

## AltiReport Manual

12/2009 4510-0001-6.5 Update1

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2313 - Average Call Handling Time	<del>)</del> 0
2314 - Total Outbound Calls	€2
2315 - Total Outbound Calls Handling Time	<del>)</del> 3
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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.
- 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.

<u> AltiReport Installation</u>	X
	Information:
Java Install JRE 1.5.0_0	Beneric AltiBation Reckage     AltiBation Reckage     JRE     Version: JRE 1.5.0_06     Version: JRE 1.5.0_06     Package: N:\Code Drop\MAXCS 6.5 Update 1\Code Drop 4\AltiReport2\JRE\Windows\ipe
instell Tomcet 5.5	Tomcat Version: Tomcat 5.5 Package: N:\Code Drop\MAXCS 6.5 Update 1\Code Drop 4\AltiReport2\Tomcat\Windows AltiReport
	Status:
Install AlliReport 6.5.1	This is an full installation CD.
AltiGen Communications, Inc.	<ul> <li>▲</li> <li>▲</li></ul>

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

Then click Next.

💐 Apache Tomcat Setup		
Choose Components Choose which features of Apac	he Tomcat you want to install.	*
Check the components you war install. Click Next to continue.	nt to install and uncheck the com	ponents you don't want to
Select the type of install:	Custom 🔽	
Or, select the optional components you wish to install:	V Tomcat     Core     Service     V Start Menu Items     Documentation     Examples     Webapps	Description Automatically start Tomcat when the computer is started. This requires Windows NT 4.0, Windows 2000 or Windows XP.
Space required: 12.7MB	Vebapps	
Nullsoft Install System v2.0	< <u>B</u> ack	Next > Cancel

- 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**.

Apache Tomcat Setup: Configuration	Options
Configuration Tomcat basic configuration.	
HTTP/1.1 Connector Port	5050
Administrator Login	
User Name	admin
Password	
Muller & Testell Content of C	
Nullsoft Install System v2;0	< Back Next > Cancel

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.
- 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

### **C H** A **P T** E **R**

## 2

## **Using AltiReport**

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

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

To access the AltiReport log-in screen, enter the following URL into your Web browser: http://<altiReport\_server\_IP\_address>:8080/altireport

## **AltiReport Administration**

The 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.

🚰 AltiReport Login - Microsoft Internet	Explorer provided by AltiGen Communications, Inc.	
Eile Edit Yiew Favorites Tools E	lelp	🔺
🛛 🌀 Back 👻 🕥 👻 📓 🐔	🔎 Search 🤺 Favorites 🚱 🔗 - چ 🔟 - 📃	۲.
Address 🕘 http://firsthand.altigen.com/alti	report/login.jsp	💌 🔁 Go 🛛 Links 🎽 隆 🔹
ALTI CEN COMUNICATIONS		AltiReport
	AltiReport International Version	
	Role © Admin C User Login Name admin	
	Password Login	
é		Tinternet

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.

ALTIGEN COMMUNICATIONS			AltiReport
Home Pa	age   Login Name: admin   Role: Admin		Logout ▶
Configuration	Update Administrator Profile		
Administrator Profile			
CDR Database Registration	Login Name	admin	
AltiWare Registration	Old Password		
User Management	New Password		
Mail Server	Confirm New Password		
Configuration	Email Address	admin@altigen.com	
Backup and Restore	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	
		Update	

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.

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ALTIGEN COMMUNICATIONS								Report altigen.com
<u>Home P</u>	' <b>age</b>   Login N	lame: <b>admin</b>   R	ole: Ad	lmin				Logout
Configuration	CDR Databa	ase Registration	1 -> L	ist All Datab	ases			
Administrator Profile	Database	Database Server IP	Port	Database	Database User	Database Name on	Status	Action
CDR Database Registration	Description Demo System	Address 10.10.0.184	1433	Server Type Microsoft SQL Server	Account	the Server	Connected	[ <u>Edit</u> ] - [ <u>Remove</u> ]
AltiWare Registration				001101				
User Management	[Register New	(CDR Database						
Mail Server Configuration								
Backup and Restore								

## **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.

Address 🙆 http://firstha	and/altireport/admin/db_edit.jsp		🔽 🄁 Go 🛛 Links 🎽 🍖 🔹
ALTIGEN			AltiReport
Home P	<b>aqe</b>   Login Name: <b>admin</b>   Role: <b>Admin</b>		Logout P
Configuration	CDR Database Registration -> Add		
Administrator Profile	·		
CDR Database Registration	Database Description		
AltiWare Registration	Database Server Type		
User Management	Database Server IP Address		
Mail Server Configuration	Port		
Backup and Restore	Database User Account		
Log Configuration	Database User Password		
	Database Name on the Server		
		0.44	
		Add	
ど Done			Local intranet

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

					AltiReport www.altigen.com
Home F	Page   Login Name: adm	nin   Role: Admin			Logout <b>&gt;</b>
Configuration	AltiWare Registrat	ion -> List All AltiWar	e Systems		
Administrator Profile	System Description	System IP Address	CDR Database	AltiWare Manager Extension	Action
CDR Database Registration	DEMO SYSTEM	10.10.1.70	DEMO SYSTEM	208	[ <u>Edit</u> ] - [ <u>Remove</u> ]
AltiWare Registration	[ Register New AltiWar	e System]			
User Management					
Mail Server Configuration					
Backup and Restore					
Log Configuration					
		[www.altigen.com]	(Server Time: June 13, 2007)		
ŝ)					Internet

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.

Address 🗿 http://10.10.1.	70:8080/altireport/admin/altiware/addAltiware.jsp		💌 🄁 Go 🛛 Links 🎽	🗞 🔹
ALTIGEN COMMUNICATIONS			AltiReport	
Home Pa	<b>ge</b>   Login Name: <b>admin</b>   Role: <b>Admin</b>		Logout 🜗	
Configuration	AltiWare Registration -> Add			
Administrator Profile				
CDR Database Registration	System Description		]	
AltiWare Registration	System IP Address			
User Management	CDR Database	DEMO SYSTEM		
Mail Server Configuration	AltiWare Manager Extension		]	
Backup and Restore	AttiWare Manager Password		]	
Log Configuration		Add		
				-
ど Done			📄 📄 💜 Internet	//

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.

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

## **User Management**

Address 🕘 http://10.10.1	. 70:8080/altireport	t/admin/users/list	User.do				💌 🔁 Go	Links »   🍖
ALTIGEN COMMUNICATIONS								l <b>tiReport</b> w.altigen.com
Home P	<b>'age  </b> Login N	ame: <b>admin</b>	Role: Admin					Logout 💽
Configuration	User Manag	gement -> Li	st All Users					
Administrator Profile CDR Database	Login Name	First Name	Last Name	Title	Email Address	Department Name	AltiWare Assigned	Action
Registration	mhumphers	Martin	Humphers	Product Specialist	martin.humphers@altigen.com	Product Management	DEMO SYSTEM	[ <u>Edit</u> ] - [ <u>Remove</u> ]
AltiWare Registration User Management	yakoj	Jimmin	Yao	VP Product Management	yaoj@altigen.com	Product Management	DEMO SYSTEM	[Edit]- [Remove]
Mail Server Configuration	btyler	Barbara	Tyler	Technical Writer	btyler@altigen.com	Product Management	DEMO SYSTEM	[Edit]- [Remove]
Backup and Restore	[Add User]							
Log Configuration								
			[www.altigen	.com] (Server Time	: June 13, 2007)			
http://10.10.1.70:8080/a	ltireport/index.jsp						🔵 Inte	ernet

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.

ALTICEN COMMUNICATIONS		AltiReport vvvvvaltigen.com
Home P	<b>age</b>   Login Name: <b>admin</b>   F	Role: Admin
Configuration	User Management -> Add	
Administrator Profile		
CDR Database Registration	Login Name	btyler
AltiWare Registration	Password	•••••
User Management	First Name	Barbara
Mail Server Configuration	Last Name	Tyler
Backup and Restore	Title	
Log Configuration	Email Address	btyler@altigen.com
	Department Name	
	AltiWare Assigned	AttiWare System:       Image: Heavy-metal         Image: Workgroups Filter:       300;430
		DNS Filter:     (Separate by ;)
		Add
<u>e</u> l		Sector Se

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.

Address 🙆 http://10.10	1.70:8080/altireport/admin/mailServer/listMailServer.do		🔽 🔁 Go 🛛 Links 🎽 🍖 🔸
ALTIGEN COMMUNICATIONS			AltiReport
Home P	<b>aqe</b>   Login Name: <b>admin</b>   Role: <b>Admin</b>		Logout P
Configuration	Mail Server Configuration		
Administrator Profile	AltiReport Server Name (DNS name or IP address)	10.10.1.70	
CDR Database Registration	Web Server or Tomcat TCP Port	8080	
AltiWare Registration	Sender Email Address		
User Management	Outgoing Mail (SMTP) Server	127.0.0.1	
Mail Server Configuration	SMTP Server Requires Authentication	No	
Backup and Restore	Send Test Message to this Email Address		
Log Configuration		Edit	
ē			📄 📄 Internet 👘

Figure 10. Mail Server Configuration window

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

COMMUNICATIONS Home F	Page   Login Name: admin   Role: Admin		Logout
Configuration	Mail Server Configuration		
Administrator Profile			
CDR Database Registration	AltiReport Server Name (DNS name or IP address)	10.10.1.70	
AltiWare Registration	Web Server or Tomcat TCP Port	8080	
User Management			
Mail Server	Sender Email Address	dbreports@altigen.com	
Configuration Backup and Restore	Outgoing Mail (SMTP) Server	127.0.0.1	
Log Configuration	SMTP Server Requires Authentication		
	SMTP Account Name	dbreport	
	SMTP Password	•••••	
	Send Test Message to this Email Address	dbreports@altigen.com	
	SMTP Password	••••••	

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.

ALTIGEN		www.altigen.com
Login Nam	e: admin   Role: Administrator	Log out
Configuration	Configuration Backup & Restore	
Administrator Profile CDR Database Registration	Backup Restore	
AltiWare Registration		
User Management		
Mail Server Configuration		
Backup & Restore		
Log Configuration		

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.

ALTIGEN COMMUNICATIONS		AltiReport vvvvv.altigen.com
Home P	<u>aqe</u>   Login Name: <b>admin</b>   Role: <b>Admin</b>	Logout P
Configuration	Configuration Backup and Restore	
Administrator Profile CDR Database Registration	File Download	
AltiWare Registration User Management Mail Server Configuration	Name: altreport20070614.zip Type: WinZip File, 1.63 KB From: 10.10.1.70	
Backup and Restore Log Configuration	Open     Save       ✓ Always ask before opening this type of file	
	While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?	
🙆 Done		Internet

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.

ALTIGEN COMMUNICATIONS		AltiReport
<u>Home Pa</u>	<b>g<u>e</u>   Login Name: <b>admin</b>   Role: <b>Admin</b></b>	Logout D
Configuration	Configuration Restore	
Administrator Profile		
CDR Database Registration	Please enter AttiReport admin password	
AltiWare Registration	Please select a backup file	Browse
User Management		
Mail Server Configuration	Restore	
Backup and Restore		
Log Configuration		_
🛃 Done		Local intranet

Figure 14. Configuration Restore

## Log Configuration

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

ALTIGEN COMMUNICATIONS		AltiReport
Home P	age   Login Name: <b>admin</b>   Role: <b>Admin</b>	Logout
Configuration	Log Configuration	
Administrator Profile	Download ing file Download	
CDR Database Registration	Download log file Download	
AltiWare Registration		
User Management		
Mail Server Configuration		
Backup and Restore		
Log Configuration		
		<b>_</b>
Ē		Second Local intranet

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.

🗿 AltiReport Login - Microsoft In	ernet Explorer provided by AltiGen Communications, I	nc. 💶 🛛
Eile Edit View Favorites I	ools <u>H</u> elp	<u> </u>
🛛 🚱 Back 🔹 🛞 🖌 😰	🏠 🔎 Search 🤺 Favorites 🚱 🔗 🎍	w - 📙 🎇
Address 🕘 http://firsthand.altigen.	.com/altireport/login.jsp	💌 🛃 Go 🛛 Links 🎽 隆 👻
		AltiReport www.altigen.com
	AltiReport International Version	
	Role C Admin  C User Login Name Barbara	
	Password •••••	
	www.altigen.com	
4		▼ ●
🙆 Done		🔹 Internet 🥼

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.

ALTIGEN COMMUNICATIONS								AltiReport	
Hon	n <u>e Page</u>	Login Name: <b>btyl</b>	er   Role: Use	r   Query P	reference: Quick (	DEMO SYS	<u>stem)</u>	Logout	
avorite Report	Agent		Workgroup Rep er information		DNIS Report	<u> </u> *	Profile	About	I
		User ID		btyler					
		FirstName		Barbara					
		LastName		Tyler					
		Title		Technical Write	r				
		Department Name		Product Manage	ement				
		Email		btyler@altigen.	om				
		Permission		DEMO SYSTEM					
				[Edit]					
		Qu	ery preferenc	e					
		Query preference		Quick(DEMO	SYSTEM)				
				[Edit]					

Figure 17. AltiReport User Information screen

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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:

Home Page   Lo	gin Name: btyler   Role: User	Query Preference: Step By Step	Logout 🕟	Click here
Favorite Report Agent Report	I → Workgroup Report	This Reput		
	User inform	nation		
	User ID	btyler		
	FirstName	Barbara		
	LastName	Tyler		
	Title	Technical Writer		
	Department Name	Product Management		
	Email	btyler@altigen.com		
	Permission	DEMO SYSTEM		
		[Edit]		
	Query prefe	rence		
	Query preference	Step by step		
				Or click Edit

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

Query preference s	setup	
Query preference	Quick     Step by step	
Default Altiware		Select the default AltiWare (MAXCS) system
	Set	Aitiware (HAACS) system

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

## **Available Reports**

These are the types of reports available:

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

The individual report names and their identifying numbers follow:

#### **Agent Reports**

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

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

- 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.

/eb Print	t (Page: 1 - 11) Save File															
				Age	ent(s	s) - Di	rect C	alls	Sum	mary	Rep	ort				
Report ID: 12	06						System I	ID:Dem	o System					SI	ummary int	erval: Day
Time range: (	09/16/20	07 - 09/2	22/2007				Filter By: M	on,Tue,V	Ned,Thu,Fr	i i					Group	by: Agent
00(Front D	esk)															
	,				Dire	ect Inbound	Calls						Direct Outb	ound Ca		
00(Front D Start Date	esk) Agent		Answered			Hold			VM			Connecte	d		Hold	
Start Date	Agent	Calls	Talk	Avg	Calls	Hold Talk	Avg	Calls	Talk	Avg	Calls	Connecte Talk	d Avg	Calls		Avg
	,	Calls 30	Talk			Hold		Calls 11		Avg 00:00:21	Calls 11	Connecte	d		Hold	Avg
Start Date	Agent		Talk	Avg 00:01:29	Calls	Hold Talk	Avg		Talk	00:00:21		Connecte Talk	d Avg	Calls	Hold	Avg - 00:02:01
Start Date 09/17/2007	Agent	30	Talk 00:44:50 00:33:32	Avg 00:01:29	Calls 18	Hold Talk 00:02:48	Avg 00:00:09	11	Talk 00:03:52	00:00:21 00:00:27	11	Connecte Talk 00:18:37	d Avg 00:01:41	Calls 0	Hold Talk	•

Figure 19. Report results in HTML format

ile Edit Viev	w Document C	omments	Forms	Tools	Advanced	Window	v Help											
Create F	PDF 🔹 🐴 Com	bine File	s • 🧳	Export	• 취 s	tart Meet	ing 🗸 🧯	Secure	P	Sign 👻	Forms	• 🗳	Review 8	Comment	•			
		4	1	/ 11	11 2	<u>ს</u> ლ	3	• 57.6	% ▼		Find		•					
						A	Agent(s)	- Direct	Calls	Summar	y Report	t						
L.	Report ID: 120 Time range: 09		09/22/20	07						no System Wed, Thu, Fri						Summary in Group	iterval: Day p by: Agent	
	100(Front Des	k)																
						Di	rect Inbound	l Calls		VM			C	Direct Out	bound Cal			
	Circle Date	A											Connected	1		Hold		
2	Start Date	Agent	Calls	Answered Talk		Calls	Hold Talk	Avg	Calls		Avg	Calls	Talk	Ayg	Calls	Talk	Avø	
?	Start Date 09/17/2007	Agent 100	Calls 30		Avg 00:01:29	Calls 18	Talk 00:02:48	Avg 00:00:09	Calls 11	Talk 00:03:52	Avg 00:00:21	Calls 11	Talk 00:18:37	Avg 00:01:41	Calls 0	Talk -	Avg -	
?		Ŭ		Talk	Avg		Talk	~		Talk						Talk - 00:02:01	Avg - 00:02:01	

