

Information for Business Group Administrators

Integrated ACD for Business Group Administrators

Integrated ACD allows Business Group Administrators to see detailed statistical information on the activity of the Multi Line Hunt Group(s) in their Business Group or Department using the CommPortal BG Admin interface. If a Business Group Administrator manages any MLHGs which are using the Premium ACD service level, it can also be used to access a number of advanced supervisory features for monitoring MLHG members, including the ability to listen in on or participate in calls.

How Integrated ACD works

Integrated ACD uses the Multi Line Hunt Group (MLHG) feature within a Business Group to provide detailed information about MLHG activity through the CommPortal interface, both for Business Group Administrators and the MLHG members. This information is particularly useful if you are operating a small call center and want to monitor the performance of your call center staff.

MLHGs

Your Business Group will include one or more MLHGs. You can view the configuration of these MLHGs using the CommPortal BG Admin interface. On this page, you can view, edit, move and remove MLHGs, add and remove member lines, and access the configuration options for the member lines.

Integrated ACD

Once calls are coming in to the MLHG, you can use the CommPortal BG Admin interface to launch a range of pages that provide real-time and historical statistics on how each of your MLHGs is performing.

Note:

In the Integrated ACD interface, the term 'Queue' refers to the MLHG(s) acting as a Call Center and 'Agent' to its members.

How to access Integrated ACD statistics

You will use the MLHGs page within the CommPortal BG Admin interface to access and download the various statistics generated by the Integrated ACD component. This section describes how to access the Integrated ACD statistics from within the CommPortal BG Admin MLHG page and provides a description of the various statistics available.

Accessing the Integrated ACD statistics

The Integrated ACD statistics are accessed using the MLHGs page in the CommPortal BG Admin interface.

- ☐ Log in to your CommPortal BG Admin interface:

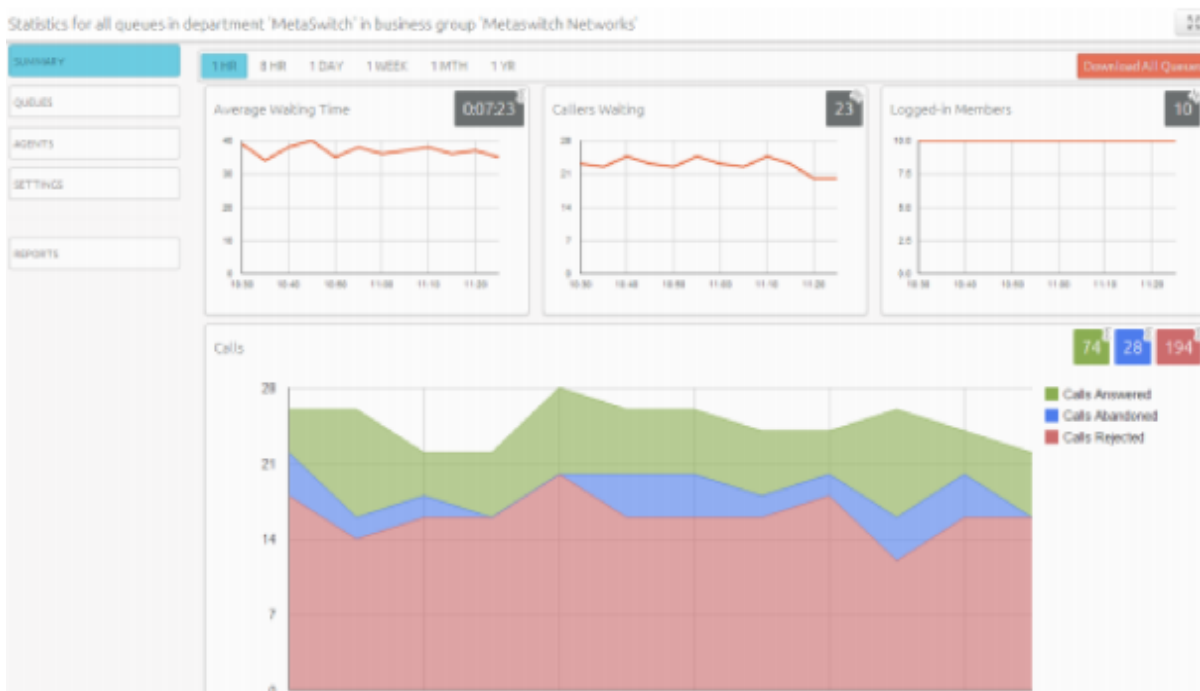
NH, ME, MA - <https://myphone.bayring.com/bg>
VT/ NY – <https://commportal.sover.net/bg>

- ☐ Click on the **Supervisor Dashboard** link on the left side of the screen.
- ☐ If your MLHG is in a sub-department of the Business Group and is not currently being displayed, use the drop-down list at the top of the page to select the Department.
- ☐ This launches the Integrated ACD Summary screen in a new browser window, from where you can also access screens displaying statistics for your Queues and Agents.

Using the Integrated ACD statistics screens

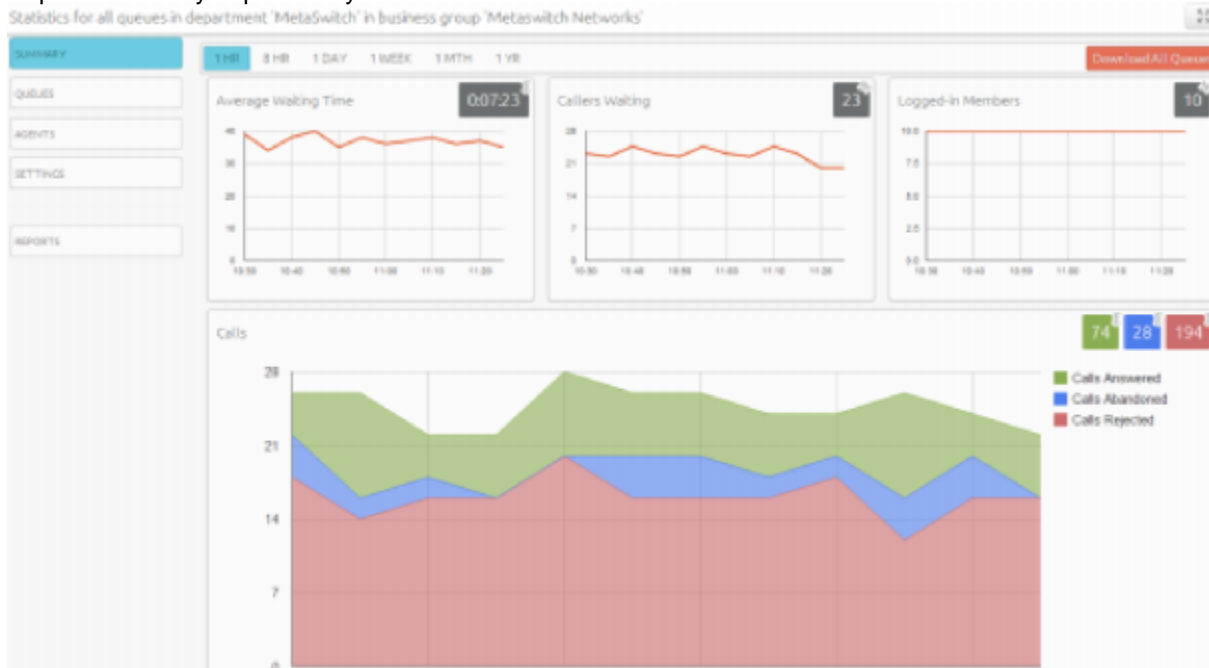
The Summary, Queues and Agents screens allow you to access and display a variety of information, including downloading the statistics for further analysis in your own database.

- Hover over the data lines on the graphs to see tooltips giving information for a specific time within the time period of the graph.
- Click on a time period at the top of the screen to show historical data for a different time period, for example 1 Day or 1 Week.
- Click the red **Download All Queues** button at the top right of the screen to download a .csv file that has more detailed statistics of all your queues for the selected time period. On the Agents page, this is a **Download All Agents** button that provides statistics for all the Agents.



Viewing the Integrated ACD Summary screen

The Integrated ACD Summary screen displays a range of statistics for all the queues (MLHGs) in the Business Group or Department that you previously selected.



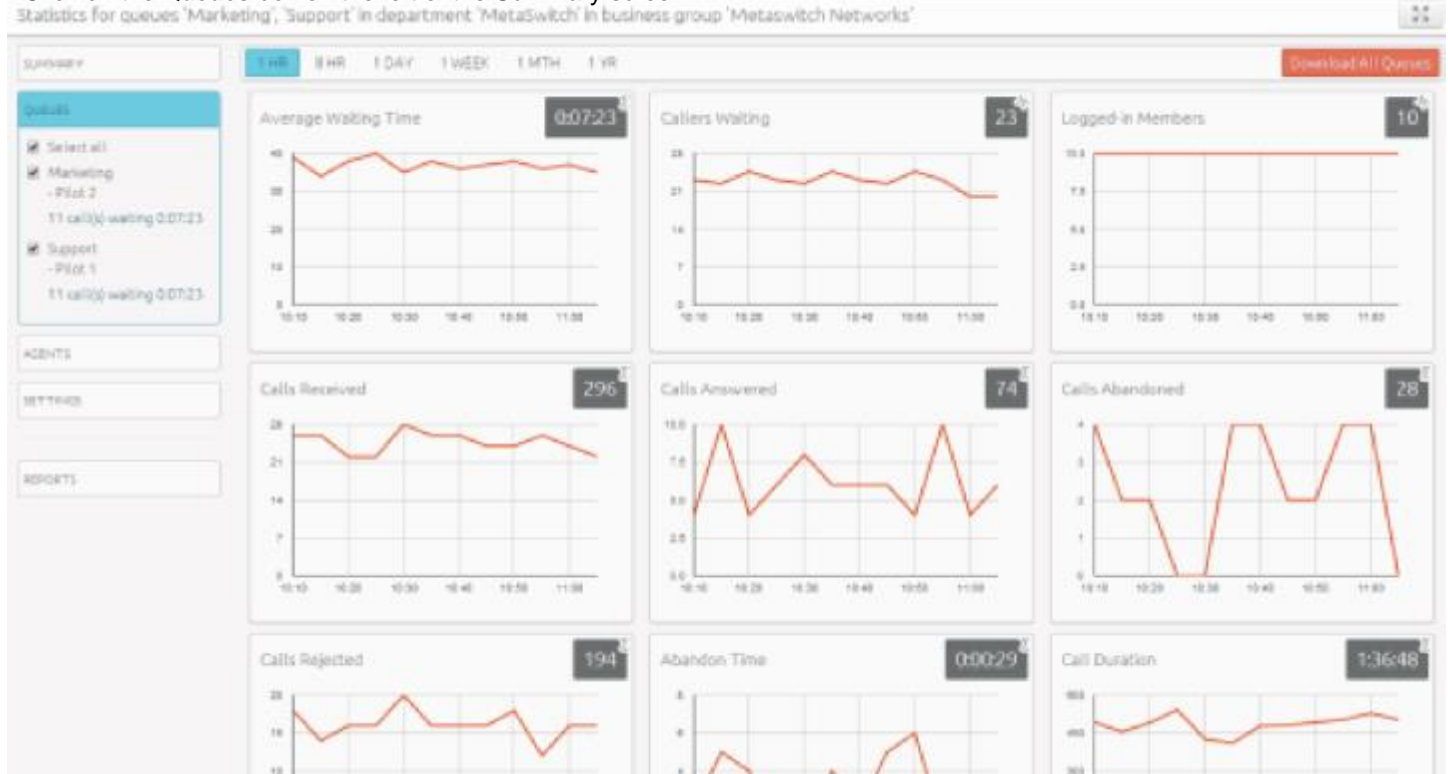
The graphs show historical data for the time period selected. The white numbers in the gray or colored boxes on the top right of each graph are either the cumulative total of a graph or a snapshot at the current time, as indicated by an icon and tooltip at the top right of each box. You can use the bar at the top of the screen to change to a different time period. Depending on the configuration of your service, some of these statistics are displayed either as absolute numbers or as a rate per hour.

- ☐ Average waiting time for a call to be answered (the number in the gray box is the cumulative total for the time period selected).
- ☐ Number of callers waiting in the Queue(s) managed by this BG Administrator.
- ☐ Number of Agents who are logged in.
- ☐ Number of calls (showing values for received, answered, abandoned and rejected calls).

Viewing the Queues statistics screen

On the Summary screen, you can change the browser window to one that shows detailed information on the Queues that you administer.

- Click on the **Queues** box on the left of the Summary screen.



The default view shows a range of statistics for all the Queues that you administer over an 8-hr period.

- Use the bar at the top of the screen to select a different time period.
- Use the checkboxes on the left-hand side of the screen to display statistics for a single Queue or for a combination of Queues.
- This panel shows the MLHG Pilot Number and the number of calls that are currently waiting, to help you identify the Queue that might be of the most interest to you, for example because there are a large number of callers waiting.

The white numbers in the gray boxes are either current values or the cumulative total in the graphs for the time period selected. Each box has an image with a tool tip in the top right corner of the box to indicate how the number has been calculated.

This image indicates that the number in the gray box is the cumulative total for the time period displayed in the graph. This image indicates that the number in the gray box is the current value for this statistic.

The following statistics are displayed on the Queues screen. As indicated, some of these numbers will be displayed either as absolute numbers or as a rate per hour, depending on the configuration of your service.

