



Vuesion Reporting

User's Guide

This guide represents the description of the Vuesion Reports including Contact Center reporting

02/2016 Revision V10

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1 COMPUTER CONSIDERATIONS

1.1 PC Requirements

- Minimum requirements for your computer should include:
 - 2 GB of RAM minimum depending on the OS used
 - 100 MB Ethernet
 - For Agents, 500 MB of free hard drive space
 - For Supervisors, 1 GB of free hard drive space
 - Processors: Intel Celeron, Pentium, iCore, Xeon or AMD
- Requires Windows .NET framework installation
- The Vuesion client software operates on Windows™ XP Pro and Windows™ 7 and Windows™ 8

1.2 Performance Requirements

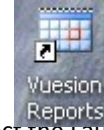
- A constant network connection from the client PC to the Vuesion Server is required for normal operation.
- Verify that the connection speed to the Vuesion Server is adequate (simple network ping test of 10 ms or below).
- Verify that the client's computer is operating at acceptable performance levels before running the Vuesion Client (simple Task manager -> Performance)
 - Verify that the CPU usage is below 10% at idle
 - Verify that the memory usage is below half of the total system memory
- If the firewall is enabled, add port the Vuesion's TCP port in the list of exceptions and add the Vuesion Client software in program exceptions.

1.3 General Guidelines

- Requires Local or network Administrative rights during installation and setup of the database access on the server.
- Access to a folder shared on the Vuesion server
- It is recommended not to use any screen savers since these can affect your ability to process calls.
- It is recommended to close the Vuesion client software application before shutdown of the workstation.
- Verify that the workstation is connected to a LAN (Local Area Network) in a Windows network. The Vuesion client software also operates in a Windows Workgroup environment.
- For laptops operation, verify that the laptop is not operating in dual mode (hard wired network connection and wireless LAN operation). If the laptop does automatic switching from wired to wireless, the Vuesion Client may lose connection and not operate properly.

2 ACCESS CALL REPORTS

- Once Installed, Vuesion Call Reports are accessed by double clicking on the VuesionReports icon on your desktop.



- Alternatively you may navigate to the Start button > All Programs > BBX Technologies > Vuesion Reports > and select the Launch VuesionReports.exe

2.1 Login Screen

A screenshot of the Vuesion Reports login dialog box. It has a light blue background and contains the following fields and buttons:

- Server IP/Name:
- TCP/Port:
- Supervisor ID:
- Password:
- Buttons: Cancel, Login

- Server IP/Name: Specify the IP address or name of the Vuesion Server
- TCP/Port: Specify the TCP connection port (ask your system's administrator for the correct TCP/Port number – typically 60xxx)
- Login ID: Enter the Supervisor login ID
- Password: Password associated with the ID

2.2 Login Errors

Login attempts may return one of the following errors:

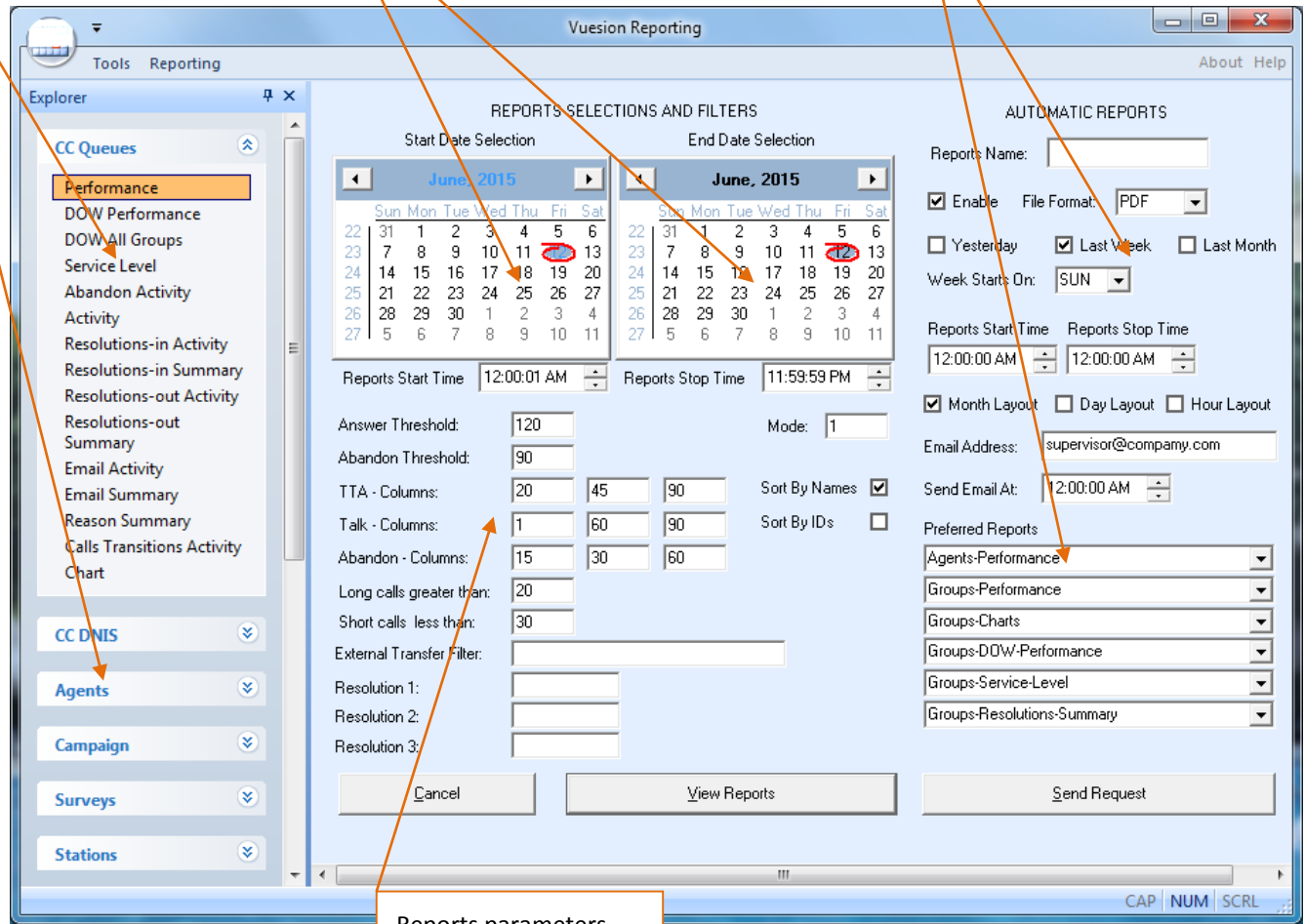
- “Unable to connect to the Vuesion Server. Please contact you Administrator”: There is an error in the connection. IP address / TCP port or other LAN / cable related issues.
- “Restricted access to reports. Please contact you Administrator”: Typically the class of service associated with the login ID/password does allow for Reports access.
- “Invalid Login ID or password”: Check with your Administrator for a valid combination of login ID and password.

2.3 Report Entry Screen

Reports selection

Reports start date/time and end date/time selection

Automatic reports setting



Reports parameters and filters

1. Start Date/Time and End Date/Time Selection

- From the calendar, select the reports start date and the reports end date.
- Select the start time and end time for specific time ranges within a calendar day

2. Report Parameters and Filters

All values entered in the parameters and filters are in seconds time units.

- Answer Threshold: this time variable is used to calculate the service level (see Service Level formula below)
- Abandon Threshold: this time variable is used to calculate the service level (see Service Level formula below)
- Mode: 0: Format for the Group Performance report in HH:MM:SS. 1: Format for the Group Performance report in seconds
- Queue (TTA - Time Columns): Specifies the queue time range used in the group service level report
- Talk - Time Columns: Specifies the Talk time range used in the group service level report
- Abandon - Time Columns: Specifies the Abandon (queue time before abandon) time range used in the group service level report
- Long Calls: Specifies the time duration in seconds of what constitutes a long call.
- Short Calls: Specifies the time duration in seconds of what constitutes a short call.
- Sort By Name: when checked, summary reports sort by name (group names, agent names, ..)
- Sort By IDs: when checked, summary reports sort by ID numbers (group IDs, agent IDs, ..)
- External Transfer: specific external number for external transfers (requires Professional Services and customization for use)
- Resolution 1, 2 and 3: Custom reports only to report on specific resolutions (requires Professional Services and customization for use)
- Cancel: Cancel selected and exit.
- View Reports: Enters the reports viewing session.
- Send Request: submit the auto reports settings

3. Automatic Reports

- Reports Name: This field allows users to enter a name for the auto report. This name provided in the Email delivery of the auto reports for identification purposes
- Enable: If licensed and flagged this will turn Automatic Reports on or off.
- File Format: delivery file format. Two file formats are available for selection: HTML 4.0 or pdf. The default is HTML4.0

Format / Schedule

- Yesterday: Sends the reports for the previous day based on the [Reports Start Time] and [Reports End Time] defined below.
- Last Week: Sends the reports for the previous calendar week. The week is defined as the week starting on the [Week Starts On] value defined below
- Last Month: Sends the reports for the previous calendar month. The report is sent once a month on the first day of the month for the previous month's report.
- Week Starts On: specifies the first day of the week for the weekly reports
- Report Start Time and Report Stop Time: allows users to set the start and stop time for the time duration within a day. This selection is typically used for multiple shifts within a 24 hour period.

Layout settings

- Select from one of the three layout template: monthly or Daily or Hourly report layout for summary reports

Email settings

- Email address: specifies the destination E-mail address where the reports are sent. The E-mail address may be an single individual or a group E-mail address
- Send Email At: specifies the time of day on when the E-mail should be sent

Preferred Reports

- Pull down selection of the reports to be generated and sent by Email
- Six different reports can be generated and sent by Email at the same time

4. Reports Selection

Available report categories – Contact Center Reports

- Queues: Groups: Call Center Skill-sets (groups)
- Agents : Call Center Agents
- Campaign: Outdial & Campaign reports

Available report categories – Non Call Center Reports

- Stations: internal stations
- Trunks: External trunks
- DNIS: Destination Number Identification Service (the number dialed by callers to reach the system)
- ANI/Caller ID: incoming numbers
- Outbound Calls: Numbers dialed outgoing
- Account Codes: Account codes dialed for inbound or outbound calls
- Tenants: Tenant reports with Tenant billing
- All Calls: Call Detail reports include detailed report on a per call basis

2.4 Report Common Controls

The screenshot displays the Vuesion Reports interface with several control panels:

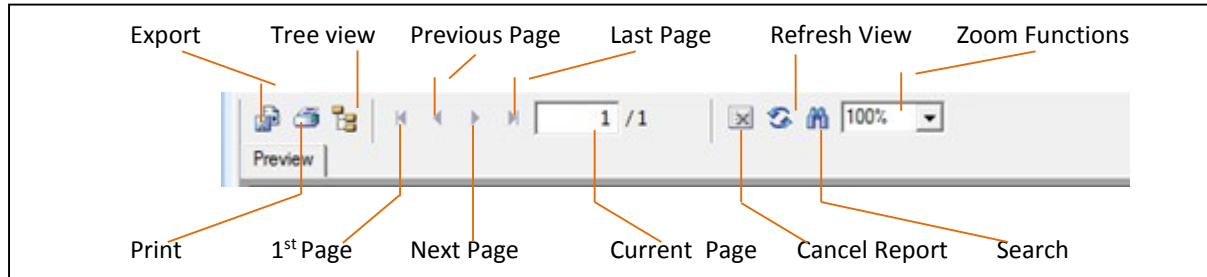
- Refresh:** A button to refresh the data.
- Interval:** Two dropdown menus, the first set to 'Monthly' and the second to 'None'.
- Sort:** Radio buttons for 'DateTime' (selected) and 'Name'.
- Date Range:** Two date pickers for the start and end dates (5/1/2015 to 5/31/2015) and two time pickers for the start and end times (12:00:01 AM to 11:59:59 PM).
- Agent Filter:** A dropdown menu and radio buttons for 'By ID' and 'By Name' (selected).
- Queues Filter:** A dropdown menu set to 'Queues Filter - ON' and a checked checkbox for 'Show Sub-Groups'.
- DNIS Filter Templates:** A dropdown menu.
- Custom:** A 'Customize' button.
- Service Level:** Input fields for 'Ans-Thr' (120) and 'Abn-Thr' (60).

At the bottom, there is a navigation bar with a 'Preview' button, navigation arrows, a page indicator '1 / 4', a refresh icon, a zoom level of '98%', and the BusinessObjects logo.

