IPFX Reports

Product version 4.3 SP4



About This Guide

The purpose of this document is to provide the user with information on how to use this IPFX product.

Accessing the report menu

The Reports are created within IPFX Manager using Crystal Reporting Software.

Open IPFX Reports to run reports.

Click on the Reports icon on the IPFX client menu bar to access the reports.



The IPFX Reports Screen displays.

留 IPFX Reports	
Eile Report Options Help	
Agent Teams Calls Calls DDI Reports Extensions Queue Groups Queues Site Information Wildcard/Preferred Agent Wrapup Codes	Description Diriteria Siource Database (Current) T Report Directory: \\AKLCT server\VM\DB\

Click on the sub folder that holds the report that you want to run.

A list of reports will display below the folder.

Double click on the report you want to run.

A filter form will appear.

IPFX Reports - Team Summary - 30 Minute Intervals [A]	[Sec5.rpt]			_ 🗆 🗙
<u>File Report Options Help</u>				
Agent Teams Team Summary - 30 Minute Intervals Team Summary - 20 Minute Intervals Team Summary - Extension by Queue Report Team Summary - Queue Call Type by Extension Team Summary - Wranup Code Summary	Description 30 Minute Interval	Agent Tea	am Information Grouped	by Day
	Source Data <u>b</u> ase		(Current)	•
DDI Reports	Report <u>D</u> irectory:		\\AKLCTserver\VM\D)B\
DDI Summary (Answered Calls)	Peri <u>o</u> d			•
Extensions Daily Locations by Extension Report Location by Extension Report	Dates	From To		
Location by Extension Summary Location Summary Location Summary Dueue by Extension Report	Times	From To		
Message Box	Item Type			
	Team			
30 Minute Interval Agent Team Information Grouped by Day				1.

Enter the criteria for the report and press Enter.

or Click on Report in the Screen Menu Bar and Select Preview.

Your report will open in a new screen.

Note, Cisco CallManager platforms only: Some transfer reporting functionality may not be supported when multiple CallManagers are used in different clusters.

Accessing 3.6 Data

How to access 3.6 Data

Click the Reports button on the Toolbar to display the IPFX Report Screen.

Click the Options button to display the drop-down menu.



Select Use Archive (3.x)

The screen below displays.

Browse for Folder	<u>? ×</u>
Find Archive Folder	
	-
My Computer	
⊞ 3½ Floppy (A:) [A] [A]	
E Cocal Disk (C:)	
Audio CD (D:)	
angiew on 'aklserver' (H:)	
to mpany on 'akiserver' (1:)	
Library on 'sydhilesvr' (L:)	
documentation on 'akiserver' (P:)	
🗄 🖽 🌋 AngleW on 'Psweb' (V:)	-
OK Can	el

Browse to the location of your 3.x Archive where your Calls.mdb and Config.mdb will be found.

Setting Up IPFX Supervisor Agent/IPFX Administrators to access Reports

All IPFX Supervisor Agent/IPFX Administrators will have access to the default report drive, unless the Server is placed within a separate workgroup. If this is the case, please proceed as follows to ensure users have access to the Report drives.

Once complete, if access is still denied, ensure that the Server vm directory is shared.

Note The IPFX Supervisor Agent/IPFX Administrator must have access to the IPFX SQL Database in order to run reports. If your site has an internal firewall, IPFX Report users must have a path on Port 1433 to access the CTServer .

In This Section

Adding Users to CT Server

Mapping a Drive

Adding Users to CT Server

On the CT Server, click on Start / Settings / Control Panel

Click on Administrative Tools / Computer Management / Local Users and Groups / Users.

Add the User who requires access to Reporting. Ensure that the User Name matches his/her Network Logon.

You can then enter the actual name and description this does not have to match the Network User Name.

Enter the password of the user, or if for security reasons the network password cannot be provided, enter a password for him/her.

Ensure that the 'Password Never Expires' checkbox is selected and the 'User must change password at next Logon' is not selected.

Select create.

See Also	
Setting Up IPFX Supervisor Agent/IPFX Administrators to access Reports	
Mapping a Drive	

Mapping a Drive

You will need to map a drive to the CT Server\vm directory from the Users IPFX Manager. If the password you entered in User Manager differs from the Users Network Logon password, you will be asked to confirm the password.

Once completed and the drive is mapped, the user will have access to the Databases for Reports.

See Also
<u>Setting Up IPFX Supervisor Agent/IPFX Administrators to</u>
<u>access Reports</u>

Adding Users to CT Server

Running Historical Reports

To run reports from historical data (i.e. archived databases), you need to 'map' the database directory to the history folder (for mapping help, see your Network Administrator).

Open your IPFX client.

Select the Report icon on the toolbar.

The IPFX Reports form will appear.



To change the Report directory, click on the dotted button

The Drive/Directory form will appear.

All historical databases will be found under:

x:/VM/DB/History/yyyymmdd (where x is the drive and yyymmdd is the first date of data available).

Each yyyymmdd folder contains all databases relating to the period between archives. I.e. If folder A is labelled 20000101 and folder B is labelled 20001024, then the databases in folder A are for the period between 20000101 and 20001024.

Click OK.

The database path has now changed.

Running Reports

Run your reports as normal.

Note Ensure you change the Report Directory back to read the current databases once you have completed your historical reports.

See Also

Running Historical Reports

Changing the Printer destination

To change the printer that you report prints to

Select File from your Reports menu toolbar.

Select Printer

🚆 IPFX Reports		
File Report Options Help Printer		
Exit Calls DDI Reports Extensions Calls Extensions Calls Extensions Calls Extensions Calls	Description Criteria Source Database [Current] Report Directory: \\\AKLCTserver\\VM\DB\	•
		/

Browse to the printer you require.

Print Setup		? 🔀
Printer —		
<u>N</u> ame:	\\AKLSERVER\HP LaserJet 4050 Se	eries F - Properties
Status:	Ready	
Туре:	HP LaserJet 4050 Series PCL	
Where:	Open Plan Area	
Comment:	Near Project Management	
Paper		Orientation
Size:	A4 💌	Portrait
		A
Source:	Automatically Select	Landscape
Net <u>w</u> ork		OK Cancel

Select OK to print.

Trim Spanning Data

When setting Period, Times and Dates for reports, all data is returned which in periods which fulfill the criteria.

If only contiguous periods are required, use **Trim Spanning Data** in the Options menu.

IPFX Reports		- 🗆 🛛
File Report Options Help Help Agent Pe Call Activ Trim Spanning Data Options Presence Presence Oueue Pi Site Infort Site Infort Wildcard Refresh	Description Agent Performance Reports Criteria Report Iemplate Source Database (Current) Report Directory: Z:\ Report Title	
Remove data for the start and end periods of reports that sp	pan days (see help for more information)	- //

In this example, Dates are set as 05/6/2007 to 06/6/2007, and Times are set as 20:00 to 8:00 (days displayed as Tuesday and Wednesday).

Without **Trim Spanning Data** selected, the following periods are reported:



With **Trim Spanning Data** selected, the following period is reported:

	Tuesda	ау		Wednesday					
0:00	8:00	20:00	0:00	8:00	20:00	0:00			

Legacy Report Templates

Legacy Report Templates are described in this section.

IPFX Reports provides two sets of report files:

- Advanced Reports: Powerful and flexible reports that lend themselves to customized design
- Legacy Reports: Older-style reports that reproduce the functionality of the reports from earlier versions of IPFX software (prior to 4.3 SP4)

To choose between Advanced and Legacy reports:

1. Click the **Display Legacy Reports** button in the toolbar to toggle between Advanced and Legacy Reports folder list:



2. Click the button again to return to the previous view.

Agent Teams

Agent teams are a way of grouping your agents for reporting. Use Agent teams when Queues don't group them together the way you need to when reporting.

For instance, you may have 5 Team Leaders or Supervisors managing over 100 agents in a Call Centre environment. Those 5 Team Leaders may manage 20 people each who belong to various Queues.

If you wanted to report on the agents performance, you would have to run individual reports. By utilising the Agent Teams, you can put your 20 agents into a Team, e.g.: Yellow, then run a Team Report on the Yellow team regardless of what queue they belong to.

This feature can also be utilised for larger Call Centres, where there may be 100 people in one queue, and you wish to break that Queue into Teams with the aim of enhancing staff morale or friendly team competition.

Note If an Agent is moved to a different team, then any calls that the agent took before they were moved will stay in the original teams reports, any calls made to the agent after the move will be associated with the new team.

IPFX Reports		×
IPFX Reports File Report Options Help Image: Agent Teams Image: Comparison of the system Image: Agent Team Summary - 30 Minute Intervals Image: Comparison of the system Image: Agent Team Summary - Extension by Queue Report Image: Comparison of the system Image: Agent Team Summary - Queue Call Type by Extension Image: Comparison of the system Image: Agent Team Summary - Wrapup Codes by Queue Image: Codes by Queue Image: Agent Team Summary - Wrapup Codes by Queue Image: Codes by Queue Image: Agent Team Summary - Wrapup Codes by Queue Image: Codes by Queue Image: Agent Team Summary - Wrapup Codes by Queue Image: Codes by Queue Image: Agent Team Summary - Wrapup Codes by Queue Image: Codes by Queue Image: Agent Team Summary - Wrapup Codes by Queue Image: Codes by Queue Image: Agent Team Summary - Wrapup Codes by Queue Image: Codes by Queue Image: Agent Team Summary - Wrapup Codes by Queue Image: Codes by Queue Image: Agent Team Summary - Wrapup Codes by Queue Image: Codes by Queue Image: Agent Team Summary - Wrapup Codes by Queue Image: Codes by Queue Image: Agent Team Summary - Wrapup Codes by Queue Imagent Team Summary - Wrapup Codes by Queue		
	,	1

Team Summary - 30 minute intervals

This gives a graph and summary for a Team day by day. It helps to show the time of day when most of the calls happen and how quickly they are answered.

This report is often used to help the schedule/rostering time of agent breaks.

Report Criteria

🛅 IPFX Reports (Legacy) - Team Summary - 30 N	inute Intervals [AT	Sec5.r	pt]	- 🗆 🗙		
File Report Options Help						
Agent Teams Team Summary - 30 Minute Intervals Team Summary - 20 Minute Intervals Team Summary - Extension by Queue Report Team Summary - Queue Call Type by Extension Team Summary - Wrapus Code Summary	Description 30 Minute Interval Agent Team Information Grouped by Day					
	Report <u>T</u> emplate			•		
Extensions	Source Data <u>b</u> ase		SYDV0IP01 - (Current)	-		
E Performance	Report Directory:		Z:\			
Queue Groups	Report Titl <u>e</u>		Team Summary - 30 Minute Intervals			
Queues Site Information	Peri <u>o</u> d		Last Thursday	-		
Wildcard/Preferred Agent	Dates	From	17/05/2007			
⊞ Wrapup Codes		To	17/05/2007			
	Times	From	08:00			
		То	17:30			
	Item Type					
	Team		CS New Ticket			
30 Minute Interval Agent Team Information Grouped by Day						

See Also

Agent Teams

Team Summary - 30 minute intervals - Excel sample

Team Summary - Extension by Queue Report

<u>Team Summary - Extension by Queue Report - Excel sample</u>

Team Summary - Queue Call Type by Extension

Team Summary - Queue Call Type by Extension - Excel sample

Team Summary - Wrap-up Code Summary

Team Summary - Wrap-up Code Summary - Excel sample

Team Summary - WrapUp Codes by Queue

Team Summary - WrapUp Codes by Queue - Excel sample

Team Summary - 30 minute intervals - Excel sample

Team Summary - 30 Minute Intervals

Report Criteria: Dates between 17/05/2007 and 17/05/2007, Times between 08:00 and 17:30, Team = CS New Ticket

Thursday, 17 May 2007 Number of Calls Total Calls Calls Answered Calls Abardored (Atter Mirvinum) Volcemail ø ß 30 đ Team Time Call Counts Queue Time Talk Time Total Total Asswered Abardon Volcemall Minimum Maximum Average Minimum Maximum Average Period Talk Time

Page 1 of 1											ATSec5.rpt - Ver	rsion 5.
GRAND TOTAL:	28	28	0	0	00:00:00	00:04:58	00:00:24	00:00:13	00:07:35	00:02:39	01:14:19	
Team Totals:	28	28	0	0	00:00:00	00:04:58	00:00:24	00:00:13	00:07:35	00:02:39	01:14:19	
17:00	1	1	0	0	00:00:00	00:00:00	00:00:00	00:04:46	00:04:46	00:04:46	00:04:46	
16:30	2	2	0	0	00:00:00	00:00:05	00:00:02	00:00:42	00:01:45	00:01:14	00:02:27	
16:00	3	3	0	0	00:00:03	00:00:32	00:00:13	00:00:22	00:02:18	00:01:16	00:03:48	
15:30	2	2	0	0	00:00:00	00:00:10	00:00:05	00:02:18	00:03:44	00:03:01	00:06:02	
15:00	6	6	0	0	00:00:01	00:04:58	00:01:09	00:00:18	00:07:35	00:03:21	00:20:07	
14:30	1	1	0	0	00:00:00	00:00:00	00:00:00	00:00:28	00:00:28	00:00:28	00:00:28	
13:30	1	1	0	0	00:00:01	00:00:01	00:00:01	00:01:24	00:01:24	00:01:24	00:01:24	
12:30	1	1	0	0	00:01:04	00:01:04	00:01:04	00:01:48	00:01:48	00:01:48	00:01:48	
12:00	5	5	0	0	00:00:01	00:01:51	00:00:28	00:00:48	00:06:31	00:03:57	00:19:46	
11:30	3	3	0	0	00:00:00	00:00:01	00:00:00	00:00:13	00:01:59	00:01:18	00:03:53	
11:00	1	1	0	0	00:00:01	00:00:01	00:00:01	00:01:34	00:01:34	00:01:34	00:01:34	
10:00	1	1	0	0	00:00:01	00:00:01	00:00:01	00:03:11	00:03:11	00:03:11	00:03:11	
09:30	1	1	0	0	00:00:00	00:00:00	00:00:00	00:05:05	00:05:05	00:05:05	00:05:05	
CS New Ticket												

ATSec5.rpt - Version 5.0.0700 23/05/2007 01:47:44 p.m.

Team Summary - Extension by Queue Report

This report will help when you need information about how well a team is doing answering different Queue calls. (Note "Talk Time" is the time spent talking to the caller. It does not include the time that the call was in the Queue.)

Why this report? When a team manager wants to see the total number of calls each Queue gives the team members day by day. Provides a Weekly Team Summary showing the differences day by day. A Team Leader can see how busy the Team was last Monday for example.

Report Criteria



Calculations

Team Summary - Extension by Queue Report

Calls Answered	Total number of calls answered by the person for the particular Queue	
Average Talk Time	Total Time spent talking on calls divided by Calls Answered	
Team Total - Calls Answered	Sum of the Calls Answered for the particular Team	
Team Total - Average Talk Time	Total Time spent talking on calls by Agents in the Team Divided by Team Total - Calls Answered	
Queue Total - Calls Answered	Sum of the Team Total - Calls Answered for the particular Queue	
Queue Total - Average Talk Time	Total Time spent talking on calls by Agents in the Queue Divided by Queue Total - Calls Answered	
Daily Total - Calls Answered	Sum of the Queue Total - Calls Answered for the particular day	
Daily Total - Average Talk Time	Total Time spent talking on calls for the specified day Divided by Daily Total - Calls Answered	
Grand Total - Calls Answered	Sum of Daiy Totals - Calls Answered that appear on the report	
Grand Total - Average Talk Time	Total Time spent talking on calls for the report duration Divided by Grand Total - Calls Answered	

See Also

Agent Teams

Team Summary - 30 minute intervals

Team Summary - 30 minute intervals - Excel sample

Team Summary - Extension by Queue Report - Excel sample

Team Summary - Queue Call Type by Extension

Team Summary - Queue Call Type by Extension - Excel sample

Team Summary - Wrap-up Code Summary

Team Summary - Wrap-up Code Summary - Excel sample

Team Summary - WrapUp Codes by Queue

Team Summary - WrapUp Codes by Queue - Excel sample

Team Summary - Extension by Queue Report -Excel sample

Team Summary - Extension by Queue Report

Report Dates between 17/05/2007 and 17/05/2007, Times between 08:00 and 17:30, Team = CS New Ticket, Queue

Calls Answered



		Date				
Queue	Team Description	Extension	Agent	Calls Answered	Average Talk His:Mit.Secs	Time
Thursday, 17 May 2007						
8261 New Ticket .au	CS New Ticket	2247 2250 2252	Jody Matheson Mark Twizel Andrew Pruitt	3 1 15	00:03:50 00:06:31 00:02:58	
		Team T Queue	otal: Total:	19 19	00:03:17 00:03:17	(avg.) (avg.)
8262 Exisiting Ticket .au	CS New Ticket	2247 2252 Team T	Jody Matheson Andrew Pruitt otal:	2 5 7	00:03:10 00:00:37 00:01:21	(avg.)
		Queue	Total:	7	00:01:21	(avg.)
Page 1 of 1		Daily Total:		26	00:02:46 ATQue4.rpt - 23/05/2	(avg.) Version 5.0.0700 2007 - 03:29: p.m.

Team Summary - Queue Call Type by Extension

Why this report?: To get a 1 line summary for each of your Team Members and a single line Total for all the members together. Good for end of month figures for a Team.

Report Criteria

💾 IPFX Reports (Legacy) - Team Summary - Que	ue Call Type by Ext	ension	[ATCall7.rpt]	_ 🗆 🛛			
Eile Report Options Help							
🛃 🗳 🕂 = 🗦 🛅 🎯							
Agent Teams Agent Teams Team Summary - 30 Minute Intervals Team Summary - Extension by Queue Report Team Summary - Queue Call Type by Extension Team Summary - Wrapup Code Summary Team Summary - Wrapup Codes by Queue	Description Summary of Call Type Information for a Queue, Grouped by Extension for Each Team Criteria						
⊕ 🛄 Calls	Report <u>T</u> emplate			-			
	Source Data <u>b</u> ase		SYDV0IP01 - (Current)	-			
Message Box	Report <u>D</u> irectory:		Z:\				
	Report Titl <u>e</u>		Team Summary - Queue Call	Type by			
Dueues	Peri <u>o</u> d		Last Week	-			
Gite molinador Wildcard/Preferred Agent	Dates	From	14/05/2007				
⊡- 🧰 Wrapup Codes		То	20/05/2007				
	Times	From	08:00				
		То	17:30				
	Item Type						
	Team		CS New Ticket				
	Extension		2252				
Summary of Call Type Information for a Queue, Grouped by Ex	tension for Each Team						

See Also

Agent Teams

Team Summary - 30 minute intervals

Team Summary - 30 minute intervals - Excel sample

Team Summary - Extension by Queue Report

<u>Team Summary - Extension by Queue Report - Excel sample</u> <u>Team Summary - Queue Call Type by Extension - Excel</u> <u>sample</u>

Team Summary - Wrap-up Code Summary

Team Summary - Wrap-up Code Summary - Excel sample

Team Summary - WrapUp Codes by Queue

Team Summary - WrapUp Codes by Queue - Excel sample

Team Summary - Queue Call Type by Extension - Excel sample

Team Summary - Queue Call Type by Extension

Report Criteria: Dates between 14/05/2007 and 20/05/2007, Times between 08:00 and 17:30, Team = CS New Ticket, Extension = 2252

			Incomi	ng Call Sta	tistics			Outgo	ng Call Sta	atistics			Quei	ue Call Stai	istics	
Extension	Queue / Extn	Count	Total	Minim um	Maxim um	Average	Count	Total	Minim um	Maxim um	Average	Count	Total	Minim um	Maxim um	Average
			Day His film:Secs		His diin Secs			Day His filmSecs		His Min:Secs			Day His Min:Secs		Hirs fillin:Secs	
CS New Tie	ket															
2252 Antho	ny Pengue															
	2200 Operator Queue 2252 Andrew Pruitt	0 14	0 00:00:00	00:00:00	00:00:00 00:03:12	00:00:00 00:01:01	0 52	0 00:00:00	00:00:00	00:00:00 00:28:27	00:00:0 00:01:3	1	0	00:01:08	00:01:08	00:01:0 00:00:0
	8261 New Ticket .au 8262 Exisiting Ticket .au	U 0	0 00:00:00	00:00:00	00:00:00	00:00:00 00:00:00	U 0	0 00:00:00	00:00:00	00:00:00 00:00:00	00:00:0	33 11	U 0	00:00:26	00:24:57 00:01:49	00:04:1 00:00:4
	Extension Totals:	14	0 00:14:15	00:00:0	00:03:12	00:01:01	52	0 01:23:27	00:00:00	00:28:27	00:01:3	45	0	00:00:13	00:24:57	00:03:2
Te	am Totals:	14	0 00:14:15	00:00:0	00:03:12	00:01:01	52	0 01:23:27	00:00:00	00:28:27	00:01:3	45	0	00:00:13	00:24:57	00:03:2
GRAND	TOTALS:	14	0 00:14:15	00:00:0	00:03:12	00:01:01	52	0 01:23:27	00:00:00	00:28:27	00:01:3	45	0	00:00:13	00:24:57	00:03:2
Page 1 of '	1														ATCall7.rpt - ####	Version 5.0.0700

Team Summary - Wrap-up Code Summary

This gives information on the calls that Teams have handled, sorted by Wrap-up code. Wrap-up codes can be entered by Agents when the call is taken. This allows Agents to tag calls with, say a number representing a product that the caller was interested in. You could then report on calls to a team by product.

If you have a Wrap-up code for "Product X" and another for "Product Y" then this report will tell you how many calls the Team Handled for "Product X" and for "Product Y". Very helpful for tracking responses to advertising campaigns.

Report Criteria

🖺 IPFX Reports (Legacy) - Team Summary - Wra	pup Code Summary	[ATWr	ap2.rpt]			
File Report Options Help		an Shirifini.				
Agent Teams Team Summary - 30 Minute Intervals Team Summary - Extension by Queue Report Team Summary - Queue Call Type by Extension	Description Wrapup Code Summary by Team					
Team Summary - Wrapup Code Summary Team Summary - Wrapup Codes by Queue	Criteria					
	Report <u>T</u> emplate			•		
DDI Reports Extensions	Source Data <u>b</u> ase		SYDV0IP01 - (Current)	-		
E C Nessage Box	Report <u>D</u> irectory:		Z:\			
Queue Groups	Report Titl <u>e</u>		Team Summary - Wrapup (Code Summ		
Queues Site Information	Peri <u>o</u> d		Last Week	•		
Wildcard/Preferred Agent	Dates	From	14/05/2007			
⊕-🧰 Wrapup Codes		To	20/05/2007			
	Times	From	08:00			
		To	17:30			
	Item Type					
	Team		CS New Ticket			
Wrapup Code Summary by Team				/		

Calculations

Team Summary - Wrapup Code Summary

Count	Number of Calls answered by the Team that were assigned the particular Wrapup Code
Associated Talk Time	Associated Talk Time for Calk answered by the Team that were assigned the particular Wrapup Code
Associated Talk Time Percentage	Percentage of Associated Tak Time for Calls answered by the Team that were assigned the particular Wrapup Code
Average Associated Talk Time	Total Associated Talk Time for the particular Wrapup Code Divided by Count
Average Associated Queue Time	Total Associated Queue Time for the particular Wrapup Code Divided by Court
Team Total - Count	Sum of Count for the particular Team
Team Total - Associated Talk Time	Sum of Associated Talk Time for the particular Team
Team Total - Associated Talk Time Percentage	Sum of Total Associated Talk Time Percentage for the particular Team
Team Total - Average Associated Talk Time	Team Total - Associated Talk Time for the particular Team Divided by Team Total - Count
Team Total - Average Associated Queue Time	Total Associated Queue Time for the particular Team Divided by Team Total - Count
Grand Total - Count	Sum of Team Total - Count
Grand Total - Associated Talk Time	Sum of Team Total - Associated Talk Time
Grand Total - Average Associated Talk Time	Grand Total - Associated Talk Time Divided by Grand Total - Count
Grand Total - Average Associated Queue Time	Total Associated Queue Time Divided by Grand Total - Count

See Also

Agent Teams

Team Summary - 30 minute intervals

Team Summary - 30 minute intervals - Excel sample

Team Summary - Extension by Queue Report

Team Summary - Extension by Queue Report - Excel sample

Team Summary - Queue Call Type by Extension

<u>Team Summary - Queue Call Type by Extension - Excel</u> <u>sample</u>

Team Summary - Wrap-up Code Summary - Excel sample

Team Summary - WrapUp Codes by Queue

Team Summary - WrapUp Codes by Queue - Excel sample

Team Summary - Wrap-up Code Summary -Excel sample

Team Summary - Wrapup Code Summary

Report Criteria: Dates between 14/05/2007 and 20/05/2007, Times between 08:00 and 17:30, Team = CS New Ticket

Wrap Up Description - TalkTime (secs)





Wrap Up Code & Description	Count	Associated TalkTime			As	verage sociated	Average Associated Queue Time		
		Days	Hrs:Mh:Secs 1	x	Days	Hrs:Mh:Secs	dna Days	cludes Ring Time) Hrs:Min Secs	
CS New Ticket									l
(Not Entered or Invalid)	106	0	07:47:59 10	0.0%	0	00:04:25	0	00:00:22	1
Team Total:	106	0	07:47:59 10	0.0%	0	00:04:25	0	00:00:22	
GRAND TOTALS:	106	0	07:47:59		0	00:04:25	0	00:00:22	
Page 1 of 1							ATWrap2	.rpt - Version 5.0.070	0 #

Team Summary - WrapUp Codes by Queue

This report is similar to the one above, but also lets you see which Queue the calls with Wrap-up codes are coming in on. This is most useful when an Agent Team is taking calls for more than one Queue.

For example, you could see a lot of calls about "Product X" on the "800 Free call Queue" and only a few on the "Product X Support Queue" which might not be what you want.

Report Criteria

File Report Options Help						
Agent Teams Team Summary - 30 Minute Intervals Team Summary - Extension by Queue Report Team Summary - Queue Call Type by Extension	Description Summary of Wrapup Codes Used, Grouped by Queue for Each Team					
Team Summary - Wrapup Code Summary Team Summary - Wrapup Codes by Queue	Criteria					
	Report <u>T</u> emplate			•		
DDI Reports Extensions Message Box	Source Data <u>b</u> ase		SYDV0IP01 - (Current)	•		
	Report Directory:		Z:V			
	Report Titl <u>e</u>		Team Summary - Wrapup Co	des by Q		
E 🔄 Queues	Peri <u>o</u> d		Last Week	•		
Wildcard/Preferred Agent	Dates	From	14/05/2007			
E Wrapup Codes		То	20/05/2007			
	Times	From	08:00			
		То	17:30			
	Item Type					
	Team		CS New Ticket			
	Queue Number		8261,8262			

Calculations

Team Summary - Wrapup Codes by Queue

Count	Number of Calis answered by the Team that were assigned the particular Wrapup Code
Associated Talk Time	Associated Talk Time for Calls answered by the Team that were assigned the particular Wrapup Code
Associated Talk Time Percentage	Associated Talk Time that were assigned the particular Wrapup Code Divided by Extension Total - Associated Talk Time
Average Associated Talk Time	Total Associated Talk Time for the particular Team and Queue Divided by Count
Extension Total - Count	Sum of Count for the specified Extension
Extension Total - Associated Talk Time	Sum of Associated Talk Time for the Specified Extension
Extension Total - Associated Talk Time Percentage	Team Total - Associated Talk Time for the particular Team and Queue Divided by Team Total - Count
Extension Total - Average Associated Talk Time	Extension Total - Total Associated Tak Time for the particular ExtensionDivided by Extension Total - Associated Talk Time
Team Total - Count	Sum of Extension Total - Count for the particular Team and Queue
Team Total - Associated Talk Time	Sum of Extension Total - Associated Talk Time for the particular Team and Queue

Team Total - Average Associated Talk Time	Team Total - Associated Talk Time for the particular Team and Queue Divided by Team Total - Count	1
Queue Total - Count	Sum of Team Total - Count for the particular Queue	
Queue Total - Associated Talk Time	Sum of Team Total - Associated Talk Time for the particular Queue	
Queue Total - Average Associated Talk Time	Queue Total - Associated Talk Time for the particular Queue Divided by Queue Total - Court	
Grand Total - Count	Sum of Queue Total - Count	- 8
Grand Total - Associated Talk Time	Sum of Queue Total - Associated Talk Time	
Grand Total - Average Associated Talk Time	Grand Total - Associated Talk Time Divided by Grand Total - Count	

See Also

Agent Teams

Team Summary - 30 minute intervals

Team Summary - 30 minute intervals - Excel sample

Team Summary - Extension by Queue Report

Team Summary - Extension by Queue Report - Excel sample

Team Summary - Queue Call Type by Extension

<u>Team Summary - Queue Call Type by Extension - Excel</u> <u>sample</u>

Team Summary - Wrap-up Code Summary

Team Summary - Wrap-up Code Summary - Excel sample

Team Summary - WrapUp Codes by Queue - Excel sample

Team Summary - WrapUp Codes by Queue -Excel sample

Team Summary - Wrapup Codes by Queue

Report Criteria: Dates between 14/05/2007 and 20/05/2007, Times between 08:00 and 17:30, Team = CS New Ticket,

				A	ssociated	% of Associated	Avera	ge Associated
Team Description	Extensio	Agent	Count	Count Talk Time Days Hrs:Mh.Secs		Talk Time	Days	Talk Time Hrs:Mh:Secs
8261 New Ticket .a	u							
CS New Ticket	22	252 Andrew Pruitt						
		(Not Entered or Invalid)	33	0	02:22:09	100%	0	00:04:18
		Extension Total:	33	0	02:22:09	100%	0	00:04:18
	2250	Mark Twizel						
		(Not Entered or Invalid)	1	0	00:06:31	100%	0	00:06:31
		Extension Total:	1	0	00:06:31	100%	0	00:06:31
	2247	Jody Matheson						
		(Not Entered or Invalid)	44	0	04:17:26	100%	0	00:05:51
		Extension Total:	44	0	04:17:26	100%	0	00:05:51
	2246	Craig Barfoot						
		(Not Entered or Invalid)	1	0	00:01:12	100%	0	00:01:12
		Extension Total:	1	0	00:01:12	100%	0	00:01:12
		Team	79	0	06:47:18		0	00:05:09
	Queue	Total:	79	0	06:47:18		0	00:05:09
8262 Exisiting Tick	et .au							
CS New Ticket	22	252 Andrew Pruitt						
		(Not Entered or Invalid)	11	0	00:08:25	100%	0	00:00:46
		Extension Total:	11	0	00:08:25	100%	0	00:00:46
	2247	Jody Matheson						
		(Not Entered or Invalid)	11	0	00:47:28	100%	0	00:04:19
		Extension Total:	11	0	00:47:28	100%	0	00:04:19
		Team	22	0	00:55:53		0	00:02:32
	Queue	Total:	22	0	00:55:53		0	00:02:32
GRAND T	OTAL:		101	0	07:43:11		0	00:04:35
Page 1 of 1							ATWrap1	.rpt - Version 5.0.0700

Calls

These reports deal with calls in and out of your system.

