

Overview

The Portal can generate custom call queue reports. These reports provide a graphical overview of Call Center Statistics over a given period of time. They can cover the entire Call Center, queues, or individual agents. This granularity enables Call Center Supervisors to easily monitor their Call Center.

There are 5 types of Call Center Reports: Queue Stats, Agent Stats, Agent Availability, Dialed Number Stats, & Abandoned. This article covers each of these reports in detail as well as the common features.

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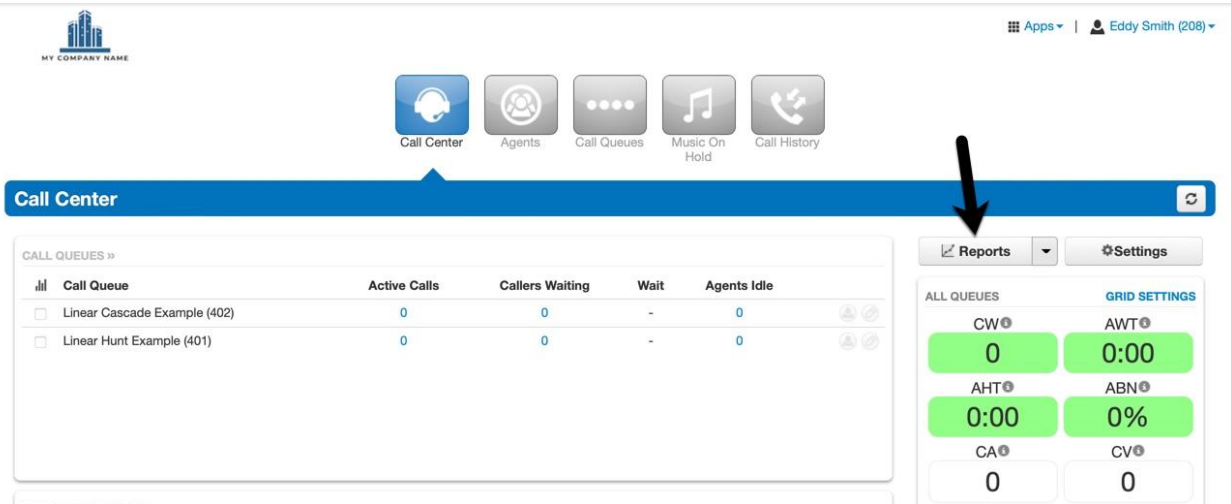
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Call Center Reports

General Configuration

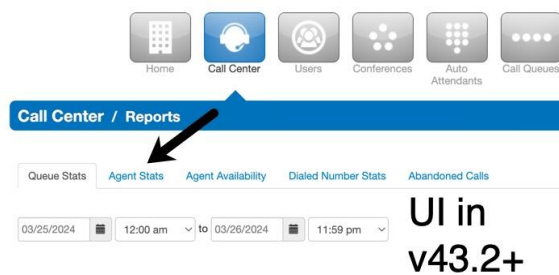
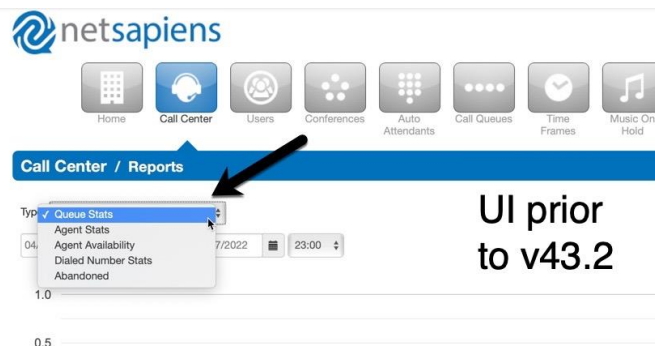
This section provides an overview of the Reports page. Basic configurations are consistent between all types of Call Center Reports.

1. As a Call Center Supervisor, click on the **Reports** button.



2. The resulting page will include five tabs for the types of **Call Center Reports**: Queue Stats, Agent Stats, Agent Availability, Dialed Number Stats, & Abandoned Calls.

Navigate to the **Portal > Call Center > Reports**. Prior to SNAPsolutionv43.2, reports are listed in a dropdown selection tool. Starting in v43.2 and moving forward, reports are listed as tabs.