Summary selections

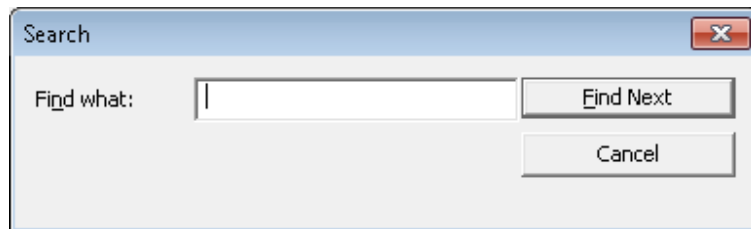
- Refresh: refresh data up to the current time
- Interval: available in daily, weekly, monthly, quarterly or annually. The second drop down allows for Hourly and ½ hourly selections
- Sort: Sort by Date/Time or by name
- Date Range: Select new dates and time ranges for viewing
- Agent Filter: Select a single specific agent for reporting and filtering
- Sort by ID or Sort by Names
- Queue Filter – ON or OFF: allows users to filter out or filter in the groups/queues to show in the reports. A green check mark indicates that the queue is included. Simply left-mouse-click on the check mark to toggle the status on or off.
- DNIS Filter templates: specifies additional DNIS filters for the report
- Customize: Queue, DNIS and agent performance reports allow for column and content customization on the fly
- Service Level: allow supervisors to change the service level parameters for recalculation on the fly

2.5 Report Viewer Toolbar



Icon Description

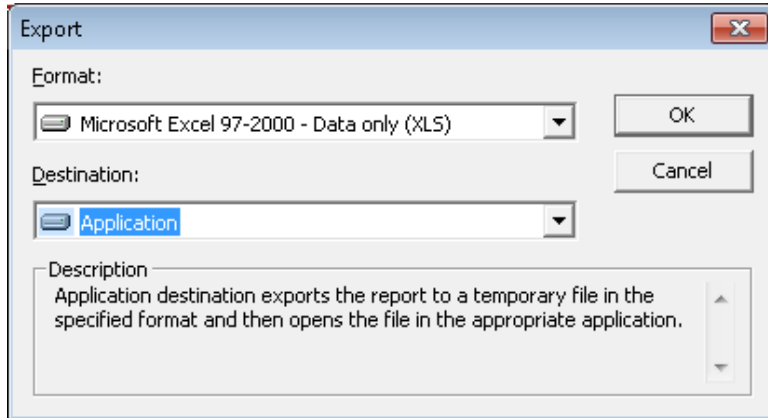
- **Export:** Export Reports to many standard formats. (HTML, Microsoft Excel, PDF Acrobat format, and others)
- **Print:** Print a report to a local or network printer
- **Tree:** Show/no show the tree format. Allows the view on the left pane for easy selection of items. (Agents, Groups, Dates, ..)
- **First Page:** Fast jump to the first page of the report.
- **Previous Page:** Previous page of the report.
- **Next Page:** Forward to the next page of the report.
- **Last page:** Fast forward to the last page of the report.
- **Current Page:** Current page number and total pages of the selected report.
- **Cancel Report:** Cancel loading of a report.
- **Refresh View:** Refresh the display on the report screen.
- **Search:** Search for a specific pattern, number, name or other data in the selected report.



- **Zoom:** View/modify scale and page sizing to view reports on the screen. A drop menu provides choices to fit the screen.

Report Export

The export function allows customers to export the Crystal report output to other standard formats.



- Format: Select the desired format from the drop down menu.
- Destination: Select the destination of the formatted file.
 - Select Disk File to copy the formatted report to an output file.
 - Select Application to open the application program of the selected format (Example Microsoft Excel if the Excel format is selected)



To export to a format from list, users must have the appropriate licensed application for the Export feature to work correctly. To convert to PDF, users must have a PDF converter license from the application vendor. To convert to Microsoft Excel, users must have a licensed copy of Microsoft Excel loaded on their workstation.

The supported Export formats are:

<ul style="list-style-type: none"> • Adobe Acrobat PDF • Crystal Reports • Comma Separated Values (CSV) • Microsoft Excel • Lotus 1-2-3 file format • Microsoft Access 	<ul style="list-style-type: none"> • Record style (columns with spaces) • Rich Text Format (RTF) • Microsoft Word • XML • HTML • ODBC
--	---

3 CC QUEUE REPORTS



The Group and Agent Reports are Contact Center specific reports and require Contact Center Software licenses.

3.1 Group Performance Summary

Package: Vuesion Select. This report shows the summary performance items for all defined groups in the call center. Supervisors have the ability to select Monthly, Daily and Hourly for this summary report.

Group Performance Summary Monthly															
Sunday 5/3/2015 - Friday 5/29/2015															
															Page 1 of 1
Name	Answered Calls	Abandon Calls	Overflow Calls	Callback Calls	Xfered Calls	Offered Calls	Service Level	Abandon Rate	% Abandoned	% Overflowed	% Answered	Avg. TTA	Avg. Talk	Avg. Abandon	Avg. Handle
05/2015	236	5	0	2	0	243	96.3%	0.8%	2.1%	0.0%	97.1%	0:00:22	0:16:52	0:00:43	0:16:52
Customer Service	194	5	0	2	0	201	95.5%	1.0%	2.5%	0.0%	96.5%	0:00:25	0:17:52	0:00:43	0:17:52
Sales	42	0	0	0	0	42	100.0%	0.0%	0.0%	0.0%	100.0%	0:00:07	0:12:16	0:00:00	0:12:16
Grand Total	236	5	0	2	0	243	96.3%	0.8%	2.1%	0.0%	97.1%	0:00:22	0:16:52	0:00:43	0:16:52

Call Summary

Column Heading	Description	Notes
Answered Calls	Total calls answered for the group	Sum of all ICN call types
Abandon Calls	Total calls that abandon (caller hangs up) while in queue	Sum of all IAC call types
Overflow Calls	Total calls that overflow (exceed a pre-programmed timeout while in queue)	Sum of all IOC call types
Callback Calls	Total calls that use the Callback Queuing feature (callers enter a callback number and stay virtually queued until an agent becomes available)	Sum of all ICB call types
Xfered Calls	Total Transferred to the group from an internal user	Sum of all ICC call types
Offered Calls	Total calls presented to the group	Sum of all ICN + IAC + IOC + ICB call types

Service Level

Column Heading	Description	Notes
Service Level	Group Calculated Service Level	Service Level = (Calls Answered + Calls Abandoned - Calls Answered After Threshold - Calls Abandoned After Threshold) / (Calls Answered + Calls Abandoned)
Abandon Rate	Group calculated abandonment rate	Abandon Rate= (Abandon calls above Abandon Threshold) / (Total calls offered)

Call Ratio

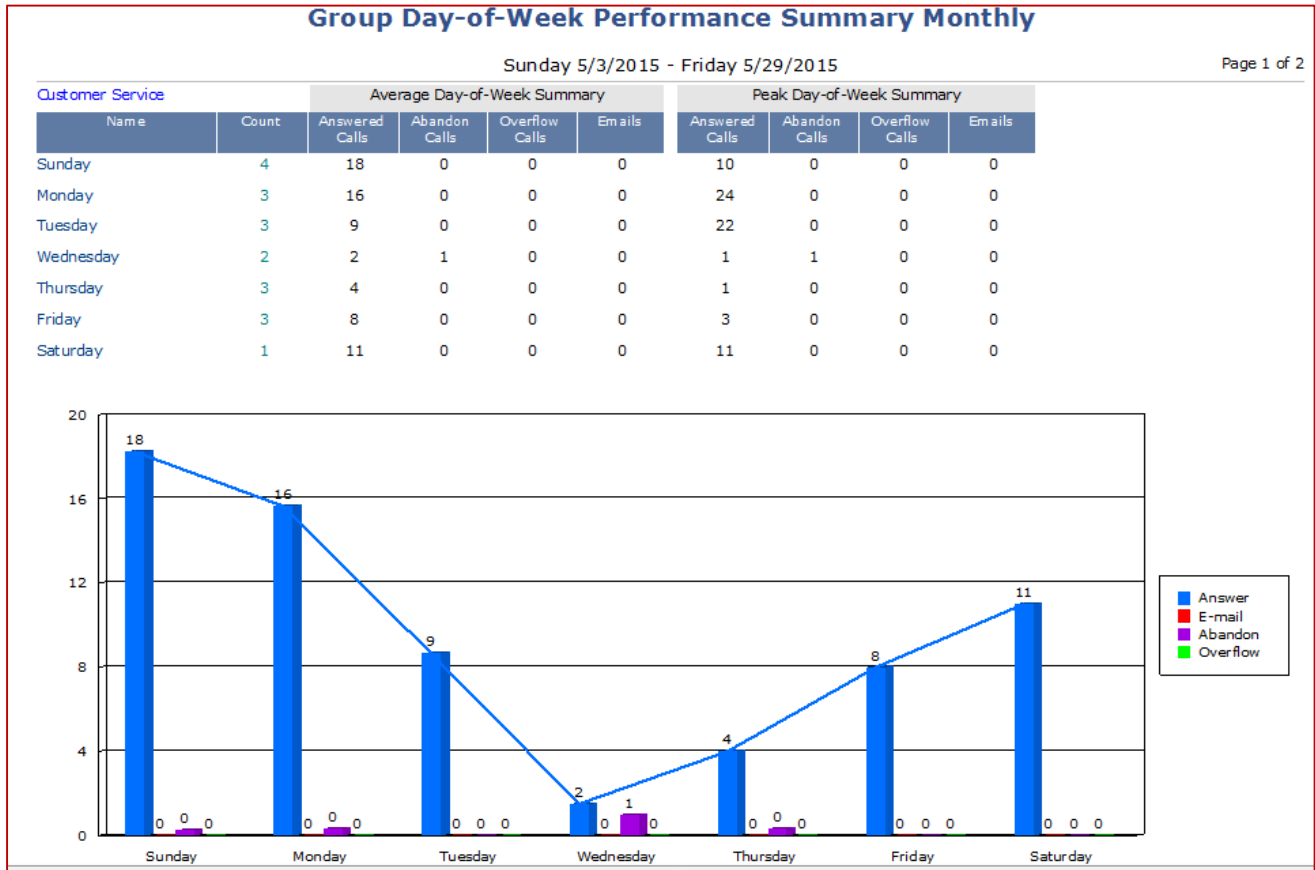
Column Heading	Description	Notes
% Aban	Percentage of Abandon calls out of total calls offered	Sum of all IAC call types / total calls offered
% Ovf	Percentage of Overflow calls out of total calls offered	Sum of all IOC call types / total calls offered
% Ans	Percentage of calls answered out of total calls offered	(Sum of all ICN + ICB call types) / total calls offered

Group performance

Column Heading	Description	Notes
Avg Queue	Average queue time (the time duration calls are queued before answer)	Average queue time for ICN, ICB, IOC and IAC call types
Avg Talk	Average call duration	Average talk duration for ICN, ICB and ICC call types (calls put on hold time are not included in the talk time)
Avg Abandon	Average abandon time. Call queue time when callers hang up while in queue	Average queue time for IAC call types
Avg Handle	Average duration of handling calls	Average handle time (Talk Time for ICN, ICB and ICC call types + hold time + wrap-up time) / (total number of call types ICN and ICB)
Avg Hold	Average call hold duration (agents putting callers on hold)	Hold time duration for ICN, ICB and ICC call types / (number of ICN, ICB and ICC call types which were put on hold)