Note an important concept here is that there are 3 main types of Calls: Incoming, Outgoing and Queue Calls.

Incoming calls are all calls to an extension EXCEPT Queue Calls.

Outgoing calls are all the calls made by an extension, except Callbacks (customers who have been queuing and decide to leave a message which will hold it's position in the queue and will deliver when an agent becomes available), which are made by the Queue and so are treated as Queue Callback Calls.

Queue Calls are all calls to an Agent via a Queue.

Call Pullback Report

Call Pullback is a call which comes in to a Queue, the Queue selects an agent and sends the call to the Agent's phone. If the Agent does not answer the call in the configured time then the call is "Pulled Back" by the Queue. The Queue checks again for an available Agent and then re-delivers the call. The call can be re-delivered to the same agent if that agent is the only available person. If a call goes through a series of Pull Backs these will be grouped together in the report.

This report is to help identify if agents are leaving their phones and not changing their locations, or are not answering their phone.

Report Criteria

🕒 IPFX Reports (Legacy) - Call Pullback Report [Que6.rpt]										
File Report Options Help	Eile Report Options Help									
Agent Teams Calls Calls Call Pullback Report Call Transfer Summary Call Type by Extension Summary Callback Activity Report Cradle to Grave Detail Report Queue Call Type by Extension Report Queue Call Type by Extension Summary Total Call Activity Coll Reports Catenation Call Call Call Call Call Call Call Call	Description Calls Pulled Back Criteria Report <u>I</u> emplate Source Database Report <u>Directory:</u> Report Title Period Dates Times Item Type Queue Number Extension	from an Ex From To From To	tension AKLV0IP01 - (Current) Z:\ Call Pullback Report Last Thursday 17/05/2007 17/05/2007 08:00 17:30 2900							
Calls Pulled Back from an Extension										

Calculations

Report Heading	Definition		
Start Time	Time the Call started		
Queue	Details of the queue		
Item Type			
Extension Pulled Back From	Extension the Call was pulled back from		
Queue Time Prior to Pullback	Time the Call spent ringing on the Extension before being pulled back to the Queue - cumulative totals		
Answered by Extension	The extension the Call was answered by		
Total Queue	Time the Call was in queue		

See Also

Calls

Call Pullback Report - Excel sample

Call Transfer Summary

<u>Call Transfer Summary - Excel</u> <u>sample</u>

<u>Call Type by Extension</u> <u>Summary</u>

<u>Call Type by Extension</u> <u>Summary - Excel sample</u>

Callback Activity Report

<u>Callback Activity Report -</u> <u>Excel sample</u>

Cradle to Grave Detail Report

<u>Cradle to Grave Detail Report</u> - <u>Excel sample</u>

Incoming Calls Report

Incoming Calls Report - Excel sample

Outgoing Calls Report

Outgoing Calls Report - Excel sample

Queue Call Type by Extension Report

Queue Call Type by Extension Report - Excel sample

Queue Call Type by Extension Summary

Queue Call Type by Extension Summary - Excel sample

Total Call Activity

Total Call Activity - Excel sample

Call Pullback Report - Excel sample

Call Pullback Report

Report Criteria: Dates between 17/05/2007 and 17/05/2007, Times between 08:00 and 17:30, Queue Number = 2900

Time	Queue	ltem Type	Extension Pulled Back From	Declined	Queue Time Priorto Pullback	Answered by Extension	Total Queue Time
				(includes Ring Time)			(includes Ring Time)
					His film:Secs		His Min:Secs
Thursday, 17 M	Aay 2007						
15:51:57	2900	Call	2954		00:00:11	2954	00:01:57
	2900	Call	2954		00:00:21	2954	
	2900	Call	2954		00:00:31	2954	
	2900	Call	2954		00:00:41	2954	
	2900	Call	2954		00:00:51	2954	
	2900	Call	2954		00:01:01	2954	
	2900	Call	2954		00:01:11	2954	
	2900	Call	2954		00:01:21	2954	
	2900	Call	2954		00:01:31	2954	
	2900	Call	2954		00:01:41	2954	
	2900	Call	2954		00:01:51	2954	
Call Transfer Summary

This provides a summary of the calls transferred and is grouped by extension. It displays destination and talk time.

Report Criteria



Calculations

Report Heading	Definition
Extension	Extension that transferred the Call
Transferred To	Details of the extension the Call was transferred to

Count	Number of calls transferred to the number
Talk Time	Talk Time once the transfer was completed

See Also

<u>Calls</u>

Call Pullback Report

Call Pullback Report - Excel sample

<u>Call Transfer Summary - Excel</u> <u>sample</u>

<u>Call Type by Extension</u> <u>Summary</u>

<u>Call Type by Extension</u> <u>Summary - Excel sample</u>

Callback Activity Report

<u>Callback Activity Report -</u> <u>Excel sample</u>

Cradle to Grave Detail Report

<u>Cradle to Grave Detail Report</u> - Excel sample

Incoming Calls Report

Incoming Calls Report - Excel sample

Outgoing Calls Report

Outgoing Calls Report - Excel sample

Queue Call Type by Extension Report

Queue Call Type by Extension Report - Excel sample

Queue Call Type by Extension Summary

Queue Call Type by Extension Summary - Excel sample

Total Call Activity

<u>Total Call Activity - Excel</u> <u>sample</u>

Call Transfer Summary - Excel sample

Call Transfer Summary

Report Criteria: Dates between 14/05/2007 and 20/05/2007, Times between 08:00 and 19:45, Extension = 2954

Extension	Transferred To		Coun	Total Talk	
				Hirs : Mini:Secs	
2954 Liana Iv	vanskaya				
	1021922697		1	00:00:23	
	2914	Mark Trubridge	1	00:00:18	
	2921	Meeting Room	1	00:01:50	
	2958	JoBeth Speakerphone	1	00:00:57	
	2981	Ed Wood	1	00:00:13	
	2991	Jesse Jackson	1	00:01:10	
	Extension Total		6	00:04:51	

Page 1 of 1

Transfer1.rpt - Version 5.0.0700 24/05/2007 10:16:25 a.m. This provides a summary of the Call types an extension has handled but does not spilt the Queue calls up into individual Queues.

The pie chart helps identify the type of call an extension is involved with most. For example, you can confirm an extension is making outbound calls, which they should because they respond to sales queries and taking a few Queue calls when the sales Queue gets busy. Or you might see that they are taking a lot of Queue calls and have little time to respond to sales queries.

E IPFX Reports (Legacy) - Call Type by Extension	on Summary [Call4.	.rpt]	Z
File Report Options Help			
🛃 🎒 🗳 🕂 🗕 🚍 🛅 🎯			
Agent Teams Calls Call Pullback Report Call Transfer Summary Call Type by Extension Summary Callback Activity Report Cradle to Grave Detail Report Cradle to Grave Detail Report Cradle to Grave Detail Report Cueue Call Type by Extension Report Queue Call Type by Extension Summary Total Call Activity DDI Reports Extensions Deferormance Queue Groups Site Information Wildcard/Preferred Agent Wrapup Codes	Description Summary of Call T Summary of Call T Criteria Report <u>I</u> emplate Source Data <u>b</u> ase Report <u>D</u> irectory: Report Titl <u>e</u> Period Dates Times Extension	ype Inform From To From To	ation Grouped by Extension AKLV0IP01 - (Current) Z:\ Call Type by Extension Summary Today 24/05/2007 24/05/2007 08:00 17:30 2954
Summary of Call Type Information Grouped by Extension			

Calculations

Report Heading	Definition
Total Calls for Call Type	Total Number of calls for the particular Call Type
Talk Time Total	Total Time spent Talking on calls for a particular Call Type
Talk Time Maximum	Time spent Talking on the longest single call for a particular Call Type
Talk Time Average	Total Talk Time Divided by Total Calls For Call Type
Extension Total - Total Calls for Call Type	Sum of Total Calls for Call Type for the particular Extension
Extension Total - Total Talk Time	Sum of Total Talk Time for the particular Extension
Extension Total - Maximum	Max Time spent Talking on a call for a particular Extension

Extension Total - Average	Extension Total - Total Talk Time Divided by Extension Total - Total Call For Call Type
TOTAL - Total Calls for Call Type	Sum of Extension Total - Total Calls for Call Type
TOTAL - Total Talk Time	Sum of Extension Total - Total Talk Time
TOTAL - Maximum	Max Time spent Talking on a call for all Extensions in the Report
TOTAL - Average	Grand Total - Total Talk Time Divided by Grand Total - Total Calls For Call Type

See Also

<u>Calls</u>

Call Pullback Report

Call Pullback Report - Excel sample

Call Transfer Summary

<u>Call Transfer Summary - Excel</u> <u>sample</u>

<u>Call Type by Extension</u> <u>Summary - Excel sample</u>

Callback Activity Report

<u>Callback Activity Report -</u> <u>Excel sample</u>

Cradle to Grave Detail Report

<u>Cradle to Grave Detail Report</u> - Excel sample

Incoming Calls Report

Incoming Calls Report - Excel sample

Outgoing Calls Report

Outgoing Calls Report - Excel sample

Queue Call Type by Extension Report

Queue Call Type by Extension Report - Excel sample

Queue Call Type by Extension Summary

Queue Call Type by Extension

Summary - Excel sample
Total Call Activity
Total Call Activity - Excel
sample

Call Type by Extension Summary - Excel sample

Call Type by Extension Summary

Report Criteria:	Dates be	tween 24/06	5/2007 and 24/	'05/2007, Tir	nes between 08	:00 and 17:30, Extension = 2954			
Type of Call	Total for Ca	Calls Iltype	Tal Total Talktime	kTime Statistic Maximum	S Average				
	Answered	Abandoned	His film Secs	His Min:Secs	Hrs film:Secs				
2954 Liana Vine	;								
Incoming Outgoing Queue	2 2 2	0 0 0	0 00:01:58 0 00:12:35 0 00:00:34	00:01:24 00:10:41 00:00:17	00:00:59 00:06:17 00:00:17	Type of Call - Count	Number of Seconds	Nadinun TakTine	Austage TalkTime
Extension GRAND TOTAL: Page 1 of 1	6	0	0 00:15:07 0 00:15:07	00:10:41 00:10:41	00:02:31 00:02:31			lype of Ua	Call4.rpt - Version 5.0.0700 24/05/2007 10:20: a.m

Callback Activity Report

A Callback happens when a caller who is waiting in a Queue is offered, by way of announcement, the choice to leave a Callback that will retain its position in the queue. This feature is an additional module to the standard Call Centre, and will only run if this module has been purchased. Ideal for reducing 0800 queuing costs and/or customer queue/wait times.

If a Callback is in the queue, it will deliver to the next available agent the receiving agent will then be given the task of calling this person back automatically.

This report provides a good analysis of how many Callbacks were received into the queue, whether they were saved, deleted, rescheduled and/or the customers call was returned/accepted.

E IPFX Reports (Legacy) - Callback Activity Rep	ort [Call3.rpt]			
Eile Report Options Help				
Agent Teams Calls Calls Call Pullback Report Call Transfer Summary Call Type by Extension Summary Callback Activity Report Cradle to Grave Detail Report Cradle to Grave Detail Report Cradle to Grave Detail Report Queue Call Type by Extension Report Queue Call Type by Extension Summary Total Call Activity Coll Call Call Activity Coll Reports Calle Site Information Calle Site Site Information Calle Site Site Site Site Site Site Site S	Description List of Callbacks G Criteria Report <u>I</u> emplate Source Data <u>b</u> ase Report <u>Directory:</u> Report Titl <u>e</u> Period Dates Times Item Type Queue Number Extension	From To From To	D ay	
List of Callbacks Grouped by Day				

Calculations

Report Heading	Definition
Start Time	Time the Call started
Queue Number	Number of the Queue
Extension Number	Extension receiving the Call
Item Type	
Number Dialled	Number dialled in or Number Dialled Out
Calling Line Identification (CLID)	Telephone number of the calling party
Caller Details	Database information for caller
Time Talking	Time Spent talking on the Call

Release Type	
Daily Total - Count	Count of the Calls on the Specified Day
Daily Total - Time Talking Time	Sum of Time Talking for all the Days in the Report Divided by Daily Total
Daily Total - Time Talking Avg	Sum of Time Talking Divided by Daily Total - Count
Grand Total - Time Talking Time	Sum of Time Talking for all the Days in the Report Divided by Grand Total
Grand Total - Time Talking Avg	Sum of Time Talking for all the Days in the Report Divided by Grand Total - Count

See Also

<u>Calls</u>

Call Pullback Report

Call Pullback Report - Excel sample

Call Transfer Summary

Call Transfer Summary - Excel sample

Call Type by Extension Summary

Call Type by Extension Summary - Excel sample

<u>Callback Activity Report -</u> <u>Excel sample</u>

Cradle to Grave Detail Report

<u>Cradle to Grave Detail Report</u> - Excel sample

Incoming Calls Report

Incoming Calls Report - Excel sample

Outgoing Calls Report

Outgoing Calls Report - Excel sample

Queue Call Type by Extension Report

Queue Call Type by Extension Report - Excel sample Queue Call Type by Extension Summary

<u>Queue Call Type by Extension</u> <u>Summary - Excel sample</u>

Total Call Activity

<u>Total Call Activity - Excel</u> <u>sample</u>

Callback Activity Report - Excel sample Callback Activity Report

Report Criteria: Dates between 01/04/2007 and 30/04/2007, Times between 08:00 and 17:30

Number of Callbacks



Date of Callback

Date	Time	Number Dialled	Queue	Extension	ltem Type	Caller Identification	Time Talking	Average Time Talking
							Hrs Min:Secs	Hrs Min:Secs
Monday, 16 April 200	7							
	13:03.16		2265	2220	Callback	4018555775	00:00:33	
Daily Total:	1	(number of Callbacks)					00:00:33	00:00:33
GRAND TOTAL:	1	(total number of Calibacks)					00:00:33	00:00:33
Page 1 of 1							(Call3.rpt - Version 5.0.0700
								24/05/2007 10:21: a.m.

Cradle to Grave Detail Report

This report details the life of a call through all the various events associated with it. It shows you the Caller ID and the Transaction ID associated with the Call. Each Call Transaction ID can have multiple associated Call IDs which show you the events of the call from the point of view of one of the parties involved in the Call. For example, a call between two extensions will yield two related Call IDs associated with one Call Transaction ID. The first will detail the events from the point of view of the Calling Party and the second will detail the events from the point of view of the Called Party.

IPFX Reports (Legacy) - Cradle to Grave Detail	Report [CToG1.rp	t]	_	
Eile Report Options Help				
Agent Teams Calls Calls Call Pullback Report Call Transfer Summary Call Type by Extension Summary Callback Activity Report Cradle to Grave Detail Report Cradle to Grave Detail Report Cueue Call Type by Extension Report Queue Call Type by Extension Summary Total Call Activity Coll Call Call Call Call Activity Coll Call Call Activity Coll Call Call Call Activity Coll Call Call Call Activity Coll Call Call Call Call Call Call Call	Description Cradle to Grave De Criteria Report Iemplate Source Database Report Directory: Report Title Period Dates Times Caller ID DNIS Called Party	From To To	t SYDV0IP01 - (Current) Z:\ Cradle to Grave Detail Report Today 24/05/2007 24/05/2007 08:00 17:30	

See Also

<u>Calls</u>

Call Pullback Report

Call Pullback Report - Excel sample

Call Transfer Summary

Call Transfer Summary - Excel sample

Call Type by Extension Summary

Call Type by Extension Summary - Excel sample

Callback Activity Report Callback Activity Report - Excel sample Cradle to Grave Detail Report - Excel sample Incoming Calls Report Incoming Calls Report - Excel sample Outgoing Calls Report Outgoing Calls Report - Excel sample Queue Call Type by Extension Report Queue Call Type by Extension Report - Excel sample Queue Call Type by Extension Summary Queue Call Type by Extension Summary Queue Call Type by Extension Summary - Excel sample Total Call Activity Total Call Activity - Excel sample

Cradle to Grave Detail Report - Excel sample

Cradle to Grave Detail Report

Report Criteria: Dates between 24/05/2007 and 24/05/2007, Times between 08:00 and 17:30

Caller ID	Xaction ID DNIS	Called Party	Event Date Time	Status		First Party	Call ID
Thursday, May 24, 2007							
10183755080	482844 2298 Support Menu	2298 Support Menu	24/05/2007 08:13:17 24/05/2007 08:13:17	Ringing Released		2298 Support Menu	482843
		8261 New Ticket	24/05/2007 08:13:48 24/05/2007 08:14:16	Ringing Released		8261 New Ticket	482845
		2298 Support Menu	24/05/2007 08:13:17 24/05/2007 08:13:18 24/05/2007 08:13:48	Ringing Answered Released	Transfer	8205 VM Port5	482990
		8261 New Ticket	24/05/2007 08:14:16 24/05/2007 08:14:20 24/05/2007 08:16:31	Ringing Answered Released	Terminate	2249 Lee Tamahori	482991
10185267976	482829 2298 Support Menu						
		2298 Support Menu	24/05/2007 08:10:37 24/05/2007 08:10:38	Ringing Released		2298 Support Menu	482828
		2298 Support Menu	24/05/2007 08:10:38 24/05/2007 08:10:38 24/05/2007 08:11:21	Ringing Answered Released	Transfer	8203 VM Port3	482985
10185267976	482839 2298 Support Menu						
		2298 Support Menu	24/05/2007 08:11:46 24/05/2007 08:11:47	Ringing Released		2298 Support Menu	482838
		8262 Exisiting Ticket	24/05/2007 08:12:21 24/05/2007 08:12:51	Ringing Released		8262 Exisiting Ticket	482840
		8262 Existing Ticket	24/05/2007 08:13:00 24/05/2007 08:13:00 24/05/2007 08:13:41	Ringing Answered Released		8262 Exisiting Ticket	482841
		2298 Support Menu	24/05/2007 08:11:47 24/05/2007 08:11:48 24/05/2007 08:12:21	Ringing Answered Released	Transfer	8204 VM Port4	482988
		8262 Exisiting Ticket	24/05/2007 08:12:51 24/05/2007 08:12:51 24/05/2007 08:13:00	Ringing Answered Released		8207 VM Port7	482989
4018737749	482859 87793998						
		2298 Support Menu	24/05/2007 08:21:19 24/05/2007 08:21:20	Ringing Released		2298 Support Menu	482858
		8262 Exisiting Ticket	24/05/2007 08:21:55	Ringing		8262 Exisiting Ticket	482860

24/05/2007 10:23:54 a.m.

Page 1 of 1

Incoming Calls Report

This gives a detailed list of incoming calls over a definable period. Note here that Queue calls are not regarded as Incoming calls but as "Queue Calls" so they are not included in this report. Calls are sorted by the start time of the call.

This is a good report to run when you need to see details on a DDI or extension to extension call.

PFX Reports (Legacy) - Incoming Calls Report	t [Call2.rpt]			
File Report Options Help				
🛃 🎒 🏊 🖶 🗕 🖨 🛅 🎯				
Agent Teams Galls Call Pullback Report Call Transfer Summary	 Description List of Incoming Ca 	lls Groupe	ed by Day	
Call Type by Extension Summary	Criteria			
Cradle to Grave Detail Report	Report <u>T</u> emplate			-
Outgoing Calls Report	Source Data <u>b</u> ase		SYDV0IP01 - (Current)	-
Queue Call Type by Extension Report	Report <u>D</u> irectory:		Z:V	
Total Call Activity	Report Titl <u>e</u>		Incoming Calls Report	
DDI Reports Extensions	Peri <u>o</u> d		Today	-
Message Box	Dates	From	24/05/2007	
Performance Queue Groups		To	24/05/2007	
Queues	Times	From	08:00	
Site Information Wildcard/Preferred Agent		То	17:30	
🗄 🦳 Wrapup Codes	Extension			
	Item Type			
	DNIS			
	Caller ID			
List of Incoming Calls Grouped by Day				

Calculations

Report Heading	Definition
Time in Queue/Offhook	Time the call was in the personal queue before being delivered/Time phone was offhook
Time Ringing at Extension	Time the Call spent ringing on the Extension
Time Talking	Time Spent Talking on the Call
Daily Total - Count	Count of the Calls on the Specified Day
Daily Total - Time in Queue/Offhook Avg.	Sum of Time in Queue/Offhook Divided by Daily Total - Count
Daily Total - Time Ringing at Extension Avg.	Sum of Time Ringing at Extension Divided by Daily Total - Count
Daily Total - Time Talking Avg.	Sum of Time Talking Divided by Daily Total - Count

See Also

<u>Calls</u>

Call Pullback Report

Call Pullback Report - Excel sample

Call Transfer Summary

Call Transfer Summary - Excel sample

<u>Call Type by Extension</u> <u>Summary</u>

Call Type by Extension Summary - Excel sample

Callback Activity Report

<u>Callback Activity Report -</u> <u>Excel sample</u>

Cradle to Grave Detail Report

<u>Cradle to Grave Detail Report</u> - <u>Excel sample</u>

Incoming Calls Report - Excel sample

Outgoing Calls Report

Outgoing Calls Report - Excel sample

Queue Call Type by Extension Report

Queue Call Type by Extension Report - Excel sample

Queue Call Type by Extension Summary

Queue Call Type by Extension Summary - Excel sample

Total Call Activity

Total Call Activity - Excel sample

Incoming Calls Report - Excel sample

Incoming Calls Report

Report Criteria: Dates between 24/05/2007 and 24/05/2007, Times between 08:00 and 17:30

Start Time	Extension	ltem Type	Number Dialled	Caller Identification	Caller Details	Count	Time in Queue/Offhook Days Histlinsecs	Time Ringing at Extension Days His MinSecs	Time Talking Days His MinSecs	Release Type	Trunk
Thursday, 2	4 May 2007										
08:10.10	2210	Call		3043			00:00:00	00:00:20	00:00:00	Voice Mail Handled	482826
08:14.09	2248	Call		3043			00:00:00	00:00:01	00:09:02	Normal	482835
08:23.19	8201	Call		0419737749			00:00:00	00:00:00	00:00:00	Voice Mail Handled	482859
08:22.58	2245	Call		2249			00:00:00	00:00:21	00:00:00	Abandoned	2249
				Daily Totals:		4	00:00:00	00:00:42	00:09:02		
				Daily			00:00:00	00:00:08	00:09:02		
				GRAND TOTALS:		5	0 00:00:00	0 00:00:42	0 00:09:02		
				AVERAGES:			00:00:00	00:00:08	00:09:02		
Page 1 of 1										Call2.rpt - Ver	sion 5.0.0700

Page 1 of 1

24/05/2007 10:24: a.m.

Outgoing Calls Report

A detailed list of all Outgoing calls sorted by the time the call started. You can choose the period this report will cover.

Note You can choose to report on Off Hook calls or not, or include all calls. The default is All. Off Hook is the action of lifting the handset and hanging up, without making a call.

This will show all outgoing calls and is useful for confirming when a particular call was made, where the call went and how long it took.

E IPFX Reports (Legacy) - Outgoing Calls Report	t [Call1.rpt]			
File Report Options Help				
Agent Teams Calls Call Pullback Report Call Transfer Summary Call Type by Extension Summary Callback Activity Report Callback Activity Report Cradle to Grave Detail Report Cradle to Grave Detail Report Utgoing Calls Report Queue Call Type by Extension Report Queue Call Type by Extension Summary Total Call Activity DDI Reports Extensions Message Box Performance Queue Groups Queues Site Information Wildcard/Preferred Agent Wrapup Codes	Description List of Outgoing Ca Report Iemplate Source Database Report Directory: Report Title Period Dates Times Queue Number Extension Number Dialled Off Hook	From To From To To	ed by Day SYDV0IP01 - (Current) Z:\ Outgoing Calls Report Today 24/05/2007 24/05/2007 08:00 17:30 	
List of Outgoing Calls Grouped by Day				/

Calculations

Report Heading	Definition
Time in Queue/Offhook	Time the call was in the personal queue before being delivered/Time phone was offhook
Time Ringing at Extension	Time the Call spent ringing on the Extension
Time Talking	Time Spent Talking on the Call
Daily Total - Count	Count of the Calls on the Specified Day
Daily Total - Time in Queue/Offhook Avg.	Sum of Time in Queue/Offhook Divided by Daily Total - Count
Daily Total - Time Ringing at Extension Avg.	Sum of Time Ringing at Extension Divided by Daily Total - Count

See Also

<u>Calls</u>

Call Pullback Report

Call Pullback Report - Excel sample

Call Transfer Summary

Call Transfer Summary - Excel sample

<u>Call Type by Extension</u> <u>Summary</u>

<u>Call Type by Extension</u> <u>Summary - Excel sample</u>

Callback Activity Report

<u>Callback Activity Report -</u> <u>Excel sample</u>

Cradle to Grave Detail Report

<u>Cradle to Grave Detail Report</u> - Excel sample

Incoming Calls Report

Incoming Calls Report - Excel sample

Outgoing Calls Report - Excel sample

Queue Call Type by Extension Report

Queue Call Type by Extension Report - Excel sample

Queue Call Type by Extension Summary

Queue Call Type by Extension Summary - Excel sample

Total Call Activity

Total Call Activity - Excel sample

Outgoing Calls Report - Excel sample

Outgoing Calls Report

Report Criteria: Dates between 24/05/2007 and 24/05/2007, Times between 08:00 and 17:30

Start Time	Extension	Number Dialled	Count	Time in Queue/Offhoo	Time Ringing at Extension	Time Talking	Release Type	Trunk		
				L. Days His Min:Secs	Days His Min:Secs	Days His Min:Secs				
Thursday, 24 N	lay 2007									
08:02:02	2249	00399345256		00:00:00	00:00:21	00:00:09	Normal	482808		
08:03:22	2249	00399345256		00:00:00	00:00:11	00:00:00	Abandoned	482811		
08:04:16	2249	00338677030		00:00:00	00:00:00	00:00:00	Abandoned	482814		
08:04:59	2249	00738677030		00:00:00	00:00:08	00:00:00	Abandoned	482817		
08:06:53	2249	00399345256		00:00:00	00:00:16	00:00:12	Normal	482820		
08:07:54	2249	00399345256		00:00:00	00:00:01	00:00:25	Normal	482823		
08:10:55	2249	00242579999		00:00:00	00:00:23	00:00:00	Abandoned	482832		
08:14:09	2249	2248		00:00:00	00:00:01	00:00:04	Normal	2248		
08:17:00	2249	00399345205		00:00:00	00:00:01	00:00:36	Normal	482852		
08:18:53	2249	00396694368		00:00:00	00:00:18	00:00:50	Normal	482856		
08:22:58	2249	2245		00:00:00	00:00:21	00:00:03	Normal	8201		
	Daily Totals	:	11	00:00:00	00:02:01	00:02:19				
	Daily			00:00:00	00:00:11	00:00:20				
	GRAND TO	ALS:	11	0 00:00:00	0 00:02:01	0 00:02:19				
	AVERAGES			00:00:00	00:00:11	00:00:20				

Call1.rpt - Version 5.0.0700

Queue Call Type by Extension Report

This report provides a summary of queue calls handled by an extension grouped by day. It is split into individual queues, showing the type of calls an extension has handled as Incoming, Outgoing and Queue Calls, but splits Queue calls into the individual Queues.

Enabling overall viewing of an extensions call activity, whether it is Incoming, Outgoing or Queue related calls.

For instance, an agent is not logged into the queue a lot during that day and has only taken 20 queue calls, whereas their colleague has taken at least 200. This will show, there other call activity throughout that time.