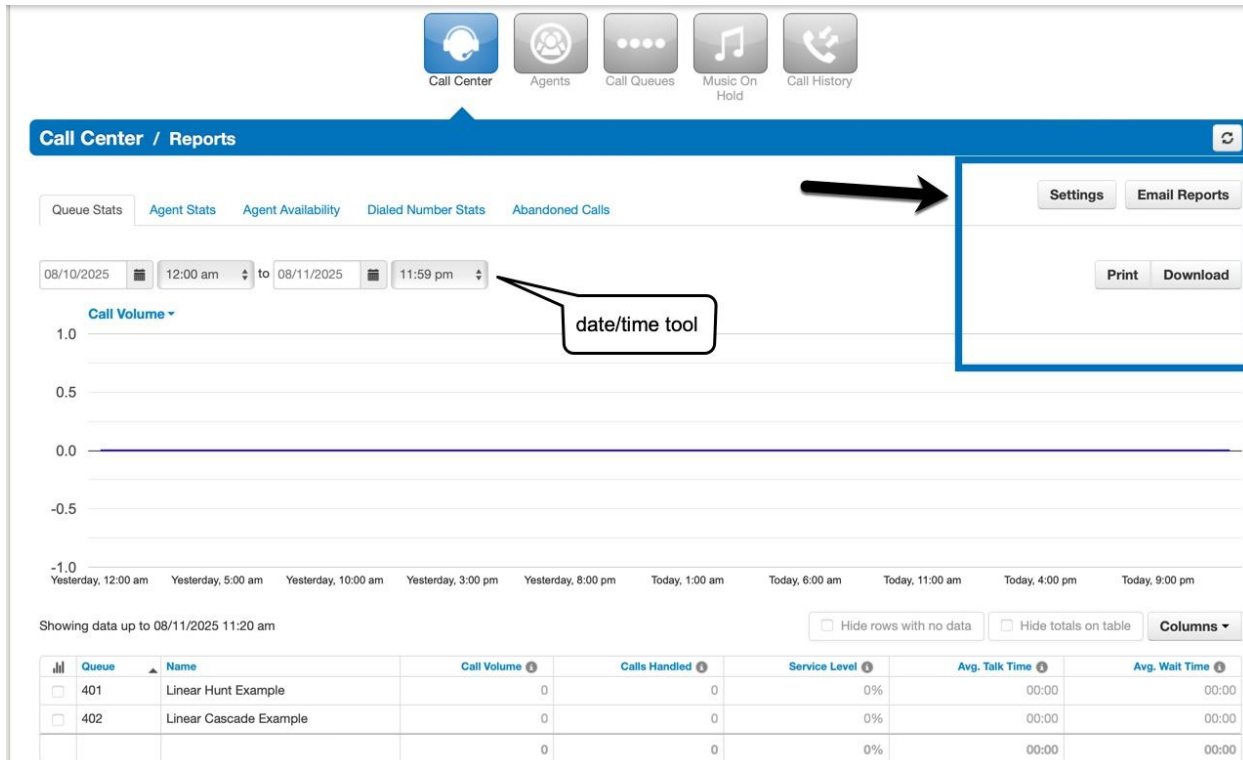


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3. Here are the general configurations available on the above reporting tabs:



Date/Time Tool: This is the reporting time period. Use the calendar tool to select a date and the dropdown to select a time period. The report's output is based on the data between these two selected dates and times. The reporting data will begin at the first date and time **TO** (through) the second date/time.

Settings: This opens a modal with 2 tabs, "General" (for modifying the Service Level Agreement time for that [statistic](#)) & Custom Statuses ([add a custom status](#) that can be applied to agents).

Email Reports: This opens a tool to send a particular type of report on a configured schedule. Select one or more. The types of reports are Summary (which is a summary of the following reports in this list), Call Queue, Agent, and Dialed Number. These options are explained in more detail later in this article.

Print: This opens a print dialog box and will print the Calls report that is currently on screen. Utilize the "print to PDF" feature available in most print dialogs to save the report as a file instead of printing to paper.

Download: This button downloads the report that is displayed on the screen. Starting in v43.2, the report is downloaded as-is and not regenerated first. The downloaded file will be named according to the type of report selected and the reporting time period. For example, a Queue Stats report download with no time selected and the dates from 3/31/2022 to 4/1/2022 would look like this: queueReport_03_31_2022_00_00_00-04_01_2022_00_00_00.csv

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Call Center Reports

Types of Reports

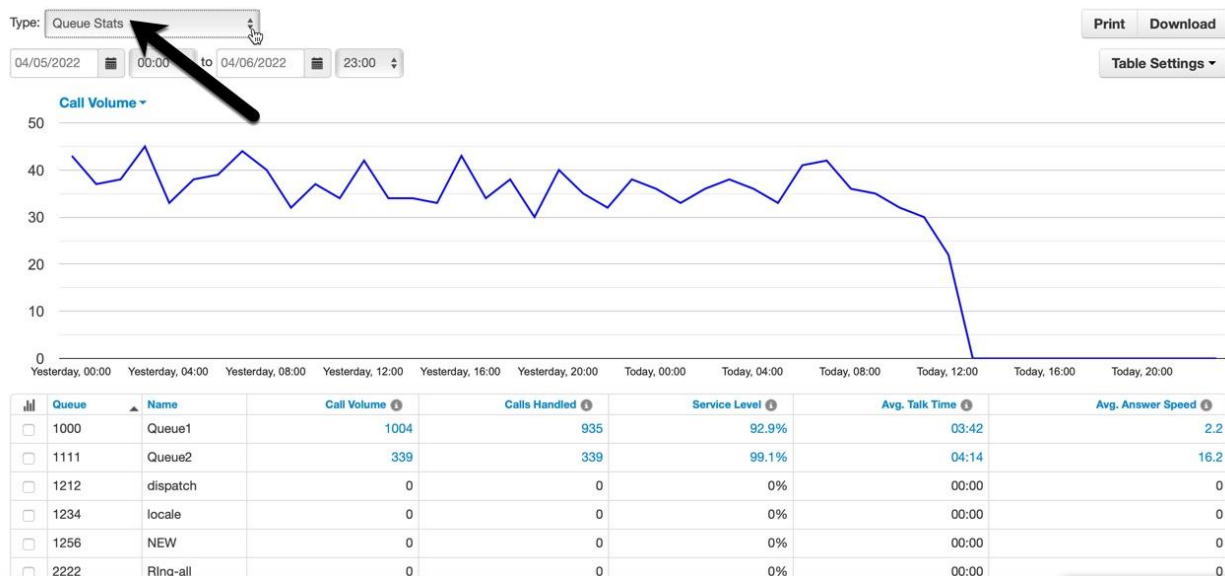
There are five types of Call Center Reports: Queue Stats, Agent Stats, Agent Availability, Dialed Number Stats, & Abandoned Calls. This section explains them in more detail.

Queue and Agent Stats May Differ (CH and AST)

Queue stats are measured from when a call reaches the queue. Agent stats are measured from when a call is dispatched. Because of these differences, Queue and Agent Calls Handled (CH) and Assisted Calls Handled (AST) may not match.

Queue Stats

The **Queue Stats** report allows supervisors to view specific attributes on a queue-by-queue basis such as call volume, calls handled, abandoned calls, average wait time, and much more.



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Here are the configurable attributes available within a Queue Stats report. Select or deselect them in Table Settings to show or hide. Optionally, select to "hide rows with no data".

Stats	Definition
Volume (VOL)	Number of calls originating through a Call Queue. Includes answered calls, abandoned calls, forwards, and voicemail.
Calls Handled (CH)	Number of calls answered by agent originating through a Call Queue. The call must also terminate with the agent to be counted as a call handled. CH queue stats may differ from CH agent stats.
Calls Offered (CO)	Number of calls that reached the queue to be dispatched to agents. Includes abandoned calls. Excludes forwards and voicemail.
Adjusted Calls Offered (ACO)	Adjusted number of calls that reached the queue. Excludes calls abandoned in less than 10 seconds. (Calls Offered CO) - (Adjusted Abandoned Calls AAC)
Voicemail (VM)	Number of calls handled by the automated voicemail system.
Forward (FWD)	Number of calls forwarded to another queue or off-net phone number for handling. Includes forwarded calls to voicemail.
Average Talk Time (ATT)	Average number of minutes spent by agent talking per call, on calls originating through a Call Queue. Excludes hold time.
Assisted Calls Handled (AST)	Number of calls answered and then forwarded to another agent. AST queue stats may differ from AST agent stats.
Average ACW Time (ACW)	Average time an agent spends between the end of a call and submitting call disposition. This metric is only applied to agents using Single Call Mode.
Callbacks (CB)	Number of calls that requested a callback rather than waiting in the queue.
Average Hold Time (AH)	Average time a caller spends on hold with an agent. Excludes waiting time in the Call Queue.