- Average Waiting Time (duration)
 - This is the sum of queuing and alerting (when a call has been hunted to a particular agent and that agent's line is ringing) times. The number in the gray box is the cumulative total for the time period selected.
- Callers Waiting (calls)
 - This is the number of callers waiting in the queue. Calls arriving in the MLHG may be put in a queue if all the lines are busy and your MLHG is configured to hold callers in a queue. When an agent becomes available, the first call in the queue will be hunted to that agent and it will not be counted in this statistic even if the agent has not yet answered the call. You will not see this statistic if your MLHG is configured to only accept a call when an agent is available.
- Logged in Members (agents)
 - The number of agents who are currently logged in.
- Calls Received (number of calls or the rate of calls/hr)
 - This is the rate at which incoming calls arrive. The number in the gray box is the cumulative total for the time period selected.
- Calls Answered
 - The number in the gray box is the cumulative total for the time period selected. For the historical statistics in the graphs, this is either the percentage or absolute number of received calls that were answered.
- Calls Abandoned
 - These are received calls where the caller hung up before it was answered. • The number in the gray box is the cumulative total for the time period selected. • For the historical statistics in the graphs, this is either the percentage or absolute number of received calls that were abandoned.
- Calls Rejected
 - This is either calls that were rejected as busy (if you have disabled queuing) or the received calls that were rejected when the queue was full. • The number in the gray box is the cumulative total for the time period selected. • For the historical statistics in the graphs, this is either the percentage or absolute number of received calls that were rejected.
- Abandon Time (duration)
 - The average time a caller waits in a queue before hanging up without their call being answered. • The number in the gray box is the cumulative total for the time period selected.
- Call Duration (duration)
 - The average duration of answered calls. • The number in the gray box is the cumulative total for the time period selected.
- Wrap-up Time (duration) - Premium ACD only
 - The average time spent by agents completing any work associated with a call after the call itself has ended. The number in the gray box is the cumulative total for the time period selected.

- **Pilot Calls Received (number of calls or calls/hr)**
 - Calls may arrive in a queue either via the pilot number(s) or by calling one of the agents directly. You can configure your queue so that, if that agent is busy when the call arrives, the call is then queued as if it arrived via the pilot number(s). The number in the gray box is the cumulative total for the time period selected. For the historical statistics in the graphs, this is either the number of calls or the rate of calls per hour.
- **Alerting Time (duration)**
 - This is the average time between the call being hunted to an agent and the agent answering their phone. This statistic, along with Hunt attempts not answered, provides a useful metric of how responsive your call center agents are. The number in the gray box is the cumulative total for the time period selected.
- **Logged-in Agent States - Premium ACD only**
 - This is the total amount of time in seconds that agents logged in to the selected queues spent in each agent state in the period. Agents are only included on this graph for times when they were logged into at least one of the selected queues.
- **Current States (%) - Premium ACD only**
 - This is the percentage of agents who are currently in each state. This statistic only includes agents who are logged in to at least one of the selected Queues and only states that are currently being used by agents are shown. This statistic does include agents whose state is set automatically to unavailable, for example because they are in a call or have turned on DND. Agents who are logged out of all of the selected Queues are not shown.
- **Disposition Codes (%) - Premium ACD only**
 - The percentage of calls that have been assigned each disposition code by agents in the selected queues. If a Queue has a wrap-up timer configured, where Agents are only permitted to spend a specified amount of time in wrap-up state, the pie chart includes calls that were assigned the automatic 'wrap-up timed out' disposition code that is entered automatically if the wrap-up time expires before an Agent has entered a disposition code.
- **Queued Calls Timed Out**
 - You can configure your queue to timeout calls that have been queued for longer than a specified time. However, we would recommend implementing a different behavior in this scenario, for example by forwarding the caller to voicemail. If you see a lot of calls being timed out, then you probably need to add more agents to the queue. If queuing has been disabled, a call will only be accepted if an agent is available, and this statistic will be hidden. The number in the gray box is the cumulative total for the time period selected. For the historical statistics, this is either the percentage of calls or the rate of calls per hour.
- **Calls Queued (%)**
 - The number in the gray box is the cumulative total for the time period selected. For the historical statistics, this is either the percentage or rate of calls per hour. If all agents are busy in other calls, an incoming call will be queued until an agent is available. If you have disabled queuing so a call is only accepted if an agent is available, this statistic will be hidden.
- **Hunt Attempts Timed Out (number of calls or calls/hr)**
 - This is the number of calls that were hunted to a particular agent but the call timed out before the agent answered, and the call was then hunted to another agent. If the caller simply hung up before the agent answered, this is not counted in this statistic. This statistic is only shown if hunt on no answer is configured for this MLHG. This statistic, along with Alerting time, provides a useful metric of how responsive your call center agents are. The number in the gray box is the cumulative total for the time period selected. For the historical statistics in the graphs, this is either the number of calls or the rate of calls per hour.

- Exit from Queue Attempts
 - This is the number of callers who pressed zero on their phone keypad to exit a MLHG queue and forward their call either to voicemail or a configured telephone number. The number in the gray box is the cumulative total for the time period selected.
- Time Before Exit From Queue
 - This is the time that callers remain in a MLHG queue for, before pressing zero on their phone keypad to exit the queue and forward their call either to voicemail or a configured telephone number. The number in the gray box is the cumulative total for the time period selected.

Viewing the Agents screen

On the Summary screen, you can change the browser window to one that shows detailed information on the Agents in the Queues that you administer.

- Click on the **Agents** box on the left of the Summary screen.



The default view shows 1 hour historical data (on the graphs) for the first Agent in the Queues that you administer. The white numbers in the gray box on the top right of each graph are either cumulative total for the graph or the near real-time current value, as identified by the icon in the top right of the gray box. Depending on the configuration of your service, some of these numbers will be displayed either as absolute numbers or as a rate per hour, as indicated below.

- Use the radio button to select the statistics for a different agent.
- Use the red **Download All Agents** button to download information about all your Agents. The download will include statistics per agent for each Queue that they belong to.

The following statistics are available on this screen. Note that some of these statistics will only be shown if you are managing at least one Queue that is using the Premium ACD service level.

- Calls answered (number of calls or calls/hr)
 - The rate at which this agent answered incoming calls. The number in the gray box is the cumulative total for the time period selected. For historical statistics in the graphs, this is either the number of calls or calls/hr.
- Calls timed out (number of calls or calls/hr)
 - The rate at which this agent failed to answer calls (the calls may therefore have been hunted to another agent). This statistic tracks calls that were unanswered because the call was timed out when ringing this agent. If the caller simply hung up, then that is not counted here. The number in the gray box is the cumulative total for the time period selected. For the historical statistics in the graphs, this is either the number of calls or calls/hr.
- Time in queued calls (% or duration in seconds)
 - The time this agent spent in calls that arrived via a queue. The number in the gray box is the cumulative total for the time period selected. For the historical statistics in the graphs, this is either a percentage or the duration in seconds.
- Time in internal calls (% or duration in seconds)
 - The time this agent spent in calls from other members of their Business Group. The number in the gray box is the cumulative total for the time period selected. For the historical statistics in the graphs, this is either a percentage or the duration in seconds.
- Time in external calls (% or duration in seconds)
 - The time this agent spent in calls dialed directly to the agent from outside the Business Group. The number in the gray box is the cumulative total for the time period selected. For the historical statistics in the graphs, this is either a percentage or the duration in seconds.
- Time in outgoing calls (% or duration in seconds)
 - The time this agent spent in outgoing calls. The number in the gray box is the cumulative total for the time period selected. For the historical statistics in the graphs, this is either a percentage or the duration in seconds.
- Time otherwise unavailable (% or duration in seconds)

The time that this agent was unavailable to answer calls without already being in a call, for example because they enabled Do Not Disturb on their line. The number in the gray box is the cumulative total for the time period selected. For the historical statistics in the graphs, this is either a percentage or the duration in seconds

The time this agent was logged in to a queue. This number may exceed 100% if the agent is a member of more than one queue. The number in the gray box is the cumulative total for the time period selected. For the historical statistics in the graphs, this is either a percentage or the duration in seconds.

- Wrap-up Time - Premium ACD only
 - The average time spent by this agent completing any work associated with a call after the call itself has ended. The number in the gray box is the cumulative total for the time period selected.

- Agent States - Premium ACD only
 - This is the percentage of time that this agent spent in each agent state, including agent states that are set automatically, for example when they were unavailable because they had logged out of all their Queues, turned on DND or were in a call. The state that this agent is currently in is shown in the top right hand corner.

Viewing the Agents screen (Continued)

- Disposition Codes (calls/hr) - Premium ACD only
 - The total number of calls that this agent has assigned to each disposition code.
 - If the Agent is a member of a Queue that has a wrap-up timer configured, where Agents are only permitted to spend a specified amount of time in wrap-up state, the pie chart includes calls that were assigned the automatic 'wrap-up timed out' disposition code that is entered automatically if the wrap-up time expires before an Agent has entered a disposition code.

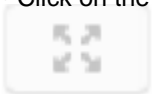
Accessing the Wallboard views

The Summary, Queues and Agents pages can also be displayed as a Wallboard view. The Wallboard view removes the navigation and shows data for the time period that is currently selected.

- Ensure that you have selected the appropriate time period that you want to display on the Wallboard view.

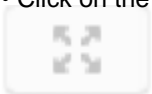
To access the Wallboard view:

- Click on the button at the top right of the screen to display the Wallboard view.



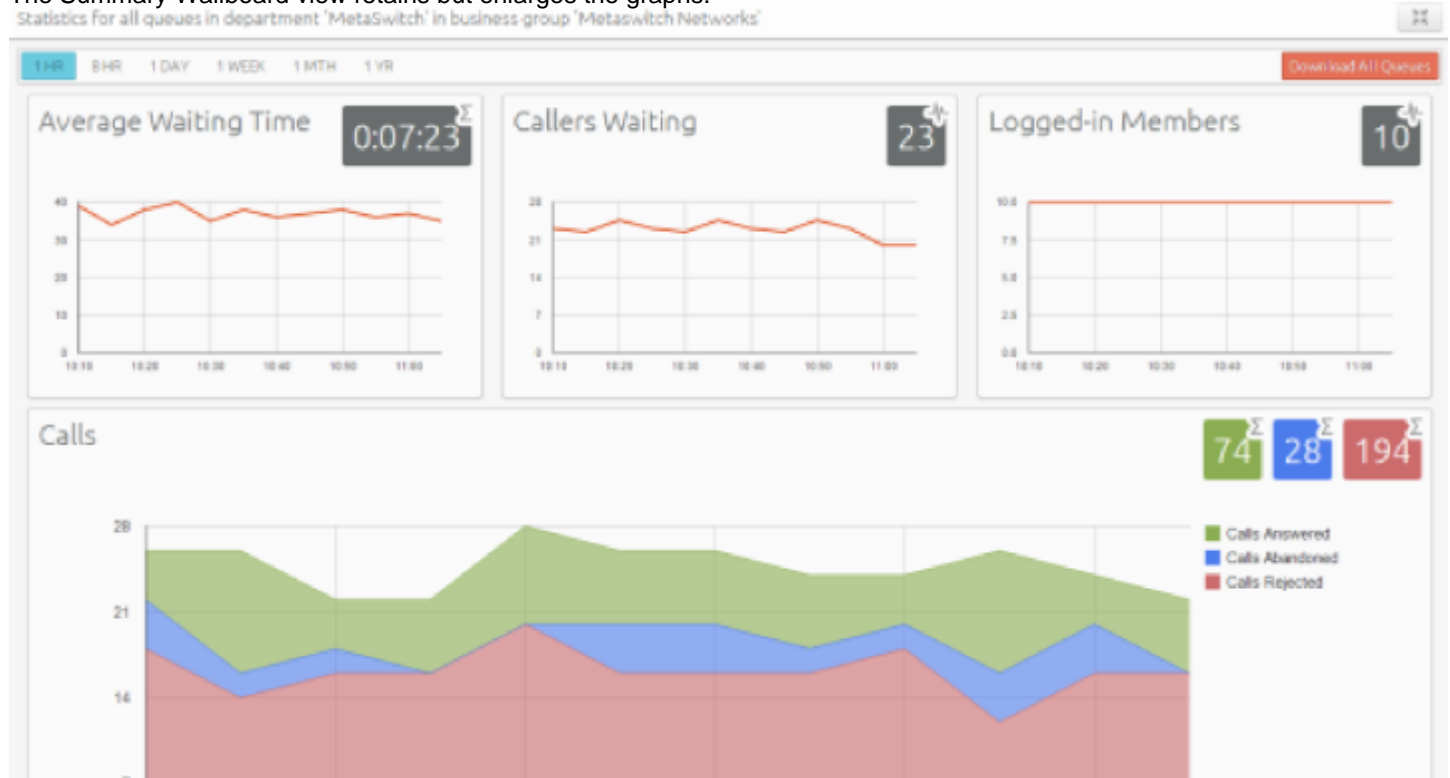
To return to the standard view:

- Click on the button at the top right of the screen to display the standard Summary view.



The Summary screen Wallboard view

The Summary Wallboard view retains but enlarges the graphs.



The Queues and Agents Wallboard views

The Queues and Agents Wallboard views simply display the name of the statistic and the current real time value.



This view could be extremely useful if you want to see at a glance how your Queues or Agents are currently performing.

Interpreting Integrated ACD statistics

The Summary, Queues and Agents statistics displayed by Integrated ACD are calculated in a number of different ways. This section provides some background information to help you interpret these statistics. On each screen, the graphs show historical data for the time period selected. The white numbers in the gray boxes on the top right of each graph or on the Wallboard views are either the cumulative total shown in the graphs, or a snapshot at the current time. Each box has an icon and tool tip to indicate which type of value is being shown.

- ☐ Where the gray boxes display the current view, the values in the gray boxes use an hourly rate that is a running average.
- ☐ For the 1 day and 1 week granularities this hourly rate will be the same as the number in the period. For other granularities it will be 12x higher or 24x lower than the numbers in the graphs for the same call rate.
- ☐ The graphs either use the hourly rate, or display the absolute numbers for calls received, calls answered, calls abandoned and calls rejected in the selected time period and use these as the axis of the graph. These numbers are also shown in the tooltip that appears when you mouse over a specific time period on the graph. The tooltip also displays the percentage of total calls for calls that were answered, abandoned or rejected.

The statistics auto-refresh to keep the data current. This happens without the page reloading.

