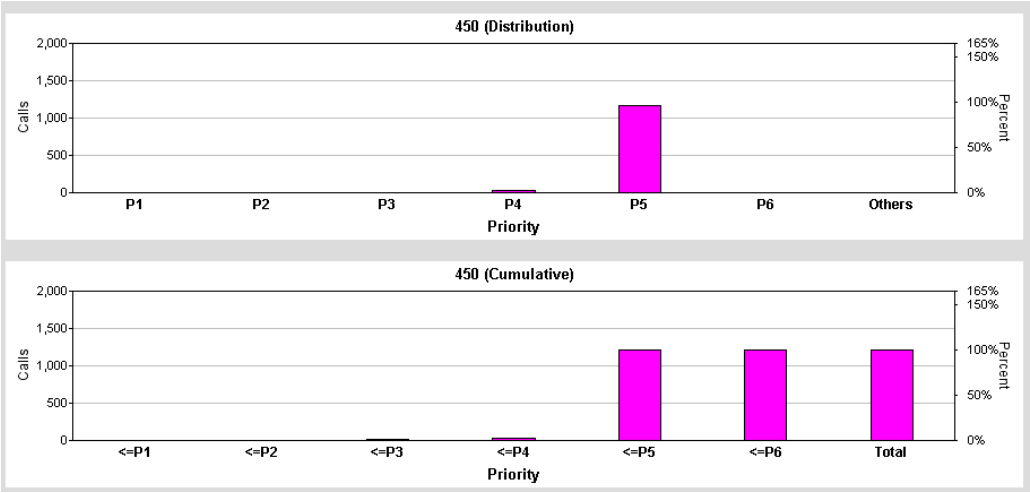


Figure 61. The top graph shows the number of incoming calls by priority level for the specified reporting period. The bottom graph shows a cumulative view of calls by priority level.

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 Outbound Calls			Total WG Calls
	Total Calls	Answered				Abandoned		Overflowed/Redirected					
		Calls	%	Talk	Avg	Calls	%	Calls	%	Calls	Talk	Avg	
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 62. 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:
  - 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:

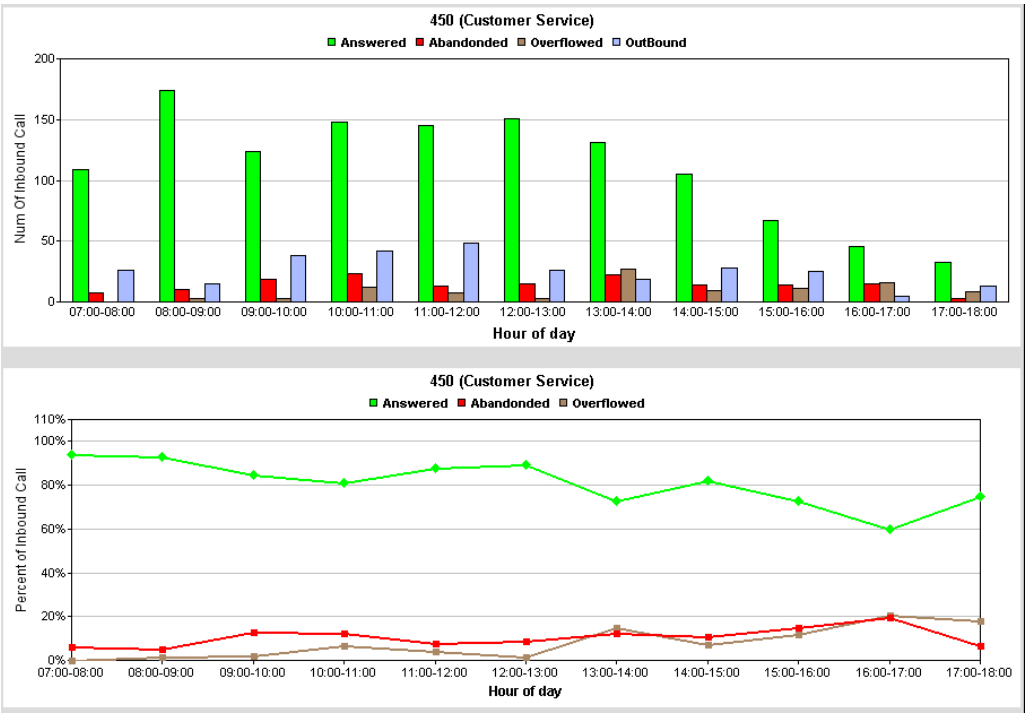


Figure 63. The first graph shows the number of inbound calls in three categories, plus outbound calls. The second graph shows the *percent* of inbound calls in three categories.

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)

	Total	Answered					Abandoned (ABN)			Overflowed/Redirected		
Hour of day	Inbound Calls	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 64. 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 > **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:

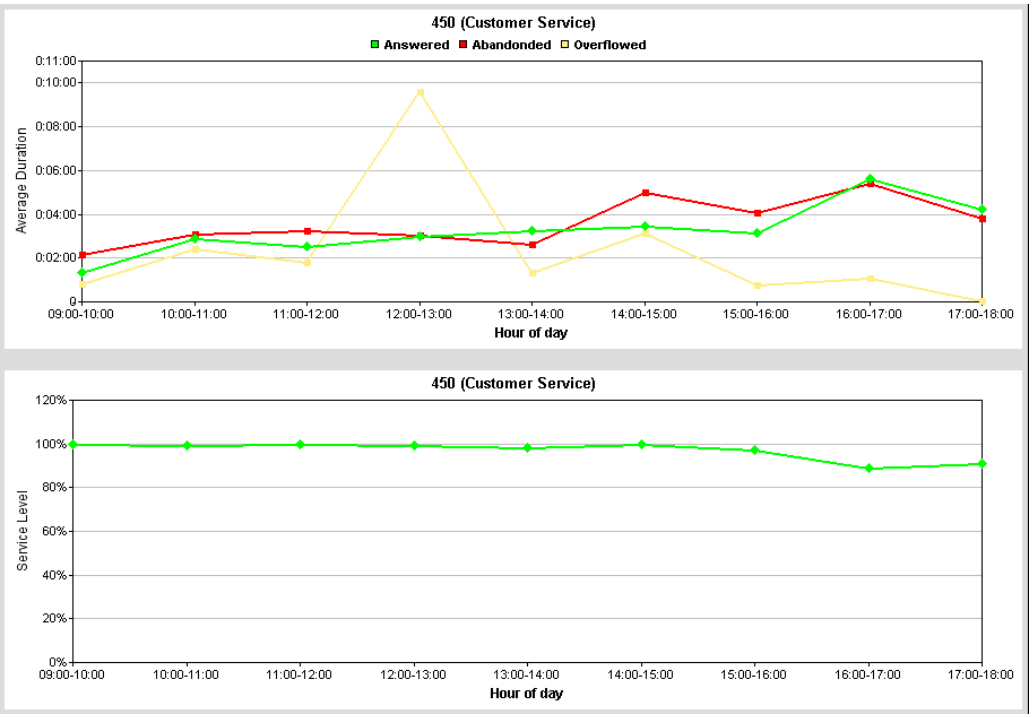


Figure 65. The top graph shows the average duration of incoming calls, broken out by hour of day. The bottom graph shows the percentage of calls that met the service level, also by hour of day.

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: DEMO SYSTEM | Report Interval: Day of week
Time Range: 01/01/2007 - 03/31/2007 | Filter By: Mon, Tue, Wed, Thu, Fri [07:00 - 18:00] | Group By: Workgroup

450 (Customer Service)

Day of week	Total	Answered Calls						Abandoned Calls				Overflowed/Redirected		Total	#	#
	# of Calls	# of Calls	% of AVG	Talk Time	Avg Talk	Handle Time	Avg Handle	# of Calls	% of Avg	Hangup In Queue	Hangup In Ring	# of Calls	% of Calls	Calls In Queue	of VM	of Xfer
Monday	637	541	84.9%	56:59:19	0:06:19	71:06:54	0:07:53	64	10.0%	61	3	32	5.0	365	16	50
Tuesday	899	781	86.9%	88:42:59	0:06:48	105:53:48	0:08:08	95	10.6%	87	8	23	2.6	580	4	76
Wednesday	914	787	86.1%	96:37:12	0:07:21	115:10:41	0:08:46	112	12.3%	108	4	15	1.6	551	8	80
Thursday	863	744	86.2%	97:10:56	0:07:50	114:45:36	0:09:15	89	10.3%	84	5	30	3.5	558	18	57
Friday	763	671	87.9%	81:25:44	0:07:16	97:20:18	0:08:42	75	9.8%	70	5	17	2.2	456	11	68
Sub Total	**4076**	**3524**	**86.5%**	**420:56:10**	**0:07:10**	**504:17:17**	**0:08:35**	**435**	**10.7%**	**410**	**25**	**117**	**2.9**	**2510**	**57**	**331**

Figure 66. This first quarter report on the Customer Service workgroup displays data by day of week, 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 # of Calls** – Shows the total number of inbound calls for the specified workgroup in the specified time period
- **Answered Calls**:
  - # of 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**:
  - # of 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 – Number of callers that hung up while in queue
  - Hangup in Ring – Number of callers that hung up during ringing
- **Overflowed/Redirected:**
  - # of 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
- **# of VM** – Number of callers that left voice mail
- **# of Xfer** – Number of callers who were transferred

The data is also reported in two graphs:

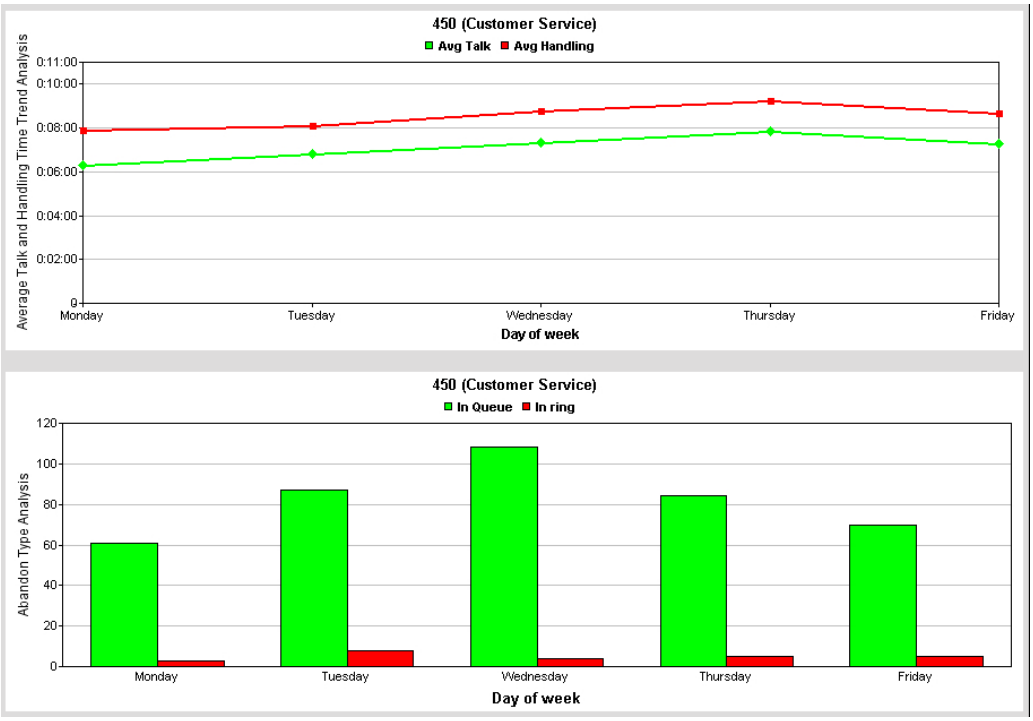


Figure 67. The top graph shows average talk time and average handling time, by day of week. The bottom graph shows where abandoned calls were when they were abandoned.