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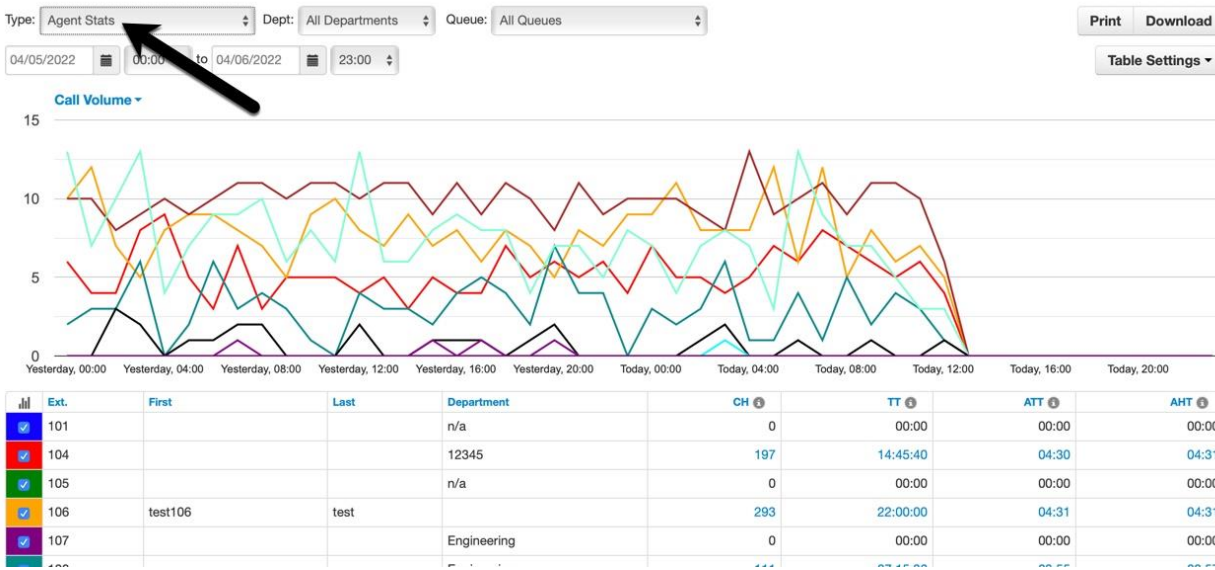
Stats	Definition
Service Level (SL)	The ratio of calls meeting the configurable service level agreement.
Percent Dial Transfers (DT)	Percentage of calls that landed in the queue and were offered to an agent.
Abandoned Calls (AC)	Number of calls that abandoned the queue before being answered by an agent.
Adjusted Abandoned Calls (AAC)	Adjusted number of calls that abandoned the queue. Excludes calls abandoned in less than 10 seconds. (Abandoned Calls) - (Number of calls abandoned in less than 10 seconds)
Abandon Rate (AR)	Percentage of calls offered that were abandoned before being offered to an agent. (Abandoned Calls AC) / (Calls Offered CO)
Adjusted Abandon Rate (AAR)	Percentage of calls offered that were abandoned in under 10 seconds. (Adjusted Abandoned Calls AAC) / (Adjusted Calls Offered ACO)
Average Handle Time (AHT)	Average time an agent spent on a call. Includes Talk Time (TT), Hold Time (AH), and Disposition Time (ACW).
Average Wait Time (AWS)	Average number of seconds a caller spent in the selected queue before being dispatched to an agent. If none selected, total for all queues will be displayed.
SMS Volume (SMS_VOL)	Number of SMS sessions handled through a Call Queue. Available in Portal v40 and higher.
SMS Average Handle Time (SMS_AHT)	Average time an agent spent handling an SMS session from the queue, starting from the moment they accept the message until it is terminated. Available in Portal v40 and higher.

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Call Center Reports

Agent Stats

The **Agent Stats** report displays color-coded statistics by agent such as extension, department, talk time, missed calls, and more.



Here are the configurable attributes available within an Agent Stats report. Select or deselect them in Table Settings to show or hide. Optionally, select to "hide rows with no data".

Below is a description of each Agent Stat. Note that all calls to an agent from a Call Queue should be registered as a Call Handled (CH), Assisted Call Handled (AST), or Missed Call (MC).

Stats	Definition
Calls Handled (CH)	The number of calls answered by the agent originating through a Call Queue. CH agent stats may differ from CH queue stats.
Talk Time (TT)	The number of minutes spent by an agent on answered calls originating through a Call Queue.
Average Talk Time (ATT)	Average number of minutes, per call, spent by the agent talking on calls originating through a Call Queue. Excludes hold time.
Assisted Calls Handled (AST)	Number of calls answered and then forwarded to another agent. AST agent stats may differ from AST queue stats.

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Stats	Definition
Average ACW Time (ACW)	Average time an agent spends between the end of a call and submitting call disposition.
Average Hold Time (AH)	Average time a caller spends on hold with an agent. Excludes waiting time in the Call Queue.
Average Handle Time (AHT)	Average time an agent spent on a call. Includes Talk Time (TT), Hold Time (AH), and Disposition Time (ACW).
Missed Calls (MC)	Number of calls originating through a call queue offered to an agent but not answered. This includes multiple attempts if a call loops through all agents, but excludes unanswered simultaneous ring calls.
Outbound Attempts (OATT)	Number of outbound call attempts by an agent. Excludes on-net calls and conference calls.
Outbound Answered (OANS)	Number of outbound calls by agent answered by a remote party. Includes calls answered by voicemail. Excludes on-net calls and conference calls.
Outbound Minutes (OM)	Number of minutes spent by an agent on outbound calls. Includes talk and hold time. Excludes call center calls, on-net calls, and conference calls.
Outbound Average (OAvg)	Average length of time spent by an agent on outbound calls. Excludes call center calls, on-net calls, and conference calls.
Inbound Attempt (IA)	Number of attempted calls inbound to agent. Includes call center calls. Excludes on-net calls and conference calls.
Inbound Answered (IANS)	Number of inbound answered calls to an agent. Includes call center calls. Excludes on-net calls and conference calls.
Inbound Minutes (IM)	Number of minutes spent by an agent on inbound calls. Includes call center calls. Includes talk and hold time. Excludes on-net calls and conference calls.
Inbound Average (IAVG)	Average length of time spent by an agent on inbound calls. Includes call center calls. Excludes on-net calls and conference calls.