E IPFX Reports (Legacy) - Queue Call Type by E	xtension Report [([all8.rpt]		- 0 🛛
Eile Report Options Help				
🛃 🎒 🏊 🕂 🖶 😑 🔛 🎯				
Agent Teams Calls Calls Call Pullback Report Call Transfer Summary Call Type by Extension Summary Callback Activity Report Cradle to Grave Detail Report Cradle to Grave Detail Report Cradle to Grave Detail Report Cutgoing Calls Report Queue Call Type by Extension Report Queue Call Type by Extension Summary Total Call Activity CDI Reports Extensions Calle Groups Cueues Calle Groups Cueues Calle Groups Cueues Calle Groups Calle Grou	Description Queue Call Listing Criteria Report <u>I</u> emplate Source Database Report <u>Directory:</u> Report Title Period Dates Times Item Type Queue Number Extension	g by Extens From To From To	ion by Queue Grouped by Day SYDV0IP01 - (Current) Z:\ Queue Call Type by Extension Today 24/05/2007 24/05/2007 08:00 17:30	▼ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■
Queue Call Listing by Extension by Queue Grouped by Day				1

Calculations

Report Heading	Definition
Time in Queue	Time that the Call spent in the Queue
Time Ringing at Extension	Time that the Call spent Ringing on the Extension
Time on Hold	Time that the Call spent on Hold
Time in WrapUp	Time that the Agent took to wrap up the call after the call had been completed
Time Talking	Time that the Agent spent talking
Total Time	Sum of Time in Queue, Time Ringing at Extension, Time on Hold, Time in WrapUp and Time Talking

Extension Avgs - Time in Queue	Sum of Time in Queue Divided by Total Number of Calls that rang on the Specific Extension
Extension Avgs - Time Ringing at Extension	Sum of Time Ringing at Extension Divided by Total Number of Calls that rang on the Specific Extension
Extension Avgs - Time on Hold	Sum of Time in Queue Divided by Total Number of Calls that rang on the Specific Extension
Extension Avgs - Time in WrapUp	Sum of Time in WrapUp Divided by Total Number of Calls that rang on the Specific Extension
Extension Avgs - Time Talking	Sum of Time Talking Divided by Total Number of Calls that rang on the Specific Extension
Extension Avgs - Total Time	Sum of Total Time Divided by Total Number of Calls that rang on the Specific Extension
Queue Avgs - Time in Queue	Sum of Extension Avgs - Time in Queue Divided by Total Number of Calls that rang on the Specific Extension
Queue Avgs - Time ringing at Extension	Sum of Extension Avgs - Time Ringing at Extension Divided by Total Number of Calls that rang on the Specific Extension
Queue Avgs - Time on Hold	Sum of Extension Avgs - Time in Queue Divided by Total Number of Calls that rang on the Specific Extension
Queue Avgs - Time in WrapUp	Sum of Extension Avgs - Time in WrapUp Divided by Total Number of Calls that rang on the Specific Extension
Queue Avgs - Time Talking	Sum of Extension Avgs - Time Talking Divided by Total Number of Calls that rang on the Specific Extension
Queue Avgs - Total Time	Sum of Extension Avgs - Total Time Divided by Total Number of Calls that rang on the Specific Extension
Daily Avgs - Time in Queue	Sum of Queue Avgs - Time in Queue Divided by Total Number of Calls the rang on the Specific Extension
Daily Avgs - Time Ringing at Extension	Sum of Queue Avgs - Time Ringing at Extension Divided by Total Number of Calls that rang on the Specific Extension
Daily Avgs - Time on Hold	Sum of Queue Avgs - Time in Queue Divided by Total Number of Calls the rang on the Specific Extension
Daily Avgs - Time in WrapUp	Sum of Queue Avgs - Time in WrapUp Divided by Total Number of Calls that rang on the Specific Extension
Daily Avgs - Time Talking	Sum of Queue Avgs - Time Talking Divided by Total Number of Calls that rang on the Specific Extension
Daily Avgs - Total Time	Sum of Queue Avgs - Total Time Divided by Total Number of Calls that rang on the Specific Extension

See Also

<u>Calls</u>

Call Pullback Report

Call Pullback Report - Excel

<u>sample</u>

Call Transfer Summary

<u>Call Transfer Summary - Excel</u> <u>sample</u>

<u>Call Type by Extension</u> <u>Summary</u>

<u>Call Type by Extension</u> <u>Summary - Excel sample</u>

Callback Activity Report

<u>Callback Activity Report -</u> <u>Excel sample</u>

Cradle to Grave Detail Report

<u>Cradle to Grave Detail Report</u> - <u>Excel sample</u>

Incoming Calls Report

Incoming Calls Report - Excel sample

Outgoing Calls Report

Outgoing Calls Report - Excel sample

Queue Call Type by Extension Report - Excel sample

Queue Call Type by Extension Summary

Queue Call Type by Extension Summary - Excel sample

Total Call Activity

<u>Total Call Activity - Excel</u> <u>sample</u>

Queue Call Type by Extension Report - Excel sample

Queue Call Type by Extension Report

Report Criteria: Dates between 24/05/2007 and 24/05/2007, Times between 08:00 and 17:30

Start Time	Caller Identification	Time in Queue (nclules Ring Time)	Time Ringing at Extension	Time On Hold	Time In Wrapup	Time Talking	Total Time	Release	Trun
		His (Min Secs	His : Min Secs	Hirs : Min :Secs	His : Min : Secs	His (Min Secs	His: Min Secs		
Thursday, 24 May 2007									
8261 New Ticket .au									
2249 Lee Tamahori 08:11:28 08:13:48	3043 1018755080	00:00:00 00:00:28	00:00:07 00:00:04	00:00:08 00:00:00	00:00:00	00:02:31 00:02:11	00:02:39 00:02:39	Normal Normal	482835 482844
Extension Averages:		00:00:14	00:00:06	00:00:04	00:00:00	00:02:21	00:02:39		
Queue Averages:		00:00:14	00:00:06	00:00:04	00:00:00	00:02:21	00:02:39		
8262 Exisiting Ticket .au									
2249 Lee Tamahori 08:21:55 Extension Averages:	4018737749	00:00:01 00:00:01	00:00:07 00:00:07	00:00:26 00:00:26	00:00:00	00:00:54 00:00:54	00:01:21 00:01:21	Normal	482859
Queue Averages:		00:00:01	00:00:07	00:00:26	00:00:00	00:00:54	00:01:21		
Daily Averages:		00:00:10	00:00:06	00:00:11	00:00:00	00:01:52	00:02:13		
Page 1 of 1									Call8.rpt - Version 5.0.0700 ################################

Queue Call Type by Extension Summary

This report provides a summary of queue calls handled by an extension grouped by Extension. It is split into individual queues, showing the type of calls an extension has handled as Incoming, Outgoing and Queue Calls, but splits Queue calls into the individual Queues.

Enabling overall viewing of an extensions call activity, whether it is Incoming, Outgoing or Queue related calls.

For instance, an agent is not logged into the queue a lot during that day and has only taken 20 queue calls, whereas their colleague has taken at least 200. This will show, there other call activity throughout that time.

🖺 IPFX Reports (Legacy) - Queue Call Type by Extension Summary [Call7.rpt]									
Eile Report Options Help									
Agent Teams Calls Call Pullback Report Call Transfer Summary Call Type by Extension Summary Callback Activity Report Calle to Grave Detail Report Calle to Grave Detail Report Calle to Grave Detail Report Utgoing Calls Report Queue Call Type by Extension Report Queue Call Type by Extension Summary Total Call Activity DDI Reports Extensions Message Box Performance Queue Groups Site Information Wildcard/Preferred Agent Wrapup Codes	Description Summary of Call Ty Criteria Report <u>I</u> emplate Source Data <u>b</u> ase Report <u>D</u> irectory: Report Titl <u>e</u> Peri <u>o</u> d Dates Times Item Type Extension Off Hook	pe Inform From To From To	ation for a Queue Grouped by Ex SYDV0IP01 - (Current) Z:\ Queue Call Type by Extension S Today 24/05/2007 24/05/2007 08:00 17:30	tension					
Summary of Call Type Information for a Queue Grouped by Ext	ension								

Calculations

Queue Call Type by Extension Summary

Incoming Calls - Count	Number of Incoming Calls for the Call Type	1
Incoming Calls - Total	Total Time spent or Incoming Calls	
Incoming Calls - Minimum	Min Time spent on an Incoming Call for the particular Call Type	
Incoming Calls - Maximum	Max Time spent on an Incoming Call for the particular Call Type	
Incoming Calls - Average	Incoming Calls - Total Divided by Incoming Calls - Count	3
Outgoing Calls - Count	Number of Outgoing Calls for the Call Type	
Outgoing Calls - Total	Total Time spent or Outgoing Calls	
Outgoing Calls - Vinimum	Min Time spent on a Outgoing Call for the particular Call Type	3
Outgoing Calls Haximum	Max Time spent on a Outgoing Call for the particular Call Type	
Outgoing Calls - Average	Outgoing Calls - Total Divided by Outgoing Calls - Count	
Queue Call - Count	Number of Queue Calls for the Call Type	
Queue Call - Total	Total Time spent or Queue Calls	1
Queue Call - Minimum	Min Time spent on a Queue Call for the particular Call Type	
Queue Call - Maximum	Max Time spent on a Queue Call for the particular Call Type	



<u>Calls</u>

Call Pullback Report

Call Pullback Report - Excel sample

Call Transfer Summary

Call Transfer Summary - Excel sample

Call Type by Extension Summary

Call Type by Extension Summary - Excel sample

Callback Activity Report

Callback Activity Report - Excel sample

Cradle to Grave Detail Report

Cradle to Grave Detail Report - Excel sample

Incoming Calls Report

Incoming Calls Report - Excel sample

Outgoing Calls Report

Outgoing Calls Report - Excel sample

Queue Call Type by Extension Report

Queue Call Type by Extension Report - Excel sample

Queue Call Type by Extension Summary - Excel sample

Total Call Activity

Total Call Activity - Excel sample

Queue Call Type by Extension Summary - Excel sample

Queue Call Type by Extension Summary

Report Criteria:	Dates b	etween 24	1/05/2007 ar	od 24/05/	2007, Tii	nes betwe	en 08:00 a	nd 17:30								
Extension	Number		Incoming Call Talk Time Statistics				Outgoing Call Talk Time Statistics					Queue Call Talk Time Statistics				
		Count	Total	Minim um	Ma sim um	Average	Count	Total	Minimum	Maxim um	Average	Count	Total	Minimum	Maximum	Average
			Day His film:Secs		His film Secs			Day Hisdlin:Secs		His filmSecs			Day His Min:Decs		His filmSecs	
2210 Justin Ti	me															
Extn	2210	1	0	00:00:00	00:00:00	00:00:00	0	0 00:00:00	00:00:00	00:00:00	00:00:00	0	0	00:00:00	00:00:00	00:00:0
Exten	sion Totals:	1	0	00:00:00	00:00:00	00:00:00	0	0 00:00:00	00:00:00	00:00:00	00:00:00	0	0	00:00:00	00:00:00	00:00:0
2245 Vladamir Rasputin																
Extn	2245	1	0	00:00:00	00:00:00	00:00:00	0	0 00:00:00	00:00:00	00:00:00	00:00:00	0	0	00:00:00	00:00:00	00:00:0
Exten	sion Totals:	1	0	00:00:00	00:00:00	00:00:00	0	0 00:00:00	00:00:00	00:00:00	00:00:00	0	0	00:00:00	00:00:00	00:00:0
2248 Chris Ormsby																
Extn	2248	1	0	00:09:02	00:09:02	00:09:02	0	0 00:00:00	00:00:00	00:00:00	00:00:00	0	0	00:00:00	00:00:00	00:00:0
Exten	sion Totals:	1	0	00:09:02	00:09:02	00:09:02	0	0 00:00:00	00:00:00	00:00:00	00:00:00	0	0	00:00:00	00:00:00	00:00:0
2249 Lee Tam	ahori															
Extn	2249	0	0	00:00:00	00:00:00	00:00:00	11	0 00:02:19	00:00:00	00:00:50	00:00:13	0	0	00:00:00	00:00:00	00:00:0
Queue	e 8261	0	0	00:00:00	00:00:00	00:00:00	0	0 00:00:00	00:00:00	00:00:00	00:00:00	2	0	00:02:11	00:02:31	00:02:2
Queue	e 8262	0	0	00:00:00	00:00:00	00:00:00	0	0 00:00:00	00:00:00	00:00:00	00:00:00	1	0	00:00:54	00:00:54	00:00:5
Exten	sion Totals:	0	0	00:00:00	00:00:00	00:00:00	11	0 00:02:19	00:00:00	00:00:50	00:00:13	3	0	00:00:54	00:02:31	00:01:5
GRAND TOTA	ALS:	3	0	00:00:00	00:09:02	00:03:01	11	0 00:02:19	00:00:00	00:00:50	00:00:13	3	0	00:00:54	00:02:31	00:01:5
Page 1 of 1																Call7.rpt - Version 5.0.0700

Total Call Activity

This provides a full overview of each call made by this extension or queue, sorted by the time the call started. The calls are analysed with a Release Type, which can be any on of the following: "Normal", "Voicemail Handled", "Queue Abandoned", "Callback - Rescheduled" or "Callback - deleted".

A "Normal" release type is an ordinary answered and completed call.

"Voicemail Handled" is a call is answered by voicemail. Both voicemail boxes and message boxes give this release type.

"Queue Abandoned" release types are calls which come into a queue and the caller hangs up before being answered.

"Callback - Rescheduled" is when an agent is offered a callback but chooses to reschedule it.

"Callback - Deleted" happens when an agent deletes the callback that has been presented to them.

A very detailed report for checking every call type for an extension or a queue, particularly if there is a dispute about what happened to a caller. For example, a caller might claim a long answer time by an agent. This report would show the answer time for the particular call.

Detailed queue calls i.e. track a customer complaint.

🕒 IPFX Reports (Legacy) - Total Call Activity [Call5.rpt]							
File Report Options Help							
Agent Teams Calls Call Pullback Report Call Transfer Summary Call Type by Extension Summary Call Dype by Extension Summary Callback Activity Report Cradle to Grave Detail Report Incoming Calls Report	Criteria Report <u>I</u> emplate	d by Day					
Uutgoing Calls Report	Source Data <u>b</u> ase		SYDV0IP01 - (Current)	-			
────────────────────────────────────	Report <u>D</u> irectory:		Z:\				
Total Call Activity	Report Titl <u>e</u>		Total Call Activity				
DDI Reports Extensions	Peri <u>o</u> d		Today	-			
🖬 🧰 Message Box	Dates	From	24/05/2007				
E - Cueue Groups		To	24/05/2007				
🗄 🧰 Queues	Times	From	08:00				
Wildcard/Preferred Agent		To	17:30				
🗄 🦳 Wrapup Codes	Item Type						
	Queue Number						
	Extension						
	Call Type						
	Caller ID						
	Release Type						
A Call by Call Listing Grouped by Day							

Calculations

Report Heading	Definition					
Time in Queue/Offhook	Time the call was in the personal queue before being delivered/Time phone was offhook					
Time Ringing at Extension	Time the Call spent ringing on the Extension					
Time Talking	Time Spent Talking on the Call					
Daily Total - Count	Count of the Calls on the Specified Day					
Daily Total - Time in Queue/Offhook Avg.	Sum of Time in Queue/Offhook Divided by Daily Total - Count					
Daily Total - Time Ringing at Extension Avg.	Sum of Time Ringing at Extension Divided by Daily Total - Count					
See Also

<u>Calls</u>

Call Pullback Report

Call Pullback Report - Excel sample

Call Transfer Summary

<u>Call Transfer Summary - Excel</u> <u>sample</u>

<u>Call Type by Extension</u> <u>Summary</u>

<u>Call Type by Extension</u> <u>Summary - Excel sample</u>

Callback Activity Report

<u>Callback Activity Report -</u> <u>Excel sample</u>

Cradle to Grave Detail Report

<u>Cradle to Grave Detail Report</u> - Excel sample

Incoming Calls Report

Incoming Calls Report - Excel sample

Outgoing Calls Report

Outgoing Calls Report - Excel sample

Queue Call Type by Extension Report

Queue Call Type by Extension Report - Excel sample

Queue Call Type by Extension Summary

Queue Call Type by Extension Summary - Excel sample

<u>Total Call Activity - Excel</u> <u>sample</u>

Total Call Activity - Excel sample

Total Call Activity

Report Criteria: Dates between 24/05/2007 and 24/05/2007, Times between 08:00 and 17:30 (All Talk Time averages are calculated using answered calls only)

			ltem	Outgoing Calls			Incoming Calls			Time in	Time Ringing	Time	
Start	Queu	Extensio	Туре	CallType	Number Dalled	DDI Receiving	Caller	Caller Details	Count	Queue/Offhook	at Extension	Talking	Release Type Tr
	8					Call	kientification			Days His film:Secs	Days His dilin:Secs	Days His film Secs	
Thursda	ıy, 24 May	2007											
08:02.02	2249	2249	Call	Outaoina	00399345256		00399345256			00:00:00	00:00:21	00:00:09	Normal
08:03.22	2249	2249	Call	Outgoing	00399345256		00399345256			00:00:00	00:00:11	00:00:00	Abandoned
08:04.16	2249	2249	Call	Outgoing	00338677030		00338677030			00:00:00	00:00:00	00:00:00	Abandoned
08:04.59	2249	2249	Call	Outgoing	00738677030		00738677030			00:00:00	00:00:08	00:00:00	Abandoned
08:06.53	2249	2249	Call	Outgoing	00399345256		00399345256			00:00:00	00:00:16	00:00:12	Normal
08:07.54	2249	2249	Call	Outgoing	00399345256		00399345256			00:00:00	00:00:01	00:00:25	Normal
08:10.10	2210	2210	Call	Incoming			3043			00:00:00	00:00:20	00:00:00	Abandoned
08:10.30	2210	8201	Call	Incoming			3043			00:00:00	00:00:00	00:00:00	Voice Mail Handled
08:10.37	2298	8203	Call	Queue			01095267976			00:00:44	00:00:00	00:00:00	Voice Mail Handled
08:10.55	2249	2249	Call	Outgoing	00242579999		00242579999			00:00:00	00:00:23	00:00:00	Abandoned
08:11.24	2298	8206	Call	Queue			3043			00:00:04	00:00:00	00:00:00	Voice Mail Handled
08:11.28	8261	2249	Call	Queue			3043			00:00:00	00:00:07	00:02:31	Normal
08:11.46	2298	8204	Call	Queue			01095267976			00:00:35	00:00:00	00:00:00	Voice Mail Handled
08:12.21	8262	8262	Call	Queue			01095267976			00:01:20	00:00:00	00:00:00	Abandoned
08:13.17	2298	8205	Call	Queue			01093755080			00:00:31	00:00:00	00:00:00	Voice Mail Handled
08:13.48	8261	2249	Call	Queue			01093755080			00:00:28	00:00:04	00:02:11	Normal
08:14.09	2249	2249	Call	Outgoing	2248		2248			00:00:00	00:00:01	00:00:04	Normal
08:14.09	2248	2248	Call	Incoming			3043			00:00:00	00:00:01	00:09:02	Normal
08:17.00	2249	2249	Call	Outgoing	00399345205		00399345205			00:00:00	00:00:01	00:00:36	Normal
08:18.53	2249	2249	Call	Outgoing	00396694368		00396694368			00:00:00	00:00:18	00:00:50	Normal
08:21.19	2298	8202	Call	Queue			0419737749			00:00:36	00:00:00	00:00:00	Voice Mail Handled
08:21.55	8262	2249	Call	Queue			0419737749			00:00:01	00:00:07	00:00:54	Normal
08:22.58	2245	2245	Call	Incoming			2249			00:00:00	00:00:21	00:00:00	Abandoned
08:22.58	2249	2249	Call	Outgoing	2245		2245			00:00:00	00:00:21	00:00:03	Normal
08:23.19	2245	8201	Call	Incoming			0419737749			00:00:00	00:00:00	00:00:00	Voice Mail Handled
							Daily Totals:		25	0 00:04:19	0 00:03:01	0 00:16:57	
							Daily Averages:			00:01:05	00:00:07	00:01:32	
							GRAND TOTALS:		25	0 00:04:19	0 00:03:01	0 00:16:57	
							AVERAGES:			00:01:05	00:00:07	00:01:32	
Page 1 o	if 1												Call5.rpt - Version 5.0.
													24/05/2007 10:27:

DDI Reports

DDI or DID (Direct Dial In or Direct In Dial) calls are a type of incoming call. This refers to DDI or DID calls that terminate in the queue.

IPFX Reports	
Eile Report Options Help	
DDI Reports DDI Summary (Abandoned Calls) DDI Summary (Answered Calls) DDI Summary Report Extensions Daily Locations by Extension Report Location by Extension Report Location by Extension Summary Location Summary Queue by Extension Report Message Box Message Box Summary	Description Criteria Source Database Report Directory: \\\AKLCTserver\\VM\DB\\
	1.

DDI Summary Report

This gives daily totals of the calls for a particular DDI number, e.g.: A Virtual Queue if in use.

Report Criteria



Report Heading	Definition
Date	A line for each date a date will appear if there were calls received on that date
Call Counts - Total	Total number of Calls on the Specified DNIS and for the particular Queue

Call Counts - Ans	Total number of Answered Calls on the Specified DNIS and for the particular Queue
Call Counts - Aband	Total number of Abandoned Calls on the Specified DNIS and for the particular Queue
Queue Time - Min	Min Queue Time for a Call on the Specified DNIS and for the particular Queue
Queue Time - Max	Max Queue Time for a Call on the Specified DNIS and for the particular Queue
Queue Time - Avg	Total Queue Time Divided by Call Counts - Total on the Specified DNIS and for the particular Queue
Ring Time - Min	Min Ring Time for a Call on the Specified DNIS and for the particular Queue
Ring Time - Max	Max Ring Time for a Call on the Specified DNIS and for the particular Queue
Ring Time - Avg	Total Ring Time Divided by Call Counts - Total on the Specified DNIS and for the particular Queue
Talk Time - Min	Min Talk Time for a Call on the Specified DNIS and for the particular Queue
Talk Time - Max	Max Talk Time for a Call on the Specified DNIS and for the particular Queue
Talk Time - Avg	Talk Ring Time Divided by Call Counts - Total on the Specified DNIS and for the particular Queue
DNIS Total - Call Counts - Total	Sum of Call Counts - Total for the specified DNIS
DNIS Total - Call Counts - Ans	Sum of Call Counts - Ans for the specified DNIS
DNIS Total - Call Counts - Aband	Sum of Call Counts - Aband for the specified DNIS
DNIS Total - Queue Time - Min	Min of Queue Time - Min for the specified DNIS
DNIS Total - Queue Time - Max	Max of Queue Time - Max for the specified DNIS
DNIS Total - Queue Time - Avg	Total Queue Time Divided by DNIS Total - Call Counts - Total on the Specified DNIS and for the particular Queue
DNIS Total - Ring Time - Min	Min of Ring Time - Min for the specified DNIS
DNIS Total - Ring Time - Max	Max of Ring Time - Max for the specified DNIS
DNIS Total - Ring Time - Avg	Total Ring Time Divided by DNIS Total - Call Counts - Total on the Specified DNIS and for the particular Queue
DNIS Total - Talk Time - Min	Min of Talk Time - Min for the specified DNIS
DNIS Total - Talk Time - Max	Max of Talk Time - Max for the specified DNIS
DNIS Total - Talk Time - Avg	Total Talk Time Divided by DNIS Total - Call Counts - Total on the Specified DNIS and for the particular Queue
Grand Total - Call Counts - Total	Sum of DNIS Total - Call Counts - Total for the Report

Grand Total - Call Counts - Aband	Sum of DNIS Total - Call Counts - Aband for the Report
Grand Total - Queue Time - Min	Min of Queue Time - Min for the Report
Grand Total - Queue Time - Max	Max of Queue Time - Max for the Report
Grand Total - Queue Time - Avg	Total Queue Time Divided by Grand Total - Call Counts - Total on the Specified DNIS and for the particular Queue
Grand Total - Ring Time - Min	Min of Ring Time - Min for the Report
Grand Total - Ring Time - Max	Max of Ring Time - Max for the Report
Grand Total - Ring Time - Avg	Total Ring Time Divided by Grand Total - Call Counts - Total on the Specified DNIS and for the particular Queue
Grand Total - Talk Time - Min	Min of Talk Time - Min for the Report
Grand Total - Talk Time - Max	Max of Talk Time - Max for the Report
Grand Total - Talk Time - Avg	Total Talk Time Divided by Grand Total - Call Counts - Total on the Specified DNIS and for the particular Queue

Grand Total - Call Counts - Ans Sum of DNIS Total - Call Counts - Ans for the Report

See Also

DDI Reports

DDI Summary Report - Excel sample

DDI Summary (Abandoned Calls)

DDI Summary (Abandoned Calls) - Excel sample

DDI Summary (Answered Calls)

DDI Summary (Answered Calls) - Excel sample

DDI Summary Report - Excel sample

DDI Summary Report

Report Criteria: Dates between 24/05/2007 and 24/05/2007, Times between 11:00 and 11:30, Show All Queues, Show All Extensions

Note: "Other" calls include Callbacks and Voicemail

Date Queue/Ext		Call Cour	nts		Queue	Time (includes	Ring Time)		Ring Time	2		Talk Time	
	Total	ALS. A	band.	Other	M is in un	Maxim um	Ave rage	M is in un	Maxim um Hrs Min Shor	Average	M in im um	Maxim un	Ave rage
						nis santoecs			His Jan Deca			nis Januare es	
(DDI Not Supplied)													
Thursday, 24 May 200	7							22.000	200000				
2200	1	0	0	1	00:00:2	00:00:2	00:00:20	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
2298	4	0	0	4	00:00:1	00:00:3	00:00:22	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
8261	3	3	0	0	00:00:0	00:00:0	00:00:01	00:00:04	00:00:09	00:00:06	00:01:38	00:05:58	00:04:06
Daily Total:	3	3	0	1	00:00:0	00:00:3	00:00:14	00:00:00	00:00:09	00:00:02	00:00:00	00:05:58	00:04:06
DDI TOTAL:	3	3	0	1	00:00:0	00:00:3	00:00:14	00:00:00	00:00:09	00:00:02	00:00:00	00:05:58	00:04:06
2252													
Thursday, 24 May 200	7												
8261	1	1	0	0	00:01:2	00:01:2	00:01:21	00:00:03	00:00:03	00:00:03	00:00:52	00:00:52	00:00:52
Daily Total:	1	1	0	0	00:01:2	00:01:2	00:01:21	00:00:03	00:00:03	00:00:03	00:00:52	00:00:52	00:00:52
DDI TOTAL:	1	1	0	0	00:01:2	00:01:2	00:01:21	00:00:03	00:00:03	00:00:03	00:00:52	00:00:52	00:00:52
GRAND TOTAL:	4	4	0	1	00:00:0	00:01:2	00:00:21	00:00:00	00:00:09	00:00:02	00:00:00	00:05:58	00:03:18

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DD11.rpt - Version 5.0.0700 24/05/2007 01:55:46 p.m.

DDI Summary (Abandoned Calls)

This gives daily totals of the abandoned calls for a particular DDI number for specific intervals, e.g. a Virtual Queue if in use.

Report Criteria



Report Heading	Definition
No of Abandoned Calls - Count	Total Number Calls Abandoned that came in on the Specified Direct Dia Number for the particular Queue
No of Abandoned Calls - % of Abandoned Queue Calls	No of Abandoned Calls - Count Divided by Grand Total - No of Abandoned Calls - Count

Maximum Queue Time	Maximum amount of that an Abandoned Call spent in the particular Queue for the specified Direct Dial Number							
0 to 30 - Count	Total Number of Calls that Abandoned within 30 Secs that came in on the Specified Direct Dial Number for the particular Queue							
0 to 30 - % of Queue Abandoned	to 30 - Count Divided by No of Abandoned Calls - Count for that particular Queue							
30 to 60 - Count	Total Number of Calls that Abandoned between 30 and 60 Secs that came in on the Specified Direct Dial Number for the particular Queue							
30 to 60 - % of Queue Abandoned	30 to 60 - Count Divided by No of Abandoned Calls - Count for that particular Queue							
60 to 120 - Count	Total Number of Calls that Abandoned between 60 and 120 Secs that came in on the Specified Direct Dial Number for the particular Queue							
60 to 120 - % of Queue Abandoned	60 to 120 - Count Divided by No of Abandoned Calls - Count for that particular Queue							
120 to 300 - Count	Total Number of Calls that Abandoned between 120 and 300 Secs that came in on the Specified Direct Dial Number for the particular Queue							
120 to 300 - % of Queue Abandoned	120 to 300 - Count Divided by No of Abandoned Calls - Count for that particular Queue							
300 + - Count	Total Number of Calls that Abandoned after 300+ Secs that came in the Specified Direct Dial Number for the particular Queue							
300 + - % of Queue Abandoned	300 + - Count Divided by No of Abandoned Calls - Count for that particular Queue							
Direct Dial Number Total - No of Abandoned Calls - Count	Sum of No of Abandoned Calls - Count for the particular Direct Dial Number							
Direct Dial Number Total - Maximum Queue Time	Maximum amount of that an Abandoned Call spent in the Queue							
Direct Dial Number Total - 0 to 30 - Count	Sum of 0 to 30 - Count for the particular Direct Dial Number							
Direct Dial Number Total - 30 to 60 - Count	Sum of 30 to 60 - Count for the particular Direct Dial Number							
Direct Dial Number Total - 60 to 120 - Count	Sum of 60 to 120 - Count for the particular Direct Dial Number							
Direct Dial Number Total - 120 to 300 - Count	Sum of 120 to 300 - Count for the particular Direct Dial Number							
Direct Dial Number Total - 300 + - Count	Sum of 300 + - Count for the particular Direct Dial Number							
Grand Total - No of Abandoned Calls - Count	Sum of No of Abandoned Calls - Count for the Report							
Grand Total - No of Abandoned Calls - % of Abandoned Queue Calls	Sum of No of Abandoned Calls - % of Abandoned Queue Calls for the Report							

Grand Total - Maximum Queue Time	Maximum amount of that an Abandoned Call spent in the Queue
Grand Total - 0 to 30 - Count	Sum of 0 to 30 - Count for the Report
Grand Total - 30 to 60 - Count	Sum of 30 to 60 - Count for the Report
Grand Total - 60 to 120 - Count	Sum of 60 to 120 - Count for the Report
Grand Total - 120 to 300 - Count	Sum of 120 to 300 - Count for the Report
Grand Total - 300 + - Count	Sum of 300 + - Count for the Report

See Also

DDI Reports

DDI Summary Report

DDI Summary Report - Excel sample

DDI Summary (Abandoned Calls) - Excel sample

DDI Summary (Answered Calls)

DDI Summary (Answered Calls) - Excel sample

DDI Summary (Abandoned Calls) - Excel sample

DDI Summary (Abandoned Calls)

Report Criteria: Dates between 24/05/2007 and 24/05/2007, Times between 08:00 and 17:30, Show All Queues, Show All Extensions

Direct Dial Number		Number of Abandoned		Maximum	Intervals of Abandoned Calls (N Sec)										
	Queue	Cout	% of Total Abi'd Otere Calk	Queue Time	01	to 30	3	to 60	60	to 120	1201	to 300	3)0 +	
				Hrs Min:Secs (includes Ring Time)	Count	% of Queue	Cou	nl %ion?Que	ue Count	% of Queue	Count	% of Queue	Count	% of Queue	
(DDI Not Sup	plied)														
	2200 Operator Queue	2	33%	00:01:23	1	50.0%		0.0%	5 1	50.0%	0	0.0%	0	0.0%	
	2298 Support Menu	2	33%	00:00:10	2	100.0%		0.09	6 0	0.0%	0	0.0%	0	0.0%	
	Direct Dial Number Total:	4		00:01:23	3)	1		0		0		
8262															
	8262 Exisiting Ticket	2	33%	00:01:20	1	50.0%		0.0%	5 1	50.0%	0	0.0%	0	0.0%	
	Direct Dial Number Total:	2		00:01:20	1)	1		0		0		
	GRAND TOTALS:	6	100%	00:01:23	4)	2		0		0		
Page 1 of 1													DD	3.rpt - Version 5.	
														24/05/2007 01:5	

DDI Summary (Answered Calls)

This gives daily totals of the answered calls for a particular DDI number for specific intervals, e.g. a Virtual Queue if in use.