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 68. 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)
- **# of Xfer** – Total number of outbound calls that were transferred

The data is also displayed in two graphs:

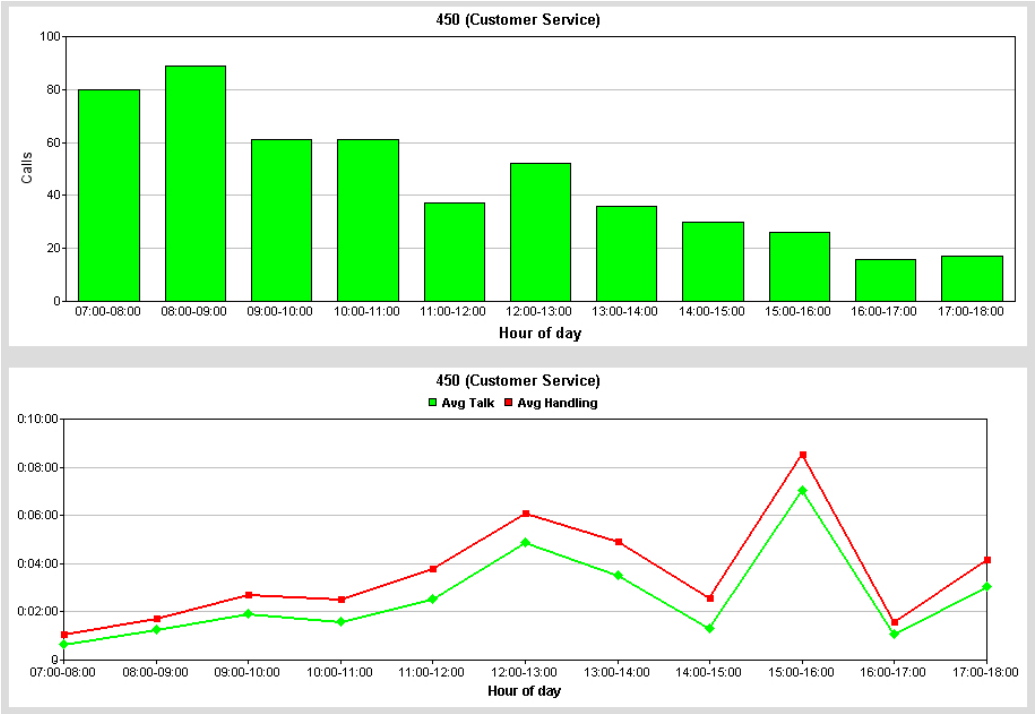


Figure 69. The top graph shows number of calls per selected time period. The bottom graph shows average talk time and average handling time.

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: DEMO SYSTEM | Report Interval: Hour of day
Time Range: 03/01/2007 - 03/31/2007 | Filter By: [09:00 - 17:00] | Group By: Workgroup

300 (Sales Workgroup)

Hour of day	Total Inbound Calls	Answered Call		Abandoned Call		Overflowed/Redirected Call	
		# of Call	% of Call	# of Call	% of Call	# of Call	% of Call
09:00-10:00	78	53	67.9%	14	17.9%	11	14.1%
10:00-11:00	71	36	50.7%	22	31.0%	13	18.3%
11:00-12:00	85	49	57.6%	22	25.9%	14	16.5%
12:00-13:00	64	38	59.4%	12	18.8%	14	21.9%
13:00-14:00	58	41	70.7%	4	6.9%	13	22.4%
14:00-15:00	37	22	59.5%	9	24.3%	6	16.2%
15:00-16:00	28	18	64.3%	7	25.0%	3	10.7%
16:00-17:00	14	4	28.6%	5	35.7%	5	35.7%
Sub Total	**435**	**261**	**60.0%**	**95**	**21.8%**	**79**	**18.2%**

Figure 70. The call totals shown on this report are drawn from data on the Sales workgroup for the month of March. 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**
  - # of Calls – Number of calls that were answered
  - % of Calls – Percentage that number is of the total number of inbound calls ([Answered] # of Calls/Total Inbound Calls)
- **Abandoned Calls**
  - # of Calls – Number of calls that were abandoned by the caller
  - % of Calls – Percentage that number is of the total number of inbound calls ([Abandoned] # of Calls/Total Inbound Calls)
- **Overflowed/Redirected Calls**
  - # of Calls – Number of calls that were overflowed/redirected

- % of Calls – 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:

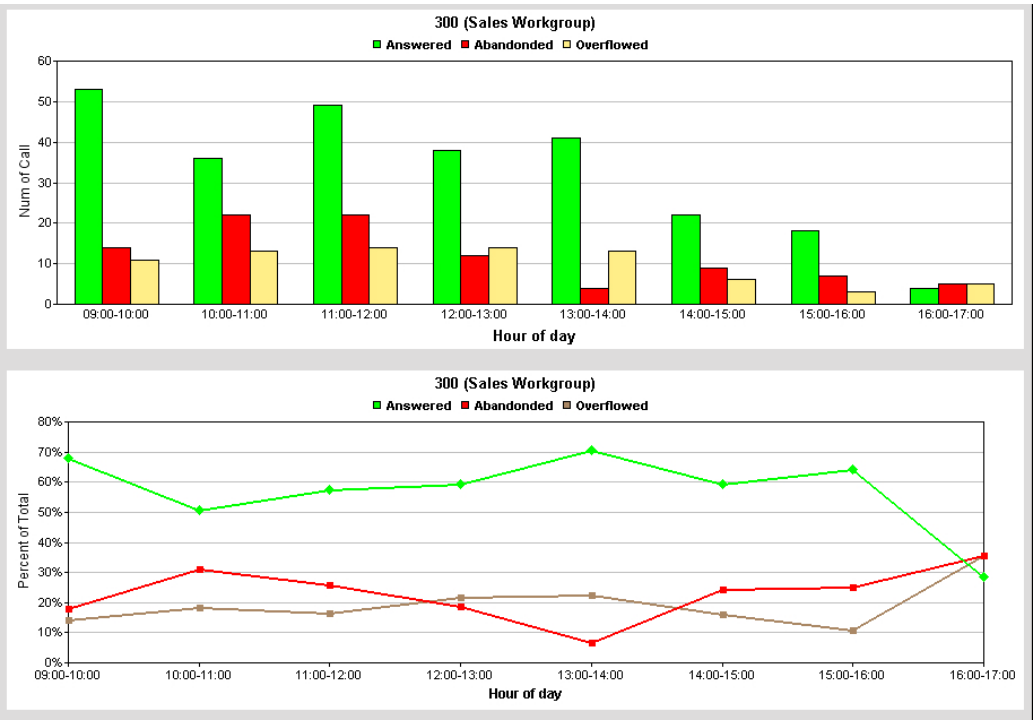


Figure 71. The top graph shows the numbers of calls that were answered, abandoned, and overflowed, by hour of day, in the specified time period. The bottom graph shows percent of total calls that were answered, abandoned, and overflowed.

