



# **AltiReport™**

## **Manual**

12/2009 4510-0001-6.5 Update1

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**CHAPTER**

**1**

## **Installation and Access**

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

### **Requirements**

---

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

- Use a separate server for AltiReport—do not install on the MAXCS ACM/ACC system. Minimum system requirements:
  - IBM/PC AT compatible system
  - Intel 2GHz Pentium 4 or equivalent
  - 60GB available hard drive disk space
  - 1GB RAM (2GB RAM are required if run on the same machine as SQL Server. Running AltiReport on the same machine as SQL Server is not recommended.)
  - Microsoft Windows Server 2003 SP2 with Internet Information Services (IIS) or Microsoft Windows Server 2008 SP1 with IIS
  - AltiReport License—needs to be added to MAXCS ACM/ACC 6.5 Update1 system and registered.
  - JRE 1.5 (Java Runtime Environment)
  - Apache Tomcat 5.5
- MAXCS ACM/ACC 6.5 Update1 installed in the same network
- External Logger 6.0 (or above) and external CDR database (Microsoft SQL Server 2000 or Microsoft SQL Server 2005) installed in the same network. See AltiGen's *CDR Manual* for information.

There is no particular requirement for a client machine, except that it needs to have a suitable Web browser installed (Microsoft Internet Explorer 6.0 or above) prior to installation of AltiReport.

# Upgrading AltiReport

## To upgrade to AltiReport 6.5 (from 5.0A - 6.0 Update2)

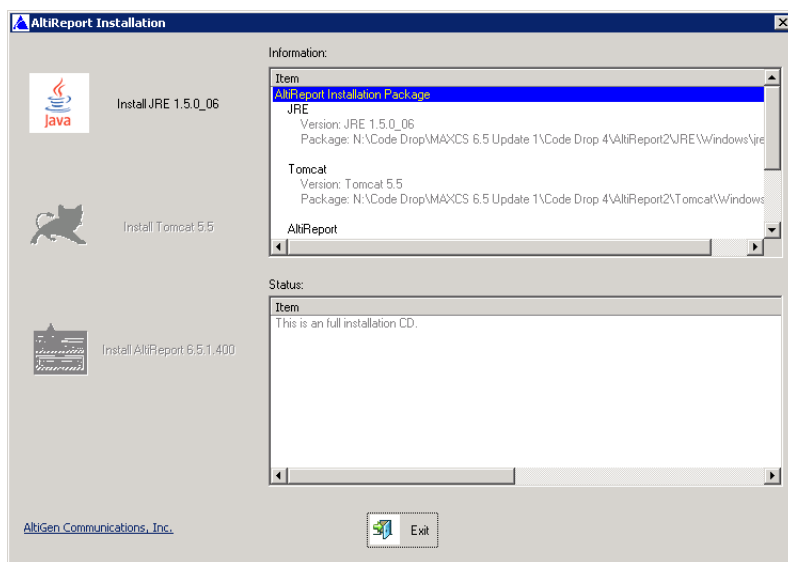
1. External Logger Service must be upgraded to the latest version (6.5 Update1). See AltiGen's *CDR Manual* for information.
2. Back up the configuration data of your current version of AltiReport:
  - a. Logged into AltiReport as "admin", click **Backup and Restore** in the configuration list.
  - b. Click **Backup**.
  - c. Save the backup file, AltiReportYEAR/MONTH/DAY.zip, to your computer.
3. Install AltiReport 6.5 Update1, following the directions in "Fresh Installation" on page 2.

## Fresh Installation

External Logger Service must be upgraded to the latest version (6.5 Update1). See AltiGen's *CDR Manual* for information.

AltiReport requires the installation of JRE version 1.5 (Java Runtime Environment), and Apache Tomcat 5.5, before AltiReport can be installed. To begin installation, run the **AltiReport Installation** program (setup\AltiReportInstallation.exe).

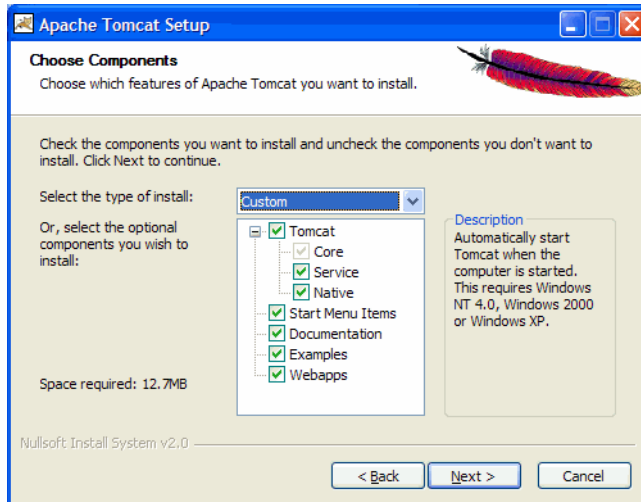
1. Click the **JRE Information** button. The information at the top of the scrolling window tells what you need for AltiReport. Scroll down to see what you have on your machine. JRE 1.5 and Tomcat 5.5 are required.



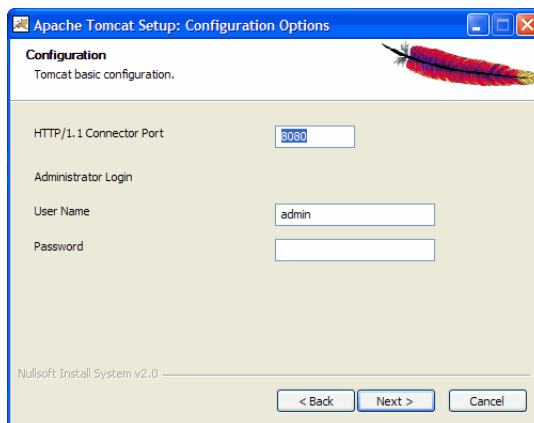
2. If you don't have JRE 1.5 installed, install it from the AltiReport\JRE\Windows folder.
3. If you don't have Tomcat 5.5 installed, click the **Install Tomcat 5.5** button.
4. The Tomcat License Agreement dialog box appears. Click **I Agree** to continue.
5. In the **Tomcat Setup** dialog box, check the check boxes for:
  - Tomcat

- Service
- Native
- Start Menu Items
- Documentation
- Examples and Webapps, if desired

Then click **Next**.



6. Choose a folder in which to install Tomcat, and click **Next**.
7. In the **Basic Settings** dialog box, enter the **HTTP/1.1 Connector Port**, and Administrator login **User Name** and **Password**, then click **Next**.



The HTTP Port defaults to *8080*. If Port 8080 is not available, it can be changed to a different port, such as *80*.

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

8. In the Java Virtual Machine path dialog box, select the path of a J2SE 5.0 JRE installed on your system.
9. Click **Install**.

After successful installation of Tomcat 5.5, the AltiReport installation button is available.

10. Click the **Install AltiReport** button to install AltiReport.
11. After successful installation of AltiReport, reboot the system.
12. Run **Configure Tomcat** under **Start > Program > Apache Tomcat 5.5**. On the **Java** tab, change the **Maximum Memory Pool** to 512M. Restart the Tomcat Service.

## Accessing AltiReports Remotely

---

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

Type this URL in the Web browser:

- `http://<altiReport_server_ip_address>:8080/altireport`
- or
- `http://<computer_name>:8080/altireport`



CHAPTER

2

# Using AltiReport

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

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

To access the AltiReport log-in screen, enter the following URL into your Web browser: `http://<altireport_server_IP_address>:8080/altireport`

## AltiReport Administration

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

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

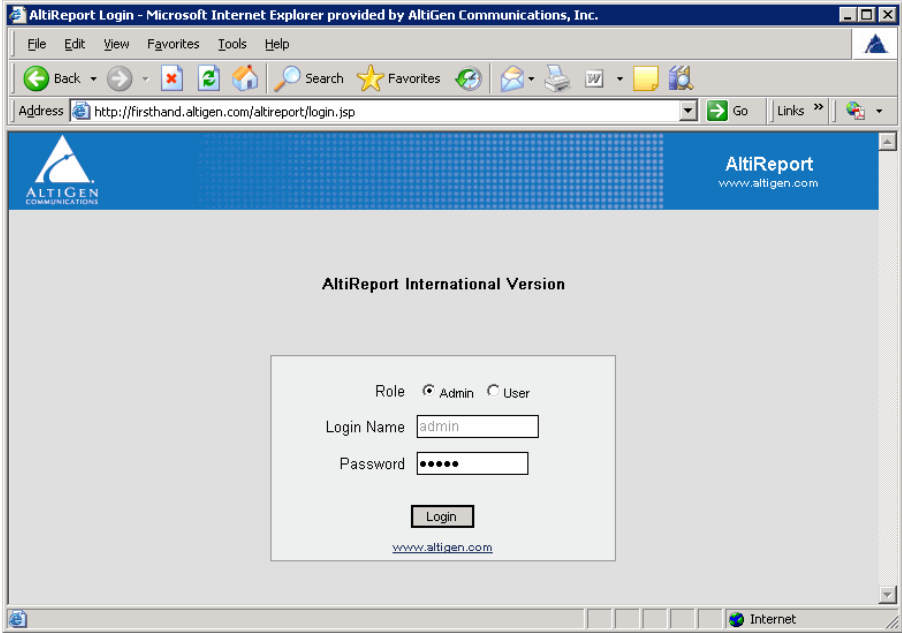


Figure 1. AltiReport Admin Login

The administrative main menu includes the following configuration functions:

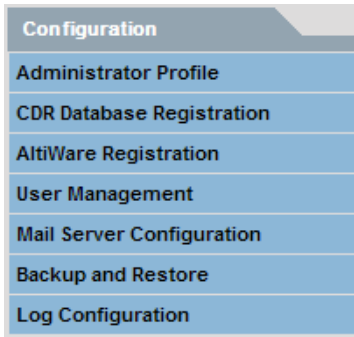


Figure 2. AltiReport administrator menu options

## Administrator Profile

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

The screenshot shows the 'Update Administrator Profile' window. At the top, there is a blue header with the AltiGen logo and 'AltiReport www.altigen.com'. Below the header, a navigation bar shows 'Home Page | Login Name: admin | Role: Admin' and a 'Logout' button. The main content area has a left sidebar with a 'Configuration' menu where 'Administrator Profile' is selected. The main form contains the following fields:

Login Name	admin
Old Password	<input type="text"/>
New Password	<input type="text"/>
Confirm New Password	<input type="text"/>
Email Address	admin@altigen.com
Phone Number	510-252-9712
Company Name	AltiGen Communications, Inc.
Street Address	4555 Cushing Parkway
City	Fremont
State or Province	CA
Zip Code	94538
Country	USA

An 'Update' button is located at the bottom right of the form.

Figure 3. Update Administrator Profile window

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

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

# CDR Database Registration

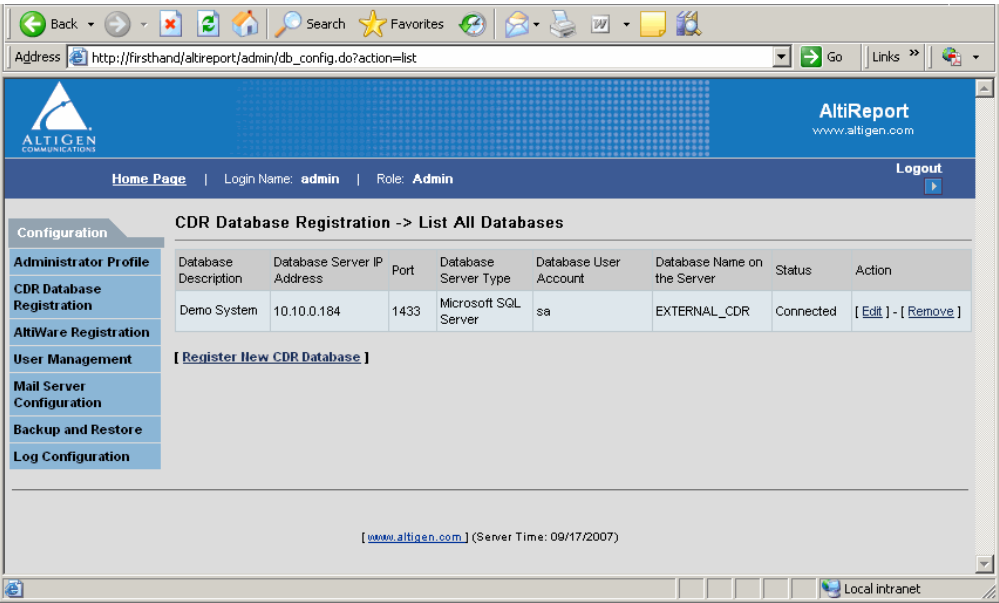


Figure 4. CDR Database Registration > List All Databases

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

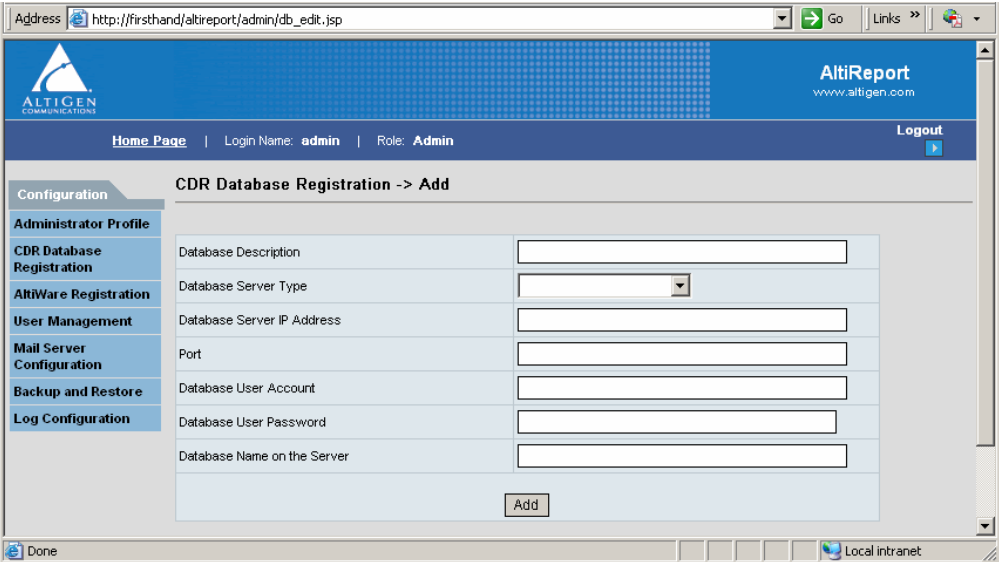


Figure 5. CDR Database Registration > Add

In the **CDR Database Registration > Add** window, enter the necessary information in the blank fields for **Database Description**, **Database Server Type**, **Database Server IP Address**, **Port** (use the default port 1433 unless you have a port conflict with another application), **Database User Account**, **Database User Password**, and **Database Name on the Server**. Click the **Add** button when finished.

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

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

## AltiWare (MAXCS) Registration

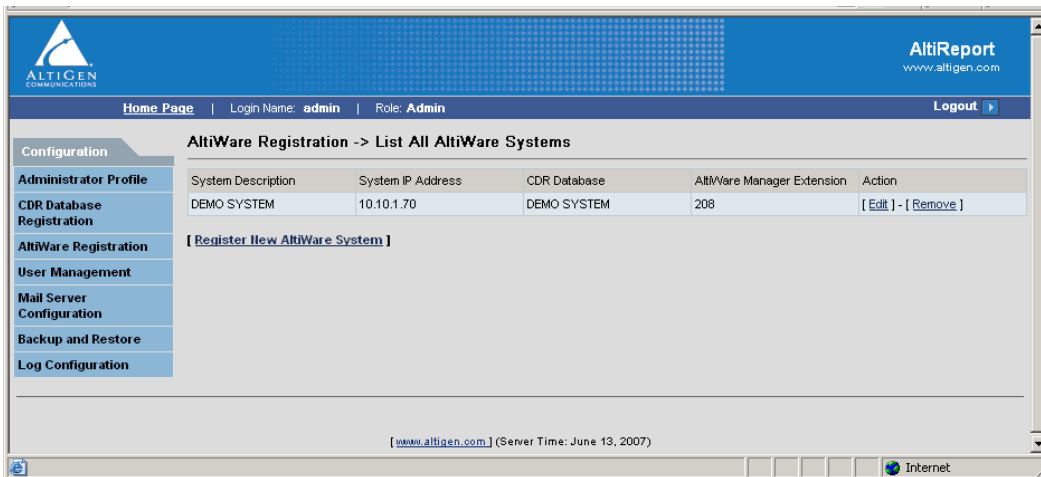


Figure 6. AltiWare Registration > List All AltiWare (MAXCS) Systems

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

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

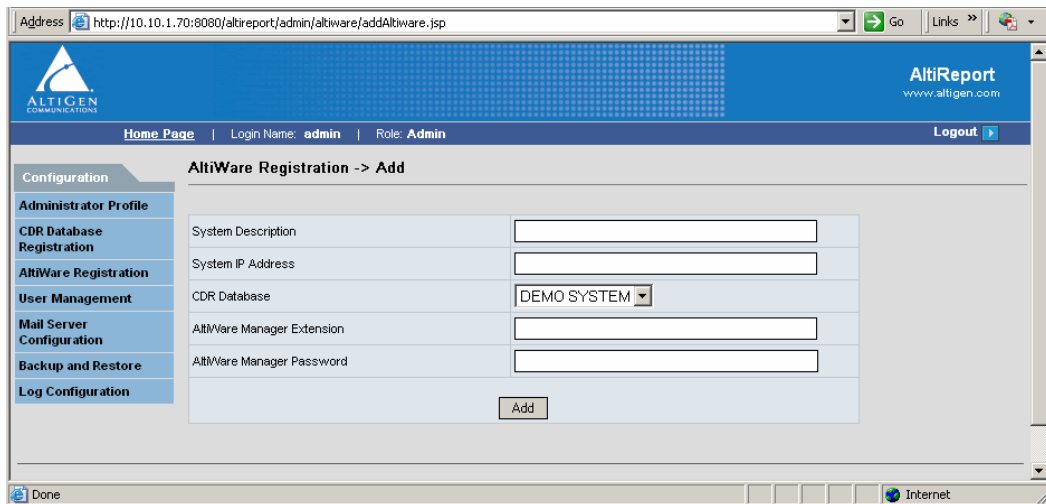


Figure 7. AltiWare Registration > Add

In the **AltiWare Registration > Add** window, enter the necessary information in the blank fields for **System Description**, **System IP Address**, **CDR Database**, **AltiWare [MAXCS] Manager Extension**, and the password of the **Manager Extension**. Click the **Add** button when finished.