Report Criteria



Report Heading	Definition
No of Answered Calls - Count	Total Number Calls Answered that came in on the Specified Direct Dial Number for the particular Queue
No of Answered Calls - % of Answered Queue Calls	No of Answered Calls - Count Divided by Grand Total - No of Answered Calls - Count

Maximum Queue Time	Maximum amount of that an Answered Call spent in the particular Queue for the specified Direct Dial Number							
0 to 30 - Count	Total Number of Calls that Answered within 30 Secs that came in on th Specified Direct Dial Number for the particular Queue							
0 to 30 - % of Queue Answered) to 30 - Count Divided by No of Answered Calls - Count for that particular Queue							
30 to 60 - Count	Total Number of Calls that Answered between 30 and 60 Secs that came in on the Specified Direct Dial Number for the particular Queue							
30 to 60 - % of Queue Answered	30 to 60 - Count Divided by No of Answered Calls - Count for that particular Queue							
60 to 120 - Count	Total Number of Calls that Answered between 60 and 120 Secs that came in on the Specified Direct Dial Number for the particular Queue							
60 to 120 - % of Queue Answered	60 to 120 - Count Divided by No of Answered Calls - Count for that particular Queue							
120 to 300 - Count	Total Number of Calls that Answered between 120 and 300 Secs that came in on the Specified Direct Dial Number for the particular Queue							
120 to 300 - % of Queue Answered	120 to 300 - Count Divided by No of Answered Calls - Count for that particular Queue							
300 + - Count	Total Number of Calls that Answered after 300+ Secs that came in o the Specified Direct Dial Number for the particular Queue							
300 + - % of Queue Answered	300 + - Count Divided by No of Answered Calls - Count for that particular Queue							
Direct Dial Number Total - No of Answered Calls - Count	Sum of No of Answered Calls - Count for the particular Direct Dial Number							
Direct Dial Number Total - Maximum Queue Time	Maximum amount of that an Answered Call spent in the Queue							
Direct Dial Number Total - 0 to 30 - Count	Sum of 0 to 30 - Count for the particular Direct Dial Number							
Direct Dial Number Total - 30 to 60 - Count	Sum of 30 to 60 - Count for the particular Direct Dial Number							
Direct Dial Number Total - 60 to 120 - Count	Sum of 60 to 120 - Count for the particular Direct Dial Number							
Direct Dial Number Total - 120 to 300 - Count	Sum of 120 to 300 - Count for the particular Direct Dial Number							
Direct Dial Number Total - 300 + - Count	Sum of 300 + - Count for the particular Direct Dial Number							
Grand Total - No of Answered Calls - Count	Sum of No of Answered Calls - Count for the Report							
Grand Total - No of Answered Calls - % of Answered Queue Calls	Sum of No of Answered Calls - % of Answered Queue Calls for the Report							

Grand Total - Maximum Queue Time	Maximum amount of that an Answered Call spent in the Queue
Grand Total - 0 to 30 - Count	Sum of 0 to 30 - Count for the Report
Grand Total - 30 to 60 - Count	Sum of 30 to 60 - Count for the Report
Grand Total - 60 to 120 - Count	Sum of 60 to 120 - Count for the Report
Grand Total - 120 to 300 - Count	Sum of 120 to 300 - Count for the Report
Grand Total - 300 + - Count	Sum of 300 + - Count for the Report

See Also

DDI Reports

DDI Summary Report

DDI Summary Report - Excel sample

DDI Summary (Abandoned Calls)

DDI Summary (Abandoned Calls) - Excel sample

DDI Summary (Answered Calls) - Excel sample

DDI Summary (Answered Calls) - Excel sample

DDI Summary (Answered Calls)

Direct Dial N	lumber	Number of	Answered	Maximum				In	tervals of A	nswered Calls	(In Secs)			
	Queue / Extension	Cont	% of Total Ars'd	Queue Time	01	to 30	30 t	o 60	60	to 120	120	to 300	30	0 +
			Citete Calis	His MinSecs (incluies Ring Time)	Count	% of Queue	Count	% of Queue	Count	% of Queue	Count	% of Queue	Count	% of Queue
(DDI Not Sup	oplied)													
	8261 New Ticket 8262 Exisiting Ticket	15 3	68% 14%	00:00:28 00:00:01	15 3	100.0% 100.0%	0 0	0.0% 0.0%	0 0	0.0% 0.0%	0 0	0.0% 0.0%	0 0	0.0% 0.0%
	Direct Dial Number Total:	18		00:00:28	18		0		0		0		0	
2249														
	8261 New Ticket	2	9%	00:03:06	0	0.0%	1	50.0%	0	0.0%	1	50.0%	0	0.0%
	Direct Dial Number Total:	2		00:03:06	0		1		0		1		0	
2252														
	8261 New Ticket	2	9%	00:01:21	0	0.0%	1	50.0%	1	50.0%	0	0.0%	0	0.0%
	Direct Dial Number Total:	2		00:01:21	0		1		1		0		0	
	GRAND TOTALS:	22	100%	00:03:06	18		2		1		1		0	
Page 1 of 1													DD12 24	.rpt - Version 5.0.(4/05/2007 01:51:j

Report Criteria: Dates between 24/05/2007 and 24/05/2007, Show All Queues, Show All Extensions

Extensions

These reports give you information sorted by extension. You can run these reports on all extensions or select from just one to as many as you require.

The User's Location information is detailed and summarised in this section also. An extension Locations are "Queue", "Office", "In A Meeting", "Do not Disturb", "Gone Out", "Gone For The Day", "Holiday", "Sick Leave" and "Break". The extension user can set this Location over the phone or from their PC.

The extension reports with Location information help ensure that Locations are being used correctly.

留 IPFX Reports	
IPFX Reports File Report Options Help Image: Stressions Image: Stression Stression Report Image: Stression by Extension Report Image: Stression Stression Report Image: Stression Stression Stression Stression Stression Stression Stression Stression Report Image: Stression Stressio	
	1.

Daily Location by Extension Report

This is a detailed log of the Locations chosen by the user of an extension over time. You can see when they have set themselves in the office, in meetings, in Queue etc.

Provides detailed information of user/agent whereabouts.

Daily Locations by Extension Report

This allows you to compare the time an extension spends in a Location. With this report you can easily see what percentage of time is being spent in Meetings, Queues etc.

This summarises the total time extensions are logged into a Queue or other locations by day.

Report Criteria

E IPFX Reports (Legacy) - Daily Presence by Ext	ension Report [Extr	2.rpt]		
Eile Report Options Help				
🛃 🎒 🎝 🕂 🗕 🚍 🛅 🎯				
Agent Teams Calls DDI Reports Extensions	Description Daily Totals of Time	e Spent ir	a Presence Grouped by Extension	n
Daily Presence by Extension Report Presence by Extension Report	Criteria		2000 - 100 -	
Presence by Extension Summary	Report <u>T</u> emplate			-
Presence Summary	Source Data <u>b</u> ase		(Current)	-
🗄 🦳 Message Box	Report <u>D</u> irectory:		ZN	
Queue Groups	Report Titl <u>e</u>		Daily Presence by Extension Rep	port
Queues Site Information	Peri <u>o</u> d		Last Week	•
🕀 🦲 Wildcard/Preferred Agent	Dates	From	14/05/2007	
⊞ <mark></mark> Wrapup Codes		To	20/05/2007	
	Times	From	08:00	
		To	17:30	
	Extension		2560	
Daily Totals of Time Spent in a Presence Grouped by Extension	1			/

Report Heading	Definition
Presence	Presence state examined
Duration	Total Time in Presence state

See Also

Extensions

Daily Presence by Extension Report - Excel sample

Location by Extension Report

Presence by Extension Report

- Excel sample

Location by Extension Summary

Presence by Extension Summary - Excel sample

Location Summary

Presence Summary - Excel sample

Queue by Extension Report

Queue by Extension Report -Excel sample

Daily Presence by Extension Report - Excel sample

Daily Presence by Extension Report

Report Criteria: Dates between 14/05/2007 and 20/05/2007, Times between 08:00 and 17:30, Extension = 2560 Extn Date Location Time Spent in Location Days Hrs Min:Sec 2560 Jack Nicholson 0 11:40:30 14/05/2007 Office 15/05/2007 Office 0 08:57:07 Queue 0 00:31:02 Work Time 0 00:16:25 16/05/2007 Office 0 05:50:30 0 03:53:29 Queue 17/05/2007 Office 0 04:19:23 Queue 0 05:01:01 18/05/2007 Office 1 00:48:25 Queue 0 01:12:08 Extension Total : 2 18:30:00

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Extn2.rpt - Version 5.0.0700 24/05/2007 02:32: p.m.

Location by Extension Report

Providing totals on the Locations for all the extensions on which you choose to report will enable you to see both summary information and a pie chart for quick estimation of percentages.

This is a summary for the period the report is run, and the time spent in each Location.

Report Criteria

IPFX Reports (Legacy) - Presence by Extension	Report [Extn1.rpt]		
Eile Report Options Help				
Agent Teams Calls DDI Reports Extensions Daily Presence by Extension Report Presence by Extension Summary Presence Summary Presence Summary Queue by Extension Report Message Box Performance Queue Groups Queues Site Information Wildcard/Preferred Agent Wrapup Codes	Description Change of Presence Criteria Report Iemplate Source Database Report Directory: Report Title Period Dates Times Extension Presence	From To To	Grouped by Extension	
Change of Presence Report Grouped by Extension				

Report Heading	Definition
Presence	Presence state examined
Start Time	Time the Presence began for the Extension

End Date/Time	Time the Presence ended for the Extension
Duration	Start Time minus End Date/Time
Extension Total - Duration	Sum of Duration for the Extension

See Also

Extensions

Daily Location by Extension Report

Daily Presence by Extension Report - Excel sample

Presence by Extension Report - Excel sample

Location by Extension Summary

Presence by Extension Summary - Excel sample

Location Summary

Presence Summary - Excel sample

Queue by Extension Report

Queue by Extension Report -Excel sample

Presence by Extension Report - Excel sample Presence by Extension Report

Report Criteria: Dates between 23/05/2	2007 and 23/05/.	2007, Times	between 08	3:00 and 17:30	
Start Date Location	Start Time HistMinSec	End Date/Ti dd/mm/yyyy Bi	ime rstMncBec Da	Duration ays HrstMinSec	
2560 Jack Nicholson					
Wednesday, 23 May 2007					
Office	08:00:00	23/05/2007 1	1:33:47	0 03:33:47	
	Extension Total :			0 03:33:47	
2587 Guy Smiley					
Wednesday, 23 May 2007					
Office In A Meeting Queue	08:00:00 13:00:06 13:47:28	23/05/2007 1 1 1	3:00:06 3:47:28 6:32:25	0 05:00:06 0 00:47:22 0 02:44:57	
	Extension Total :			0 08:32:25	
2600 Snuggles McButtercup					
Wednesday, 23 May 2007					
Office	08:00:00	23/05/2007 1	7:30:00	0 09:30:00	
	Extension Total :			0 09:30:00	
Page 1 of 1					Extn1.rpt - Version 5.0.0700

24/05/2007 03:05: p.m.

Location by Extension Summary

In this report the agents/users time spent in each location is shown over a period of time that you specify.

Your agents might be required to be logged in to a Queue 30 hours a week. Run this over the last week and you can confirm that this is the way their time is being used.

Report Criteria

IPFX Reports (Legacy) - Presence by Extensio	n Summary [Extn4.	rpt]	_	
Eile Report Options Help				
Agent Teams Calls DDI Reports Extensions Presence by Extension Report Presence by Extension Summary Presence Summary Queue by Extension Report Message Box Performance Queue Groups Queues Site Information Wildcard/Preferred Agent Wrapup Codes	Description Summary of Time S Criteria Report I emplate Source Database Report Directory: Report Title Period Dates Times Extension	From To To To	Presence Grouped by Extension (Current) Z:\ Presence by Extension Summary Last Thursday 17/05/2007 17/05/2007 08:00 17:30 2560	
Summary of Time Spent in a Presence Grouped by Extension	·····			

Report Heading	Definition
Presence	Presence state examined
Duration	Start Time minus End Date/Time

See Also

Extensions

Daily Location by Extension Report

Daily Presence by Extension Report - Excel sample

Location by Extension Report

Presence by Extension Report - Excel sample

Presence by Extension Summary - Excel sample

Location Summary

Presence Summary - Excel sample

Queue by Extension Report

Queue by Extension Report -Excel sample

Presence by Extension Summary - Excel sample Presence by Extension Summary

Report Criteria: Dates between 17/05/2007 and 17/05/2007, Times between 08:00 and 17:30, Extension = 2560



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Extn4.rpt - Version 5.0.0700 24/05/2007 03:15: p.m.

Location Summary

Providing totals on the Locations for all the extensions on which you choose to report will enable you to see both summary information and a column chart for quick estimation of percentages.

This is a summary for the period the report is run, and the time spent in each Location.

Report Criteria

E IPFX Reports (Legacy) - Presence Summary [E	xtn5.rpt]			
Eile Report Options Help				
Agent Teams Calls DDI Reports Extensions Daily Presence by Extension Report Presence by Extension Summary Presence Summary Queue by Extension Report Message Box Queue Groups Queues Site Information Wildcard/Preferred Agent Wrapup Codes	Description Overall Summary of Overall Summary of Criteria Report Iemplate Source Database Report Directory: Report Title Period Dates Times Extension	Time Sp From To From To	ent in a Presence (Current) Z:\ Presence Summary Last Thursday 17/05/2007 08:00 17:30	V II II II II II II II II II II II II II
Overall Summary of Time Spent in a Presence				

Report Heading	Definition
Presence	Presence state examined

Duration	Start Time minus End Date/Time
Extension Total - Duration	Sum of Duration for the Extension

See Also
Extensions
Daily Location by Extension Report
Daily Presence by Extension Report - Excel sample
Location by Extension Report
Presence by Extension Report - Excel sample
<u>Location by Extension</u> Summary
<u>Presence by Extension</u> Summary - Excel sample
<u> Presence Summary - Excel</u> <u>sample</u>
Queue by Extension Report
Oueue by Extension Report -

Excel sample

Presence Summary - Excel sample Presence Summary

Report Criteria: Dates between 17/05/2007 and 17/05/2007, Times between 08:00 and 17:30

Time in Location (secs)



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Extn5.rpt - Version 5.0.0700

Queue by Extension Report

This report identifies for each agent, how many calls from each queue they received on a daily basis.

You may have someone who logs in as an agent only when the Queue starts to get busy. This will help make sure that Queue calls don't take up too much of their time, stopping them from performing their primary job function. It may also indicate a possible need for another full time agent, and provide documentation for this proposal.

Report Criteria

🖺 IPFX Reports (Legacy) - Queue by Extension Report [Extn3.rpt]				
File Report Options Help				
Agent Teams Calls DI Reports Extensions Daily Presence by Extension Report	Description Queue Information for an Extension Grouped by Day			
Presence by Extension Report Presence by Extension Summary Presence Summary	Report <u>T</u> emplate			•
Queue by Extension Report Message Box	Report Directory:		Z:\	
Perromance Queue Groups	Report Titl <u>e</u>		Queue by Extension Report	
Queues Site Information	Peri <u>o</u> d		Last Week	•
Wildcard/Preferred Agent	Dates	From	14/05/2007	
⊞- <mark></mark> Wrapup Codes		To	20/05/2007	
	Times	From	08:00	
		To	17:30	
	Item Type			
	Queue Number			
	Extension		2911	
Queue Information for an Extension Grouped by Day				

Calculations

Queue/Extn - Incoming Call Count Total Incoming Calls Answered on the

particular Queue/Extn

Queue/Extn - Incoming Total Total Time spent on Incoming Calls on the particular Queue/Extn

Queue/Extn - Incoming Min Min Time spent on an Incoming Calls on the particular Queue/Extn

Queue/Extn - Incoming Max Max Time spent on an Incoming Calls on the particular Queue/Extn

Queue/Extn - Incoming Avg Queue/Extn - Incoming Total Divided by Queue/Extn - Incoming Call Count

Queue/Extn - Outgoing Call Count Total Outgoing Calls Answered on the particular Queue/Extn

Queue/Extn - Outgoing Total Total Time spent on Outgoing Calls on the particular Queue/Extn

Queue/Extn - Outgoing Min Min Time spent on an Outgoing Calls on the particular Queue/Extn

Queue/Extn - Outgoing Max Max Time spent on an Outgoing Calls on the particular Queue/Extn

Queue/Extn - Outgoing Avg Queue/Extn - Outgoing Total Divided by Queue/Extn - Outgoing Call Count

Queue/Extn - Queue Call Count Total Queue Calls Answered on the particular Queue/Extn

Queue/Extn - Queue Total Total Time spent on Queue Calls on the particular Queue/Extn

Queue/Extn - Queue Min Min Time spent on an Queue Calls on the particular Queue/Extn

Queue/Extn - Queue Max Max Time spent on an Queue Calls on the particular Queue/Extn

Queue/Extn - Queue Avg Queue/Extn - Queue Total Divided by Queue/Extn - Queue Call Count

Extensions Totals - Incoming Call Count Sum of Queue/Extn - Incoming Call Count for the particular Extension

Extensions Totals - Incoming Total Sum of Queue/Extn - Incoming Total for the particular Extension

Extensions Totals - Incoming Min Min from Queue/Extn - Incoming Min

for the particular Extension

Extensions Totals - Incoming Max Max from Queue/Extn - Incoming Max for the particular Extension

Extensions Totals - Incoming Avg Extensions Totals - Incoming Total Divided by Extensions Totals - Incoming Call Count

Extensions Totals - Outgoing Call Count Sum of Queue/Extn - Outgoing Call Count for the particular Extension

Extensions Totals - Outgoing Total Sum of Queue/Extn - Outgoing Total for the particular Extension

Extensions Totals - Outgoing Min Min from Queue/Extn - Outgoing Min for the particular Extension

Extensions Totals - Outgoing Max Max from Queue/Extn - Outgoing Max for the particular Extension

Extensions Totals - Outgoing Avg Extensions Totals - Outgoing Total Divided by Extensions Totals - Outgoing Call Count

Extensions Totals - Queue Call Count Sum of Queue/Extn - Queue Call Count for the particular Extension

Extensions Totals - Queue Total Sum of Queue/Extn - Queue Total for the particular Extension

Extensions Totals - Queue Min Min from Queue/Extn - Queue Min for the particular Extension

Extensions Totals - Queue Max Max from Queue/Extn - Queue Max for the particular Extension

Extensions Totals - Queue Avg Extensions Totals - Queue Total Divided by Extensions Totals - Queue Call Count

Team Totals - Incoming Call Count Sum of Extensions Totals - Incoming Call Count for the particular Team

Team Totals - Incoming Total Sum of Extensions Totals - Incoming Total for the particular Team

Team Totals - Incoming Min Min from Extensions Totals - Incoming Min for the particular Team

Team Totals - Incoming Max Max from Extensions Totals - Incoming Max for the particular Team

Team Totals - Incoming Avg Team Totals - Incoming Total Divided by

Team Totals - Incoming Call Count

Team Totals - Outgoing Call Count Sum of Extensions Totals - Outgoing Call Count for the particular Team

Team Totals - Outgoing Total Sum of Extensions Totals - Outgoing Total for the particular Team

Team Totals - Outgoing Min Min from Extensions Totals - Outgoing Min for the particular Team

Team Totals - Outgoing Max Max from Extensions Totals - Outgoing Max for the particular Team

Team Totals - Outgoing Avg Team Totals - Outgoing Total Divided by Team Totals - Outgoing Call Count

Team Totals - Queue Call Count Sum of Extensions Totals - Queue Call Count for the particular Team

Team Totals - Queue Total Sum of Extensions Totals - Queue Total for the particular Team

Team Totals - Queue Min Min from Extensions Totals - Queue Min for the particular Team

Team Totals - Queue Max Max from Extensions Totals - Queue Max for the particular Team

Team Totals - Queue Avg Team Totals - Queue Total Divided by Team Totals - Queue Call Count

Grand Total - Incoming Call Count Sum of Team Totals - Incoming Call Count

Grand Total - Incoming Total Sum of Team Totals - Incoming Total

Grand Total - Incoming Min Min from Team Totals - Incoming Min

Grand Total - Incoming Max Max from Team Totals - Incoming Max

Grand Total - Incoming Avg Grand Total - Incoming Total Divided by Grand Total - Incoming Call Count

Grand Total - Outgoing Call Count Sum of Team Totals - Outgoing Call Count

Grand Total - Outgoing Total Sum of Team Totals - Outgoing Total

Grand Total - Outgoing Min Min from Team Totals - Outgoing Min

Grand Total - Outgoing Max Max from Team Totals - Outgoing Max

Grand Total - Outgoing Avg Grand Total - Outgoing Total Divided by

Grand Total - Outgoing Call Count

Grand Total - Queue Call Count Sum of Team Totals - Queue Call Count

Grand Total - Queue Total Sum of Team Totals - Queue Total

Grand Total - Queue Min Min from Team Totals - Queue Min

Grand Total - Queue Max Max from Team Totals - Queue Max

Grand Total - Queue Avg Grand Total - Queue Total Divided by Grand Total - Queue Call Count

See Also

Extensions

Daily Location by Extension Report

Daily Presence by Extension Report - Excel sample

Location by Extension Report

Presence by Extension Report - Excel sample

Location by Extension Summary

Presence by Extension Summary - Excel sample

Location Summary

Presence Summary - Excel sample

Queue by Extension Report - Excel sample

Queue by Extension Report - Excel sample Queue by Extension Report

Report Criteria: Dates between 14/05/2007 and 20/05/2007, Times between 08:00 and 17:30, Extension = 2911

Calls Answered



Date

Extension	Agent	Queue	Calls Answered	Average Talk Time Brothindecs
Monday, 14 M	lay 2007			
2911	Tony Soprano	2900 Operator Queue 2955 Technical Support	4 1	00:04:09 00:03:58
		A	gent Total: 5	00:04:07
		Daily Total:	5	00:04:07
Tuesday, 15 I	May 2007			
2911	Tony Soprano	2900 Operator Queue	3	00:03:32
		A	gent Total: 3	00:03:32
		Daily Total:	3	00:03:32
Friday, 18 Ma	y 2007			
2911	Tony Soprano	2900 Operator Queue 2955 Technical Support	5 9	00:00:21 00:02:40
		A	gent Total: 14	00:01:51
		Daily Total:	14	00:01:51

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Message Box

Message Boxes are used to play messages to callers. These messages are what callers hear when calling into an organisation's Auto Attendant or between Music on Hold while waiting in a Queue. Note Voicemail Boxes do NOT count as message boxes.

These reports provide information on how often each message is played and what options callers select while in the Auto Attendant. This information can ensure you provide easy to use options for your customer base, as well as utilising options in marketing/sales campaigns and viewing the response levels.



Message Box Summary

This gives you action totals by message box on a day-by-day basis.

A good report to run to find out the most or least used message box and to keep track of day or week variations. Also a good report to run to find out if callers are hanging up when they get to you from an after hours message box.

Report Criteria

🖺 IPFX Reports (Legacy) - Message Box Summary [MsgBox2.rpt]				
File Report Options Help				
Agent Teams Calls DI Reports Extensions	Description Summary of Message Box Information Grouped by Day			
Message Box Image: Message Box Image: Message Box Summary Image: Overall Message Box Action Summary	Criteria Report <u>I</u> emplate			•
Total Message Box Activity	Source Data <u>b</u> ase		AKLV0IP01 - (Current)	•
🗄 🦳 Performance	Report <u>D</u> irectory:		Z:\	
	Report Title		Message Box Summary	
Generation Wildcard/Preferred Agent	Peri <u>o</u> d		Today	-
Wrapup Codes	Dates	From	24/05/2007	
		To	24/05/2007	
	Times	From	08:00	
		To	17:30	
	Message Box Number			
Summary of Message Box Information Grouped by Day				1

Report Heading	Definition
Start Time	Time the Call started
Message Box	Message Box activated
------------------	--------------------------------------
Key Pressed	Keypad number/symbol input by caller
Action Taken	
Action Value	
Count	Number of occurrences for all Calls
Duration Minimum	Shortest Call length
Duration Average	Average Call length
Duration Maximum	Longest Call length
Duration Total	Total Call duration

See Also

Message Box

Message Box Summary -Excel sample

Overall Message Box Action Summary

Overall Message Box Action Summary - Excel sample

Overall Message Box Summary

Overall Message Box Summary - Excel sample

Total Message Box Activity

<u>Total Message Box Activity -</u> <u>Excel sample</u>

Message Box Summary - Excel sample

Message Box Summary

Report Criteria: Dates between 24/05/2007 and 24/05/2007, Times between 08:00 and 17:30

Message Roy Number &	Messane	Key	Action Taken	Action Value		Message Duration Statistics			
Description	Count	Pressed	2 WIGHT CHARGE	Autor Farac	Total	Minimum	Ma sim um	Average	
					Hrs Mins Secs	His Mins Secs	His Mins Secs	His films Secs	
Thursday, 24 May 2007									
1 Sales	1		Hangup		00:00:13	00:00:13	00:00:13	00:00:13	
29092 QA 1 for Queue 2909 (Solution Consulting)		2	VM	2909	00:00:11	00:00:01	00:00:05	00:00:03	
29559 A/H's Announcement for Queue 2955 (Technical		-	Dial	2298	00:00:15	00:00:00	00:00:02	00:00:01	
DAYMENU (Unknown Messagebox)	5	6	Dial	2955	00:01:44	00:00:19	00:00:25	00:00:21	
	1	3	Extn	3	00:00:00	00:00:00	00:00:00	00:00:00	
	3		Hangup		00:00:28	00:00:08	00:00:11	00:00:09	
	1	4	MsgBox	1	00:00:19	00:00:19	00:00:19	00:00:19	
	1	-	Operator		00:00:37	00:00:37	00:00:37	00:00:37	
	3	0	Operator		00:00:52	00:00:04	00:00:30	00:00:17	
	10	1	StaffMenu		00:00:39	00:00:01	00:00:09	00:00:04	
Daily Total:	43				00:05:18	00:00:00	00:00:37	00:00:07	
GRAND TOTAL:	43				00:05:18	00:00:00	00:00:37	00:00:07	

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Msg

Overall Message Box Action Summary

This shows totals of caller responses to all of the Message boxes. You can see how many times that callers pressed a key and what action happened as a result.

For example find out how many times callers pressed 1 to leave an after hours message.

Report Criteria

🖭 IPFX Reports (Legacy) - Overall Message Box A	ction Summary [Ms	gBox4.	rpt]	
File Report Options Help				
Agent Teams Calls DDI Reports Extensions Message Box Wessage Box Summary Verall Message Box Action Summary Verall Message Box Summary Verall Message Box Activity Performance Queue Groups Queues Site Information Wildcard/Preferred Agent Vrapup Codes	Description Overall Summary of / Criteria Report Iemplate Source Database Report Directory: Report Title Period Dates Times Message Box Number	From To From To	Faken AKLVOIP01 - (Current) Z:\ Overall Message Box Action Sum Today 24/05/2007 24/05/2007 08:00 17:30	▼ ▼ mary ▼ … … …
Overall Summary of Actions Taken				
overall oddiniary of Actions Taken				

Report Heading	Definition
Start Time	Time the Call started
Message Box	Message Box activated

Key Pressed	Keypad number/symbol input by caller
Action Taken	
Action Value	
Count	Number of occurrences for all Calls
End Time	Time the Call ended
Duration	Total Call duration

See Also

Message Box

Message Box Summary

Message Box Summary -Excel sample

Overall Message Box Action Summary - Excel sample

Overall Message Box Summary

<u>Overall Message Box</u> <u>Summary - Excel sample</u>

Total Message Box Activity

<u>Total Message Box Activity -</u> Excel sample

Overall Message Box Action Summary - Excel sample

Overall Message Box Action Summary

Report Criteria: Dates between 24/05/2007 and 24/05/2007, Times between 08:00 and 17:30

Number of Times Action was Taken



Action Taken - Action Value

Key Action Taken		Action Value	Maggaga	Message Duration Statistics						
Pressed	Action taken	Action value	Count	Total	Minim um	Ma sim um	Average			
				His films Secs	His Mins Secs	His Mins Secs	His Mins Secs			
-	Dial	2298	14	00:00:15	00:00:00	00:00:02	00:00:01			
6	Dial	2955	5	00:01:44	00:00:19	00:00:25	00:00:20			
3	Extn	3	1	00:00:00	00:00:00	00:00:00	00:00:00			
	Hangup		4	00:00:41	00:00:08	00:00:13	00:00:10			
4	MsqBox	1	1	00:00:19	00:00:19	00:00:19	00:00:19			
-	Operator		1	00:00:37	00:00:37	00:00:37	00:00:37			
0	Operator		3	00:00:52	00:00:04	00:00:30	00:00:17			
1	StaffMenu		10	00:00:39	00:00:01	00:00:09	00:00:03			
2	VM	2909	4	00:00:11	00:00:01	00:00:05	00:00:02			
		GRAND TOTAL:	43	00:05:18	00:00:00	00:00:37	00:00:07			

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Overall Message Box Summary

This gives you totals of the actions callers took in each message box.

A good way to make sure that your menus are not confusing callers. This report would let you see if callers were pressing invalid keys when they come in on a particular Message Box.