Agent Availability in Reports

The **Agent Availability** report displays an agent's availability in a domain or in a department within a domain. It will display the time an agent's status was set to online or set to lunch, etc. during the selected time period.

Managers can utilize this report to quickly see when one agent is available and another agent is not. Hover over a column header's "i" icon to view an explanation about what is displayed in that column.

Starting in v43.2, time in represented by HH:MM:SS instead of fractions.

Offline Agent Considerations

Offline agents are handled differently prior to v43.2 and starting in v43.2 moving forward.

Prior to SNAPsolution v43.2, the system handles an offline agent by logging them out at midnight in the agent's timezone. The next day, the agent's stats should depict that they logged out when they went offline.

Starting in SNAPsolution v43.2, the system will not change an offline agent to logged out. An agent must use the offline/online buttons in order to have accurate LI (logged in) reporting. LI is the logged in time and this has always been the total time the call center agent's status was set to "online". Starting in v43.2 though, an agent has to manually change their status from offline to online when they begin their shift; logging into the portal no longer affects the LI stat. In the case that an agent logs into the portal but remains offline, then the LI stat would not count that time, where previously it did. The agent must remember to select "end shift" or go offline to stop LI tracking. Ending a shift / going offline logs the agent out of all of their call queues.

The best practice for the most accurate stats in any version is to make sure agents are choosing to manually change their status to "online" when they begin their shift and "offline" or "end shift" when they end their shift, rather than simply logging in & out of the portal. Closing a tab does not log an agent out of the portal in any version.

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Call Center Reports

Agent Availability Table

Here are the configurable attributes available within an Agent Availability report. Select or deselect them in Table Settings to show or hide. Optionally, select to "hide rows with no data".

Stats	Definition
Extension	This is the call center agent's extension.
Domain	If managing multiple domains, this shows which domain the call center agent is in.
Department	If a department has been assigned, this is the call center agent's department.
Logged In (LI)	This is the total time the call center agent's status was set to "online". Starting in v43.2, an agent has to manually change their status from offline to online when they begin their shift; logging into the portal no longer affects the LI stat.
Available (AM)	This is the total time the call center agent was available for calls. This includes time logged in / online. It excludes statuses of unavailable such as break, lunch, meeting, web, and other.
Unavailable (UM)	This is the total time the call center agent was not available for calls. Includes time agent has the offline statuses, such as offline, break, lunch, meeting, web, and other. Excludes online / available.
Lunch (L)	This is the total time the call center agent's status was set to "lunch".
Break (B)	This is the total time the call center agent's status was set to "break".
Meeting (M)	This is the total time the call center agent's status was set to "meeting".
Other (O)	This is the total time the call center agent's status is not set to available, break, lunch, meeting, or web. Excludes unavailable status.
Web (W)	This is the total time the call center agent's status was set to "web".

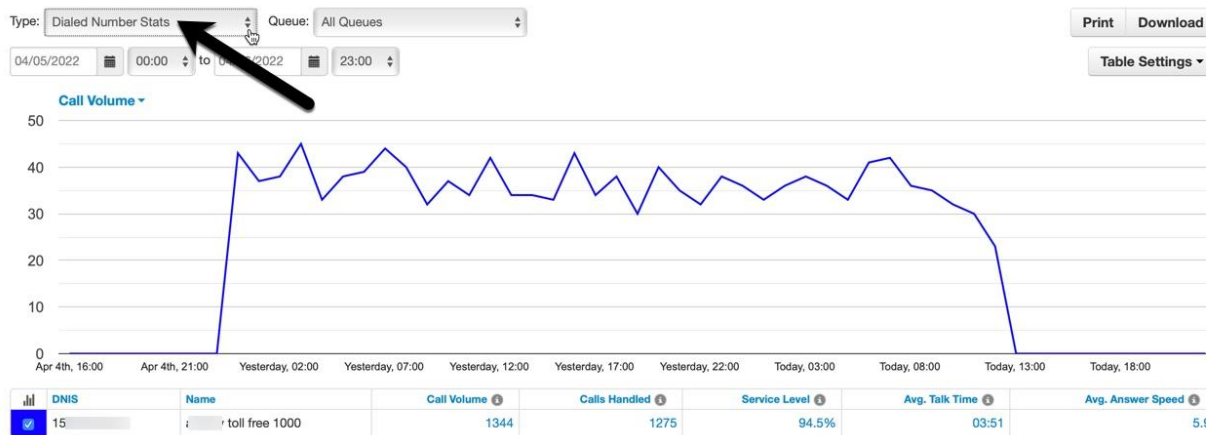
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Dialed Number Stats

The **Dialed Number Stats** report displays information based on the DNIS. DNIS is a telephone service that informs the receiver about a call that the caller dialed. It is a common feature of 1-800 and 1-900 services. When there are multiple 800 or 900 numbers to the same destination, the DNIS identifies which number was called.

Uncheck and check the numbers in the Queue dropdown to graph them individually or as a group. Each number will be automatically color-coded.



Here are the configurable attributes available within a Dialed Number Stats report. Select or deselect them in Table Settings to show or hide. Optionally, select to "hide rows with no data".

Stats	Definition
Call Volume (VOL)	Number of calls originating through a Call Queue. Includes answered calls, abandoned calls, forwards, and voicemail.
Calls Handled (CH)	Number of calls answered by agent originating through a Call Queue.
Calls Offered (CO)	Number of calls that reached the queue to be dispatched to agents. Includes abandoned calls. Excludes forwards and voicemail.
Adjusted Calls Offered (ACO)	Adjusted number of calls that reached the queue. Excludes calls abandoned in less than 10 seconds. (Calls Offered CO) - (Adjusted Abandoned Calls AAC)