3.2 DOW (Day-of-Week) Performance

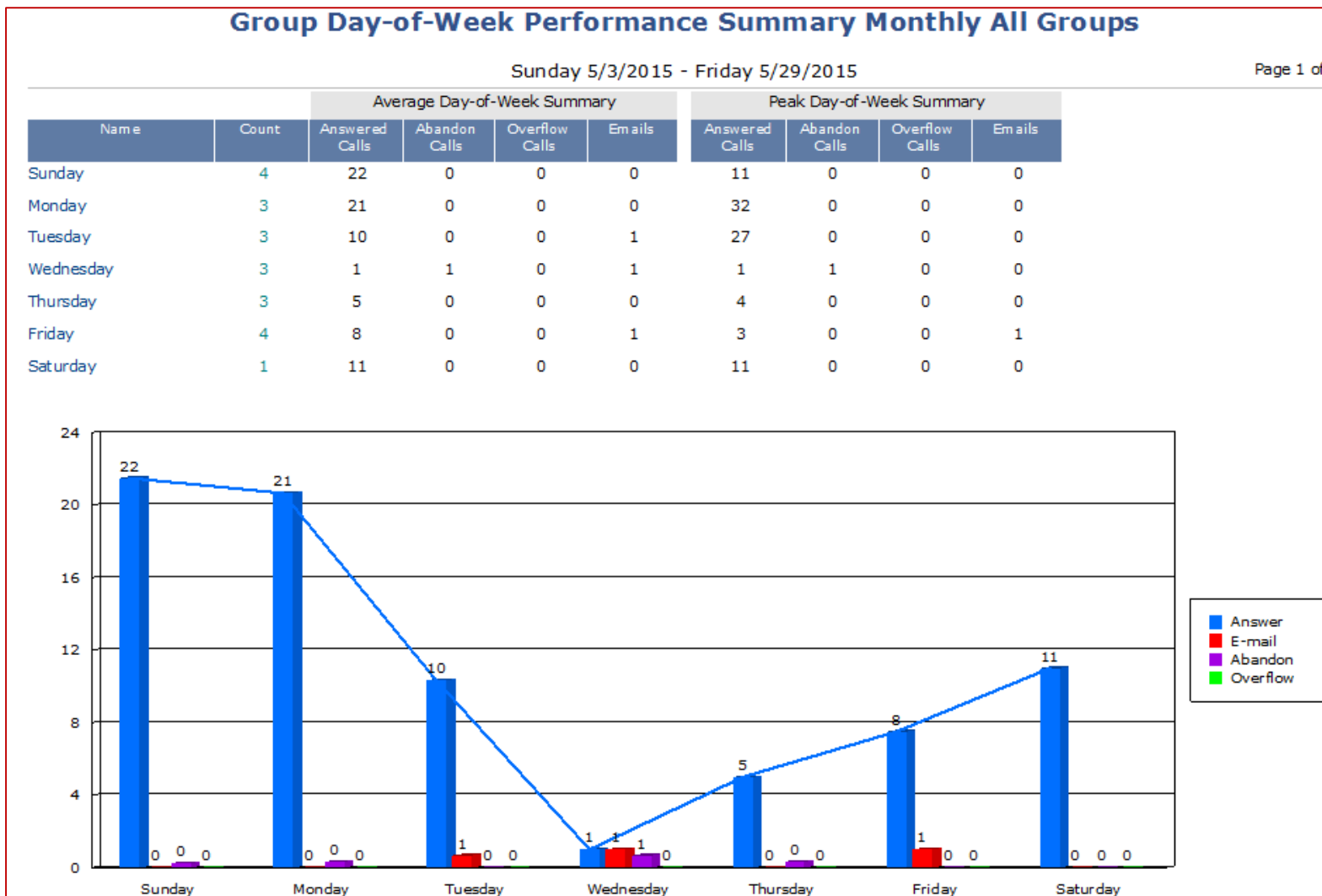
Package: Vuesion Select. This report provides the Day-of-Week performance per call center group/queue. It provides the average and peak performance per day of week for the selected time period per group/queue.



Column Heading	Description	Notes
Name	Day of week (Sunday to Saturday)	
Weeks	Number of occurrences of the day of week within the selected period	
Answered	Total calls answered for the group	Sum of all ICN + ICB call types
Abandon	Total calls abandoned (caller hangs up while in queue)	Sum of all IAC call types
Overflow	Total calls that overflow (exceed a pre-programmed timeout while in queue)	Sum of all IOC call types
Emails	Total Emails in the group	Sum of all MLX call types

3.3 DOW (Day-of-Week) All Groups

Package: Vuesion Select. This report provides the Day-of-Week performance per call center group/queue. It provides the average and peak performance per day of week for the selected time period per group/queue. Refer to DOW (Day-of-Week) Performance for the column heading, description and notes.



3.4 Group Service Level

Package: Vuesion Select. This report shows the summary of call center service levels per predefined time range values. Supervisors have the ability to select Monthly, Daily and Hourly for this summary report.

Group Service Level Monthly																					
Sunday 5/3/2015 - Friday 5/29/2015																					
Page 1 of 1																					
Group Name	Call Center Calls (queue time before answer)							Handle Time (duration of talk + hold + wrap up)						Abandoned Calls (queue time before abandon)						SL	
	Ans Calls	0~30 sec	31~45 sec	46~90 sec	> 1.5 mn	Avg Queue	Longest Queue	0~1.0 mn	1.0~2.0mn	2.0~3.0mn	> 3.0 mn	Avg Handle	Longest Handle	Abn Calls	0~30 sec	31~45 sec	46~60 sec	> 1.0 mn	Avg Abn	Longest Abn	Service Level (%)
05/2015																					
	238	77%	7%	8%	8%	00:22	04:06	11%	1%	2%	87%	16:52	1:12:30	5	40%	20%	0%	40%	00:43	01:14	96.30%
Customer Service	196	73%	8%	9%	10%	00:25	04:06	7%	1%	2%	91%	17:52	1:12:30	5	40%	20%	0%	40%	00:43	01:14	95.52%
Sales	42	95%	2%	2%	0%	00:07	01:02	29%	0%	5%	67%	12:16	35:00	0	0%	0%	0%	0%	00:00	00:00	100.00%

ACD Calls

Column Heading	Description	Notes
Ans Calls	Total calls answered for the group	Sum of all ICN + ICB call types
0 ~ x	Percentage of calls answered between 0 and x seconds/minutes in queue	
x+1 ~ y	Percentage of calls answered between x+1 and y seconds/minutes in queue	
y+1 ~ z	Percentage of calls answered between y+1 and z seconds/minutes in queue	
>z	Percentage of calls answered in greater than z seconds/minutes in queue	
Avg Queue	Average queue time	Total queue time / Sum of ICN + ICB call types
Longest Queue	Longest queue time	

Handle Time

Column Heading	Description	Notes
0 ~ x	Handle time between 0 and x seconds/minutes	
x+1 ~ y	Handle time between x+1 and y seconds/minutes	
y+1 ~ z	Handle time between y+1 and z seconds/minutes	
>z	Handle time greater than z seconds/minutes	
Avg Handle	Average handle time	(Total handle time (talk time + hold time + wrap up time)) / (Sum ICN + ICB call types)
Longest Handle	Longest handle time	

Abandon Time

Column Heading	Description	Notes
Abn	Total calls abandoned (caller hangs up while in queue)	Sum of all IAC call types
0 ~ x	Percentage of calls abandoned between 0 and x seconds/minutes in queue	

x+1 ~ y	Percentage of calls abandoned between x+1 and y seconds/minutes in queue	
y+1 ~ z	Percentage of calls abandoned between y+1 and z seconds/minutes in queue	
>z	Percentage of calls abandoned in greater than z seconds/minutes in queue	
Avg Abn	Average abandon time	(Total queue time for IAC call types) / (Sum of IAC call types)
Longest Abn	Longest abandon time	

Service Level

Column Heading	Description	Notes
Service Level	Group Calculated Service Level	Service Level 1 = (Answered calls below Answer Threshold) / (Total answered calls + (abandon calls above Abandon Threshold) + overflow calls) OR Service Level 2 = (Calls Answered + Calls Abandoned - Calls Answered After Threshold - Calls Abandoned After Threshold) / (Calls Answered + Calls Abandoned)

3.5 Group Abandoned Calls Activity

Package: Vuesion Select. Package: Vuesion Select. This report shows the detail activity for abandoned calls per call center group.

Group Abandoned Calls Activity							
Monday 5/4/2015 - Wednesday 5/27/2015							
Page 1 of 1							
Time	Group Name	ANI	Name	State	Queue Time	DNIS	Call ID
05/04/2015	Customer Service						
05/04/15 09:17:34	Customer Service	1 800.390.7586	18003907586	Toll-Free	00:00:12	Campaign ABC	516
05/13/2015	Customer Service						
05/13/15 10:31:48	Customer Service	301.249.1500	Customer A 800#	Maryland	00:01:04	Campaign ABC	247

Column Heading	Description	Notes
Time	Occurrence date and time	
Group Name	Call Center group name	
ANI	Caller ID number of the caller who abandoned while in queue	ANI (Automatic Number Identification)
Name	Caller ID name if available from the central office	
State	State where the call originated from	
Queue Time	Time duration in queue before the caller hung up	
DNIS	Number that the caller dialed to reach the Call Center	DNIS (Dialed Number Identification Service)
Call ID	Unique call ID generated by the Avaya system	

3.6 Group Activity

Package: Vuesion Select. This report shows the group activity detail.

Group Activity									
Sunday 5/3/2015 - Friday 5/29/2015									
Page 1 of 18									
Time	Agent Name	Call Type	ANI	Name	State	Queue Time	Duration	DNIS	Call ID
05/03/2015									
Customer Service									
05/03/15 08:58:22	Cindy Lee	CC Inbound	972.665.3500	BBX TECHNOLOGIE	Texas	00:00:04	00:16:56	Main 800#	9631
New Service									
05/03/15 09:06:33	Bob Brown	CC Inbound	972.665.3500	BBX TECHNOLOGIE	Texas	00:00:04	00:15:06	Main 800#	9650
General Information									
05/03/15 09:07:20	Cindy Lee	CC Inbound	972.665.3500	BBX TECHNOLOGIE	Texas	00:00:20	00:15:04	Main 800#	9653
Requested Quote									

Column Heading	Description	Notes
Time	Occurrence date and time	
Group	Call Center group name	
Agent Name	Name of the agent involved with the call	
Call Type	Type of the call (see call type definition in this manual)	
ANI	Caller ID number of the caller who abandoned while in queue	ANI (Automatic Number Identification)
Name	Caller ID name if available from the central office	
State	State where the call originated from	
Queue Time	Time duration in queue before the caller hung up	
Talk Time	Time duration of the call	
DNIS	Number that the caller dialed to reach the Call Center	DNIS (Dialed Number Identification Service)
Call ID	Unique call ID generated by the Avaya system	

3.7 Resolution Inbound Activity

Package: Vuesion Select. This report shows the activity of resolutions of the inbound call center.

Group Resolution Activity								
Sunday 5/3/2015 - Friday 5/29/2015								
Page 1 of 14								
Date/Time	Agent Name	Call Type	Caller Number (ANI)	Caller Name	Call Duration	Resolution	Comment	Call ID
05/03/2015		Customer Service						
05/03/15 08:58:22	Cindy Lee	CC Inbound	972.665.3500	BBX TECHNOLOGIE	00:16:56	New Service		9631
05/03/15 09:06:33	Bob Brown	CC Inbound	972.665.3500	BBX TECHNOLOGIE	00:15:06	General Information		9650
05/03/15 09:07:20	Cindy Lee	CC Inbound	972.665.3500	BBX TECHNOLOGIE	00:15:04	Requested Quote		9653

Column Heading	Description	Notes
Time	Occurrence date and time	
Group	Call Center group name	
Agent Name	Name of the agent involved with the call	
Call Type	Type of the call (see call type definition in this manual)	
Caller Number	Caller ID number of the caller who abandoned while in queue	ANI (Automatic Number Identification)
Caller Name	Caller ID name if available from the central office	
Call Duration	Duration of the call in HH:MM:SS	
Resolution	Resolution entered by the agent during the wrap-up timeout	
Comment	Additional Note entered by the agent on the resolution/wrap-up window	
Call ID	Unique call ID generated by the Avaya system	

3.8 Resolution Inbound Summary

Package: Vuesion Select. This report shows the inbound call resolution summary per group.

Inbound Group Resolution Summary Monthly									
Sunday 5/3/2015 - Friday 5/29/2015									
Page 1 of 1									
Name	Call Summary						Resolution Summary		
	Answered Calls	Callback Calls	Xfered Calls	Avg Queue	Avg Talk	Avg Handle	Resolution Count	% of total	Resolution Description
5/2015	236	2	0	00:00:22	00:16:52	00:16:52	238		
Customer Service	194	2	0	00:00:25	00:17:52	00:17:52	196		
	8			00:00:13	00:20:42	00:20:42	8	4.1%	Closed Account
	16			00:00:21	00:18:55	00:18:55	16	8.2%	General Information
	39			00:00:21	00:21:24	00:21:24	39	19.9%	New Account
	73	1		00:00:24	00:15:26	00:15:26	74	37.8%	New Service
	37			00:00:21	00:19:15	00:19:15	37	18.9%	Requested Quote
	21	1		00:00:49	00:15:36	00:15:36	22	11.2%	Support Question

Call Summary

Column Heading	Description	Notes
Answered Calls	Total calls answered for the group	Sum of all ICN call types
Callback Calls	Total calls that use the Callback Queuing feature (callers enter a callback number and stay virtually queued until an agent becomes available)	Sum of all ICB call types
Xfered Calls	Total Transferred to the group from an internal user	Sum of all ICC call types
Avg Queue	Average queue time (the time duration calls are queued before answer)	Average queue time for ICN, ICB, IOC and IAC call types
Avg Talk	Average call duration	Average talk duration for ICN, ICB and ICC call types (calls put on hold time are not included in the talk time)
Avg Handle	Average duration of handling calls	Average handle time (Talk Time for ICN, ICB and ICC call types + hold time + wrap-up time) / (total number of call types ICN and ICB)

Resolution Summary

Column Heading	Description	Notes
Resolution Count	Number of calls where a resolution is entered by Agents	
% of total	percentage per entered resolution out of the total number of resolutions	
Resolution Description	Text description of the selected resolution entered by agents	

3.9 Resolution Outbound Activity

Package: Add-on option. This report shows the activity of the call resolution during outbound calls.