Report Criteria

🛅 IPFX Reports (Legacy) - Overall Message Box S	ummary [MsgBox3.n	pt]	_	
File Report Options Help				
Agent Teams Calls DDI Reports Extensions Message Box Message Box Summary	Description Overall Summary of I Criteria	Message	e Box Information	
Overall Message Box Action Summary Overall Message Box Summary	Report Lemplate			
Total Message Box Activity	Source Data <u>b</u> ase		AKLVOIP01 - (Current)	<u> </u>
E Groups	Report Directory:		Z:V	
E Queues	Report Titl <u>e</u>		Overall Message Box Summary	
Generation Generation Wildcard/Preferred Agent	Peri <u>o</u> d		Last Week	•
🕀 🦳 Wrapup Codes	Dates	From	14/05/2007	
		To	20/05/2007	
	Times	From	08:00	
		To	17:30	
	Message Box Number			
Overall Summary of Message Boy Information				
overall summary of message box information				1

Report Heading	Definition
Start Time	Time the Call started
Message Box	Message Box activated

Key Pressed	Keypad number/symbol input by caller
Action Taken	
Action Value	
Count	Number of occurrences for all Calls
Duration Minimum	Shortest Call length
Duration Average	Average Call length
Duration Maximum	Longest Call length
Duration Total	Total Call duration

See Also

Message Box

Message Box Summary

Message Box Summary -Excel sample

Overall Message Box Action Summary

Overall Message Box Action Summary - Excel sample

<u>Overall Message Box</u> <u>Summary - Excel sample</u>

Total Message Box Activity

<u>Total Message Box Activity -</u> <u>Excel sample</u>

Overall Message Box Summary - Excel sample

Overall Message Box Summary

Report Criteria:	Dates betwee	en 14/05/2	007 and 20/05	/2007, Times b	etween 08:00 a	and 17:30			
Message Boy	Messane	Kev	Action Taken	Action		Call Duration	Statistics		
Number	Count	Pressed	Action taken	Value	Total	Minimum	Maxim um	Average	
1 Sales									
	6 1	2 3	Extn Extn	2910 2981	00:00:48 00:00:07	00:00:07 00:00:07	00:00:12 00:00:07	00:00:08 00:00:07	Action Taken - Action Value
	3	1	Extn	2986	00:00:23	00:00:05	00:00:10	00:00:07	
Message Roy Total	12	U	Operator		00:00:15	00:00:15	00:00:15	00:00:15	Number of Times Action was Taken
measage box roun	. 12				00.00.00	00.00.04	00.00.04	00.00.13	
GRAND TOTAL:	12				00:03:08	00:00:04	00:00:54	00:00:15	
Page 1 of 1									MsgBox3.rpt - Version 5.0.0700

24/05/2007 04:44:36 p.m.

Total Message Box Activity

This is a list showing each time callers hear a message box and what they did when they heard the message.

You can choose the date and the message box you want to report on.

Note In the Action column you might see VM or VMX (Voicemail box) as the action and a number in the Action Value field. This means that the call was sent to a Voicemail mailbox from the message box. The number in the Action Value column is the Voicemail box number.

If you see VMX then the caller was dropped directly into recording a message in the mailbox eg: no pre-recorded message was played before the beep. When you see VM then the caller heard a Voicemail mailbox pre recorded message first and then left a message after the beep.

A good report to run if you are thinking of changing Audio Text menus. You'll be able to see what Audio Text Message Boxes are popular and what time of day callers use them.

You may have a Message Box set up to give a different option and message in the morning from that in the afternoon. With this report you might see that no one calls that line in the morning so the service could be removed, or advertised to encourage calls.

Report Criteria

E IPFX Reports (Legacy) - Total Message Box Act	tivity [MsgBox1.rpt]		
File Report Options Help			
Agent Teams Calls DI Reports Extensions	Description All Message Box Act	tivity Gro	uped by Day
Message Box Message Box Summary	Criteria		
Overall Message Box Action Summary	Report <u>T</u> emplate		-
Total Message Box Activity	Source Data <u>b</u> ase		AKLV0IP01 - (Current)
Performance Dueue Groups	Report <u>D</u> irectory:		Ζ.\
	Report Titl <u>e</u>		Total Message Box Activity
Generation Wildcard/Preferred Agent	Peri <u>o</u> d		Today
🖅 🧰 Wrapup Codes	Dates	From	24/05/2007
		To	24/05/2007
	Times	From	08:00
		To	17:30
	Message Box Number		
All Message Box Activity Grouped by Day			

Calculations

Report Heading	Definition
Start Time	Time the Call started
Message Box	Message Box activated
Key Pressed	Keypad number/symbol input by caller
Action Taken	
Action Value	
Count	Number of occurrences for all Calls
End Time	Time the Call ended
Duration	Total Call duration

See Also

Message Box

Message Box Summary

Message Box Summary -Excel sample

Overall Message Box Action Summary

Overall Message Box Action Summary - Excel sample

Overall Message Box Summary

Overall Message Box Summary - Excel sample

<u>Total Message Box Activity -</u> <u>Excel sample</u>

Total Message Box Activity - Excel sample

Total Message Box Activity

Report Criteria: Dates between 24/05/2007 and 24/05/2007, Times between 08:00 and 17:30

Message Box Number & Description	Key Pressed	Action Taken	Action Val	ue (Call Started	Call Ended	Call Duration	
							Hrs Mins Sec	
Thursday, 24 May 2007								
29092 QA 1 for Queue 2909 (Solution	2	VM	2909		08:28:49	08:28:54	00:00:05	
29092 QA 1 for Queue 2909 (Solution	2	VM	2909		08:34:27	08:34:29	00:00:02	
DAYMENU	6	Dial	2955		08:38:12	08:38:31	00:00:19	
29559 A/H's Announcement for Queue	e -	Dial	2298		08:38:32	08:38:33	00:00:01	
29092 QA 1 for Queue 2909 (Solution	2	VM	2909		08:38:43	08:38:46	00:00:03	
29092 QA 1 for Queue 2909 (Solution	2	VM	2909		08:42:09	08:42:10	00:00:01	
29559 A/H's Announcement for Queue	e -	Dial	2298		09:00:31	09:00:32	00:00:01	
DAYMENU		Hangup			09:10:04	09:10:15	00:00:11	
DAYMENU	6	Dial	2955		09:10:30	09:10:49	00:00:19	
29559 A/H's Announcement for Queue	e -	Dial	2298		09:10:50	09:10:51	00:00:01	
29559 A/H's Announcement for Queue		Dial	2298		09:14:10	09:14:11	00:00:01	
DAYMENU	6	Dial	2955		09:17:45	09:18:06	00:00:21	
29559 A/H's Announcement for Queue		Dial	2298		09:18:07	09:18:09	00:00:02	
DAYMENU	0	Operator			09:18:52	09:19:22	00:00:30	
DAYMENU	n	Operator			09:20:27	09:20:31	00:00:04	
29559 A/H's Appouncement for Queue	• -	Dial	2298		09:36:34	09:36:35	00:00:01	
DAVMENU	6	Dial	2955		10:09:35	10:09:55	00:00:20	
29559 AM's Appouncement for Queue	•	Dial	2000		10:09:56	10:09:56	00:00:20	
29559 AH's Appouncement for Queue		Dial	2200		10:12:35	10:12:36	00:00:00	
DAVMENU	, - 1	StaffManu	2200		10:55:55	10:58:00	00:00:05	
	0	Operator			11.33.03	11:33:00	00:00:03	
	3	Evto	2		11.00.00	11:53:21	00:00:10	
	6	Dial	2955		11:54:46	11:55:11	00:00:25	
29559 A M's Appouncement for Queue		Dial	2333		11:55:13	11:55:14	00:00:23	
DAVMENT		Operator	2230		11:55:53	11:56:30	00:00:37	
29559 A M's Appoundement for Queue	-	Dial	2209		10:00:00	12:02:20	00:00:07	
29559 AM's Announcement for Queue	-	Dial	2230		12.02.20	12:02:23	00:00:01	
29559 AM's Announcement for Queue		Dial	2230		12.24.33	12.24.40	00:00:01	
DAVMENT	а – И	StaffManu	2230		12.40.00	12.40.03	00.00.01	
DATIVIENU	4	Startivienu			12.40.12	12.45.15	00.00.03	
	4	Starrivieriu			12.45.19	12.45.21	00.00.02	
	4	Starnwenu			12.40.02	12.45.54	00.00.02	
DAYMENU	1	Stattivienu			12:52:10	12:52:12	00:00:02	
	1	Stattmenu			12:59:33	12:59:37	00:00:04	
DAYMENU	1	Stattmenu			13:00:13	13:00:14	00:00:01	
	1	Stattmenu	0000		13:00:18	13:00:20	00:00:02	
29559 AJH'S Announcement for Queue		Diai	2298		13:47:19	13:47:20	00:00:01	
DAYMENU		Hangup			13:49:32	13:49:41	00:00:09	
DAYMENU	1	StattMenu			14:29:20	14:29:29	00:00:09	
29559 A/H's Announcement for Queue		Dial	2298		14:54:24	14:54:26	00:00:02	
DAYMENU	4	MsgBox	1		15:02:59	15:03:18	00:00:19	
1 Sales		Hangup			15:03:18	15:03:31	00:00:13	
DAYMENU	1	StaffMenu			15:03:38	15:03:47	00:00:09	
DAYMENU		Hangup			16:15:25	16:15:33	00:00:08	
				Daily Total:	43	(Number of Calls)	00:00:07	(Avg.)
			GRAND TOTAL:		43	(Number of Calls)	00:00:07	(Avg.)

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^{24/05/2007 04:45:32} p.m.

Performance

These reports outline the performance of agents based on the time spent on each facet of call taking.

IPFX Reports		
File Report Options Help		
Performance Agent Performance Call Summary Agent Performance Location Summary by Queue Agent Performance Summary Agent Performance Summary Agent Performance Summary Agent Performance Summary Queue Groups Queue Group Summary - 20 Second Intervals Queue Group Summary - Overall Queue Summary Queue Group Summary - Queue Summary Queue Group Summary - Queue Summary Queue Group Summary - Queue Summary Queue Summary - Queue Summary Queue Summary - Queue Summary	Description Criteria Source Data <u>b</u> ase Report <u>D</u> irectory:	(Current)
		/

Agent Performance Summary

This report gives a detailed breakdown of the amount of time an agent spent in each facet of call taking, i.e. talk time, wrapup, queue etc.

Report Criteria

🕒 IPFX Reports (Legacy) - Agent Performance Su	mmary [Perf1.rpt]		_	
Eile Report Options Help				
Agent Teams Calls DDI Reports Extensions Message Box Performance Agent Performance Summary Agent Performance Summary by Queue Team Summary - Agent Performance Summary Queue Groups Gueues Site Information Wildcard/Preferred Agent Wrapup Codes	Description Overall Summary of Criteria Report Iemplate Source Database Report Directory: Report Title Period Dates Times Item Type Extension	Agent Pr From To From To	erformance Information by Extension SYDV0IP01 - (Current) Z:\ Agent Performance Summary Last Week 14/05/2007 20/05/2007 08:00 17:30 2249,2248,2247,2246,2245,224	
Overall Summary of Agent Performance Information by Extensio	Extension		2249,2248,2247,2246,2245,224	

Extn:	The Extension number associated with the Agent.
Agent:	Agent's name as displayed in the IPFX Directory.
Queue:	The total 'Queue Time' (agent logged in) for the report period. Expressed as D HH:MM:SS (Days Hours Minutes Seconds).
	The total time the agent was logged into the queue less Talk, Work, Hold and Wrap-up time. This figure represents agent availability for a given period.

Idle:	Expressed as D HH:MM:SS (Days Hours Minutes Seconds).
	Note A negative value can occur if the agent has made a high number of calls in a Location other than queue.
Office:	The total time spent in the 'Office' location for the report period. This figure represents time the agent was in the office but not logged into the queue. Expressed as D HH:MM:SS (Days Hours Minutes Seconds).
Talk:	The total talk time of the Agent for the nominated queue (incoming queue calls only). Expressed as D HH:MM:SS (Days Hours Minutes Seconds).
Hold:	The total time an agent had a caller on hold for the nominated queue (incoming queue calls only). Expressed as D HH:MM:SS (Days Hours Minutes Seconds).
	Note This figure is only available on Cisco / IPFX based systems. For NEC and other PABXs, the hold time is included in the Talk Time.
Work:	The total time the agent has spent in Work Time for the nominated queue. This time represents time the agent is working on queue related matters and is unavailable to receive new calls. Expressed as D HH:MM:SS (Days Hours Minutes Seconds).
	Note Please refer to the Administrators manual for further information on Work Time settings and options.
Wrapup:	The total time the agent has spent between call completion and the entry of a Wrap-up code for the nominated queue. Expressed as D HH:MM:SS (Days Hours Minutes Seconds).
	Note Please refer to the Administrators manual for further information on Wrap-up settings and options.
	The total time spent in Locations other than Office, Queue and Break for the nominated report period.
Other:	Note For a detailed break-down of this time, please refer to the Location Specific reports under the 'Extensions' folder.
Break:	The total time spent in the Break Location for the report period. Expressed as D HH:MM:SS (Days Hours Minutes Seconds).
	The total call count and the Total talk time for all incoming, non queue calls to the Agent's extension number for the report period.
Incoming:	Note For a detailed break-down of incoming call activity please refer to the 'Calls' report section.
	The Total call count and the Total talk time for all Outgoing calls from the Agent's extension number for the report period.
Outgoing.	Note For a detailed break-down of outgoing call activity please refer to the 'Calls' report section.
	The call count and the talk time for all Queue Incoming calls to the Agents

Queue:

extension number for the report period.

Note For a detailed break-down of agent queue call activity, please refer to the 'Calls' report section.

See Also

<u>Performance</u>

Agent Performance Summary - Excel sample

Agent Performance Summary by Queue

Agent Performance Summary by Queue - Excel sample

Team Summary Agent Performance Summary

<u>Team Summary Agent</u> <u>Performance Summary - Excel</u> <u>sample</u>

Agent Performance Summary - Excel sample

Agent Performance Summary

Report Criteria: Dates between 14/05/2007 and 20/05/2007, Times between 08:00 and 17:30, Extension =

Averages are calculated only using values greater than zero.

					Agent Tin	ne Informat	ion (d hi mm 33)					Ca	ilitype li	nformation	(Court, Total	TakTine)
Extn	Agent	Queue	ldle (Avail.)	Office	Talk	Hold	Work	Wrapup	Other	Break		Incoming		Outgoing		Que
2201	Shereefa Galal	1 12:26:21	1 08:00:01	0 03:11:55	0 04:10:06	0 00:16:14	0	0	0 05:21:08	0 00:00:00	23	0 01:27:21	58	0	27	0.00:21)
2207	Sydney Server Room	0 00:00:00	-0 00:00:18	0 00:00:00	0 00:00:18	0 00:00:00	0	0	0 00:00:00	0 00:00:00	1	0 00:00:05	2	0	0	0 00:00:1
2208	Bill Gates	1 12:10:13	0 07:31:24	1 05:57:18	0 00:32:39	0 00:00:00	0	1	0 00:22:29	0 00:00:00	2	0 00:00:05	9	0	3	0.00:00:1
2210	Justin Martin	0 00:00:00	-0 07:28:17	1 09:36:03	0 07:27:21	0 00:00:56	0	0	0 05:52:43	0 00:00:00	63	0 03:09:49	59	0	0	0 00:00:1
2211	Larry Ellison	0 00:00:00	-0 00:40:41	2 18:30:00	0 00:40:16	0 00:00:25	0	0	0 00:00:00	0 00:00:00	15	0 00:08:02	17	0	0	0 00:00:1
2220	Jude Rhodes	0 04:43:24	0 01:05:58	0 16:47:06	0 03:30:21	0 00:00:00	0	0	0 02:44:33	0 00:00:00	19	0 02:42:29	34	0	8	0 00:00:
2221	Deborah Harcourt	0 00:00:00	-0 07:33:46	1 12:14:38	0 07:33:46	0 00:00:00	0	0	0 08:38:07	0 00:20:36	39	0 03:14:13	83	0	0	0 00:00:1
2230	Con Georgiou	0 00:00:00	-0 00:38:04	0 20:45:27	0 00:38:04	0 00:00:00	0	0	0 15:13:07	0 00:00:00	14	0 00:16:03	20	0	0	0 00:00:1
2231	Jeff Boslem	0 00:00:00	-0 01:00:02	1 13:43:39	0 01:00:02	0 00:00:00	0	0	0 15:34:17	0 00:00:00	6	0 00:12:35	24	0	0	0 00:00:1
2232	Boris Cortes	0 00:00:00	-0 02:09:19	2 06:33:32	0 02:07:04	0 00:00:00	0	0	0 09:08:43	0 00:00:00	32	0 00:55:23	68	0	2	0 00:02:1
2240	David Ahern	0 00:00:00	-0 00:07:02	0 00:00:00	0 00:07:02	0 00:00:00	0	0	0 00:00:00	0 00:00:00	4	0 00:00:00	2	0	0	0 00:00:1
2242	Martyn Gridley	0 00:00:00	-0 01:18:00	1 23:30:00	0 01:18:00	0 00:00:00	0	0	0 00:00:00	0 00:00:00	19	0 00:08:28	25	0	3	0 00:00:1
2245	Vlad Vukovic	0 04:05:47	0 00:15:28	1 00:06:59	0 03:40:24	0 00:09:55	0	0	0 03:00:44	0 00:00:00	36	0 01:58:37	78	0	4	0 00:18:
2246	Chris Barclay	0 00:14:38	-0 02:17:26	1 10:43:46	0 02:32:04	0 00:00:00	0	0	0 00:00:00	0 00:00:00	20	0 00:50:31	29	0	1	0.00:01:1
2247	John Manson	1 03:21:25	0 15:58:22	0 13:40:20	0 11:02:25	0 00:20:38	0	0	0 00:00:00	0 03:53:45	52	0 02:49:13	97	0	61	0 05:08:
2248	Christian Saboisky	0 03:47:06	-0 03:14:27	2 09:58:33	0 06:59:02	0 00:02:31	0	0	0 02:39:40	0 00:40:30	43	0 04:37:06	35	0	2	0 00:08:
2249	Lee Tsiamis	0 18:16:43	0 11:41:02	0 00:29:52	0 06:15:49	0 00:19:52	0	0	0 00:00:00	0 02:10:30	23	0 00:41:48	106	0	53	0 03:17:1
GRAND T	OTALS:	5 11:05:37	1 18:04:53	19 21:49:08	2 11:34:43	0 01:10:31	0 00:00:00	1	2 20:35:31	0 07:05:21	411	0 23:11:48	746	1	164	0 09:18:
AVERAGE	S:	0 16:23:12	0 02:28:31	1 07:51:16	0 03:30:16	0 00:10:04	0	0	0 06:51:33	0 01:46:20		0 01:26:59		0 01:35:31		0 01:02:

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Perf1.rpt - Version 5.0.0700

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Agent Performance Summary by Queue

This report gives a detailed breakdown of the amount of time an agent spent in each facet of call taking, and is grouped by queue.

Report Criteria

🕒 IPFX Reports (Legacy) - Agent Performance Su	ummary by Queue	[Perf2.r	pt]	
File Report Options Help				
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Agent Teams Calls DI Reports Extensions Massage Box	─ Description Agent Performanc ○ Criteria ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─	e Informati	on Grouped by Queue	
Agent Performance Summary Agent Performance Summary Agent Performance Summary by Queue	Report <u>I</u> emplate Source Database		SYDVDIP01 - (Current)	•
Team Summary Agent Ferromance Summary Queue Groups Groups Queues	Report <u>D</u> irectory:		Z:\	
🗈 🧰 Site Information	Report Titl <u>e</u>		Agent Performance Summary by (Jueu
Wildcard/Preferred Agent Wrapup Codes	Peri <u>o</u> d		Last Week	•
	Dates	From	14/05/2007	
		То	20/05/2007	
	Times	From	08:00	
		To	17:30	
	Item Type			-
	Queue Number			-
	Extension		2220,2212,2211,2210,2209,220	-
Agent Performance Information Grouped by Queue				

Extn:	The Extension number associated with the Agent.
Agent:	Agent's name as displayed in the IPFX Directory.
Queue:	The total 'Queue Time' (agent logged in) for the report period. Expressed as D HH:MM:SS (Days Hours Minutes Seconds).
	The total time the agent was logged into the queue less Talk, Work, Hold and Wrap-up time. This figure represents agent availability for a given period.

Idle:	Expressed as D HH:MM:SS (Days Hours Minutes Seconds).
	Note A negative value can occur if the agent has made a high number of calls in a Location other than queue.
Office:	The total time spent in the 'Office' location for the report period. This figure represents time the agent was in the office but not logged into the queue. Expressed as D HH:MM:SS (Days Hours Minutes Seconds).
Talk:	The total talk time of the Agent for the nominated queue (incoming queue calls only). Expressed as D HH:MM:SS (Days Hours Minutes Seconds).
Hold:	The total time an agent had a caller on hold for the nominated queue (incoming queue calls only). Expressed as D HH:MM:SS (Days Hours Minutes Seconds).
	Note This figure is only available on Cisco / IPFX based systems. For NEC and other PABXs, the hold time is included in the Talk Time.
Work:	The total time the agent has spent in Work Time for the nominated queue. This time represents time the agent is working on queue related matters and is unavailable to receive new calls. Expressed as D HH:MM:SS (Days Hours Minutes Seconds).
	Note Please refer to the Administrators manual for further information on Work Time settings and options.
Wrapup:	The total time the agent has spent between call completion and the entry of a Wrap-up code for the nominated queue. Expressed as D HH:MM:SS (Days Hours Minutes Seconds).
	Note Please refer to the Administrators manual for further information on Wrap-up settings and options.
	The total time spent in Locations other than Office, Queue and Break for the nominated report period.
Other:	Note For a detailed break-down of this time, please refer to the Location Specific reports under the 'Extensions' folder.
Break:	The total time spent in the Break Location for the report period. Expressed as D HH:MM:SS (Days Hours Minutes Seconds).
	The total call count and the Total talk time for all incoming, non queue calls to the Agent's extension number for the report period.
Incoming:	Note For a detailed break-down of incoming call activity please refer to the 'Calls' report section.
	The Total call count and the Total talk time for all Outgoing calls from the Agent's extension number for the report period.
Outgoing.	Note For a detailed break-down of outgoing call activity please refer to the 'Calls' report section.
	The call count and the talk time for all Queue Incoming calls to the Agents

Queue:

extension number for the report period.

Note For a detailed break-down of agent queue call activity, please refer to the 'Calls' report section.

See Also

<u>Performance</u>

Agent Performance Summary

Agent Performance Summary - Excel sample

Agent Performance Summary by Queue - Excel sample

Team Summary Agent Performance Summary

<u>Team Summary Agent</u> <u>Performance Summary - Excel</u> <u>sample</u>

Agent Performance Summary by Queue - Excel sample

Agent Performance Summary by Queue

Report Criteria: Dates between 14/05/2007 and 20/05/2007, Times between 08:00 and 17:30, Extension =

NOTE: Queue Averages are calculated only using values greater than zero.
Agent Time Information at Union Statements

		Agent Time Information (1117mm 20) Calltype Information (01							(Court, Tol					
Extn	Agent	Queue	ldle (Avail.)	Office	Talk	Hold	Work	Wrapup	Other	Break		Incoming	Outgoing	
2200 Ope	erator Queue										200			
2201	Shereefa Galal	1 12:26:21	1 08:00:01	0 03:11:55	0 04:10:06	0 00:16:14	0	0 00:00:00	0 05:21:08	0 00:00:00	23	0 01:27:21	58 0 02:21:02	27
Queue T	otals:	1 12:26:21	1 08:00:01	0 03:11:55	0 04:10:06	0 00:16:14	0 00:00:00	0 00:00:00	0 05:21:08	0 00:00:00	23	0 01:27:21	58 0 02:21:02	27
Queue A	verages:	1 12:26:21	1 08:00:01	0 03:11:55	0 04:10:06	0 00:16:14	0	0 00:00:00	0 05:21:08	0 00:00:00		0 01:27:21	0 02:21:02	
2265 DEN	10 - Contact Center													
2208 2211 2220 Queue Te	Bill Gates Larry Ellison Jude Rhodes otals:	1 12:10:13 0 00:00:00 0 04:43:24 1 16:53:37	0 07:31:24 -0 00:40:41 0 01:05:58 0 07:56:41	1 05:57:18 2 18:30:00 0 16:47:06 4 17:14:24	0 00:32:39 0 00:40:16 0 03:30:21 0 04:43:16	0 00:00:00 0 00:00:25 0 00:00:00 0 00:00:25	0 0 0 00:00:00	1 04:06:10 0 00:00:00 0 00:07:05 1 04:13:15	0 00:22:29 0 00:00:00 0 02:44:33 0 03:07:02	0 00:00:00 0 00:00:00 0 00:00:00 0 00:00:00	2 15 19 36	0 00:00:05 0 00:08:02 0 02:42:29 0 02:50:36	9 0 00:32:21 17 0 00:32:14 34 0 00:47:19 60 0 01:51:54	3 0 8 11
Queue A	verages:	0 20:26:48	0 02:38:53	1 13:44:48	0 01:34:25	0 00:00:25	0	0 14:06:37	0 01:33:31	0 00:00:00		0 00:56:52	0 00:37:18	
2269 DEN	10 - Operator													
2208 2210 2211	Bill Gates Justin Martin Larry Ellison	1 12:10:13 0 00:00:00 0 00:00:00	1 11:37:47 -0 07:28:17 -0 00:40:41	1 05:57:18 1 09:36:03 2 18:30:00	0 00:32:26 0 07:27:21 0 00:40:16	0 00:00:00 0 00:00:56 0 00:00:25	0 0 0	0 00:00:00 0 00:00:00 0 00:00:00	0 00:22:29 0 05:52:43 0 00:00:00	0 00:00:00 0 00:00:00 0 00:00:00	2 63 15	0 00:00:05 0 03:09:49 0 00:08:02	9 0 00:32:21 59 0 04:17:32 17 0 00:32:14	0 0 0
Queue T	otals:	1 12:10:13	1 03:28:49	5 10:03:21	0 08:40:03	0 00:01:21	0 00:00:00	0 00:00:00	0 06:15:12	0 00:00:00	80	0 03:17:56	85 0 05:22:07	0
Queue A	verages:	1 12:10:13	0 09:09:36	1 19:21:07	0 02:53:21	0 00:00:40	0	0 00:00:00	0 03:07:36	0 00:00:00		0 01:05:58	0 01:47:22	

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Team Summary Agent Performance Summary

This report gives a detailed breakdown of the amount of time an agent spent in each facet of call taking, and is grouped by team.

Report Criteria

IPFX Reports (Legacy) - Team Summary - Age	nt Performance Sun	nmary ([ATPerf2.rpt]	
<u>File Report Options H</u> elp				
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Agent Teams Calls DDI Reports Extensions Message Box	Description Team Summary of	Agent Pe	formance Information	
			-	
Agent Performance Summary	Report <u>T</u> emplate		1	_
Team Summary - Agent Performance Summary	Source Data <u>b</u> ase		SYDV0IP01 - (Current)	-
🔁 💼 Queue Groups	Report Directory:		Z:\	
	Report Titl <u>e</u>		Team Summary - Agent Per	formance
Wildcard/Preferred Agent Wrapup Codes	Peri <u>o</u> d		Last Week	•
	Dates	From	14/05/2007	
		То	20/05/2007	
	Times	From	08:00	
		То	17:30	
	Item Type			
	Team			
	Extension			
Team Summary of Agent Performance Information				1

Extn:	The Extension number associated with the Agent.
Agent:	Agent's name as displayed in the IPFX Directory.
Queue:	The total 'Queue Time' (agent logged in) for the report period. Expressed as D HH:MM:SS (Days Hours Minutes Seconds).
	The total time the agent was logged into the queue less Talk,

Idle:	Work, Hold and Wrap-up time. This figure represents agent availability for a given period. Expressed as D HH:MM:SS (Days Hours Minutes Seconds). Note: A negative value can occur if the agent has made a high number of calls in a Location other than queue.
Office:	The total time spent in the 'Office' location for the report period. This figure represents time the agent was in the office but not logged into the queue. Expressed as D HH:MM:SS (Days Hours Minutes Seconds).
Talk:	The total talk time of the Agent for the nominated queue (incoming queue calls only). Expressed as D HH:MM:SS (Days Hours Minutes Seconds).
Hold:	The total time an agent had a caller on hold for the nominated queue (incoming queue calls only). Expressed as D HH:MM:SS (Days Hours Minutes Seconds).
	Note: This figure is only available on Cisco / Matrix based systems. For NEC and other PABXs, the hold time is included in the Talk Time.
Work:	The total time the agent has spent in Work Time for the nominated queue. This time represents time the agent is working on queue related matters and is unavailable to receive new calls. Expressed as D HH:MM:SS (Days Hours Minutes Seconds).
	Note: Please refer to the Administrators manual for further information on Work Time settings and options.
Wrapup:	The total time the agent has spent between call completion and the entry of a Wrap-up code for the nominated queue. Expressed as D HH:MM:SS (Days Hours Minutes Seconds).
	Note: Please refer to the Administrators manual for further information on Wrap-up settings and options.
Other [.]	The total time spent in Locations other than Office, Queue and Break for the nominated report period.
	Note: For a detailed break-down of this time, please refer to the Location Specific reports under the 'Extensions' folder.
Break:	The total time spent in the Break Location for the report period. Expressed as D HH:MM:SS (Days Hours Minutes Seconds).
Incoming:	The total call count and the Total talk time for all incoming, non queue calls to the Agent's extension number for the report period.

	Note: For a detailed break-down of incoming call activity please refer to the 'Calls' report section.
Outgoing:	The Total call count and the Total talk time for all Outgoing calls from the Agent's extension number for the report period.
	Note: For a detailed break-down of outgoing call activity please refer to the 'Calls' report section.
Queue:	The call count and the talk time for all Queue Incoming calls to the Agents extension number for the report period.
Queue:	Note: For a detailed break-down of agent queue call activity, please refer to the 'Calls' report section.

See Also

<u>Performance</u>

Agent Performance Summary

Agent Performance Summary - Excel sample

Agent Performance Summary by Queue

Agent Performance Summary by Queue - Excel sample

<u>Team Summary Agent</u> <u>Performance Summary - Excel</u> <u>sample</u>

Team Summary Agent Performance Summary -Excel sample

Team Summary - Agent Performance Summary

Report Criteria: Dates between 14/05/2007 and 20/05/2007, Times between 08:00 and 17:30

Please note that if an Agent is in multiple Teams all values will be the same except Talk Time and Queue Talk Time

Team Averages are calculated only using values greater than zero.