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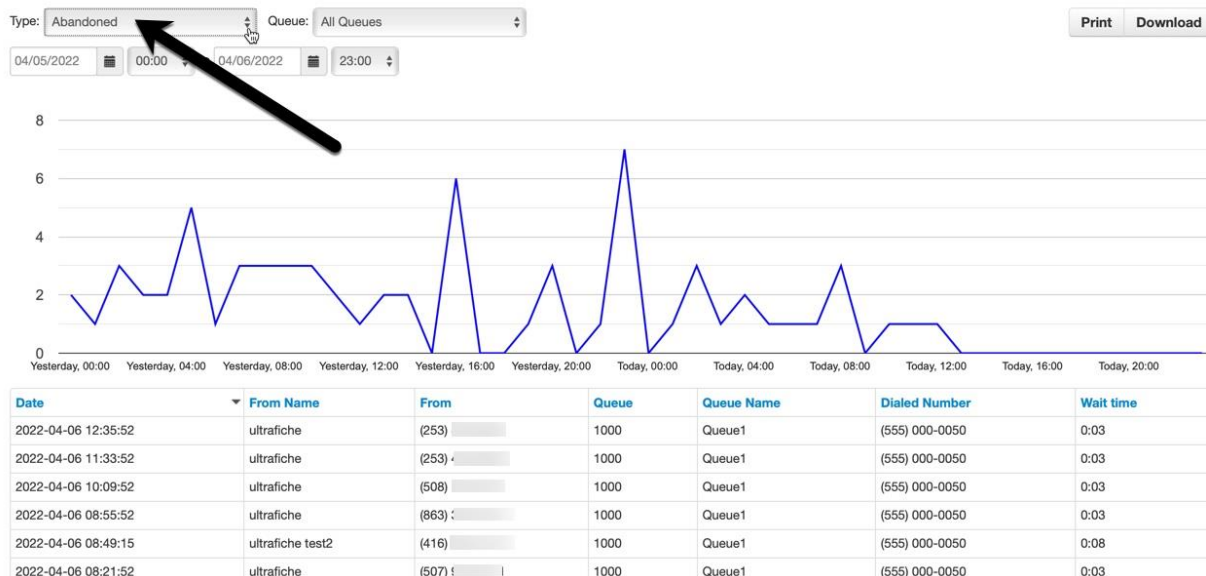
Stats	Definition
Voicemail (VM)	Number of calls handled by the automated voicemail system.
Forward (FWD)	Number of calls forwarded to another queue or off-net phone number for handling. Includes forwarded calls to voicemail.
Average Talk Time (ATT)	Average number of minutes spends per call by an agent talking on calls originating through a Call Queue. Excludes hold time.
Assisted Calls Handled (AST)	Number of calls answered and then forwarded to another agent.
Average ACW Time (ACW)	Average time an agent spends between the end of a call and submitting call disposition.
Callbacks (CW)	Number of calls that requested a callback rather than waiting in the queue.
Average Hold Time (AH)	Average time a caller spends on hold with an agent. Excludes waiting time in the Call Queue.
Service Level (SL)	The ratio of calls meeting the configurable service level agreement.
Percent Dial Transfers (DT)	Percentage of calls that landed in the queue and were offered to an agent.
Abandoned Calls (AC)	Number of calls that abandoned the queue before being offered to an agent.
Adjusted Abandoned Calls (AAC)	Adjusted number of calls that abandoned the queue. Excludes calls abandoned in less than 10 seconds. $(\text{Abandoned Calls}) - (\text{Number of calls abandoned in less than 10 seconds})$
Abandon Rate (AR)	Percentage of calls offered that were abandoned. $(\text{Abandoned Calls AC}) / (\text{Calls Offered CO})$
Adjusted Abandon Rate (AAR)	Percentage of calls offered that were abandoned in under 10 seconds. $(\text{Adjusted Abandoned Calls AAC}) / (\text{Adjusted Calls Offered ACO})$

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Stats	Definition
Average Handle Time (AHT)	Average time an agent spent on a call. Includes Talk Time (TT), Hold Time (AH), and Disposition Time (ACW).
Average Wait Time (AWT)	Average number of seconds a caller spent in the selected queue before being dispatched to an agent. If none selected, total for all queues will be displayed.
SMS Volume (SMS_VOL)	Number of SMS sessions originating through a Call Queue. Available in Portal v40 and higher.
SMS Average Handle Time (SMS_AHT)	Average time an agent spent handling an SMS session, beginning from the moment the message was accepted until it was ended. Available in Portal v40 and higher.

Abandoned

The **Abandoned Calls** report displays Call Center graphs for abandoned calls, organized by individual queues. Time is measured along the x-axis and the number of calls abandoned is measured along the y-axis. All of the abandoned calls for the queue appear below the graph, along with statistics about each individual call.

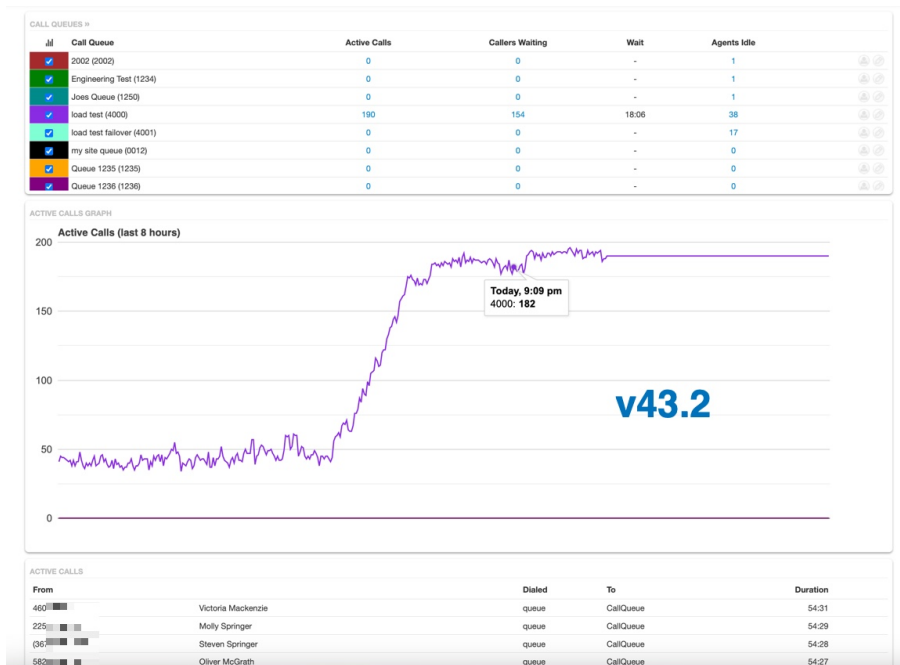
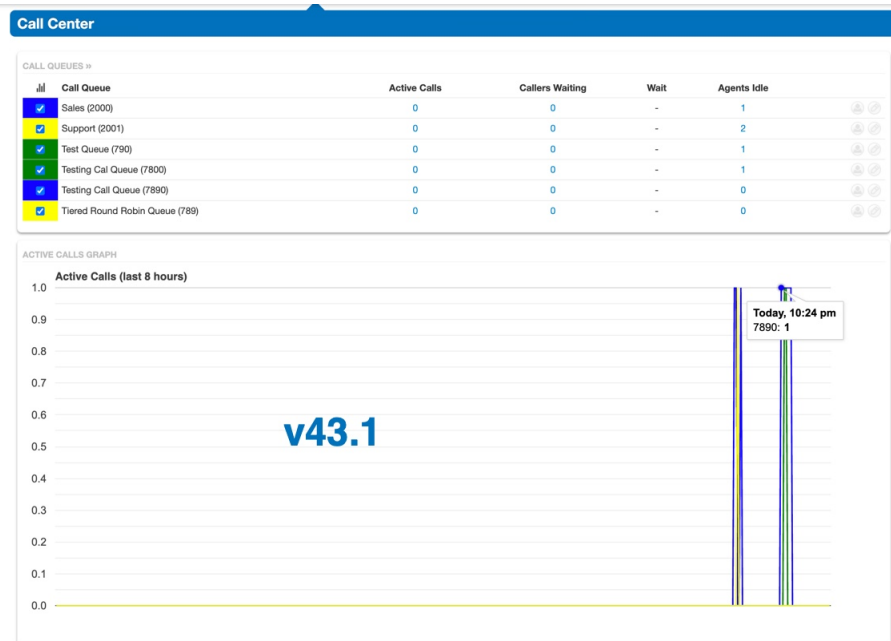