Outbound Resolution Activity							
Tuesday 5/5/2015 - Sunday 5/17/2015							
Page 1 of 1							
Time	Agent Name	Call Type	Number Dialed	Call Duration	Resolution	Comment	Call ID
05/05/2015	Customer Service						
05/12/2015	Customer Service						

Column Heading	Description	Notes
Time	Occurrence date and time	
Group	Call Center group name	
Agent Name	Name of the agent involved with the call	
Call Type	Type of the call (see call type definition in this manual)	
Number dialed	Outside number dialed by the agent	
Call Duration	Total call duration including hold time	
Resolution	Resolution entered by the agent	
Comment	Additional Note entered by the agent on the resolution window	
Call ID	Unique call ID generated by the Avaya system	

3.10 Resolution Outbound Summary

Package: Add-on option. This report shows the outbound call resolution summary per group.

Outbound Group Resolution Summary Monthly									
Tuesday 5/5/2015 - Sunday 5/17/2015									
Page 1 of 1									
Name	Call Summary						Resolution Summary		
	Outbound Calls	Short Calls	Long Calls	Avg Hold	Avg Talk	Avg Handle	Resolution Count	% of total	Resolution Description
5/2015	8	8	0	00:00:00	00:00:00	00:00:00	0		
Customer Service	8	8	0	00:00:00	00:00:00	00:00:00	0		
Grand Totals	8	8	0	00:00:00	00:00:00	00:00:00	0		

Call Summary

Column Heading	Description	Notes
Outbound Calls	Total outbound calls for agents' primary group name	Sum of all OTG call types
Short Calls	Number of calls with a duration less than or equal to the short call setting	See reports entry screen in this manual for setting the short call duration
Long Calls	Number of calls with a duration greater than or equal to the long call setting	See reports entry screen in this manual for setting the long call duration
Avg Hold	Average hold time (calls put on hold by the agent)	
Avg Talk	Average call duration	Average talk duration for OTG call types (calls put on hold time are not included in the talk time)
Avg Handle	Average duration of handling calls	Average handle time (Talk Time for OTG call types + hold time + wrap-up time) / (total number of call types OTG)

Resolution Summary

Column Heading	Description	Notes
Resolution Count	Number of calls where a resolution is entered by Agents	
% of total	percentage per entered resolution out of the total number of resolutions	
Resolution Description	Text description of the selected resolution entered by agents	

3.11 E-mail Activity

Package: Add-on option. This report shows the E-mail activity within a group or skillset

Group Email Activity				
Tuesday 5/5/2015 - Friday 5/29/2015				Page 1 of 1
Time	Agent Name	Handle Time	From	Subject
05/05/2015				
Sales				
05/05/15 12:49:30	Cindy Lee	00:00:31	brennankevin23@gmail.com>	Two
05/06/2015				
Sales				
05/06/15 14:59:33	Ashley Bailey	00:00:21	brennankevin23@gmail.com>	Two
05/08/2015				
Sales				
05/08/15 09:24:13	Cindy Lee	00:08:28	laurie.wheeler.bbx@gmail.com>	Two request

Column Heading	Description	Notes
Time	Time of arrival of the E-mail into the group	
Agent Name	Name of the Agent who handled the E-mail	
Handle Time	Time spent handling the E-mail	
From	The originating Email address	
Subject	Email subject	The subject is used by Vuesion to route to a specific group

3.12 E-mail Summary

Package: Add-on option. This report shows the E-mail summary per group

Group Email Summary Monthly						
Tuesday 5/5/2015 - Friday 5/29/2015						Page 1 of 1
Name	Received	Handled	Overflow Emails	Service Level	Avg Handle Time	Longest Handle Time
5/2015						
Sales	9	9	0	100%	00:01:32	00:08:28
Totals	9	9	0	100%	00:01:32	00:08:28
Grand Totals	9	9	0	100%	00:01:32	00:08:28

Column Heading	Description	Notes
Name	Email group name	
Received	Number of Emails received in the group	
Handled	Number of Emails handled by agents in the group	
Overflow Emails	Emails not handled and overflow to the destination Email	
Service Level	Number of Emails received / Number of Emails handled	
Avg. Handle Time	Average Email handle time	

3.13 Reason Summary

Package: Vuesion Select. This report shows the status reason codes/description summary per group

Agent State Reasons Summary Monthly					
Monday 5/4/2015 - Friday 5/29/2015					Page 1 of 1
Name	Reason Count	Total Time	Average Time	% of total	Reason Description
5/2015					
Customer Service					
Break					
	23				
	3	00:18:48	00:06:16	13.0%	Breakfast
	1	00:00:24	00:00:24	4.3%	Gym
	17	04:57:42	00:17:30	73.9%	Lunch
	2	00:10:38	00:05:19	8.7%	No Resolution
Personal Break					
	8				
	7	05:39:04	00:48:26	87.5%	Miscellaneous
	1	00:03:09	00:03:09	12.5%	No Resolution

Column Heading	Description	Notes
Name	Status/Reason name	
Reason Count	Number of occurrences of the status/reason	
Total Time	Total duration of all occurrences	
Average Time	Average duration per occurrence	
% of total	percentage per entered status/reason out of the total number of occurrences of the status/reason	
Reason Description	Text description of the selected status/reason entered by agents	

3.14 Call Transitions Activity

Package: *Vuesion Select*. This report shows the call transitions detailed activity based on call ID. Each call is assigned a call ID from start of call until it is disconnected from the system.

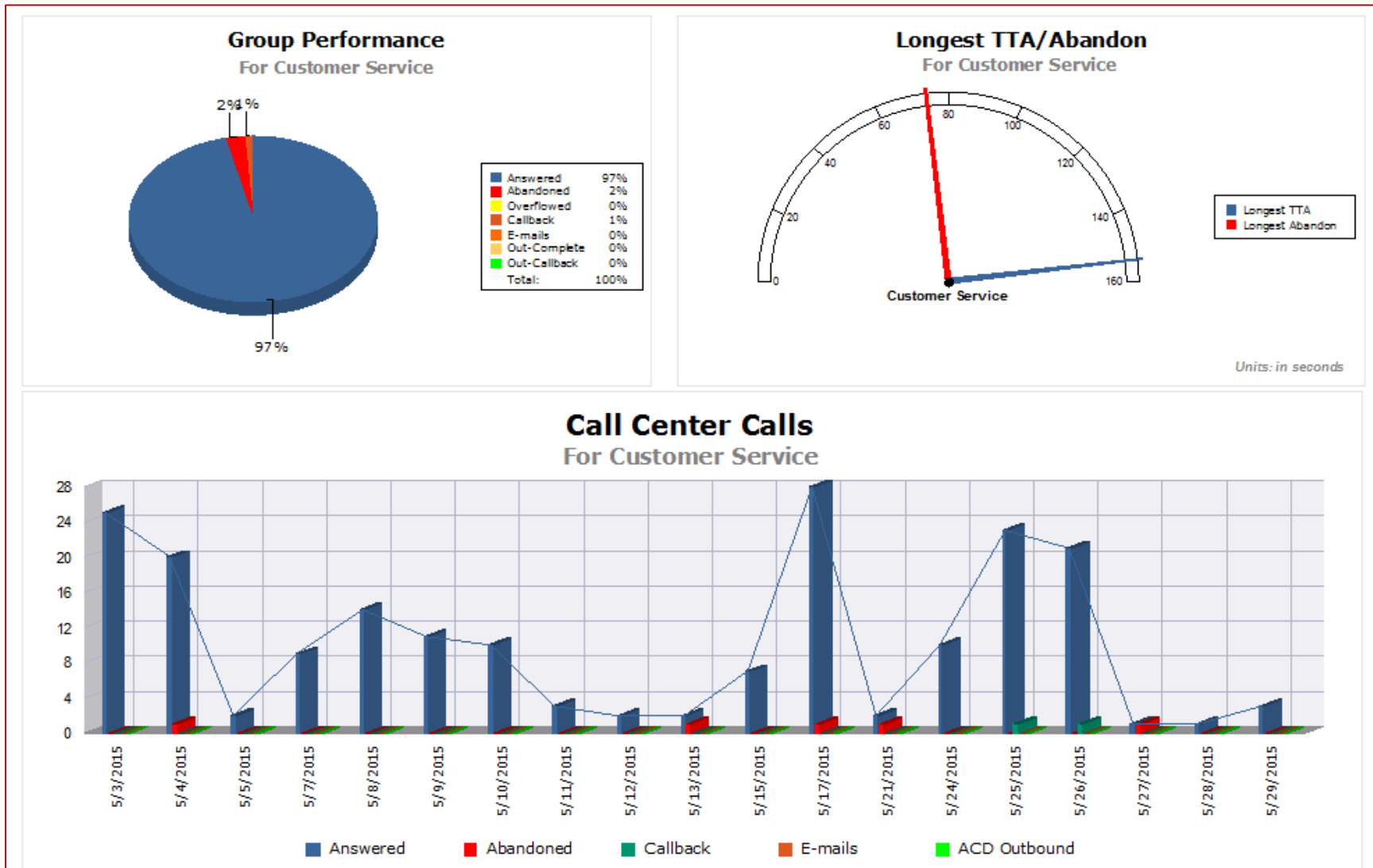
Call ID Activity									
Sunday 5/3/2015 - Friday 5/29/2015									
Page 1 of 50									
Time	Agent Name	Call Type	ANI / Called Number	Caller Name	Group Name	Duration	Queue Time	DNIS	Transfer From
05/03/2015 9631									
05/03/15 08:58:22	Cindy Lee	CC Inbound	972.665.3500	BBX TECHNOLOGIE	Customer Service	00:16:56	00:00:04	Main 800#	
	New Service								
05/03/2015 9634									
05/03/15 09:00:34	Cindy Lee	CC Inbound	972.665.3500	BBX TECHNOLOGIE	Sales	00:15:56	00:00:04	Main 800#	
	New Account								
05/03/2015 9638									
05/03/15 09:02:54	Bob Brown	CC Inbound	972.665.3500	BBX TECHNOLOGIE	Sales	00:15:08	00:00:05	Main 800#	
	New Service		Flag						

Column Heading	Description	Notes
Time	Occurrence date and time	
Agent Name	Name of the agent involved with the call	
Call Type	Type of the call (see call type definition in this manual)	
ANI	Caller ID number of the caller who abandoned while in queue	ANI (Automatic Number Identification)
Caller Name	Caller ID name if available from the central office	
Group	Call Center group name	
Duration	Time duration of the call	
Queue Time	Time duration in queue before the caller hung up	
DNIS	Number that the caller dialed to reach the Call Center	DNIS (Dialed Number Identification Service)
Transfer From	Call transfer origin	

3.15 Charts

Package: Vuesion Select. The charts provide a graphical representation of the group's performance, Longest TTA/Abandon and ACD calls activity.

Daily provides charts for each hour increment of the selected day and Monthly provides charts for each day of the selected month or time range



4 CC DNIS

4.1 Group DNIS Performance Summary

Package: *Vuesion Select*. This report shows the summary performance items for all defined groups in the call center based on the incoming DNIS number. DNIS (Dial Number Identification Service) is the number dialed by callers into the call center (typically toll free number dialed into the call center).