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

## User Management

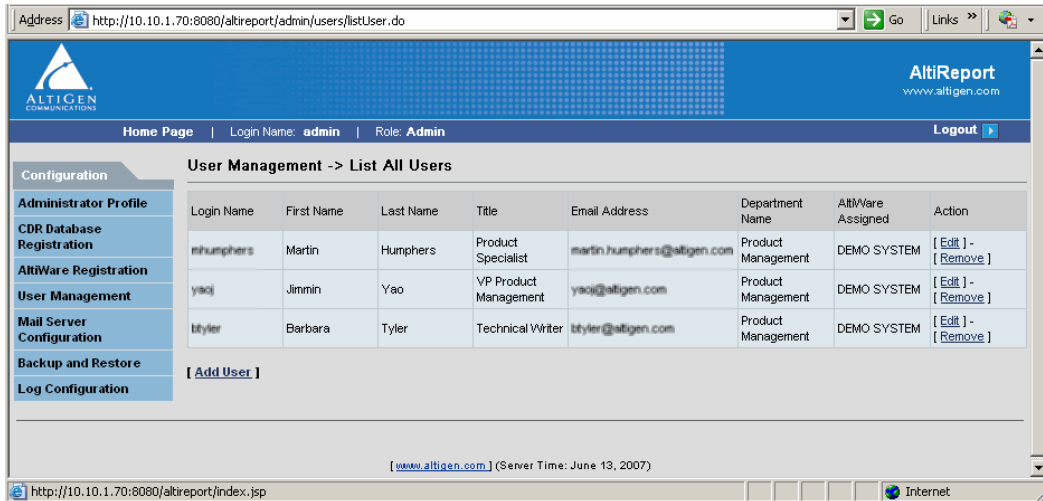


Figure 8. User Management > List All Users

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

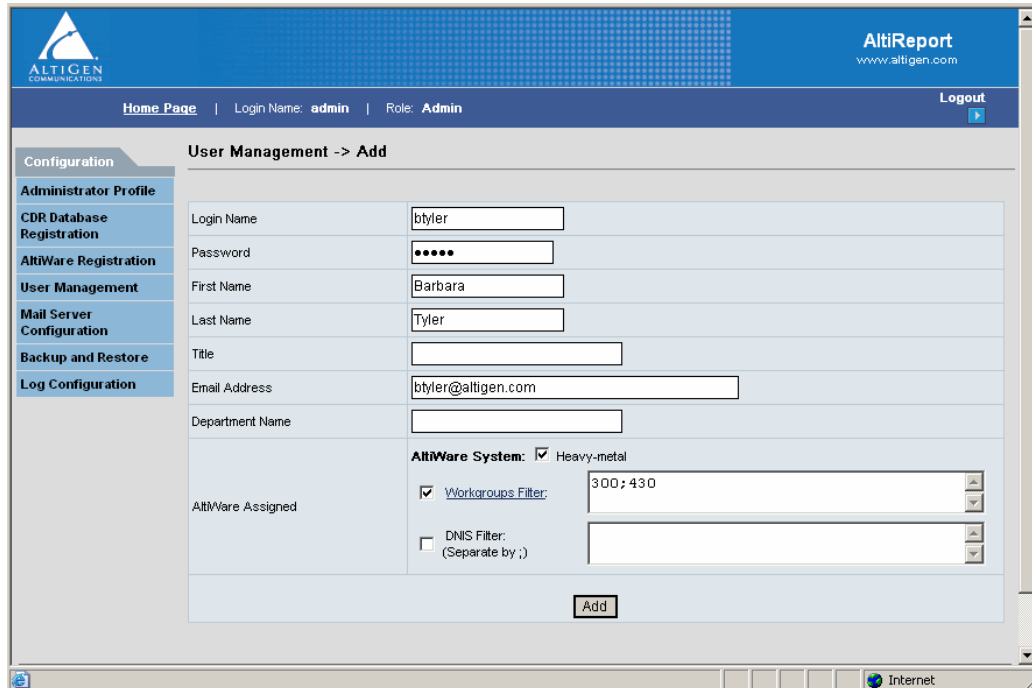


Figure 9. User Management > Add

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

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

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

## Mail Server Configuration

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

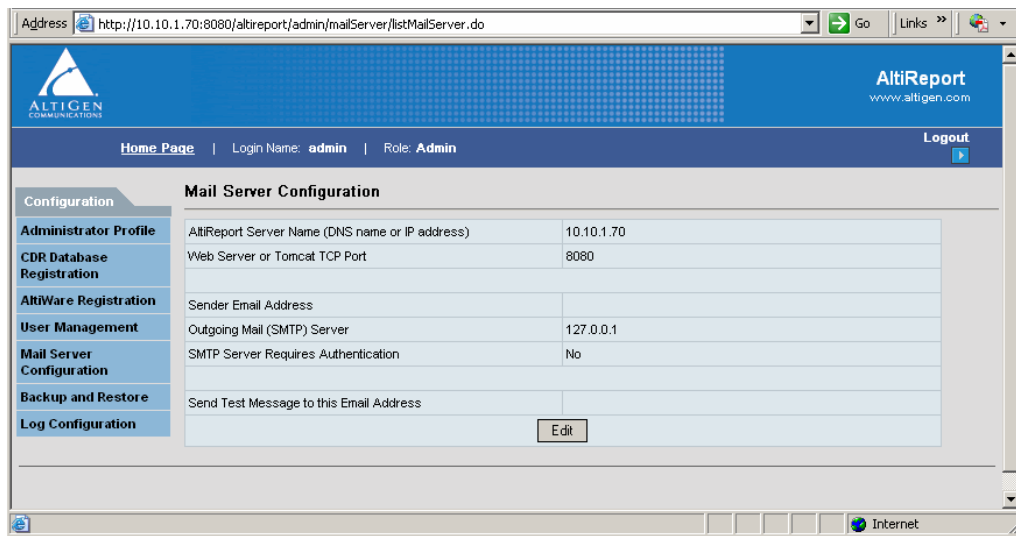


Figure 10. Mail Server Configuration window

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

The screenshot shows the AltiReport web interface. The top navigation bar includes the AltiReport logo, the text 'AltiReport www.altigen.com', and a 'Logout' button. Below the navigation bar, the user's login information is displayed: 'Home Page | Login Name: admin | Role: Admin'. The main content area is titled 'Mail Server Configuration' and contains a table of configuration parameters. A sidebar on the left lists various configuration categories, with 'Mail Server Configuration' currently selected. At the bottom of the configuration area is an 'Update' button.

Configuration	Mail Server Configuration
Administrator Profile	
CDR Database Registration	AltiReport Server Name (DNS name or IP address) <input type="text" value="10.10.1.70"/>
AltiWare Registration	Web Server or Tomcat TCP Port <input type="text" value="8080"/>
User Management	
Mail Server Configuration	Sender Email Address <input type="text" value="dbreports@altigen.com"/>
Backup and Restore	Outgoing Mail (SMTP) Server <input type="text" value="127.0.0.1"/>
Log Configuration	SMTP Server Requires Authentication <input checked="" type="checkbox"/>
	SMTP Account Name <input type="text" value="dbreport"/>
	SMTP Password <input type="password" value="....."/>
	Send Test Message to this Email Address <input type="text" value="dbreports@altigen.com"/>
	<input type="button" value="Update"/>

Figure 11. Mail Server Configuration edit window

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

- AltiReport Server Name (DNS name or IP address)
- Web Server or Tomcat TCP Port
- Sender Email Address
- Outgoing Mail (SMTP) Server
- SMTP Server Requires Authentication checkbox
- SMTP Account Name
- SMTP Password
- Send Test Message to Email Address

Click the **Update** button when finished.

## Backup and Restore

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

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

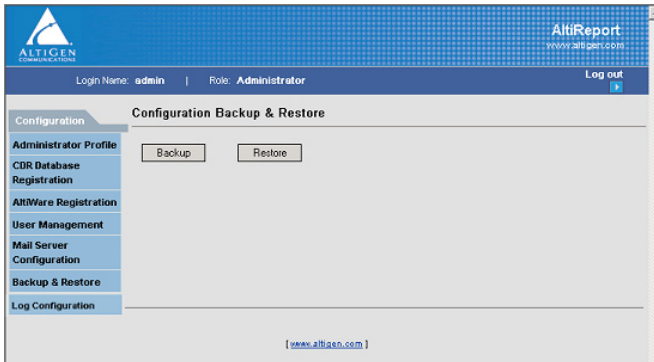


Figure 12. Backup and Restore window

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

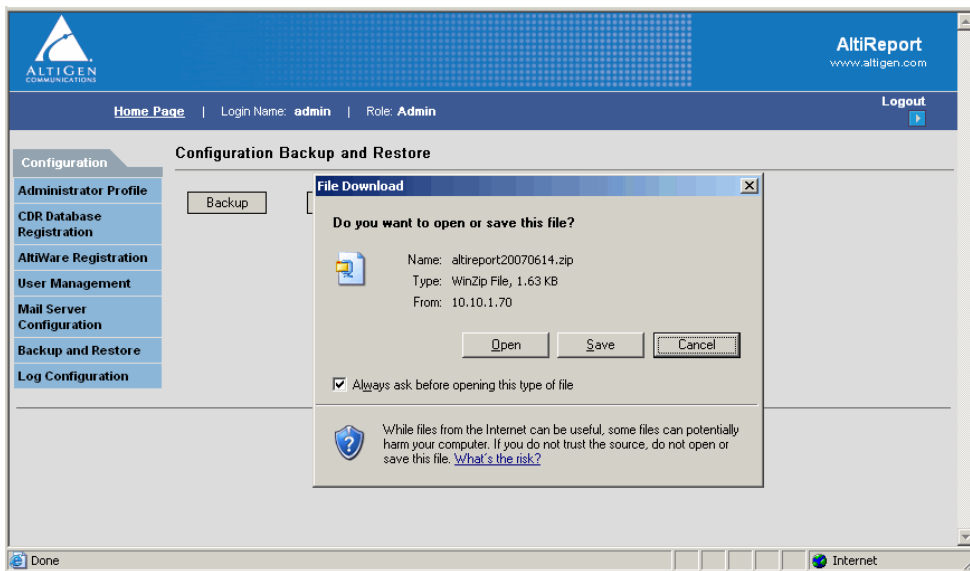


Figure 13. AltiReport Back Up



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

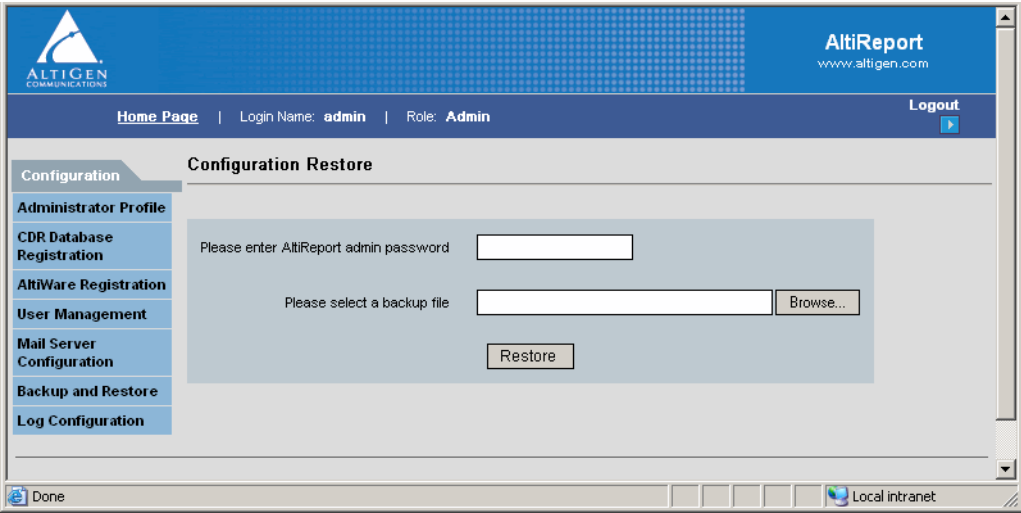


Figure 14. Configuration Restore

## Log Configuration

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

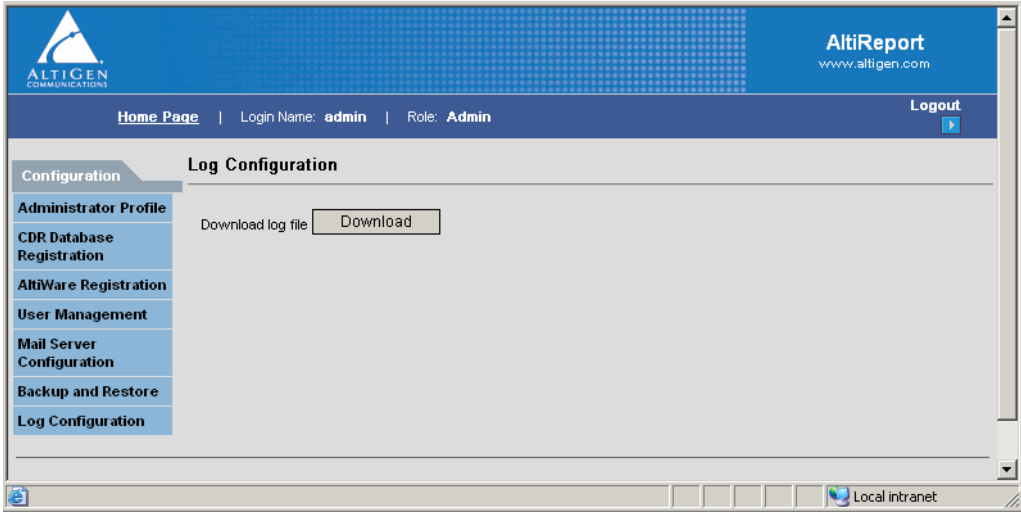


Figure 15. Log Configuration

## Logging in to Run Reports

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

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

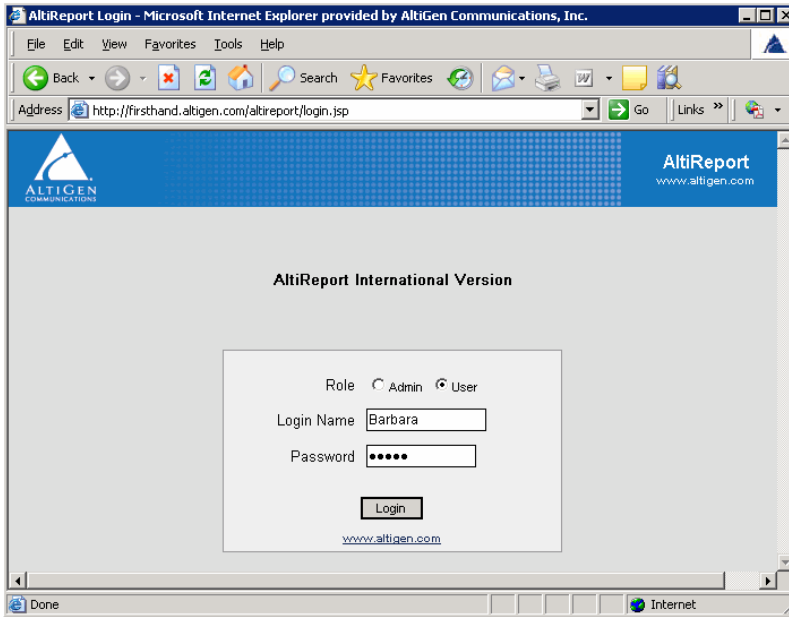


Figure 16. AltiReport User Login

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

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

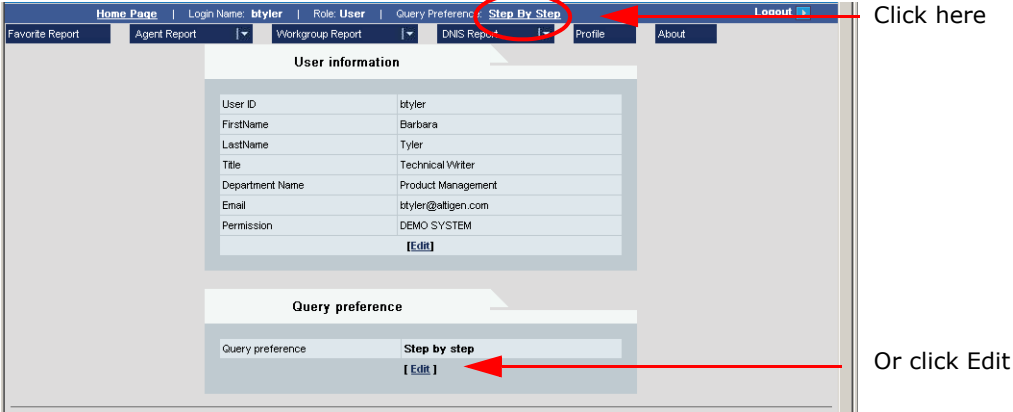


Figure 17. AltiReport User Information screen

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

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

Select the query preference in a couple of ways:



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:

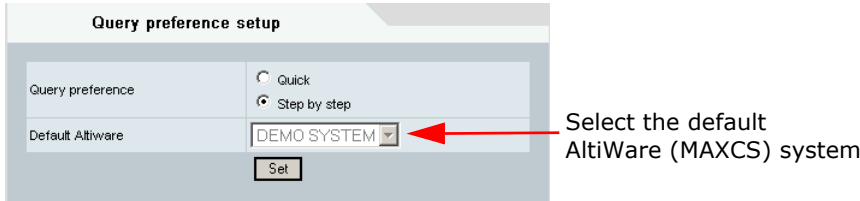


Figure 18. Setting the query preference and default AltiWare (MAXCS)

## Available Reports

These are the types of reports available:

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

The individual report names and their identifying numbers follow:

**Agent Reports**

- Agent Detail Reports:
  - 1101 - Activity Event
  - 1102 - Call Detail Report
- Agent Summary Reports:
  - 1201 - Performance Summary
  - 1202 - WG Calls and Direct Call Activity Summary Report

- 1203 - State Summary Report
- 1204 - WG Inbound Calls Summary Report
- 1205 - WG Outbound Calls Summary Report
- 1206 - Direct Calls Summary Report
- 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

### **Workgroup Reports**

- Workgroup Detail Reports:
  - 2101 - 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
- 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 Report

**DNIS Reports**

- DNIS Detail Report:
  - 3101 - Call Detail Report
- DNIS Summary Report:
  - 3201 - Call Summary

**Available Report Formats**

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

(Page: 1 - 11)

**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	-	-
<b>Subtotal</b>		<b>95</b>	<b>01:27:01</b>	<b>00:00:54</b>	<b>42</b>	<b>00:04:01</b>	<b>00:00:05</b>	<b>53</b>	<b>00:14:00</b>	<b>00:00:15</b>	<b>59</b>	<b>01:30:17</b>	<b>00:01:31</b>	<b>1</b>	<b>00:02:01</b>	<b>00:02:01</b>

Figure 19. Report results in HTML format

Sample PDF Report.pdf - Adobe Acrobat Professional

File Edit View Document Comments Forms Tools Advanced Window Help

Create PDF Combine Files Export Start Meeting Secure Sign Forms Review & Comment

1 / 11 57.6%

**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	-	-
<b>Subtotal</b>		<b>95</b>	<b>01:27:01</b>	<b>00:00:54</b>	<b>42</b>	<b>00:04:01</b>	<b>00:00:05</b>	<b>53</b>	<b>00:14:00</b>	<b>00:00:15</b>	<b>59</b>	<b>01:30:17</b>	<b>00:01:31</b>	<b>1</b>	<b>00:02:01</b>	<b>00:02:01</b>

Figure 20. Report results in PDF format

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	-	-
<b>Subtotal</b>		<b>95</b>	<b>01:27:01</b>	<b>00:00:54</b>	<b>42</b>	<b>00:04:01</b>	<b>00:00:05</b>	<b>53</b>	<b>00:14:00</b>	<b>00:00:15</b>	<b>59</b>	<b>01:30:17</b>	<b>00:01:31</b>	<b>1</b>	<b>00:02:01</b>	<b>00:02:01</b>

Figure 21. Report results in Microsoft Excel

## Running Reports

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

To access a report:

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

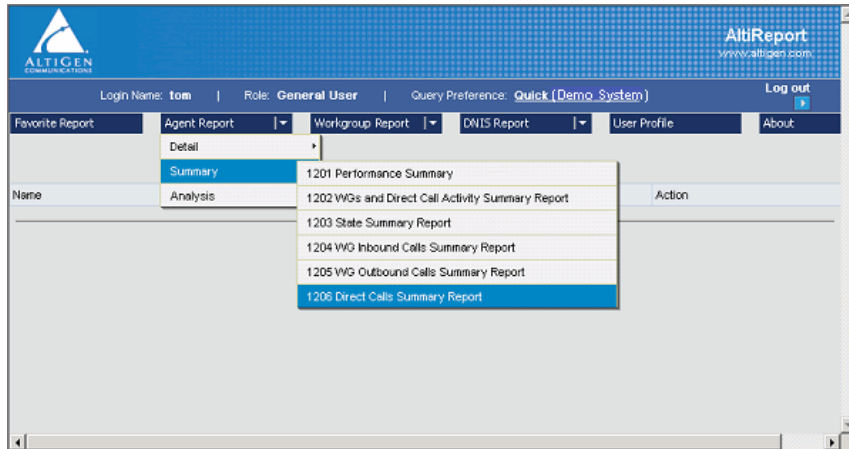
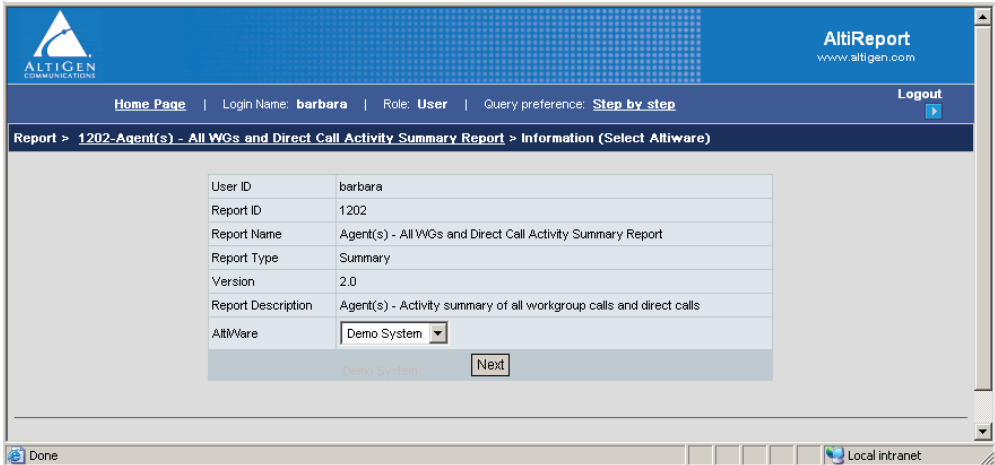


Figure 22. Selecting a report

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



- 3. Select the AltiWare (MAXCS) system you want to query, and click **Next**.
- 4. In the **Set Parameters** screen (shown in the figure below), set the parameters for the report, including the **Summary interval**, **Time Range**, **Filter By**, and **Output (Group by and Show empty records)** options.

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

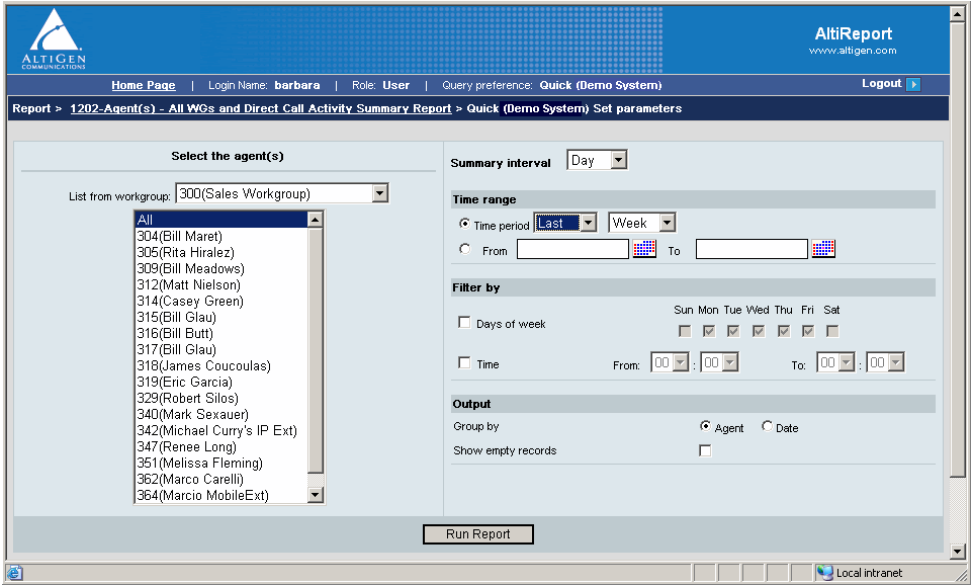


Figure 23. Set report parameters

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

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

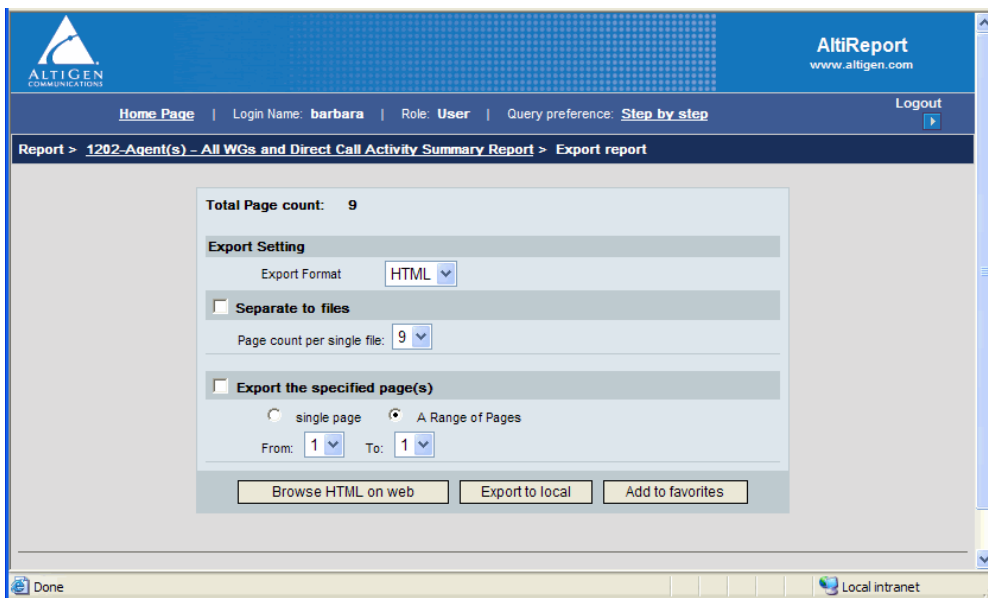


Figure 24. Export settings

## Setting Parameters in the Export Report Screen

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

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

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 25. A report separated into three files

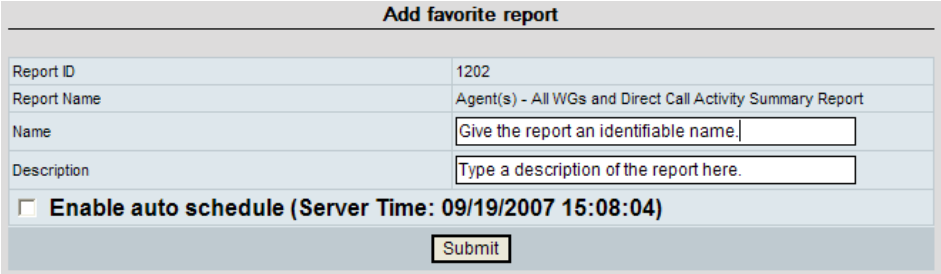
When you divide the report into more than one file, and then click the **Browse HTML on web** button, the report is displayed in page ranges that you can select:



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



- Lets you export and/or browse in HTML a single page or a range of pages. Specify the page or page range in the **From** and **To** drop-down lists. To save your specified pages, click **Export to local**. To view the specified pages in HTML, click **Browse HTML on web**.
- Lets you save the parameters for this report, so you don't have to specify them again in the future and lets you schedule the report to run automatically at a time you specify. To save the report parameters, click **Add to favorites**. The **Add favorite report** dialog box appears:



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:

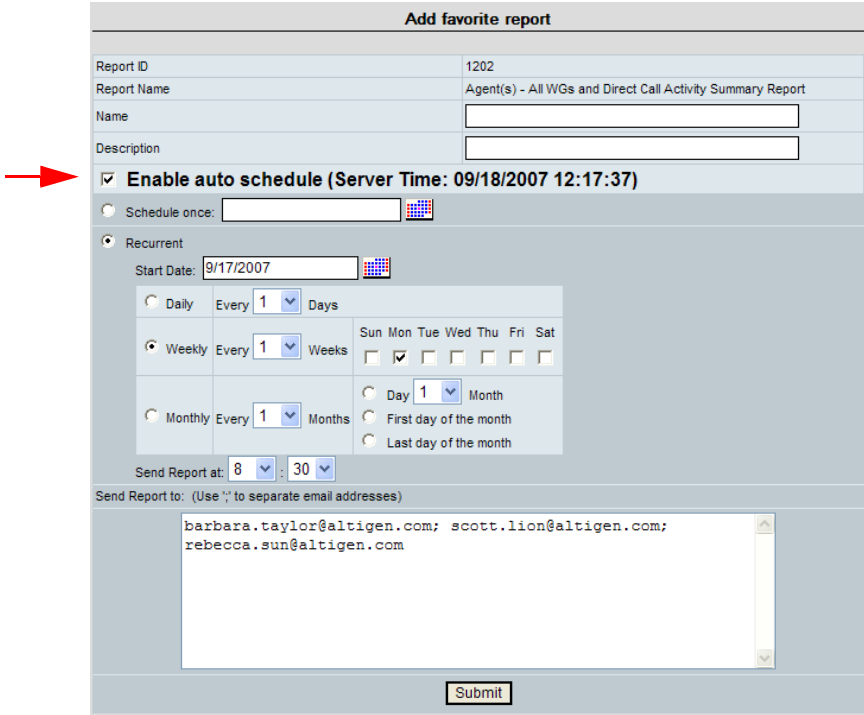


Figure 27. **Add favorite report** dialog box with scheduling options

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

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

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

List all favorite reports				
Name	Report ID	Report Name	Scheduled	Action
<a href="#">Test</a>	1202	Agent(s) - All WGs and Direct Call Activity Summary Report	Started	<a href="#">Edit</a> <a href="#">Remove</a>

## 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.

Click the link to run the report

Edit link

List all favorite reports				
Name	Report ID	Report Type	Scheduled	Action
<a href="#">Tech Support Weekly</a>	1201	Agent(s) - All WGs Performance Summary Report	not scheduled	<a href="#">Edit</a> <a href="#">Remove</a>

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

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

**Export Setting** (Total Page count: 2)

Export Format:

Separate to files Page count per single file:

Export the specified page(s)

single page  A Range of Pages

From:  To:

Export via email (Use ";" to separate email addresses)

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

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

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

# Printing HTML Reports

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



This opens a new Web window.

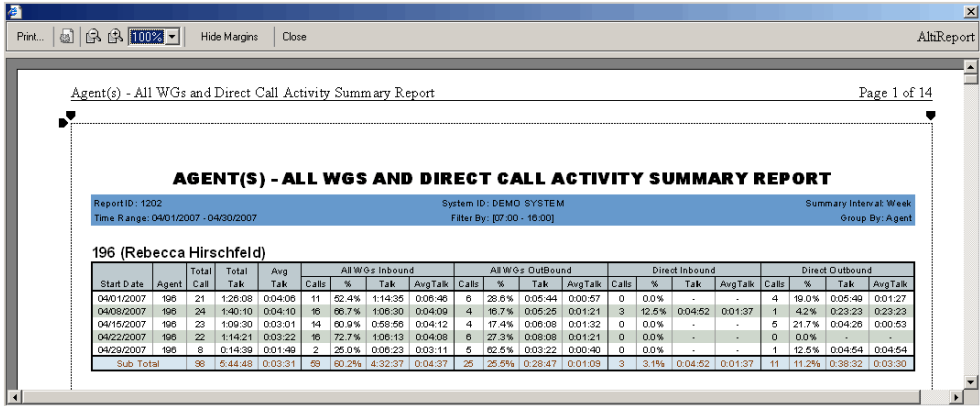
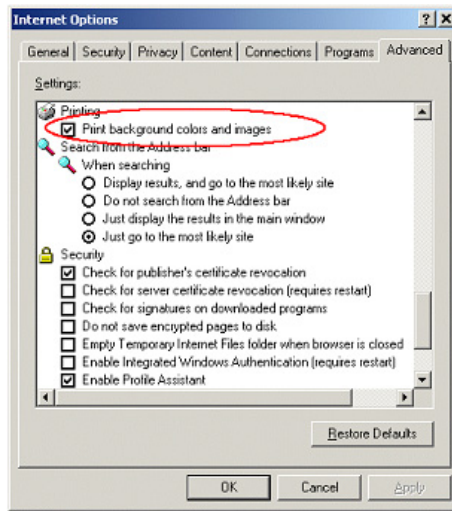


Figure 29. Web Print window

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

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



## CHAPTER

# 3

## The Reports

This chapter describes each AltiReport. 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

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

### Agent Reports

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This section describes Agent reports.

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

#### 1101 - Agent Activity Event

---

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

##### Report Options

1. Select a workgroup to display agents assigned to that workgroup.
2. Select single, multiple, or **All** agents.
3. Specify a time range for the report.
4. Narrow the report to specific days of the week and a span of time (optional).
5. Click **Run Report** to run the report.

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

<b>AGENT ACTIVITY EVENT REPORT</b>				
Report ID: 1101		System ID: DEMO SYSTEM		
Time Range: 05/13/2007 - 05/26/2007		Group By: Agent		
Filter By: Mon, Tue, Wed, Thu, Fri				
<b>717 (Jesse Woodrow)</b>				
Time Stamp	Agent	Activity Type	Workgroup	Logout Reason
05/14/2007 04:27:55	717	Unstaff	All	
05/14/2007 07:44:58	717	Unstaff	All	
05/14/2007 18:13:19	717	Login	450 (Customer Service)	
05/14/2007 18:15:48	717	Logout	450 (Customer Service)	96
05/14/2007 18:15:48	717	Unstaff	All	
05/14/2007 18:16:59	717	Login	450 (Customer Service)	
05/14/2007 18:18:03	717	Login	494 ()	
05/14/2007 18:57:49	717	Logout	494 ()	96
05/14/2007 18:57:49	717	Logout	450 (Customer Service)	96
05/14/2007 18:57:49	717	Unstaff	All	

Figure 1. This report shows activity event data for agent extension 717.