There are no configurable attributes for this report. Table settings are hidden while it is displayed.

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Graphing Tool Enhancements (v43.2+)

The SNAPsolution v43.2 release introduced an enhanced Call Center experience. There is now static color coding, an "active calls" table, accurate representation of date/time filters, an immediate download action rather than regenerative, an accurate LI stat that negates agents who do not go online, and an "end shift" button to encourage agents to go offline.




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Static Color Coding


Call queues are now represented by static colors. Notice in the v43.1 example, the same color may be duplicated between multiple queues; in the v43.2 example, the system automatically assigns each call queue its own unique hue, allowing for easier identification within the graph.

CALL QUEUES »

	Call Queue
<input checked="" type="checkbox"/>	Sales (2000)
<input checked="" type="checkbox"/>	Support (2001)
<input checked="" type="checkbox"/>	Test Queue (790)
<input checked="" type="checkbox"/>	Testing Cal Queue (7800)
<input checked="" type="checkbox"/>	Testing Call Queue (7890)
<input checked="" type="checkbox"/>	Tiered Round Robin Queue (789)

v43.1

CALL QUEUES »

	Call Queue
<input checked="" type="checkbox"/>	2002 (2002)
<input checked="" type="checkbox"/>	Engineering Test (1234)
<input checked="" type="checkbox"/>	Joes Queue (1250)
<input checked="" type="checkbox"/>	load test (4000)
<input checked="" type="checkbox"/>	load test failover (4001)
<input checked="" type="checkbox"/>	my site queue (0012)
<input checked="" type="checkbox"/>	Queue 1235 (1235)
<input checked="" type="checkbox"/>	Queue 1236 (1236)

v43.2

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Active Calls Table

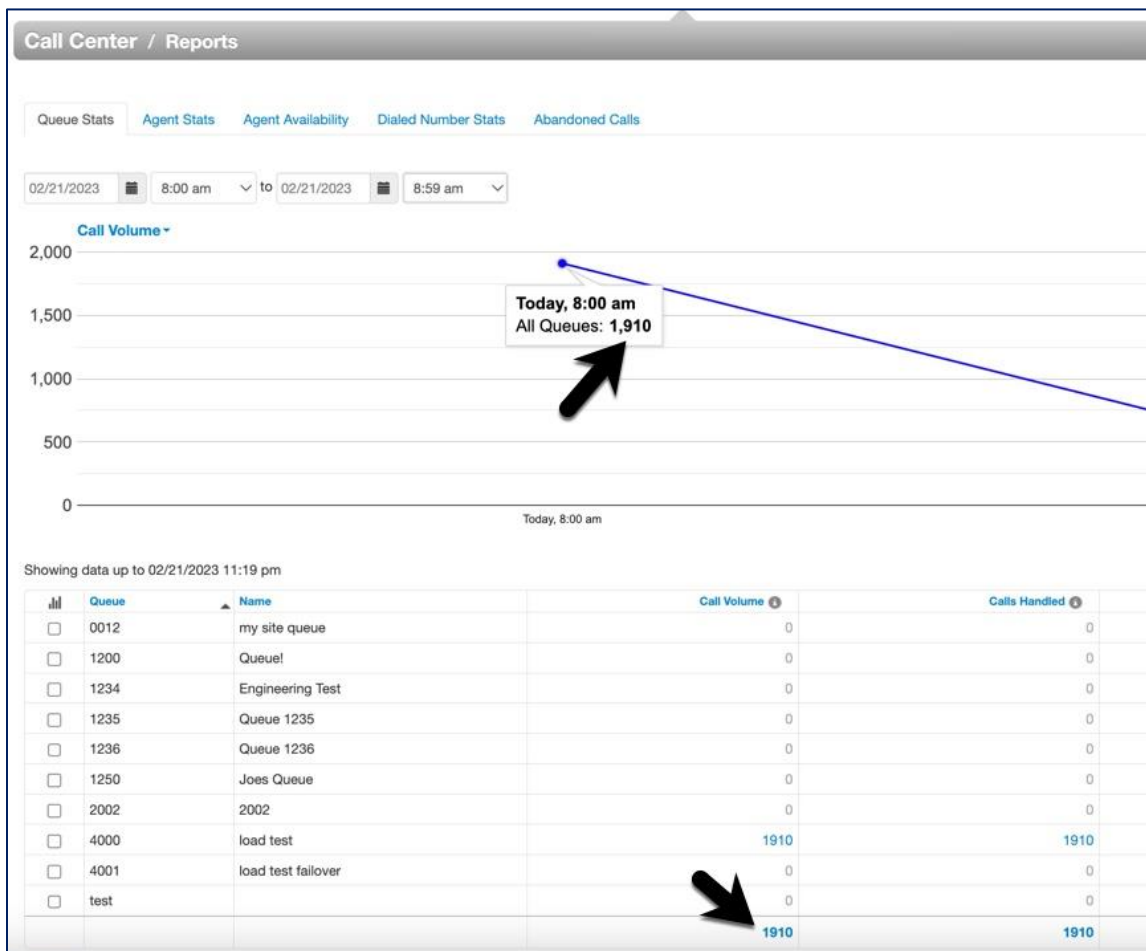
Below the "Active Calls Graph" is an "Active Calls" table. This table lists who the call was from, which call queue they entered, and the duration of their time in the call queue.