DNIS Performance Summary Monthly															
Sunday 5/3/2015 - Friday 5/29/2015															
Page 1 of 1															
Name	Answered Calls	Abandon Calls	Overflow Calls	Callback Calls	Xfered Calls	Offered Calls	Service Level	Abandon Rate	% Abandoned	% Overflowed	% Answered	Avg. TTA	Avg. Talk	Avg. Abandon	Avg. Handle
05/2015	236	5	0	2	0	243	96.3%	0.8%	2.1%	0.0%	97.1%	0:00:22	0:16:52	0:00:43	0:16:52
Campaign ABC	20	5	0	2	0	27	85.2%	7.4%	18.5%	0.0%	74.1%	0:00:42	0:02:52	0:00:43	0:02:52
Customer Service	20	5	0	2	0	27	85.2%	7.4%	18.5%	0.0%	74.1%	0:00:42	0:02:52	0:00:43	0:02:52
Main 800#	187	0	0	0	0	187	97.3%	0.0%	0.0%	0.0%	100.0%	0:00:22	0:18:47	0:00:00	0:18:47
Customer Service	174	0	0	0	0	174	97.1%	0.0%	0.0%	0.0%	100.0%	0:00:23	0:19:45	0:00:00	0:19:45
Sales	13	0	0	0	0	13	100.0%	0.0%	0.0%	0.0%	100.0%	0:00:03	0:05:42	0:00:00	0:05:42

Call Summary

Column Heading	Description	Notes
Answered Calls	Total calls answered for the group	Sum of all ICN call types
Abandon Calls	Total calls that abandon (caller hangs up) while in queue	Sum of all IAC call types
Overflow Calls	Total calls that overflow (exceed a pre-programmed timeout while in queue)	Sum of all IOC call types
Callback Calls	Total calls that use the Callback Queuing feature (callers enter a callback number and stay virtually queued until an agent becomes available)	Sum of all ICB call types
Xfered Calls	Total Transferred to the group from an internal user	Sum of all ICC call types
Offered Calls	Total calls presented to the group	Sum of all ICN + IAC + IOC + ICB call types

Service Level

Column Heading	Description	Notes
Service Level	Group Calculated Service Level	See Service Level section
Abandon Rate	Group calculated abandonment rate	

Call Ratio

Column Heading	Description	Notes
% Aban	Percentage of Abandon calls out of total calls offered	Sum of all IAC call types / total calls offered

% Ovf	Percentage of Overflow calls out of total calls offered	Sum of all IOC call types / total calls offered
% Ans	Percentage of calls answered out of total calls offered	(Sum of all ICN + ICB call types) / total calls offered

Group performance

Column Heading	Description	Notes
Avg Queue	Average queue time (the time duration calls are queued before answer)	Average queue time for ICN, ICB, IOC and IAC call types
Avg Talk	Average call duration	Average talk duration for ICN, ICB and ICC call types (calls put on hold time are not included in the talk time)
Avg Abandon	Average abandon time. Call queue time when callers hang up while in queue	Average queue time for IAC call types
Avg Handle	Average duration of handling calls	Average handle time (Talk Time for ICN, ICB and ICC call types + hold time + wrap-up time) / (total number of call types ICN and ICB)
Avg Hold	Average call hold duration (agents putting callers on hold)	Hold time duration for ICN, ICB and ICC call types / (number of ICN, ICB and ICC call types which were put on hold)

4.2 DNIS Service Level

Package: *Vuesion Select*. This report shows the summary of call center service levels per DNIS. Supervisors have the ability to select Monthly, Daily and Hourly for this summary report.

DNIS Service Level Monthly																					
Sunday 5/3/2015 - Friday 5/29/2015																					
Page 1 of 1																					
Group Name	Ans Calls	Call Center Calls (queue time before answer)						Handle Time (duration of talk + hold + wrap up)						Abandoned Calls (queue time before abandon)						SL Service Level (%)	
		0~30 sec	31~45 sec	46~90 sec	> 1.5 mn	Avg Queue	Longest Queue	0~1.0 mn	1.0~2.0mn	2.0~3.0mn	> 3.0 mn	Avg Handle	Longest Handle	Abn Calls	0~30 sec	31~45 sec	46~60 sec	> 1.0 mn	Avg Abn		Longest Abn
05/2015																					
Campaign ABC	22	55%	5%	27%	14%	00:41	04:06	45%	0%	14%	41%	02:52	11:58	5	40%	20%	0%	40%	00:43	01:14	85.19%
Customer Service	22	55%	5%	27%	14%	00:41	04:06	45%	0%	14%	41%	02:52	11:58	5	40%	20%	0%	40%	00:43	01:14	85.19%

ACD Calls

Column Heading	Description	Notes
Ans Calls	Total calls answered for the group	Sum of all ICN + ICB call types
0 ~ x	Percentage of calls answered between 0 and x seconds/minutes in queue	
x+1 ~ y	Percentage of calls answered between x+1 and y seconds/minutes in queue	
y+1 ~ z	Percentage of calls answered between y+1 and z seconds/minutes in queue	
>z	Percentage of calls answered in greater than z seconds/minutes in queue	
Avg Queue	Average queue time	Total queue time / Sum of ICN + ICB call types

Longest Queue	Longest queue time	
---------------	--------------------	--

Handle Time

Column Heading	Description	Notes
0 ~ x	Handle time between 0 and x seconds/minutes	
x+1 ~ y	Handle time between x+1 and y seconds/minutes	
y+1 ~ z	Handle time between y+1 and z seconds/minutes	
>z	Handle time greater than z seconds/minutes	
Avg Handle	Average handle time	(Total handle time (talk time + hold time + wrap up time)) / (Sum ICN + ICB call types)
Longest Handle	Longest handle time	

Abandon Time

Column Heading	Description	Notes
Abn	Total calls abandoned (caller hangs up while in queue)	Sum of all IAC call types
0 ~ x	Percentage of calls abandoned between 0 and x seconds/minutes in queue	
x+1 ~ y	Percentage of calls abandoned between x+1 and y seconds/minutes in queue	
y+1 ~ z	Percentage of calls abandoned between y+1 and z seconds/minutes in queue	
>z	Percentage of calls abandoned in greater than z seconds/minutes in queue	
Avg Abn	Average abandon time	(Total queue time for IAC call types) / (Sum of IAC call types)
Longest Abn	Longest abandon time	

Service Level

Column Heading	Description	Notes
Service Level	Group Calculated Service Level	Service Level = (Calls Answered + Calls Abandoned - Calls Answered After Threshold - Calls Abandoned After Threshold) / (Calls Answered + Calls Abandoned)

4.3 Inbound DNIS Resolution Summary

Package: Vuesion Select. This report shows the inbound call resolution summary based on DNIS.

Inbound DNIS Resolution Summary Monthly									
Sunday 5/3/2015 - Friday 5/29/2015									
Page 1 of 1									
Name	Call Summary						Resolution Summary		
	Answered Calls	Callback Calls	Xfered Calls	Avg Queue	Avg Talk	Avg Handle	Resolution Count	% of total	Resolution Description
5/2015	236	2	0	00:00:22	00:16:52	00:16:52	238		
Campaign ABC	20	2	0	00:00:41	00:02:52	00:02:52	22		
	14	1		00:00:34	00:03:05	00:03:05	15	68.2%	New Service
	6	1		00:00:58	00:02:24	00:02:24	7	31.8%	Support Question
Main 800#	187	0	0	00:00:22	00:18:47	00:18:47	187		
	8			00:00:13	00:20:42	00:20:42	8	4.3%	Closed Account
	19			00:00:19	00:17:08	00:17:08	19	10.2%	General Information
	42			00:00:20	00:20:15	00:20:15	42	22.5%	New Account

Call Summary

Column Heading	Description	Notes
Answered Calls	Total calls answered for the group	Sum of all ICN call types
Callback Calls	Total calls that use the Callback Queuing feature (callers enter a callback number and stay virtually queued until an agent becomes available)	Sum of all ICB call types
Xfered Calls	Total Transferred to the group from an internal user	Sum of all ICC call types
Avg Queue	Average queue time (the time duration calls are queued before answer)	Average queue time for ICN, ICB, IOC and IAC call types
Avg Talk	Average call duration	Average talk duration for ICN, ICB and ICC call types (calls put on hold time are not included in the talk time)
Avg Handle	Average duration of handling calls	Average handle time (Talk Time for ICN, ICB and ICC call types + hold time + wrap-up time) / (total number of call types ICN and ICB)

Resolution Summary

Column Heading	Description	Notes
Resolution Count	Number of calls where a resolution is entered by Agents	
% of total	percentage per entered resolution out of the total number of resolutions	
Resolution Description	Text description of the selected resolution entered by agents	

4.4 Agent DNIS Performance Summary

Package: Vuesion Select. This report shows the summary performance per DNIS for all defined agents in the call center. Supervisors have the ability to select Monthly, Daily and Hourly for this summary report. Report by Name or by ID (agent's member ID) is available for this report.

Agent DNIS Performance Summary Monthly															
Sunday 5/3/2015 - Friday 5/29/2015															
Page 1 of 3															
Name	ID	Login Time	ACD Calls	ACD Talk Time	Avg. Calls per Hour	Avg Handle Time	Productive Time	% Productive	RNA Locked	Emails	Web Chat	Non-ACD Out	Non-ACD In	Non-ACD Time	Total Calls
05/2015	8008	234.9 h	261	68:12:53	1	0:15:40	189.2 h	80.54%	4	8	2	5	3	0:02:12	269
Campaign ABC	8008	1:03:13	22	1:03:13	21	0:02:52	1:03:13	100.00%	0	0	0	0	0	0:00:00	22
Bob Brown	8008	0:59:20	18	0:59:20	18	0:03:17	0:59:20	100.00%	0	0	0	0	0	0:00:00	18
Cindy Lee	8001	0:03:53	4	0:03:53	4	0:00:58	0:03:53	100.00%	0	0	0	0	0	0:00:00	4
Ford Gear	8008	0:42:32	10	0:42:32	10	0:04:15	0:42:32	100.00%	0	0	0	0	0	0:00:00	10
Bob Brown	8008	0:18:32	4	0:18:32	4	0:04:38	0:18:32	100.00%	0	0	0	0	0	0:00:00	4
Cindy Lee	8001	0:24:00	6	0:24:00	6	0:04:00	0:24:00	100.00%	0	0	0	0	0	0:00:00	6

Column Heading	Description	Notes
Name	Agent's name	
ID	Agent's Login ID	
Login Time	Total time agent is actively Logged in	
ACD Calls	Total calls answered by the agent	Sum of all ICN + ICB call types
Talk Time	Total Duration of all ACD calls	Talk duration for ICN, ICB and ICC call types (calls put on hold time are not included in the talk time)
Avg Calls per Hour	Average calls per hour	Total ACD calls divided by Productive time
Avg Handle Time	Average duration of handling calls	Average handle time (Talk Time for ICN, ICB and ICC call types + hold time + wrap-up time) / (total number of call types ICN and ICB)
Productive Time	Total time counted as productive	(ACD time, work time, ready time, wrap-up time, Email time, Chat time, non-ACD time)
% Productive	Percentage of time when agent is productive	
RNA Locked	Number of calls that rang the agent's phone without agent answering the call. The agent is automatically put in a "Locked" mode	
E-mails	Number of E-mails handled by the agent	
Web Chat	Number of times agents enter and exit the web chat status	
Non-ACD out	total outbound count of non-ACD calls	personal calls, station calls or transferred from a non-ACD phone

Non-ACD In	total inbound count of non-ACD calls	personal calls, station calls or transferred from a non-ACD phone
Non-ACD Time	Total Duration of non-ACD calls	

4.5 DNIS Activity

Package: Vuesion Select. This report shows the group activity detail based on DNIS.

Group DNIS Activity									
Sunday 5/3/2015 - Friday 5/29/2015									
Page 1 of 18									
Time	Agent Name	Call Type	ANI	Name	State	Queue Time	Duration	Group Name	Call ID
DNIS: Main 800#									
05/03/15 08:58:22	Gndy Lee	CC Inbound	972.665.3500	BBX TECHNOLOGIE	Texas	00:00:04	00:16:56	Customer Service	9631
New Service									
05/03/15 09:00:34	Gndy Lee	CC Inbound	972.665.3500	BBX TECHNOLOGIE	Texas	00:00:04	00:15:56	Sales	9634
New Account									
05/03/15 09:02:54	Bob Brown	CC Inbound	972.665.3500	BBX TECHNOLOGIE	Texas	00:00:05	00:15:08	Sales	9638
New Service Flag									

Column Heading	Description	Notes
Time	Occurrence date and time	
Group	Call Center group name	
Agent Name	Name of the agent involved with the call	
Call Type	Type of the call (see call type definition in this manual)	
ANI	Caller ID number of the caller who abandoned while in queue	ANI (Automatic Number Identification)
Name	Caller ID name if available from the central office	
State	State where the call originated from	
Queue Time	Time duration in queue before the caller hung up	
Talk Time	Time duration of the call	
DNIS	Number that the caller dialed to reach the Call Center	DNIS (Dialed Number Identification Service)
Call ID	Unique call ID generated by the Avaya system	

5 AGENT REPORTS

5.1 Agent Performance Summary

Package: Vuesion Select. This report shows the summary performance items for all defined agents in the call center. Supervisors have the ability to select Monthly, Daily and Hourly for this summary report. Report by Name or by ID (agent's member ID) is available for this report.