- ☐ Where the gray boxes display the current view, the statistics auto-refresh every 30 seconds.
- ☐ For historical data, the statistics auto-refresh every 5 mins when the 1 or 8 hour views are selected, every hour when the 1 day or 1 week views are selected or every day when the 1 month or 1 year views are selected.
- ☐ The list of queues and agents currently configured auto-refreshes every hour.
- ☐ The statistics shown on the Integrated ACD screens are calculated using different metrics.
- ☐ The statistics always use the mean when combining multiple queues, or combining 12 x 5 min stats into 1 hour and 24 x 1 hour stats into 1 day. The running average is used for the current value of calculating event based statistics (that is, all statistics except Callers waiting, Logged in members).

This is therefore effectively a weighted mean of the last ~5 events.

- ☐ Some statistics are calculated as a percentage that will be a proportion of the time period selected spent on that particular activity. For example, if the 1 Hour time period is selected, statistics are shown in 5 minute segments, and the current 5 minute period would therefore be 300 seconds.
- ☐ The number of calls per hour statistic is updated as calls arrive, and is calculated as 1 divided by the gap between the two most recent calls. There is a running average of the most recent values (for example the last 5 calls), but weighted so that the most recent changes count for more. If the rate of calls suddenly changes, the value will still partly reflect the old rate until several new calls have arrived.

This means that during low call volumes the current view statistic may at first seem too high because it now takes a long time for a call to arrive at the new rate. For historical values, if this statistic is displaying a rate per hour rather than the absolute number of calls, the statistic takes the number of calls and divides by the granularity (for example, if you have 2 calls in 5 minutes, you will have 24 calls per hour). This allows for simple comparison of the current value shown for a statistic when switching between different time periods. For example, if the call center is receiving calls at a steady rate of approximately 5 calls every 5 minutes, a current rate of 60 calls per hour will be shown for both the 1 hour and 1 day views.

Note that this may cause unexpected statistics if you are testing the system by carrying out individual calls on an otherwise idle system. For example, a single call will result in a rate of 12 calls per hour being shown for both the 1 hour and 1 day views.

- For the **Average waiting time** statistic, the current view values are updated as new data becomes available. If there are no calls currently waiting or currently active then the average waiting time will be reported as zero.
- The following statistics are tracked as numbers.

Callers waiting

Logged in members

The current view value is the actual number at that refresh point, whereas the graph is the mean over that time period. If an agent logs out during the period of the graph, they will be shown as logged in for less than 100% of the time. For example, an agent logging out for 1 minute in a 5 minute period will be shown as logged in for 80% of the time. Callers waiting may show as a fraction when calculating historical values.

- On the Queues tab, depending on how your deployment is configured, the graphs may show the absolute number rather than the rate for the following statistics:

Calls received / Calls answered / Calls rejected / Calls abandoned

Pilot calls received

Calls queued / Queued calls timed out / Hunt attempts timed out

Exit from queue attempts

Time before exit from queue

- On the Agents tab, again depending on how your deployment is configured, the graphs may show the absolute number rather than the rate for the following statistics.

Calls answered / Calls timed out

Time in queued / internal / external / outgoing calls

Time otherwise unavailable / time logged in

Reports

If you are an ACD Supervisor, you can use the ACD Report Scheduler (ACDRS) to create a wide range of reports that provide crucial information on call and Agent activity to assist with day-to-day management tasks, such as planning for busy periods during the working week and monitoring the general performance of your call center Agents.

Note:

Only ACD Supervisors can use the ACD Report Scheduler to generate and schedule reports. However, these reports can be emailed to any recipients whose email addresses are entered when the ACD Supervisor creates the report.

You can generate reports on a number of areas, ranging from broad call center traffic statistics to individual call records.

Note that you are only able to view information for the Business Group or Departments that you manage (and any of their sub-departments).

You can schedule a report to be automatically generated at a point in the future. This can be a one off report covering a pre-defined time period, or a recurring report that is generated on a daily, weekly, monthly or yearly basis. Integrated ACD will send the generated reports as PDF files to one or more e-mail addresses of your choosing.

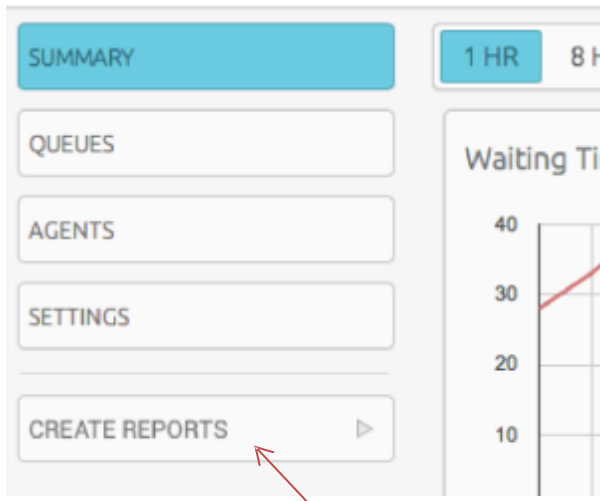
Note:

There is a configured limit on the number of scheduled reports that can be set up in a Business Group. If this limit has been reached, the option to add a scheduled report will be grayed out and you will need to delete one or more existing scheduled reports before you can add a new one.

Additionally, you can choose to generate an instantaneous report on past activity to be shown directly in the Supervisor Dashboard. This report can also be sent as a PDF file to one or more e-mail addresses if required. If you want to generate a one off report for either past or future activity, you must choose a start and end date. For all report types, you can also choose to specify the following parameters to filter the statistics included in the report.

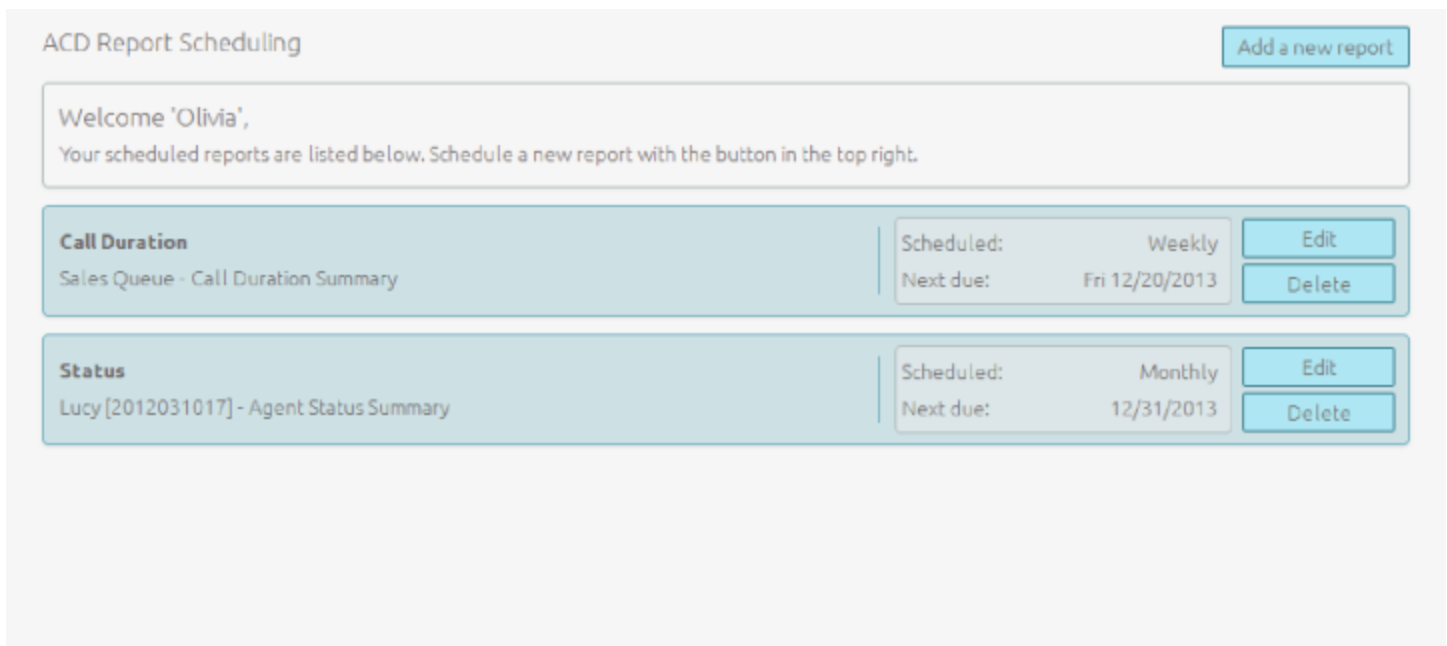
- ☐ The time of day that a normal working day will begin and end. Any activity outside of the normal working day will be excluded from the report.
- ☐ The days of the week that you want to view information for. For example, if your call center is closed on a particular day of the week, you may want to exclude these days of non-activity from your report to prevent it from presenting misleading average statistics.

You can begin generating a report by clicking the **Create Reports** box on the left of the Supervisor Dashboard.



Create Reports box

This will launch the **Report Scheduling** page, which will show you any reports that you currently have scheduled to be generated in the future. You can use this page to edit your existing scheduled reports or delete them altogether.



Report Scheduling page

To begin generating a report, click the **Add a new report** button in the top right hand corner of the Report Scheduling page. This will launch the **Reports** page, as shown on the next page.

Reports page

Report for business group 'company' Save Cancel

Report Title:

Report Type:

Select Data:

Schedule:

Send to:

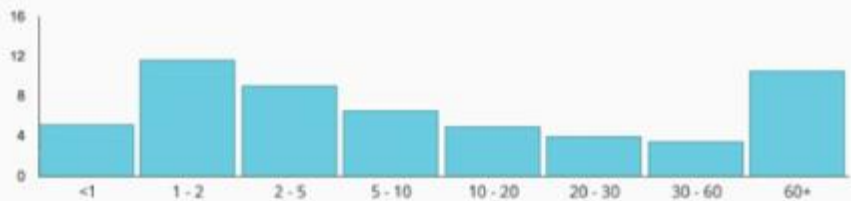
Data range

Period: -

Start of day: :

End of day: :

Call Duration Summary - Graph



Duration	Calls	Calls (%)	Total duration
<1	5	18%	10:23
1 - 2	11	26%	42:30

Call Duration Summary - Table data

Duration	Calls	Calls (%)	Total duration
<1	5	18%	10:23
1 - 2	11	26%	42:30

For full information on how to schedule a report, see *Scheduling a report on page 32*.

For full information on how to generate a one off report on past Call Center activity, see *Generating a report on past activity on page 36*.

Report types

You can create the following types of report using the Reports page.

Agent Summary

The Agent Summary report gives an overview of the performance of all of the Agents in your call center, allowing you to spot any issues that may require further investigation.

It includes general performance information for all Agents in the Business Group or Departments that you manage (and any of their sub-departments) during your chosen time period. The entirety of this time period must be within the last 60 days.

This information is presented in a table. Note that this table does not include information on incoming calls that were not received via a Queue or outgoing calls.

Agent Summary							
Agent	Queue	Min call duration	Mean call duration	Max call duration	Mean alerting time	Total calls offered	Total calls answered
John Smith	Support	2:36	2:36	2:37	0:00	60	60 (100%)
Ann Jones	Support	2:36	2:36	2:37	0:00	143	143 (100%)
Jane Watson	Careers	2:46	2:46	2:47	0:00	186	186 (100%)
David Ball	Careers	2:46	2:46	2:47	0:00	126	126 (100%)
Chris Thomas	Careers	2:46	2:46	2:47	0:00	181	181 (100%)

Each row in the table gives information on an Agent's activity when handling calls from a particular Queue, as indicated in the **Agent** and **Queue** columns. Note that an Agent who is a member of multiple Queues will have a row in the table for every Queue that they are a member of.

The following information is provided.

- ☐ **Min call duration** - The duration of the shortest call answered by the Agent that was received from this Queue during the specified time period.
- ☐ **Mean call duration** - The average length of a call answered by this Agent from this Queue during the time period specified.
- ☐ **Max call duration** - The duration of the longest call that this Agent handled from this Queue during the time period specified.
- ☐ **Mean alerting time** - The average amount of time between a call from this Queue being hunted to the Agent and the Agent answering their phone.

- ☐ **Total calls offered** - The number of calls offered to this Agent from this Queue during the chosen time period.
- ☐ **Total calls answered** - The number of calls answered by this Agent from this Queue.

Call Log

The Call Log report gives a detailed overview of call activity for your call center, providing information on all calls made to or from the Business Group or Departments that you manage (and any of their sub-departments) during your chosen time period. The entirety of this time period must be within the last 60 days.

This information is presented as a table with a row for each call.

Call Log

Date	Direction	Source	Intermediate Destinations	Destination	Duration
12/03/2013 10:04:58	inbound	3615554196	Careers Services	Jane Watson	2:46
12/03/2013 10:05:00	inbound	3615554197	Careers Services	David Ball	2:46

The following information is provided for each call.

- ☐ **Date** - The date and time at which the call was initiated.
- ☐ **Direction** - Whether this was an incoming, outgoing or internal call.
- ☐ **Source** - The number of the calling party.
- ☐ **Intermediate Destinations** - Any numbers that this call was routed to before reaching its destination. This may include an MLHG Pilot Number or the names or numbers of any other Agents that this call was hunted to before it was answered or abandoned.
- ☐ **Destination** - The number of the party that received the call.
- ☐ **Duration** - The duration of the call.

Note that calls which have used any of the following services may be listed more than once, with each listing representing a leg of the call.

- MADNs
- Call Waiting
- Call Pickup
- Call Hold
- 3-Way Calling

Call Detail by Agent

The Call Detail by Agent report offers a detailed view of call activity for a particular Agent, allowing you to easily assess their level of performance.

It provides information on all incoming and outgoing calls involving an Agent during your chosen time period. The entirety of this time period must be within the last 60 days.

This information is presented as a table with a row for each call.