From	Dialed	To	Duration
460 Victoria Mackenzie	queue	CallQueue	54:31
225 Molly Springer	queue	CallQueue	54:29
(36) Steven Springer	queue	CallQueue	54:28
582 Oliver McGrath	queue	CallQueue	54:27

Queue Stats Accurately Reflect Date/Time Filters

Table report data previously depicted an entire day of stats. In v43.2, filtering by time and day will now produce the same results in graph form that are represented via the table and increment as expected.

For example, when a single hour of the day is used as a filter, the graph and the table will match and each will depict data from the single hour. In this example shown below, there were 1,910 calls handled in all of the call queues from 8AM - 8:59AM on 02/21/2023. This number is the same in the graph and the table.



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Agent Stats UI

The Agent Stats report depicts times as HH:MM:SS rather than through fractions. For example, prior to v43.2, an agent may have shown 5.6 for vacation rather than 05:37.

Starting in v44.4, this format is uniform throughout the Call Center page (HH:MM:SS, or MM:SS for anything under an hour).

The **print** and **download** buttons pull the data exactly as shown on screen instead of the buttons attempting to regenerate the screen.



Agent Availability Tracking (End Shift & LI Stat)

Prior to v43.2, the system handled an **offline agent** by logging them out at midnight in the agent's timezone. The next day, the agent's stats would depict that they logged out when they went offline. Simply closing a tab does not log an agent out of the portal. This information is not new, but is important to understand for the context of the LI stat change.

In all versions, the best practice for the most accurate stats is to make sure agents are choosing to manually change their status to "online" when they begin their shift and "offline" or "end shift" when they end their shift, rather than simply logging out of the portal.

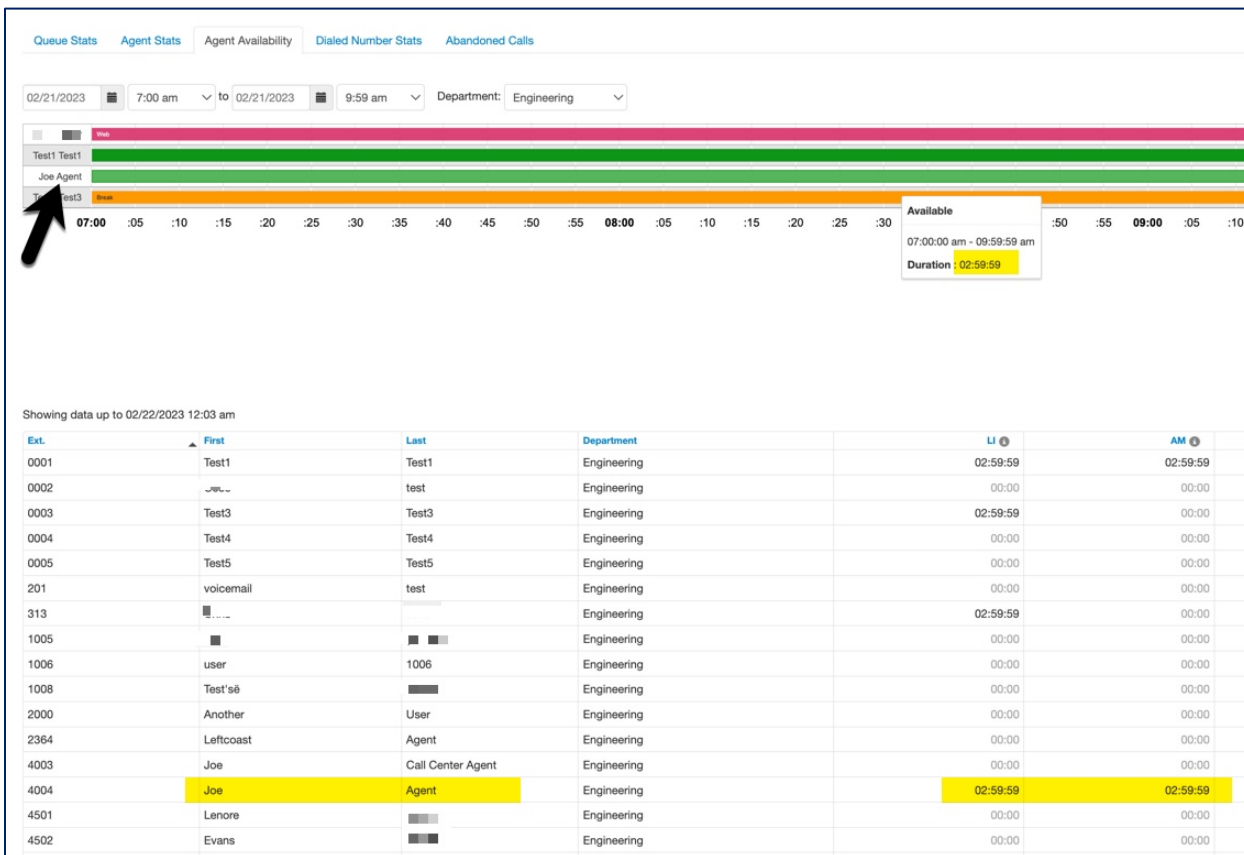
LI is the logged in time and this has always been the total time the call center agent's status was set to "online". Starting in v43.2 though, an agent has to manually change their status from offline to online when they begin their shift; logging into the portal no longer affects the LI stat. In the case that an agent logs into the portal but remains offline, then the LI stat would not count that time, where previously it DID. Likewise, if an agent goes online but closes the tab and forgets to go offline, then the LI stat will continue incrementing. The agent must change their status to online and offline for accurate LI reporting. When an agent is offline (including the "end shift" option), they will be logged out of all of their call queues.

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Off-net agents are still not handled in stats since the system cannot track them.



Filters can be used here to accurately represent the time an agent used a specific status. Agents can still be filtered by department. Agents cannot be filtered by call queue in this report. Use the "Agent Stats" report instead.