					Agent Time	Information	n (d hi mm xs)					Cality	e Infor	mation (Count,	Total Tall	kTime)
Extn	Agent	Queue	ldle (Avail.)	Office	Talk	Hold	Work	Wrapup	Other	Break		Incoming		Outgoing		Ģ
A-Team																
2242 2246 2247	Hannibal Smith Face Peck Bosco Albert Baracus	0 00:00:00 0 00:14:38 1 03:21:25	-0 01:18:00 -0 02:17:26 0 15:58:22	1 23:30:00 1 10:43:46 0 13:40:20	0 01:18:00 0 02:32:04 0 11:02:25	0 00:00:00 0 00:00:00 0 00:20:38	0 00:00:00 0 00:00:00 0 00:00:00	0 00:00:00 0 00:00:00 0 00:00:00	0 00:00:00 0 00:00:00 0 00:00:00	0 00:00:00 0 00:00:00 0 03:53:45	19 20 52	0 00:08:28 0 00:50:31 0 02:49:13	25 29 97	0 01:09:32 0 01:40:21 0 03:04:38	3 1 61	0 00:(0 00:(0 05:(
2250 2252	Howie Murdoch Amy Allen	0 00:00:00 0 15:51:53	-0 03:20:40 0 11:11:36	1 23:23:14 0 02:11:47	0 03:15:36 0 04:09:24	0 00:05:04 0 00:30:53	0 00:00:00 0 00:00:00	0 00:00:00 0 00:00:00	0 14:35:41 0 00:00:00	0 00:53:46 0 01:37:20	20 16	0 00:53:05 0 00:14:15	82 64	0 02:16:00 0 01:23:27	1 45	0 00:(0 02:(
Team Te	otals:	1 19:27:56	0 20:13:52	6 01:29:07	0 22:17:29	0 00:56:35	0 00:00:00	0 00:00:00	0 14:35:41	0 06:24:51	127	0 04:55:32	297	0 09:33:58	111	0 07:4
Team A	verages:	0 14:29:18	0 04:02:46	1 05:05:49	0	0 00:18:51	0 00:00:00	0 00:00:00	0 14:35:41	0 00:32:26		0 00:59:06		0 01:54:47		0 01:
Deadly V	iper Assassination Squad	ł														
2344 2368	Vernita Green Julian Greiq	0 00:00:00 0 03:55:18	-0 04:13:32 -0 01:54:07	1 11:44:33 1 13:20:45	0 04:13:32 0 05:37:49	0 00:00:00 0 00:10:36	0 00:00:00 0 00:00:28	0 00:00:00 0 00:00:32	0 03:37:05 0 02:42:29	0 00:00:00 0 00:00:00	13 43	0 02:27:14 0 01:48:16	11 140	0 01:46:18 0 03:49:29	0 2	0 00:(0 00:(
Team Te	otals:	0 03:55:18	-0 06:07:39	3 01:05:18	0 09:51:21	0 00:10:36	0 00:00:28	0 00:00:32	0 06:19:34	0 00:00:00	56	0 04:15:30	151	0 05:35:47	2	0 00:1
Team A	verages:	0 03:55:18	-0 06:07:39	1 12:32:39	0	0 00:10:36	0 00:00:28	0 00:00:32	0 03:09:47	0 00:00:00		0 02:07:45		0 02:47:53		0 00:1
Fox Forc	e Five															
2344 2368	Mia Wallace Olde Vaudevillian	0 00:00:00 0 03:55:18	-0 04:13:32 -0 01:54:07	1 11:44:33 1 13:20:45	0 04:13:32 0 05:37:49	0 00:00:00 0 00:10:36	0 00:00:00 0 00:00:28	0 00:00:00 0 00:00:32	0 03:37:05 0 02:42:29	0 00:00:00 0 00:00:00	13 43	0 02:27:14 0 01:48:16	11 140	0 01:46:18 0 03:49:29	0 2	0 00:(0 00:(
Team Te	otals:	0 03:55:18	-0 06:07:39	3 01:05:18	0 09:51:21	0 00:10:36	0 00:00:28	0 00:00:32	0 06:19:34	0 00:00:00	56	0 04:15:30	151	0 05:35:47	2	0 00:1
Team A	verages:	0 03:55:18	-0 06:07:39	1 12:32:39	0	0 00:10:36	0 00:00:28	0 00:00:32	0 03:09:47	0 00:00:00		0 02:07:45		0 02:47:53		0 00:1
Maxwell	Smart															
2299	Hymie Gautier	0 00:00:00	-0 01:18:00	1 23:30:00	0 01:18:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	19	0 00:08:28	25	0 01:09:32	3	0 00:0
Team Te	otals:	0 00:00:00	-0 01:18:00	1 23:30:00	0 01:18:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	19	0 00:08:28	25	0 01:09:32	3	0 00:1
Team A	verages:	0 00:00:00	-0 01:18:00	1 23:30:00	0	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00		0 00:08:28		0 01:09:32		0 00:(
GRAND 1	TOTALS:	0 12:49:38	0 01:40:08	3 12:47:26	0 10:49:33	0 00:19:27	0 00:00:14	0 00:00:16	0 06:48:42	0 01:36:13	258	0 13:35:00	624	0 21:55:04	118	0 07:4
		(All agent time informati	on grand totals express	ed as allerages)							(All	call type information g	vand totals	expressed as actual to	tals)	
Page 1 d	of 1													Al Perf2	rpt - Ver	sion o.C

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Queue Groups

Queue Groups allow you to summarize information from more than one Queue.

For instance, you may have a Sales and Service Department each of those Departments have two or three queues that are part of them. Instead of running all three queue reports and manually adding together, you can group them by Queue to Sales, then run a Queue Group Sales report, summarising that information automatically for you.

딸 IPFX Reports	
File Report Options Help Image: Second secon	
Queue Groups Queue Group Summary - 20 Second Intervals Queue Group Summary - Overall Queue Summary Queue Group Summary - Queue Summary Queue Group Summary - Queue Summary by Day Queues Queues Extension by Queue Report Overall Queue Summary Q	
	1

Queue Group Summary - Queue Summary

This report provides a good hourly overview of queue call flow, queue time, abandoned queue times, talk time and Service level for each Queue within the Queue Group run.

You might run this report to get a bottom line figure for monthly reports on a Queue Group, or to view any abnormalities.

Report Criteria

🕒 IPFX Reports (Legacy) - Queue Group Summary	- Queue Summary	[QGQue	3.rpt]	. 🗆 🗙				
Eile Report Options Help								
🛃 🎒 🗳 🕂 = 🗦 🛅 🎯								
Agent Teams Calls Calls DDI Reports Extensions Message Box Performance Dueur Groups	Description Daily Summary of Hourly Call Information Grouped by Queue for Each Queue Group Criteria							
Queue Groups Queue Group Summary - 20 Second Intervals Queue Group Summary - Overall Queue Summary Queue Group Summary - Queue Summary Queue Group Summary - Queue Summary	Report <u>l</u> emplate Source Data <u>b</u> ase Report <u>D</u> irectory:		 SYDV0IP01 - (Current) Z:\	• •				
Queues Site Information	Report Titl <u>e</u> Peri <u>o</u> d		Queue Group Summary - Queue Su Yesterday					
Wildcard/Preferred Agent Wrapup Codes	Dates	From	24/05/2007					
		To	24/05/2007					
	Times	From	08:00					
		То	11:00					
	Item Type							
	Queue Group							
	Queue Number							
Daily Summary of Hourly Call Information Grouped by Queue for E	ach Queue Group							

Report Heading	Definition
Time Period	Period set in Report Criteria (null periods may be unselected)
Queue Number	Number of the Queue

Media Type	Call, Email, Fax, TextChat or Callback
Total Calls	Total Calls delivered to the Queue
Total Ans. Calls	Sum of Answered Calls
Total Abn. Calls	Sum of Abandoned Calls
Abn. Before Minimum	Calls abandoned before minimum time limit set in Report Criteria
Abn. After Minimum	Calls abandoned after minimum time limit set in Report Criteria
Other Calls	Sum of Other Calls
Talk Time Minimum	Shortest period spent by a Call in Talk Time
Talk Time Maximum	Longest period spent by a Call in Talk Time
Talk Time Average	Average period spent by Calls in Talk Time
Answered Queue Time Minimum	Shortest period spent by an answered Call in Queue Time
Answered Queue Time Maximum	Longest period spent by an answered Call in Queue Time
Answered Queue Time Average	Average period spent by answered Calls in Queue Time
Abandoned Queue Time Minimum	Shortest period spent by an abandoned Call in Queue Time
Abandoned Queue Time Maximum	Longest period spent by an abandoned Call in Queue Time
Abandoned Queue Time Average	Average period spent by abandoned Calls in Queue Time
Average Agents Logged In	Mean number of Agents logged in over the period
Calls Per Hour	Rate of calls per hour over the period (e.g. one call in 15min = four Calls per hr)

See Also

Queue Groups

Queue Group Summary -Queue Summary - Excel sample

<u>Queue Group Summary -</u> <u>Queue Summary by Day</u>

<u>Queue Group Summary -</u> <u>Queue Summary by Day -</u> <u>Excel sample</u>

<u>Queue Group Summary -</u> <u>Overall Queue Summary</u>

<u>Queue Group Summary -</u> <u>Overall Queue Summary -</u> <u>Excel sample</u>

Queue Group Summary - 20

Second Intervals

Queue Group Summary - 20 Second Intervals - Excel sample

Queue Group Summary - Queue Summary -Excel sample

Queue Group Summary - Queue Summary

ltem Type	Period	Total	An wered	Call Sta Abano	atistics doned	Other	Mar. Queued	Queue Ti Minimum In	me for Ans [,] Maximum ciules Ring Tim	Aered Calls Average		Queue Tim Minimum Ji	e for Abandoned Call Maximum Average nclutes Ring Time)	s	Talk Tim Minimum	e for Answ Mailmum	ered Calls Se Average	rvice Lev	/el
/Unknowa	Ououo Gro	un)		Berbre Min.	Atter Min.				His fillin Sec				His Min:Secs			Hrs fillin:Secs			
	i queue oro	up,																	
Thursday, 2	24 May 2007																		
2298 Supp	ort Menu																		
CALL	08:00	4	0	0	0	4	1	00:00:00	00:00:00	00:00:00		00:00:00	00:00:00 00:00:00		00:00:00	00:00:00	00:00:00	0.0%	
	08:15	1	0	0	0	1	1	00:00:00	00:00:00	00:00:00		00:00:00	00:00:00 00:00:00		00:00:00	00:00:00	00:00:00	0.0%	
	08:45	1	0	0	0	1	1	00:00:00	00:00:00	00:00:00		00:00:00	00:00:00 00:00:00		00:00:00	00:00:00	00:00:00	0.0%	
	09:30	1	0	0	0	1	1	00:00:00	00:00:00	00:00:00		00:00:00			00:00:00	00:00:00	00:00:00	0.0%	
	09:45	2	0	0	0	2	2	00:00:00	00:00:00	00:00:00		00:00:00	00:00:00 00:00:00		00:00:00	00:00:00	00:00:00	0.0%	
	10:00	1	0	0	0	1	1	00:00:00	00:00:00	00:00:00		00:00:00	00:00:00 00:00:00		00:00:00	00:00:00	00:00:00	0.0%	
	10.10	3	0	0	1	0	1	00.00.00	00.00.00	00.00.00		00:00:00	00.00.00 00.00.00		00.00.00	00.00.00	00.00.00	0.0%	
	10:30	1	0	0	0	1	1	00.00.00	00.00.00	00.00.00		00:00:07			00.00.00	00.00.00	00.00.00	0.0%	
				Č	,			00.00.00	00.00.00	00.00.00	(110)	00.00.00		(110)	00.00.00	00.00.00	00.00.00	0.070	
Queue Tota	31:	15	U	U	1	14	2	00:00:00	00:00:00	00:00:00	(419.)	00:00:07	00:00:07 00:00:07	(4)(9.)	00:00:00	00:00:00	00:00:00 (**8/	0.0%	6
GROUP TO	TAL:	15	0	0	1	14	2	00:00:00	00:00:00	00:00:00	(Avg.)	00:00:07	00:00:07 00:00:07	(Avg.)	00:00:00	00:00:00	00:00:00 (^A vg.)	0.0%	(A
sales																			
Thursday, 2	24 May 2007																		1
2200 Oper	ator Queue																		
CALL	09:30	1	0	Ö	1	0	1	00:00:00	00:00:00	00:00:00		00:01:23	00:01:23 00:01:23		00:00:00	00:00:00	00:00:00	0.0%	
	10:45	1	0	1	0	0	1	00:00:00	00:00:00	00:00:00		00:00:00	00:00:00 00:00:00		00:00:00	00:00:00	00:00:00	0.0%	
Queue Tota	al:	2	0	1	1	0	1	00:00:00	00:00:00	00:00:00	(Avg.)	00:01:23	00:01:23 00:01:23	(Avg.)	00:00:00	00:00:00	00:00:00 (Avg.)	0.0%	(A
GROUP TO	TAI ·	2	0	1	1	٥	1	00.00.00	00-00-00	00-00-00	(Avg.)	00-01-23	00-01-23 00-01-23	(Avg.)	00.00.00	00.00.00	00-00-00 (Avg.)	0.0%	U
		•	v			•						00101120	0000020 0000020			*****			
support																			
Thursday, 2	24 May 2007																		
8261 New	Ticket .au																		
CALL	08:00	2	2	0	0	0	1	00:00:00	00:00:28	00:00:14		00:00:00	00:00:00 00:00:00		00:02:11	00:02:31	00:02:21	83.5%	
	08:45	1	1	0	0	0	1	00:00:00	00:00:00	00:00:00		00:00:00	00:00:00 00:00:00		00:04:46	00:04:46	00:04:46	100.0	
	09:30	1	1	0	0	0	1	00:00:01	00:00:01	00:00:01		00:00:00	00:00:00 00:00:00		00:10:36	00:10:36	00:10:36	93.0%	
	09:45	1	1	0	0	0	1	00:00:01	00:00:01	00:00:01		00:00:00	00:00:00 00:00:00		00:02:04	00:02:04	00:02:04	93.0%	
	10:00	1	1	0	0	0	1	00:00:01	00:00:01	00:00:01		00:00:00	00:00:00 00:00:00		00:04:17	00:04:17	00:04:17	93.0%	
	10:15	3	3	0	0	0	1	00:00:00	00:00:45	00:00:15		00:00:00	00:00:00 00:00:00		00:00:49	00:02:16	00:01:28	84.3%	
Queue Tota	al:	9	9	0	0	0	1	00:00:00	00:00:45	00:00:09	(Avg.)	00:00:00	00:00:00 00:00:00	(Avg.)	00:00:49	00:10:36	00:03:26 (^{Avg.)}	88.7%	(A
8262 Exisit	ing Ticket .au																		
CALL	08:00	1	0	0	1	0	1	00:00:00	00:00:00	00:00:00		00:01:20	00:01:20 00:01:20		00:00:00	00:00:00	00:00:00	0.0%	
	08:15	1	1	0	0	0	1	00:00:01	00:00:01	00:00:01		00:00:00	00:00:00 00:00:00		00:00:54	00:00:54	00:00:54	93.0%	
	09:45	1	0	1	0	0	1	00:00:00	00:00:00	00:00:00		00:00:00	00:00:00 00:00:00		00:00:00	00:00:00	00:00:00	0.0%	
Queue Tota	al:	3	1	1	1	0	1	00:00:01	00:00:01	00:00:01	(Avg.)	00:01:20	00:01:20 00:01:20	(Avg.)	00:00:54	00:00:54	00:00:54 (Avg.)	46.5%	(Å
GROUP TO	TAL:	12	10	1	1	0	1	00:00:00	00:00:45	00:03:10	(Avg.)	00:01:20	00:01:20 00:01:20	(Avg.)	00:00:49	00:10:36	00:03:10 ^(Avg.)	81.0%	(Å
GRAND TO	TAL:	29	10	2	3	14	2	00:00:00	00:00:45	00:00:08	(Avg.)	00:00:07	00:01:23 00:00:57	(Avg.	00:00:49	00:10:36	00:03:10 ^(Avg.)	68.6%	(ł

Report Criteria: Dates between 24/05/2007 and 24/05/2007, Times between 08:00 and 11:00

Page 1 of 1

QGQue3.rpt - Version 5.0.1 25/05/2007 09:35: ;

Queue Group Summary - Queue Summary by Day

This provides summarised information on how a Queue Group call flow was on a daily basis. It gives a graph of performance over the date range that you select and then a summary and graph of calls for each day.

Identifies and tracks the number of calls answered and lost by a Queue group over a weekly period.

Report Criteria



Queue Group Summary - Queue Summary by Day

Period	
Call Counts - Total	Total number of Calls received on the specified Groups Queues in the particular Period
Call Counts - Answered	Table number of Calls Answered on the specified Groups Queues in the particular Period
Call Counts - Abandoned	Total number of Calls Abandoned on the specified Groups Queues in the particular Period
Max Queue Calls	Maximum number of Calls that were Queuing at any one point in time on the specified Groups Queues during that period
Maximum Queue Time	Keximum Time specif Queuing by a Califin a certicular Groups Queues
Daily Total - Call Counts - Total	Sum of Call Counts - Total for the Day Specified
Daily Total Cal Counts Answered	Sum of Call Courts - Answered for the Day Specified
Daily Total - Call Counts - Abandoned	Sum of Call Counts - Abandoned for the Day Specified
Daily Total - Max Queue Calls	Max of Max Queue Calls for the Day Specified
Daily Total - Maximum Queue Time	Max of Maxmum Quaue Time for the Day Specified
Group Total - Call Courts - Total	Sum of Daily Tutal - Call Counts - Tutal for the Group Suscified
Group Total - Call Counts - Answered	Sum of Daily Total - Call Courts - Answered for the Group Specified.
Group Total Call Counts Abandones	Sum of Daily Total - Call Courts - Abandoned for the Group Specified
Group Totel - Max Queue Calls	Max of Daily Total - Max Queue Calls for the Group Specified
Group Total - Maximum Quaue Time	Max of Daily Total - Maximum Queue Time for the Group Specified
Grand Total Call Counts Total	Sum of Group Tetal - Call Courts - Total
Grand Total - Call Counts - Answered	Sum of Broup Total - Call Courts - Answered
Grand Total - Call Counts - Abandoned	Sum of Group Total - Call Counts - Abandonec
Grand Total - Max Queue Calls	Max of Group Tatal - Max Queue Calls
Grand Tutal - Maximum Queue Time	Max of Group Tutal - Maximum Queue Time

See Also

Queue Groups

Queue Group Summary - Queue Summary

Queue Group Summary - Queue Summary - Excel sample

Queue Group Summary - Queue Summary by Day - Excel sample

Queue Group Summary - Overall Queue Summary

<u>Queue Group Summary - Overall Queue Summary - Excel</u> <u>sample</u>

Queue Group Summary - 20 Second Intervals

<u>Queue Group Summary - 20 Second Intervals - Excel sample</u>

Queue Group Summary - Queue Summary by Day - Excel sample

Queue Group Summary - Queue Summary by Day

Report Criteria: Number of calls Dates between 21/05/2007 and 21/05/2007, Times between 08:00 and 17:30



Period	Total	Call Counts Answered	Abandoned	Max Queued Calls	Maximum Queue Time Include: Ring Time)
					His Min:Secs
13:15	3	3		1	00:00:01
13:45	1	1		1	00:00:00
14:15	3	2	1	1	00:01:36
14:30	3	3		1	00:04:14
15:00	1	1		1	00:00:11
15:15	1	1		1	00:00:00
15:30	2	2		1	00:00:00
15:45	2	2		1	00:00:01
16:45	2	2		1	00:00:01
17:00	1	1		1	00:00:01
Daily Total:	42	39	3	1	00:04:14
GROUP TOTAL:	42	39	3	1	00:04:14
GRAND TOTAL:	49	40	9	1	00:04:14
Page 2 of 2					

QGQue1.rpt - Version 5.0.0700 25/05/2007 10:04: a.m.

Queue Group Summary - Overall Queue Summary

This provides a chart of the grand total of calls delivered to each Queue in the Queue Group. The Service Level is also given for each Queue over a period that you choose.

(Currently the colour columns graph is not representing the colour associated with 'Calls Answered' and 'Calls Abandoned' this is with our Development team for correction)

Report Criteria


Queue Call - Average	Queue Calls - Total Divided by Queue Calls - Count	
Extension Totals Incoming Calls Count	Sum of Incoming Calls - Count for the particular Excension	
Extension Totals - Incoming Calls - Total	Sum of Incoming Calls - Total for the particular Extension	
Extension Totals - Incoming Calls - Ninimum	Min of Incoming Calls - Minimum for the particular Extension	
Extension Totals - Incoming Calls - Nakimum	Max of Incoming Calls - Maximum for the particular Extension	
Extension Totals - Incoming Calls - Average	Extension Fotals - Incoming Calls - Total Dwidled by Extension Totals - Incoming Calls - Court	
Extension Totals - Cutgoing Calls - Court	Sum of Outgoing Calls - Count for the particular Extension	
Extension Totals - Cutgoing Calls - Total	Sam of Outgoing Calls - Total for the particular Extension	3
Extension Totals - Cutgoing Calls - Minimum	Min of Outgoing Calls - Minimum for the particular Extension	10
Extension Totals - Cutgoing Calls - Maximum	Nax of Outgoing Calls - Maximum for the particular Extension	
Extension Totals - Cutgoing Calls - Average	Extension Totals - Outgoing Calls - Total Divided by Extension Totals - Outgoing Calls - Court	
Extension Totals - Queue Call - Count	Sum of Queue Call - Count for the particular Extension	
Extension Totals - Queue Call - Total	Sum of Queue Cal - Total for the particular Extension	6
Extension Totals - Queue Call - Minimum	Min of Queue Call - Minimum for the particular Extension	
Extension Totals - Queue Call - Maximum	Max of Queue Call - Maximum for the particular Extension	
Extension Totals - Queue Call - Average	Extension Totals - Queue Calls - Total Divided by Extension Totals - Queue Calls - Count	
Grand Totars - Incoming Calls - Count	Sum of Extension Totals - Incoming Calls - Count for the Report	1
Grand Totals - Incoming Calls - Tota	Sum of Extension Totals - Incoming Calls - Total for the Report	
Grand Totals - Incoming Calls - Minimum	Min of Incoming Cale - Minimum for the Report	
Grand Totals - Incoming Calls - Maximum	Max of Incoming Calls - Maximum for the Report	
Grand Totals - Incoming Calls - Average	Grand Totals - Incoming Calls - Total Divided by Grand Totals - Incoming Calls - Count	
Grand Tota's Outgoing Calls Court	Sum of Extension Totals - Dutgoing Calls - Count for the Report	
Grand Totals - Outgoing Calls - Total	Sum of Extension Totals - Dutgoing Calls - Total for the Report	3
Grand Tota's - Outgoing Calls - Minimum	Nin of Outgoing Calls - Minimum for the Report	
Grand Tota's Outgoing Calls Maximum	Max of Outgoing Calls - Maxmuin for the Report	1
Grand locals - Outgoing Calls - Average	Grand Totals - Outgoing Calls - Total Divided by Grand Totals - Dutgoing Calls - Count	
Grand Totals - Queue Call - Count	Sum of Extension Totals - Queue Call - Count for the Report	
Grand Totals - Queue Call - Total	Sum of Extension Totals - Queue Call - Total for the Report	
Grand Totals - Queue Call - Minimun	Min of Quaue Call - Minimum for the Report	
Grand Totals - Queue Call - Maximum	Nax of Queue Call - Maximum for the Report	8
Grand Tota's - Queue Call - Average	Grand Totals - Queue Calls - Total Divided by Grand Totals - Queue Calls - Court	

See Also

Queue Groups

<u>Queue Group Summary - Queue Summary</u>

Queue Group Summary - Queue Summary - Excel sample

Queue Group Summary - Queue Summary by Day

Queue Group Summary - Queue Summary by Day - Excel sample

Queue Group Summary - Overall Queue Summary - Excel sample

Queue Group Summary - 20 Second Intervals

<u>Queue Group Summary - 20 Second Intervals - Excel sample</u>

Queue Group Summary - Overall Queue Summary - Excel sample

Queue Group Summary - Overall Queue Summary

Report Criteria: Dates between 14/05/2007 and 20/05/2007, Times between 08:00 and 17:30

Number of Calls



Queue Number

Calls Abandoned (Atter Mirvincat)

Calls Answered

Call Counts Queue Time for Answered Calls Queue Queue Time for Abandoned Calls Talk Time for Answered Calls Servic Leve Total Answered Abandoned Other Maximum Minimum Maxim um Average Minimum Maximum Average Minimum Maximum Average Gueued (includes Ring Time) (includes Ring Time) Better Min. Atler Min His film Secs His film Secs His Min Secs Demo 2265 DEMO - Contact 00:00:00 00:00:22 00:00:04 00:00:06 00:01:31 00:00:35 00:00:01 00:00:21 00:00:08 23.3% 29 6 5 18 0 5 Queue Group Total: 00:00:04 (Avg.) 29 6 5 18 0 5 00:00:00 00:00:22 00:00:06 00:01:31 00:00:35 00:00:01 00:00:21 00:00:08 23.3% New Q Test Group - Julian 2340 Prues Test Queue 1 00:00:00 00:00:01 00:00:01 00:00:06 00:01:16 00:00:31 00:00:04 00:00:04 00:00:04 38.6% 10 2 1 3 4 Queue Group Total: 4 00:00:01 (Avg.) 00:00:06 00:01:16 00:00:31 38.6% 10 2 1 3 1 00:00:00 00:00:01 00:00:04 00:00:04 00:00:04 sales 2200 Operator Queue 00:00:01 00:02:41 00:00:37 00:00:06 00:02:01 00:00:42 00:00:10 00:03:27 40.1% 95 35 9 21 30 2 00:00:55 2295 Reseller Hotline .au 1 0 1 0 0 1 00:00:00 00:00:00 00:00:00 00:00:00 00:00:00 00:00:00 00:00:00 00:00:00 00:00:00 0.0% Queue Group Total: 21 00:00:37 (Avg.) 00:00:06 00:02:01 00:00:42 00:00:10 00:03:27 00:00:55 40.1% 96 35 10 30 2 00:00:01 00:02:41 support 8261 New Ticket .au 133 114 3 15 2 00:00:00 00:04:58 00:00:22 00:00:10 00:06:48 00:01:43 00:00:15 00:34:44 00:05:01 74.9% 1 43 0 0 00:00:00 00:08:26 00:00:26 00:00:29 00:06:25 00:02:45 00:00:13 00:18:26 8262 Exisiting Ticket .au 46 3 00:03:06 78.4% 1 8263 P1 Emergency .au 4 3 0 0 00:00:00 00:00:10 00:00:04 00:00:00 00:00:00 00:00:00 00:01:19 00:03:24 00:02:20 93.3% 1 1 Queue Group Total: 183 160 3 18 2 2 00:00:00 00:08:26 00:00:23 (Avg.) 00:00:10 00:06:48 00:01:54 00:00:13 00:34:44 00:04:27 76.1% GRAND TOTAL -00:00:06 00:06:48 00:01:01 (Aig. 60 5 00:00:25 (Avg.) 00:03:40 62.9% 318 203 19 36 00:00:00 00:08:26 00:00:01 00:34:44 QGQue5.rpt - Version : Page 1 of 2 25/05/2007 09: Queue Call Counts Servic Queue Time for Answered Calls Queue Time for Abandoned Calls Talk Time for Answered Calls Leve Total Answered Abandoned Other Maximum Minimum Maximum Average Minimum Maximum Average Minimum Maximum Average Queued (includes Ring Time) (includes Ring Time) Better Min. Atler Min His dilm Secs His film Secs Hrs Min Secs

Page 2 of 2

QGQue5.rpt - Version : 25/05/2007 09:

Queue Group Summary - 20 Second Intervals

This report breaks the answer times for the Queues in the Queue group into calls answered less than 20 seconds, 21 to 40 seconds, 41 to 60 seconds and calls answered after 60 seconds. You can quickly see if a Queue might need adjustment or more Agents to allow faster answering times.

Run this report for a good overview of the time taken to answer calls to by a Queue. This can also help to identify issues, and provide Grade of Service Level strategies.