Agent Performance Summary Monthly															
Friday 5/1/2015 - Sunday 5/31/2015															
Page 1 of 3															
Name	ID	Login Time	ACD Calls	ACD Talk Time	Avg. Calls per Hour	Avg Handle Time	Productive Time	% Productive	RNA Locked	Emails	Web Chat	Non-ACD Out	Non-ACD In	Non-ACD Time	Total Calls
05/2015	8403	690.9 h	261	68:12:53	1	0:15:40	220.4 h	31.90%	5	9	2	31	3	0:31:00	295
Andrew Haines	8403	22:18:00	0	0:00:00	0	0:00:00	0:00:00	0.00%	0	0	0	0	0	0:00:00	0
Ashley Bailey	8010	61:36:32	0	0:00:00	0	0:00:00	49:09:28	79.79%	0	1	0	0	1	0:00:10	1
Bob Brown	8008	141.3 h	123	30:40:49	1	0:14:57	96:18:08	68.14%	1	0	0	31	0	0:28:53	154

Column Heading	Description	Notes
Name	Agent's name	
ID	Agent's Login ID	
Login Time	Total time agent is actively Logged in	
ACD Calls	Total calls answered by the agent	Sum of all ICN + ICB call types
Talk Time	Total Duration of all ACD calls	Talk duration for ICN, ICB and ICC call types (calls put on hold time are not included in the talk time)
Avg. Calls per Hour	Average calls per hour	Total ACD calls divided by Productive time
Avg Handle Time	Average duration of handling calls	Average handle time (Talk Time for ICN, ICB and ICC call types + hold time + wrap-up time) / (total number of call types ICN and ICB)
Productive Time	Total time counted as productive	(ACD time, work time, ready time, wrap-up time, Email time, Chat time, non-ACD time)
% Productive	Percentage of time when agent is productive	
RNA Locked	Number of calls that rang the agent's phone without agent answering the call. The agent is automatically put in a "Locked" mode	
E-mails	Number of E-mails handled by the agent	
Web Chat	Number of times agents enter and exit the web chat status	
Non-ACD out	total outbound count of non-ACD calls	personal calls, station calls or transferred from a non-ACD phone
Non-ACD In	total inbound count of non-ACD calls	personal calls, station calls or transferred from a non-ACD phone
Non-ACD Time	Total Duration of non-ACD calls	

5.2 Agent Multimedia Performance

Package: Add-on option. This report shows agents' multimedia summary and performance.

Agent Multimedia Summary Monthly												
Friday 5/1/2015 - Sunday 5/31/2015											Page 1 of 2	
Name	ID	Inbound Calls	Outbound Calls	Inbound E-mails	Web Chat	Total	Handle Time	Outbound Time	E-mail Time	WebChat Time	Work Time	Idle Time
5/2015		261	31	9	2	301	68:12:53	00:28:53	00:13:49	00:01:07	56:33:15	131.1 h
Andrew Haines	8403	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Ashley Bailey	8010	0	0	1	0	1	00:00:00	00:00:00	00:00:21	00:00:00	22:18:23	39:29:49
Bob Brown	8008	123	31	0	0	154	30:40:49	00:28:53	00:00:00	00:00:00	20:16:35	56:33:22

Column Heading	Description	Notes
Name	Agent's name	
ID	Agent's Login ID	
Inbound Calls	Total calls answered by the agent	Sum of all ICN + ICB call types
Outbound Calls	Total outbound calls handled by the agent	Sum of OTG + ORC + ORB (ACD and non ACD outbound calls)
Inbound E-mails	Total E-mails handled by the agent	
Web Chat	Number of times agents enter and exit the web chat status	
Total	Total transactions handled by the agent	Inbound + Outbound + E-mail + Web Chat
Handle Time	Total duration of handling inbound ACD calls	Total handle time (Talk Time for ICN, ICB and ICC call types + hold time + wrap-up time)
Outbound Time	Total duration of handling outbound calls	Sum of OTG + ORC personal calls, station calls or transferred from a non-ACD phone
E-mail Time	Total duration of E-mail handling	
Web Chat Time	Total time spent in Chat mode	
Work Time	Total time spent in Work mode	
Idle Time	Total time being idle and ready for ACD contacts	

5.3 Agent State Summary

Package: Vuesion Select. This report shows the summary of call center states relating to all defined agents in the call center. Supervisors have the ability to select Monthly, Daily and Hourly for this summary report. Report by Name or by ID (agent's member ID) is available for this report.

Agent State Summary Monthly																
Friday 5/1/2015 - Sunday 5/31/2015															Page 1 of 1	
Name	ID	Handle Time	Work	Work Time	Ready Time	Non-ACD Time	RNA Locked	Locked Time	Break	Break Time	Pers. Break	Pers.Brk Time	Unavail.	Unavail. Time	Web Chat	Web Chat Time
5/2015																
Andrew Haines	8403	00:00:00	0	00:00:00	00:00:00	00:00:00	0	00:00:00	0	00:00:00	0	00:00:00	0	00:00:00	0	00:00:00
Ashley Bailey	8010	00:00:00	3	22:18:23	39:29:49	00:00:10	0	00:00:00	1	01:41:43	0	00:00:00	0	00:00:00	0	00:00:00
Bob Brown	8008	30:40:49	11	20:16:35	56:33:22	00:28:53	1	09:58:52	18	05:05:31	2	00:02:03	19	15:48:32	0	00:00:00

Column Heading	Description	Notes
Name	Agent's name	
Handle Time	Total duration of handling inbound ACD calls	Total handle time (Talk Time for ICN, ICB and ICC call types + hold time + wrap-up time)
Work	Count of Work mode	
Work Time	Total time duration in Work mode	
Ready Time	Total time duration in Ready mode (Idle waiting for a call)	
Non-ACD Time	Total Duration of non-ACD calls	
RNA Locked	Number of times where the agent is placed in Locked mode	Ring no answer while Ready and available to take a call
Locked Time	Total time duration in Locked mode	Agents have to takes themselves manually out of Locked mode.
Break	Number of Breaks taken by the agent	
Break Time	Total time duration in Break mode	
Pers. Break	Number of Personal Breaks taken by the agent	
Pers. Brk Time	Total time duration in Personal Break mode	
Meet.	Number of Meetings taken by the agent	
Meet. Time	Total time duration in Meeting mode	
Web Chat	Number of times agents enter and exit the web chat status	
Web Chat Time	Total time spent in Chat mode	

5.4 Agent State Reason Summary

Package: *Vuesion Select*. This report shows the status reason codes/description summary per group

Agent State Reasons Summary Monthly					
Monday 5/4/2015 - Friday 5/29/2015					
Page 1 of 2					
Name	Reason Count	Total Time	Average Time	% of total	Reason Description
5/2015					
Ashley Bailey					
Work					
	3				
	1	13:42:58	13:42:58	33.3%	Customer Email
	1	00:00:04	00:00:04	33.3%	Extended WrapUp
	1	08:35:21	08:35:21	33.3%	Research File
Bob Brown					
Break					
	18				
	2	00:18:12	00:09:06	11.1%	Breakfast
	1	00:00:24	00:00:24	5.6%	Gym
	14	04:46:49	00:20:29	77.8%	Lunch
	1	00:00:06	00:00:06	5.6%	No Resolution

Column Heading	Description	Notes
Name	Status/Reason name	
Reason Count	Number of occurrences of the status/reason	
Total Time	Total duration of all occurrences	
Average Time	Average duration per occurrence	
% of total	percentage per entered status/reason out of the total number of occurrences of the status/reason	
Reason Description	Text description of the selected status/reason entered by agents	

5.5 Agent Unavailable Reasons Summary

Package: Vuesion Select. This report shows the summary of Unavailable states. Up to Up to 7 different Unavailable reasons can be displayed in this report. It shows the number of occurrences and the total duration. For a complete list of all reasons for the Unavailable state, refer to the Reason Codes report.

Agent Unavailable State Summary Monthly															
Monday 5/4/2015 - Friday 5/29/2015															
Page 1 of 1															
Name	Unavail. Time	Customer Walk-in	Customer Walk-in(T)	Product Training	Product Training(T)	Vuesion Training	Vuesion Training(T)	Phone training	Phone training(T)	Staff Meeting	Staff Meeting(T)	Birthday Party	Birthday Party(T)	Offsite Demo	Offsite Demo(T)
05/2015	24:34:56	4	0:20:45	7	4:20:42	1	0:02:00	1	0:00:46	6	8:42:30	2	4:57:45	2	4:57:27
Ashley Bailey	0:00:00	0	0:00:00	0	0:00:00	0	0:00:00	0	0:00:00	0	0:00:00	0	0:00:00	0	0:00:00
Bob Brown	15:48:32	3	0:19:58	5	1:27:35	1	0:02:00	1	0:00:46	5	8:05:00	2	4:57:45	0	0:00:00
Cindy Lee	8:46:24	1	0:00:47	2	2:53:07	0	0:00:00	0	0:00:00	1	0:37:30	0	0:00:00	2	4:57:27
Grand Total	24:34:56	4	0:20:45	7	4:20:42	1	0:02:00	1	0:00:46	6	8:42:30	2	4:57:45	2	4:57:27

Column Heading	Description	Notes
Name	Status/Reason name	
Unavail. Time	Total time in the Unavailable state	
Next Pair of columns	Unavailable reason description	
	Total Unavailable duration for that reason	

The Unavailable reason codes/descriptions are configurable.

5.6 Agent Calls for All Groups

Package: Vuesion Select. This report shows the summary of call center calls for all groups that the agent belongs to. Supervisors have the ability to select Monthly, Daily and Hourly for this summary report. Report by Name or by ID (agent's member ID) is available for this report.

Agent Call Summary Monthly													
Friday 5/1/2015 - Sunday 5/31/2015													
Page 1 of 1													
Name	ID	ACD Calls	Talk Time	Avg Calls per Hour	Work Time	Handle Time	Avg Handle	RNA Locked	Xfered Calls	Short Calls	Non-ACD Out	Non-ACD In	Non-ACD Time
Andrew Haines	8403	0	00:00:00	0	00:00:00	00:00:00	00:00:00	0	0	0	0	0	00:00:00
Ashley Bailey	8010	0	00:00:00	0	22:18:23	00:00:00	00:00:00	0	0	0	0	1	00:00:10
Bob Brown	8008	123	30:40:49	1	20:16:35	30:40:49	00:14:57	2	0	6	31	0	00:28:53

Column Heading	Description	Notes
Name	Agent's name	
ID	Agent's Login ID	
ACD Calls	Total calls answered by the agent	Sum of all ICN + ICB call types
Talk Time	Total Duration of all ACD calls	Talk duration for ICN, ICB and ICC call types (calls put on hold time are not included in the talk time)
Avg Calls per Hour	Average calls per hour	Total ACD calls divided by Productive time
Work Time	Total time duration in Work mode	
Handle Time	Total duration of handling inbound ACD calls	Total handle time (Talk Time for ICN, ICB and ICC call types + hold time + wrap-up time)
Avg Handle	Average duration of handling calls	Average handle time (Talk Time for ICN, ICB and ICC call types + hold time + wrap-up time) / (total number of call types ICN and ICB)
RNA Locked	Number of times where the agent is placed in Locked mode	Ring no answer while Ready and available to take a call
Xfered Calls	Total Transferred to the agent from an internal user	Sum of all ICC call types
Short Calls	Number of calls with a duration less than or equal to the short call setting	See reports entry screen in this manual for setting the short call duration
Non-ACD out	total outbound count of non-ACD calls	personal calls, station calls or transferred from a non-ACD phone
Non-ACD In	total inbound count of non-ACD calls	personal calls, station calls or transferred from a non-ACD phone
Non-ACD Time	Total Duration of non-ACD calls	

5.7 Agent Calls by Group

Package: *Vuesion Select*. This report shows the summary of call center calls sorted by Group. Supervisors have the ability to select Monthly, Daily and Hourly for this summary report. Report by Name or by ID (agent's member ID) is available for this report.

Agent Calls per Group Summary Monthly										
Sunday 5/3/2015 - Friday 5/29/2015										
Page 1 of 1										
Name	ID	ACD Calls	Talk Time	Avg Calls per Hour	Avg Handle Time	RNA / Locked	Xfered Calls	Calls On Hold	Short Calls	Long Calls
Customer Service		196	58:22:06	3	00:17:52	0	0	0	8	17
Bob Brown	8008	104	26:56:35	4	00:15:32	0	0	0	6	5
Cindy Lee	8001	92	31:25:31	3	00:20:29	0	0	0	2	12
Sales		42	08:35:15	5	00:12:16	0	0	0	7	1
Bob Brown	8008	12	03:15:18	4	00:16:16	0	0	0	0	0
Cindy Lee	8001	30	05:19:57	6	00:10:39	0	0	0	7	1

Column Heading	Description	Notes
Name	Agent's name	
ID	Agent's Login ID	
ACD Calls	Total calls answered by the agent	Sum of all ICN + ICB call types
Talk Time	Total Duration of all ACD calls	Talk duration for ICN, ICB and ICC call types (calls put on hold time are not included in the talk time)
Avg Calls per Hour	Average calls per hour	Total ACD calls divided by Productive time
Avg Handle Time	Average duration of handling calls	Average handle time (Talk Time for ICN, ICB and ICC call types + hold time + wrap-up time) / (total number of call types ICN and ICB)
RNA Locked	Number of times where the agent is placed in Locked mode	Ring no answer while Ready and available to take a call
Xfered Calls	Total Transferred to the agent from an internal user	Sum of all ICC call types
Calls on Hold		
Short Calls	Number of calls with a duration less than or equal to the short call setting	See reports entry screen in this manual for setting the short call duration
Long Calls	Number of calls with a duration greater than or equal to the long call setting	See reports entry screen in this manual for setting the long call duration

5.8 Agent Activity

Package: *Vuesion Select*. This report shows the chronological activity and list of events per Agent.