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: DEMO SYSTEM | Report Interval: Hour of day
Time Range: 03/01/2007 - 03/30/2007 | Filter By: [07:00 - 17:00] | Group By: Workgroup

450 (Customer Service)

Hour of day	Total Inbound Calls	Calls in Queue		Calls without Queue	
		# of Call	% of Call	# of Call	% of Call
07:00-08:00	146	82	56.2%	64	43.8%
08:00-09:00	217	151	69.6%	66	30.4%
09:00-10:00	165	114	69.1%	51	30.9%
10:00-11:00	184	136	73.9%	48	26.1%
11:00-12:00	192	146	76.0%	46	24.0%
12:00-13:00	203	148	72.9%	55	27.1%
13:00-14:00	171	142	83.0%	29	17.0%
14:00-15:00	110	85	77.3%	25	22.7%
15:00-16:00	77	50	64.9%	27	35.1%
16:00-17:00	46	30	65.2%	16	34.8%
Sub Total	1511	1084	71.7%	427	28.3%

Figure 72. Data is reported here for the month of March, 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** –
  - # of Calls – Number of calls that spent time in queue
  - % of Calls – Percentage that number is of the total number of inbound calls ([Calls in Queue] # of Calls/Total Inbound Calls)
- **Calls without Queue** –
  - # of Calls – Number of calls that did not have to wait in queue
  - % of Calls – 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:

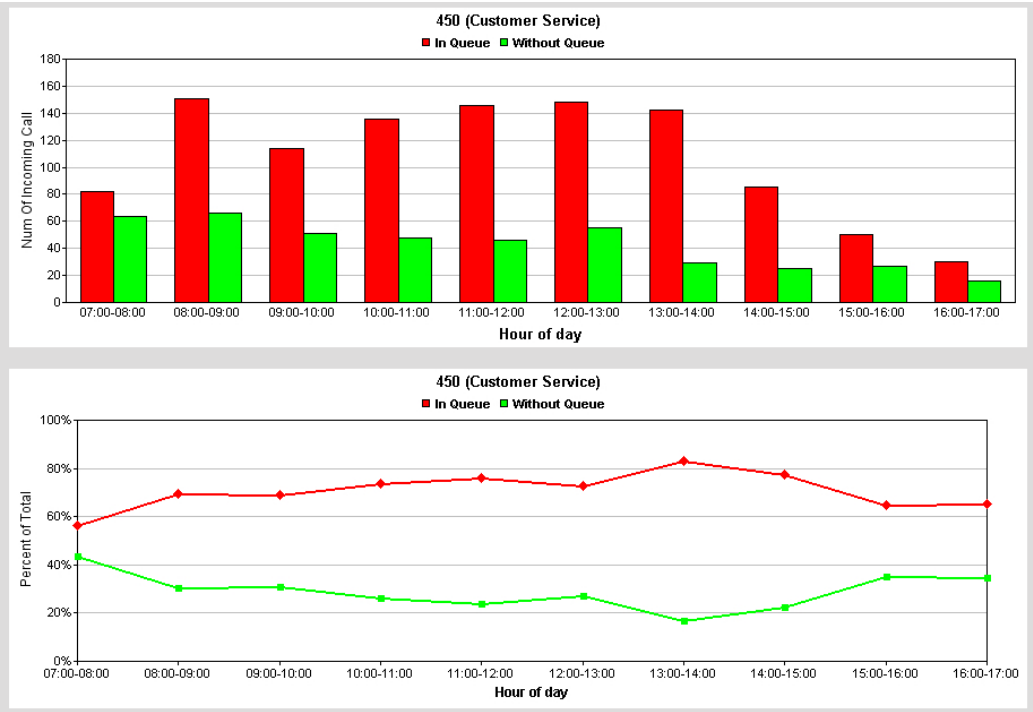


Figure 73. The top graph shows the number of incoming calls that spent time in queue and those that did not. The bottom graph shows percentage of total calls that spent time in queue and those that did not spend time in queue.

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: DEMO SYSTEM | Report Interval: Hour of day
Time Range: 04/01/2007 - 04/30/2007 | Filter By: [09:00 - 17:00] | Group By: Workgroup

450 (Customer Service)

Hour of day	Total Answered Calls	Total Talk Time	Avg Talk Time	Total Handling Time	Avg Handling Time
09:00-10:00	124	13:35:58	0:06:34	16:28:29	0:07:58
10:00-11:00	148	13:09:44	0:05:20	16:34:36	0:06:43
11:00-12:00	145	13:48:33	0:05:42	17:05:15	0:07:04
12:00-13:00	151	17:39:09	0:07:00	20:52:38	0:08:17
13:00-14:00	131	15:10:52	0:06:57	18:54:25	0:08:39
14:00-15:00	105	12:41:52	0:07:15	15:07:25	0:08:38
15:00-16:00	67	7:52:19	0:07:02	9:18:09	0:08:19
16:00-17:00	46	8:21:37	0:10:54	10:21:10	0:13:30
Sub Total	917	102:20:04	0:06:41	124:42:07	0:08:09

Figure 74. This data on the Customer Service group is from the month of April from 9 a.m. to 5 p.m. 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
- **Average 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 a line graph:

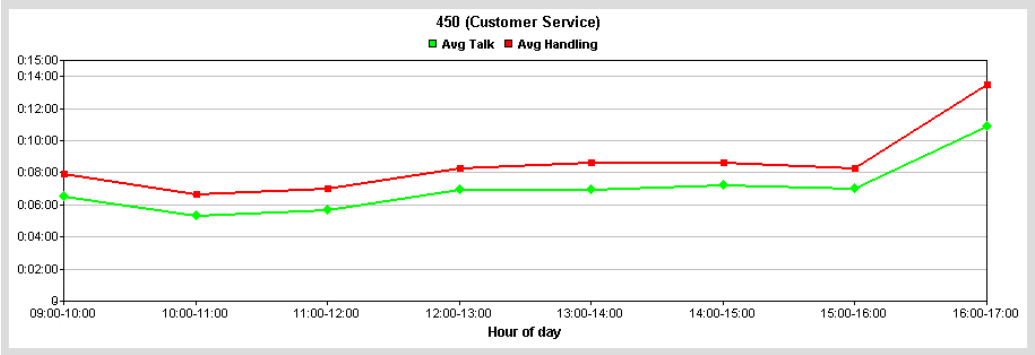


Figure 75. A line graph shows average talk time and average handling time for the reporting period, by hour of day.

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.

WG(S) - TOTAL OUTBOUND CALLS

Report ID: 2314 | 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 Outbound Call
09:00-10:00	44
10:00-11:00	39
11:00-12:00	13
12:00-13:00	14
13:00-14:00	15
14:00-15:00	15
15:00-16:00	12
16:00-17:00	9

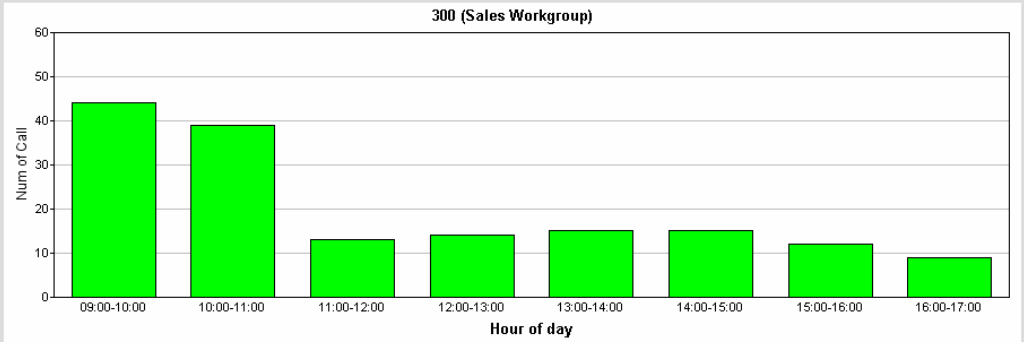


Figure 76. The report data shows number of outbound calls, by hour of day, for the Sales workgroup in the time period specified.

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 77. 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
- **Average 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:

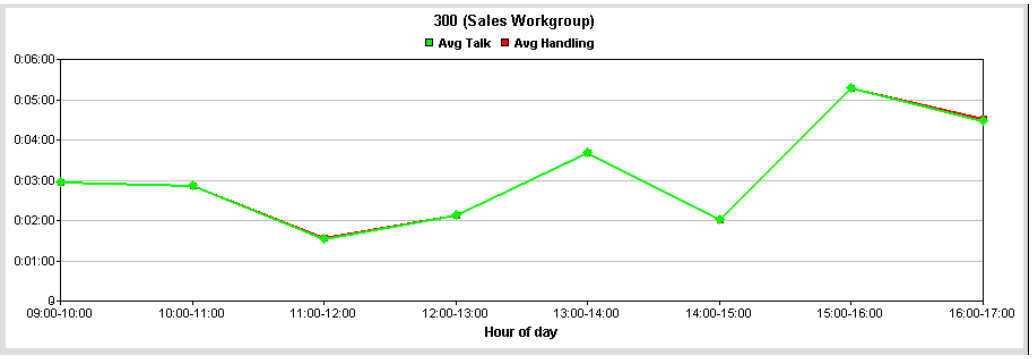


Figure 78. A line graph shows average talk time and average handling time.

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.

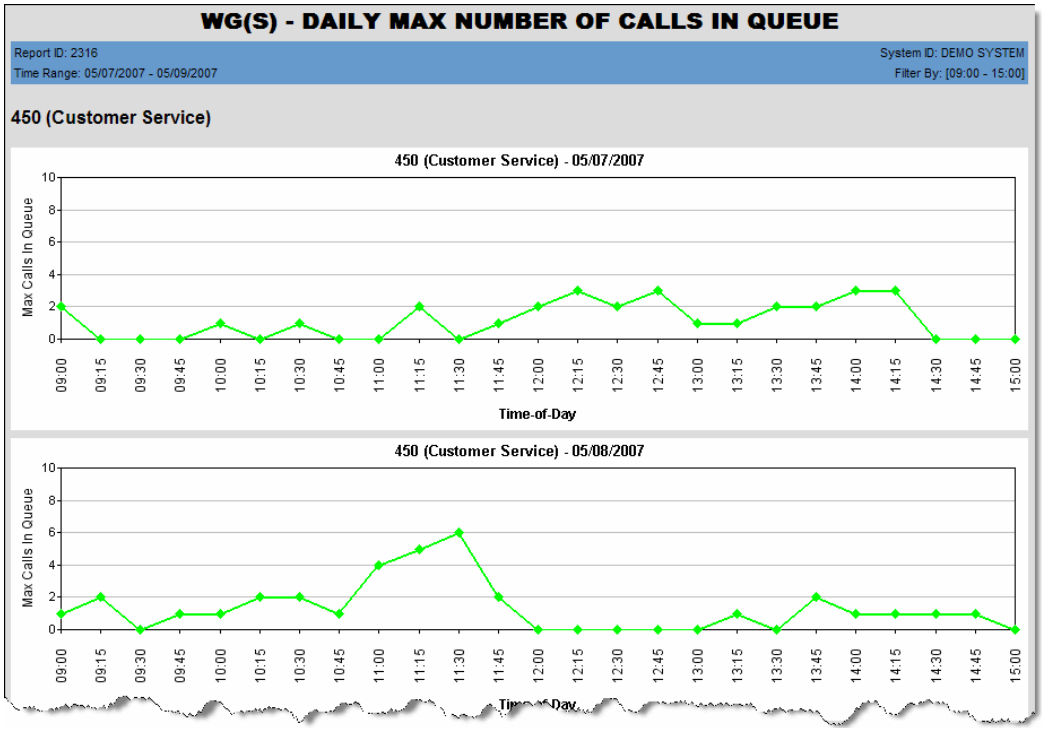


Figure 79. This report shows the maximum number of calls in queue for workgroup 450 during the specified reporting period, in 15-minute intervals.