Call Detail by Agent					
Date	Direction	Source	Intermediate Destinations	Destination	Duration
12/02/2013 10:15:45	inbound	3615554188	Careers Services	Jane Watson	2:46
12/02/2013 10:24:15	inbound	3615554199	Careers Services	Jane Watson	2:47

The following information is provided for each call.

- ☐ **Date** - The date and time at which the call was initiated.
- ☐ **Direction** - Whether this was an incoming, outgoing or internal call.
- ☐ **Source** - The number of the calling party.
- ☐ **Redirections** - Any numbers that this call was routed to before reaching its destination. This may include an MLHG Pilot Number or the names or numbers of any other Agents that this call was hunted to before it was answered or abandoned.
- ☐ **Destination** - The number of the party that received the call.
- ☐ **Duration** - The duration of the call.

Note that calls which have used any of the following services may be listed more than once, with each listing representing a leg of the call.

- MADNs
- Call Waiting
- Call Pickup
- Call Hold
- 3-Way Calling

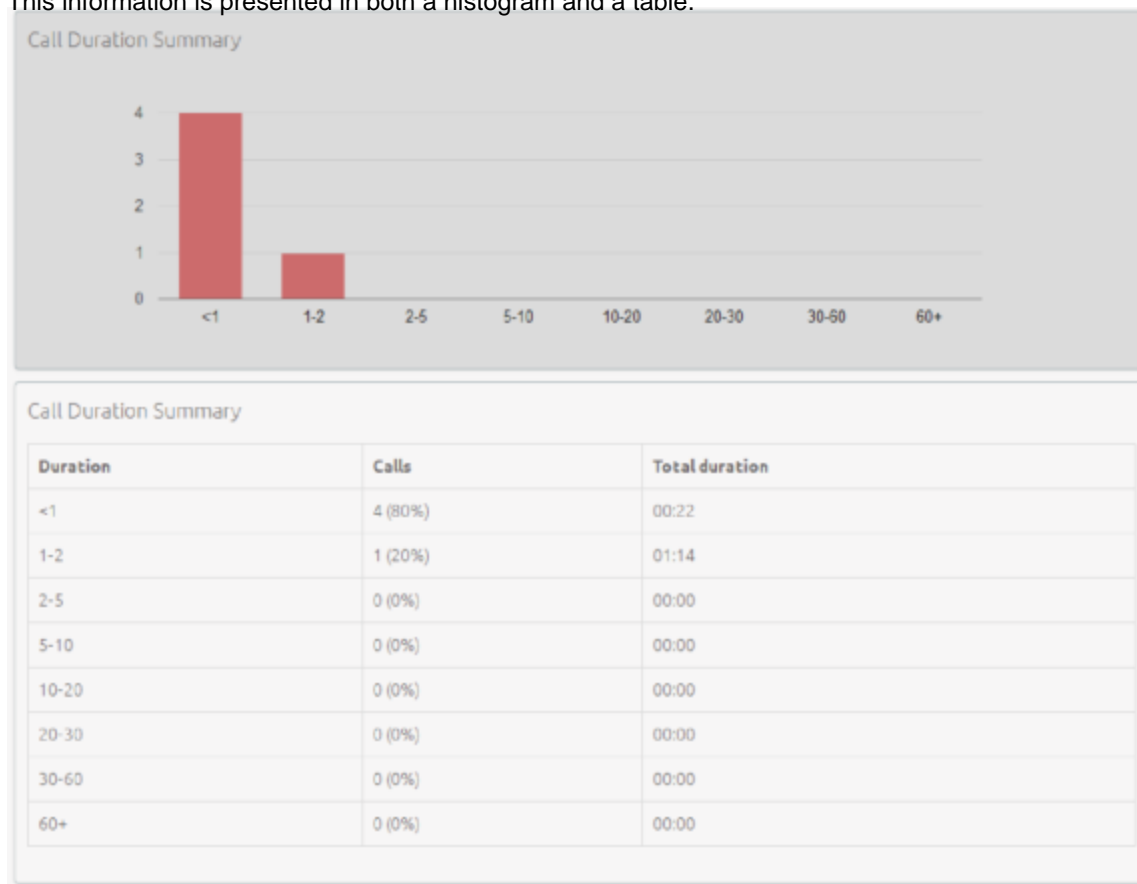
Call Duration Summary

This Call Duration Summary report gives a clear indication of how quickly your Agents are dealing with customer calls. It provides information on the length of calls answered by Agents for a particular Queue during your chosen time period. The entirety of this period must be within the last 60 days.

Note that calls will only be included if they started in the specified time period. A call does not have to finish within the specified time period to be included. If a call is passed from one Queue to another, it will be included in the Call Duration Summary report for both Queues.

For ease of use, calls are divided into a number of duration ranges, starting with calls less than 1 minute long and going up to calls over an hour long.

This information is presented in both a histogram and a table.



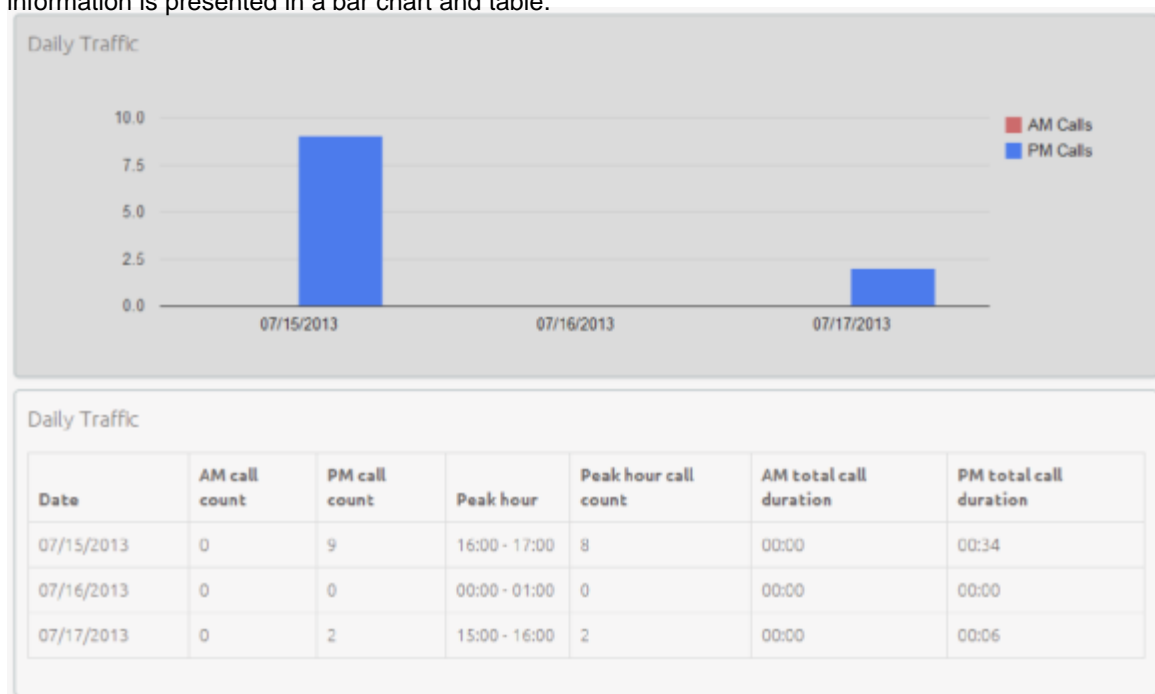
The histogram shows how many answered calls fell into each duration range during the specified time period.

The table presents the same information, along with the total duration of all calls in each duration range.

Daily Traffic

The Daily Traffic report provides a useful indication of when your call center is at its busiest, allowing you to identify peak hours of activity and whether your Agents are handling more calls in the morning or afternoon.

It provides information on the volume of incoming calls to the Business Group or Departments that you manage (and any of their sub-departments) during your chosen time period. This time period must be within the last 32 days. The information is presented in a bar chart and table.



The bar chart displays the number of calls received each day from 0.00am to 12.00 and from 12.00 to 24.00. If the hours of a working day have been specified using the **Start of day** and **End of day** fields, calls started outside of the hours of a working day will be excluded from this count.

The table presents the following information for each day that is included in the specified time period.

- ☐ **AM call count** - the number of calls received from 0.00 to 12.00. If the hours of a working day have been specified using the **Start of day** and **End of day** fields, calls started outside of the hours of a working day will be excluded from this count.
- ☐ **PM call count** - the number of calls received from 12.00 to 24.00. If the hours of a working day have been specified using the **Start of day** and **End of day** fields, calls started outside of the hours of a working day will be excluded from this count.
- ☐ **Peak hour** - the hour of day during which the most calls were received. Note that the peak hour can only be calculated for data that is less than 32 days old.
- ☐ **Peak hour call count** - the number of calls received during the peak hour. Note that the peak hour call count can only be calculated for data that is less than 32 days old.

- ☐ **AM call count** - the total duration of all calls received from 0.00 to 12.00. If the hours of a working day have been specified using the **Start of day** and **End of day** fields, the duration of calls that were started outside of the hours of a working day will be excluded from this count.
- ☐ **PM call count** - the total duration of all calls received from 12.00 to 24.00. If the hours of a working day have been specified using the **Start of day** and **End of day** fields, the duration of calls that were started outside of the hours of a working day will be excluded from this count.

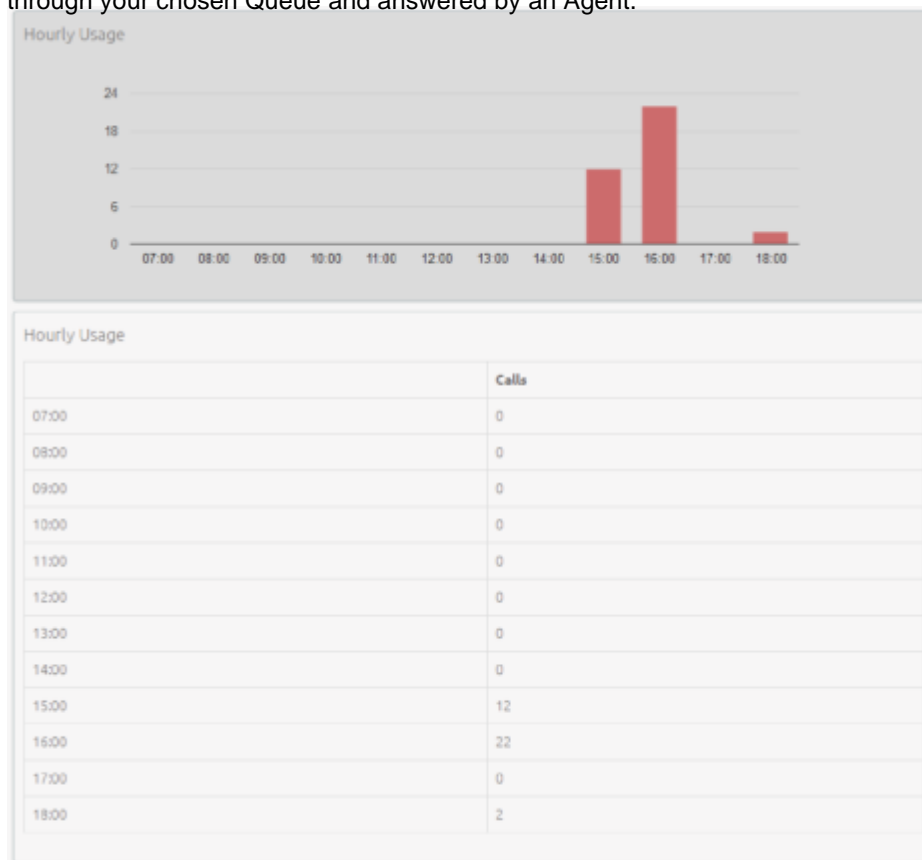
Hourly Usage

The Hourly Usage report allows you to see which hours of the day a Queue is at its busiest, helping you to plan when extra Agents may be required to answer calls.

It provides information on the volume of calls handled per hour by a particular Queue during a specified time period. The entirety of this time period must be within the last 32 days.

- ☐ If the time period that you specify is longer than one day, the totals shown for each hour will be the number of calls made during this hour on all selected days.
- ☐ If you use the **Start of day** and **End of day** fields to specify the hours of a working day, any activity outside of these hours will be excluded from the report.

This information is presented in a histogram and table, which both display the number of calls per hour that were received through your chosen Queue and answered by an Agent.



User Statistics

The User Statistics report provides an overview of the performance of each of the Agents in your call center, allowing you to quickly view key metrics such as how many calls Agents are failing to answer and how long on average they are taking to deal with customer calls.

It provides call statistics for each Agent in the Business Group or Departments that you manage (and any of their sub-departments) during your chosen time period. The entirety of this time period must be within the last 60 days. This information is presented in a table, with each Agent having one row for incoming call statistics and one row for outgoing call statistics, as indicated in the **Direction** column.