### Report Fields

- **Time Stamp**—Date and time the agent changes activity
- **Agent**—Agent’s extension number
- **Activity Type**—Displays the type of activity:
  - Unstaff—Agent’s extension is logged out as a virtual extension
  - Login—Agent is logged in to a 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 number of the workgroup this agent is logged into or logged out of
- **Logout Reason**—The reason the agent logged out of a workgroup

### Data Source

All data from the table AGENTACTIVITY

# 1102 - Agent Call Detail Report

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

## Report Options

1. Select a workgroup to display agents assigned to that workgroup.
2. Select single, multiple, or **All** agents.
3. Specify a time range for the report.
4. Narrow the report to specific days of the week and a span of time (optional).
5. 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 CALL DETAIL REPORT															
Report ID: 1102			System ID: DEMO SYSTEM						Group By: Agent						
Time Range: 05/01/2007									Filter By: Tue, Wed [07:00 - 18:00]						
Agent: 196 (Rebecca Hirschfeld)															
Inbound Calls (SLT:Service Level Threshold)															
Dir.	Start Time	End Time	Caller	WG	Duration in Different Call State						Start Priority	Within SLT	Exit State	Session ID	Seq ID
					AA/IVR	Queue	Ring	Talk	Hold	Rec					
In	05/01/2007 12:51:20	05/01/2007 12:52:01	10.10.0.110-9898912800 (Enterprise-9898912800)	-	-	-	0:00:22	-	-	-	5	Y	Goto VM with Voice Message	1177987178	1
In	05/01/2007 14:05:39	05/01/2007 14:14:28	10.10.0.110-9255705912 (Enterprise-9255705912)	450	-	0:01:08	0:00:02	0:07:39	-	0:07:39	4	Y	Connected	1177987261	6
In	05/01/2007 14:18:49	05/01/2007 14:29:19	10.10.0.110-2032421111 (Enterprise-2032421111)	450	0:00:09	0:07:13	0:00:02	0:03:06	-	0:03:06	5	Y	Connected	1177987285	4
In	05/01/2007 14:43:24	05/01/2007 14:55:14	10.10.0.110-7035422200 (Enterprise-7035422200)	450	0:00:05	0:04:10	0:00:03	0:07:32	-	0:07:32	5	Y	Connected	1177987308	4
In	05/01/2007 14:50:28	05/01/2007 15:10:51	10.10.0.110-5742581044 (Enterprise-5742581044)	450	0:00:07	0:04:44	0:00:02	0:15:30	-	0:15:29	5	Y	Connected	1177987325	4
In	05/01/2007 15:02:13	05/01/2007 15:19:50	5613683030 (GLOBAL TEL)	450	0:00:04	0:09:14	0:00:02	0:08:17	-	0:08:17	5	Y	Connected	1177987347	4
In	05/01/2007 15:20:48	05/01/2007 15:26:06	10.10.0.110-8474909457 (Enterprise-8474909457)	450	0:00:07	0:02:48	0:00:02	0:02:21	-	0:02:21	5	Y	Connected	1177987367	4
In	05/01/2007 15:49:10	05/01/2007 15:51:08	10.10.0.110-6234450055 (Enterprise-6234450055)	450	-	0:00:21	0:00:02	0:01:35	-	0:01:35	5	Y	Connected	1177987390	5
In	05/01/2007 15:52:52	05/01/2007 15:55:23	10.10.0.110-2675664929 (Enterprise-2675664929)	450	-	0:00:57	0:00:02	0:01:30	0:00:02	0:01:30	5	Y	Transfer	1177987396	5
Outbound Calls															
Dir.	Start Time	End Time	Target	WG	Duration in Different Call State						Start Priority	Within SLT	Exit State	Session ID	Seq ID
					AA/IVR	Queue	Ring	Talk	Hold	Rec					
Out	05/01/2007 13:48:23	05/01/2007 13:48:41		-	-	-	-	-	-	-	Y		General VM	1177987251	1
Out	05/01/2007 13:49:10	05/01/2007 13:52:32	17136268324	-	-	-	0:00:02	0:03:20	-	-	Y		Connected	1177987252	1
Out	05/01/2007 14:43:08	05/01/2007 14:43:41	206 (William Gaynor)	450	-	-	0:00:22	-	-	-	5	Y	Goto VM without Leaving Voice Message	1177987307	1
Out	05/01/2007 14:44:35	05/01/2007 14:46:14	206 (William Gaynor)	450	-	-	0:00:04	0:01:34	-	0:01:34	5	Y	Connected	1177987312	1
Out	05/01/2007 15:55:23	05/01/2007 15:55:24	328 ()	450	-	-	0:00:01	-	-	-	5	Y	Hang up During Ring	1177987396	6

Figure 2. This report displays inbound and outbound call data for agent extension 196 for one day in May.

## 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.)
- **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**



## 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 RNA	Other Activities During Login		
		Calls	Duration	Avg	Calls	Duration	Avg	Calls	Duration	Avg		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 3. 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										
<b>309 (Dan White)</b>																				
Start Date	Agent	Total Call	Total Talk	Avg Talk	All WGs Inbound				All WGs OutBound				Direct Inbound				Direct Outbound			
					Calls	%	Talk	AvgTalk	Calls	%	Talk	AvgTalk	Calls	%	Talk	AvgTalk	Calls	%	Talk	AvgTalk
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%	-	-
<b>Sub Total</b>		<b>616</b>	<b>33:11:16</b>	<b>0:03:13</b>	<b>194</b>	<b>31.5%</b>	<b>7:42:53</b>	<b>0:02:23</b>	<b>153</b>	<b>24.8%</b>	<b>10:49:40</b>	<b>0:04:14</b>	<b>248</b>	<b>40.3%</b>	<b>13:24:58</b>	<b>0:03:14</b>	<b>21</b>	<b>3.4%</b>	<b>1:13:45</b>	<b>0:03:30</b>
<b>315 (Patty Foley)</b>																				
Start Date	Agent	Total Call	Total Talk	Avg Talk	All WGs Inbound				All WGs OutBound				Direct Inbound				Direct Outbound			
					Calls	%	Talk	AvgTalk	Calls	%	Talk	AvgTalk	Calls	%	Talk	AvgTalk	Calls	%	Talk	AvgTalk
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
<b>Sub Total</b>		<b>261</b>	<b>19:29:57</b>	<b>0:04:28</b>	<b>0</b>	<b>0.0%</b>	<b>-</b>	<b>-</b>	<b>0</b>	<b>0.0%</b>	<b>-</b>	<b>-</b>	<b>130</b>	<b>49.8%</b>	<b>10:49:30</b>	<b>0:04:59</b>	<b>131</b>	<b>50.2%</b>	<b>8:40:27</b>	<b>0:03:58</b>
<b>Grand Total</b>																				
Total Call	Total Talk	Avg Talk	All WGs Inbound				All WGs OutBound				Direct Inbound				Direct Outbound					
<b>877</b>	<b>52:41:13</b>	<b>0:03:36</b>	<b>194</b>	<b>22.1%</b>	<b>7:42:53</b>	<b>0:02:23</b>	<b>153</b>	<b>17.4%</b>	<b>10:49:40</b>	<b>0:04:14</b>	<b>378</b>	<b>43.1%</b>	<b>24:14:28</b>	<b>0:03:50</b>	<b>152</b>	<b>17.3%</b>	<b>9:54:12</b>	<b>0:03:54</b>		

Figure 4. 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 ( $[\text{category}] \text{ Calls} / \text{Total Calls}$ )
  - Talk—Total talk time in that category
  - Avg Talk—Average talk time in that category ( $\text{Talk} / \text{Calls}$ )

**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			
<b>196 (Rebecca Hirschfeld)</b>										
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	-	-	-	-	-	-	-	-
<b>Sub Total</b>		<b>42:12:17</b>	<b>5:47:43</b>	<b>1:21:25</b>	<b>0:07:42</b>	<b>0:08:01</b>	<b>4:10:35</b>	-	-	<b>0:23:58</b>
<b>717 (Jesse Woodrow)</b>										
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	-	-	-	-	-	-	-	-
<b>Sub Total</b>		<b>48:00:00</b>	-	-	-	-	-	-	-	-
<b>Grand Total</b>										
Logoff	Logon	Duration in different state while 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 5. 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)														
Start Date	WG	Calls Offered	RNA	Answered					Hold			Wrap-Up		
				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
<b>Sub Total</b>		<b>872</b>	<b>13</b>	<b>865</b>	<b>92:11:08</b>	<b>0:06:23</b>	<b>1:08:19</b>	<b>0:00:04</b>	<b>163</b>	<b>4:35:10</b>	<b>0:01:41</b>	<b>806</b>	<b>19:12:54</b>	<b>0:01:25</b>

Figure 6. 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**—Number of calls sent to the agent
- **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										
Start Date	WG	Connected			Hold			Wrap-Up		
		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
<b>Sub Total</b>		<b>14</b>	<b>1:17:09</b>	<b>0:05:30</b>	<b>1</b>	<b>0:11:50</b>	<b>0:11:50</b>	<b>25</b>	<b>0:32:53</b>	<b>0:01:18</b>
04/08/2007 - 04/14/2007										
Start Date	WG	Connected			Hold			Wrap-Up		
		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
<b>Sub Total</b>		<b>4</b>	<b>0:07:47</b>	<b>0:01:56</b>	<b>0</b>	<b>-</b>	<b>-</b>	<b>6</b>	<b>0:10:00</b>	<b>0:01:40</b>
<b>Grand Total</b>										
Calls	Connected			Hold			Wrap-Up			
	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 7. 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.

<b>AGENT(S) - DIRECT CALLS SUMMARY REPORT</b>																
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				
<b>05/21/2007</b>																
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	-	-
<b>Sub Total</b>		<b>9</b>	<b>0:40:17</b>	<b>0:04:28</b>	<b>0</b>	<b>-</b>	<b>-</b>	<b>5</b>	<b>0:02:27</b>	<b>0:00:29</b>	<b>18</b>	<b>0:31:06</b>	<b>0:01:43</b>	<b>1</b>	<b>0:00:43</b>	<b>0:00:43</b>
<b>05/22/2007</b>																
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	0:14:04	0:09:00	0	-	-	0	-	-	8	0:45:04	0:09:00	0	0:00:26	0:00:25
<b>Grand Total</b>																
		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
		<b>47</b>	<b>3:13:20</b>	<b>0:04:06</b>	<b>5</b>	<b>0:00:43</b>	<b>0:00:08</b>	<b>17</b>	<b>0:07:30</b>	<b>0:00:26</b>	<b>73</b>	<b>5:00:06</b>	<b>0:04:06</b>	<b>3</b>	<b>0:01:58</b>	<b>0:00:39</b>

Figure 8. 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.

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

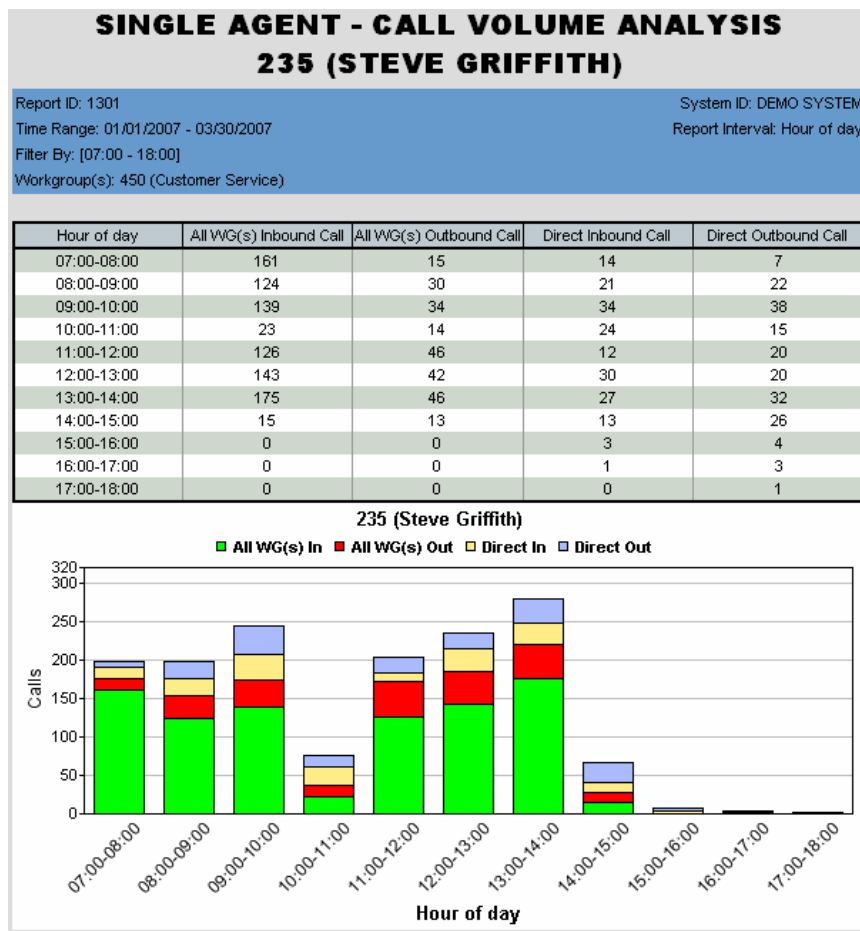


Figure 9. This agent’s call volume data is displayed by hour of day in table and graph format

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

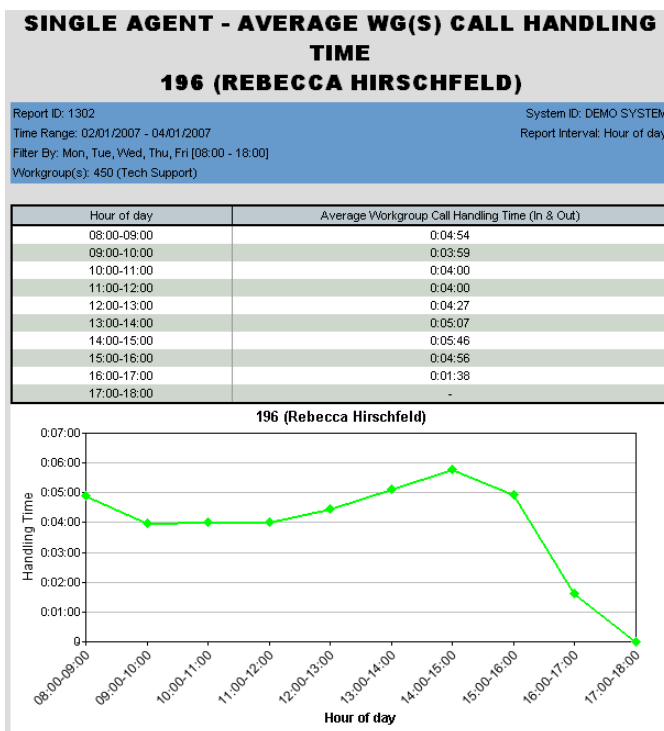


Figure 10. This report displays average workgroup call handling time in table and graph formats for agent extension 196.

### 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 workgroup(s).
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.

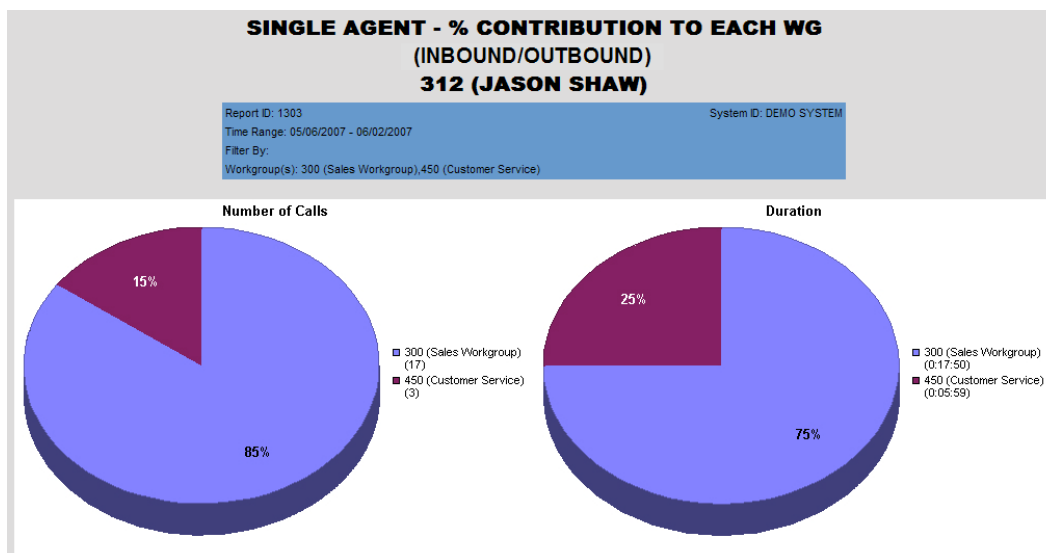


Figure 11. Agent 312 belongs to the Sales workgroup and the Customer Service workgroup. The pie graphs (color-coded) show the agent's contribution to each workgroup.

### 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 workgroup(s).
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.