Figure 20. Report results in PDF format

irosoft Excel jle Edit Vie		_	uk Data W	(indow <u>H</u> elp	Adobe PD	Æ									Type	a question for	nelp 💌
i i i i i i i i i i i i i i i i i i i							144 🔊 🔊	<b>P</b> :	arial, helvetica	a. sans-s 💌 11	- B	л п ⊨ ≡		\$ %			
		856 00		·		- · Z+ A+	1.00			,		1 2 2		4 70	/ .000	1	
<mark>7 - 4</mark>	<i>f</i> ≈ 41																
A B	C D E	G	H I	JK L	M N	0 P	QFS	T	V	w x	Z	AA A AC	AD AE	AFAGAH	AI A	AK	AL A
					nt(s)	- Dir	rect C	alle	Sum	marv	Re	nort					
				Age.		,				-							
Report ID	1206						System	ID: Dem	no System					S	Summary in	terval: Day	
Time conc	e: 09/16/200	00/0	2/2007				Filter By: Mo	n Tuo M	lod Thu Er						Groui	p by: Agent	
Time rang	5. 03/10/200	JI - 09/2	2/2007				inter by, with	in, rue, v	veu, mu, m						Orou	p by. Agent	
Time rang	5. 08/10/200	JT - 09/2	2/2001				inter by, with	n, rue, v	veu, mu, m						Crod	p by: Agent	
100(Fro		JT - 09/2	2/2007			ſ	inter Dy. mo	n, rue, v	veu, mu, m	•					Group	p by. Agent	
		0972	2/2007	_	Dire	ect Inbound		, rue, v	veu, mu, m				Direct Out	oound Ca		p by. Agent	
	t Desk)	09/2	Answere	d	Dire			, rue, v	VM			Connecte		oound Ca		p by. Agent	
100(Fro	t Desk)	Calls		d Avg	Dire	ect Inbound		Calls		Avg	Calls			oound Ca Calls	alls	Avg	
100(Fro	t Desk) e Agent		Answere			ect Inbound Hold	I Calls		VM		Calls 11	Connecte	d		alls Hold		
100(Fro Start Da	t Desk) e Agent 07 100	Calls	Answere Talk	Avg 00:01:29	Calls	ect Inbound Hold Talk	I Calls Avg	Calls	VM Talk	Avg 00:00:21		Connecte Talk	d Avg 00:01:41	Calls	alls Hold	Avg	
100(Fro Start Da	t Desk) e Agent 07 100 07 100	Calls 30	Answere Talk 00:44:50	Avg 00:01:29 00:00:49	Calls 18	ect Inbound Hold Talk 00:02:48	I Calls Avg 00:00:09	Calls 11	VM Talk 00:03:52	Avg 00:00:21 00:00:27	11	Connecte Talk 00:18:37	d Avg 00:01:41 00:01:36	Calls	alis Hold Talk -	Avg -	

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:

 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.

Report 🛛 🛨	Workgroup Report 🛛 🔫			
		DNIS Report	User Profile	About
nery 11	201 Performance Summar	y		
rsis 1:	202 WGs and Direct Call A	ctivity Summary Report	Action	
	203 State Summary Repor	t		
12	204 WG Inbound Calls Sur	nmary Report		
12	205 WG Outbound Calls S	ummary Report		
1	206 Direct Calls Summary	Report		
_			_	
	ysis 10 12 12 12	1202 W/Ss and Direct Call A 1203 State Summary Report 1204 W/O Inbound Calls Sum 1205 W/G Outbound Calls Sum		ysis 1202 W/3s and Direct Call Activity Summary Report Action 1203 State Summary Report 1204 W/3 Inbound Calls Summary Report 1205 W/3 Outbound Calls Summary Report

Figure 22. Selecting a report

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

ALTIGEN COMMUNICATIONS			AltiReport
Home Par	<b>ae</b>   Login Name: <b>barb</b>	ara   Role: User   Query preference: Step by step	Logout D
Report > <u>1202-Agent(s)</u>	- All WGs and Direct C	all <u>Activity Summary Report</u> > Information (Select Altiware)	
	User ID	barbara	
	Report ID	1202	
	Report Name	Agent(s) - All WGs and Direct Call Activity Summary Report	
	Report Type	Summary	
	Version	2.0	
	Report Description	Agent(s) - Activity summary of all workgroup calls and direct calls	
	Alti/Vare	Demo System 🔽	
		Demo System Next	
			<b></b>
🕘 Done			Local intranet

- 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.

ALTIGEN	AltiReport vvvvr.altigen.com
Home Page   Login Name: barbara   Role: User   Report > <u>1202-Agent(s) - All WGs and Direct Call Activity Summary Rep</u>	Query preference: Quick (Demo System) Logout 💽
Select the agent(s)	Summary interval Day 💌
All     ■       304 (Bill Maret)     305 (Rita Hiralez)       309 (Bill Meadows)     312 (Matt Nielson)       314 (Casey Green)     314 (Casey Green)       315 (Bill Glau)     316 (Bill Butt)       317 (Bill Glau)     318 (Aames Coucoulas)       319 (Eric Garcia)     329 (Robert Silos)       340 (Mark Sexauer)     342 (Michael Curry's IP Ext)       347 (Meiles Fleming)     351 (Melissa Fleming)       354 (Marcio MobileExt)     ▼	Image: State of the period     Image: State of the period       Image: State of the period     Image: State of the period       Filter by     Sun Mon Tue Wed Thu Fri Sat       Days of week     Image: State of the period       Time     From:     Image: State of the period       Output     Group by     Image: State of the period       Show empty records     Image: State of the period
C	Run Report
) (2)	Local intranet

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).

ALTIGEN COMMUNICATIONS		AltiReport www.altigen.com
Home Page	Login Name: barbara   Role: User   Query preference: Step by step	Logout
Report > <u>1202-Agent(s) -</u>	All WGs and Direct Call Activity Summary Report > Export report	
	Total Page count: 9	
	Export Setting	
	Export Format	≣
	Separate to files	
	Page count per single file: 9 💌	
	Export the specified page(s)	
	C single page 🔎 A Range of Pages	
	From: 1 💌 To: 1 💌	
	Browse HTML on web Export to local Add to favorites	
		×
ど Done		Scol intranet

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 🔺	Туре	Packe	Has	Size	R	Date
<pre>[report1202_page_1_3.html</pre>	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:

Web Print	<< 1 (Page: 1 - 3) 2 3 >>	Goto File 1 💌	Save File
Agent(s) - All W	Gs and Direct Cal	I Activity S	ummary Report

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

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

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

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

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

## **Scheduling Favorite Reports**

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

	Add fav	vorite report
_		1202
	ort ID ort Name	1202 Agent(s) - All WGs and Direct Call Activity Summary Report
Nam		Agent(s) - All WGs and Direct call Activity Summary Report
	-	
Des	cription	
◄	Enable auto schedule (Server Time: 0	9/18/2007 12:17:37)
0	Schedule once:	
۲	Recurrent	
	Start Date: 9/17/2007	
	C Daily Every 1 V Days	
	G Weekk Sun An Tue We	ed Thu Fri Sat
	C Monthly Every 1 V Months C Day 1 V C Every 1 V Months C First day of th	he month
	Send Report at: 8 💌 : 30 💌	
Send	d Report to: (Use ";" to separate email addresses)	
	barbara.taylor@altigen.com; s rebecca.sun@altigen.com	cott.lion@altigen.com;
		Submit

Figure 27. Add favorite report dialog box with scheduling options

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

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

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

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

## **Running a Favorite Report Manually**

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

Favorite I	e Report Agent Report	Workgroup Repo	ort in DNIS Report	Profile Abo	ut
	Name	Report ID	Report Type	Scheduled	Action
-	Tech Support Weekly	1201	Agent(s) - All WGs Performance Summary Report	not scheduled	Edit Remove

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 (Tot	al Page count: 2)
Export Format	HTML 💌
Separate to files	Page count per single file: 1 💌
Export the specified page(s)	C single page ○ A Range of Pages From: 1   To: 1
Export via email (Use ',' to separate email addresses)	barbara.taylor@altigen.com; scott.lion@altigen.com; A
	Browse HTML on web Export

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.

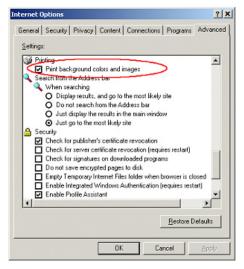


This opens a new Web window.

C. C. 🔟	<b>%</b> -	Hid	le Margins	: Clos	e															
			_				_	_			_	_			_	_			_	_
(gent(s) - Al	1 WGs	and	Direct (	Call Ac	tivity	Sumr	n ary Re	port											Ρ	age 1 c
	-																			
																			_	
		C	NT/C																	
	A	GE	NT(S	) - AI		NGS	AND	DIR	ECI	T CA		CIIV		rsu	MM#	AK T I	(EP	OR	Г	
Report ID : 12		GE	NT(S	) - AI		NGS	AND				SYSTEN			rsu	MMA	AR T I	(EP		mary Inte	rval: Wee
Report ID : 12 Time Range	202		•	) - AI		NGS	AND	Sy	stem ID		SYSTEM		/	rsu	MMA	AK T I	CEP		mary Inte	nval: Wee By: Ager
	202		•	) - AI		NGS	AND	Sy	stem ID	: DEMO	SYSTEM		/	rsu	MMA	AK T I	(EP		mary Inte	
Time Range	202 : 04/01/20	007 - 04	4/30/2007			NGS	AND	Sy	stem ID	: DEMO	SYSTEM			rsu	MM	AR T I	(EP		mary Inte	
	202 : 04/01/20 Decca	007-04 Hirs	*/30/2007 chfelc	1)				Sy	stem ID	: DEMO : [07:00 -	SYSTEM	4			t Inbound		(EP	Sum	mary Inte	) By: Ager
Time Range	202 : 04/01/20 Decca	007 - 04 Hirs Total	4/30/2007		Calls			Sy	stem ID Filter By	: DEMO : [07:00 -	SYSTEN - 16:00]	4						Sum	imary Inte Group	) By: Ager
Time Range 196 (Ret	202 : 04/01/20 Decca	007 - 04 Hirs Total	+/30/2007 chfelc	i) Avg		AllW	es Inboun	Sy I d	stem ID Filter By Calls	: DEMO : [07:00 All WG: %	SYSTEN - 18:00] s OutBou	f nd		Dire	at Inbound	1		Sum Direc	mary Inte Group t Outboun	) By: Ager
Time Range 196 (Rel Start Date	202 : 04/01/20 Decca	DO7 - O4 Hirs Total Call	#/30/2007 chfelc <sup>Total</sup> Tak	1) Avg Tak	Calls	All W	ðs inboun Tak	Sy I d AvgTalk	stem ID Filter By Calls 6	: DEMO : [07:00 All WG: % 28.6%	SYSTEN - 16:00] s OutBou Tak	nd AvgTalk	Calls	Dire	at Inbound	AvgTalk	Calls	Sum Direc	mary Inte Group t Outboun Tak	b By: Ager nd AvgTalk
Time Range: 196 (Ret Start Date 04/01/2007	202 : 04/01/20 Decca Agent 196	Hirs Total Call 21	4/30/2007 chfelc Total Tak 1:26:08	i) Avg Tak 0:04:06	Calls 11	All W % 52.4%	əs Inboun Tak 1:14:35	Sy I d AvgTalk 0:06:46	stem ID Filter By Calls 6 4	EDEMO (07:00 AILWG: 28.6% 16.7%	SYSTEN - 16:00] s OutBou Tak 0:05:44	nd AvgTalk 0:00:57	Calls	Dire %	it Inbound Tak	AvgTalk	Calls	Sum Direc %	t Outboun Tak	b By: Ager d AvgTalk 0:01:27
Time Range 196 (Ret Start Date 04/01/2007 04/08/2007	202 : 04/01/20 Decca Agent 196 196	Hirs Total Call 21 24	4/30/2007 cchfelc Total Tak 1:26:08 1:40:10	i) Avg Tak 0:04:06 0:04:10	Calls 11 16	All W % 52.4% 66.7%	as Inboun Tak 1:14:35 1:06:30	Sy I AvgTalk 0:06:46 0:04:09	stem ID Filter By Calls 6 4 4	EDEMO ED7:00 All WG 28.6% 16.7% 17.4%	SYSTEN - 16:00] s OutBou Tak 0:05:44 0:05:25	nd AvgTalk 0:00:57 0:01:21	Calls 0 3	Dire % 0.0% 12.5%	it Inbound Tak	AvgTalk 0:01:37	Calls 4 1	Direc % 19.0% 4.2%	t Outboun Tak 0:05:49 0:23:23	By: Agen d AvgTalk 0:01:27 0:23:23
Time Range 196 (Ret Start Date 04/01/2007 04/08/2007 04/15/2007	202 : 04/01/20 Decca Agent 196 196 196	007 - 04 Hirs Total Call 21 24 23	4/30/2007 cchfeic Total Tak 1:26:08 1:40:10 1:09:30	i) Avg Tak 0:04:06 0:04:10 0:03:01 0:03:22	Calls 11 16 14	All W % 52.4% 66.7% 60.9%	5 Inboun Tak 1:14:35 1:06:30 0:58:56	d AvgTalk 0:06:46 0:04:09 0:04:12	stem ID Filter By Calls 6 4 4 5	AIWG: 8 28.6% 16.7% 17.4% 27.3%	SYSTEN - 16:00] s OutBou Tak 0:05:44 0:05:25 0:06:08	nd AvgTalk 0:00:57 0:01:21 0:01:32 0:01:21	Calls 0 3 0	Dire % 0.0% 12.5% 0.0%	t Inbound Tak 0:04:52	AvgTalk 0:01:37	Calls 4 1 5	Direc % 19.0% 42% 21.7%	t Outboun Tak 0:05:49 0:23:23 0:04:26	By: Agen d AvgTalk 0:01:27 0:23:23

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.



### **C H** A **P T** E **R**

## 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**

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.

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

#### AGENT ACTIVITY EVENT REPORT

Report ID: 1101	0007		S)	/stem ID: DEMO SYSTEM
Time Range: 05/13/2007 - 05/26				Group By: Agent
Filter By: Mon, Tue, Wed, Thu, F	ri			
717 (Jesse Woodrov	v)			
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.

			AG	EN	ат с	CA:	LL	DET	Π	L RI	EPO	RT					
	ort ID: 1102					Sy	stem ID	DEMO \$	SYSTE	M						Group By: A	-
lime	Range: 05/01/200	)/													Filter By: Tue, W	ed [07:00 - 1	8:00
_	ent:196 (Re und Calls (SLT																
	Start	End						Duratio	in in Di	ifferent C	all State		Start	Within	Exit	Session	Sec
Dir.	Time	Time	Caller			wg	AA/IVR	Queue	Ring		Hold	Rec	Priority	SLT	State	D	ID
In	05/01/2007 12:51:20	05/01/2007 12:52:01	10.10.0.110-9898912800 9898912800			-	-	-	0:00:2	22 -	-	-	5	Y	Goto VM with Voice Message	1177987178	3 1
In	05/01/2007 14:05:39	05/01/2007 14:14:28	10.10.0.110-9255705912 9255705912	(Ent	erprise-	450	-	0:01:08	0:00:0	02 0:07:3	9 -	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 2032421111							02 0:03:0	-	0:03:06	5	Y	Connected	1177987285	5 4
In	05/01/2007 14:43:24	05/01/2007 14:55:14	10.10.0.110-7035422200 7035422200	(Ent	erprise-	450	0:00:05	0:04:10	0:00:0	03 0:07:3	2 -	0:07:32	5	Y	Connected	1177987308	3 4
In	05/01/2007 14:50:28	05/01/2007 15:10:51	10.10.0.110-5742581044 5742581044		erprise-	450	0:00:07	0:04:44	0:00:0	02 0:15:3	0 -	0:15:29	5	Y	Connected	1177987325	5 4
In	05/01/2007 15:02:13	05/01/2007 15:19:50	5613683030 (GLOB	AL TI	EL)	450	0:00:04	0:09:14	0:00:0	02 0:08:1	7 -	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 8474909457		erprise-	450	0:00:07	0:02:48	0:00:0	02 0:02:2	1 -	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 6234450055		erprise-	450	-	0:00:21	0:00:0	02 0:01:3	5 -	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 2675664929		erprise-	450	-	0:00:57	0:00:0	02 0:01:3	0 0:00:02	0:01:30	5	Y	Transfer	1177987396	5
Outb	ound Calls																
	Start	End				Dura	tion in D	ifferent	Call St	ate	Start	Within			Exit	Session	Sec
Dir.	Time	Time	Target	WG	AA/IVR	Que	ue Rin	ig Ta	lk Ho	ld Rec	Priority	SLT			State	D	ID
Out	05/01/2007 13:48:23	05/01/200 13:48:41	7	-	-	-	-	-	-	-	-	Y		G	eneral VM	1177987251	1
Out	05/01/2007 13:49:10	05/01/200 13:52:32	7 17136268324	-	-	-	0:00	:02 0:03	:20 -	-	-	Y		с	connected	1177987252	2 1
Out	05/01/2007 14:43:08	05/01/200 14:43:41	7 206 (William Gaynor)	450	-	-	0:00	:22 -	-	-	5	Y	Goto		thout Leaving Voice Message	1177987307	1
Out	05/01/2007 14:44:35	05/01/200 14:46:14	7 206 (William Gaynor)	450	-	-	0:00	:04 0:01	:34 -	0:01:3	4 5	Y		с	onnected	1177987312	2 1
Out	05/01/2007 15:55:23	05/01/200 15:55:24	7 228 ()	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.