User Statistics

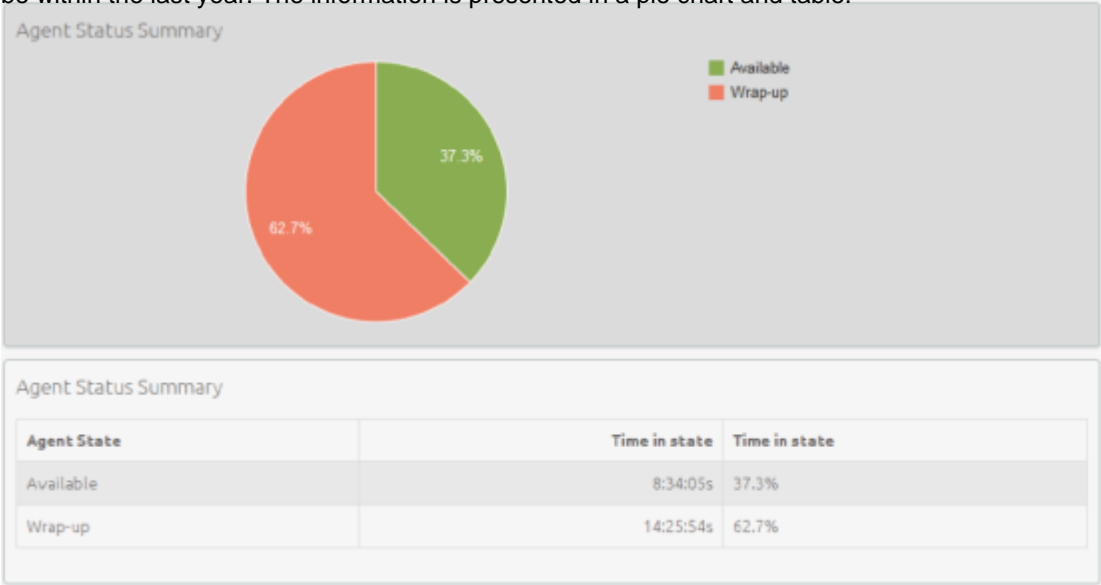
Agent	Direction	Total call count	Answered call count	Unanswered call count	Call total duration	Call mean duration
Ann Jones	inbound	143	143 (100%)	0 (0%)	6:13:14	2:36
Ann Jones	outbound	0	0 (0%)	0 (0%)	0:00	0:00
David Wright	inbound	154	153 (99.4%)	1 (0.6%)	6:39:23	2:36
David Wright	outbound	0	0 (0%)	0 (0%)	0:00	0:00
Cillian Evans	inbound	137	137 (100%)	0 (0%)	5:57:37	2:36
Cillian Evans	outbound	0	0 (0%)	0 (0%)	0:00	0:00

The table presents the following information on an Agent's incoming and outgoing calls during the specified time period.

- ☐ **Total call count** - The number of incoming/outgoing calls involving this Agent.
- ☐ **Answered call count** - The number of incoming/outgoing calls involving this Agent that were answered by the called party. This is also shown as a percentage of the total outgoing calls made.
- ☐ **Unanswered call count** - The number of incoming/outgoing calls involving this Agent that were not answered by the called party. This is also shown as a percentage of the total outgoing calls made.
- ☐ **Call total duration** - The total duration of all incoming/outgoing calls involving this Agent.
- ☐ **Call mean duration** - The average duration of an incoming/outgoing call involving this Agent.

Agent Status Summary

Note:
This report is only available for Agents that are members of a Premium ACD Queue. The Agent Status Summary report allows you to see how long an Agent has been spending in each Agent State during your chosen time period, which must be within the last year. The information is presented in a pie chart and table.



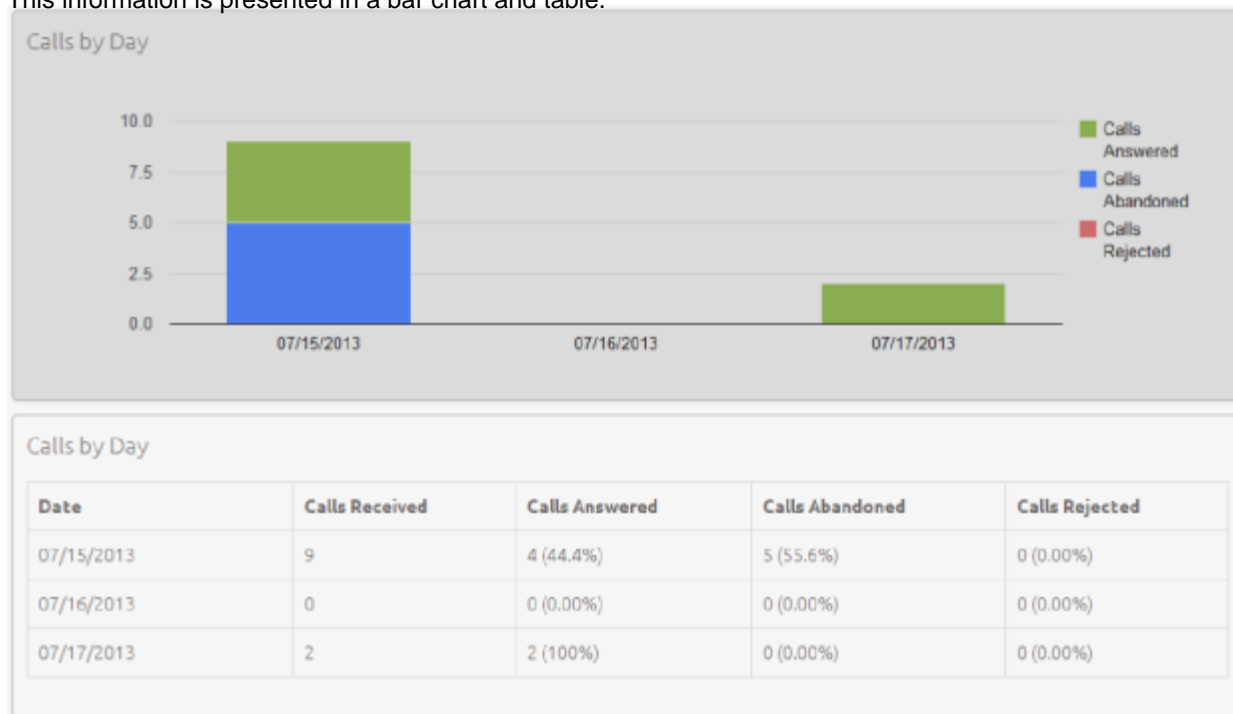
The pie chart displays the percentage of your chosen time period that the Agent spent in each Agent State. The table displays the total time that the Agent has spent in each Agent State. This is also presented as a percentage of your chosen time period.

Calls by Day

The Calls by Day report allows you to see the number of calls per day that are being received by your call center and how they are being handled. You may want to use this report to identify patterns in call volume so that you can anticipate busy periods in future, or you may use the output to identify unexpected rates of call abandonment or rejection.

The report provides statistics on call activity for the Business Group or Departments that you manage (and any of their sub-departments) on each day that falls within your chosen time period. The entirety of this time period must be within the last year. Note that if you use the **Start of day** and **End of day** fields to specify the hours of a working day, any activity outside of these hours will be excluded from the report.

This information is presented in a bar chart and table.



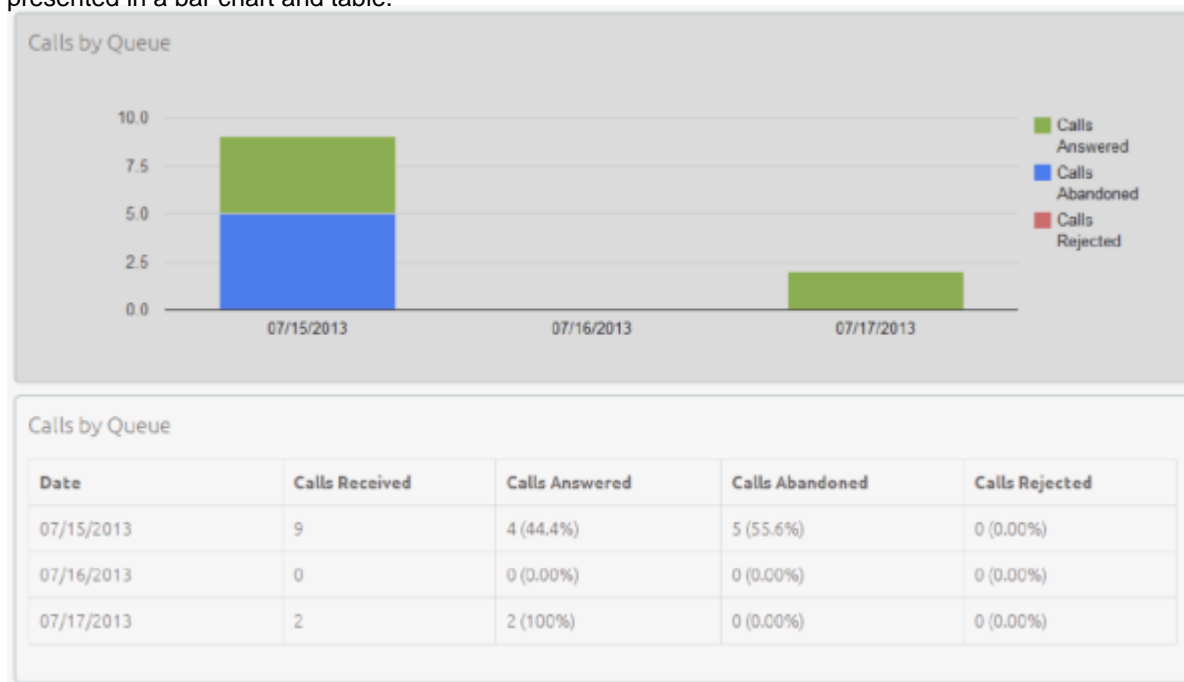
The bar chart displays the number of answered, abandoned and rejected calls for each day in the specified time period. The table presents the following information for each day in the specified time period.

- ☐ **Calls Received** - The number of calls received.
- ☐ **Calls Answered** - The number of calls received that were answered by an Agent. This is also presented as a percentage of the total number of calls received.
- ☐ **Calls Abandoned** - The number of calls received that were abandoned by the caller before they were answered by an Agent. This is also presented as a percentage of the total number of calls received.
- ☐ **Calls Rejected** - The number of calls received that were rejected because there were no Agents available to take the call and the caller could not be put on hold. This could be because the maximum limit on the number of callers on hold had already been reached or because the relevant Queue does not support keeping callers on hold.

Calls by Queue

The Calls by Queue report allows you to see the number of calls that are being received through a particular Queue and how they are being handled. You may want to use this report to identify patterns in call volume so that you can anticipate busy periods in future, or you may use the output to identify unexpected rates of call abandonment or rejection.

The report provides statistics on call activity for a particular Queue on each day that falls within your chosen time period. The entirety of this time period must be within the last year. Note that if you use the **Start of day** and **End of day** fields to specify the hours of a working day, any activity outside of these hours will be excluded from the report. This information is presented in a bar chart and table.



The bar chart displays the number of answered, abandoned and rejected calls for each day in the specified time period. The table presents the following information for each day in the specified time period.

- ☐ **Calls Received** - The number of calls received through the Queue.
- ☐ **Calls Answered** - The number of calls received through the Queue that were answered by an Agent. This is also presented as a percentage of the total number of calls received through the Queue.
- ☐ **Calls Abandoned** - The number of calls received through the Queue that were abandoned by the caller before they were answered by an Agent. This is also presented as a percentage of the total number of calls received through the Queue.
- ☐ **Calls Rejected** - The number of calls received through the Queue that were rejected because there were no Agents available to take the call and the caller could not be put on hold. This could be because the maximum limit on the number of callers on hold had already been reached or because the relevant Queue does not support keeping callers on hold. This statistic is also presented as a percentage of the total number of calls received through the Queue.

Inbound Summary

The Inbound Summary report allows you to see a summary of the activity for each Pilot Number in your Queue(s). You may want to use this report to assess the success of marketing campaigns which use a Pilot Number as the first point of contact for your organization.

The report provides statistics on the inbound calls received by all Pilot Numbers in all your queues within your chosen time period. The entirety of this time period must be within the last 60 days. This information is presented in a table only.

Pilot number	Calls Received	Calls connected	Total duration	Mean call duration	Average Wait Time	Calls Abandoned	Average Abandon Time
2545550340	14	11	0:27	0:02	0:11	3	0:26

The table presents the following information for the specified time period.

- ☐ **Pilot Number** - The DN of each Pilot Number in your Queue(s).
- ☐ **Calls Received** - The number of calls received through the Pilot Number(s) in your Queue(s).
- ☐ **Calls connected** - The number of calls handled by the Pilot Number(s) in your Queue(s).
- ☐ **Total duration** - The total duration of all incoming calls received by the Pilot Number(s) in your Queue(s).
- ☐ **Mean call duration** - The average length of a call answered by the Pilot Number(s) in your Queue(s) during the time period specified.
- ☐ **Average Wait Time** - The average time a caller had to wait before the Pilot Number(s) handled the call.
- ☐ **Calls Abandoned** - The total number of calls received by the Pilot Number(s) in your Queue(s) that were abandoned by the caller before they were answered.
- ☐ **Average Abandon Time** - The average time callers waited in a Queue before hanging up without their call being answered by the Pilot Number.

Queue Summary

The Queue Summary report allows you to see the activity in all your Queues on a single report. This report includes both inbound calls and internal calls. You may want to use this report to identify patterns in call volume across your Queues so that you can anticipate busy periods in future, or you may use the output to identify unexpected rates of call abandonment or rejection.

The report provides statistics on the activity of all your Queues within your chosen time period. The entirety of this time period must be within the last 60 days. This information is presented in a table only.

Report Title:

Report Type:

Select Data:

Schedule:

Send to:

Data range

Period: -

Start of day: :

End of day: :

The Queue Summary report provides an overview of all queue activity. This report displays activity for up to 60 days and any activity outside of the start/end of day and from unexpected days of the week is not included in the results. All times are in (GMT+0:00) Europe/London.

Queue Summary

Queue	Calls Received	Calls Answered	Calls Abandoned	Calls Rejected	Mean waiting time	Mean call duration	Mean abandon time
MLHG SennaThebe 1	157	58 (36.9%)	93 (59.2%)	6 (3.8%)	0:19	0:06	0:29
MLHG SennaThebe 2	0	0 (0%)	0 (0%)	0 (0%)	0:00	0:00	0:00

The table presents the following information for the specified time period.

- ☐ **Queue** - The name of the Queue.
- ☐ **Calls Received** - The number of calls received through this Queue. This is also presented as a percentage of the total number of calls received through the Queue.
- ☐ **Calls Answered** - The number of calls received through this Queue which were answered by an Agent. This is also presented as a percentage of the total number of calls received through the Queue.
- ☐ **Calls Abandoned** - The number of calls received through this Queue that were abandoned by the caller before they were answered by an Agent. This is also presented as a percentage of the total number of calls received through the Queue.
- ☐ **Calls Rejected** - The number of calls received through this Queue that were rejected because there were no Agents available to take the call and the caller could not be put on hold. This could be because the maximum limit on the number of callers on hold had already been reached or because the relevant Queue does not support keeping callers on hold. This statistic is also presented as a percentage of the total number of calls received through the Queue.
- ☐ **Mean waiting time** - The average time callers had to wait before the call was answered by this Queue.
- ☐ **Mean call duration** - The average length of a call answered by this Queue during the time period specified.
- ☐ **Mean abandon time** - The average time callers waited in a Queue before hanging up without their call being answered.