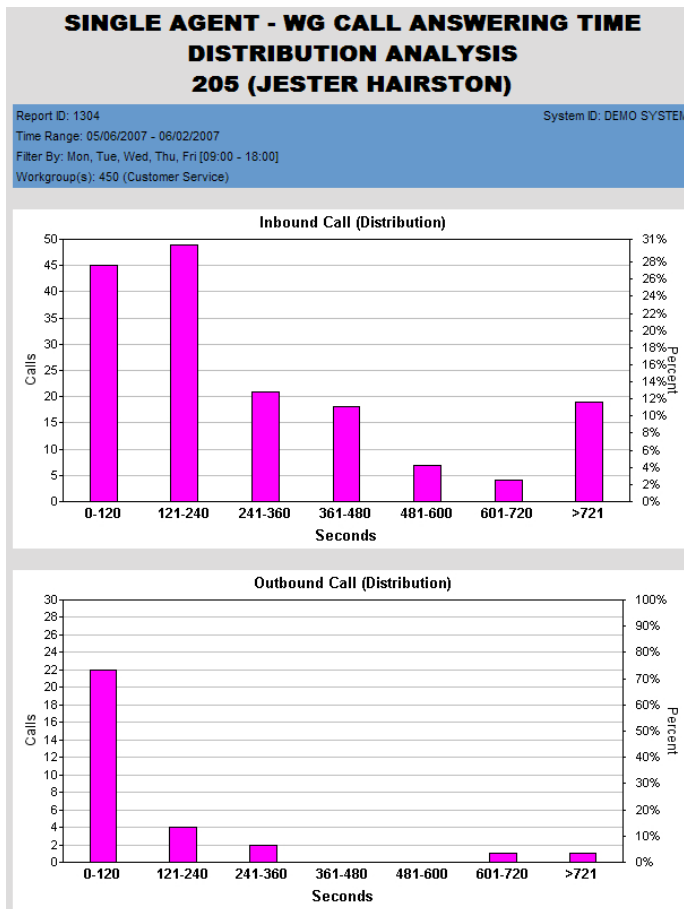


Figure 12. This report shows inbound call answering time and outbound call connection time in intervals of 120 seconds, as specified in the report query.

**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

# Workgroup Reports

This section describes Workgroup reports.

## 2101 - Workgroup Call Detail Report

**Description:** Reports call details for the specified workgroup(s).

### 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.

WORKGROUP(S) CALL DETAIL REPORT															
Report ID: 2101		System ID: DEMO SYSTEM								Group By: Workgroup					
Time Range: 03/04/2007 - 03/09/2007		Filter By:													
Workgroup:450 (Customer Service)															
Inbound Calls (SLT:Service Level Threshold)															
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	Talk	Hold	Rec					
In	03/05/2007 05:51:57	03/05/2007 05:53:52	10.10.0.110-9044211300 (Enterprise-9044211300)	235 (Martin Quarrington)	0:00:05	-	0:00:12	0:01:38	-	0:01:38	5	Y	Connected	1172726996	4
In	03/05/2007 06:11:36	03/05/2007 06:15:15	72.236.148.48-7322253099 (Affiliated-7322253099)	205 (Ian McBride)	-	-	0:00:04	0:03:35	-	0:03:35	5	Y	Connected	1172726998	1
In	03/05/2007 06:24:38	03/05/2007 06:29:28	4848830127 (Cell Phone PA)	205 (Ian McBride)	0:00:09	0:01:15	0:00:07	0:03:19	-	0:03:19	5	Y	Connected	1172727004	4
In	03/05/2007 06:49:52	03/05/2007 06:56:13	216.153.146.166-2032344910 (216.153.146.166-2032344910)	235 (Martin Quarrington)	-	-	0:00:07	0:06:14	-	0:06:14	5	Y	Connected	1172727011	1
In	03/05/2007 06:49:53	03/05/2007 06:51:00	10.10.0.110-4078656644 (Enterprise-4078656644)	205 (Ian McBride)	-	-	0:00:08	0:00:59	-	0:00:59	5	Y	Connected	1172727013	1
In	03/05/2007 07:00:37	03/05/2007 07:06:26	10.10.0.110-7316929684 (Enterprise-7316929684)	205 (Ian McBride)	0:00:12	-	0:00:04	0:05:33	-	0:05:33	5	Y	Connected	1172727017	4
In	03/05/2007 07:07:23	03/05/2007 07:08:35	10.10.0.110-7032589361 (Enterprise-7032589361)	235 (Martin Quarrington)	0:00:10	-	0:00:33	-	-	-	5	Y	Group Member Ring No Answer	1172727027	4
In	03/05/2007 07:08:35	03/05/2007 07:16:23	10.10.0.110-7032589361 (Enterprise-7032589361)	235 (Martin Quarrington)	-	0:01:56	0:00:11	0:06:10	-	0:06:10	5	Y	Connected	1172727027	5
In	03/05/2007 07:07:21	03/05/2007 07:08:00	10.10.0.110-7707090082 (Enterprise-7707090082)	235 (Martin Quarrington)	0:00:06	-	0:00:33	-	-	-	5	Y	Group Member Ring No Answer	1172727028	4
In	03/05/2007 07:08:00	03/05/2007 07:14:09	10.10.0.110-7707090082 (Enterprise-7707090082)	205 (Ian McBride)	-	0:00:28	0:00:04	0:04:08	0:01:29	0:04:08	5	Y	Connected	1172727028	5
In	03/05/2007 07:08:00	03/05/2007 07:14:09	10.10.0.110-7707090082 (Enterprise-7707090082)	215 (Matt)	-	-	-	-	-	-	5	Y	Connected	1172727028	2
Outbound Calls															
Dir.	Start Time	End Time	Target	Agent	Duration in Different Call State						Start Priority	Within SLT	Exit State	Session ID	Seq ID
					AA/IVR	Queue	Ring	Talk	Hold	Rec					
Out	03/05/2007 06:15:19	03/05/2007 06:16:23	235 (Martin Quarrington)	205 (Ian McBride)	-	-	0:00:34	-	-	-	5	Y	Goto VM with Voice Message	1172727000	1
Out	03/05/2007 06:17:49	03/05/2007 06:25:59	205 (Ian McBride)	235 (Martin Quarrington)	-	-	0:00:03	0:08:07	-	0:08:07	5	Y	Connected	1172727001	1
Out	03/05/2007 06:30:48	03/05/2007 06:33:37	14848830127	205 (Ian McBride)	-	-	0:00:17	0:02:32	-	0:02:32	-	Y	Connected	1172727006	1
Out	03/05/2007 06:41:47	03/05/2007 06:42:15	19038922157	235 (Martin Quarrington)	-	-	0:00:06	0:00:22	-	0:00:22	-	Y	Connected	1172727007	1
Out	03/05/2007 06:43:15	03/05/2007 06:44:20	17322253099	205 (Ian McBride)	-	-	0:00:10	0:00:55	-	0:00:55	-	Y	Connected	1172727008	1

Figure 13. This report shows inbound and outbound call data for the Customer Service workgroup during a week in March.

### 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.)
- **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

## 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		
<b>312 (Jason Shaw)</b>					
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	-
<b>329 (Georgette George)</b>					
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
<b>Grand Total</b>					
Login Duration		Not-Ready		DND/FWD	Error
102:40:00		-		1:08:50	0:16:13

Figure 14. This report shows length of time the agent spent in various states (logged in, not ready, DND/FWD, error) during the reporting period. Subtotals and grand totals are given.

### 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 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) 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						
<b>205 (Jester Hairston)</b>															
Start Date	Agent	Workgroup and Direct Calls (Inbound & Outbound)									Total Performing Time	Non-Call Activities			
		Answered			Hold			Wrap-Up				Calls RNA	Other Activities During Login		
		Calls	Total	Avg	Calls	Total	Avg	Calls	Total	Avg			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	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	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	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	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	0	2:59:45	-	-
<b>Sub Total</b>		<b>174</b>	<b>11:53:07</b>	<b>0:04:05</b>	<b>13</b>	<b>0:11:52</b>	<b>0:00:54</b>	<b>159</b>	<b>3:13:28</b>	<b>0:01:13</b>	<b>15:18:27</b>	<b>0</b>	<b>10:57:48</b>	-	<b>0:00:01</b>
<b>215 (Dan White)</b>															
Start Date	Agent	Workgroup and Direct Calls (Inbound & Outbound)									Total Performing Time	Non-Call Activities			
		Answered			Hold			Wrap-Up				Calls RNA	Other Activities During Login		
		Calls	Total	Avg	Calls	Total	Avg	Calls	Total	Avg			Not-Ready	DND/FWD	Error
05/07/2007	215	32	4:46:47	0:08:57	4	0:11:25	0:02:51	21	0:18:48	0:00:53	5:17:00	1	1:30:54	-	-
05/08/2007	215	27	3:42:05	0:08:13	3	0:00:39	0:00:13	30	0:36:54	0:01:13	4:19:38	0	1:44:53	-	-
05/09/2007	215	21	3:17:06	0:09:23	3	0:00:06	0:00:02	21	0:35:58	0:01:42	3:53:10	1	1:41:16	-	-
05/10/2007	215	30	3:11:02	0:06:22	5	0:00:36	0:00:07	28	0:26:41	0:00:57	3:38:19	0	1:36:25	-	-
05/11/2007	215	25	3:15:14	0:07:48	1	0:02:58	0:02:58	26	0:26:47	0:01:01	3:44:59	0	2:06:06	-	-
<b>Sub Total</b>		<b>135</b>	<b>18:12:14</b>	<b>0:08:05</b>	<b>16</b>	<b>0:15:44</b>	<b>0:00:59</b>	<b>126</b>	<b>2:25:08</b>	<b>0:01:09</b>	<b>20:53:06</b>	<b>2</b>	<b>8:39:34</b>	-	-
<b>Grand Total</b>															
Calls	Workgroup and Direct Calls (Inbound & Outbound)									Total Performing Time	Non-Call Activities				
	Answered			Hold			Wrap-Up				Calls RNA	Other Activities During Login			
	Total	Avg		Calls	Total	Avg	Calls	Total	Avg			Not-Ready	DND/FWD	Error	
<b>309</b>	<b>30:05:21</b>	<b>0:05:50</b>	<b>29</b>	<b>0:27:36</b>	<b>0:00:57</b>	<b>285</b>	<b>5:38:36</b>	<b>0:01:11</b>	<b>36:11:33</b>	<b>2</b>	<b>19:37:22</b>	-	<b>0:00:01</b>		

Figure 15. 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 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.

<b>SINGLE WG - AGENT CALL ACTIVITY SUMMARY REPORT WITH % ANALYSIS</b>																				
<b>450 (CUSTOMER SERVICE)</b>																				
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										
<b>01/01/2007 - 01/31/2007</b>																				
Start Date	Agent	All Calls			Workgroup Inbound				Workgroup Outbound				Direct Inbound				Direct Outbound			
		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
<b>02/01/2007 - 02/28/2007</b>																				
Start Date	Agent	All Calls			Workgroup Inbound				Workgroup Outbound				Direct Inbound				Direct Outbound			
		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	268	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
<b>03/01/2007 - 03/31/2007</b>																				
Start Date	Agent	All Calls			Workgroup Inbound				Workgroup Outbound				Direct Inbound				Direct Outbound			
		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
<b>Grand Total</b>																				
Call		All Calls			Workgroup Inbound				Workgroup Outbound				Direct Inbound				Direct Outbound			
2462	188:32:49	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 16. 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 ( $\frac{[\text{category}] \text{ Calls}}{[\text{All Calls}] \text{ Calls}}$ )
  - 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									
<b>01/01/2007 - 01/31/2007</b>																						
Start Date	Agent	Name	All Calls				Workgroup Inbound				Workgroup OutBound				Direct Inbound				Direct Outbound			
			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%
<b>02/01/2007 - 02/28/2007</b>																						
Start Date	Agent	Name	All Calls				Workgroup Inbound				Workgroup OutBound				Direct Inbound				Direct Outbound			
			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%
<b>03/01/2007 - 03/31/2007</b>																						
Start Date	Agent	Name	All Calls				Workgroup Inbound				Workgroup OutBound				Direct Inbound				Direct Outbound			
			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 17. 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 ( $[\text{All Calls}] \text{ Calls} / \langle \text{Sub Total of Calls} \rangle$ )
- 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 ( $[\text{All Calls}] \text{ Talk} / [\text{All Calls}] \langle \text{Sub Total of Talk} \rangle$ )
- 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 ( $[\text{category}] \text{ Calls} / [\text{category}] \langle \text{Sub Total of Calls} \rangle$ )
  - 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 ( $[\text{category}] \text{ Talk} / [\text{category}] \langle \text{Sub Total of Talk} \rangle$ )

### **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 workgroup(s).

### Report Options

1. Select an agent, if you want only that agent's workgroups to appear in the workgroup selection list.
2. Select workgroup(s).
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	Total Calls	Inbound Calls						Connected Outbound Calls			Total WG Calls		
			Answered			Abandoned		Overflowed/Redirected		Calls	Talk		Avg	
			Calls	%	Talk	Avg	Calls	%	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	1:38:05	0:01:53	58

Figure 18. 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 ( $[\text{Answered}] \text{ Calls} / [\text{Inbound Calls}] \text{ Total Calls}$ )
    - Talk—Total talk time on those answered calls
    - Avg—Average talk time per call ( $[\text{Answered}] \text{ Talk} / [\text{Answered}] \text{ Calls}$ )

- 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 ( $[\text{Abandoned}] \text{ Calls} / [\text{Inbound Calls}] \text{ Total Calls}$ )
- 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 ( $[\text{Overflowed/Redirected}] \text{ Calls} / [\text{Inbound Calls}] \text{ Total Calls}$ )
- **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 ( $\text{Talk} / \text{Calls}$ )
- **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 workgroup(s).
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.

<b>WG(S) - INBOUND CALLS WAIT TIME SUMMARY</b>													
Report ID: 2206			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: Time				
<b>05/01/2007 - 05/05/2007 (SLT:Service Level Threshold)</b>													
Start Time	Workgroup	Total Inbound Calls	Answered			Abandoned (ABN)					Overflowed/Redirected		
			Calls	WT	Avg WT	Hangup in		Total ABN			Calls	WT	Avg WT
						Queue	Ring	Calls	WT	Avg WT			
05/01/2007	450	183	164	6:28:42	0:02:22	17	1	18	1:16:20	0:04:14	1	0:00:09	0:00:09
<b>Sub Total</b>		<b>183</b>	<b>164</b>	<b>6:28:42</b>	<b>0:02:22</b>	<b>17</b>	<b>1</b>	<b>18</b>	<b>1:16:20</b>	<b>0:04:14</b>	<b>1</b>	<b>0:00:09</b>	<b>0:00:09</b>
<b>05/06/2007 - 05/12/2007 (SLT:Service Level Threshold)</b>													
Start Time	Workgroup	Total Inbound Calls	Answered			Abandoned (ABN)					Overflowed/Redirected		
			Calls	WT	Avg WT	Hangup in		Total ABN			Calls	WT	Avg WT
						Queue	Ring	Calls	WT	Avg WT			
05/06/2007	450	287	235	16:22:17	0:04:10	30	3	33	2:27:31	0:04:28	19	0:48:36	0:02:33
<b>Sub Total</b>		<b>287</b>	<b>235</b>	<b>16:22:17</b>	<b>0:04:10</b>	<b>30</b>	<b>3</b>	<b>33</b>	<b>2:27:31</b>	<b>0:04:28</b>	<b>19</b>	<b>0:48:36</b>	<b>0:02:33</b>
<b>05/13/2007 - 05/19/2007 (SLT:Service Level Threshold)</b>													
Start Time	Workgroup	Total Inbound Calls	Answered			Abandoned (ABN)					Overflowed/Redirected		
			Calls	WT	Avg WT	Hangup in		Total ABN			Calls	WT	Avg WT
						Queue	Ring	Calls	WT	Avg WT			
05/13/2007	450	253	216	7:46:33	0:02:09	26	1	27	1:30:42	0:03:21	10	0:31:16	0:03:07
<b>Sub Total</b>		<b>253</b>	<b>216</b>	<b>7:46:33</b>	<b>0:02:09</b>	<b>26</b>	<b>1</b>	<b>27</b>	<b>1:30:42</b>	<b>0:03:21</b>	<b>10</b>	<b>0:31:16</b>	<b>0:03:07</b>
<b>05/20/2007 - 05/26/2007 (SLT:Service Level Threshold)</b>													
Start Time	Workgroup	Total Inbound Calls	Answered			Abandoned (ABN)					Overflowed/Redirected		
			Calls	WT	Avg WT	Hangup in		Total ABN			Calls	WT	Avg WT
						Queue	Ring	Calls	WT	Avg WT			
05/20/2007	450	248	221	7:19:33	0:01:59	13	3	16	0:31:24	0:01:57	11	0:00:51	0:00:04
<b>Sub Total</b>		<b>248</b>	<b>221</b>	<b>7:19:33</b>	<b>0:01:59</b>	<b>13</b>	<b>3</b>	<b>16</b>	<b>0:31:24</b>	<b>0:01:57</b>	<b>11</b>	<b>0:00:51</b>	<b>0:00:04</b>
<b>05/27/2007 - 05/31/2007 (SLT:Service Level Threshold)</b>													
Start Time	Workgroup	Total Inbound Calls	Answered			Abandoned (ABN)					Overflowed/Redirected		
			Calls	WT	Avg WT	Hangup in		Total ABN			Calls	WT	Avg WT
						Queue	Ring	Calls	WT	Avg WT			
05/27/2007	450	5	5	0:00:38	0:00:07	0	0	0	-	-	0	-	-
<b>Sub Total</b>		<b>5</b>	<b>5</b>	<b>0:00:38</b>	<b>0:00:07</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>-</b>	<b>-</b>	<b>0</b>	<b>-</b>	<b>-</b>
<b>Grand Total</b>													
Total Inbound Calls	Answered			Abandoned (ABN)					Overflowed/Redirected				
	Calls	WT	Avg WT	Hangup in		Total ABN			Calls	WT	Avg WT		
				Queue	Ring	Calls	WT	Avg WT					
<b>976</b>	<b>841</b>	<b>37:57:43</b>	<b>0:02:42</b>	<b>86</b>	<b>8</b>	<b>94</b>	<b>5:45:57</b>	<b>0:03:40</b>	<b>41</b>	<b>1:20:52</b>	<b>0:01:58</b>		

Figure 19. This report shows wait time data for workgroup 450 during the month of May, in

weekly intervals.