Agent Activity									
Friday 5/1/2015 - Sunday 5/31/2015									
Page 23 of 132									
Date / Time	Group Name	Call Type	Duration	Queue Time	ANI / Number Dialed	Caller ID Name	Reason / Resolution	Xfered From	Call ID
05/05/2015		ID: 8001 : Cindy Lee							
05/05/15 12:30:59	Customer Service	Start Ready	00:00:00						
05/05/15 12:32:12	Customer Service	End Ready	00:01:13						
05/05/15 12:32:15	Ford Gear CS	Start Inbound	00:00:00		301.249.1500	SIX FLAGS			697
05/05/15 12:32:20	Customer Service	Start Wrapup	00:00:00						
05/05/15 12:32:20	Ford Gear CS	CC Inbound	00:00:05		301.249.1500	SIX FLAGS	Support Question	IVR 2101	697
Hand									
05/05/15 12:32:40	Ford Gear CS	End Wrapup	00:00:20						
05/05/15 12:32:40	Customer Service	Start Ready	00:00:00						
05/05/15 12:48:47	Customer Service	End Ready	00:16:07						

Column Heading	Description	Notes
Time	Occurrence date and time	
Agent Name	Name of the agent involved with the call	
Group	Call Center group name	
Call Type	Type of the call (see call type definition in this manual)	
Duration	Time duration of the call	
Queue Time (TTA)	Time duration in queue for inbound calls	
ANI/Number Dialed	Caller ID number of the caller or outbound dialed number	ANI (Automatic Number Identification)
Called ID Name	Caller ID name if available from the central office	
Reason / Resolution	The reason description for Call Center states or the resolution description for outbound or inbound calls	
Xfered From	Extension number in case of transfer	
Call ID	Unique call ID generated by the Avaya system	

5.9 Agent Inbound Resolution Summary

Package: Vuesion Select. This reports shows the agent inbound resolution summary for the selected time period

Inbound Agent Resolution Summary Monthly									
Sunday 5/3/2015 - Friday 5/29/2015									
Page 1 of 2									
		Call Summary					Resolution Summary		
Name	ID	Answered Calls	Callback Calls	Xfered Calls	Avg. Queue	Avg. Handle Time	Resolution Count	% of total	Resolution Description
5/2015		236	2	0	00:00:22	00:16:52	238		
Customer Service		194	2	0	00:00:12	00:17:52	196		
Bob Brown	8008	102	2	0	00:00:23	00:15:32	104		
		6			00:00:10	00:19:14	6	5.8%	Closed Account
		8			00:00:16	00:18:17	8	7.7%	General Information
		20			00:00:26	00:17:57	20	19.2%	New Account
		38	1		00:00:20	00:12:37	39	37.5%	New Service
		19			00:00:11	00:18:29	19	18.3%	Requested Quote
		11	1		00:00:55	00:12:37	12	11.5%	Support Question

Call Summary

Column Heading	Description	Notes
Name	Agent's name	
ID	Agent's Login ID	
Answered Calls	Total calls answered for the group	Sum of all ICN call types
Callback Calls	Total calls that use the Callback Queuing feature (callers enter a callback number and stay virtually queued until an agent becomes available)	Sum of all ICB call types
Xfered Calls	Total Transferred to the group from an internal user	Sum of all ICC call types
Avg Queue	Average queue time (the time duration calls are queued before answer)	Average queue time for ICN, ICB, IOC and IAC call types
Avg Handle	Average duration of handling calls	Average handle time (Talk Time for ICN, ICB and ICC call types + hold time + wrap-up time) / (total number of call types ICN and ICB)

Resolution Summary

Column Heading	Description	Notes
Resolution Count	Number of calls where a resolution is entered by Agents	
% of total	percentage per entered resolution out of the total number of resolutions	
Resolution Description	Text description of the selected resolution entered by agents	

5.10 Agent Outbound Resolution Summary

Package: Add-on option. This reports shows the agent outbound resolution summary for the selected time period

Outbound Agent Resolution Summary Monthly									
Tuesday 5/5/2015 - Sunday 5/17/2015									
Page 1 of 1									
Name	Call Summary						Resolution Summary		
	Outbound Calls	Short Calls	Long Calls	Avg Hold	Avg Talk	Avg Handle	Resolution Count	% of total	Resolution Description
Bob Brown	5	0	2	00:00:18	00:10:20	00:10:24	3		
	1		1	00:00:00	00:17:14	00:17:14	1	33.3%	Already signed up
	1		1	00:00:00	00:30:55	00:30:55	1	33.3%	Contact information
	1			00:00:18	00:00:26	00:00:44	1	33.3%	Wants more benefits

Call Summary

Column Heading	Description	Notes
Outbound Calls	Total outbound calls for agents' primary group name	Sum of all OTG call types
Short Calls	Number of calls with a duration less than or equal to the short call setting	See reports entry screen in this manual for setting the short call duration
Long Calls	Number of calls with a duration greater than or equal to the long call setting	See reports entry screen in this manual for setting the long call duration
Avg Hold	Average hold time (calls put on hold by the agent)	
Avg Talk	Average call duration	Average talk duration for OTG call types (calls put on hold time are not included in the talk time)
Avg Handle	Average duration of handling calls	Average handle time (Talk Time for OTG call types + hold time + wrap-up time) / (total number of call types OTG)

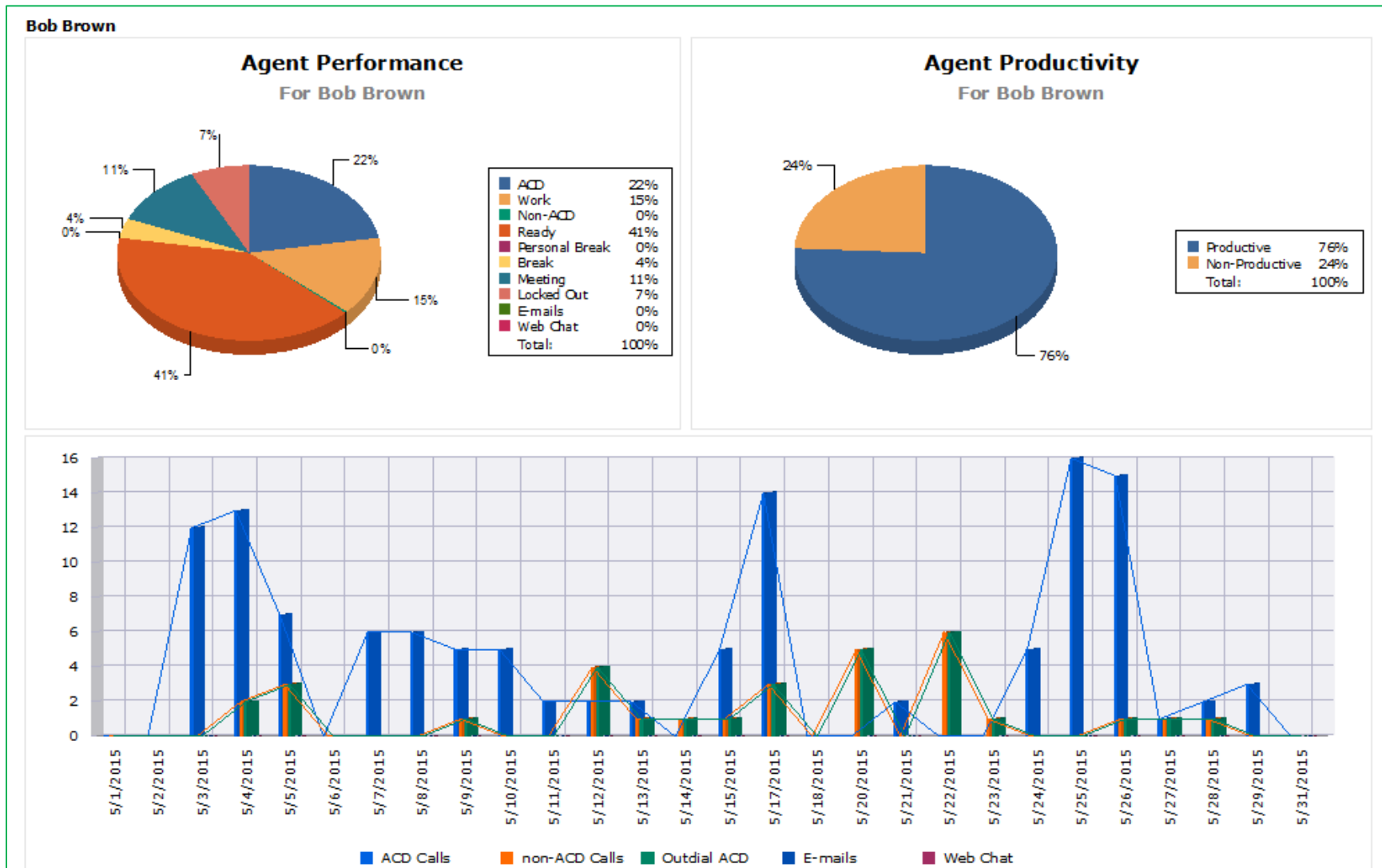
Resolution Summary

Column Heading	Description	Notes
Resolution Count	Number of calls where a resolution is entered by Agents	
% of total	percentage per entered resolution out of the total number of resolutions	
Resolution Description	Text description of the selected resolution entered by agents	

5.11 Agent Charts

Package: Vuesion Select. The charts provide a graphical representation of the group's performance, Longest TTA/Abandon and ACD calls activity.

- Daily provides charts for each hour increment of the selected day, Monthly provides charts for each day of the selected month or time range



5.12 Agent internal Chat Activity

Package: Vuesion Select. The reports shows the detailed internal chat between agents and supervisors.

Agent Internal Chat Activity			
Friday 5/1/2015 - Friday 5/29/2015			Page 1 of 1
Date / Time	From	To	Internal Text Chat Message
05/29/2015			
Session ID: 2010			
05/29/15 10:29:30	Ashley Bailey	-> Bob Brown	What is taking so long?
05/29/15 10:29:43	Bob Brown	-> Ashley Bailey	I m done.
05/29/15 10:29:55	Bob Brown	-> Ashley Bailey	Bye !
05/29/15 10:30:03	Ashley Bailey	-> Bob Brown	Bye !

Column Heading	Description	Notes
Time	Occurrence date and time	
From	Name of the agent involved with the internal text chat session	
Direction	➔ : from agent to agent	
To	Destination agent receiving the chat text	
Internal Text Chat Message	Detailed text message	

5.13 Agent Web Chat Activity

Package: Add-on option. The reports shows the detailed external website web chat between customers and agents.

Agent Web Chat Activity			
Wednesday 5/13/2015 - Wednesday 5/13/2015			Page 1 of 1
Date / Time	From	Caller Name	Web Chat Message
Session: 42980310			
	Sales	Hello	2145551212 Hello
05/13/2015 10:58	Casey Lee	Hello	^Casey is about to join the chat session
05/13/2015 10:58	Casey Lee	Hello	^You are now connected with Casey
05/13/2015 10:58	Casey Lee	Hello	[Casey]-> Hi my name is Casey , How can I help you today ?
05/13/2015 10:59	Casey Lee	Hello	[Casey]-> On behalf of BBX, Thank you for chatting with us today

Column Heading	Description	Notes
Time	Occurrence date and time	
From	Name of the agent involved with the web chat session	
Caller Name	Caller's name as entered on the form	
Web Chat Message	Detailed text message	

6 AUTO OUTDIAL CAMPAIGN REPORTS



The Campaign reports are Outbound Contact Center specific reports and require Outbound Contact Center Software licenses.

6.1 Campaign Summary

Package: Add-on option. This report shows the outbound campaign summary statistics.