		AGE	ENT(S	) - AL	L W	IGS P	ERFO	RM	ANCE	รเ	JMMAR	YR	EPORT		
eport ID: 1201							System ID: I	DEMO SI	/STEM					Summary Inte	erval: Da
me Range: 05/	13/2007 -	05/26/20	07			Filter	By: Wed, Th	iu, Fri (07	7:00 - 12:00]					Group E	By: Age
06 (Georg	ette G	eorge	)	All WGs a	and Dire	ct Calls (Inbo	und & Outbo	ound)			Total		Non-Call	Activities	
Start Date	Agent		Answere	d		Hold		L (	Wrap-Up		Performing	Calls	Other Acti	vities During Lo	gin
	-	Calls	Duration	Avg	Calls	Duration	Avg	Calls	Duration	Avg	Time	RNA	Not-Ready	DND/FWD	Erro
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 Tot	-1	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.

Report ID: 12	02							S	ystem I	D: DEMO	) SYSTE	M							Sun	mary Inte	rval: Weel
lime Range:	05/01/2	007 - 0	5/31/2007					Filter	By: Mo	on, Tue,	Wed, Th	iu, Fri								Group	By: Agen
309 (Dar	n Whi	te)																			
		Total	Total	Avg		AIIW	Gs Inbou	nd		AIIW	∋s OutB	ound			Dire	ct Inbound	1		Dire	ct Outbou	nd
Start Date	Agent	Call	Talk	Talk	Calls	%	Talk	AvgTalk	Calls	%	Talk	Avg	Talk 🔇	Calls	%	Talk	AvgTa	lk Call	s %	Talk	AvgTal
05/01/2007	309	105	5:35:05	0:03:11	31 :	29.5%	1:37:20	0:03:08	21	20.0%	1:07:0	1 0:0:	3:11	48	45.7%	2:28:27	0:03:0	5 5	4.8%	0:22:17	0:04:2
05/06/2007	309	178	9:29:34	0:03:11			1:40:46		54	30.3%	3:30:3				37.1%	3:30:44	0:03:1				0:03:5
05/13/2007	309	159	7:37:41	0:02:52		35.2%	2:22:57	0:02:33	41	25.8%	1:49:1				37.7%	3:23:54	0:03:2		1.3%		0:00:4
05/20/2007	309	151	9:03:35	0:03:35			1:30:46		34	22.5%	3:58:4	-			45.0%	3:31:39	0:03:0	_	1.3%	0:02:21	0:01:1
05/27/2007 Sub To	309	23 616	1:25:21 33:11:16	0:03:42		50.9% 3 <b>1.5%</b>	0:31:04		3 153	13.0% 24.8%	0:24:0			-	26.1% 40.3%	0:30:14	0:05:0		0.0%	1:13:45	•
			55.11.10	0.03.13	134		1142100	0102120	100	24.070	101401	010		240	10.370	13.24.30	0.03.1	1 21	3.470	1.13.43	0.03.3
15 (Patt	ty Fo	ley)															0.03.1	4 21			
	Ť	ley)	al Tota	al Av	g	All V	VGs Inbo	ound		All WGs	OutBou	nd		C	)irect Inl	oound			Direct	Outbound	8
Start Date	Ager	l <b>ey)</b> Tota	al Tota II Tall	al Av (Tal	g k Ca	All V IIs %	VGs Inbo 5 Talk	ound	, Calls	All WGs	OutBou		Calls	C %	Direct Inl	oound alk A	vgTalk	Calls	Direct	Outbound Talk	d AvgTa
Start Date 05/01/2007	Ager 315	ley) Tota nt Ca	al Tota II Tall 5:34:	al Av ( Tal 08 0:07:	g k Ca 15 C	All V IIs %	VGs Inbo 5 Talk % -	ound		All WGs % 0.0%	OutBou	nd	Calls 19	D % 41.39	Direct Inl T % 2:3	oound alk A 6:29 0	vgTalk :08:14	Calls 27	Direct % 58.7%	Outbound Talk 2:57:39	1 AvgTa 0:06:3
Start Date 05/01/2007 05/06/2007	Ager	ley) Totant Ca	al Tota II Tall 5:34:	al Av ( Tai 08 0:07) 50 0:03	gk Ca 15 C 49 C	All \ IIs % 0.0	WGs Inbo 5 Talk % - % -	ound AvgTalk -	, Calls 0	All WGs	OutBour Talk A	nd	Calls	C %	Direct Ini T % 2:3 % 2:5	oound alk A 6:29 0 4:15 0	vgTalk	Calls 27 27	Direct	Outbound Talk	AvgTa 0:06:3 0:02:4
Start Date 05/01/2007 05/06/2007 05/13/2007	Ager 315 315	ley) Tota nt Ca 65 98	al Tota II Tall 5:34: 4:08: 5:48:	al Av ( Tai 08 0:07: 50 0:03: 03 0:03:	g Ca k Ca 15 C 49 C 33 C	All V IIs % 0.0 0.0 0.0	NGs Inbo 5 Talk % - % -	ound AvgTalk -	, Calls 0 0	All WGs % 0.0% 0.0%	OutBour Talk A	nd	Calls 19 38	D % 41.39 58.59	Direct Int 7 % 2:3 % 2:5 % 2:5	oound alk A 6:29 0 4:15 0 5:11 0	vgTalk :08:14 :04:35	Calls 27 27 54	Direct % 58.7% 41.5%	Outbound Talk 2:57:39 1:14:35	AvgTa 0:06:3 0:02:4 0:03:1
Start Date 05/01/2007 05/06/2007 05/13/2007 05/20/2007	Ager 315 315 315	ley) Tot: 1t Ca 46 5 98 42	al Tota II Tall 5:34: 4:08: 5:48: 3:20:	al Av Tai 08 0:07: 50 0:03: 03 0:03: 57 0:04:	g Ca k Ca 15 C 49 C 33 C 47 C	All V lis % 0.0 0.0 0.0 0.0	VGsInbo 5 Talk % - % - % - % -	ound AvgTalk - -	Calls O O O	All WGs % 0.0% 0.0% 0.0%	OutBour Talk A - -	nd vgTalk - -	Calls 19 38 44	D % 41.39 58.59 44.99	Direct Int T % 2:3 % 2:5 % 2:5 % 2:0	oound alk A 6:29 0 4:15 0 5:11 0 9:07 0	vgTalk :08:14 :04:35 :03:58	Calls 27 27 54 17	Direct % 58.7% 41.5% 55.1%	Outbound Talk 2:57:39 1:14:35 2:52:52	X AvgTal 0:06:34 0:02:45 0:03:12 0:04:13
Start Date 05/01/2007 05/06/2007 05/13/2007 05/20/2007	Ager 315 315 315 315 315 315	ley) Tot: 1t Ca 46 5 98 42	al Tota I Tall 5:34: 4:08: 5:48: 3:20: 0:37:	al Av ( Tai 08 0:07: 50 0:03: 57 0:04: 59 0:03:	gk Ca 15 C 49 C 33 C 47 C 47 C	All V Ils % 0.0 0.0 0.0 0.0 0.0 0.0	VGsInbo 5 Talk % - % - % - % - % -	ound AvgTalk - -	, Calls 0 0 0	All VVGs 0.0% 0.0% 0.0% 0.0%	OutBour Talk A - -	nd vgTalk - -	Calls 19 38 44 25	D % 41.39 58.59 44.99 59.59	Direct Init	oound alk A 6:29 0 4:15 0 5:11 0 9:07 0 4:28 0	vgTalk :08:14 :04:35 :03:58 :03:58	Calls 27 27 54 17 6	Direct % 58.7% 41.5% 55.1% 40.5%	Outbound Talk 2:57:39 1:14:35 2:52:52 1:11:50	0:03:3 AvgTal 0:06:34 0:02:45 0:03:12 0:04:13 0:03:55 0:03:55
Start Date 05/01/2007 05/06/2007 05/13/2007 05/20/2007 05/27/2007 Sub Te	Ager 315 315 315 315 315 315 0tal	ley) Tota t Ca 65 98 42 10	al Tota I Tall 5:34: 4:08: 5:48: 3:20: 0:37:	al Av ( Tai 08 0:07: 50 0:03: 57 0:04: 59 0:03:	gk Ca 15 C 49 C 33 C 47 C 47 C	All V Ils % 0.0 0.0 0.0 0.0 0.0	VGsInbo 5 Talk % - % - % - % - % -	ound AvgTalk - -	, Calls 0 0 0 0 0	All WGs % 0.0% 0.0% 0.0% 0.0%	OutBour Talk A - -	nd vgTalk - -	Calls 19 38 44 25 4	D % 41.39 58.59 44.99 59.59 40.09	Direct Init	oound alk A 6:29 0 4:15 0 5:11 0 9:07 0 4:28 0	vgTalk :08:14 :04:35 :03:58 :05:09 :03:37	Calls 27 27 54 17 6	Direct % 58.7% 41.5% 55.1% 40.5% 60.0%	Outbound Talk 2:57:39 1:14:35 2:52:52 1:11:50 0:23:31	AvgTa 0:06:3 0:02:4 0:03:1 0:04:1 0:03:5
Start Date 05/01/2007 05/06/2007 05/13/2007 05/27/2007 Sub Te Frand Te	Ager 315 315 315 315 315 315 0tal	ley) Tota t Ca 65 98 42 10	al Tota I Tall 5:34: 4:08: 5:48: 3:20: 0:37:	Al Av Tai 28 0:07 50 0:03 0:03 0:03 57 0:04 59 0:03 57 0:04	gk Ca 15 C 49 C 33 C 47 C 47 C	All V IIS 9 0.0 0.0 0.0 0.0 0.0	VGsInbo 5 Talk % - % - % - % - % -	AvgTalk	Calls 0 0 0 0 0 0	All WGs % 0.0% 0.0% 0.0% 0.0%	OutBour Talk A - - - -	nd vgTalk - -	Calls 19 38 44 25 4	D % 41.33 58.59 44.99 59.59 40.09 <b>49.8</b> 9	Direct Init	aik A 6:29 0 4:15 0 5:11 0 9:07 0 4:28 0 4:30 0	vgTalk :08:14 :04:35 :03:58 :05:09 :03:37	Calls 27 27 54 17 6	Direct % 58.7% 41.5% 55.1% 40.5% 60.0% <b>50.2%</b>	Outbound Talk 2:57:39 1:14:35 2:52:52 1:11:50 0:23:31	AvgTa 0:06:3- 0:02:4: 0:03:1: 0:04:1: 0:03:5:
05/01/2007 05/06/2007 05/13/2007 05/20/2007 05/27/2007 Sub To Grand To Total To	Ager 315 315 315 315 315 315 315 0tal	ley) Tota 46 65 98 42 10 26	al Tota I Tall 5:34: 4:08: 5:48: 3:20: 0:37:	Al Av Tai 28 0:07 50 0:03 0:03 0:03 57 0:04 59 0:03 57 0:04	g k Ca 15 C 49 C 33 C 47 C 47 C 28 C	All V IIS 9 0.0 0.0 0.0 0.0 0.0 0.0	VGs Inbo 5 Talk % - % - % - % - % -	AvgTalk	Calls 0 0 0 0 0 0	All WGs % 0.0% 0.0% 0.0% 0.0% 0.0%	OutBour Talk A - - - -	nd vgTalk - - - -	Calls 19 38 44 25 4 <b>130</b>	D % 41.33 58.59 44.99 59.59 40.09 <b>49.8</b> 9	Direct Ink 7 % 2:3 % 2:5 % 2:5 % 2:0 % 0:1 % 10:4	alk A 6:29 0 4:15 0 5:11 0 9:07 0 4:28 0 49:30 0	vgTalk :08:14 :04:35 :03:58 :05:09 :03:37 :04:59	Calls 27 27 54 17 6	Direct % 58.7% 41.5% 55.1% 40.5% 60.0% <b>50.2%</b>	Outbound Talk 2:57:39 1:14:35 2:52:52 1:11:50 0:23:31 8:40:27	AvgTa 0:06:3 0:02:4 0:03:1 0:04:1 0:03:5

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 ([category] Calls/Total Calls0
  - Talk—Total talk time in that category
  - Avg Talk—Average talk time in that category (Talk/Calls)

#### **Data Source**

All data from tables AGENTPERWGSUMMARY1, AGENTPERWGSUMMARY2, AGENTSUMMARY1, AGENTSUMMARY2

# 1203 - Agent State Summary Report

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

#### **Report Options**

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

eport ID: 1203					System ID: I	DEMO SYSTEM				Summary Interval: D
ime Range: 05/29/	2007 - 05/3	0/2007			Filter B <sub>1</sub>	/: Tue, Wed				Group By: Age
96 (Rebecc	a Hirsel	nfeld)								
					Du	ration in different	state while logon			
Start Date	Agent	Logoff	Logon	WG Idle	WG Busy	Wrap-Up	Not-Ready	DND/FWD	Error	Direct Call Duration
05/29/2007	196	18:12:17	5:47:43	1:21:25	0:07:42	0:08:01	4:10:35	-	-	0:23:58
05/30/2007	196	24:00:00	-	-	-	-	-	-	-	-
Sub Tot	4	42:12:17	5:47:43	1:21:25	0:07:42	0:08:01	4:10:35			0:23:58
						1 m	A. C. Marine Marine	- مار مار بر مار مار مار مار مار بر بار بر مار		
10 - Anno 400 							A. C. Marine Marine	م میں جور <sub>یہ</sub> موردوں		
10 - Anno 400 							da da ana da da ana. Na sa	DND/FWD	Error	
17 (Jesse V	Voodro	N)			Dur	ation in different	state while logon		Error	
17 (Jesse V	Voodrov Agent	N) Logoff	Logon		Dur	ation in different Wrap-Up	state while logon Not-Ready		Error -	
717 (Jesse V Start Date 05/29/2007	Agent 717 717	N)	Logon		Dur WG Busy	ation in different Wrap-Up	state while logon Not-Ready	DND/FVVD	-	
717 (Jesse V Start Date 05/29/2007 05/30/2007 Sub Tot	Agent 717 717	N) Logoff 24:00:00 24:00:00	Logon		Dur WG Busy - -	ation in different Wrap-Up - -	state while logon Not-Ready -	DND/FVVD	-	
717 (Jesse V Start Date 05/29/2007 05/30/2007	Agent 717 717	N) Logoff 24:00:00 24:00:00 48:00:00	Logon - -		Dur WG Busy - -	ation in different Wrap-Up	state while logon Not-Ready - -	للمي عرو <sub>يه</sub> عرو <sub>يه</sub> عرور DND/FWD - -	-	

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.