Report Criteria



Queue Group Summary - 20 Second Intervals

No. of Cells - Count	Number of Carls Answered on the Specified Quese by the particular Goog
No. of Calls - Rs of Total Queue Calls	No. of Calls - Count Divided by Grand Totals - No. of Calls - Count
Maximum Queue Time	Naximum Time a Call spent Queuing on the specified Queue that was then answered by an Agent in the Particular Group
0 - 20 Sec - Count	Number of Calls Answered between 0 and 30 Sec on the Specified Queue by the particular Group
0 TO Sec % of Total Group Cale	0 20 Set Count Divided by Group Totals 0 20 Sec Count
0 + 20 Sec - Wool Queue	0 - 20 Set - Count Divided by No. of Carls - Count
21 - 40 Sec - Count	Number of Calls Answered between 21 and 49 Sec on the Specified Queue by the particular Group
21 - 40 Sec - 95 of Total Group Calls	21 - 40 Sec - Count Divided by Group Totals - 21 - 40 Sec -Count
21 - 40 Sec - % of Quale	21 - 40 Sec - Count Divided by No. of Calis - Count
41 60 Sec Count	Number of Calls Answered between 41 and 60 Sec on the Specified Queue by the particular Group
41 - 60 Sec - boof Total Group Calls	41 - 60 Set - Canat Disident by Secure Tatals - 41 - 60 Sec -Canat
41 - 60 Sec - 9s of Queue	41 - 60 Sec - Count Divided by No. of Calls - Count
60- Sec - Count	Number of Calls Asswered effer 60+ Sec on the Specified Queue by the particular Group
604 Sec - % of Total Group Calls	6C+ Sec - Count Divided by Group Totals - 6C+ Sec -Count
60 - Sec - 16 of Dueue	60- Sec Count Divided by No. of Calls Count
Group Totals - No. of Calls - Count	Sum of No. of Calls - Count for tentiquier Group
Group Totals - No. of Calls - % of Total Queue Calls	Group Totals - No. of Calls - Count Divided by Grand Totals - No. of Calls - Count
Group Totals - Naximum Queue Time	Nextmum Time a Call spent Queuing that was then enswered by an Agent, in the Particular Group
Group Totals - E - 20 Sec - Counc	Sum of 0 - 20 Sec - Count for particular Group
Group Totals 0 - 20 Sec - % of Total Group Calls	Croup Tatals (J. 20 Sec. Count Divided by Group Totals (0, 20 Sec. Count
Group Totals - 0 - 20 Sec - % of Queue	Group Totals - 3 - 20 Sec - Count Divided by Group Totals - No. of Calls - Count
Group Totals - 21 - 40 Sec - Count	Sum of 21 - 40 Sec - Count for starticular Group
Group Totals - 21 - 40 Sec - % of Total Group Calls	Group Totals - 21 - 40 Sec - Count Divided by Group Totals - 21 - 40 Sec - Count
Group Totals - 21 - 40 Sec - % of Ousue	Group Totals - 21 - 40 Sec - Count Divided by Group Totals - No. of Calls - Count
Gicup Totals 41 60 Sec Count	Sum of 4E -50 Sec - Count for tarticular Group
Group Totals - 41 - 50 Sec - % of Total Group Calls	Group Tatels - 41 - 53 Sec - Count Divided by Group Totels - 41 - 60 Sec - Count
Group Totals - 41 - 60 Sac - % of Outure	Group Totals - 41 - 50 Sec - Count Divided by Group Totals - No. of Calls - Count
Group Totals - 90+ Sec - Count	Sum of 60+ Sec - Court for perioder Stoup
Group Totals - 904 Sec - % of Total Group Calls	Group Totals - 504 Sec - Count Divided by Group Totals - 504 Sec - Count
Group Totals - BC+ Sec - % of Dueue	Circup Totals - SD / Sec - Count Divided by Circup Totals - No. of Calls - Count
Grand Totals - No. of Calls - Count	Sum of Group Totels - No. of Calls - Count
Grand Totals - No. of Calls - % of Total Queue Calls	Sum of Group Totals - No. of Calls - Count Divided by Grand Totals - No. of Calls - Court
Grend Totala - Naximum Queue Time	Neximum Time a Cell spent Oucung
Grand Totals - 0 - 20 Sec - Count	Sum of Group Totals - 0 - 20 Sec - Count for particular Group
Grand Totals 0 20 Sec - % of Queue	Crand Tatals 3 - 20 Sec. Count Divided by Grand Tetals No. of Calis. Count
Grand Totals - 21 - 40 Sec - Count	Sum of Group Totels - 21 - 40 Sec - Count for particular Group
Grand Totals - 21 - 40 Sac - % of Ousua	Grand Totals - 21 - 43 Sec - Count Divided by Grand Totals - No. of Calls - Count
Grand Totals - 41 - 60 Sec - Count	Sum of Group Totals - 41 - 60 Sec - Count for particular Group
Grand Totals - 41 - 60 Sac - % of Outure	Grand Totals - 41 - 53 Sec - Count Divided by Grand Totals - No. of Calls - Count
Grand Totals BE + Sec Count	Sum of Group Tolbis 601 Sec - Count for gardicular Group
Grand Totals - 32 + Sec - % of Durate	Grenc Tatals - 50+ Sec - Count Duided by Grand Totals - No. of Cals - Count
and a set of	

See Also

Queue Groups

Queue Group Summary - Queue Summary

Queue Group Summary - Queue Summary - Excel sample

Queue Group Summary - Queue Summary by Day

Queue Group Summary - Queue Summary by Day - Excel sample

Queue Group Summary - Overall Queue Summary

<u>Queue Group Summary - Overall Queue Summary - Excel</u> <u>sample</u>

<u>Queue Group Summary - 20 Second Intervals - Excel sample</u>

Queue Group Summary - 20 Second Intervals -Excel sample

Queue Group Summary - 20 Second Intervals

Report Criteria: Dates between 14/05/2007 and 20/05/2007, Times between 08:00 and 17:30



Queue - Number of Calls

Queue Number of Calls		er of Calls	Maximum	Calls Answered 00-20secs			Calls Answered 21-40secs				Calls	Answered	41-60sec	Calls	Calls Answered 60+secs		
		% of Total	Queue Time		% of Total			% of Total				% of Total				% of Total	
	Cont	Group Calls	(includes Ring Time)	Court	Group Calls	% Qiele	Court	Group Calls	\$ 01	ete	Court	Group Calls	\$ 0.6	ele	Court	Group Calk	% Qie
			Hrs Min:Secs														
Demo																	
2265 DEMO - Contact Center	6	3.0%	00:00:22	5	100.0%	83.3%	1	100.0%	16.7%		0	0.0%	0.0%		0	0.0%	0.0%
GROUP TOTALS:	6	3.0%	00:00:22	5	100.0%	83.3% (41g)	1	100.0%	16.7%	(41g)	0	0.0%	0.0%	(41g)	0	0.0%	0.0%
New Q Test Group - Julian																	
2340 Prues Test Queue	2	1.0%	00:00:01	2	100.0%	100.0%	0	0.0%	0.0%		0	0.0%	0.0%		0	0.0%	0.0%
GROUP TOTALS:	2	1.0%	00:00:01	2	100.0%	100.0% (41g)	0	0.0%	0.0%	(41g)	0	0.0%	0.0%	(41g)	0	0.0%	0.0%
sales																	
2200 Operator Queue	35	17.2%	00:02:41	6	100.0%	17.1%	21	100.0%	60.0%		4	100.0%	11.4%		4	100.0%	11.4%
GROUP TOTALS:	35	17.2%	00:02:41	6	100.0%	17.1% (41g)	21	100.0%	60.0%	(41g)	4	100.0%	11.4%	(41g)	4	100.0%	11.4%
support																	
8261 New Ticket .au 8262 Exisiting Ticket .au 8263 P1 Emergency .au	114 43 3	56.2% 21.2% 1.5%	00:04:58 00:08:26 00:00:10	95 36 3	70.9% 26.9% 2.2%	83.3% 83.7% 100.0%	3 2 0	60.0% 40.0% 0.0%	2.6% 4.7% 0.0%		3 0 0	100.0% 0.0% 0.0%	2.6% 0.0% 0.0%		13 5 0	72.2% 27.8% 0.0%	11.4% 11.6% 0.0%
GROUP TOTALS:	160	78.8%	00:08:26	134	100.0%	83.8% (41g)	5	100.0%	3.1%	(41g)	3	100.0%	1.9%	(41g)	18	100.0%	11.3%
GRAND TOTALS:	203	100.0%	00:08:26	147		72.4% (Aug)	27		13.3%	(41g)	7		3.4%	(Aig)	22		10.8%
Page 1 of 1															0	2GSec2.rpt - N	Version 5.0
																25/05/20	007 09:28:

Queues

These reports concentrate on how well calls in the individual Queues are handled. They focus on the time it takes to answer calls which is an important tool in avoiding lost calls.

IPFX Reports	
<u>File Report Options Help</u>	
Queues Extension by Queue Report Overall Queue Summary Queue Summary - 15 Minute Intervals Queue Summary - 20 Second Intervals Queue Summary - 30 Minute Intervals Queue Summary by Day Queue Summary by Hour Virtual Queue Summary - 30 Minute Intervals Audit Trail	Description Criteria Source Database Report Directory: \\AKLCT server\VM\DB\

Extension By Queue Report

This report identifies for each queue, how many calls each agent received on a daily basis.

Report Criteria

PFX Reports (Legacy) - Extension by Queue R	Report [Que4.rpt]			- 🗆 🛛
File Report Options Help				
Agent Teams Calls DDI Reports Extensions Extensions Queue Groups Queues Queues Extension by Queue Report Queue Summary Queue Summary Queue Summary - 15 Minute Intervals Queue Summary - 20 Second Intervals Queue Summary - 30 Minute Intervals Queue Summary by Day Queue Summary by Day Queue Summary by Hour Site Information Wildcard/Preferred Agent Wrapup Codes	Description Extension Inform Criteria Report <u>I</u> emplate Source Data <u>b</u> ase Report <u>D</u> irectory: Report Titl <u>e</u> Period Dates Times Item Type Queue Number Extension	From To From To	eue Grouped by Day SYDV0IP01 - (Current) Z:\ Extension by Queue Repor Last Monday 21/05/2007 21/05/2007 08:00 17:30	
Extension Information by Queue Grouped by Day				

Calculations

Extension by Queue Report

Agent Calls Answered	Total number of calls answered by the Agent that came in on the Queue specifies
	Total Time sperit taking on the Calis answered by the Agent that came in on the Queue specified divided by the Agents - Calis
Agent - Average Talk Time	Answered Value
Queue - Calls Answered	Total number of calls answered that came in on the Queue specified
Queue - Average Talk Time	Total Time spent taking on the Calls answered that came in on the Queue specified divided by the Queue - Calls Answered Value
Daily - Calls A rswared	Total number of calls answered that came in on the Queues specified
Daily - Average Talk Time	Total Time spert faiking on the Calls answered that came in on the Queues specified divided by the Daily - Calls Answered Value

See Also Queues Extension By Queue Report - Excel sample Overall Queue Summary Overall Queue Summary - Excel sample Queue Summary Queue Summary - Excel sample Queue Summary - 15 Minute Intervals Queue Summary - 15 Minute Intervals - Excel sample Queue Summary - 20 Second Intervals Queue Summary - 20 Second Intervals Queue Summary - 20 Second Intervals Queue Summary - 30 Minute Intervals Queue Summary - 30 Minute Intervals Queue Summary - 30 Minute Intervals Queue Summary By Day Queue Summary By Day Queue Summary By Day - Excel sample Queue Summary by Hour Queue Summary by Hour

Extension By Queue Report - Excel sample Extension by Queue Report

Report Criteria: Dates between 21/05/2007 and 21/05/2007, Times between 08:00 and 17:30

Calls Answered



Date

Queue	Extension	Agent	Calls Answered	Average Talk Time	
				Hrs Min:Secs	
Monday, 21 May 2007					
2265 DEMO - Contact	2220	Jude Law	1	00:01:06	
	Queue Total:		1	00:01:06	
8261 New Ticket .au	2247	John Malkovitch	2	00:11:56	
	2249	Lee Tamahori	11	00:03:10	
	2252	Anthony LaPaglia	17	00:02:41	
	Queue Total:		30	00:03:29	
8262 Exisiting Ticket	.au 2247	John Malkovitch	1	00:04:02	
1.0	2249	Lee Tamahori	5	00:03:29	
	2252	Anthony LaPaglia	1	00:00:33	
	Queue Total:		7	00:03:09	
8263 P1 Emergency	au 2249	Lee Tamahori	1	00:02:48	
	2252	Anthony LaPaglia	1	00:00:43	
	Queue Total:		2	00:01:46	
	Daily Total:		40	00:03:16 (avg.)	

Page 1 of 1

Que4.rpt - Version 5.0.0700 25/05/2007 10:13: a.m.

Overall Queue Summary

This provides a chart of the grand total and GOS (Grade of Service) for each Queue over a period that you choose.

'Other'

1. A call that comes in on a queue that is closed (manually or automatically) and then gets a message box

2. A call that comes in on a queue, gets a message box as a queue announcement and then gets transferred somewhere other than the original queue from the message box (NB; currently the calls are appearing as Abandoned calls not as other calls; this is currently will development for correction).

3. A call that comes in on a queue and gets manually picked up by someone not logged into the queue, i.e., a supervisor, will show as an answered call.

Queue calls = total versus answered versus abandoned.

Report Criteria

E IPFX Reports (Legacy) - Overall Queue Summary	[Que5.rpt]			
File Report Options Help				
Agent Teams Calls DDI Reports Extensions Message Box Performance Queue Groups Queue Groups Queue Summary Queue Summary Queue Summary Queue Summary Queue Summary - 15 Minute Intervals Queue Summary - 20 Second Intervals Queue Summary - 30 Minute Intervals Queue Summary by Day Queue Summary by Day Queue Summary by Hour Site Information Wildcard/Preferred Agent Wrapup Codes	Description Overall Queue Sum Criteria Report <u>I</u> emplate Source Data <u>b</u> ase Report <u>D</u> irectory: Report Titl <u>e</u> Period Dates Times Item Type Queue Number	From To From To	SYDV0IP01 - (Current) Z:\ Overall Queue Summary Last Monday 21/05/2007 21/05/2007 08:00 17:30	
Overall Queue Summary				

Report Heading	Definition
Time Period	Period set in Report Criteria (null periods may be unselected)
Queue Number	Number of the Queue
Media Type	Call, Email, Fax, TextChat or Callback
Total Calls	Total Calls delivered to the Queue
Total Ans. Calls	Sum of Answered Calls
Total Abn. Calls	Sum of Abandoned Calls
Abn. Before Minimum	Calls abandoned before minimum time limit set in Report Criteria
Abn. After Minimum	Calls abandoned after minimum time limit set in Report Criteria
Other Calls	Sum of Other Calls
Talk Time Minimum	Shortest period spent by a Call in Talk Time
Talk Time Maximum	Longest period spent by a Call in Talk Time

Talk Time Average	Average period spent by Calls in Talk Time
Answered Queue Time Minimum	Shortest period spent by an answered Call in Queue Time
Answered Queue Time Maximum	Longest period spent by an answered Call in Queue Time
Answered Queue Time Average	Average period spent by answered Calls in Queue Time
Abandoned Queue Time Minimum	Shortest period spent by an abandoned Call in Queue Time
Abandoned Queue Time Maximum	Longest period spent by an abandoned Call in Queue Time
Abandoned Queue Time Average	Average period spent by abandoned Calls in Queue Time
Average Agents Logged In	Mean number of Agents logged in over the period
Calls Per Hour	Rate of calls per hour over the period (e.g. one call in 15min = four Calls per hr)

See Also

Queues

Extension By Queue Report

Extension By Queue Report -Excel sample

<u>Overall Queue Summary -</u> <u>Excel sample</u>

Queue Summary

<u>Queue Summary - Excel</u> <u>sample</u>

Queue Summary - 15 Minute Intervals

Queue Summary - 15 Minute Intervals - Excel sample

Queue Summary - 20 Second Intervals

Queue Summary - 20 Second Intervals - Excel sample

Queue Summary - 30 Minute Intervals

Queue Summary - 30 Minute Intervals - Excel sample

Queue Summary By Day

<u>Queue Summary By Day -</u> <u>Excel sample</u>

Queue Summary by Hour

Queue Summary by Hour -Excel sample

Overall Queue Summary - Excel sample

Overall Queue Summary

Service Level (%)

Report Criteria: Dates between 21/05/2007 and 21/05/2007, Times between 08:00 and 17:30

Number of Calls





Queue Number

Queue Number

Calls Answered

Calls Abandoned (Atter Minimut)

Queue		Call Counts					Queue Time for Answered Calls				Queue Time for Abandoned Calls				Talk Tim	Servic		
	Total	Answered	Abar	idoned	Other	Maxim um	Minimum	Maximum	Average		Minimum	Maxim um	Average		Minim um	Ma :Im um	Average	Leve
			Bettre Min.	Atler Min.		Queued	(includes Ring Time) Bits MintDecs		(Includes Ring Time) Kis MinsSecs									
2200 Operator Queue	7	0	0	5	2	1	00:00:00	00:00:00	00:00:00		00:00:06	00:00:09	00:00:08		00:00:00	00:00:00	00:00:00	0.0%
2265 DEMO - Contact	2	1	0	1	0	1	00:00:01	00:00:01	00:00:01		00:00:07	00:00:07	00:00:07		00:01:06	00:01:06	00:01:06	50.0%
2298 Support Menu	54	0	0	5	49	2	00:00:00	00:00:00	00:00:00		00:00:05	00:00:31	00:00:21		00:00:00	00:00:00	00:00:00	0.0%
8261 New Ticket .au	32	30	0	2	0	1	00:00:00	00:04:14	00:00:22		00:00:28	00:00:29	00:00:29		00:00:24	00:18:02	00:03:29	78.5%
8262 Exisiting Ticket .au	8	7	0	1	0	1	00:00:00	00:00:58	00:00:15		00:04:04	00:04:04	00:04:04		00:00:33	00:12:25	00:03:09	74.9%
8263 P1 Emergency .au	2	2	0	0	0	1	00:00:00	00:01:11	00:00:36		00:00:00	00:00:00	00:00:00		00:00:43	00:02:48	00:01:46	73.5%
GRAND TOTAL:	105	40	0	14	51	2	00:00:00	00:04:14	00:00:21	(Avg.)	00:00:05	00:04:04	00:00:32	(Avg.	00:00:24	00:18:02	00:03:16	62.2%
Page 1 of 1																	Qu	ie5.rpt - Version :

25/05/2007 10:

Queue Summary

This report breaks down to hourly intervals and provides a good hourly overview of queue call flow, queue time, abandoned queue times, talk time, and Grade of Service Levels.

'Other'

1. A call that comes in on a queue that is closed (manually or automatically) and then gets a message box

2. A call that comes in on a queue, gets a message box as a queue announcement and then gets transferred somewhere other than the original queue from the message box (NB; currently the calls are appearing as Abandoned calls not as other calls; this is currently will development for correction).

3. A call that comes in on a queue and gets manually picked up by someone not logged into the queue, i.e., a supervisor, will show as an answered call.

Report Criteria

IPFX Reports (Legacy) - Queue Summary [Que3.	rpt]		-	
File Report Options Help				
Agent Teams Calls DDI Reports Extensions Message Box Performance Queue Groups Queues Extension by Queue Report Queues Verall Queue Summary Queue Summary Queue Summary Queue Summary - 15 Minute Intervals Queue Summary - 20 Second Intervals Queue Summary - 30 Minute Intervals Queue Summary by Day Queue Summary by Day Queue Summary by Hour Site Information Wildcard/Preferred Agent Wrapup Codes	Description Daily Summary of Hou Daily Summary of Hou Criteria Report <u>I</u> emplate Source Data <u>b</u> ase Report <u>D</u> irectory: Report Titl <u>e Period Dates Times Item Type Queue Number </u>	From To From To	Information Grouped by Queue SYDVOIP01 - (Current) Z:\ Queue Summary Last Monday 21/05/2007 21/05/2007 08:00 11:30	
Daily Summary of Hourly Call Information Grouped by Queue				

Report Heading	Definition
Time Period	Period set in Report Criteria (null periods may be unselected)
Queue Number	Number of the Queue
Media Type	Call, Email, Fax, TextChat or Callback
Total Calls	Total Calls delivered to the Queue
Total Ans. Calls	Sum of Answered Calls
Total Abn. Calls	Sum of Abandoned Calls
Abn. Before Minimum	Calls abandoned before minimum time limit set in Report Criteria
Abn. After Minimum	Calls abandoned after minimum time limit set in Report Criteria
Other Calls	Sum of Other Calls
Talk Time Minimum	Shortest period spent by a Call in Talk Time
Talk Time Maximum	Longest period spent by a Call in Talk Time

Talk Time Average	Average period spent by Calls in Talk Time
Answered Queue Time Minimum	Shortest period spent by an answered Call in Queue Time
Answered Queue Time Maximum	Longest period spent by an answered Call in Queue Time
Answered Queue Time Average	Average period spent by answered Calls in Queue Time
Abandoned Queue Time Minimum	Shortest period spent by an abandoned Call in Queue Time
Abandoned Queue Time Maximum	Longest period spent by an abandoned Call in Queue Time
Abandoned Queue Time Average	Average period spent by abandoned Calls in Queue Time
Average Agents Logged In	Mean number of Agents logged in over the period
Calls Per Hour	Rate of calls per hour over the period (e.g. one call in 15min = four Calls per hr)

See Also

<u>Queues</u>

Extension By Queue Report

Extension By Queue Report -Excel sample

Overall Queue Summary

<u>Overall Queue Summary -</u> <u>Excel sample</u>

<u>Queue Summary - Excel</u> <u>sample</u>

Queue Summary - 15 Minute Intervals

Queue Summary - 15 Minute Intervals - Excel sample

Queue Summary - 20 Second Intervals

Queue Summary - 20 Second Intervals - Excel sample

Queue Summary - 30 Minute Intervals

Queue Summary - 30 Minute Intervals - Excel sample

Queue Summary By Day

<u>Queue Summary By Day -</u> <u>Excel sample</u>

Queue Summary by Hour

Queue Summary by Hour -Excel sample

Queue Summary - Excel sample

Queue Summary

Report (Criteria:	Dates	between	21/05/20)07 and	21/05/2	007, Times be	tween 08:00 a	and 11:30										
ltem Type	Period	Total	An wered	Call Sta Aban	atistics doned	Other	Max. Gueued	Queue Tir Minimum (In	ne for Ansv Maximum cluies Ring Thr	vered Calls Average «)		Queue Tir Minimum (1	ne for Abar Maximum nciwles Ring Th	ndoned Calls Average me)	:	Talk Tim Minimum	e for Answ Madmum	ered Calls Average	Service Level
				Beibre Min.	Atler Min.				His MintBecs				Krs fillin:Sec				Hrs Min:Secs		
Monda	y, 21 May 2007																		
2200 C)perator Queue																		
CALL	09:00 10:15 10:30	1 1 1	0 0 0	0 0 0	1 1 1	0 0 0	1 1 1	00:00:00 00:00:00 00:00:00	00:00:0 00:00:0 00:00:0	00:00:00 00:00:00 00:00:00		00:00:07 00:00:09 00:00:08	00:00:0 00:00:0 00:00:0	00:00:07 00:00:09 00:00:08		00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00	0.0% 0.0% 0.0%
Queue		3	0	0	3	0	1	00:00:00	00:00:0	00:00:00	(Avg.)	00:00:07	00:00:0	00:00:08	(Avg.)	00:00:00	00:00:00	00:00:00 (^{Av}	g.) 0.0%
2298 S	Support Menu																		
CALL	08:00 08:45 09:00 09:15 09:30 10:15 10:30 11:00 11:15	2 2 2 3 1 1 2 2	0 0 0 0 0 0 0	0 0 0 0 0 0 0	0 1 0 1 0 0 0	2 1 2 2 1 1 2 2	1 1 2 1 1 1 1	00:00:00 00:00:00 00:00:00 00:00:00 00:00:	00:00:0 00:00:0 00:00:0 00:00:0 00:00:0 00:00:	00:00:00 00:00:00 00:00:00 00:00:00 00:00:		00:00:00 00:00:14 00:00:05 00:00:00 00:00:28 00:00:00 00:00:00 00:00:00 00:00:00	00:00:0 00:00:1 00:00:0 00:00:0 00:00:2 00:00:0 00:00:0 00:00:0 00:00:0 00:00:0	00:00:00 00:00:14 00:00:05 00:00:00 00:00:28 00:00:00 00:00:00 00:00:00 00:00:00		00:00:00 00:00:00 00:00:00 00:00:00 00:00:	00:00:00 00:00:00 00:00:00 00:00:00 00:00:	00:00:00 00:00:00 00:00:00 00:00:00 00:00:	0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0%
Queue		17	0	0	3	14	2	00:00:00	00:00:0	00:00:00	(Avg.)	00:00:05	00:00:2	00:00:16	(Avg.)	00:00:00	00:00:00	00:00:00 (Av	g.) 0.0%
8261 N	lew Ticket																		
CALL	08:00 08:45 10:15 10:30 11:00 11:15	2 1 1 2 1	2 1 1 2 1	0 0 0 0 0	0 0 0 0 0	0 0 0 0 0	1 1 1 1 1	00:00:00 00:00:00 00:00:01 00:00:01 00:00:01 00:00:01	00:00:0 00:00:0 00:00:0 00:00:0 00:00:0 00:00:	00:00:01 00:00:00 00:00:01 00:00:01 00:00:01 00:00:01		00:00:00 00:00:00 00:00:00 00:00:00 00:00:	00:00:0 00:00:0 00:00:0 00:00:0 00:00:0 00:00:	00:00:00 00:00:00 00:00:00 00:00:00 00:00:		00:01:38 00:03:14 00:00:24 00:01:33 00:02:37 00:04:16	00:02:09 00:03:14 00:00:24 00:01:33 00:02:40 00:04:16	00:01:54 00:03:14 00:00:24 00:01:33 00:02:39 00:04:16	96.5% 100.0% 93.0% 93.0% 93.0% 93.0%
Queue		8	8	0	0	0	1	00:00:00	00:00:0	00:00:01	(Avg.)	00:00:00	00:00:0	00:00:00	(Avg.)	00:00:24	00:04:16	00:02:19 (^{Av}	g.) 94.7%
8262 E	xisiting Ticket																		
CALL	09:00 09:30	1 1	1 1	0 0	0 0	0 0	1 1	00:00:00 00:00:01	00:00:0 00:00:0	00:00:00 00:00:01		00:00:00 00:00:00	00:00:0 00:00:0	00:00:00 00:00:00		00:12:25 00:01:10	00:12:25 00:01:10	00:12:25 00:01:10	100.0% 93.0%
Queue		2	2	0	0	0	1	00:00:00	00:00:0	00:00:01	(Avg.)	00:00:00	00:00:0	00:00:00	(Avg.)	00:01:10	00:12:25	00:06:48 (Av	g.) 96.5%
8263 P	1 Emergency																		
CALL	09:15 09:30	1 1	1 1	0 0	0 0	0 0	1 1	00:01:11 00:00:00	00:01:1 00:00:0	00:01:11 00:00:00		00:00:00 00:00:00	00:00:0 00:00:0	00:00:00 00:00:00		00:02:48 00:00:43	00:02:48 00:00:43	00:02:48 00:00:43	47.0% 100.0%
Queue		2	2	0	0	0	1	00:00:00	00:01:1	00:00:36	(Avg.)	00:00:00	00:00:0	00:00:00	(Avg.)	00:00:43	00:02:48	00:01:46 ^{(Av}	g.) 73.5%
GRAND Page 1	TOTAL: of 1	32	12	0	6	14	2	00:00:00	00:01:1	00:00:07	(Aig.)	00:00:05	00:00:2	00:00:12	(Alg. \	00:00:24	00:12:25	00:02:58 ^{(Av} Que3 2	g.) 61.0% 8.rpt - Version 5.0. 5/05/2007 10:17:

Queue Summary - 15 Minute Intervals

This gives a graph and summary for a Queue or Queues day by day. It helps to show the time of day when most of the calls happen and how quickly they are answered. This is broken down to 15 minute intervals.

This report is often used to help the schedule/rostering time of agent breaks.

Report Criteria

<u>File Report Options H</u> elp					
🛃 😂 🔺 = 😫 🛅 🐵					
Agent Teams Calls DI Reports Extensions Message Box Performance	Description	rval Queue Ini	formation Grouped by Day		
Queue Groups	Report <u>T</u> emplate			-	
Extension by Queue Report	Source Data <u>b</u> ase		SYDV0IP01 - (Current)	-	
Overall Queue Summary	Report Directory:		Z:V		
Queue Summary - 15 Minute Intervals	Report Titl <u>e</u>		Queue Summary - 15 Minute Interv		
Queue Summary - 20 Second Intervals	Peri <u>o</u> d		Last Monday	-	
Queue Summary 50 Minute Intervals	Dates	From	21/05/2007		
Queue Summary by Hour		То	21/05/2007		
- a Wildcard/Preferred Agent	Times	From	08:00		
🗉 🧰 Wrapup Codes		То	17:30		
	Item Type		<u></u>		
	Queue Number		4,8263,8261,2747,2746		
5 Minute Interval Queue Information Grouped by Day)				

Report Heading	Definition
Time Period	Period set in Report Criteria (null periods may be unselected)

Queue Number	Number of the Queue
Media Type	Call, Email, Fax, TextChat or Callback
Total Calls	Total Calls delivered to the Queue
Total Ans. Calls	Sum of Answered Calls
Total Abn. Calls	Sum of Abandoned Calls
Abn. Before Minimum	Calls abandoned before minimum time limit set in Report Criteria
Abn. After Minimum	Calls abandoned after minimum time limit set in Report Criteria
Other Calls	Sum of Other Calls
Talk Time Minimum	Shortest period spent by a Call in Talk Time
Talk Time Maximum	Longest period spent by a Call in Talk Time
Talk Time Average	Average period spent by Calls in Talk Time
Answered Queue Time Minimum	Shortest period spent by an answered Call in Queue Time
Answered Queue Time Maximum	Longest period spent by an answered Call in Queue Time
Answered Queue Time Average	Average period spent by answered Calls in Queue Time
Abandoned Queue Time Minimum	Shortest period spent by an abandoned Call in Queue Time
Abandoned Queue Time Maximum	Longest period spent by an abandoned Call in Queue Time
Abandoned Queue Time Average	Average period spent by abandoned Calls in Queue Time
Average Agents Logged In	Mean number of Agents logged in over the period

See Also

<u>Queues</u>

Extension By Queue Report

Extension By Queue Report -Excel sample

Overall Queue Summary

Overall Queue Summary -Excel sample

Queue Summary

<u>Queue Summary - Excel</u> <u>sample</u>

Queue Summary - 15 Minute Intervals - Excel sample

<u>Queue Summary - 20 Second</u> <u>Intervals</u>

Queue Summary - 20 Second

Intervals - Excel sample

<u>Queue Summary - 30 Minute</u> Intervals

Queue Summary - 30 Minute Intervals - Excel sample

Queue Summary By Day

<u>Queue Summary By Day -</u> <u>Excel sample</u>

Queue Summary by Hour

<u>Queue Summary by Hour -</u> <u>Excel sample</u>

Queue Summary - 15 Minute Intervals - Excel sample

Queue Summary - 15 Minute Intervals

Report Criteria:

Dates between 21/05/2007 and 21/05/2007, Times between 08:00 and 17:30, Queue Number = 8274,8273,8272,8271,8270,8264,8263,8261,2747,2746

Monday, 21 May 2007



Calls Answered Calls Abandoned

0	Tree		Coll Court	_	0	- T			Telle Trave		Tatal
Queue	Period	Total	Answered	Abardor	Misimum	enne ono Maximum	Average	M is in am	Madmum	Average	Talk Time
	renou	104					. ac hige			racinge	Tark Time
						Hrs MinSecs			His Min:Secs		Hrs Min:Secs
8261	lew Ticket .au										
	08:00	2	2	0	00:00:00	00:00:01	00:00:00	00:01:38	00:02:0	00:01:54	00:03:47
	08:45	1	1	0	00:00:00	00:00:00	00:00:00	00:03:14	00:03:1	00:03:14	00:03:14
	10:15	1	1	0	00:00:01	00:00:01	00:00:01	00:00:24	00:00:2	00:00:24	00:00:24
	10:30	1	1	0	00:00:01	00:00:01	00:00:01	00:01:33	00:01:3	00:01:33	00:01:33
	11:00	2	2	0	00:00:01	00:00:01	00:00:01	00:02:37	00:02:4	00:02:39	00:05:17
	11:15	1	1	0	00:00:01	00:00:01	00:00:01	00:04:16	00:04:1	00:04:16	00:04:16
	11:45	1	1	0	00:00:01	00:00:01	00:00:01	00:02:29	00:02:2	00:02:29	00:02:29
	12:00	2	1	1	00:00:01	00:00:29	00:00:15	00:07:52	00:07:5	00:07:52	00:07:52
	12:15	3	3	0	00:00:01	00:01:52	00:01:13	00:03:10	00:03:5	00:03:26	00:10:19
	12:30	1	1	0	00:00:01	00:00:01	00:00:01	00:02:51	00:02:5	00:02:51	00:02:51
	13:15	3	3	0	00:00:01	00:00:01	00:00:01	00:01:05	00:03:3	00:02:16	00:06:47
	14:15	3	2	1	00:00:08	00:01:36	00:00:44	00:00:46	00:01:1	00:00:58	00:01:56
	14:30	3	3	0	00:00:01	00:04:14	00:01:42	00:02:52	00:18:0	00:09:12	00:27:37
	15:00	1	1	0	00:00:11	00:00:11	00:00:11	00:05:49	00:05:4	00:05:49	00:05:49
	15:15	1	1	0	00:00:00	00:00:00	00:00:00	00:04:54	00:04:5	00:04:54	00:04:54
	15:30	1	1	0	00:00:00	00:00:00	00:00:00	00:04:58	00:04:5	00:04:58	00:04:58
	15:45	2	2	0	00:00:00	00:00:01	00:00:00	00:00:34	00:00:5	00:00:43	00:01:25
	16:45	2	2	0	00:00:00	00:00:01	00:00:00	00:00:24	00:04:4	00:02:35	00:05:09
	17:00	1	1	0	00:00:01	00:00:01	00:00:01	00:03:42	00:03:4	00:03:42	00:03:42
(Queue Totals:	32	30	2	00:00:00	00:04:14	00:00:22	00:00:24	00:18:0	00:03:29	01:44:19

Number of Calls





Queue	Time Period	Total	Call Counts Answered	5 Abardor	Queu Mhimim	eTime dna Maximum	dudes Ring Time) Average	M la Im um	Talk Time Madmum	Auerage	Total Talk Time
						Hrs MinSecs			Hrs Min:Secs		Hrs MintBecs
8263 P1 En	nergency .au										
	09:15	1	1	0	00:01:11	00:01:11	00:01:11	00:02:48	00:02:4	00:02:48	00:02:48
	09:30	1	1	0	00:00:00	00:00:00	00:00:00	00:00:43	00:00:4	00:00:43	00:00:43
Queu	e Totals:	2	2	0	00:00:00	00:01:11	00:00:35	00:00:43	00:02:4	00:01:46	00:03:31
GRAND TO	TAL:	34	32	2	00:00:00	00:04:14	00:00:23	00:00:24	00:18:0	00:03:22	01:47:50
Page 1 of 1	1										Sec3.rpt - Version 5.

c3.rpt - Version 5.0.0700

Calls Answered Calls Abandoned

Queue Summary - 20 Second Intervals

This is similar to the "Queue Group Summary 20 second interval report" but for all Queues. The report breaks down the answer times for the Queues into calls answered in less than 20 seconds, 21 to 40 seconds, 41 to 60 seconds and calls answered after 60 seconds.