Outbound Campaign Summary Monthly											
Monday 5/4/2015 - Thursday 5/28/2015											
Page 1 of 2											
Campaign Summary					Call Summary			Call Resolution			
Date / Time	Completed Calls	Callback Calls	Total Calls	% Callback	Total Talk Time	Avg Talk Time	Short Calls	Count	% of total	Resolution Description	
Campaign: Campaign											
May	21	2	23	8.7%	00:28:48	00:01:15	6	23			
								6	26.1%	Booked Appointment	
								4	17.4%	Interested	
								7	30.4%	Send Information	
								5	21.7%	Service Upgrade	
								1	4.3%	Wrong Number	
Campaign	21	2	23	8.7%	00:28:48	00:01:15	6				

Campaign Summary

Column Heading	Description	Notes
Completed Calls	Total number of calls made and completed	
Callback Calls	Total number of calls where a call back is scheduled	
Total Calls	Total Campaign calls	
% Callbacks	Shows the percentage of call back calls versus total campaign calls for the selected time period	

Call Summary

Column Heading	Description	Notes
Total Talk Time	Total time duration of outbound calls for the selected campaign	
Avg talk Time	Average time duration per outbound call for the selected campaign	Talk time for all ORC + ORB / total ORC + ORB call types
Short Calls	Number of calls with a duration less than or equal to the short call setting	See reports entry screen in this manual for setting the short call duration

Call Resolution

Column Heading	Description	Notes
Resolution Count	Number of calls where a resolution is entered by Agents	

% of total	percentage per entered resolution out of the total number of resolutions	
Resolution Description	Text description of the selected resolution entered by agents	

6.2 Campaign Activity

Package: Add-on option. This report shows The Outdial campaign detailed activity chronologically.

Outbound Campaign Activity							
Monday 5/4/2015 - Thursday 5/28/2015							
Page 1 of 12							
Date / Time	Call Type	Ext.	Agent Name	Number Dialed	Company Name	Call Duration	Resolution Description
05/04/2015							
Campaign: Campaign							
05/04/15 16:39:16	CC Outdial-CB	2008	Bob Brown	98002267623	ABC Company	00:01:22	Service Upgrade
05/04/15 16:40:57	CC Outdial	2008	Bob Brown	98002267623	ABC Company	00:01:23	Interested
This customer is interested							

Column Heading	Description	Notes
Time	Occurrence date and time	
Campaign	Call Center group name	
Call Type	Type of the call (see call type definition in this manual)	
Ext.	Extension number of the agent	
Agent Name	Name of the agent involved with the call	
Number Dialed	Outside number dialed by the agent	
Company Name	Company name retrieved from the campaign list	
Call Duration	Total call duration including hold time	
Resolution Description	Resolution entered by the agent	

6.3 Campaign Agent Summary

Package: Add-on option This report shows the outbound campaign summary statistics per agent.

Outbound Campaign Agent Summary Monthly										
Monday 5/4/2015 - Thursday 5/28/2015										
Page 1 of 2										
Campaign Summary					Call Summary			Call Resolution		
Date / Time	Completed Calls	Callback Calls	Total Calls	% Callback	Total Talk Time	Avg Talk Time	Short Calls	Count	% of total	Resolution
Agent: Bob Brown										
May	21	2	23	8.7%	00:28:48	00:01:15	6	23		
								6	26.1%	Booked Appointment
								4	17.4%	Interested
								7	30.4%	Send Information
								5	21.7%	Service Upgrade
								1	4.3%	Wrong Number
Agent	21	2	23	8.7%	00:28:48	00:01:15	6			

Campaign Summary

Column Heading	Description	Notes
Completed Calls	Total number of calls made and completed	
Callback Calls	Total number of calls where a call back is scheduled	
Total Calls	Total Campaign calls	
% Callbacks	Shows the percentage of call back calls versus total campaign calls for the selected time period	

Call Summary

Column Heading	Description	Notes
Total Talk Time	Total time duration of outbound calls for the selected campaign	
Avg talk Time	Average time duration per outbound call for the selected campaign	Talk time for all ORC + ORB / total ORC + ORB call types
Short Calls	Number of calls with a duration less than or equal to the short call setting	See reports entry screen in this manual for setting the short call duration

Call Resolution

Column Heading	Description	Notes
Resolution Count	Number of calls where a resolution is entered by Agents	
% of total	percentage per entered resolution out of the total number of resolutions	
Resolution Description	Text description of the selected resolution entered by agents	

6.4 Campaign Agent Activity

Package: *Add-on option* This report shows The Outdial campaign detailed activity chronologically per agent.

Outbound Campaign Agent Activity							
Monday 5/4/2015 - Thursday 5/28/2015							Page 1 of 22
Date / Time	Call Type	Ext.	Campaign	Number Dialed	Company Name	Call Duration	Resolution
05/04/2015							
Bob Brown							
05/04/15 16:39:16	CC Outdial-CB	2008	Campaign	98002267623	ABC Company	00:01:22	Service Upgrade
05/04/15 16:40:57	CC Outdial	2008	Campaign	98002267623	ABC Company	00:01:23	Interested
This customer is interested							

Column Heading	Description	Notes
Time	Occurrence date and time	
Agent Name	Name of the agent involved with the call	
Call Type	Type of the call (see call type definition in this manual)	
Ext.	Extension number of the agent	
Campaign	Call Center group name	
Number Dialed	Outside number dialed by the agent	
Company Name	Company name retrieved from the campaign list	
Call Duration	Total call duration including hold time	
Resolution Description	Resolution entered by the agent	

6.5 Campaign Resolution Activity

Package: Add-on option This report shows the resolution detailed activity

Outbound Campaign Resolution Activity						
Campaign		Monday 5/4/2015 - Thursday 5/28/2015				Page 1 of 12
Date / Time	Call Type	Ext	Agent Name	Call Duration	Number Dialed	Company Name
05/04/2015						
Campaign:	Campaign					
Resolution:	Interested					
05/04/15 16:40:57	CC Outdial	2008	Bob Brown	00:01:23	98002267623	ABC Company
	This customer is interested					
Resolution:	Service Upgrade					
05/04/15 16:39:16	CC Outdial-CB	2008	Bob Brown	00:01:22	98002267623	ABC Company

Column Heading	Description	Notes
Time	Occurrence date and time	
Campaign	Call Center group name	
Resolution	Resolution entered by the agent	
Call Type	Type of the call (see call type definition in this manual)	
Ext.	Extension number of the agent	
Agent Name	Name of the agent involved with the call	
Call Duration	Total call duration including hold time	
Number Dialed	Outside number dialed by the agent	
Company Name	Company name retrieved from the campaign list	

7 POST-CALL SURVEYS

7.1 Post-Call Survey Summary

Package: Add-on option This report shows the summary of the survey responses for a group

Group Post-Call Survey Summary									
05/2015		Friday 5/8/2015 - Sunday 5/24/2015						Page 1 of 3	
Group Name / Survey Name	Classification	Survey Count	Avg Duration	Score	Question	Selection Count	% of total	Selection Entered	Response Text
Blue Team		7	00:00:53	4.10					
Survey		7	00:00:53	4.10					
	Employers	6	00:00:54	4.11					
				4.33	Efficiency				
						4	66.7%	4	Agree
						2	33.3%	5	Strongly Agree
				4.33	Guidance				
						1	16.7%	3	Undecided
						2	33.3%	4	Agree
						3	50.0%	5	Strongly Agree
				3.67	Value				
						3	50.0%	3	Undecided
						2	33.3%	4	Agree
						1	16.7%	5	Strongly Agree

Column Heading	Description	Notes
Group Name	Call Center group name	
Classification	Surveys can be configured with classifications or survey type	
Survey Name	Name of the survey for reporting	
Survey Count	Number of surveys taken	
Avg. Duration	Average time duration of surveys taken	
Score	Average score for the current survey/classification	
Question	Question name for reporting	
Selection count	Count of response types per question (digits pressed by the customer)	Number of times digit 1, 2, 3 ... are pressed for the question
% of total	Percentage of the response	
Selection Entered	The actual digit pressed by the survey taker	
Response Text	Named response corresponding to the digit pressed by the customer	

7.2 Post-Call Survey Activity

Package: Add-on option This report shows the chronological detailed activity of group surveys

Group Post-Call Survey Activity										
Friday 5/8/2015 - Sunday 5/24/2015										Page 1 of 4
Date/Time	Group Name	Agent ID	Survey Name	Classification	Score	ANI	Caller Name	Duration	DNIS	Call ID
5/8/2015	Green Team									
05/08/15 08:15:15	Bob Brown	8008	Survey	Employers	4.00	301.249.1500	SIX FLAGS	00:00:38	9722841937	12046
	Efficiency				4	Agree				
	Guidance				3	Undecided				
	Value				5	Strongly Agree				
05/08/15 08:16:44	Bob Brown	8008	Survey	Members	4.33	301.249.1500	SIX FLAGS	00:00:36	9722841937	12048
	Efficiency				5	Strongly Agree				
	Guidance				4	Agree				
	Value				4	Agree				

Column Heading	Description	Notes
Date/Time	Occurrence date and time	
Agent Name	Name of the agent who transfers the customer to the survey	
Agent ID	Agent ID	
Survey Name	Name of the survey for reporting	
ANI	Caller Number	
Caller Name	Caller Name if provided by the Central Office	
Duration	Survey time duration	
DNIS	Number that the caller dialed to reach the Call Center	DNIS (Dialed Number Identification Service)
Call ID	Unique call ID generated by the Avaya system	

7.3 Post-Call Survey Activity by Response

Package: Add-on option This report shows the chronological detailed activity of group surveys sorted by response

Post-Call Survey Activity by Response								
Friday 5/8/2015 - Sunday 5/24/2015								
Date/Time	Agent Name	Agent ID	Survey Name	ANI	Caller Name	Duration	DNIS	Call ID
05/08/2015	Green Team	Customer Survey		Employers				
Efficiency		Agree		4				
05/08/15 08:15:15	Bob Brown	8008	Survey	301.249.1500	SIX FLAGS	00:00:38	9722841937	12046
Efficiency		Strongly Agree		5				
05/08/15 08:18:00	Bob Brown	8008	Survey	301.249.1500	SIX FLAGS	00:00:15	9722841937	12050
05/08/15 08:31:12	Casey Lee	8001	Survey	301.249.1500	SIX FLAGS	00:00:26	9722841937	12054

Column Heading	Description	Notes
Date/Time	Occurrence date and time	
Agent Name	Name of the agent who transfers the customer to the survey	
Agent ID	Agent ID	
Survey Name	Name of the survey for reporting	
ANI	Caller Number	
Caller Name	Caller Name if provided by the Central Office	
Duration	Survey time duration	
DNIS	Number that the caller dialed to reach the Call Center	DNIS (Dialed Number Identification Service)
Call ID	Unique call ID generated by the Avaya system	

7.4 Post-Call Survey Summary per Agent

Package: Add-on option This report shows the summary of the survey responses per agent

Agent Post-Call Survey Summary									
05/2015		Friday 5/8/2015 - Sunday 5/24/2015						Page 1 of 3	
Agent Name / Survey Name	Classification	Survey Count	Avg Duration	Score	Question	Selection Count	% of total	Selection Entered	Response Text
Bob Brown		4	00:00:27	3.83					
Survey		4	00:00:27	3.83					
	Employers	2	00:00:26	4.00					
				4.50	Efficiency				
						1	50.0%	4	Agree
						1	50.0%	5	Strongly Agree
				3.50	Guidance				
						1	50.0%	3	Undecided
						1	50.0%	4	Agree
				4.00	Value				
						1	50.0%	3	Undecided
						1	50.0%	5	Strongly Agree

Column Heading	Description	Notes
Agent Name	Name of agent, who transferred the customer to the survey	
Survey Name	Name of the survey for reporting	
Survey Count	Number of surveys taken	
Avg. Duration	Average time duration of surveys taken	
Question	Question name for reporting	
Response count	Count of response types per question (digits pressed by the customer)	Number of times digit 1, 2, 3 ... are pressed of the question
% of total	Percentage of the response	
Response	Named response corresponding to the digit pressed by the customer	

7.5 Post-Call Survey Activity per Agent

Package: Add-on option This report shows the chronological detailed activity per agent.

Agent Post-Call Survey Activity										
Friday 5/8/2015 - Sunday 5/24/2015										
Page 1 of 4										
Date/Time	Agent Name	Agent ID	Survey Name	Classification	Score	ANI	Caller Name	Duration	DNIS	Call ID
5/8/2015	Bob Brown									
05/08/15 08:15:15	Bob Brown	8008	Survey	Employers	4.00	301.249.1500	SIX FLAGS	00:00:38	9722841937	12046
	Efficiency				4	Agree				
	Guidance				3	Undecided				
	Value				5	Strongly Agree				

Column Heading	Description	Notes
Date/Time	Occurrence date and time	
Agent Name	Name of the agent who transfers the customer to the survey	
Agent ID	Agent ID	
Survey Name	Name of the survey for reporting	
ANI	Caller Number	
Caller Name	Caller Name if provided by the Central Office	
Duration	Survey time duration	
DNIS	Number that the caller dialed to reach the Call Center	DNIS (Dialed Number Identification Service)
Call ID	Unique call ID generated by the Avaya system	