- **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

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 #	AGE		- WG II 205 (J					MAR	r REP	OR	r	
Report ID: 1204						System ID:	DEMO SYST	EM					Summary In	erval: Month
Time Range: 01/0	1/2007 -	- 03/31/2007			F	Filter By: Mon,	Tue, Wed, T	hu, Fri					Group By	: Workgroup
450 (Custoi	mer S	Service)				Answere	1			Hold			Wrap-Up	
Start Date	WG	Calls Offered	RNA	Calls	Talk	AvgTalk	Ring	AvgRing	Calls	Total	Avg	Calls	Total	Avg
01/01/2007	450	326	9	324	35:53:29	0:06:38	0:27:04	0:00:05	73	2:03:53	0:01:41	301	7:41:54	0:01:32
02/01/2007	450	236	4	234	25:52:49	0:06:38	0:17:57	0:00:04	32	0:44:17	0:01:23	219	4:55:43	0:01:21
03/01/2007	450	310	0	307	30:24:50	0:05:56	0:23:18	0:00:04	58	1:47:00	0:01:50	286	6:35:17	0:01:22
Sub Total		872	13	865	92:11:08	0:06:23	1:08:19	0:00:04	163	4:35:10	0:01:41	806	19:12:54	0:01:25

Figure 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.

S	INGL	E AGI	ENT - V		JTBOUN 5 (DAN			SUMM	ARY R	EPORT	
eport ID: 1205					System ID: DEM					Sum	mary Interval: We
me Range: 04/01/2007 -	04/30/2007				Filter By: Mon, T	ue, Wed, Th	u				Group By: Tin
4/01/2007 - 04/0	/12007										
			Connect	ed			Hold			Wrap-Up	
Start Date	WG	Calls	Talk	Av	/g Calls		Total	Avg	Calls	Total	Avg
04/04/2007	450	14	1:17:09	0:05	30 1	0:	11:50	0:11:50	25	0:32:53	0:01:18
04/01/2007	450	14	1.17.08	0.03	.30						
Sub Total	450	14	1:17:09	0:05		_	:11:50	0:11:50	25	0:32:53	0:01:18
			1:17:09			_	Hold	0:11:50	25	_	0:01:18
Sub Total			1:17:09	0:05		_		0:11:50	25 Calls	0:32:53	0:01:18
Sub Total 4/08/2007 - 04/1	1/2007	14	1:17:09 Cor	0:05	:30 1	0:	Hold			0:32:53 Wrap-Up	
Sub Total 4/08/2007 - 04/14 Start Date 04/08/2007 Sub Total	1/2007 WG 450	14 Calls 4 4	1:17:09 Cor Tall 0:07: 0:07:	0:05	:30 1	Calls 0	Hold Total	Avg -	Calls 6	0:32:53 Wrap-Up Total	Avg
Sub Total 4/08/2007 - 04/14 Start Date 04/08/2007 Sub Total	1/2007 WG 450	14 Calls 4 4	1:17:09 Cor Tall 0:07: 0:07:	0:05	Avg 0:01:56	Calls 0	Hold Total	Avg -	Calls 6	0:32:53 Vv/rap-Up Total 0:10:00 0:10:00	Avg 0:01:40 <b>0:01:40</b>
Sub Total 4/08/2007 - 04/14 Start Date 04/08/2007	1/2007 WG 450	14 Calls 4 4	1:17:09 Cor Tall 0:07: 0:07:	0:05	Avg 0:01:56 0:01:56	Calls 0	Hold Total	Avg	Calls 6	0:32:53 V/rap-Up Total 0:10:00 0:10:00	Avg 0:01:40 <b>0:01:40</b>
<u>sub Total</u> 4/08/2007 - 04/14 3tart Date 04/08/2007 Sub Total and Total	1/2007 WG 450	14 Calls 4 4	1:17:09 Cor Tall 0:07: 0:07:	0:05	Avg 0:01:56 0:01:56	Calls 0 0	Hold Total	Avg -	Calls 6	0:32:53 Vv/rap-Up Total 0:10:00 0:10:00	Avg 0:01:40 <b>0:01:40</b>
<u>sub Total</u> 4/08/2007 - 04/14 3tart Date 04/08/2007 Sub Total and Total	1/2007 WG 450	14 Calls 4 4	1:17:09 Cor Tail 0:07: 0:07:	0:05	Avg 0:01:56 0:01:56	Calls 0 0	Hold Total	Avg -	Calls 6 6	0:32:53 Virap-Up Total 0:10:00 0:10:00	Avg 0:01:40 <b>0:01:40</b>

Figure 7. This report was sorted by week, and includes subtotals for each week and a grand total for the reporting period.

- 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)

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.

			AGE	NT(S)	) - DI	IRE	СТ	CAL	LS S	UM	IMA	RY	REPO	DR	т			
Report ID: 1206							Syste	em ID: DE	MO SYSTE	м							Summary	Interval: Day
ime Range: 05/2	0/2007 - 0	5/26/200	7			F	ilter By	: Mon, Tu	ie, Wed, Th	u, Fri							Gr	oup By: Time
5/21/2007																		
					Direct	Inbound	Calls							Dire	ect Outb	ound Ca	lls	
Start Date	Agent		Answer	ed		Hold			VM				Connecte	ed			Hold	
		Calls	Talk	Avg	Calls	Talk	Avg	Calls	Talk	A	vg	Calls	Talk	A	Avg	Calls	Talk	Avg
05/21/2007	205	7	0:33:57	0:04:51	0	-	-	2	0:01:22	0:00	0:41	17	0:30:24	0:0	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	0:26	1	0:00:42	0:0	00:42	0	-	-
05/21/2007	235	1	0:02:47	0:02:47	0			2	0:00:39	0.00	0:19	0	-		-	0	-	-
03/21/2007	235		0.02.47	0.02.47	1 .		-		0.00.33	0.00								
Sub Tot		9	0:40:17	0:04:28	0	-	-	5	0:02:27	_	0:29	18	0:31:06	0:0	01:43	1	0:00:43	0:00:43
Sub Tot		<u> </u>			0	- ct Inbour	- - nd Calls	5		_		18	0:31:06		01:43 Direct Out	1		
Sub Tot		<u> </u>		0:04:28	0	- - ct Inbour Hold	- - nd Calls	5		_		18	0:31:06 Conne	D		1		
Sub Tot 05/22/2007	al	<u> </u>	0:40:17	0:04:28	0			5	0:02:27	0:0			Conne	D		1	Calls Hold	
Sub Tot 05/22/2007	al	9	0:40:17 Answere	0:04:28	0 Dire	Hold		5	0:02:27 Calls T	0:0( ∀M	0:29	I Cal	Conne s Talk	D	Direct Out	1 tbound (	Calls Hold	0:00:43
Sub Tot 05/22/2007 Start Date	Agent 205	9 Calls 4	0:40:17 Answere Talk 0:16:33	0:04:28 d Avg 0:04:08	0 Dire	Hold Talk 0:00:02	A 0:0	5 5 (vg ( 10:02	0:02:27 Calls T 4 0:0	0:00 ∀M alk 2:12	0:29 Avg 0:00:3	Cal	Conne s Talk 0:51:3	D ected	Direct Ou Avg 0:04:17	tbound ( Calls 0	Calls Hold Talk -	0:00:43
Sub Tot 5/22/2007 Start Date 05/22/2007 05/22/2007	Agent	9 Calls 4	0:40:17 Answere Talk 0:16:33	0:04:28	Direction Calls	Hold Talk 0:00:02	<u>م</u> 0:0	5 5 10:02	0:02:27 Calls T 4 0:0	0:00	0:29 Avg 0:00:3	Cal 33 12	Conne s Talk 0:51:3	D ected	Direct Ou Avg 0:04:17 0:02:00	tbound ( Calls	Calls Hold Talk - Q:QCL35	0:00:43 Avg - Q.00095.
Sub Tot 05/22/2007 Start Date 05/22/2007	Agent	9 Calls 4	0:40:17 Answere Talk 0:16:33	0:04:28	Dires Calls	Hold Talk 0:00:02	<u>م</u> 0:0	5 5 10:02	0:02:27 Calls T 4 0:0	0:00	0:29 Avg 0:00:3	Cal 33 12	Conne s Talk 0:51:3 0:4**0	D scted 3 4	Direct Ou Avg 0:04:17 0:02:00	tbound ( Calls 0	Calls Hold Talk - Q:QCL35	0:00:43
Sub Tot 05/22/2007 Start Date 05/22/2007 05/22/2007	Agent	9 Calls 4	0:40:17 Answere Talk 0:16:33	0:04:28 d Avg 0:04:08	Dires Calls	Hold Talk 0:00:02	<u>م</u> 0:0	5 5 10:02	0:02:27	0:00	0:29 Avg 0:00:3	Cal 33 12	Conne s Talk 0:51:3 0:4**0	D scted 3 4	Direct Our Avg 0:04:17 0:00:00	tbound ( Calls 0	Calls Hold Talk - Q:QCL35	0:00:43
Sub Tot 05/22/2007 Start Date 05/22/2007 05/22/2007	Agent 205 215 wered	9 Calls 4	0:40:17 Answere Talk 0:16:33	d Avg 0:04:28	Dires Calls	Hold Talk 0:00:02	<u>م</u> 0:0	5 s wg ( 0:02	0:02:27	0:00	0:29 Avg 0:00:3	Cal 33 12 	Conne s Talk 0:51:3 	D scted 3 4	Direct Our Avg 0:04:17 0:00 Outboun	tbound ( Calls 0	Calls Hold Talk - - 0:00:36 A	0:00:43

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

- 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  ${\bf VM}$ 
  - 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)

All data from the tables AGENTSUMMARY1, AGENTSUMMARY2.

# 1301 - Agent Call Volume Analysis

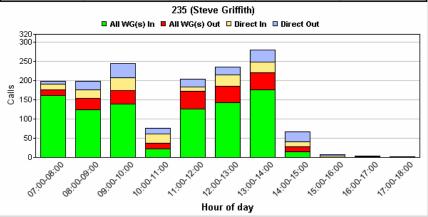
**Description:** Reports an agent's call volume for the reporting period. Shows results in both tabular and graph formats.

#### **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.

UNIT	235 (9	TEVE GRIP		
Report ID: 1301			S	ystem ID: DEMO SYSTEM
Time Range: 01/01/2007	- 03/30/2007		Re	port Interval: Hour of day
Filter By: [07:00 - 18:00]				
Workgroup(s): 450 (Cus	tomer Service)			
Hour of day	All WG(s) Inbound Call	All WG(s) Outbound Call	Direct Inbound Call	Direct Outbound Call
07:00-08:00	161	15	14	7
08:00-09:00	124	30	21	22
09:00-10:00	139	34	34	38
10:00-11:00	23	14	24	15
11:00-12:00	126	46	12	20
12:00-13:00	143	42	30	20
13:00-14:00	175	46	27	32
14:00-15:00	15	13	13	26
15:00-16:00	0	0	3	4
16:00-17:00	0	0	1	3
17:00-18:00	0	0	0	1

SINGLE AGENT - CALL VOLUME ANALYSIS





#### **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

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).

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All data from the tables AGENTPERWGSUMMARY1, AGENTPERWGSUMMARY2.

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# 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.

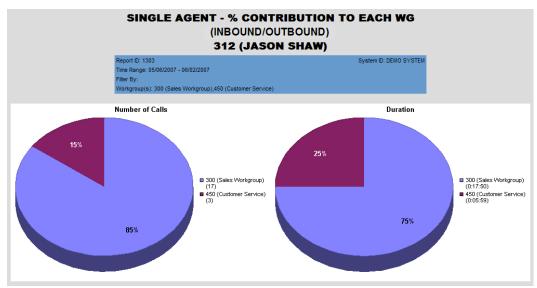


Figure 11. Agent 312 belongs to the Sales workgroup and the Customer Service workgroup. The pie graphs (color-coded) show the agent's contribution to each workgroup.

#### **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).
- 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.

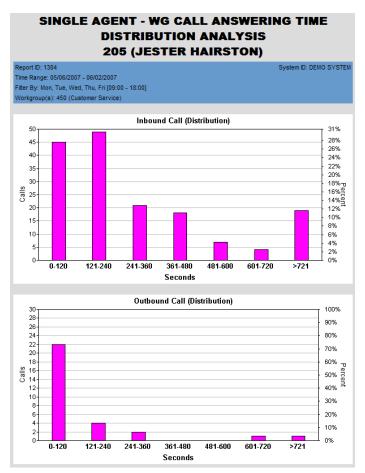


Figure 12. This report shows inbound call answering time and outbound call connection time in intervals of 120 seconds, as specified in the report query.

#### 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.

	): 2101 nge: 03/04/2001	7 - 03/09/2007			S	System ID	: DEN	IO SYS	тем						Gro	up By: Workg Filte	
		•	ner Service) el Threshold)														
Joune	Start	End						Duratio	n in Diff	erent Ca	II State		Start	Within	Exit	Session	S
Dir.	Time	Time	Caller		Agent	AA	/IVR	Queue	Ring	Talk	Hold	Rec	Priority	SLT	State	ID	h
In	03/05/2007 05:51:57	03/05/2007 05:53:52	10.10.0.110-9044211 (Enterprise-9044211)		235 (Marti Quarringto		0:05	-	0:00:12	0:01:38	-	0:01:38	5	Y	Connected	1172726996	;
In	03/05/2007 06:11:36	03/05/2007 06:15:15	72.238.148.48-732225 (Affiliated-73222530		205 (lan 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 Phon	e PA)	205 (lan McBride)		0:09	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 (Marti Quarringto			-	0:00:07	0:06:14	-	0:06:14	5	Y	Connected	1172727011	
In	03/05/2007 06:49:53	03/05/2007 06:51:00	10.10.0.110-4078656 (Enterprise-4078656)		205 (lan McBride)		-	-	0:00:08	0:00:59	-	0:00:59	5	Y	Connected	1172727013	
In	03/05/2007 07:00:37	03/05/2007 07:06:26	10.10.0.110-7316929 (Enterprise-7316929		205 (lan McBride)		0:12	-	0:00:04	0:05:33	-	0:05:33	5	Y	Connected	1172727017	ł
In	03/05/2007 07:07:23	03/05/2007 07:08:35	10.10.0.110-7032589 (Enterprise-7032589)		235 (Marti Quarringto		D:10	-	0:00:33	-	-	-	5	Y	Group Member Ring No Answer	1172727027	'
In	03/05/2007 07:08:35	03/05/2007 07:16:23	10.10.0.110-7032589 (Enterprise-7032589)		235 (Marti Quarringto		- 0	0:01:56	0:00:11	0:06:10	-	0:06:10	5	Y	Connected	1172727027	·
In	03/05/2007 07:07:21	03/05/2007 07:08:00	10.10.0.110-7707090 (Enterprise-7707090)		235 (Marti Quarringto		0:06	-	0:00:33	-	-	-	5	Y	Group Member Ring No Answer	1172727028	;
In	03/05/2007 07:08:00	03/05/2007 07:14:09	10.10.0.110-7707090 (Enterprise-7707090		205 (lan McBride)		- 0	0:00:28	0:00:04	0:04:08	0:01:29	0:04:08	5	Y	Connected	1172727028	1
Nort-	03/1000000	.03/05/2007	al Valaan	u	215 (Mat		en and a	·	p		Anne	A 6.3.6-		~~\.	Comments.	1172727	
ubou	nd Calls Start	End		_			D	tion in F		t Call Sta	4	Sta	rt With	1	Exit	Session I	_
Dir.	Time	Time	Target		Agent		Queu								State	D	D
Dut	03/05/2007	03/05/200	07 235 (Martin		an McBride)	-	-	0:00	_	-		5		-	Boto VM with Voice Message	11727270	00
Dut	03/05/2007 06:17:49	03/05/200	07 DOE (Inc. McBridge)		5 (Martin arrington)	-	-	0:00	03 0:08	:07 -	0:08	:07 5	Y		Connected	11727270	01
Out	03/05/2007 06:30:48	03/05/200			an McBride)	-	-	0:00	17 0:02	:32 -	0:02	:32 -	Y		Connected	11727270	06
Dut	03/05/2007 06:41:47	03/05/200			5 (Martin arrington)	-	-	0:00	06 0:00	:22 -	0:00	:22 -	Y		Connected	11727270	07
Dut	03/05/2007 06:43:15	03/05/200			an McBride)	-	-	0:00	10 0:00	:55 -	0:00	:55 -	Y		Connected	11727270	08

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

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- **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)

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.

-	2007 - 05/31/2007 Wed, Thu, Fri [09:00 - 18:00]			System ID: DEM Summary Inte Group	
12 (Jason S	Shaw)				
Start Date	Agent	Login Duration	Not-Ready	DND/FWD	Erro
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	-
29 (George	tte George) Agent	Login Duration	Not-Ready	DND/FWD	Error
Start Date		26:09:00	-	-	0:02:4
Start Date 05/01/2007	329 (Georgette George)	20.05.00			0.03.5
	329 (Georgette George) 329 (Georgette George)	26:39:00	-		0.03.5
05/01/2007			-	-	
05/01/2007 05/06/2007	329 (Georgette George)	26:39:00	•	-	0:04:3
05/01/2007 05/06/2007 05/13/2007	329 (Georgette George) 329 (Georgette George)	26:39:00 20:32:00	- - -		0:04:33 0:04:43 0:00:10

#### Grand Total

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.