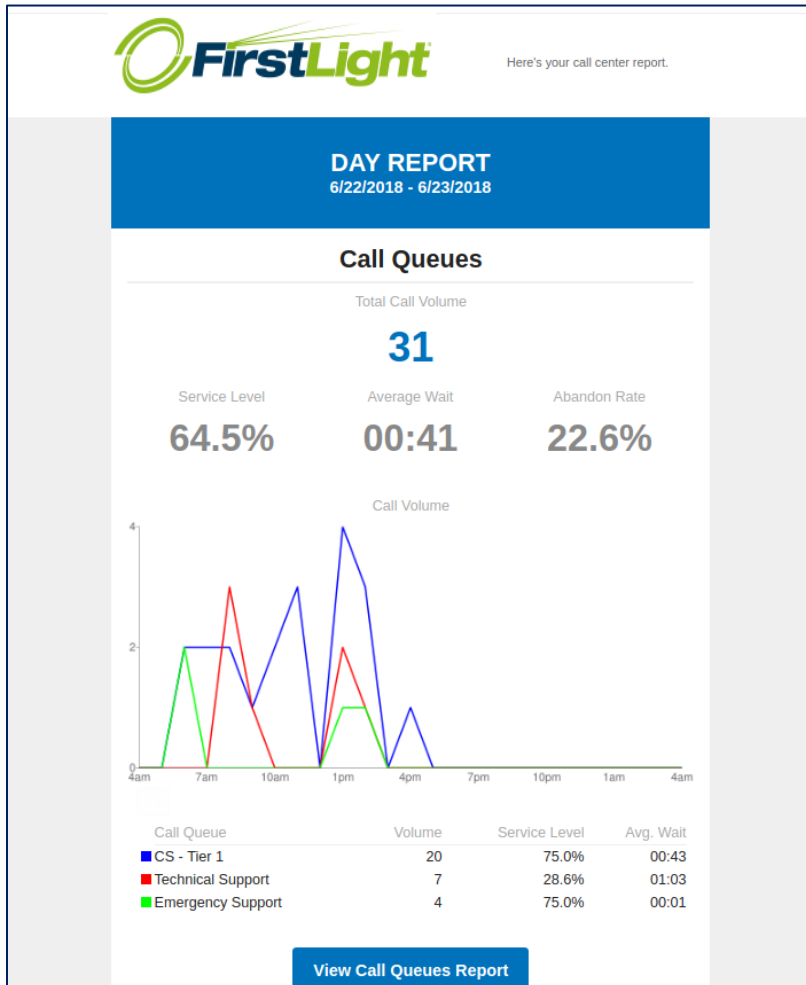
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Email a Report

Report Functionality

Email Reports are always applied directly to the user configuring them. You cannot have more than one Email Report for a given user with a distinct "frequency". For example, you could not apply two weekly email reports to one user.

Call Center Reports can be configured to send to users. Here is an example email:



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Instructions

1. Next to the **Reports** button, click on the dropdown arrow, and select, "Email Reports".
2. The resulting modal is organized into two tabs: **Basic & Advanced** (the latter of which won't be visible until a type of report is selected).

- o Starting with the **Basic** tab, decide what type of report to configure and how often it should be sent. A "Summary" type of report will provide a summary of call queues, agents, and dialed numbers. You can select more than one "Type" and "Frequency" at a time. The frequency of the email can be daily, weekly, and/or monthly. Selecting monthly will open the option for selecting which numerical day of the month. Weekly will open which day of the week. Daily will open which time.
- o Next, in the **Advanced** tab, decide which statistics should be included in the report (see below for a table explaining each of these statistics). Emails are sent to the user who is configuring the report. To send to up to an additional 4 emails, use the "Extra Email Addresses" field in this tab. Select "attach csv data to email" when the reporting data needs to be analyzed in Microsoft Excel or a similar program.

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Example Email Configuration

For example, the Call Center Manager needs a report emailed to her assistant every week to monitor call flow. The manager would set up a "Call Queue" report and set the frequency to "weekly", every Friday at 17:00. In the advanced tab, she would select "Calls Handled", type in her assistant's email address, and check the box for a .csv file. Every Friday at 5PM, the manager and her assistant will receive an email with the number of calls handled that week along with the values in an attached file, starting from 5:01PM the Friday before.

Email Reports [Close]

Basic | **Advanced**

Select your report types and the frequency they are sent.

Types ⓘ

- Summary
- Call Queue
- Agent
- Dialed Number

Frequency ⓘ

- Monthly
- Weekly
- Daily

Reports include data up to the email send time.

Weekly Send Day ⓘ

Send Time ⓘ

[Close] [Next]

Email Reports [Close]

Basic | **Advanced**

Customize your reports and add more recipients.

Statistics for Call Queues ⓘ

- Call Volume
- Calls Handled
- Calls Assisted
- Calls Offered
- Adjusted Calls Offered
- Voicemail

Hold Ctrl/CMD or Shift to select multiple.

Extra Email Addresses ⓘ [Add]

Attach CSV data to Email

[Close] [Back] [Save]

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Statistics for Call Queues (Advanced Tab)

The following table explains the statistics that are available to select when configuring email reports.

Call Volume	Number of calls originating through a Call Queue. Includes answered calls, abandoned calls, forwards (FWD and AST), and voicemail.
Calls Handled	Number of calls answered by agent originating through a Call Queue.
Calls Assisted	Number of calls answered and then forwarded to another agent.
Calls Offered	Number of calls that reached the queue to be dispatched to agents. Includes abandoned calls. Excludes forwards and voicemail.
Adjusted Calls Offered	Adjusted number of calls that reached the queue. Excludes calls abandoned in less than 10 seconds. (Calls Offered CO) - (Adjusted Abandoned Calls AAC).
Voicemail	Number of calls handled by the automated voicemail system.
Time Talking	The number of minutes spent by an agent for all calls.
Average Talk Time	Average number of minutes spent by agent talking per call, on calls originating through a Call Queue. Excludes hold time.
Average Hold Time	Average time a caller spends on hold with an agent. Excludes waiting time in the Call Queue.

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Delete an Email Report Configuration

To deselect (which will also delete) a configured email report, follow the steps below.

1. Log in to the Portal as the user that owns the email report (masquerading is also an option).
2. Navigate to the Call Center and go to "Email Reports".
3. In the **Email Reports** modal, uncheck all boxes (as in the screenshot below) to get rid of all email reports and click the **Save** button. Alternately, uncheck specific types of reports, or uncheck a frequency. Deselecting an option and saving your choice will effectively "delete" the configuration going forward.

Email Reports ×

Basic

Select your report types and the frequency they are sent.

Types ⓘ

- Summary
- Call Queue
- Agent
- Dialed Number

Frequency ⓘ

- Monthly
- Weekly
- Daily

Reports include data up to the email send time.