Abandoned Calls Summary

The Abandoned Calls Summary report allows you to see how many calls are abandoned across all of your Queues. This report includes both inbound calls and internal calls. You may want to use this report to identify unexpected rates of call abandonment in particular Queues which might indicate that you need more Agents in that Queue. The report provides statistics on the call abandonment rate for all your Queues within your chosen time period. The entirety of this time period must be within the last year. This information is presented in a table only.

The Abandoned Calls Summary report provides an overview of abandoned calls per queue. This report displays activity for up to 1 year and any activity outside of the start/end of day and from unselected days of the week is not included in the results. All times are in (GMT+0:00) Europe/London.

Queue	Calls Abandoned	Mean abandon time
MLHG-SennaThede 1	45	0:15
MLHG-SennaThede 2	0	0:00
MLHG-SennaThede 3	0	0:00

Figure 29: Abandoned Calls Summary report

The table presents the following information for the specified time period.

- ☐ **Queue** - The name of the Queue.
- ☐ **Mean abandon time** - The average time callers waited in a Queue before hanging up without their call being answered.
- ☐ **Calls Abandoned** - The number of calls received through this Queue that were abandoned by the caller before they were answered.

Frequent Callers Summary

The Frequent Callers Summary report allows you to see the 50 most active callers, in order, for the selected Queue. You may want to use this report to identify callers whose repeat calls might indicate their call was not dealt with satisfactorily, for example because they called multiple times but hung up before their call was answered each time, or who are particularly good customers who might be suitable targets for a marketing campaign.

The report provides statistics for the 50 most active callers to a selected Queue within your chosen time period. The entirety of this time period must be within the last 60 days. The information is presented in a table only.

Report Title:

Report Type:

Select Data:

Schedule:

Send to:

Data range

Period: -

Start of day: :

End of day: :

The Frequent Caller report provides an overview of the most frequent callers within the selected queues. This report displays activity for up to 60 days and any activity outside of the start/end of day and from unselected days of the week is not included in the results All times are in (GMT+0.00) Europe/London.

Frequent Caller Summary

Caller ranking	Source	Calls Received	Calls Abandoned	Total queuing time	Total duration
1	2345550018	11	3	2:49	0:36
2	2345550999	4	0	0:25	0:00
3	Alexandre Rondon	1	1	0:10	0:00
4	Filipe Castro	1	1	0:10	0:00

The table presents the following information for the selected Queue for the specified time period.

- ☐ **Caller ranking** - The ranking for this caller, based on the number of calls received from them during the specified time period.
- ☐ **Source** - The number of the calling party.
- ☐ **Calls Received** - The number of calls received from this caller.
- ☐ **Calls Abandoned** - The number of calls that were abandoned by this caller before they were answered by an Agent.
- ☐ **Total queuing time** - The total amount of time this caller had to wait before their call was answered by an Agent.
- ☐ **Total duration** - The total duration of all incoming calls received from this caller.

Scheduling a report

You can schedule a report to be generated at a point in the future. This report can be created on a one-off basis, or it can be generated repeatedly on a daily, weekly, monthly or yearly basis. The generated report is sent as a PDF file to one or more e-mail addresses. There is a configured limit on the number of reports that can be scheduled in a Business Group: if the Business Group is already at this limit, you will not be able to schedule another report unless you delete an existing one first.

Before you begin

You must choose a title for your report.

You must decide which of the following report types you want to create.

- Abandoned Calls Summary
- Agent Status Summary (Premium ACD only)
- Agent Summary
- Calls by Day
- Calls by Queue
- Call Detail by Agent
- Call Duration Summary
- Call Log
- Daily Traffic
- Frequent Callers Summary
- Hourly Usage
- Inbound Summary
- Queue Summary
- Short Calls by Agent
- User Statistics

If you want to create an Agent Status Summary or Call Detail by Agent report, you will need to know the name or number of the Agent that you want to create a report for.

If you want to create any of the following report types, you will need to know the name of the Queue that you want to create a report for.

- Calls by Queue
- Call Duration Summary
- Frequent Callers Summary
- Hourly Usage

You must decide whether you want to only generate the report once or generate it on a regular basis. If you only want to schedule a one off report, you must know the date range that you want the report to cover.

For all of the following report types, this date range must be within the last year.

- Calls by Day
- Calls by Queue
- Agent Status Summary
- Queue Summary

For all of the following report types, this date range must be within the last 60 days.

- Abandoned Calls Summary
- Agent Summary
- Call Log
- Call Detail by Agent
- Call Duration Summary
- Frequent Callers Summary
- Inbound Summary
- Short Calls by Agent
- User Statistics

For an Hourly Usage or Daily Traffic report, this date range must be within the last 32 days.

If you want to schedule a recurring report, you must decide how regularly you want the report to be generated. You can choose from the following options.

- ☐ Daily
- ☐ Weekly - If you choose to generate the report on a weekly basis, you must know which day of the week that the report will be generated on.
- ☐ Monthly - If you choose to generate the report on a monthly basis, you must know which day of the month the report will be generated on. If you select a day that does not occur in a particular month (for example, the 31st), the report will be generated on the final day of that month.
- ☐ Yearly - If you choose to generate the report on a yearly basis, you must know the day and month the report will be generated on.

You must choose whether you want to specify the start time and end time for the working day. If you do specify these times, the report will only show statistics for activity between these two times. If you decide that you do want to specify the start time and end time for the working day, you must know these times. Note that if you choose a start time that is later in the day than the end time, the report will display statistics for activity between 0.00 and your chosen end time and for activity between your chosen start time and 24.00.

You must choose whether you want to exclude activity from certain days of the week from your report. For example, if your call center is closed on a particular day of the week, you may want to exclude these days of non-activity from your report to prevent it from presenting misleading average statistics. If you do want to exclude certain days of the week, you must know which days you want to exclude.

You must know the e-mail addresses that you want the report to be sent to. You must have already opened the Supervisor Dashboard, as described in [How to access Integrated ACD statistics](#)

Open the Reports page

Click the **Create Reports** box on the left hand side of the Supervisor Dashboard.

You will now be presented with the Report Scheduling page. Click the **Add a new report** button in the top right hand corner of the page.

Result: The Reports page is launched.

Schedule a one-off report

You should only carry out this step if you decided in [Before you begin](#) on page 31 that you wanted to schedule a one-off report. If you want to schedule a recurring report, move to [Schedule a recurring report](#) on page 81.

You will now fill out the fields at the top of the Reports page to customize your report.

Detailed procedure

Enter your chosen title for this report into the **Report Title** field.

1. Select the report type that you chose in [Before you begin](#) on page 31 from the **Report type** drop down menu.
2. If you selected Agent Status Summary or Call Detail by Agent as the report type in step 2, you must now select the Agent that you want to create this report for using the **Select data** drop down menu. You identified this Agent in [Before you begin](#) on page 78.
3. If you selected Calls by Queue, Call Duration Summary, Frequent Callers Summary or Hourly Usage as the report type in step 2, you must now select the Queue that you want to create this report for using the **Select data** drop down menu. You identified this Queue in [Before you begin](#) on page 31.
4. Select One Off from the **Schedule** drop down menu.
5. Enter the e-mail addresses to which you want this report to be sent as a comma-separated list into the **Send to** field.
6. Enter your chosen start date into the left hand **Data range** field in the format MM/DD/YYYY. Enter your chosen end date into the right hand **Data range** field in the same format.
7. If you decided in [Before you begin](#) on page 31 that you want to specify the start time for a working day, use the **Start of day** hour and minute drop down menus to enter your chosen start time in 24h format.
8. If you decided in [Before you begin](#) on page 31 that you want to specify the end time for a working day, Use the **End of day** hour and minute drop down menus to enter your chosen end time in 24h format.
- 9.
10. If you decided in [Before you begin](#) on page 31 that you wanted to exclude one or more days of the week from your report, click on the blue boxes at the bottom of the Data range panel that correspond to days of the week that you want to exclude until they are all grayed out.
11. At this point, you can choose to preview your report by clicking on the **Update Report** button. A preview of the report will be shown on the Reports page.
12. If you are happy with the settings for your report, click **Save**.

Result: You are returned to the Report Scheduling page. Your new report appears in the list of scheduled reports.

If you have entered invalid information while carrying out this step, the creation of the report may fail and you will see the following error message.

Failed to create the report

The date range selected is invalid.

If you see the above message, review the information that you have entered into the fields on the Reports page as part of this procedure to ensure that everything is correct.

The report may not be created because the server is uncontactable. If this is the case, you will see the following error message.

Failed to create the report

The server wasn't available when this report was created. Please contact your service provider.

If you see this message, contact your service provider to enquire about any known problems with the server's connectivity.

Schedule a recurring report

You should only carry out this step if you decided in *Before you begin on page 31* that you wanted to schedule a recurring report.

You will now fill out the fields at the top of the Reports page to customize your report.

Detailed procedure

Enter your chosen title for this report into the **Report Title** field.

1. Select the report type that you chose in *Before you begin on page 31* from the **Report type** drop down menu.
2. If you selected Agent Status Summary or Call Detail by Agent as the report type in step 2, you must now select the Agent that you want to create this report for using the **Select data** drop down menu. You identified this Agent in *Before you begin on page 31*.
3. If you selected Calls by Queue, Call Duration Summary, Frequent Callers Summary or Hourly Usage as the report type in step 2, you must now select the Queue that you want to create this report for using the **Select data** drop down menu. You identified this Queue in *Before you begin on page 31*.
4. Select the reporting schedule that you chose in *Before you begin on page 31*.
5. This will be one of the following.
 - Daily
 - Weekly
 - Monthly
 - Yearly

If you selected Weekly in step 5, set the **Due** field to the day of the week on which generated. You identified this in *Before you begin on page 31*.
6. If you selected Monthly in step 5, enter the day of the month on which you want the report to be generated into the **Due** field. This will be between 1 and 31. You identified this in *Before you begin on page 31*. Note that if you select a day that does not occur in a particular month (for example, the 31st), the report will be generated on the final day of that month.
7. If you selected Yearly in step 5, enter the date on which you want the report to be generated into the **Due** field. This will be in MM/DD format. You identified this in *Before you begin on page 31*.
8. If you decided in *Before you begin on page 31* that you wanted to send the report to one or more e-mail addresses, enter these e-mail addresses into the **Send to** field as a comma-separated list.
- 9.
10. If you decided in *Before you begin on page 31* that you want to specify the start time for a working day, use the **Start of day** hour and minute drop down menus to enter your chosen start time in 24h format.
11. If you decided in *Before you begin on page 31* that you want to specify the end time for a working day, Use the **End of day** hour and minute drop down menus to enter your chosen end time in 24h format.
12. If you decided in *Before you begin on page 31* that you wanted to exclude one or more days of the week from your report, click on the blue boxes at the bottom of the Data range panel that correspond to days of the week that you want to exclude until they are all grayed out.
13. At this point, you can choose to preview your report by clicking on the **Update Report** button. A preview of the report will be shown on the Reports page.
14. If you are happy with the settings for your report, click **Save**.

Result: You are returned to the Report Scheduling page. Your new report appears in the list of scheduled reports.

If you have entered invalid information while carrying out this step, the creation of the report may fail and you will see the following error message.

The date range selected is invalid.

If you see the above message, review the information that you have entered into the fields on the Reports page as part of this procedure to ensure that everything is correct.

The report may not be created because the server is uncontactable. If this is the case, you will see the following error message.

Failed to create the report

The server wasn't available when this report was created. Please contact your service provider.

If you see this message, contact your service provider to enquire about any known problems with the server's connectivity.

Results

You have scheduled your chosen report. Integrated ACD will generate your chosen report at the specified time and send it to your chosen e-mail addresses.

Generating a report on past activity

You can generate a one-off report on past call and Agent activity that will appear directly in the Reports page. Optionally, you can send this report as a PDF file to one or more e-mail addresses.

Before you begin

You must decide whether you want to give your report a title. Your report will be given a default title if you do not choose one. Note that if you are planning to send this report as a PDF file to one or more e-mail addresses, you must provide a title.

You must decide which of the following report types you want to create. You can find full details of the statistics that are included for each report type in *Reports on page 16*.

- Abandoned Calls Summary
- Agent Status Summary (Premium ACD only)
- Agent Summary
- Calls by Day
- Calls by Queue
- Call Detail by Agent
- Call Duration Summary
- Call Log
- Daily Traffic
- Frequent Callers Summary
- Hourly Usage
- Inbound Summary
- Queue Summary
- Short Calls by Agent
- User Statistics

If you want to create an Agent Status Summary or Call Detail by Agent report, you will need to know the name or number of the Agent that you want to create a report for.

If you want to create any of the following report types, you will need to know the name of the Queue that you want to create a report for.

- Calls by Queue
- Call Duration Summary
- Frequent Callers Summary
- Hourly Usage

You must know the date range that you want the report to cover.

- For all of the following report types, this date range must be within the last year.
- Calls by Day
- Calls by Queue
- Agent Status Summary
- Queue Summary

For all of the following report types, this date range must be within the last 60 days.

- Abandoned Calls Summary
- Agent Summary
- Call Log
- Call Detail by Agent
- Call Duration Summary
- Frequent Callers Summary
- Inbound Summary
- Short Calls by Agent
- User Statistics
- For an Hourly Usage or Daily Traffic report, this date range must be within the last 32 days.