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# 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 IE	): DEMO	SYSTEM					Summary I	hterval: Da
fime Range: 05/	06/2007 -	05/12/2	007			Filter By:	Mon, Tue, \	Wed, Th	u, Fri (07:00	) - 18:00]				Grou	p By: Age
205 (Jester	r Hairs	ton)													
				Workgroup	o and Di	rect Calls (Ir	nbound & O	utbound	Ŋ		Total		Non-Ca	II Activities	
Start Date	Agent		Answere	d		Hold			Wrap-Up	)	Performing	Calls	Other Ac	tivities During I	Login
		Calls	Total	Avg	Calls	Total	Avg	Calls	Total	Avg	Time	RNA	Not-Ready	DND/FWD	Error
05/07/2007	205	35	2:15:05	0:03:51	3	0:02:30	0:00:50	35	0:57:17	0:01:38	3:14:52	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	-	-
Sub Tot	al	174	11.53.07	0.04.05	43	0.11.52	0.00.24	159	3-13-28	0.01.13	15-18-27	0	10-57-48		0-00-01

#### 215 (Dan White)

				Workgrou	p and Di	rect Calls (Ir	nbound & O	utbound	)		Total		Non-Call /	Activities	
Start Date	Agent		Answere	ł		Hold			Wrap-Up	)	Performing	Calls	Other Activ	rities During Log	yin 🛛
		Calls	Total	Avg	Calls	Total	Avg	Calls	Total	Avg	Time	RNA	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	-	-
Sub Tot	al	135	18:12:14	0:08:05	16	0:15:44	0:00:59	126	2:25:08	0:01:09	20:53:06	2	8:39:34	-	-

#### Grand Total

		Workgro	oup and D	)irect Calls (In	bound & Outb	ound)			Total		Non-Ca	II Activities	
	Answered			Hold			Wrap-Up		Performing	Calls	Other A	ctivities During Lo	gin
Calls	Total	Avg	Calls	Total	Avg	Calls	Total	Avg	Time	RNA	Not-Ready	DND/FWD	Error
309	30:05:21	0:05:50	29	0:27:36	0:00:57	285	5:38:36	0:01:11	36:11:33	2	19:37:22	-	0:00:01

Figure 15. A summary interval of "day" was specified for this report. The report is grouped by agent. Subtotals and grand totals are given.

- 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.

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

# 2203 - Workgroup Agent Call Activity Summary with % Analysis

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

#### **Report Options**

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

#### SINGLE WG - AGENT CALL ACTIVITY SUMMARY REPORT WITH % ANALYSIS 450 (CUSTOMER SERVICE)

eport ID: 220	3							Syst	em ID:	DEMO S	YSTEM							Summ	hary Interv	/al: Mont
me Range: 0	1/01/200	07 - 03	/31/2007				Filter E	By: Mon, T	lue, W	ed, Thu,	Fri [09:00	- 18:00]							Group	By: Tim
01/01/200	7 - 01	/31/2																		
			All Calls			Workg	roup Inbour	Id		Workgro	up Outbo	und		Direc	t Inbound			Direct	Outboun	d
Start Date	Agent	Calls	Talk	Avg	Calls	%	Talk	Avg	Calls	%	Talk	Avg	Calls	%	Talk	Avg	Calls	%	Talk	Avg
01/01/2007	196	405	23:18:21	0:03:27	213	52.6%	18:55:07	0:05:19	140	34.6%	2:49:35	0:01:12	34	8.4%	0:49:15	0:01:26	18	4.4%	0:44:24	0:02:28
01/01/2007			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
01/01/2007	205	437	37.32.44	0.00.12	220	51.170	20.40.00	0.01.01		0.2.70	0.12.00	0.00.00		10.2.70			120	20.070	0.10.00	0.02.01

#### 02/01/2007 - 02/28/2007

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

#### 03/01/2007 - 03/31/2007

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

#### Grand Total

	All Calls Workgroup Inbound							Workgr	oup Outbour	nd		Dire	ct Inbound			Direc	t Outbound	
Call					Avg	Calls	%	Talk	Avg	Calls	%	Talk	Avg	Calls	%	Talk	Avg	
2462					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.

- **Start Date**—Start date for the report
- Agent—Agent's extension number
- All Calls—Data on all calls the agent was connected to in the specified time period:
  - Calls—Total number of calls the agent handled
  - Talk—Total talk time on all that agent's calls

- Avg—Average talk time per call (Talk/Calls)
- Agent calls are then broken out into categories: Workgroup Inbound, Workgroup Outbound, Direct Inbound, Direct Outbound. Each category displays the following:
  - Calls—Total calls the agent was connected to in that category during the specified time period
  - %—The percentage of the agent's calls that fall into that category ([category] Calls/[All Calls] Calls
  - Talk—Total talk time in that category
  - Avg —Average talk time in that category (Talk/Calls)

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)

	204								System ID	): DEMO	SYS	ТЕМ								Summar	y Interva	il: Mont
Time Range	e: 01/01	1/2007 - 03/31/20	07						1	Filter By											Group E	By: Tim
01/01/20	007 -	01/31/2007	,																			
				A	l Calls			Workgr	oup Inbou	nd	V	Vorkgrou	up OutBo	ound		Direct	Inbound			Direct	Outboun	ıd
Start Date	Agent	Name	Calls	%	Talk	%	Calls	%	Talk	%	Calls	%	Talk	%	Calls	%	Talk	%	Calls	%	Talk	%
01/01/2007	196	Rebecca Hirschfe	459	41.9%	26:07:28	34.7%	244	43.0%	21:24:39	37.4%	158	91.9%	3:01:12	93.3%	39	32.8%	0:57:13	15.5%	18	7.6%	0:44:24	8.59
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 T	otal	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
Start Date		Name			l Calls			vvorkgr	oup Inbou	na	l v	vorkgrou	up OutBo	ouna		Direct	Inbound			Direct	Outboun	IO .
	Agent						C - II-	0/	Tells	0/	Calla	0/	Tells	0/	Calle	0/	Tells	0/	Calle	0/	Tells	0/
	196	Rebecca	Calls 488	% 48.3%	Talk 28:22:17	% 42.3%	Calls 278	% 54.3%	Talk 22:21:39	% 46.4%	Calls 151	% 43.4%	Talk 3:05:20	% 32.6%	Calls 38	% 39.2%	Talk 1:58:11	% 33.6%	Calls 21	% 38.9%	Talk 0:57:07	
02/01/2007			488	48.3%	28:22:17	42.3%	278	54.3%		46.4%	151	43.4%		32.6%	38	39.2%		33.6%	21	38.9%		
02/01/2007		Rebecca Hirschfe Jester Hairston	488 523	48.3% 51.7%	28:22:17 38:43:20	42.3% 57.7%	278 234	54.3% 45.7%	22:21:39	46.4% 53.6%	151 197	43.4% 56.6%	3:05:20 6:23:19	32.6% 67.4%	38 59	39.2% 60.8%	1:58:11	33.6% 66.4%	21 33	38.9% 61.1%	0:57:07	27.19 72.99
02/01/2007 02/01/2007	205 Sub T	Rebecca Hirschfe Jester Hairston	488 523 1011	48.3% 51.7% 100.0%	28:22:17 38:43:20 67:05:37	42.3% 57.7%	278 234	54.3% 45.7% 100.0%	22:21:39 25:52:49 48:14:28	46.4% 53.6% 100.0%	151 197 348	43.4% 56.6% 100.0%	3:05:20 6:23:19 9:28:39	32.6% 67.4% 100.0%	38 59	39.2% 60.8% 100.0%	1:58:11 3:53:43 5:51:54	33.6% 66.4% 100.0%	21 33	38.9% 61.1% 100.0%	0:57:07 2:33:29 <b>3:30:36</b>	27.1 72.9 100.0
02/01/2007 02/01/2007 03/01/20	205 Sub T	Rebecca Hirschfe Jester Hairston otal 03/31/2007	488 523 1011	48.3% 51.7% 100.0%	28:22:17 38:43:20	42.3% 57.7%	278 234	54.3% 45.7% 100.0% Workgr	22:21:39 25:52:49	46.4% 53.6% 100.0%	151 197 348	43.4% 56.6% 100.0% Vorkgrou	3:05:20 6:23:19	32.6% 67.4% 100.0%	38 59	39.2% 60.8% 100.0%	1:58:11 3:53:43	33.6% 66.4% 100.0%	21 33	38.9% 61.1% 100.0%	0:57:07 2:33:29	27.1 72.9 100.0
02/01/2007 02/01/2007 03/01/20 Start Date	205 Sub T 007 -	Rebecca Hirschfe Jester Hairston otal 03/31/2007	488 523 1011 Calls	48.3% 51.7% 100.0% A	28:22:17 38:43:20 67:05:37	42.3% 57.7% 100.0%	278 234 512	54.3% 45.7% 100.0% Workgr %	22:21:39 25:52:49 48:14:28 oup Inbou	46.4% 53.6% 100.0%	151 197 348 V Calls	43.4% 56.6% 100.0% Vorkgrou %	3:05:20 6:23:19 9:28:39	32.6% 67.4% 100.0%	38 59 97	39.2% 60.8% 100.0% Direct %	1:58:11 3:53:43 5:51:54	33.6% 66.4% 100.0%	21 33 54	38.9% 61.1% 100.0% Direct %	0:57:07 2:33:29 3:30:36	27.1 <sup>4</sup> 72.9 <sup>4</sup> 100.0
02/01/2007 02/01/2007	205 Sub T 007 - Agent 196	Rebecca Hirschfe Jester Hairston Total 03/31/2007 Name Rebecca	488 523 1011 Calls 368	48.3% 51.7% 100.0% A % 37.9%	28:22:17 38:43:20 67:05:37 Il Calls Talk 20:23:56	42.3% 57.7% 100.0% % 28.3%	278 234 512 Calls 223	54.3% 45.7% 100.0% Workgr % 42.1%	22:21:39 25:52:49 48:14:28 oup Inbou Talk	46.4% 53.6% 100.0% nd 37.3%	151 197 348 V Calls 122	43.4% 56.6% 100.0% Vorkgrou % 48.4%	3:05:20 6:23:19 9:28:39 9:28:39 0 OutBo Talk 1:43:15	32.6% 67.4% 100.0% pund % 19.3%	38 59 97 Calls	39.2% 60.8% 100.0% Direct % 16.0%	1:58:11 3:53:43 5:51:54	33.6% 66.4% 100.0% 4.7%	21 33 54 Calls	38.9% 61.1% 100.0% Direct % 7.1%	0:57:07 2:33:29 3:30:36 Outboun Talk	27.1 72.9 100.0

Figure 17. This report compares the contributions of agents 196 and 205 for the first quarter of the year.

- Start Date—Start date for the report
- Agent—Agent's extension number
- Name—Agent's name
- All Calls—Data on all calls that each workgroup agent handled in the specified time period, broken out into four columns:
  - Calls—Total number of calls the agent handled

- %—Percentage that number is of the total workgroup calls for the specified time period ([All Calls] Calls/<Sub Total of Calls>)
- Talk—Total talk time on all that agent's calls
- %—Percentage that duration is of the total workgroup talk time for the specified time period ([All Calls] Talk/[All Calls]<Sub Total of Talk>)
- Agent calls are then broken out into categories: Workgroup Inbound, Workgroup Outbound, Direct Inbound, Direct Outbound. Each category displays the following:
  - Calls—Total calls the agent was connected to in that category during the specified time period for the specified workgroup
  - %—Percentage that number is of all workgroup calls that fall into that category in the specified time period ([category] Calls/[category]<Sub Total of Calls>)
  - Talk—Agent's total talk time in that category
  - %—Percentage that duration is of total workgroup talk time in that category in the specified time period ([category] Talk/[category]<Sub Total of Talk>)

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.

eport ID: 2205						System II	D: DEMO	SYSTEM				F	Report Interv	al: We
me Range: 05/0	1/2007 - 05/31/20	07			Filter By	: Mon, Tue, I	Wed, Thi	u, Fri (09:00	0 - 18:00]			G	Group By: Wo	orkgro
10 (IT Wor	karoun)													
						Inbou	ind Calls					Connecte	d	Tot
Start Time	Workgroup	Total		Ans	swered		Aba	ndoned	Overflow	ed/Redirected	1	Outbound C	Calls	W
		Calls	Calls	%	Talk	Avg	Calls	%	Calls	%	Calls	Talk	Avg	Cal
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	1
05/06/2007	410	0	0	0.0%	-	-	0	0.0%	0	0.0%	13	0:34:43	0:02:40	1
	410	2	2	100.0%	0:00:39	0:00:19	0	0.0%	0	0.0%	9	0:10:09	0:01:07	1
05/13/2007				00.00/	0:00:07	0:00:07	- 1	33.3%	1	33.3%	12	0:22:54	0:01:54	1
05/13/2007 05/20/2007	410	3	1	33.3%	0:00:07	0.00.07								
	410 410	3	1	0.0%	-	-	0	0.0%	0	0.0%	2	0:02:46	0:01:23	

Figure 18. This report shows inbound and outbound calls to the IT workgroup during the month of May, displayed in one-week intervals.

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

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

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.

		WG(S)	- IN	BOUN	D CAL	LS W	AII	IIM	E SUI	MMAR	T		
Report ID: 2206					System ID	: DEMO SYS	TEM					Report	t Interval: Wee
ime Range: 05/01	1/2007 - 05/31/2007			Filter I	By: Mon, Tue, V	Ved, Thu, Fri	i [09:00 -	18:00]				(	Group By: Tim
5/01/2007 -	05/05/2007 (	SLT:Serv	ice Le	vel Thre	shold)								
		Total		Answere	ed		A	bandone	d (ABN)		01	/erflowed/Red	lirected
Start Time	Workgroup	Inbound				Hangup	in		Total AB	N			
		Calls	Calls	WT	Avg WT	Queue	Ring	Calls	WT	Avg WT	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
			101	0.00.40	0.00.00	17	4	18	4.40.00	0.04.44		0:00:09	0:00:09
Sub	Total	183	164	6:28:42	0:02:22	17	1	10	1:16:20	0:04:14	1	0.00.09	0:00:09
	• 05/12/2007 (				shold)	17	1		ed (ABN)	0:04:14		verflowed/Rec	
		SLT: Serv		vel Thre	shold)	17 Hangu							
5/06/2007 -	05/12/2007 (	SLT:Serv		vel Thre	shold)				ed (ABN)				
5/06/2007 -	05/12/2007 (	SLT:Serv Total Inbound	vice Le	evel Thre Answere	shold)	Hangu	ıp in	Abandon	ed (ABN) Total AE	BN	0	verflowed/Rec	directed
5/06/2007 - Start Time 05/06/2007	05/12/2007 (	SLT: Serv Total Inbound Calls	calls	Answere WT	shold) ed Avg WT	Hangu Queue	ip in Ring	Abandon Calls	ed (ABN) Total AE WT	BN Avg WT	O Calls	verflowed/Rec	directed Avg WT
5/06/2007 - Start Time 05/06/2007 Sub	05/12/2007 ( Workgroup 450	SLT: Serv Total Inbound Calls 287 287	Calls 235 235	WEI Thre Answer WT 16:22:17 16:22:17	shold) ed Avg WT 0:04:10 0:04:10	Hangu Queue 30	ip in Ring 3	Abandon Calls 33	ed (ABN) Total AE WT 2:27:31	8N Avg WT 0:04:28	O Calls 19	verflowed/Rec WT 0:48:36	directed Avg WT 0:02:33
5/06/2007 - Start Time 05/06/2007 Sub	05/12/2007 ( Workgroup 450 Total	SLT: Serv Total Inbound Calls 287 287	Calls 235 235	WEI Thre Answer WT 16:22:17 16:22:17	shold) ed 0:04:10 0:04:10 shold)	Hangu Queue 30	IP in Ring 3 3	Abandon Calls 33	ed (ABN) Total AE WT 2:27:31 2:27:31	8N Avg WT 0:04:28	0 Calls 19 19	verflowed/Rec WT 0:48:36	directed Avg WT 0:02:33 0:02:33

			TULAI		Allsweld	su .			Abanuone	SU (ADIN)		0	ver no weu/keu	inected
I	Start Time	Workgroup	Inbound				Hangu	p in		Total AB	N			
I			Calls	Calls	WT	Avg WT	Queue	Ring	Calls	WT	Avg WT	Calls	WT	Avg W
I	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	0:03:0
I	Sub 1	Fotal	253	216	7:46:33	0:02:09	26	1	27	1:30:42	0:03:21	10	0:31:16	0:03:0