Report Fields

- **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.

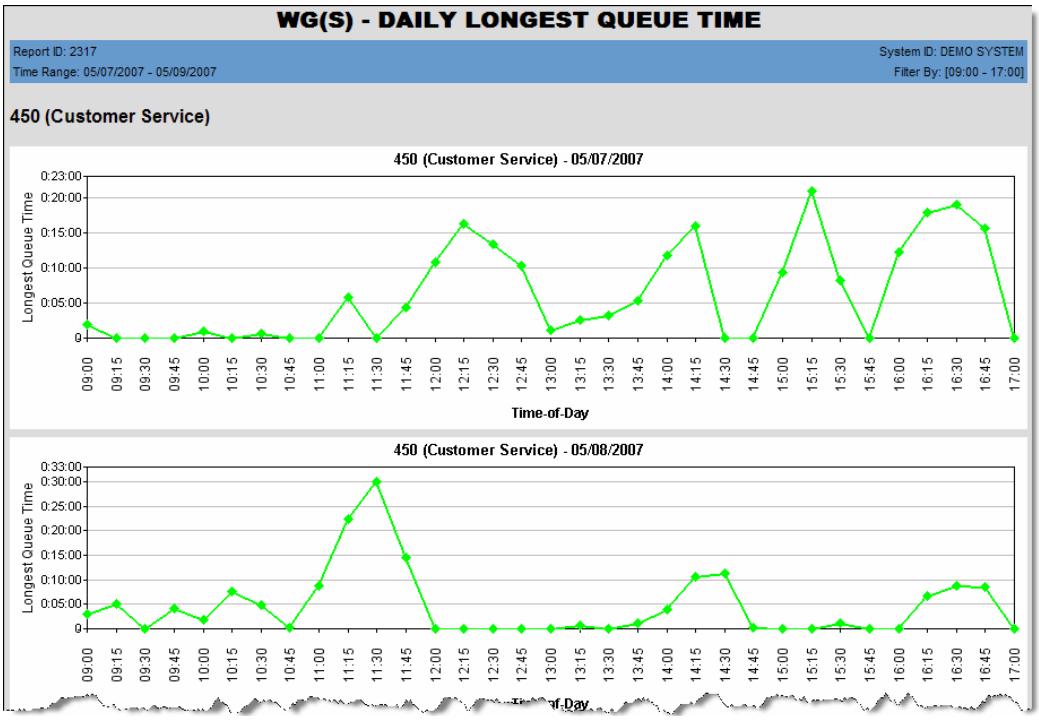


Figure 80. The report displays the longest queue time, by time of day.

Report Fields

- **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.

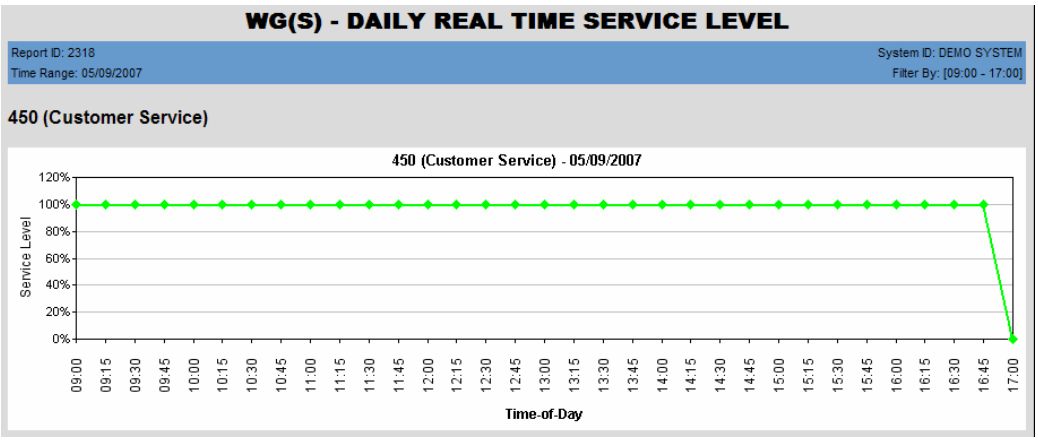


Figure 81. This report shows the service level by time of day for the reporting period (one day, in this case).

Report Fields

- **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 > **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.

WG(S) - HISTORICAL SERVICE LEVEL SUMMARY REPORT

Report ID: 2319 | System ID: DEMO SYSTEM | Report Interval: Day of week
Time Range: 04/01/2007 - 04/30/2007 | Filter By: [09:00 - 18:00] | Group By: Workgroup

450 (Customer Service)

Day of week	Total Inbound Calls	Calls with Queue Time > Service Level						Total Service Level	Answer Service Level
		Answered Call		Abandoned Call		Overflowed/Redirected Call			
		# of Call	% of Call	# of Call	% of Call	# of Call	% of Call		
Sunday	5	0	0.0%	0	0.0%	0	0.0%	100.0%	0.0%
Monday	282	3	1.1%	0	0.0%	0	0.0%	98.9%	78.4%
Tuesday	216	2	0.9%	0	0.0%	0	0.0%	99.1%	79.2%
Wednesday	248	2	0.8%	0	0.0%	0	0.0%	99.2%	72.6%
Thursday	261	6	2.3%	1	0.4%	0	0.0%	97.3%	79.3%
Friday	177	1	0.6%	0	0.0%	0	0.0%	99.4%	88.7%
Saturday	4	0	0.0%	0	0.0%	0	0.0%	100.0%	0.0%
Sub Total	**1193**	**14**	**1.2%**	**1**	**0.1%**	**0**	**0.0%**	**98.7%**	**78.5%**