### **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 number of 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)
  - Abandoned (ABN)
    - Hang up in Queue—The number of callers 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 workgroup(s).
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: DEMO SYSTEM										Summary Interval: Week				
Time Range: 05/01/2007 - 05/31/2007		Filter By: Mon, Tue, Wed, Thu, Fri [09:00 - 18:00]										Group By: Time				
<b>05/01/2007 - 05/05/2007</b>																
Start Time	Workgroup	Total # of Calls	Answered Calls						Abandoned Calls				Overflowed		Num Of VM	Total Calls in Queue
			# of Calls	% of Calls	Talk Time	Avg Talk	Handle Time	Avg Handle	# of Calls	% of Calls	Hangup In		# of Calls	% of Calls		
05/01/2007	450	183	164	89.6%	23:28:03	0:08:35	27:18:06	0:09:59	18	9.8%	17	1	1	0.5%	0	105
Sub Total		183	164	89.6%	23:28:03	0:08:35	27:18:06	0:09:59	18	9.8%	17	1	1	0.5%	0	105
<b>05/06/2007 - 05/12/2007</b>																
Start Time	Workgroup	Total # of Calls	Answered Calls						Abandoned Calls				Overflowed		Num Of VM	Total Calls in Queue
			# of Calls	% of Calls	Talk Time	Avg Talk	Handle Time	Avg Handle	# of Calls	% of Calls	Hangup In		# of Calls	% of Calls		
05/06/2007	450	287	235	81.9%	30:18:18	0:07:44	35:06:47	0:08:57	33	11.5%	30	3	19	6.6%	11	194
Sub Total		287	235	81.9%	30:18:18	0:07:44	35:06:47	0:08:57	33	11.5%	30	3	19	6.6%	11	194
<b>05/13/2007 - 05/19/2007</b>																
Start Time	Workgroup	Total # of Calls	Answered Calls						Abandoned Calls				Overflowed		Num Of VM	Total Calls in Queue
			# of Calls	% of Calls	Talk Time	Avg Talk	Handle Time	Avg Handle	# of Calls	% of Calls	Hangup In		# of Calls	% of Calls		
05/13/2007	450	253	216	85.4%	28:23:28	0:07:53	33:46:03	0:09:22	27	10.7%	26	1	10	4.0%	3	160
Sub Total		253	216	85.4%	28:23:28	0:07:53	33:46:03	0:09:22	27	10.7%	26	1	10	4.0%	3	160
<b>05/20/2007 - 05/26/2007</b>																
Start Time	Workgroup	Total # of Calls	Answered Calls						Abandoned Calls				Overflowed		Num Of VM	Total Calls in Queue
			# of Calls	% of Calls	Talk Time	Avg Talk	Handle Time	Avg Handle	# of Calls	% of Calls	Hangup In		# of Calls	% of Calls		
05/20/2007	450	248	221	89.1%	25:17:21	0:06:51	29:31:49	0:08:01	16	6.5%	13	3	11	4.4%	4	135
Sub Total		248	221	89.1%	25:17:21	0:06:51	29:31:49	0:08:01	16	6.5%	13	3	11	4.4%	4	135
<b>05/27/2007 - 05/31/2007</b>																
Start Time	Workgroup	Total # of Calls	Answered Calls						Abandoned Calls				Overflowed		Num Of VM	Total Calls in Queue
			# of Calls	% of Calls	Talk Time	Avg Talk	Handle Time	Avg Handle	# of Calls	% of Calls	Hangup In		# of Calls	% of Calls		
05/27/2007	450	5	5	100.0%	0:25:14	0:05:02	0:30:14	0:06:02	0	0.0%	0	0	0	0.0%	0	0
Sub Total		5	5	100.0%	0:25:14	0:05:02	0:30:14	0:06:02	0	0.0%	0	0	0	0.0%	0	0
<b>Grand Total</b>																
Total # of Calls			Answered Calls						Abandoned Calls				Overflowed		Num Of VM	Total Calls in Queue
	# of Calls	% of Calls	Talk Time	Avg Talk	Handle Time	Avg Handle	# of Calls	% of Calls	Hangup In		# of Calls	% of Calls				
976	841	86.2%	107:52:24	0:07:41	126:12:59	0:09:00	94	9.6%	86	8	41	4.2%	18	594		

Figure 20. This report shows inbound call handling data for workgroup 450 during the month of May, 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 ( $[\text{Answered}] \# \text{ of Calls} / \text{Total} \# \text{ of Calls}$ )
    - Talk Time—Duration of talk time for the answered inbound calls
    - Avg Talk—Average talk time per answered call ( $[\text{Answered}] \text{ Talk Time} / [\text{Answered}] \# \text{ of Calls}$ )
    - Handle Time—Total time required by all answered calls for talk, hold, and wrap-up
    - Avg Handle—Average handling time per call ( $[\text{Answered}] \text{ Handle Time} / [\text{Answered}] \# \text{ of Calls}$ )
  - **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 ( $[\text{Abandoned}] \# \text{ of Calls} / \text{Total} \# \text{ of Calls}$ )
    - 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**—
    - # of Calls—Number of calls overflowed (to voice mail, to an application, to others)
    - % of Calls—Percentage that number is of the total inbound workgroup calls ( $[\text{Overflowed}] \# \text{ of Calls} / \text{Total} \# \text{ of Calls}$ )
- **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 workgroup(s).
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.

<b>WG(S) - OUTBOUND CALL HANDLING SUMMARY REPORT</b>							
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		
<b>450 (Customer Service)</b>							
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
<b>Sub Total</b>		<b>178</b>	<b>10:02:35</b>	<b>0:03:23</b>	<b>13:56:00</b>	<b>0:04:41</b>	<b>0</b>

Figure 21. This report data is displayed in weekly intervals for a one-month period for the Customer Service workgroup.

### 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 workgroup(s).
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%
<b>Sub Total</b>		<b>1193</b>	<b>14</b>	<b>1.2%</b>	<b>1</b>	<b>0.1%</b>	<b>0</b>	<b>0.0%</b>	<b>98.7%</b>	<b>78.5%</b>

Figure 22. 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.

## 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.

### Report Options

1. Select an agent, if you want only that agent's workgroups to appear in the workgroup selection list.
2. Select workgroup(s).
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 Answered	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%
<b>Sub Total</b>	<b>297</b>	<b>152</b>	<b>51.2%</b>	<b>27</b>	<b>9.1%</b>	<b>22</b>	<b>7.4%</b>	<b>16</b>	<b>5.4%</b>	<b>14</b>	<b>4.7%</b>	<b>13</b>	<b>4.4%</b>	<b>53</b>	<b>17.8%</b>

Figure 23. 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 ( $[\text{time interval}] \text{ Calls} / \text{Total Calls Answered}$ )

The data is also reported in two graphs:

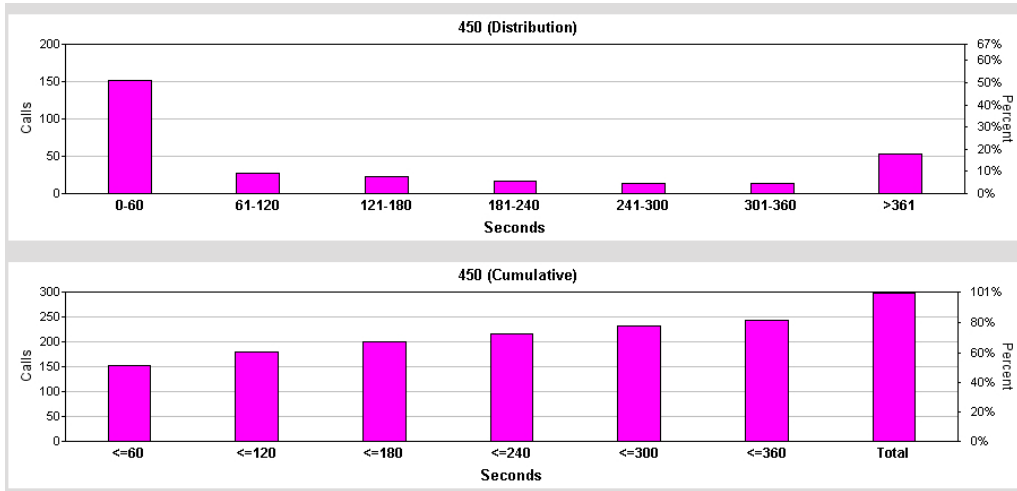


Figure 24. The top graph shows the number and percentage of calls answered within the specified time periods (in increments of 60 seconds, in this case). The bottom graph shows, cumulatively, how many and what percent of calls were answered as the time periods progress.

### 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 workgroup(s).
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%
<b>Sub Total</b>	<b>40</b>	<b>12</b>	<b>30.0%</b>	<b>8</b>	<b>20.0%</b>	<b>3</b>	<b>7.5%</b>	<b>2</b>	<b>5.0%</b>	<b>2</b>	<b>5.0%</b>	<b>4</b>	<b>10.0%</b>	<b>9</b>	<b>22.5%</b>

Figure 25. 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:

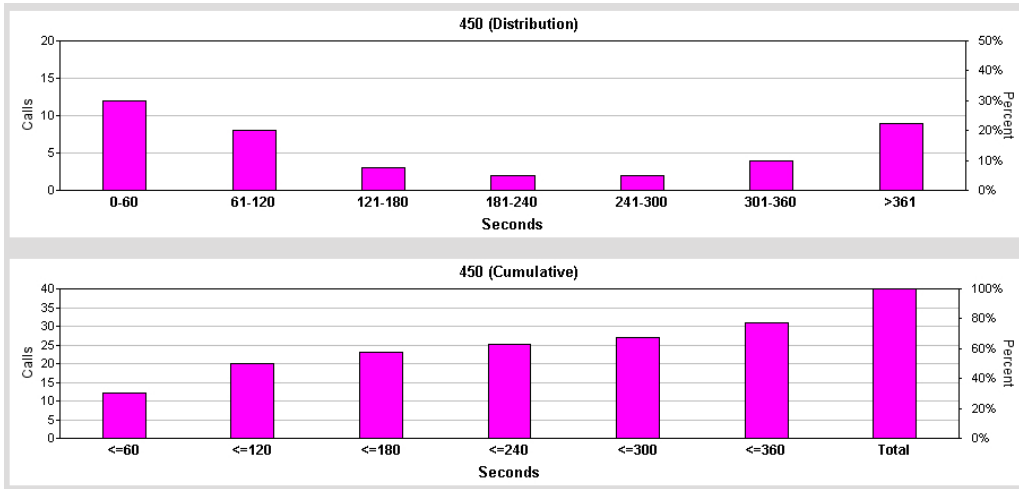


Figure 26. The top graph shows the number and percentage of calls abandoned within the specified time periods (in increments of 60 seconds, in this case). The bottom graph shows, cumulatively, how many calls were abandoned as the time periods progress.

### 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 workgroup(s).
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 OVERTFLOWED/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%
<b>Sub Total</b>	<b>19</b>	<b>14</b>	<b>73.7%</b>	<b>1</b>	<b>5.3%</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>	<b>4</b>	<b>21.1%</b>

Figure 27. 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:

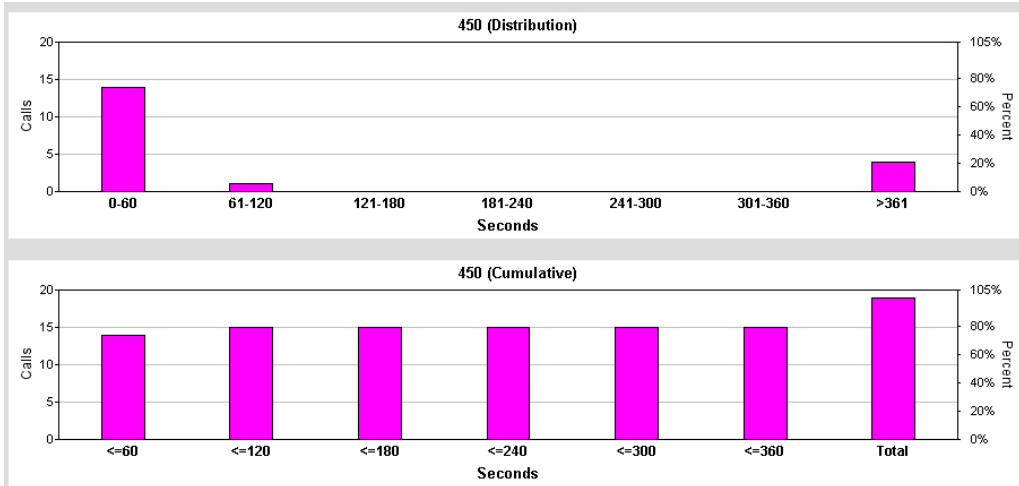


Figure 28. The top graph shows the number and percentage of calls that waited for the specified time (in incremental periods of 60 seconds, in this case) before being overflowed or redirected. The bottom graph shows the accumulation of calls that were overflowed or redirected as the time increments progress.

### 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 workgroup(s).
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																						
Start Date	Agent	Name	All Calls				Workgroup Inbound				Workgroup OutBound				Direct Inbound				Direct Outbound			
			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																						
Start Date	Agent	Name	All Calls				Workgroup Inbound				Workgroup OutBound				Direct Inbound				Direct Outbound			
			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 29. 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 ( $[\text{time interval}] \text{ Calls} / \text{Total Calls Answered}$ )

### 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 workgroup(s).

### Report Options

1. Select an agent, if you want only that agent's workgroups to appear in the workgroup selection list.
2. Select workgroup(s).
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%
<b>Sub Total</b>	<b>286</b>	<b>168</b>	<b>58.7%</b>	<b>47</b>	<b>16.4%</b>	<b>18</b>	<b>6.3%</b>	<b>8</b>	<b>2.8%</b>	<b>13</b>	<b>4.5%</b>	<b>7</b>	<b>2.4%</b>	<b>25</b>	<b>8.7%</b>

Figure 30. 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 ( $[\text{time interval}] \text{ Calls} / \text{Total Calls Connected}$ )

The data is also reported in two graphs:

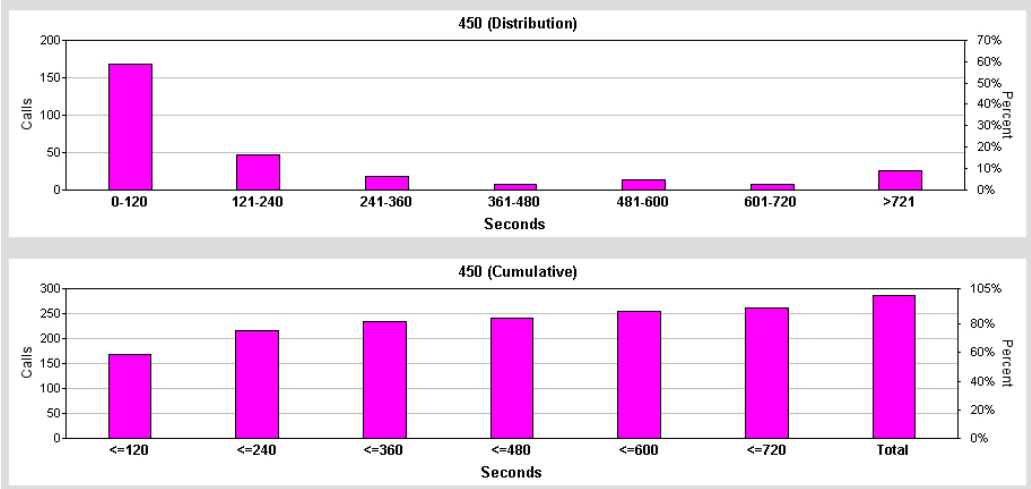


Figure 31. The first graph shows the number and percentage of outbound calls whose handling time falls into the interval of seconds specified. The second graph shows the call data accumulating as the time intervals pass.

**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 workgroup(s).

### Report Options

1. Select an agent, if you want only that agent's workgroups to appear in the workgroup selection list.
2. Select workgroup(s).
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 Answered	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%
<b>Sub Total</b>	<b>1210</b>	<b>2</b>	<b>0.2%</b>	<b>1</b>	<b>0.1%</b>	<b>5</b>	<b>0.4%</b>	<b>28</b>	<b>2.3%</b>	<b>1174</b>	<b>97.0%</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>

Figure 32. 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:

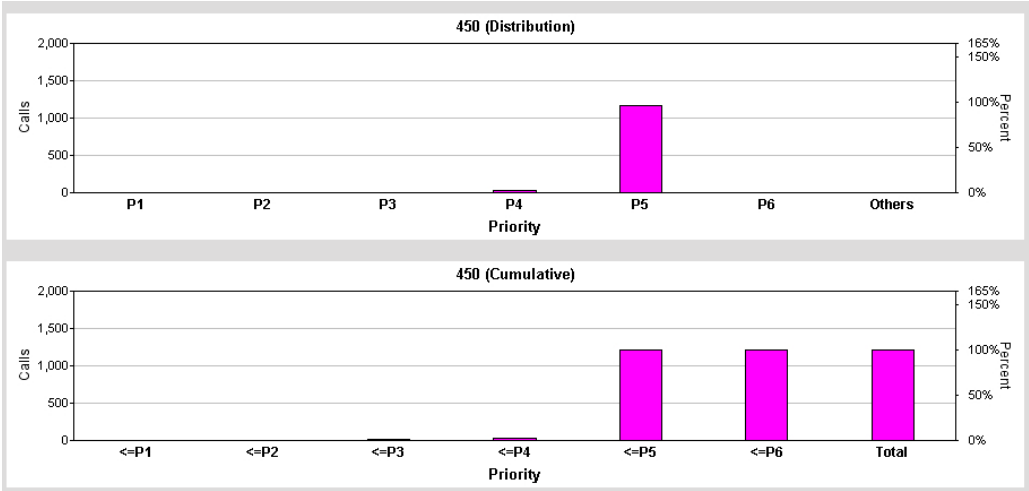


Figure 33. The top graph shows the number of incoming calls by priority level for the specified reporting period. The bottom graph shows a cumulative view of calls by priority level.