#### 05/20/2007 - 05/26/2007 (SLT: Service Level Threshold)

		Total		Answere	ed		A	bandone	ed (ABN)		0	verflowed/Red	irected
Start Time	Workgroup	Inbound				Hangu	p in		Total AB	N			
		Calls	Calls	WT	Avg WT	Queue	Ring	Calls	WT	Avg WT	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
Sub 1	Fotal	248	221	7:19:33	0:01:59	13	3	16	0:31:24	0:01:57	11	0:00:51	0:00:04

#### 05/27/2007 - 05/31/2007 (SLT: Service Level Threshold)

		Total		Answere	d		Aba	ndoned (	ABN)		Over	lowed/Rec	lirected
Start Time	Workgroup	Inbound				Hangu	p in		Total	ABN			
		Calls	Calls	WT	Avg WT	Queue	Ring	Calls	WT	Avg WT	Calls	WT	Avg WT
05/27/2007	450	5	5	0:00:38	0:00:07	0	0	0	-	-	0	-	-
Sub	Total	5	5	0:00:38	0:00:07	0	0	0	-	-	0	-	-

#### Grand Total

Total		Answered				Abandone	ed (ABN)			Overflowed/Redir	rected
Inbound				Hangup	o in		Total ABN	l			
Calls	Calls	WT	Avg WT	Queue	Ring	Calls	WT	Avg WT	Calls	WT	Avg WT
976	841	37:57:43	0:02:42	86	8	94	5:45:57	0:03:40	41	1:20:52	0:01:58

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 calllers who hung up while in queue
    - Hang up in Ring—The number of callers who hung up when the phone was ringing
    - Total ABN
      - Calls—Total number of abandoned calls in the workgroup for the specified time period
      - WT—Total wait time for those abandoned calls
      - Avg WT—The average wait time for those abandoned calls (WT/Calls)
  - Overflowed/Redirected
    - Calls—Total number of that workgroup's overflowed and redirected calls in the specified time period
    - WT—Total wait time for those overflowed/redirected calls
    - Avg WT—Average wait time per call for those overflowed/redirected calls (WT/ Calls)

#### Data Source

All data from the table WGSUMMARY

# 2207 - Workgroup Inbound Call Handling Summary

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

#### **Report Options**

- 1. Select an agent, if you want only that agent's workgroups to appear in the workgroup selection list.
- 2. Select 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 SY	STEM						Sumn	nary Inte	rval: Wee
Time Range: 05/0	1/2007 - 05/31/20	007			Filter E	By: Mon, Tue	, Wed, Thu, F	ri (09:00 - 18	:00]						Grou	ip By: Tim
05/01/2007	- 05/05/2007	7														
		Total			Ansv	vered Calls				Abando	oned Calls		Overt	flowed	Num	Total
Start Time	Workgroup	#of	#of	% of	Talk	Avg	Handle	Avg	# of	% of	Hangu	p in	#of	% of	Of	Calls in
		Calls	Calls	Calls	Time	Talk	Time	Handle	Calls	Calls	Queue	Ring	Calls	Calls	VM	Queue
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
Cub."	Total	402	464	90.69/	22,20,02	0.09.25	27.49.00	0.00.50	40	0.00/	47	4	4	0.59/	0	405

#### 05/06/2007 - 05/12/2007

		Total			Ansv	vered Calls				Abandor	ned Calls		Over	flowed	Num	Total
Start Time	Workgroup	# of	# of	% of	Talk	Avg Handle		Avg	# of	% of	Hangu	p In	#of	% of	Of	Calls in
		Calls	Calls	Calls	Time	Talk	Time	Handle	Calls	Calls	Queue	Ring	Calls	Calls	VM	Queue
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	0:08:57	33	11.5%	30	3	19	6.6%	11	194		

#### 05/13/2007 - 05/19/2007

	Total Answered Calls Abandoned Calls											Overt	flowed	Num	Total	
Start Time	Workgroup	# of	# of	% of	Talk	Avg	Handle	Avg	# of	% of	Hangu	p In	#of	% of	Of	Calls in
		Calls	Calls	Calls	Time	Talk	Time	Handle	Calls	Calls	Queue	Ring	Calls	Calls	VM	Queue
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	0:09:22	27	10.7%	26	1	10	4.0%	3	160		

#### 05/20/2007 - 05/26/2007

		Total			Ansv	vered Calls				Abando	ned Calls		Over	flowed	Num	Total
Start Time	Workgroup	# of	#of	% of	Talk	Avg	Handle	Avg	# of	% of	Hangu	p in	#of	% of	Of	Calls in
		Calls	Calls	Calls	Time	Talk	Time	Handle	Calls	Calls	Queue	Ring	Calls	Calls	VM	Queue
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

#### 05/27/2007 - 05/31/2007

		Total			Answ	ered Calls				Abando	ned Calls		Overt	flowed	Num	Total
Start Time	Workgroup	# of	#of	% of	Talk	Avg	Handle	Avg	#of	% of	Hangu	p In	# of	% of	Of	Calls in
		Calls	Calls	Calls	Time	Talk	Time	Handle	Calls	Calls	Queue	Ring	Calls	Calls	VM	Queue
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%	0:06:02	0	0.0%	0	0	0	0.0%	0	0			

#### Grand Total

Total								Abando	ned Calls		Overf	lowed	Num	Total
# of	# of	% of	Talk	Avg	Handle	Avg	# of	% of	Hangup	o In	# of	% of	Of	Calls in
Calls	Calls	Calls	Time	Talk	Time	Handle	Calls	Calls	Queue	Ring	Calls	Calls	VM	Queue
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 ([Answered] # of Calls/Total # of Calls)
  - Talk Time—Duration of talk time for the answered inbound calls
  - Avg Talk—Average talk time per answered call ([Answered] Talk Time/ [Answered] # of Calls)
  - Handle Time—Total time required by all answered calls for talk, hold, and wrap-up
  - Avg Handle—Average handling time per call ([Answered] Handle Time/ [Answered] # of Calls)

#### Abandoned Calls

- # of Calls—Number of calls that were abandoned by the caller
- % of Calls—Percentage that number is of the total inbound workgroup calls ([Abandoned] # of Calls/Total # of Calls)
- Hangup in Queue-Number of callers who hung up while in queue
- Hangup in Ring—Number of callers who hung up while the phone was ringing

#### Overflowed

- # 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 ([Overflowed] # of Calls/Total # 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.

W	WG(S) - OUTBOUND CALL HANDLING SUMMARY														
				REP	PORT										
Report ID: 2	208			System ID: D	EMO SYSTEM		Report Inter-	val: Wee							
Time Range	: 05/01/200	7 - 05/31/2007	Filte	er By: Mon, Tue, - 1	, Wed, Thu, Fri 8:00]	[09:00	Group By: W	(orkgrou							
450 (Cu	stomer	Service)													
Start Date	Martin														
oran Date	vvorkgroup	Total Connected	Calls	Total Talk Time	Avg Talk Time	Total Handling Time	Avg Handling Time	# of Xfe							
		Total Connected 36	Calls	Total Talk Time 1:45:58	Avg Talk Time 0:02:56	Total Handling Time 2:46:57	Avg Handling Time 0:04:38	#ofXfe 0							
05/01/2007	450		Calls												
05/01/2007 05/06/2007	450 450	36	Calls	1:45:58	0:02:56	2:46:57	0:04:38	0							
05/01/2007 05/06/2007 05/13/2007	450 450 450	36 44	Calls	1:45:58 2:22:15	0:02:56 0:03:13	2:46:57 3:25:56	0:04:38 0:04:40	0							
05/01/2007 05/06/2007 05/13/2007 05/20/2007 05/27/2007	450 450 450	36 44 53	Calls	1:45:58 2:22:15 2:37:26	0:02:56 0:03:13 0:02:58	2:46:57 3:25:56 3:42:17	0:04:38 0:04:40 0:04:11	0 0 0							

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

- **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

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				Syste	em ID: DEMO S'	YSTEM			Report Interval: Wee					
Time Range: 04/01/	2007 - 04/30/2007			Filte	r By: [09:00 - 1	8:00]			Group By: Workgroup					
450 (Custom	er Service)				)Aloit Time > 1	Service Level T	reshold		Total	Answer				
Start Time	Workgroup	Inbound	Ansy	wered		Indoned	1	ed/Redirected	Service	Service				
			# of Call	% of Call	# of Call	% of Call	# of Call	% of Call	Level	Level				
04/01/2007	450	299	4	1.3%	0	0.0%	0	0.0%	98.7%	73.9%				
04/08/2007	450	266	0	0.0%	1	0.4%	0	0.0%	99.6%	83.8%				
04/15/2007	450	345	4	1.2%	0	0.0%	0	0.0%	98.8%	75.7%				
04/22/2007	450	237	5	2.1%	0	0.0%	0	0.0%	97.9%	84.0%				
04/29/2007	450	46	1	2.2%	0	0.0%	0	0.0%	97.8%	69.6%				
Sub 1	Total	1193	14	1.2%	1	0.1%	0	0.0%	98.7%	78.5%				

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.

- 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)

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.

	W	G(S)	- INB	OUN	ID AN	SWE	RED	CA	LLS	WAI.	T TIN	ΛE						
Report ID: 2301					Syste	em ID: DEN	IO SYSTE	M						Summary Interval: Day				
Time Range: 05/07/20	05/07/2007 - 05/11/2007 Fitter By: Mon, Tue, Wed, Thu, Fri [07:00 - 18:00]												Group By: Workgroup					
450 (Custome	er Service)				۵	Inswered	Calls Wait	Time (Qu	eue + Rinc	n) Within (;	seconds)							
Start Date	Call	0-60		61-120		121-180		181-240		241-300		301-360		>	361			
	Anwsered	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%			
05/07/2007	69	38	55.1%	6	8.7%	2	2.9%	3	4.3%	4	5.8%	4	5.8%	12	17.4%			
05/08/2007	65	36	55.4%	7	10.8%	6	9.2%	1	1.5%	2	3.1%	2	3.1%	11	16.9%			
05/09/2007	59	34	57.6%	6	10.2%	5	8.5%	4	6.8%	2	3.4%	0	0.0%	8	13.6%			
05/10/2007	55	22	40.0%	7	12.7%	5	9.1%	5	9.1%	2	3.6%	3	5.5%	11	20.0%			
05/11/2007	49	22	44.9%	1	2.0%	4	8.2%	3	6.1%	4	8.2%	4	8.2%	11	22.4%			
Sub Total	297	152	51.2%	27	9.1%	22	7.4%	16	5.4%	14	4.7%	13	4.4%	53	17.8%			

Figure 23. The one-week reporting period specified is broken out by day and reported in intervals of 60 seconds.

- **Start Date**—Start date for the report
- **Total Calls Answered**—Number of inbound workgroup calls answered in the specified time period.
- **Answered Calls Wait Time**—Wait time = queue time + ring time. Data is broken out into wait time, in intervals of seconds, as specified in the report (for example, calls answered in the first 30 seconds, calls answered in the second 30 seconds, and so on). The time intervals are column headings. Each interval has two columns:
  - Calls—Number of calls that waited the length of time specified in the column heading before being answered by an agent.
  - %—The percentage that number is of the total calls answered in the specified time period ([time interval] Calls/Total Calls Answered)

The data is also reported in two graphs:

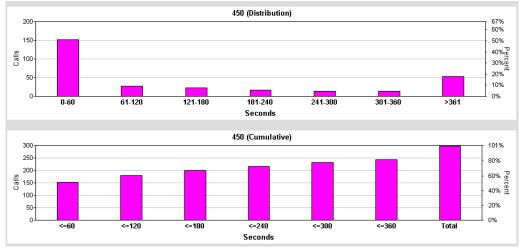


Figure 24. The top graph shows the number and percentage of calls answered within the specified time periods (in increments of 60 seconds, in this case). The bottom graph shows, cumulatively, how many and what percent of calls were answered as the time periods progress.

#### **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.

		5(3)	- 1116	00		DAN	DON		ALLS						
Report ID: 2302					S	ystem ID:	DEMO SYS	TEM					S	ummary Ir	nterval: Day
Time Range: 05/07/2	2007 - 05/11/2007			F	filter By: Mo	n, Tue, W	led, Thu, Fri	[07:00 - 1	8:00]					Group By:	Workgroup
450 (Custom	er Service) Total					Abando	ned Calls W	ait Time (	Queue + Rin	a) Within	(seconds)				
Start Date	Call	0	)-60	61	-120		1-180	· · ·	1-240		-300	30	1-360	>	361
	Abandoned	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%
	8	2	25.0%	3	37.5%	1	12.5%	0	0.0%	2	25.0%	0	0.0%	0	0.0%
05/08/2007			33.3%	1	16.7%	1	16,7%	1	16.7%	0	0.0%	1	16.7%	0	0.0%
05/08/2007 05/09/2007	6	2	33.376		10.170										
	6	2	22.2%	1	11.1%	0	0.0%	0	0.0%	0	0.0%	2	22.2%	4	44.4%
05/09/2007	-	-					0.0% 0.0%	0 1	0.0% 20.0%	0	0.0% 0.0%	2 0	22.2% 0.0%	4	44.4% 20.0%

Figure 25. This report summarizes the wait time of abandoned calls during a specified oneweek period, broken out by day.

- 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)



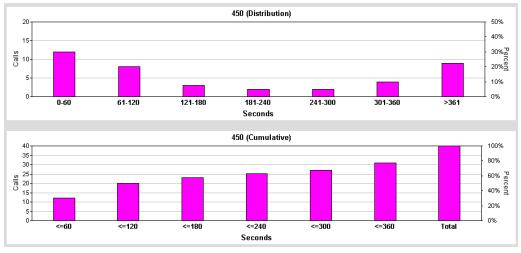


Figure 26. The top graph shows the number and percentage of calls abandoned within the specified time periods (in increments of 60 seconds, in this case). The bottom graph shows, cumulatively, how many calls were abandoned as the time periods progress.

#### **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**

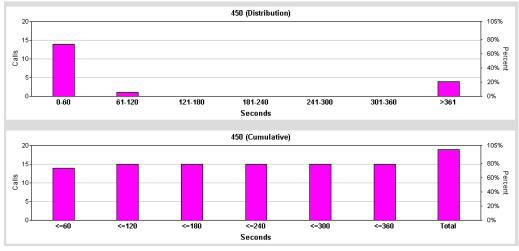
- 1. Select an agent, if you want only that agent's workgroups to appear in the workgroup selection list.
- 2. Select workgroup(s).
- 3. Choose how you want the data summarized (by day, week, or month).
- 4. Specify a time range for the report.
- 5. Narrow the report to specific days of the week and 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.

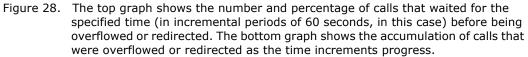
w	(G(S) -	INB	DUND	OVE	RFLO	WED	)/REI	DIRE	СТЕ	D C A	LLS	WA	IT TI	ME	
Report ID: 2303					Sy	stem ID: E	DEMO SYS	TEM						Summar	y Interval: Day
Time Range: 05/07/2	007 - 05/11/200	07		F	ilter By: Mor	, Tue, We	d, Thu, Fri	[07:00 - 1	8:00]					Group E	9y: Workgroup
450 (Custome	er Service	)				Overflow	//Redirect	Calls Wait	Time (Que	eue + Rina	) Within				
Start Date	Call		0-60	61	-120		-180		-240		-300	301	-360		>361
	OV/RED	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%
05/07/2007	2	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	100.0%
05/08/2007	4	2	50.0%	1	25.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	25.0%
05/09/2007	1	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
05/10/2007	11	11	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
05/11/2007	1	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	100.0%
Sub Total	19	14	73.7%	1	5.3%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	4	21.1%

Figure 27. This data covers a one-week time period for workgroup 450, broken out by day.