Figure 82. This report on the Customer Service workgroup covers the month of April. 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 Queue Time > Service Level**
  - Answered Calls
    - # of Calls – Number of answered calls with queue time > service level
    - % of Calls – Percentage that number is of the total number of inbound calls ([Answered Calls] # of Calls/Total Inbound Calls)
  - Abandoned Calls
    - # of Calls – Number of abandoned calls with queue time > service level
    - % of Calls – Percentage that number is of the total number of inbound calls ([Abandoned Calls] # of Calls/Total Inbound Calls)

- Overflowed/Redirected Calls
  - # of Calls – Number of overflowed/redirected calls with queue time > service level
  - % of Calls – 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)
- **Answer 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:

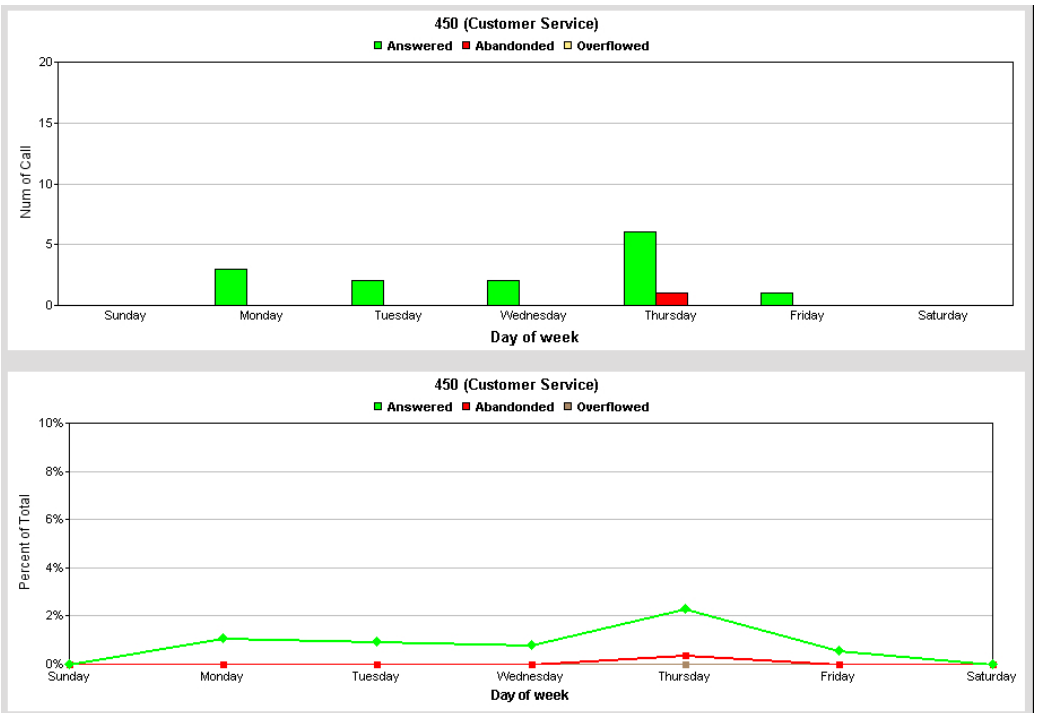


Figure 83. The top graph shows the percentage of calls that met the Total Service Level, by specified time interval (day of week, in this case). The bottom graph shows the percentage of answered calls that met the Answer Service Level, by specified time interval.

Data Source

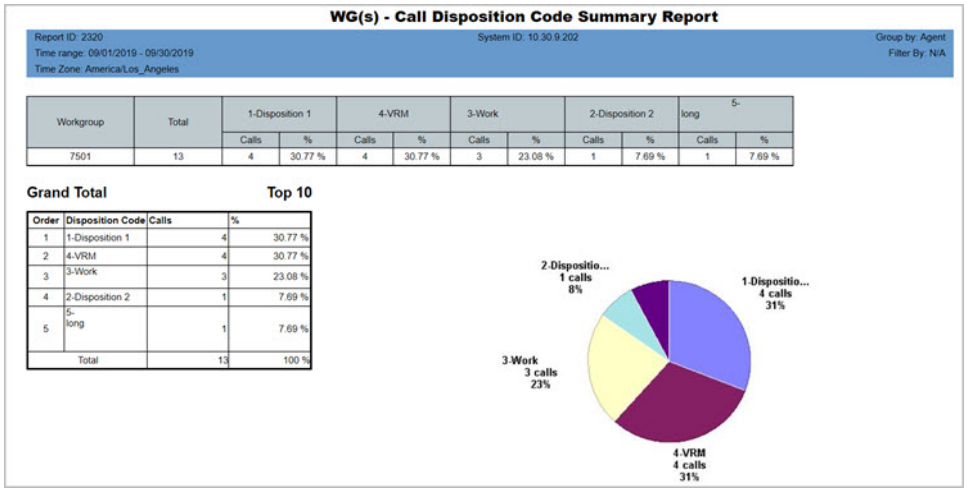
All data from the table WGSUMMARY

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.



WG(s) - Call Disposition Code Summary Report

Report ID: 2320
Time range: 09/01/2019 - 09/30/2019
Time Zone: America/Los_Angeles
System ID: 10.30.9.202
Group by: Agent
Filter By: N/A

Workgroup	Total	1-Disposition 1		4-VRM		3-Work		2-Disposition 2		5-long	
		Calls	%	Calls	%	Calls	%	Calls	%	Calls	%
7501	13	4	30.77 %	4	30.77 %	3	23.08 %	1	7.69 %	1	7.69 %

Grand Total **Top 10**

Order	Disposition Code	Calls	%
1	1-Disposition 1	4	30.77 %
2	4-VRM	4	30.77 %
3	3-Work	3	23.08 %
4	2-Disposition 2	1	7.69 %
5	5-long	1	7.69 %
Total		13	100 %

Figure 84. 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.