You must choose whether you want to specify the start time and end time for the working day. If you do specify these times, the report will only show statistics for activity between these two times. If you decide that you do want to specify the start time and end time for the working day, you must know these times. Note that if you choose a start time that is later in the day than the end time, the report will display statistics for activity between 0.00 and your chosen end time and for activity between your chosen start time and 24.00.

You must choose whether you want to exclude activity from certain days of the week from your report. For example, if your call center is closed on a particular day of the week, you may want to exclude these days of non-activity from your report to prevent it from presenting misleading average statistics. If you do want to exclude certain days of the week, you must know which days you want to exclude. You must decide whether you want the report to be e-mailed as a PDF file to one or more e-mail addresses for further analysis. If you do, you must know these e-mail addresses. You must have already opened the Supervisor Dashboard, as described in *How to access Integrated ACD statistics on page 2*.

Open the Reports page

Click the **Create Reports** box on the left hand side of the Supervisor Dashboard.

You will now be presented with the Report Scheduling page. Click the **Add a new report** button in the top right hand corner of the page.

Result: The Reports page is launched.

Create the report

You will now fill out the fields at the top of the Reports page to customize your report.

Detailed procedure

1. If you decided in *Before you begin on page 35* that you wanted to give your report a title, enter it into the **Report Title** field. Note that you must give your report a title if you want to send it as a PDF file to one or more e-mail addresses. Select the report type that you chose in *Before you begin on page 35* from the **Report type** drop down menu.
2. If you selected Agent Status Summary or Call Detail by Agent as the report type in step 2, you must now select the Agent that you want to create this report for using the **Select data** drop down menu. You identified this Agent in *Before you begin on page 35*.
3. If you selected Calls by Queue, Call Duration Summary, Frequent Callers Summary or Hourly Usage as the report type in step 2, you must now select the Queue that you want to create this report for using the **Select data** drop down menu. You identified this Queue in *Before you begin on page 35*.
4. Select One Off from the **Schedule** drop down menu.

- If you decided in *Before you begin on page 35* that you wanted to send the report to one or more e-mail addresses,
6. enter these e-mail addresses into the **Send to** field as a comma-separated list.
 7. Enter your chosen start date into the left hand **Data range** field in the format MM/DD/YYYY. Enter your chosen end date into the right hand **Data range** field in the same format.
 8. If you decided in *Before you begin on page 35* that you want to specify the start time for a working day, use the **Start of day** hour and minute drop down menus to enter your chosen start time in 24h format.
 9. If you decided in *Before you begin on page 35* that you want to specify the end time for a working day, Use the **End of day** hour and minute drop down menus to enter your chosen end time in 24h format.
 10. If you decided in *Before you begin on page 35* that you wanted to exclude one or more days of the week from your report, click on the blue boxes at the bottom of the Data range panel that correspond to days of the week that you want to exclude until they are all grayed out.
 11. Click on the **Update Report** button to create your report. Your report will now appear on the Reports page.
 12. If you only want to view the report on the Reports page, retrieve the information that you want to take from the report and then click **Cancel** followed by **Cancel Editing** to discard the report. If you want the report to be e-mailed as a PDF file to one or more e-mail addresses for further analysis, you must click **Save** to schedule the report.

Note that if you click **Save** and you have entered invalid information while carrying out this step, the creation of the report may fail and you will see the following error message.

Failed to create the report

The date range selected is invalid.

If you see the above message, review the information that you have entered into the fields on the Reports page as part of this procedure to ensure that everything is correct.

Failed to create the report

The server wasn't available when this report was created. Please contact your service provider.

The report may not be created because the server is uncontactable. If this is the case, you will see the following error message.

Results

You have created your chosen report. The report will be sent to your chosen e-mail addresses if you have decided to do this. It will usually take approximately 5 minutes for the e-mail to be sent out, but this may be longer if the data in the report is very recent.

Viewing the Agent Status page for a particular Agent

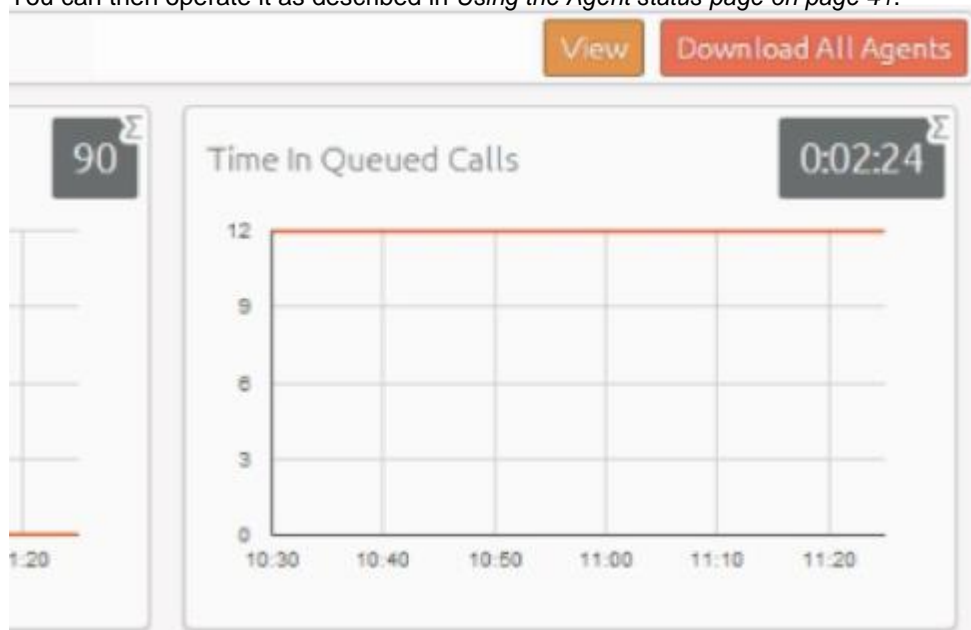
The Agent Status page is used by MLHG members to view information on the current activity of the Queues (MLHGs) that they belong to and, if they are a member of a Premium ACD Queue, manage their Agent State. You can access the Agent Status page of a particular Agent if necessary. For example, you may need to mark an Agent as unavailable if they are not currently available to take calls but have failed to update their Agent State.

The Agent Status page is fully described in *Using the Agent status page on page 41*.

You can access the Agent Status page for a particular Agent using the Agents screen.

- On the Agents panel on the left hand side of the screen, select the radio button that corresponds to your chosen Agent.
- Click the orange **View** pushbutton located in the top right hand corner of the screen.
- The Agent Status page for your chosen Agent will then open.

You can then operate it as described in *Using the Agent status page on page 41*.



Note:

Note that Business Group Administrators cannot view incoming call details for an Agent.

Premium ACD Features

Premium ACD provides several additional features that aid Business Group Administrators in day to day management of their Business Group, including the ability to listen in on or participate in their Agents' calls.

The following sections provide information on each of the additional features that are available to Business Group Administrators who are managing a Business Group using the Premium ACD service level.

Note:

If you have one MLHG nested inside another MLHG, the Pilot number of the nested MLHG will also be a member of the other MLHG. If a call coming in to the 'main' MLHG is hunted to the Pilot Number of the nested MLHG, it will use the service level of the nested MLHG. So, if your main MLHG has the Premium ACD service level but the nested MLHG only uses the Basic ACD service level, you will not be able to use Premium ACD features on this call.

More information on how to manage these features is given in *Managing Premium ACD settings using the Integrated ACD Settings screen on page 46*.

Agent States

Premium ACD provides Business Group Administrators with the ability to configure a number of Agent States that your Agents can use to indicate their current availability. Alongside this, there are a number of Agent States that are set automatically, for example if an Agent is in a call. This allows Business Group Administrators to see how many of the Agents in the Queues that they manage are able to take calls and view detailed statistics for Agent availability.

Agent State Types

When Agent States are enabled in a Business Group with the Premium ACD service, Agents can explicitly set their Agent state using a drop-down on the Agent Status page and ACD supervisors can view who is available to take calls. In addition, there are a number of Unavailable Agent States that are set automatically when the telephone system detects that an Agent is not available to answer a call.

The Current State drop-down on the Agent Status page enables the Agent to set their status to one of the following:

- ☐ **Available** - Agents in the Available state can answer calls arriving from a Queue.
- ☐ **Unavailable** - Agents in an Unavailable state cannot answer calls arriving from a Queue. However, they are still able to answer direct-dial calls.

As Agents may be unavailable for a number of reasons, Premium ACD allows you to configure up to 30 unavailability reasons that Agents can choose from when moving to an Unavailable state. Each of these gives a different reason as to why an Agent is not currently able to take calls.

For example, you can configure unavailability reasons that indicate an Agent is at lunch or in a meeting.

However, in certain circumstances, the Agent State will be set automatically to one of the following values, which are listed here in decreasing order of precedence.

- **Wrap-up state** - If wrap-up is enabled in the Queue, the Agent is automatically moved into wrap-up state when they finish a call that arrived via a Queue. For more information on wrap-up, see *Wrap-up and Disposition Codes on page 43*.
- **Logged Out** - This Agent State is displayed when an Agent is logged out of all the Queues of which they are a member but is not in wrap-up or a custom unavailable state.
- **Line Not Ready** - This Agent State is displayed when an Agent is logged in to a Queue but their telephone line is not ready to receive calls (for example, it is an unregistered SIP line), and the Agent is not in wrap-up or a custom unavailable state.
- **DND** - This Agent State is displayed when an Agent is logged in to a Queue but has turned on their MetaSphere CFS Do Not Disturb (DND) call service, and is not in wrap-up or a custom unavailable state.

You should note that an Agent would not be moved into the **DND** state if they use phone-side DND (if integrated DND is not enabled for the Agent) or turn on DND through MetaSphere EAS Easy Call Manager or Incoming Call Manager.

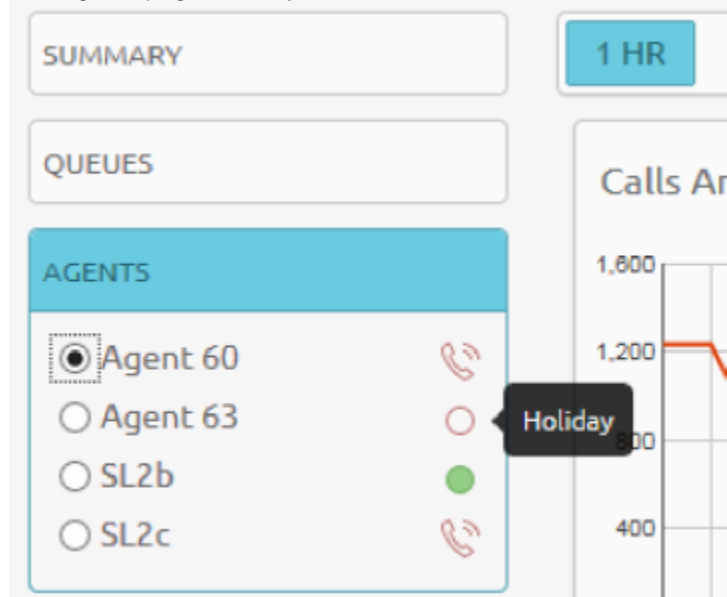
- **In a call**. This Agent State is displayed when an Agent is in a call but would otherwise be available. This can be any type of incoming or outgoing call, and not just calls received through a Queue. The Agent will be moved into the **In a call** state as soon as their phone starts ringing. However, if you are using the Monitor / Whisper / Barge-in (MWB) feature of Premium ACD, the Agent only becomes eligible for MWB once the call is connected. The icons used on the Agent dashboard will distinguish between an Agent who is **In a call** because their phone is ringing and an Agent who is actively handling a call and therefore eligible for MWB. MWB is described fully in *Monitor / Whisper / Barge-In on page 44*.

If an agent in state **Available** has enabled phone-side DND without integrated DND then MetaSphere CFS will continue to offer calls to them, which the phone will reject. Each time this happens, the agent will be shown as **In a Call** (note - not **DND**) for 30 seconds following the failed call attempt, during which time they will not be offered any further calls. At the end of the 30 seconds, their state will return to **Available** and the agent will become eligible to be offered new calls again. Agents in these states cannot receive calls arriving from a Queue. While Agents cannot set these automatic Agent States using the drop-down on the Agent Status page, they will be able to see when they have been moved into one of these states and can then choose to select a custom unavailable state instead should they wish. An Agent will not be able to select the Available state if they are logged out, are in a call or have turned on DND. They will automatically move from one of these Agent states to the Available state when their status changes, for example they log back in to a Queue, turn off DND or hang up a call.

You can enable or disable Agent States for your Business Group using the Settings screen. For more information, see *Managing Premium ACD settings using the Integrated ACD Settings screen on page 46*.

Viewing Agent States

The Agents page allows you to see a real-time indication of the state of each Agent in the Queues that you manage.



The icons to the right of the Agent's name are used to indicate each Agent's current state. The tooltip provides more information about the Agent's state, for example it will display the custom unavailability reason selected by an Agent who is unavailable for calls.

The following icons are used:



- This icon indicates that this Agent is in an **Available** state and can receive calls.



- This icon indicates that this Agent is in an Unavailable state and cannot currently take calls arriving from a Queue.

However, they may still be able to answer incoming direct-dial calls. This icon will pulse if the Agent is currently in the wrap-up state.

The tooltip will display **In a Call** if the Agent's phone is currently ringing but they have not yet answered the call.