- **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)







#### **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: 2	204								System	ID: DEM	IO SY	STEM								Summar	ry Interva	al: Wee
Time Range	: 04/01	/2007 - 04/14/	2007					Filter By:	: Mon, Tue	e, Wed, 1	lhu, F	ri (07:00	- 18:00]								Group E	Эу: Тіл
04/01/20	007 -	04/07/20	07																			
				A	ll Calls			Workgro	oup Inbou	nd	V	Vorkgrou	ip OutBo	und		Direct	Inbound			Direct	Outboun	d
Start Date	Agent	Name	Calls	%	Talk	%	Calls	%	Talk	%	Calls	%	Talk	%	Calls	%	Talk	%	Calls	%	Talk	%
04/01/2007	215	Dan White	121	50.0%	18:27:52	56.9%	82	57.3%	14:48:51	67.4%	14	37.8%	1:17:09	39.4%	13	37.1%	1:24:27	34.9%	12	44.4%	0:57:25	30.0
04/01/2007	235	Steve Griffith	121	50.0%	14:00:00	43.1%	61	42.7%	7:09:11	32.6%	23	62.2%	1:58:48	60.6%	22	62.9%	2:37:45	65.1%	15	55.6%	2:14:16	70.0
5	Sub To	otal	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
04/08/20	007 -	04/14/20	07	A	II Calls			Workgro	oup Inbou	nd	V	Vorkgrou	ip OutBo	und		Direct	Inbound	1		Direct	Outboun	d
Start Date	Agent	Name	Calls	%	Talk	%	Calls	%	Talk	%	Calls	%	Talk	%	Calls	%	Talk	%	Calls	%	Talk	%
04/08/2007	215	Dan White	60	34.5%	7:17:33	32.7%	43	36.4%	6:14:29	39.5%	4	25.0%	0:07:47	7.0%	6	35.3%	0:10:49	6.2%	7	30.4%	0:44:28	42.3
04/08/2007	235	Steve Griffith	114	65.5%	15:00:29	67.3%	75	63.6%	9:33:51	60.5%	12	75.0%	1:42:43	93.0%	11	64.7%	2:43:18	93.8%	16	69.6%	1:00:37	57.7

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 ([time interval] Calls/Total Calls Answered)

#### **Data Source**

All data from the table CDRMAIN

# 2305 - Workgroup Outbound Call Handling Time

**Description:** Reports outbound call handling for all workgroup-connected calls for the specified 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	i(S) -	συτ	BOU	ND C	ALL	HAN	DLIN	G TI	ME				
eport ID: 2305					Sy	stern ID: D	EMO SYSTE	EM .					Su	mmary Int	erval: Wee
ime Range: 04/02/20	07 - 04/30/2007			Fi	ter By: Mon	Tue, We	d, Thu, Fri (C	7:00 - 18:	00]					Group By:	: Workgroup
150 (Custome	r Service)														
	Total		Connected Calls Handling Time (Talk + Hold) Within (seconds)												
Start Date	Call	0-	120	12	1-240	24	1-360	36	1-480	481	-600	601	-720	×	721
	Connected	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%
04/22/2007			00.00/	0	0.0%	0	0.0%	1	10.0%	0	0.0%	0	0.0%	0	0.0%
04/29/2007	10	9	90.0%	0	0.0%		0.070						0.070		0.070

Figure 30. This data reports on outbound call handling time during the month of April. It is reported in 120-second increments.

- Start Date—Start date for the report
- Total Calls Connected—Number of inbound workgroup calls connected in the specified time period
- **Connected Calls Handling Time**—Handling time = talk time + hold time. Data is broken out into intervals of seconds, as specified in the query (for example, calls requiring less than 120 seconds, calls requiring from 121-240 seconds, and so on). The time intervals are column headings. Each interval has two columns:
  - Calls—Number of calls requiring the length of time specified in the column heading
  - %—The percentage that number is of the total calls connected in the specified time period ([time interval] Calls/Total Calls Connected)

The data is also reported in two graphs:

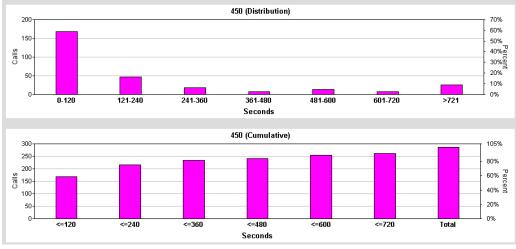


Figure 31. The first graph shows the number and percentage of outbound calls whose handling time falls into the interval of seconds specified. The second graph shows the call data accumulating as the time intervals pass.

#### **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) -	INB	DUN	D C A		RIO	RITY	7				
Report ID: 2306					S	ystem ID: I	DEMO SYS	STEM					Sum	mary Inter	rval: Week
Time Range: 04/02/20	007 - 04/30/2007			Fill	ter By: Mor	n, Tue, Wi	ed, Thu, Fr	i (07:00 - 1	18:00]				Gr	oup By: V	Vorkgroup
450 (Custome	· · · · ·														
	Total	L			-		_		rity Level			-	_		
Start Date	Call		21		2		3		24		P5		6		ners
	Anwsered	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%
04/02/2007	277	1	0.4%	1	0.4%	2	0.7%	10	3.6%	263	94.9%	0	0.0%	0	0.0%
04/08/2007	279	1	0.4%	0	0.0%	1	0.4%	1	0.4%	276	98.9%	0	0.0%	0	0.0%
04/15/2007	336	0	0.0%	0	0.0%	2	0.6%	11	3.3%	323	96.1%	0	0.0%	0	0.0%
04/22/2007	269	0	0.0%	0	0.0%	0	0.0%	6	2.2%	263	97.8%	0	0.0%	0	0.0%
04/29/2007	49	0	0.0%	0	0.0%	0	0.0%	0	0.0%	49	100.0%	0	0.0%	0	0.0%
Sub Total	1210	2	0.2%	1	0.1%	5	0.4%	28	2.3%	1174	97.0%	0	0.0%	0	0.0%

Figure 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.

- 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:

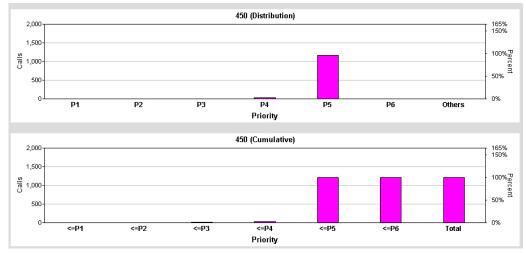


Figure 33. The top graph shows the number of incoming calls by priority level for the specified reporting period. The bottom graph shows a cumulative view of calls by priority level.

#### **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.

					:	System ID	): DEMO SY	STEM			Repo	rt Interval: Ho	ur of day
me Range: 04/02/	2007 - 04/	30/2007			Filter By: M	on, Tue, I	/Ved, Thu, F	ri (07:00 - 18:00)	l			Group By: W	orkgroup
50 (Custom	er Ser	vice)											
					Inboun	1				_	Connected		Total
Hour of day	Total			Answered			ndoned		ved/Redirected		Outbound Ca	1	WG
	Calls	Calls	%	Talk	Avg	Calls	%	Calls	%	Calls	Talk	Avg	Calls
07:00-08:00	116	109	94.0%	11:37:29	0:06:23	7	6.0%	0	0.0%	26	1:32:14	0:03:32	142
08:00-09:00	187	174	93.0%	17:32:27	0:06:02	10	5.3%	3	1.6%	15	1:00:32	0:04:02	202
09:00-10:00	146	124	84.9%	13:35:58	0:06:34	19	13.0%	3	2.1%	38	2:11:26	0:03:27	184
10:00-11:00	183	148	80.9%	13:09:44	0:05:20	23	12.6%	12	6.6%	42	1:32:54	0:02:12	225
11:00-12:00	165	145	87.9%	13:48:33	0:05:42	13	7.9%	7	4.2%	48	3:33:06	0:04:26	213
12:00-13:00	169	151	89.3%	17:39:09	0:07:00	15	8.9%	3	1.8%	26	3:25:54	0:07:55	195
13:00-14:00	180	131	72.8%	15:10:52	0:06:57	22	12.2%	27	15.0%	19	1:49:02	0:05:44	199
14:00-15:00	128	105	82.0%	12:41:52	0:07:15	14	10.9%	9	7.0%	28	2:49:30	0:06:03	156
15:00-16:00	92	67	72.8%	7:52:19	0:07:02	14	15.2%	11	12.0%	25	0:50:47	0:02:01	117
16:00-17:00	77	46	59.7%	8:21:37	0:10:54	15	19.5%	16	20.8%	5	0:16:37	0:03:19	82
17:00-18:00	44	33	75.0%	5:11:18	0:09:26	3	6.8%	8	18.2%	13	0:24:55	0:01:55	57
Sub Total	1487	1233	82.9%	136:41:18	0:06:39	155	10.4%	99	6.7%	285	19:26:57	0:04:05	1772

Figure 34. Data was specified to be broken out in this report by hour of day.

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

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

The report includes two graphs:

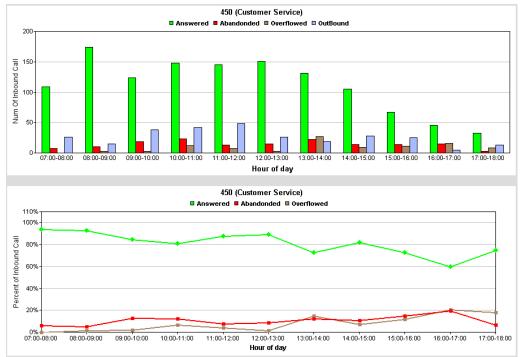


Figure 35. The first graph shows the number of inbound calls in three categories, plus outbound calls. The second graph shows the *percent* of inbound calls in three categories.

#### **Data Source**

# 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.

eport ID: 2308					System ID: DEMO	SYSTEM					Report Interva	l: Hour of day	
me Range: 04/02/	2007 - 04/30/2007			Filter By: N	lon, Tue, Wed, Th	nu, Fri (09:00 -	- 18:00]				Group B	y: Workgroup	
0 (Customer Service) (SLT:Service Level Threshold)													
	Total			Answere	ed			Abandoned (A	BN)	0	verflowed/Red	irected	
Hour of day	Inbound Calls	Calls	Wait Time	Avg WT	Within SLT	SLT %	Calls	Wait Time	Avg WT	Calls	Wait Time	Avg WT	
09:00-10:00	146	124	2:49:02	0:01:21	124	100.0%	19	0:41:47	0:02:11	3	0:02:30	0:00:50	
10:00-11:00	183	148	7:05:14	0:02:52	147	99.3%	23	1:10:59	0:03:05	12	0:29:21	0:02:26	
11:00-12:00	165	145	6:07:26	0:02:32	145	100.0%	13	0:42:16	0:03:15	7	0:12:33	0:01:47	
12:00-13:00	169	151	7:35:11	0:03:00	150	99.3%	15	0:46:05	0:03:04	3	0:28:47	0:09:35	
13:00-14:00	180	131	7:06:56	0:03:15	129	98.5%	22	0:58:36	0:02:39	27	0:36:50	0:01:21	
14:00-15:00	128	105	6:06:49	0:03:29	105	100.0%	14	1:10:00	0:05:00	9	0:28:21	0:03:09	
15:00-16:00	92	67	3:30:17	0:03:08	65	97.0%	14	0:56:58	0:04:04	11	0:08:46	0:00:47	
16:00-17:00	77	46	4:18:36	0:05:37	41	89.1%	15	1:21:09	0:05:24	16	0:17:30	0:01:05	
17:00-18:00	44	33	2:20:00	0:04:14	30	90.9%	3	0:11:26	0:03:48	8	0:00:37	0:00:04	
Sub Total	1184	950	46:59:31	0:02:58	936	98.5%	138	7:59:16	0:03:28	96	2:45:15	0:01:43	

Figure 36. Wait time in this April report on workgroup 450 is broken out by hour of day.

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

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

The report includes the following graphs:



Figure 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**

# 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.

			W	G(S) -	CUM	IULAT	IVE	INB	OUI	ND CA	LL AN	ALYSI	S			
Report ID: 2309							System ID	): DEMO	SYSTEM	Λ			Report	: Interval: D	ay of	f week
Time Range: 01/0	1/2007	- 03/31	/2007			Filter By: I	Mon, Tue, \	/Ved, Th	nu, Fri (07	:00 - 18:00]				Group By:	Worl	kgroup
450 (Custo	mer S	Servi	ce)	1.500	vered Calls				0.6	andoned Calls		Querflexuer	#Redirected	Total	#	#
Day of week	# of	# of	% of	Talk	Ava	Handle	Ava	# of	% of	Hangup In	Hangup In	# of	% of	Calls In	of	of
Day Of Week	Calls	Calls	AVG	Time	Talk	Time	Handle	Calls	Avg	Queue	Ring	Calls	Calls	Queue	1	Xfer
Monday	637	541	84.9%	56:59:19	0:06:19	71:06:54	0:07:53	64	10.0%	61	3	32	5.0	365	16	50
Tuesday	899	781	86.9%	88:42:59	0:06:48	105:53:48	0:08:08	95	10.6%	87	8	23	2.6	580	4	76
Wednesday	914	787	86.1%	96:37:12	0:07:21	115:10:41	0:08:46	112	12.3%	108	4	15	1.6	551	8	80
Thursday	863	744	86.2%	97:10:56	0:07:50	114:45:36	0:09:15	89	10.3%	84	5	30	3.5	558	18	57
Friday	763	671	87.9%	81:25:44	0:07:16	97:20:18	0:08:42	75	9.8%	70	5	17	2.2	456	11	68
Sub Total	4076	3524	86.5%	420:56:10	0:07:10	504:17:17	0:08:35	435	10.7%	410	25	117	2.9	2510	57	331

Figure 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 ([Answered Calls] # of Calls/Total # of Calls)
- Talk Time—Total talk time on those answered calls
- Avg Talk—Average talk time per call ([Answered Calls] Talk Time/[Answered Calls] # of Calls)
- Handle Time—Total handling time (talk time + hold time + wrap-up time) on those answered calls
- Avg Handle—Average handling time per call ([Answered Calls] Handle Time/ [Answered Calls] # of Calls)
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#### Abandoned Calls:

- # of Calls—Number of inbound calls that were abandoned by the caller
- %—Percentage those calls are of the total calls ([Abandoned Calls] # of Calls/ Total # of Calls)
- Hangup in Queue—Number of callers that hung up while in queue
- Hangup in Ring—Number of callers that hung up during ringing
- Overflowed/Redirected:
  - # of Calls—Number of inbound calls that were overflowed/redirected
  - %—Percentage those calls are of the total calls ([Overflowed/Redirected] # of Calls/Total # of Calls)
- Total Calls in Queue-Number of calls that spent time in queue
- # of VM—Number of callers that left voice mail
- # of Xfer—Number of callers who were transferred

The data is also reported in two graphs:

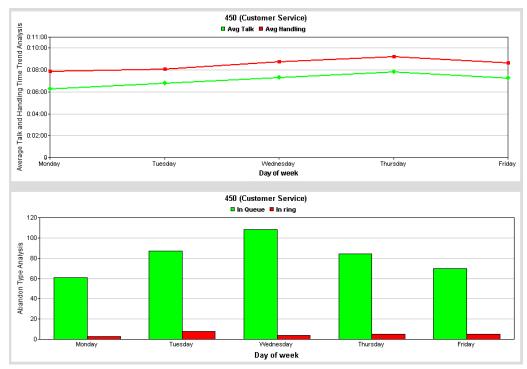


Figure 39. The top graph shows average talk time and average handling time, by day of week. The bottom graph shows where abandoned calls were when they were abandoned.