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

Figure 34. 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 ( $[\text{Answered}] \text{ Calls} / [\text{Inbound Calls}] \text{ Total Calls}$ )
    - Talk—Total talk time on calls answered in the specified time period
    - Avg—Average talk time per answered call ( $[\text{Answered}] \text{ Talk} / [\text{Answered}] \text{ Calls}$ )
  - Abandoned
    - Calls—Number of inbound calls that were abandoned by the caller

- %—Percentage that number is of the total number of inbound calls ( $[\text{Abandoned}] \text{ Calls} / [\text{Inbound Calls}] \text{ Total Calls}$ )
- 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 ( $[\text{Overflowed/Redirected}] \text{ Calls} / [\text{Inbound Calls}] \text{ Total Calls}$ )
- **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 ( $[\text{Connected Outbound Calls}] \text{ Talk} / [\text{Connected Outbound Calls}] \text{ Calls}$ )
- **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:

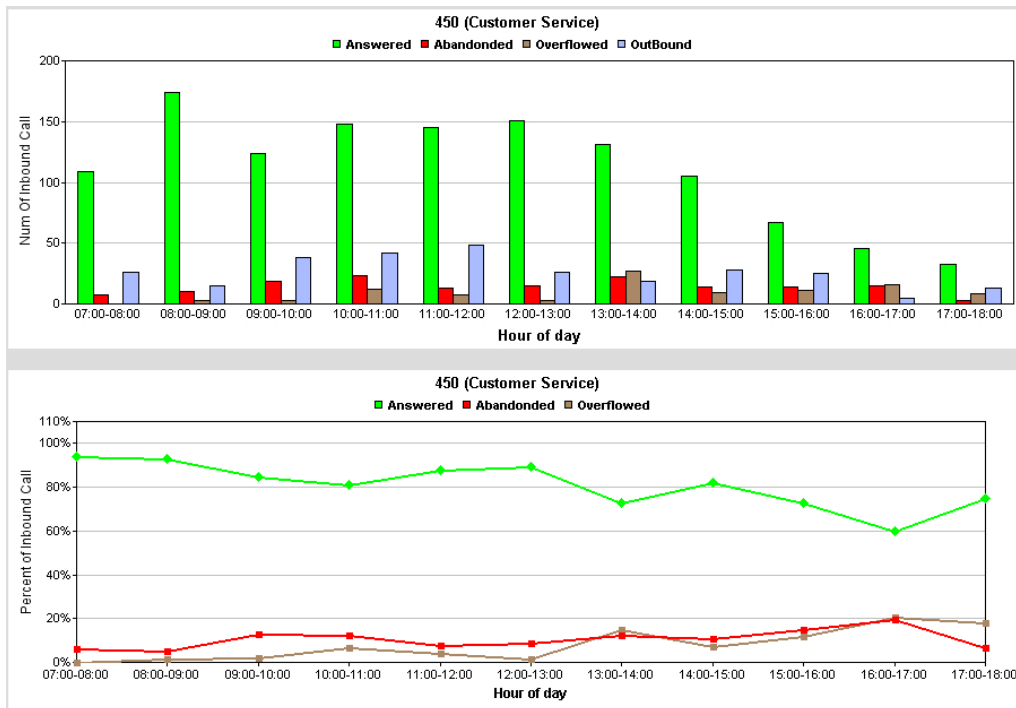


Figure 35. The first graph shows the number of inbound calls in three categories, plus outbound calls. The second graph shows the *percent* of inbound calls in three categories.

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

WG(S) - CUMULATIVE INBOUND CALLS WAIT TIME												
Report ID: 2308		System ID: DEMO SYSTEM						Report Interval: Hour of day				
Time Range: 04/02/2007 - 04/30/2007			Filter By: Mon, Tue, Wed, Thu, Fri [09:00 - 18:00]				Group By: Workgroup					
450 (Customer Service) (SLT:Service Level Threshold)												
Hour of day	Total	Answered					Abandoned (ABN)			Overflowed/Redirected		
	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
<b>Sub Total</b>	<b>1184</b>	<b>950</b>	<b>46:59:31</b>	<b>0:02:58</b>	<b>936</b>	<b>98.5%</b>	<b>138</b>	<b>7:59:16</b>	<b>0:03:28</b>	<b>96</b>	<b>2:45:15</b>	<b>0:01:43</b>

Figure 36. 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 ( $[\text{Answered}] \text{ Wait Time} / [\text{Answered}] \text{ Calls}$ )
    - 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 ( $[\text{Answered}] \text{ Within SLT} / [\text{Answered}] \text{ Calls}$ )
  - 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 ( $[\text{Abandoned}] \text{ Wait Time} / [\text{Abandoned}] \text{ Calls}$ )
- 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 ( $[\text{Overflowed/Redirected}] \text{ Wait Time} / [\text{Overflowed/Redirected}] \text{ Calls}$ )

The report includes the following graphs:

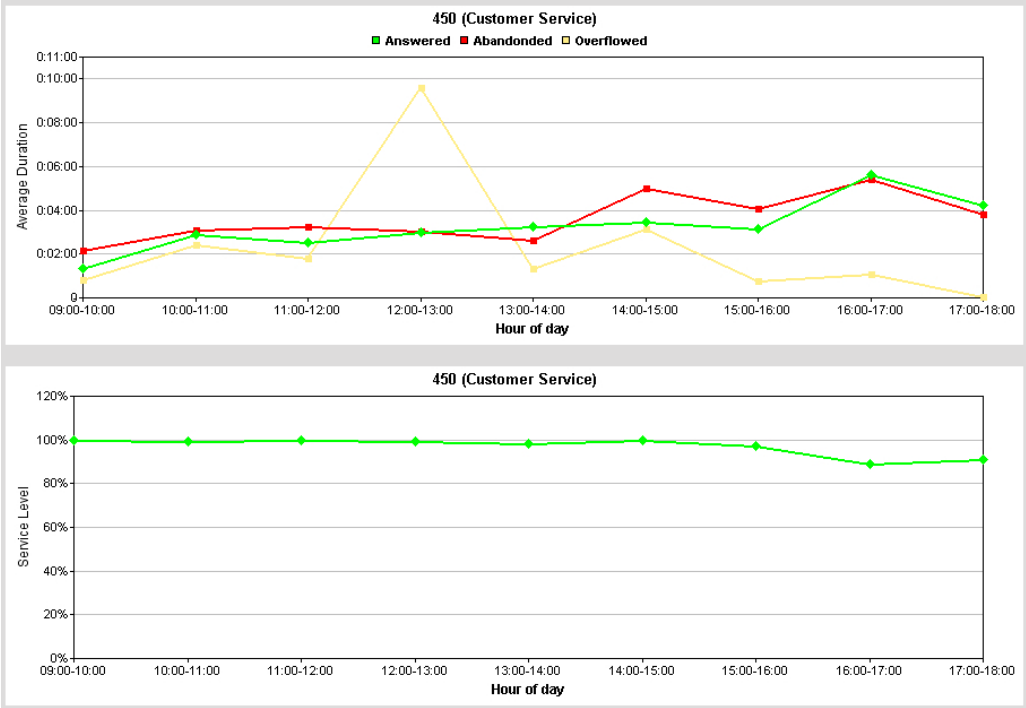


Figure 37. The top graph shows the average duration of incoming calls, broken out by hour of day. The bottom graph shows the percentage of calls that met the service level, also by hour of day.

**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)

### Report Options

1. Select an agent, if you want only that agent's workgroups to appear in the workgroup selection list.
2. Select workgroup(s).
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 # of Calls	Answered Calls						Abandoned Calls				Overflowed/Redirected		Total Calls In Queue	# of VM	# of Xfer
		# 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			
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%	68:42:59	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
<b>Sub Total</b>	<b>4076</b>	<b>3524</b>	<b>86.5%</b>	<b>420:56:10</b>	<b>0:07:10</b>	<b>504:17:17</b>	<b>0:08:35</b>	<b>435</b>	<b>10.7%</b>	<b>410</b>	<b>25</b>	<b>117</b>	<b>2.9</b>	<b>2510</b>	<b>57</b>	<b>331</b>

Figure 38. 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 ( $[\text{Answered Calls}] \# \text{ of Calls} / \text{Total} \# \text{ of Calls}$ )
  - Talk Time—Total talk time on those answered calls
  - Avg Talk—Average talk time per call ( $[\text{Answered Calls}] \text{ Talk Time} / [\text{Answered Calls}] \# \text{ of Calls}$ )
  - Handle Time—Total handling time (talk time + hold time + wrap-up time) on those answered calls
  - Avg Handle—Average handling time per call ( $[\text{Answered Calls}] \text{ Handle Time} / [\text{Answered Calls}] \# \text{ of Calls}$ )

- **Abandoned Calls:**
  - # of Calls—Number of inbound calls that were abandoned by the caller
  - %—Percentage those calls are of the total calls ( $[\text{Abandoned Calls}] \div \text{Total \# of Calls}$ )
  - 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 ( $[\text{Overflowed/Redirected}] \div \text{Total \# of Calls}$ )
- **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:

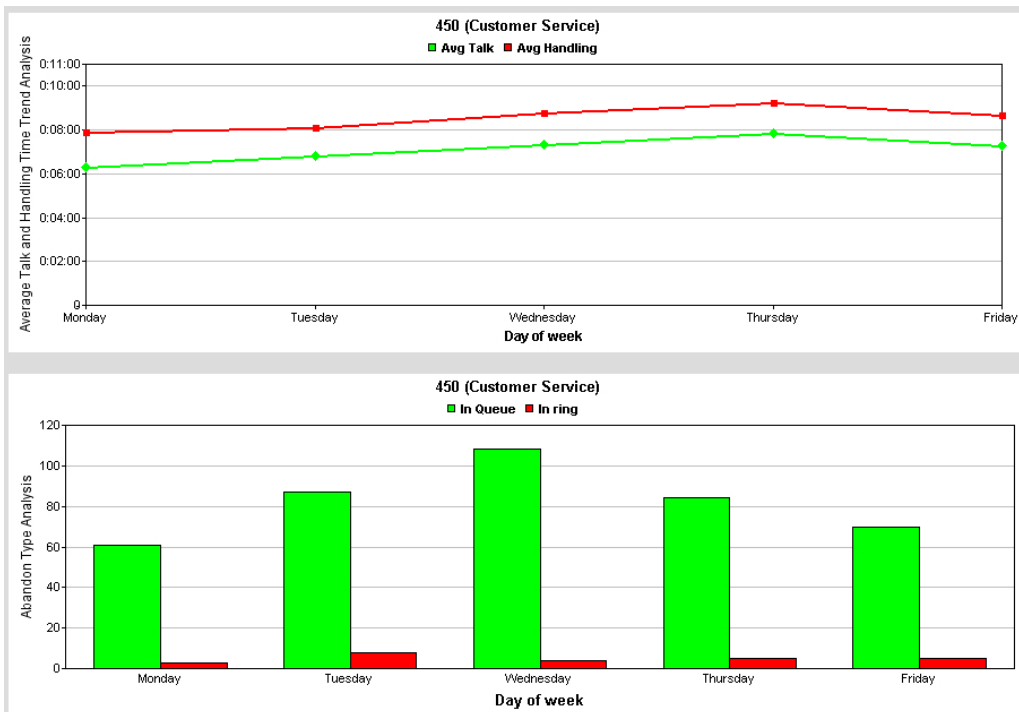


Figure 39. The top graph shows average talk time and average handling time, by day of week. The bottom graph shows where abandoned calls were when they were abandoned.

**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 workgroup(s).
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		
<b>450 (Customer Service)</b>						
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 40. 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:



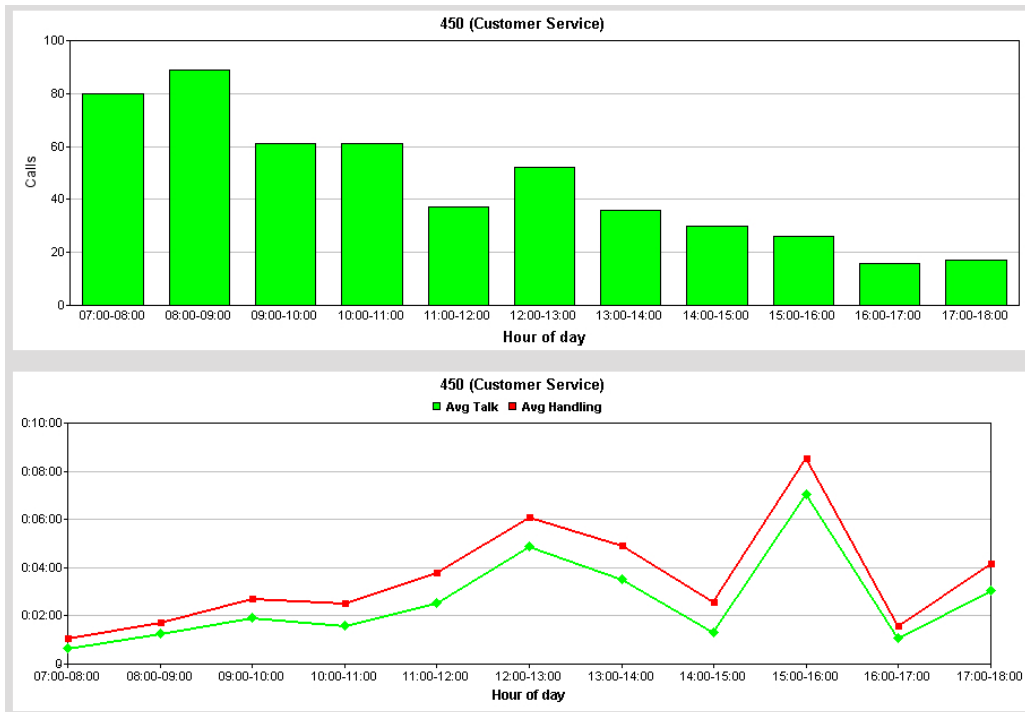


Figure 41. The top graph shows number of calls per selected time period. The bottom graph shows average talk time and average handling time.

**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 workgroup(s).
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%
<b>Sub Total</b>	<b>435</b>	<b>261</b>	<b>60.0%</b>	<b>95</b>	<b>21.8%</b>	<b>79</b>	<b>18.2%</b>

Figure 42. 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:

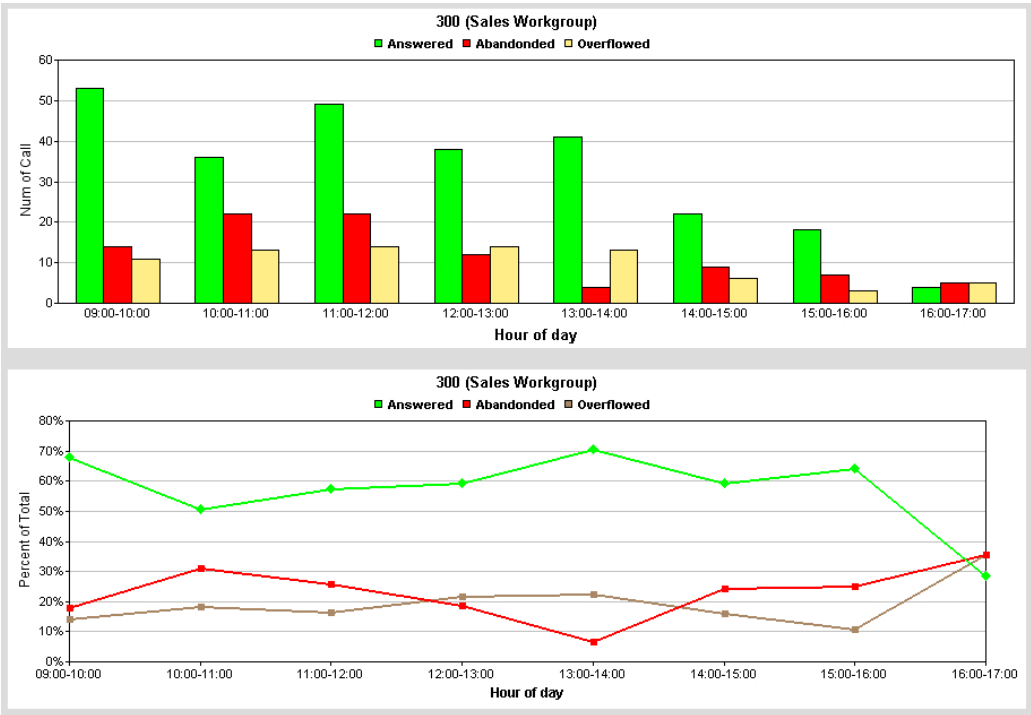


Figure 43. The top graph shows the numbers of calls that were answered, abandoned, and overflowed, by hour of day, in the specified time period. The bottom graph shows percent of total calls that were answered, abandoned, and overflowed.

**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 workgroup(s).
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	
<b>450 (Customer Service)</b>					
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 44. 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 ( $[\text{Calls in Queue}] \# \text{ of Calls} / \text{Total Inbound Calls}$ )
- **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 ( $[\text{Calls without Queue}] \# \text{ of Calls} / \text{Total Inbound Calls}$ )

The data is also displayed in two graphs:

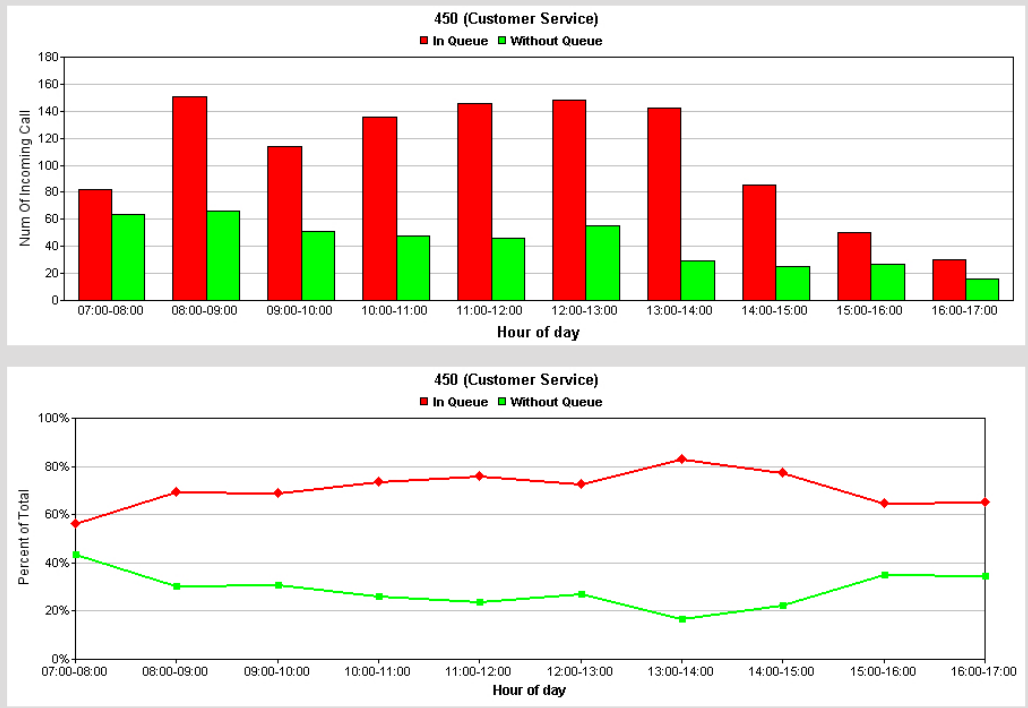


Figure 45. The top graph shows the number of incoming calls that spent time in queue and those that did not. The bottom graph shows percentage of total calls that spent time in queue and those that did not spend time in queue.