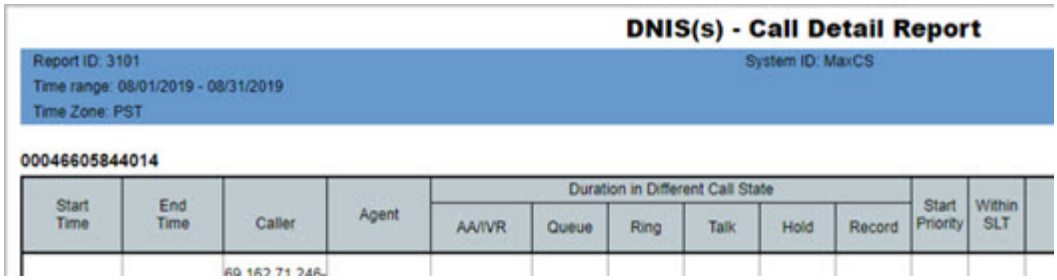


Figure 85. This figure shows details for a single DNIS number for a single day

Report Fields

- **DNIS** – The DNIS number and description
- **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 States** – Amount of time the call spent in different call states (in hours:minutes:seconds):
  - AA/IVR
  - Queue
  - Ring
  - Talk

    - Hold
    - Record
- **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 Code** – 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 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.

DNIS(S) CALL SUMMARY

Report ID: 3201 | System ID: DEMO SYSTEM | Report Interval: Week
Time Range: 04/01/2007 - 04/30/2007 | Filter By: | Group By: Time

04/01/2007 - 04/07/2007

DNIS	Start Date	Total	Answered						Abandoned Calls				Overflowed		#	# of	#
		Calls	# of Calls	% of Calls	Talk Time	Avg Talk	Hold Time	Avg Hold	# of Calls	% of Calls	Hangs In Queue	Hangs In Ring	# of Calls	% of Calls	of VM	Calls In Q	of Xfer
583	04/01/2007	53	15	28.3%	0:48:34	0:03:14	0:00:15	0:00:03	1	1.9%	1	0	37	69.8%	11	1	7
Sub Total		53	15	28.3%	0:48:34	0:03:14	0:00:15	0:00:03	1	1.9%	1	0	37	69.8%	11	1	7

Total	Answered						Abandoned		Abandoned Type		Overflowed		#	# of	#
Calls	# of Calls	% of Calls	Talk Time	Avg Talk	Hold Time	Avg Hold	# of Calls	% of Calls	Hangs In Queue	Hangs In Ring	# of Calls	% of Calls	of VM	Calls In Q	of Xfer
170	65	38.2%	3:59:54	0:03:41	0:01:08	0:00:03	4	2.4%	4	0	101	59.4%	43	7	44

Figure 86. This report was run for the month of April on DNIS 583. The report interval specified was by week. Subtotals are given per week, with a grand total at the end.

Report Fields

- **DNIS** – The DNIS number and description
- **Start Date** – The date the call started
- **Total Calls** – The total number of calls that dialed this number, broken out into three categories:
  - Answered (all calls with talk duration > 0)*
    - # of Calls – Number of calls to this DNIS number that were answered by an agent
    - % of Calls – 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 (all calls with talk duration = 0 and abandon target type > 0)*
    - # of Calls – Number of calls to this DNIS number that were abandoned by an agent
    - % of Calls – Percentage that number is of Total Calls ([Abandoned] # of Calls/ Total Calls)
    - Hangs in Queue – Number of calls that were abandoned while in queue
    - Hangs in Ring – Number of calls that were abandoned during ring
  - Overflowed (all calls with talk duration = 0 and abandon target type = 0)*
    - # of Calls – Number of calls to this DNIS number that were overflowed
    - % of Calls – Percentage that number is of Total Calls ([Overflowed] # of Calls/ Total Calls)
- **# of VM** – Number of callers that left voice mail (Exit states are 15, 16.)
- **# of Calls in Queue** – Number of calls that spent time in queue (Exit state is 6.)
- **# 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.

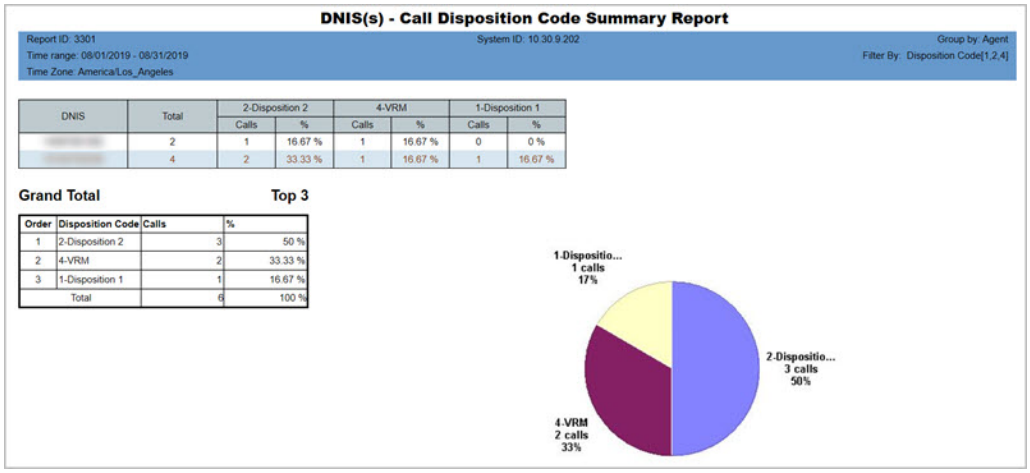
Overflowed: Exit state is 7.

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**.



DNIS(s) - Call Disposition Code Summary Report

Report ID: 3301
Time range: 08/01/2019 - 08/31/2019
Time Zone: America/Los_Angeles
System ID: 10.30.9.202
Group by: Agent
Filter By: Disposition Code[1,2,4]

DNIS	Total	2-Disposition 2		4-VRM		1-Disposition 1	
		Calls	%	Calls	%	Calls	%
[illegible]	2	1	16.67 %	1	16.67 %	0	0 %
[illegible]	4	2	33.33 %	1	16.67 %	1	16.67 %

Grand Total

Top 3

Order	Disposition Code	Calls	%
1	2-Disposition 2	3	50 %
2	4-VRM	2	33.33 %
3	1-Disposition 1	1	16.67 %
	Total	6	100 %

Figure 87. 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

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