#### **Data Source**

# 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.

Report ID: 2310		S	ystem ID: DEMO SYSTEM		Report Inte	rval: Hour of da
Time Range: 02/01/20	07 - 02/28/2007	1	Filter By: [07:00 - 18:00]		Grou	p By: Workgrou
150 (Custome	r Service)					
Hour of day	Total Connected Calls	Total Talk Time	Avg Talk Time	Total Handling Time	Avg Handling Time	# of Xfer
07:00-08:00	80	0:54:26	0:00:40	1:26:15	0:01:04	0
08:00-09:00	89	1:54:39	0:01:17	2:36:49	0:01:45	0
09:00-10:00	61	1:57:05	0:01:55	2:45:27	0:02:42	0
10:00-11:00	61	1:37:01	0:01:35	2:34:35	0:02:32	0
11:00-12:00	37	1:34:06	0:02:32	2:21:22	0:03:49	0
12:00-13:00	52	4:14:56	0:04:54	5:18:11	0:06:07	0
13:00-14:00	36	2:06:50	0:03:31	2:58:14	0:04:57	0
14:00-15:00	30	0:40:22	0:01:20	1:17:47	0:02:35	0
15:00-16:00	26	3:03:31	0:07:03	3:42:17	0:08:32	0
16:00-17:00	16	0:17:45	0:01:06	0:25:54	0:01:37	0
17:00-18:00	17	0:51:35	0:03:02	1:10:58	0:04:10	0
Sub Total	505	19:12:16	0:02:16	26:37:49	0:03:09	0

Figure 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**

# 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) -	INBOUN	D CALLS	5 ANS/A	BN/OFL /	ANALYSIS							
eport ID: 2311			System ID:	DEMO SYSTEM			Report Interval: Hour of day						
ime Range: 03/01/2007 -	03/31/2007		Filter By:	[09:00 - 17:00]			Group By: Workgroup						
00 (Sales Workgroup) Total Inbound Answered Call Abandoned Call Overflowed/Redirected Call													
	Total Inbound	Answ	ered Call	Aband	oned Call	Overflow	ed/Redirected Call						
Hour of day	Calls	# of Call	% of Call	# of Call	% of Call	# of Call	% of Call						
09:00-10:00	78	53	67.9%	14	17.9%	11	14.1%						
10:00-11:00	71	36	50.7%	22	31.0%	13	18.3%						
11:00-12:00	85	49	57.6%	22	25.9%	14	16.5%						
12:00-13:00	64	38	59.4%	12	18.8%	14	21.9%						
13:00-14:00	58	41	70.7%	4	6.9%	13	22.4%						
14:00-15:00	37	22	59.5%	9	24.3%	6	16.2%						
15:00-16:00	28	18	64.3%	7	25.0%	3	10.7%						
16:00-17:00	14	4	28.6%	5	35.7%	5	35.7%						
Sub Total	435	261	60.0%	95	21.8%	79	18.2%						

Figure 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:

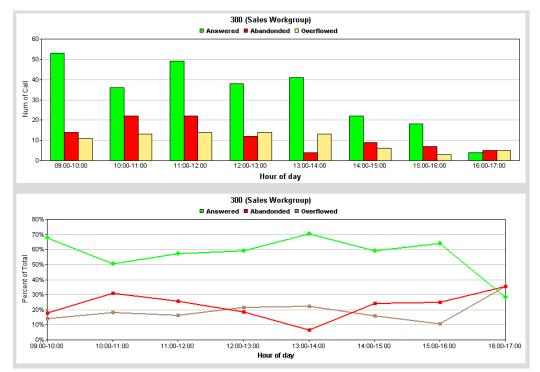


Figure 43. The top graph shows the numbers of calls that were answered, abandoned, and overflowed, by hour of day, in the specified time period. The bottom graph shows percent of total calls that were answered, abandoned, and overflowed.

#### **Data Source**

# 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 INBOU	JND CALLS	IN QUEUE	
Report ID: 2312		System ID: DEMO SY	STEM		Report Interval: Hour of day
Time Range: 03/01/2007 - 03/30/2007		Filter By: [07:00 - 1	7:00]		Group By: Workgroup
450 (Customer Service)					
	Total Inbound	Calls i	n Queue	Calls with	out Queue
Hour of day	Calls	# 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 ([Calls in Queue] # of Calls/Total Inbound Calls)
- Calls without Queue-
  - # of Calls—Number of calls that did not have to wait in queue
  - % of Calls—Percentage that number is of the total number of inbound calls ([Calls without Queue] # of Calls/Total Inbound Calls)

The data is also displayed in two graphs:

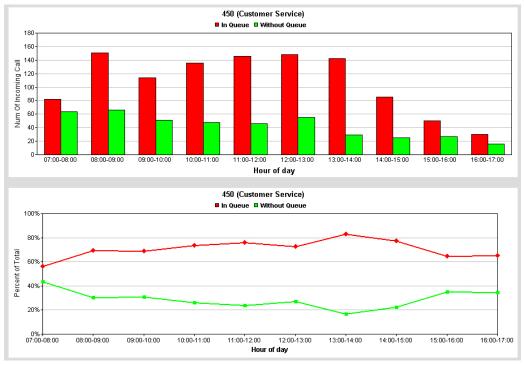


Figure 45. The top graph shows the number of incoming calls that spent time in queue and those that did not. The bottom graph shows percentage of total calls that spent time in queue and those that did not spend time in queue.

#### **Data Source**

# 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.

port ID: 2313		System ID	: DEMO SYSTEM		Report Interval: Hour of da
ime Range: 04/01/2007	- 04/30/2007	Filter By:	: [09:00 - 17:00]		Group By: Workgrou
50 (Customer	Service)				
Hour of day	Total Answered Calls	Total Talk Time	Avg Talk Time	Total Handling Time	Avg Handling Time
09:00-10:00	124	13:35:58	0:06:34	16:28:29	0:07:58
10:00-11:00	148	13:09:44	0:05:20	16:34:36	0:06:43
11:00-12:00	145	13:48:33	0:05:42	17:05:15	0:07:04
12:00-13:00	151	17:39:09	0:07:00	20:52:38	0:08:17
13:00-14:00	131	15:10:52	0:06:57	18:54:25	0:08:39
14:00-15:00	105	12:41:52	0:07:15	15:07:25	0:08:38
15:00-16:00	67	7:52:19	0:07:02	9:18:09	0:08:19
16:00-17:00	46	8:21:37	0:10:54	10:21:10	0:13:30

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**

# 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.

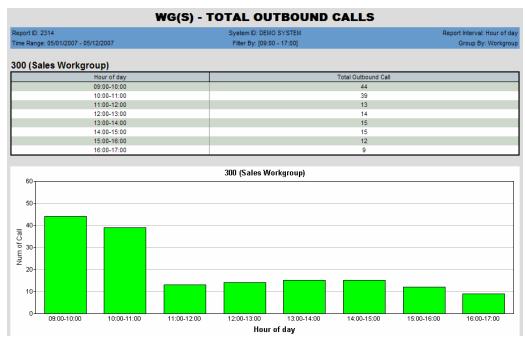


Figure 48. The report data shows number of outbound calls, by hour of day, for the Sales workgroup in the time period specified.

#### **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

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# 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.

1	WG(S) - TOTAL OUTB	OUND CAL	L HANDLIN	IG TIME ANAL	YSIS
Report ID: 2315		System ID: DEMO	SYSTEM		Report Interval: Hour of day
Time Range: 05/01/200	7 - 05/12/2007	Filter By: [09:00	- 17:00]		Group By: Workgroup
300 (Sales Wor	•		1		1
Hour of day	Total Connected Outgoing Calls	Total Talk Time	Avg Talk Time	Total Handling Time	Avg Handling Time
09:00-10:00	44	2:10:35	0:02:58	2:11:13	0:02:58
10:00-11:00	39	1:52:21	0:02:52	1:52:21	0:02:52
11:00-12:00	13	0:20:12	0:01:33	0:20:37	0:01:35
12:00-13:00	14	0:29:55	0:02:08	0:29:55	0:02:08
13:00-14:00	15	0:55:40	0:03:42	0:55:40	0:03:42
14:00-15:00	15	0:30:35	0:02:02	0:30:35	0:02:02
15:00-16:00	12	1:03:36	0:05:18	1:03:36	0:05:18
16:00-17:00	9	0:40:22	0:04:29	0:40:56	0:04:32
Sub Total	161	8:03:16	0:03:00	8:04:53	0:03:00

Figure 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:

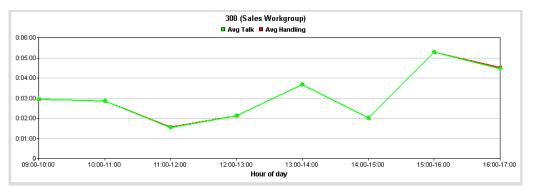


Figure 50. A line graph shows average talk time and average handling time.

#### **Data Source**

# 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.

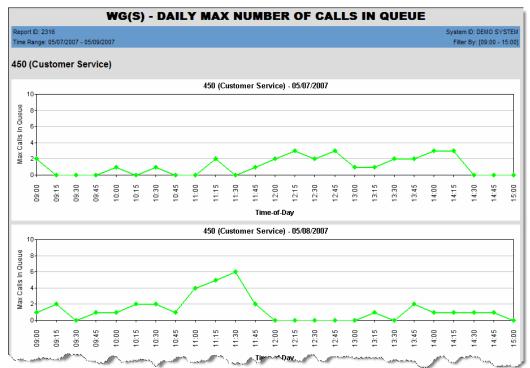


Figure 51. This report shows the maximum number of calls in queue for workgroup 450 during the specified reporting period, in 15-minute intervals.

#### **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**

# 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.

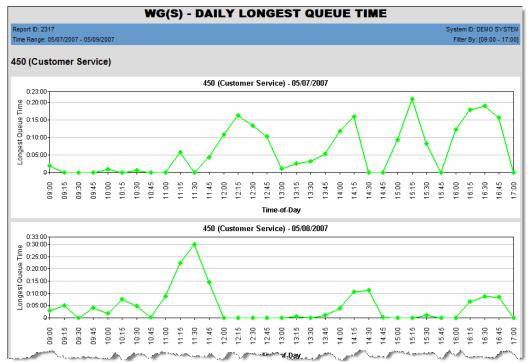


Figure 52. The report displays the longest queue time, by time of day.

#### **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**

# 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.

							W	G(S	) -	DA	<b>IL</b>	Y	RE	AL	<b>. T</b> I	IM	ES	5E	RV	<b>IC</b>	EI	LE	٧E	L							
Repo	ort ID: 231	8																									Sys	tem ID:	DEM	SYS	TEN
Time	Range: 0	5/09/2	2007																								F	iter By	r: <b>[</b> 09:	0 - 17	:00
50	(Cust	tom	er S	ervi	ce)																										
											150				<b>-</b>		05	no /2	007												
	120%										431	i (Ci	Istor	ner	Serv	icej	- 03/	09/2	007												
	100%								_																						
	80%																														
- Level																															
service	60%-																														
D D	40%																														ſ
	20%																														ł
	0%+						-														-	-									_
			0	6	8	0:15	0:30	10:45	12	11:30	1:45	2:00	2:15	2:30	2:45	3:00	3:15	3:30	3:45	4:00	4:15	4:30	4:45	5:00	515	5:30	5:45	16:15	6:30	6:45	00.
	8	5	š	4								- i i	ċi.	ċi.	ċi.	ė	ė	÷	ė	4	÷.	44	<u></u>	1.1	Ξ.	iei –	ici ic				
	00:60	09:15	09:30	09:45	10:00	<u><u></u></u>	10	; ;	-	-	7	1	÷	-	1	-	-	<u></u>	<del>.</del>	<del>.</del>	÷	-	-	5	23	÷-		÷	₽	÷	1

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**

# 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) - I	HISTOP	RICAL S	SERVIC	E LEV	EL SUMM	ARY REPOR	۲۲				
Report ID: 2319				System ID: [	DEMO SYSTEM			Report Interval: Day of week				
ime Range: 04/01/200	07 - 04/30/2007			Filter By: [0	09:00 - 18:00]			Group	By: Workgroup			
l50 (Customer	Service)											
				Total	Answer							
	Total Inbound	Answ	ered Call	Aband	ioned Call	Overflowe	d/Redirected Call	Service	Service			
Day of week	Calls	#ofCall %ofCall		# of Call	% of Call	# of Call	% of Call	Level	Level			
Sunday	5	0	0.0%	0	0.0%	0	0.0%	100.0%	0.0%			
Monday	282	3	1.1%	0	0.0%	0	0.0%	98.9%	78.4%			
Tuesday	216	2	0.9%	0	0.0%	0	0.0%	99.1%	79.2%			
Wednesday	248	2	0.8%	0	0.0%	0	0.0%	99.2%	72.6%			
Thursday	261	6	2.3%	1	0.4%	0	0.0%	97.3%	79.3%			
Friday	177	1	0.6%	0	0.0%	0	0.0%	99.4%	88.7%			
Saturday	4	0	0.0%	0	0.0%	0	0.0%	100.0%	0.0%			
Sub Total	1193	14	1.2%	1	0.1%	0	0.0%	98.7%	78.5%			

Figure 54. This report on the Customer Service workgroup covers the month of April. It is broken out by day of week.

- [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:

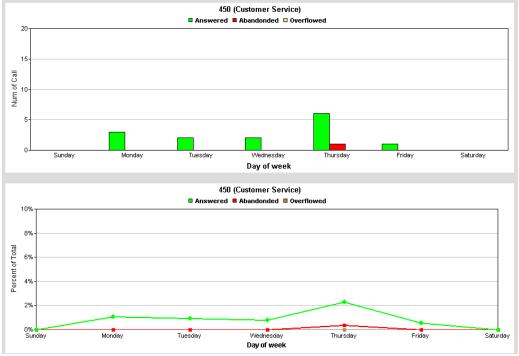


Figure 55. The top graph shows the percentage of calls that met the Total Service Level, by specified time interval (day of week, in this case). The bottom graph shows the percentage of answered calls that met the Answer Service Level, by specified time interval.

#### Data Source

# **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.

		D	NIS(S) - C	AL	L DI	ЕТА	IL F	REP	OR	Г					
Report ID: 3101			:	System I	D: DEMO	) SYSTE	M						Group By: DNIS		
Time Range: 04/0	01/2007 - 04/29/2	2007											Filter	By:	
583 (SLT:S	Service Lev	/el Threshold)			Duratio	n in Diff	erent Ca	II State		Start	Within	Exit	Session	Seq	
Time	Time	Caller	Agent	AA/VR	Queue	Ring	Talk	Hold	Rec	Priority	SLT	State	ID	ID.	
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.

- 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.

						DN	IIS(	S) CA	LL S	UMI	MA	RY									
Report I	D: 3201							System ID:	DEMO SY	STEM						Report Interval: We					
Time Ra	inge: 04/0	01/2007 -	04/30/2007		Filter By:													G	roup B	y: Tim	
04/01	12007	- 04/0	7/2007																		
	Total Ans					swered	l				Abar	doned Call:	5		Overflowed			# of	#		
DNIS	Start I	Date		#of	% of	Talk	Avg	Hold	Avg	3 #0	of 9	% of	Hangs In	Hangs	in #	of   %	of	of	Calls	of	
			Calls	Calls	Calls	Time	Talk	Time	Hole	d Ca	ls C	Calls	Queue	Ring	; Ca	alls Ca	alls	VM.	In Q	Xfe	
583	04/01/	2007	53	15	28.3%	0:48:34	0:03:1	4 0:00:15	5 0:00:	03 1	1 1.9%		1 0		3	7 69.	.8%	11	1	7	
5	Sub Tota	d	53	15	28.3%	0:48:34	0:03:1	4 0:00:15	i 0:00:	03 1	1	.9%	1	0	3	7 69	.8%	11	1	7	
	_		ارمینی ر		-			مەمىمىيىتى رىسرىمىرىمى				alaadhaan ahaal				·~				-	
	tal				Answered			<u></u>		doned			doned Type			flowed	#		Fof	#	
		#of	% of	Talk	Avg	н	lold	Avg	#of	% of	н	langs In	Hang	gs In	#of	% of	of		alls	of	
Ca	alls	Calls	Calls	Time	Talk	Ti	ime	Hold	Calls	Calls		Queue	Ri	ng	Calls	Calls	- VN	1   1	nQ	Xfer	
1	70	65	38.2%	3:59:54	0:03:4	1 0:0	1:08	0:00:03	4	2.4%		4	(	)	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.

- **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 ([Answered] # of Calls/ Total Calls)
    - Talk Time—The total talk time on all answered calls for the time period reported
    - Avg Talk—Average talk time per call (Talk Time/Total Calls)
    - Hold Time—Total time that answered calls spent on hold
    - Avg Hold—Average hold time per call (Hold Time/[Answered] # of Calls)

- Abandoned (all calls with talk duration = 0 and abandon target type > 0)\*
  - # of Calls—Number of calls to this DNIS number that were abandoned by an agent
  - % of Calls—Percentage that number is of Total Calls ([Abandoned] # of Calls/ Total Calls)
  - Hangs in Queue—Number of calls that were abandoned while in queue
  - Hangs in Ring—Number of calls that were abandoned during ring
- Overflowed (all calls with talk duration = 0 and abandon target type = 0)\*
  - # of Calls—Number of calls to this DNIS number that were overflowed
  - % of Calls—Percentage that number is of Total Calls ([Overflowed] # of Calls/ Total Calls)
- # of VM—Number of callers that left voice mail (Exit states are 15, 16.)
- # of Calls in Queue-Number of calls that spent time in queue (Exit state is 6.)
- # of Xfer-Number of calls that were transferred (Exit state is 12.)

#### **Data Source**

All data from the table CDRMAIN

\*Exit states of Answered, Abandoned, and Overflowed calls: Answered: Exit states are 8, 9, 10, 11, 12, 23, 24, 25. Abandoned: Exit state is 6. Overflowed: Exit state is 7.

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