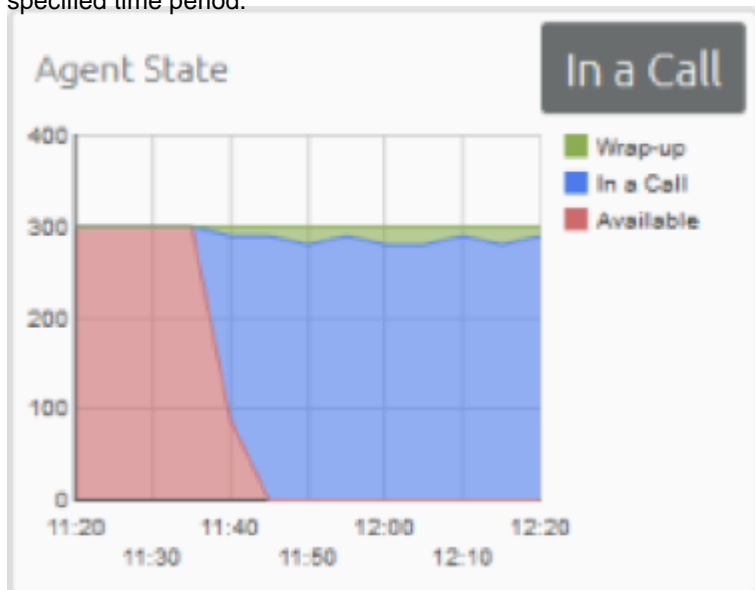


- This icon indicates that this agent is in a connected call. This icon will pulse if the Agent is unavailable because they are in the wrap-up state.

The Agent may not be in a call that arrived via one of their Queues. For example, this icon will be used and the tooltip will show that this Agent is **Logged Out** if the Agent has logged out of all their Queues but is on a direct-dial call.

You can also see an Agent's current state in the top right hand corner of the **Agent State** statistic graph, as shown below.

This graph displays the time spent in each of the Agent States, including the automatic unavailability states, for the specified time period.



Statistics are generated to allow Business Group Administrators to see how long agents have been spending in each Agent State. These statistics are available through the Queues and Agents screens and are described in *How to access Integrated ACD statistics on page 2*.

Wrap-up and Disposition Codes

Premium ACD allows Business Group Administrators to enable the wrap-up state and disposition codes for the Queues that they manage. The wrap-up state marks Agents as unavailable while they carry out any clerical work related to a completed call, while disposition codes are used by Agents to indicate how a call was resolved.

Wrap-up state

Wrap-up state is an Agent State that your Agents will enter immediately after completing a customer call. While in wrap-up state, Agents should carry out any work related to the completed call. If wrap-up has been enabled for a Queue, Agents are automatically put into wrap-up state after ending a call that has arrived through that Queue. Agents are unavailable for further calls from the Queue while in this state, allowing them time to resolve any issues coming out of the call. You can choose to allow Agents to exit wrap-up state manually or require them to choose a disposition code to indicate how the call was resolved. For more information on disposition codes, see *Disposition Codes on page 43*.

You can configure a wrap-up timer so that Agents can only spend a limited amount of time in wrap-up state. The Agent will see the timer counting down on the Agent Status page. When the wrap-up time expires, the Agent will automatically exit wrap-up state. If you have configured your Call Center to use mandatory disposition codes, a wrap-up timed out disposition code will automatically be entered. The Agent's state will normally then be shown as Available and they will be able to receive calls, unless they have carried out another action that would automatically set their Agent state to Unavailable, for example, if they have logged out of the Queue, have set Do Not Disturb on their line, or are now in a call. For more information on Agent states, see *Agent States on page 41*.

You can enable wrap-up for a Queue and set the wrap-up timer using the Settings page. For more information, see *Managing Premium ACD settings using the Integrated ACD Settings screen on page 45*.

Disposition Codes

Premium ACD allows you to configure up to 30 disposition codes that each correspond to a possible resolution to a customer call. Agents can assign one of these codes to each call that they complete, allowing you to easily see whether calls are being dealt with satisfactorily and identify any recurring problems.

You can choose to enable or disable the use of disposition codes for each Queue that you manage. Additionally, you can decide whether Agents must assign a disposition code to a completed call before being able to handle any more calls. You can enable or disable disposition codes for your Queues and configure new codes using the Settings page. For more information, see *Managing Premium ACD settings using the Integrated ACD Settings screen on page 46*.

Statistics

Premium ACD generates statistics to show the average time that Agents have been spending in the wrap-up state, giving you a clear indication of how much time is being taken carrying out clerical duties after a call has been completed. You can view the average wrap-up time for each Agent or for all Agents in a Queue.

Additionally, you can see how many calls are being assigned each disposition code, giving you useful information on how your Agents are dealing with calls and helping you identify patterns that may indicate an issue with your service. Again, you can view this statistic for an individual Agent or for all Agents in a Queue.

These statistics are available through the Queues and Agents screens and are described in *How to access Integrated ACD statistics on page 2*.

Monitor / Whisper / Barge-In

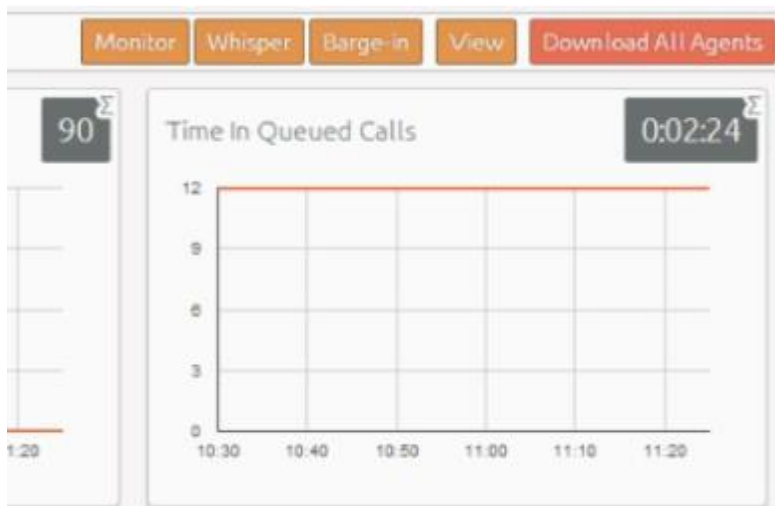
Premium ACD allows Business Group Administrators to listen in on their Agents' calls undetected, talk to an Agent during a call without the customer hearing, or fully participate in an ongoing call and speak to all parties. This applies to all calls made or received by the agent's line, such as those made by the agent to call back a previous caller, and not only those received by a caller coming through the ACD queue.

A list of the Agents that are logged in to the Queues that you manage is shown on the left hand side of the Agents screen.

The following phone icon will be displayed for any Agents that are currently in an active call and therefore eligible for Monitor / Whisper / Barge-In. The agent's current availability state is displayed in the tooltip. See *Agent States on page 4* for more details on Agent States.

If you select the radio button next to an Agent that is currently in an active call, three pushbuttons will appear at the top of the screen, giving you the choice of three possible actions.

- **Monitor** - listen in on the existing call between the selected Agent and the customer.
- **Whisper** - speak to or advise the selected Agent during the call, without the customer hearing.
- **Barge-In** - fully join the call, speaking to both the selected Agent and the customer.



Monitor, Whisper and Barge-in pushbuttons

Once you click any of these pushbuttons, your phone will ring and you will be connected to the Agent's call on answering. When you are in an Agent's call, you can continue to use the pushbuttons to change your level of participation. For example, if you are listening in on a call using the **Monitor** pushbutton and decide that you want to offer an Agent some advice without the customer hearing, you can simply click the **Whisper** button.

Note:

Note that invoking the Whisper action will result in a brief loss of audio that will affect the customer. We recommend that you only invoke the Whisper action during a break in conversation between the Agent and customer to minimize any impact on the customer's experience.

You can only use the Monitor, Whisper and Barge-In actions to participate in an Agent's call if:

- the Agent is a member of the Business Group and department that you manage or any of its subdepartments
- the Agent is a member of at least one Premium ACD Queue.

Managing Premium ACD settings using the Integrated ACD Settings screen

The Premium ACD service level provides several advanced supervisory features for Business Groups and Queues, including Agent States and Disposition Codes. Business Group Administrators can manage settings for these additional features using the Integrated ACD Settings screen.

Before you begin

You must be managing at least one Queue that is using the Premium ACD service level.

About this task

This task describes some of the typical actions you may need to carry out when managing the advanced features available in Business Groups and Queues using the Premium ACD service level.

- ☐
- ☐ Enabling or disabling simultaneous login to multiple MLHGs that require explicit login.
Enabling the use of agent states for a business group.
Adding or removing custom unavailability agent states. Note that you should not remove any custom unavailability agent states which are currently being used by your agents.
- ☐ Enabling or disabling the use of the 'wrap-up' state and disposition codes for a specific Queue, including configuring a wrap-up timer if you want to limit the amount of time an Agent can spend in the Wrap-Up state.
- ☐ Mandating the use of disposition codes by agents in a specific Queue.
- ☐ Adding or removing disposition codes.

Opening the Integrated ACD Settings page

You can access the Integrated ACD Settings page by clicking on the **Settings** box on the left of the Summary screen.

Enabling or disabling simultaneous login to multiple Queues

You can choose to allow Agents in this Business Group to be logged in to more than one Queue that requires explicit login. If this setting is disabled, Agents will be automatically logged out of a Queue that requires explicit login if they try to log in to another.

Note that this setting does not affect Queues which do not require explicit login. Agents are always allowed to be logged in to more than one of these Queues simultaneously.

Detailed procedure

1. To enable or disable simultaneous login to multiple Queues, check or uncheck the box marked **Allow simultaneous login to multiple MLHs** as appropriate.
2. Click the **Save** pushbutton in the top right hand corner of the Settings page to confirm your changes.

Enabling or disabling agent states

You can enable or disable the use of agent states for all Queues in this Business Group. For more information on agent states see [Agent States on page 41](#).

Enabled as appropriate.

Click the **Save** pushbutton in the top right hand corner of the Settings page to confirm your changes.

1. To enable or disable agent states, check or uncheck the box marked **Agent States -**
- 2.

Adding or removing unavailability reasons

You can add up to 30 additional unavailability reasons that can be used by Agents to indicate why they are currently unable to take calls arriving via any of their queues.

You can also amend or remove any existing unavailability reasons. However, you should be aware of the following impacts of doing this.

- ☐ The statistics that are generated for agent states are tracked by the number that they hold in the list, rather than the name given to them. If you move an unavailability reason to another position in the list, the historical statistics will stay associated with the number and will be assigned to any unavailability reason that you put in its place. If possible, you should avoid changing the position of unavailability reasons in the list to prevent states becoming associated with the wrong historical statistics.
- ☐ You must be very careful not to remove any unavailability reasons which are currently being used by your Agents. If you do this, then your Agents will be shown as Available because the Agent Dashboard cannot display the appropriate Unavailable state. Additionally, the graph displaying the usage of the Agent States will have a set of Agent states with no associated name. You can see whether an Unavailability state is in use by viewing the Agent State graph on the Supervisor Dashboard.

Note that Agent States must be enabled before you can add or remove any unavailability reasons.

Detailed procedure

1. To add a new unavailability reason, type its name into the field labeled **Start typing to add another unavailable state** at the end of the list.
2. To remove an unavailability reason, delete the text and leave the field blank. As stated above, you must be confident that no Agents are using this unavailability reason.
3. Click the **Save** pushbutton in the top right hand corner of the Settings page.

Enabling the wrap-up state for a Queue

The wrap-up state is an Agent State that your Agents will enter immediately after completing a customer call. While in the wrap-up state, Agents should carry out any work related to the completed call. For more information on the wrap-up state, see *Wrap-up and Disposition Codes on page 43*.

Note that Agent States must be enabled before you can enable the Wrap-Up state for a Queue. You should decide if you want to configure a wrap-up timer to limit the amount of time an Agent can spend in wrap-up state. Once this time limit expires, the Agent will automatically be moved into the Available Agent State, unless they have logged out of all their Queues, set their phone to Do Not Disturb, or are already in another call. You should decide whether you want to configure any disposition codes for Agents to use to indicate how a call was resolved. If you do want to configure disposition codes, you should also decide whether Agents must assign a disposition code to a call before they are able to leave the wrap-up state.

If you configure mandatory disposition codes and a wrap-up timer, a wrap-up timed out disposition code will automatically be applied if the wrap-up timer expires before an Agent has assigned a disposition code.

Detailed procedure

To enable the use of the wrap-up state for a Queue, find your chosen Queue on the **Settings** page and check or

1. uncheck the box marked **Use 'Wrap-Up' state** as appropriate.
If you have enabled the use of wrap-up state, you will see the following additional fields where you can set a
2. maximum time that an Agent can spend in the wrap-up state before they are automatically moved back to an Available state. To configure a maximum time:
 - Tick the **Use a maximum Wrap-Up time** checkbox.
 - Enter the length of time, in seconds, in the input box.

If you decided that you wanted to add disposition codes, type one of

3. your chosen codes into the empty field underneath the **Disposition Codes** heading. Once you begin typing in the empty field, another field will appear underneath. Enter your second chosen code into this new field, and so on until you have entered all of your chosen codes.
4. If you decided that Agents must assign a disposition code to a call before leaving wrap-up state, ensure that the **Required** checkbox above the list of disposition codes is checked.
5. Click the **Save** pushbutton in the top right hand corner of the Settings page to confirm your
6. changes.

Adding or removing disposition codes

You can add up to 30 additional disposition codes that can be used by Agents to indicate how a call was resolved. You can also remove any existing disposition codes.

Note that Agent States and the wrap-up state must be enabled before you can configure disposition codes.

Note also that if you have configured a wrap-up timer, a `Wrap-up timeout` disposition code will automatically be created. This disposition code will be used when an Agent is automatically returned to the available state because the wrap-up timer expires before the Agent has entered a disposition code. This disposition code cannot be deleted.

Detailed procedure

1. To add a new disposition code, type its name into the empty field at the end of the list.
2. To remove a disposition code, delete the text and leave the field blank.
3. Click the **Save** pushbutton in the top right hand corner of the Settings page to confirm your changes.

Note:

The statistics that are generated for disposition codes are tracked by the number that they hold in the list, rather than the name given to them. If you move a code name to another position in the list, the historical statistics will stay associated with the number and will be assigned to any code name that you put in its place. If possible, you should avoid changing the position of disposition codes in the list to prevent codes becoming associated with the wrong historical statistics.

Results

You have made and confirmed any changes to the settings for Premium ACD features.

**For additional assistance, please contact
FirstLight at 888-832-4976.**