**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 workgroup(s).
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.

<b>WG(S) - AVERAGE INCOMING CALL HANDLING TIME ANALYSIS</b>					
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	
<b>450 (Customer Service)</b>					
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	0:07:56
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
<b>Sub Total</b>	<b>917</b>	<b>102:20:04</b>	<b>0:06:41</b>	<b>124:42:07</b>	<b>0:08:09</b>

Figure 46. 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:

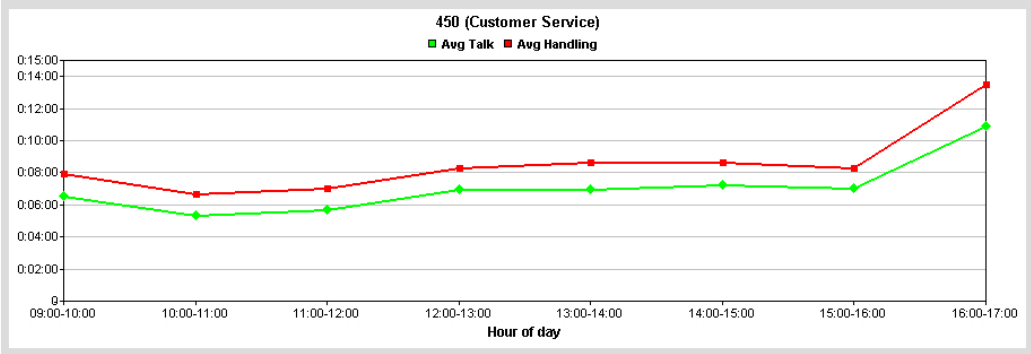


Figure 47. A line graph shows average talk time and average handling time for the reporting period, by hour of day.

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

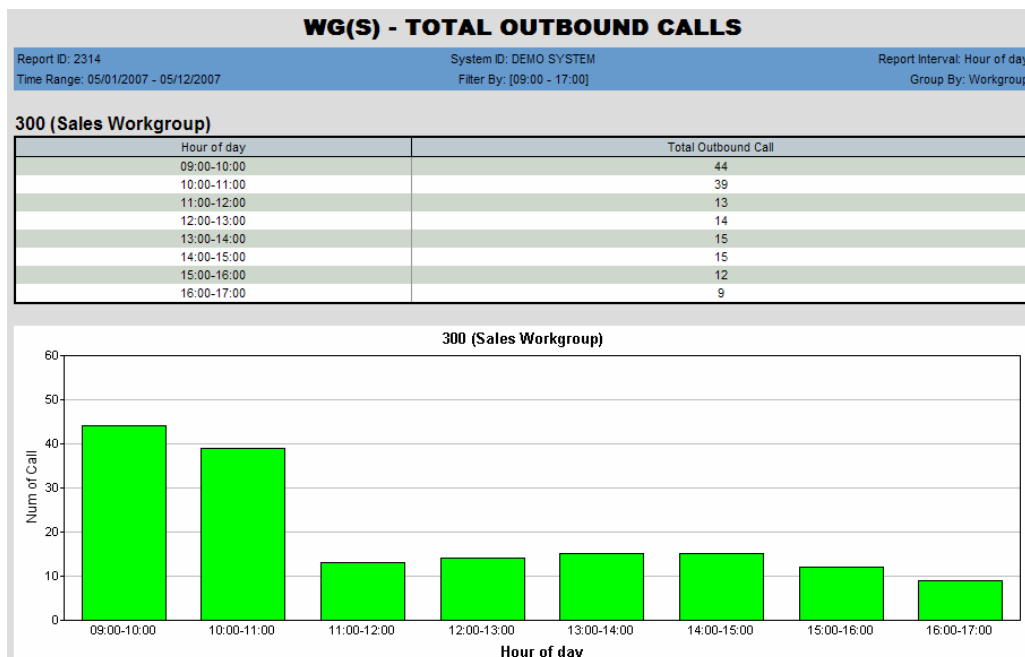


Figure 48. The report data shows number of outbound calls, by hour of day, for the Sales workgroup in the time period specified.

### 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 workgroup(s).
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	
<b>300 (Sales Workgroup)</b>					
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
<b>Sub Total</b>	<b>161</b>	<b>8:03:16</b>	<b>0:03:00</b>	<b>8:04:53</b>	<b>0:03:00</b>

Figure 49. 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:

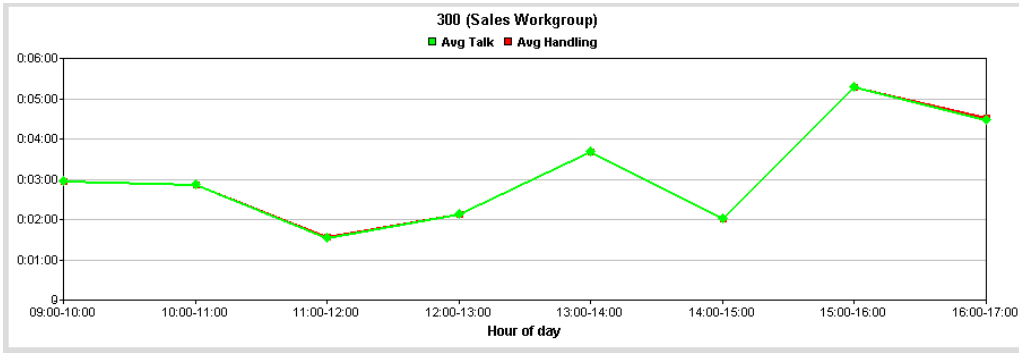


Figure 50. A line graph shows average talk time and average handling time.

### 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 workgroup(s).
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.

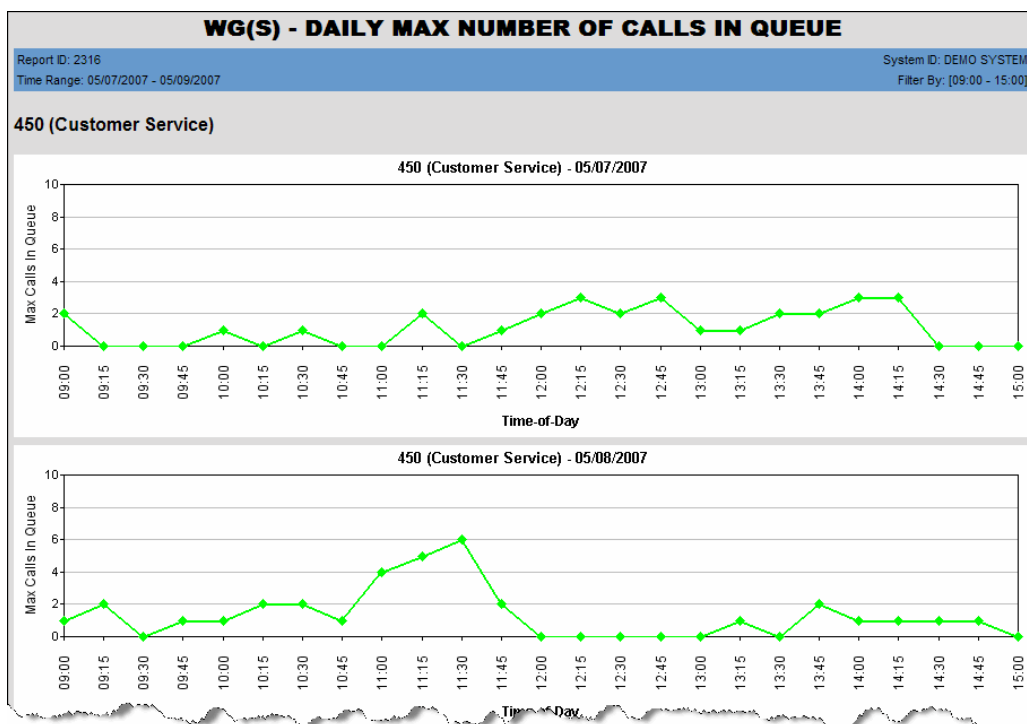


Figure 51. This report shows the maximum number of calls in queue for workgroup 450 during the specified reporting period, in 15-minute intervals.

### 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 workgroup(s).
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.

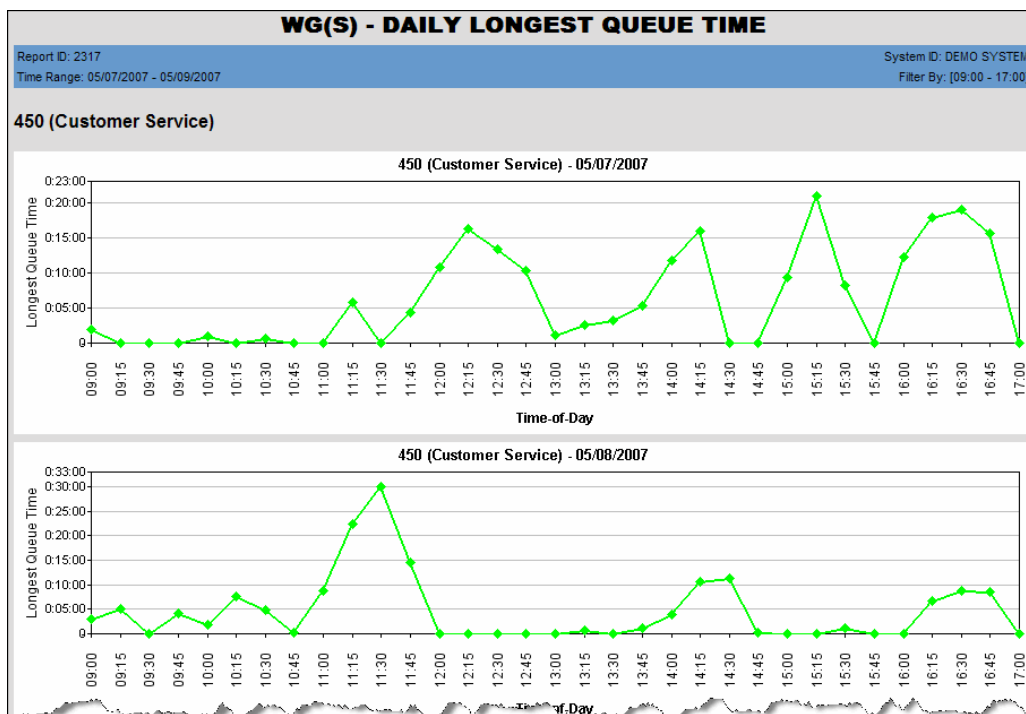


Figure 52. The report displays the longest queue time, by time of day.

### 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 WGRSUMMARY

## 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 workgroup(s).
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.

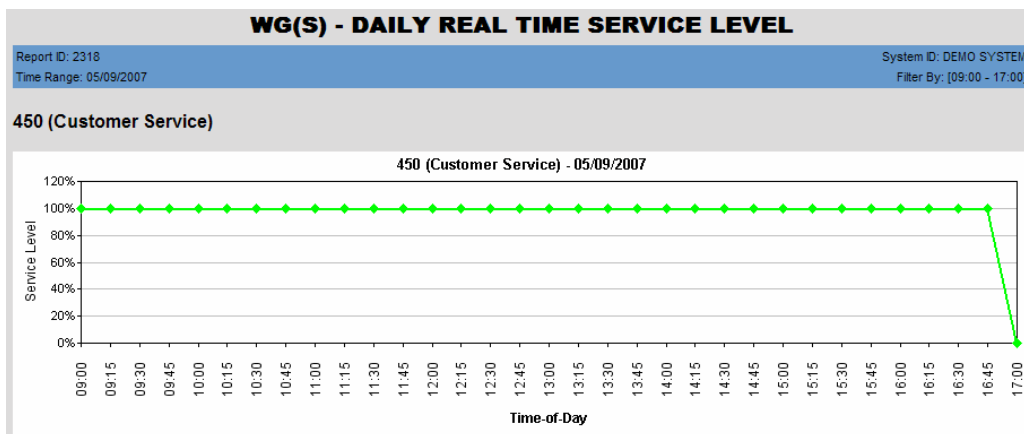


Figure 53. This report shows the service level by time of day for the reporting period (one day, in this case).

### 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 workgroup(s).
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%
<b>Sub Total</b>	<b>1193</b>	<b>14</b>	<b>1.2%</b>	<b>1</b>	<b>0.1%</b>	<b>0</b>	<b>0.0%</b>	<b>98.7%</b>	<b>78.5%</b>

Figure 54. 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:

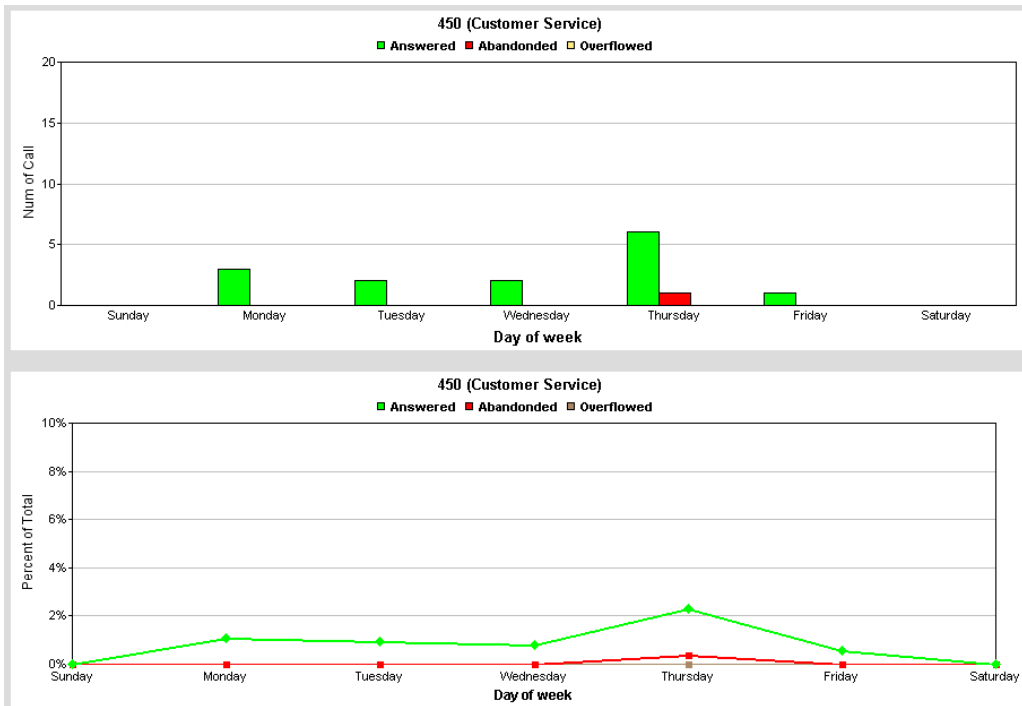


Figure 55. The top graph shows the percentage of calls that met the Total Service Level, by specified time interval (day of week, in this case). The bottom graph shows the percentage of answered calls that met the Answer Service Level, by specified time interval.

**Data Source**

All data from the table WGSUMMARY

# 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. 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.

DNIS(S) - CALL DETAIL REPORT														
Report ID: 3101			System ID: DEMO SYSTEM								Group By: DNIS			
Time Range: 04/01/2007 - 04/29/2007			Filter By:											
583 (SLT:Service Level Threshold)														
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	Talk	Hold	Rec					
04/03/2007 14:21:30	04/03/2007 14:23:21	7142797424 (ST OF CALIF EDD)	103 (Carolyn David)	0:00:13	-	0:00:07	0:01:31	-	-	5	Y	Connected	1175578553	1

Figure 56. This figure shows one record of a DNIS Call Detail Report.

### Report Fields

- **Start Time**—Time the call came in
- **End Time**—Time of disconnection
- **Caller**—Phone number of the caller
- **Agent**—The agent who was rung
- **Duration in Different Call 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.)
- **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. Choose whether to show 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.

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 Calls	Answered						Abandoned Calls				Overflowed		# of VM	# of Calls In Q	# of Xfer	
			# 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				
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	
<b>Sub Total</b>		<b>53</b>	<b>15</b>	<b>28.3%</b>	<b>0:48:34</b>	<b>0:03:14</b>	<b>0:00:15</b>	<b>0:00:03</b>	<b>1</b>	<b>1.9%</b>	<b>1</b>	<b>0</b>	<b>37</b>	<b>69.8%</b>	<b>11</b>	<b>1</b>	<b>7</b>	
Total 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	# of 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 57. 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 that was dialed
- **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 ( $[\text{Answered}] \# \text{ of Calls} / \text{Total Calls}$ )
    - 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 ( $[\text{Abandoned}] \text{ \# of Calls} / \text{Total Calls}$ )
  - 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 ( $[\text{Overflowed}] \text{ \# of Calls} / \text{Total Calls}$ )
- **# 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.



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