Report Criteria

<u>File Report Options Help</u>								
Agent Teams Calls DDI Reports Extensions Message Box Performance Queue Groups	Description Summary of Queue Calls Grouped by 20 Second Intervals fo Queue Group Criteria Report Template							
 Queue Group Summary - 20 Second Intervals Queue Group Summary - Overall Queue Summary Queue Group Summary - Queue Summary Queue Group Summary - Queue Summary by Day 	Source Data <u>b</u> ase Report <u>D</u> irectory:		SYDV0IP01 - (Current)					
⊡ Queues ⊡ Site Information	Report Little		Queue Group Summary - 20	Secon				
🔄 Wildcard/Preferred Agent 🤄 Wrapup Codes	Dates	From	14/05/2007					
		То	20/05/2007					
	Times	From	08:00					
		To	17:30					
	Queue Group							

Report Heading	Definition
No. of Calls - Count	Number of Calls Answered on the Specified Queue by the particular Group
No. of Calls - % of Total Queue Calls	No. of Calls - Count Divided by Grand Totals - No. of Calls - Count

Maximum Queue Time	Maximum Time a Call spent Queuing on the specified Queue, answered by an Agent in the Particular Group
0 - 20 Sec - Count	Number of Calls Answered between 0 and 20 Sec on the Specified Queue by the particular Group
0 - 20 Sec - % of Total Group Calls	0 - 20 Sec - Count Divided by Group Totals - 0 - 20 Sec - Count
0 - 20 Sec - % of Queue	0 - 20 Sec - Count Divided by No. of Calls - Count
21 - 40 Sec - Count	Number of Calls Answered between 21 and 40 Sec on the Specified Queue by the particular Group
21 - 40 Sec - % of Total Group Calls	21 - 40 Sec - Count Divided by Group Totals - 21 - 40 Sec -Count
21 - 40 Sec - % of Queue	21 - 40 Sec - Count Divided by No. of Calls - Count
41 - 60 Sec - Count	Number of Calls Answered between 41 and 60 Sec on the Specified Queue by the particular Group
41 - 60 Sec - % of Total Group Calls	41 - 60 Sec - Count Divided by Group Totals - 41 - 60 Sec -Count
41 - 60 Sec - % of Queue	41 - 60 Sec - Count Divided by No. of Calls - Count
60+ Sec - Count	Number of Calls Answered after 60+ Sec on the Specified Queue by the particular Group
60+ Sec - % of Total Group Calls	60+ Sec - Count Divided by Group Totals - 60+ Sec -Count
60+ Sec - % of Queue	60+ Sec - Count Divided by No. of Calls - Count
Group Totals - No. of Calls - Count	Sum of No. of Calls - Count for particular Group
Group Totals - No. of Calls - % of Total Queue Calls	Group Totals - No. of Calls - Count Divided by Grand Totals - No. of Calls - Count
Group Totals - Maximum Queue Time	Maximum Time a Call spent Queuing, answered by an Agent in the Particular Group
Group Totals - 0 - 20 Sec - Count	Sum of 0 - 20 Sec - Count for particular Group
Group Totals - 0 - 20 Sec - % of Total Group Calls	Group Totals - 0 - 20 Sec - Count Divided by Group Totals - 0 - 20 Se - Count
Group Totals - 0 - 20 Sec - % of Queue	Group Totals - 0 - 20 Sec - Count Divided by Group Totals - No. of Calls - Count
Group Totals - 21 - 40 Sec - Count	Sum of 21 - 40 Sec - Count for particular Group
Group Totals - 21 - 40 Sec - % of Total Group Calls	Group Totals - 21 - 40 Sec - Count Divided by Group Totals - 21 - 40 Sec - Count
Group Totals - 21 - 40 Sec - % of Queue	Group Totals - 21 - 40 Sec - Count Divided by Group Totals - No. of Calls - Count
Group Totals - 41 - 60 Sec - Count	Sum of 41 - 60 Sec - Count for particular Group
Group Totals - 41 - 60 Sec - % of Total Group Calls	Group Totals - 41 - 60 Sec - Count Divided by Group Totals - 41 - 60 Sec - Count
Group Totals - 41 - 60 Sec - % of	Group Totals - 41 - 60 Sec - Count Divided by Group Totals - No. of

Queue	Calls - Count
Group Totals - 60+ Sec - Count	Sum of 60+ Sec - Count for particular Group
Group Totals - 60+ Sec - % of Total Group Calls	Group Totals - 60+ Sec - Count Divided by Group Totals - 60+ Sec - Count
Group Totals - 60+ Sec - % of Queue	Group Totals - 60+ Sec - Count Divided by Group Totals - No. of Calls - Count
Grand Totals - No. of Calls - Count	Sum of Group Totals - No. of Calls - Count
Grand Totals - No. of Calls - % of Total Queue Calls	Sum of Group Totals - No. of Calls - Count Divided by Grand Totals - No. of Calls - Count
Grand Totals - Maximum Queue Time	Maximum Time a Call spent Queuing
Grand Totals - 0 - 20 Sec - Count	Sum of Group Totals - 0 - 20 Sec - Count for particular Group
Grand Totals - 0 - 20 Sec - % of Queue	Grand Totals - 0 - 20 Sec - Count Divided by Grand Totals - No. of Calls - Count
Grand Totals - 21 - 40 Sec - Count	Sum of Group Totals - 21 - 40 Sec - Count for particular Group
Grand Totals - 21 - 40 Sec - % of Queue	Grand Totals - 21 - 40 Sec - Count Divided by Grand Totals - No. of Calls - Count
Grand Totals - 41 - 60 Sec - Count	Sum of Group Totals - 41 - 60 Sec - Count for particular Group
Grand Totals - 41 - 60 Sec - % of Queue	Grand Totals - 41 - 60 Sec - Count Divided by Grand Totals - No. of Calls - Count
Grand Totals - 60+ Sec - Count	Sum of Group Totals - 60+ Sec - Count for particular Group
Grand Totals - 60+ Sec - % of Queue	Grand Totals - 60+ Sec - Count Divided by Grand Totals - No. of Calls - Count

See Also

<u>Queues</u>

Extension By Queue Report

Extension By Queue Report -Excel sample

Overall Queue Summary

<u>Overall Queue Summary -</u> <u>Excel sample</u>

Queue Summary

Queue Summary - Excel sample

<u>Queue Summary - 15 Minute</u> Intervals

Queue Summary - 15 Minute

Intervals - Excel sample

Queue Summary - 20 Second Intervals - Excel sample

<u>Queue Summary - 30 Minute</u> Intervals

Queue Summary - 30 Minute Intervals - Excel sample

Queue Summary By Day

<u>Queue Summary By Day -</u> <u>Excel sample</u>

Queue Summary by Hour

<u>Queue Summary by Hour -</u> <u>Excel sample</u>

Queue Summary - 20 Second Intervals - Excel sample

Queue Group Summary - 20 Second Intervals

Report Criteria: Dates between 14/05/2007 and 20/05/2007, Times between 08:00 and 17:30



Queue - Number of Calls

Queue	Number of Calls % of Total		Maximum	Calls	Calls Answered 00-20secs		Calls A	Calls Answered 21-40secs			Calls Answered 41-60secs				Calls	Calls Answered 60+secs		
			Queue Time		% of Total			% of Total				% of Total				% of Total		
	Cont	Group Calls	(includes Ring Time)	Court	Group Calls	% Qiele	Court	G roup Calls	\$ 20	e	Court	Group Calls	\$ 01	elle	Court	Group Calls	% Qie	
			Hrs Min:Secs															
Demo																		
2265 DEMO - Contact Center	6	3.0%	00:00:22	5	100.0%	83.3%	1	100.0%	16.7%		0	0.0%	0.0%		0	0.0%	0.0%	
GROUP TOTALS:	6	3.0%	00:00:22	5	100.0%	83.3% (41g)	1	100.0%	16.7%	(41g)	0	0.0%	0.0%	(A1g)	0	0.0%	0.0%	
New Q Test Group - Julian																		
2340 Prues Test Queue	2	1.0%	00:00:01	2	100.0%	100.0%	0	0.0%	0.0%		0	0.0%	0.0%		0	0.0%	0.0%	
GROUP TOTALS:	2	1.0%	00:00:01	2	100.0%	100.0% (Aug)	0	0.0%	0.0%	(41g)	0	0.0%	0.0%	(Aig)	0	0.0%	0.0%	
sales																		
2200 Operator Queue	35	17.2%	00:02:41	6	100.0%	17.1%	21	100.0%	60.0%		4	100.0%	11.4%		4	100.0%	11.4%	
GROUP TOTALS:	35	17.2%	00:02:41	6	100.0%	17.1% (Aug)	21	100.0%	60.0%	(41g)	4	100.0%	11.4%	(Avg)	4	100.0%	11.4%	
support																		
8261 New Ticket .au 8262 Exisiting Ticket .au 8263 P1 Emergency .au	114 43 3	56.2% 21.2% 1.5%	00:04:58 00:08:26 00:00:10	95 36 3	70.9% 26.9% 2.2%	83.3% 83.7% 100.0%	3 2 0	60.0% 40.0% 0.0%	2.6% 4.7% 0.0%		3 0 0	100.0% 0.0% 0.0%	2.6% 0.0% 0.0%		13 5 0	72.2% 27.8% 0.0%	11.4% 11.6% 0.0%	
GROUP TOTALS:	160	78.8%	00:08:26	134	100.0%	83.8% (Avg)	5	100.0%	3.1%	(41g)	3	100.0%	1.9%	(Avg)	18	100.0%	11.3%	
GRAND TOTALS:	203	100.0%	00:08:26	147		72.4% (Aug)	27		13.3%	(41g)	7		3.4%	(Aig)	22		10.8%	
Page 1 of 1															(2GSec2.rpt - ∖	Version 5.0	
																25/05/20	007 09:28:	

Queue Summary - 30 Minute Intervals

This gives a graph and summary for a Queue or Queues day by day. It helps to show the time of day when most of the calls happen and how quickly they are answered. This is broken down to 15 minute intervals.

This report is often used to help the schedule/rostering time of agent breaks.

Report Criteria

<u>File Report Options H</u> elp					
🚽 🎒 🗳 🕂 🗕 😑 🛅 🎯					
Agent Teams Calls DDI Reports Extensions Message Box Performance	Criteria	l Queue In	formation Grouped by Day		
Call Queue Groups	Report <u>T</u> emplate			-	
Extension by Queue Report	Source Data <u>b</u> ase		SYDV0IP01 - (Current)	-	
	Report <u>D</u> irectory:		Z:V		
- 📺 Queue Summary - 15 Minute Intervals	Report Titl <u>e</u>		Queue Summary - 30 Minute Interv		
Queue Summary - 20 Second Intervals	Period		Last Monday	-	
Queue Summary - 30 Minute Intervals Queue Summary by Day	Dates	From	21/05/2007		
Queue Summary by Hour		To	21/05/2007		
Wildcard/Preferred Agent	Times	From	08:00		
💼 Wrapup Codes		To	17:30		
	Item Type				
	Queue Number		8261, 8262		

Report Heading	Definition
Time Period	Period set in Report Criteria (null periods may be unselected)
Time Period	Period set in Report Criteria (null periods may be unselecte

Queue Number	Number of the Queue
Media Type	Call, Email, Fax, TextChat or Callback
Total Calls	Total Calls delivered to the Queue
Total Ans. Calls	Sum of Answered Calls
Total Abn. Calls	Sum of Abandoned Calls
Abn. Before Minimum	Calls abandoned before minimum time limit set in Report Criteria
Abn. After Minimum	Calls abandoned after minimum time limit set in Report Criteria
Other Calls	Sum of Other Calls
Talk Time Minimum	Shortest period spent by a Call in Talk Time
Talk Time Maximum	Longest period spent by a Call in Talk Time
Talk Time Average	Average period spent by Calls in Talk Time
Answered Queue Time Minimum	Shortest period spent by an answered Call in Queue Time
Answered Queue Time Maximum	Longest period spent by an answered Call in Queue Time
Answered Queue Time Average	Average period spent by answered Calls in Queue Time
Abandoned Queue Time Minimum	Shortest period spent by an abandoned Call in Queue Time
Abandoned Queue Time Maximum	Longest period spent by an abandoned Call in Queue Time
Abandoned Queue Time Average	Average period spent by abandoned Calls in Queue Time
Average Agents Logged In	Mean number of Agents logged in over the period

See Also

<u>Queues</u>

Extension By Queue Report

Extension By Queue Report -Excel sample

Overall Queue Summary

<u>Overall Queue Summary -</u> <u>Excel sample</u>

Queue Summary

<u>Queue Summary - Excel</u> <u>sample</u>

<u>Queue Summary - 15 Minute</u> Intervals

Queue Summary - 15 Minute Intervals - Excel sample

Queue Summary - 20 Second

Intervals

Queue Summary - 20 Second Intervals - Excel sample

Queue Summary - 30 Minute Intervals - Excel sample

Queue Summary By Day

<u>Queue Summary By Day -</u> <u>Excel sample</u>

Queue Summary by Hour

<u>Queue Summary by Hour -</u> <u>Excel sample</u>

Queue Summary - 30 Minute Intervals - Excel sample

Queue Summary - 30 Minute Intervals

Report Criteria: Dates between 21/05/2007 and 21/05/2007, Times between 08:00 and 17:30, Queue Number = 8261, 8262

Monday, 21 May 2007

Number of Calls



Time Period In Which Call was Made

Queue	Time		Call Count	s	Que	eue Time	Includes Ring		Talk Time		Total
	Period	Total	Asswered	Abardon	M h in un	Maximum	Ave rage	M is in un	Maximum	Average	Talk Time
						His Min:Secs			His Min:Secs		Hrs Min:Secs
8261 New	Ticket										
	08:00	2	2	0	00:00:00	00:00:01	00:00:00	00:01:38	00:02:09	00:01:54	00:03:47
	08:30	1	1	0	00:00:00	00:00:00	00:00:00	00:03:14	00:03:14	00:03:14	00:03:14
	10:00	1	1	0	00:00:01	00:00:01	00:00:01	00:00:24	00:00:24	00:00:24	00:00:24
	10:30	1	1	0	00:00:01	00:00:01	00:00:01	00:01:33	00:01:33	00:01:33	00:01:33
	11:00	3	3	0	00:00:01	00:00:01	00:00:01	00:02:37	00:04:16	00:03:11	00:09:33
	11:30	1	1	0	00:00:01	00:00:01	00:00:01	00:02:29	00:02:29	00:02:29	00:02:29
	12:00	5	4	1	00:00:01	00:01:52	00:00:50	00:03:10	00:07:52	00:04:33	00:18:11
	12:30	1	1	0	00:00:01	00:00:01	00:00:01	00:02:51	00:02:51	00:02:51	00:02:51
	13:00	3	3	0	00:00:01	00:00:01	00:00:01	00:01:05	00:03:31	00:02:16	00:06:47
	14:00	3	2	1	00:00:08	00:01:36	00:00:44	00:00:46	00:01:10	00:00:58	00:01:56
	14:30	3	3	0	00:00:01	00:04:14	00:01:42	00:02:52	00:18:02	00:09:12	00:27:37
	15:00	2	2	0	00:00:00	00:00:11	00:00:05	00:04:54	00:05:49	00:05:22	00:10:43
	15:30	3	3	0	00:00:00	00:00:01	00:00:00	00:00:34	00:04:58	00:02:08	00:06:23
	16:30	2	2	0	00:00:00	00:00:01	00:00:00	00:00:24	00:04:45	00:02:35	00:05:09
	17:00	1	1	0	00:00:01	00:00:01	00:00:01	00:03:42	00:03:42	00:03:42	00:03:42
Que	ue Totals:	32	30	2	00:00:00	00:04:14	00:00:22	00:00:24	00:18:02	00:03:29	01:44:19

Number of Calls



Time Period In Which Call was Made



Calls Asswered Calk Abardored (Arter Mirsinsut)

Calls Abandoned (After Mirsinsut)

Queue Time Call Counts Queue Time Includes Ring Talk Time Total Total Asswered Abardon Minimum Maximum Ave rage M is in un Maximum Ave rage Talk Time Period 8262 Exisiting Ticket 00:12:25 09:00 1 1 0 00:00:00 00:00:00 00:00:00 00:12:25 00:12:25 00:12:25 09:30 1 1 0 00:00:01 00:00:01 00:00:01 00:01:10 00:01:10 00:01:10 00:01:10 12:00 2 0 00:00:42 00:00:58 00:00:50 00:00:42 00:02:35 00:01:39 00:03:17 2 12:30 2 00:00:01 00:04:04 00:02:02 00:00:35 00:00:35 00:00:35 00:00:35 1 1 00:00:33 00:00:33 00:00:33 00:00:00 00:00:00 00:00:00 00:00:33 13:30 1 1 0 15:30 1 1 0 00:00:00 00:00:00 00:00:00 00:04:02 00:04:02 00:04:02 00:04:02 Queue Totals: 8 7 00:00:00 00:04:04 00:00:43 00:00:33 00:12:25 00:03:09 00:22:02 1 GRAND TOTAL: 40 37 3 00:00:00 00:04:14 00:00:26 00:00:24 00:18:02 00:03:25 02:06:21 Page 1 of 1

Sec4.rpt - Version 5.0.0700 25/05/2007 10:54:04 a.m.

Queue Summary By Day

This gives a graph of the total amount of calls answered by day for all the Queues you choose to report on. It also gives an hourly break down for each day that the report covers.

Provides a good summary on a Queue if you are expecting calls to increase, for example due to advertising a Product or a freephone number that is answered by a Queue.

Report Criteria

💾 IPFX Reports (Legacy) - Queue Summary by Da	y [Que1.rpt]			- 🗆 🗙
File Report Options Help				
Agent Teams Calls DDI Reports Extensions Message Box Performance Queue Groups Queues Extension by Queue Report Queue Summary Queue Summary Queue Summary Queue Summary 15 Minute Intervals Queue Summary - 20 Second Intervals Queue Summary - 30 Minute Intervals Queue Summary by Day Queue Summary by Day Queue Summary by Hour Site Information Wildcard/Preferred Agent Wrapup Codes	Description Hourly Queue Info Criteria Report <u>I</u> emplate Source Data <u>b</u> ase Report <u>D</u> irectory: Report Titl <u>e</u> Peri <u>o</u> d Dates Times Item Type Queue Number	rmation Gr From To From To	ouped by Day SYDV0IP01 - (Current) Z:\ Queue Summary by Day Last Monday 21/05/2007 21/05/2007 08:00 17:30	
Hourly Queue Information Grouped by Day				

Report Heading	Definition
Time Period	Period set in Report Criteria (null periods may be unselected)
Queue Number	Number of the Queue
--------------------------	---
Media Type	Call, Email, Fax, TextChat or Callback
Total Calls	Total Calls delivered to the Queue
Total Ans. Calls	Sum of Answered Calls
Total Abn. Calls	Sum of Abandoned Calls
Maximum Calls Queued	Highest number of Calls queued
Maximum Time In Queue	Longest period spent by a Call in a queue
Average Agents Logged In	Mean number of Agents logged in over the period

<u>Queues</u>

Extension By Queue Report

Extension By Queue Report -Excel sample

Overall Queue Summary

<u>Overall Queue Summary -</u> <u>Excel sample</u>

Queue Summary

<u>Queue Summary - Excel</u> <u>sample</u>

<u>Queue Summary - 15 Minute</u> <u>Intervals</u>

Queue Summary - 15 Minute Intervals - Excel sample

Queue Summary - 20 Second Intervals

Queue Summary - 20 Second Intervals - Excel sample

<u>Queue Summary - 30 Minute</u> Intervals

Queue Summary - 30 Minute Intervals - Excel sample

<u>Queue Summary By Day -</u> <u>Excel sample</u>

Queue Summary by Hour

<u>Queue Summary by Hour -</u> <u>Excel sample</u>

Queue Summary By Day - Excel sample

Queue Summary by Day

Report Criteria: Dates between 21/05/2007 and 21/05/2007, Times between 08:00 and 17:30

Number of calls



25/05/2007 10:54: a.m.

Queue Summary by Hour

This report provides a summarised comparison by hour for each day of the week, identifying how many calls are received between the hours of 8am to 9am for example, each day of the week.

Report Criteria

💾 IPFX Reports (Legacy) - Queue Summary by I	Hour [Que2.rpt]			
File Report Options Help				
🛃 🖪 🗳 🕂 = 🗦 🛅 🎯				
Agent Teams Calls Calls DDI Reports Extensions Message Box Queue Groups Queue Groups Queues Queues Queues Queues Queue Summary Queue Summary Queue Summary Queue Summary Queue Summary Queue Summary Queue Summary - 15 Minute Intervals Queue Summary - 20 Second Intervals Queue Summary - 30 Minute Intervals	Description Daily Queue Info Daily Queue Info Criteria Report <u>I</u> emplate Source Data <u>b</u> ase Report <u>D</u> irectory: Report Titl <u>e Period </u>	rmation Gro	uped by Hour AKLV0IP01 - (Current) Z:\ Queue Summary by Hour Today	• •
Queue Summary by Day Queue Summary by Hour Queue Summary by Hour Site Information	Dates	From To	25/05/2007	
 Wildcard/Preferred Agent Wrapup Codes 	Times	From To	08:00	
	Item Type			
	Queue Number			

Calculations

Report Heading	Definition
Time Period	Period set in Report Criteria (null periods may be unselected)
Queue Number	Number of the Queue
Media Type	Call, Email, Fax, TextChat or Callback

Total Calls	Total Calls delivered to the Queue
Total Ans. Calls	Sum of Answered Calls
Total Abn. Calls	Sum of Abandoned Calls
Maximum Calls Queued	Highest number of Calls queued
Maximum Time In Queue	Longest period spent by a Call in a queue
Average Agents Logged In	Mean number of Agents logged in over the period

<u>Queues</u>

Extension By Queue Report

Extension By Queue Report -Excel sample

Overall Queue Summary

<u>Overall Queue Summary -</u> <u>Excel sample</u>

Queue Summary

<u>Queue Summary - Excel</u> <u>sample</u>

Queue Summary - 15 Minute Intervals

Queue Summary - 15 Minute Intervals - Excel sample

<u>Queue Summary - 20 Second</u> <u>Intervals</u>

Queue Summary - 20 Second Intervals - Excel sample

<u>Queue Summary - 30 Minute</u> Intervals

Queue Summary - 30 Minute Intervals - Excel sample

Queue Summary By Day

<u>Queue Summary By Day -</u> <u>Excel sample</u>

<u>Queue Summary by Hour -</u> <u>Excel sample</u>

Queue Summary by Hour - Excel sample Queue Summary by Hour

Report Criteria: Dates between 25/05/2007 and 25/05/2007, Times between 08:00 and 17:30

Number of Calls



Calls Abandoned

Date	Total Calls	Ans	Calls swered		C: Abar	alis Idoned	Average Agents Logged In	Maximum Queued Calls	Maximum Queue Time (Includes Ring Time)
									Hrs Min Secs
Between the period of:	08:00 and 09:0	0							
25/05/2007	3	2	67%		1	33%	0.3	1	00:00:09
Period Total:	3	2	67%	(41g)	1	33% (410)	0.3	1	00:00:09
Between the period of:	09:00 and 10:0	0							
25/05/2007	11	6	55%		5	45%	0.6	1	00:00:20
Period Total:	11	6	55%	(4vg)	5	45% (Aug)	0.6	1	00:00:20
Between the period of:	10:00 and 11:0	0							
25/05/2007	2		0%		2	100%	0.4	1	00:00:11
Period Total:	2		0%	(4vg)	2	100% (415)	0.4	1	00:00:11
Between the period of:	11:00 and 12:0	0							
25/05/2007	0		0%			0%	0.0	1	00:00:00
GRAND TOTAL:	16	8	50%	(Avg.	8	50% (Avg.	0.4	1	00:00:20
Page 1 of 1									Que2.rpt - Version 5.0.0700

25/05/2007 11:09: a.m.

Site Information

The Site Information reports shows some of the configuration set up of your system.

Please note, if the MAT module has been purchased, all reports are available if not, then the Site Information Report is the only populated report available.

IPFX Reports			<u> </u>
<u>File Report Options Help</u>			
 Wirtual Queue Summary - 30 Minute Intervals Site Information Audit Trail DDI / DID Listing Extension Configuration Report Extension Listing Speed Dial Listing Wrapup Code Listing by Folder Wildcard/Preferred Agent Wildcard/Preferred Agent Group by Queue Report Wildcard/Preferred Agent Group Report Wrapup Codes 	Criteria Source Dat Report Dire	n Ita <u>b</u> ase (Current) ectory: \\\AKLCTserve	er\VM\DB\
			11.

Audit Trail

This report details all the changes made to the System Configuration and by whom.

This report tracks changes to the system so that if any questions arise as to who did what and when, there is an audit trial for this.

The moment a user makes a change to any of the Configuration inclusive of Location changes (based on their User Feature Level) then the tables that support these changes made will display in the Category and Sub Categories fields. Please do note that the list of categories and sub categories are only populated when configuration option itself has been modified in any way.

Report Criteria

PFX Reports (Legacy) - Audit Trail [Audit1.rpt]]								
File Report Options Help									
Agent Teams Calls DDI Reports Extensions Performance Queue Groups Queues Site Information Audit Trail DDI / DID Listing Extension Configuration Report Extension Listing Speed Dial Listing Wrapup Code Listing by Folder Wildcard/Preferred Agent Wrapup Codes	Description Modifications to Sys Criteria Report Iemplate Source Database Report Directory: Report Title Period Dates Times Category SubCategory Action Queue\Extn ID\Key	From To From To	SYDV0IP01 - (Current) Z:\ Audit Trail Today 25/05/2007 25/05/2007 08:00 10:00 10:00						
Modifications to System Data									

Below is an example of Categories and Sub Categories from the Report Criteria based on a typical configuration.

	Audio Text	
	CallInControl	
	Category	
	Department	
	Distribution Group	
	Extension	
Categories:	Holiday	
Categories.	PrefAgent	
	Queue QueueExtension	
	QueueGroup	
	QueueltemType	

	Team Wrap Up
Sub Categories:	Team Wrap Up Access Announcements CallIDWildcard CFG Extensions Folders Forward GOS Holiday LocationChange LocationChange LocationSettings Main OperatorMsg PrefAgentExtensions PrefAgentExtensions PrefAgentGroup QueueGroups Schedule SetPassword SiteSpecific SiteSpecificField Teams VMEmail VMExtension VMExtnDetail VMPreferences
Actions:	Create Delete Edit Retrieve

For instance, if you wish to view all Location Changes made, then leave the 'Category' section blank and select **Location Changes** from the 'Sub Category' section.

Note: The Details field in the report is for Technicians only as it provides a low level of logging for fault finding.

Calculations

Report Heading	Definition
Time of Event	
Source Compiler	
Source Application	
Action	
Category	
Subcategory	
Device Changed	
Details	

Site Information

Audit Trail - Excel sample

DDI / DID Listing

DDI / DID Listing - Excel sample

Extension Configuration Report

Extension Configuration Report - Excel sample

Extension Listing

Extension Listing - Excel sample

PABX Logical Equipment Number Listing

PABX Virtual Equipment Number Listing

Speed Dial Listing

<u>Speed Dial Listing - Excel</u> <u>sample</u>

Wrapup Code Listing by Folder

Audit Trail - Excel sample

Audit Trail

Report Criteria: Dates between 25/05/2007 and 25/05/2007, Times between 08:00 and 10:00

Start Time Hrs:Mh:Secs	Source PC	Source Application	Action	Category	Subcategory	ID / Key	Details
Friday, 25 May	/ 2007						
8:00.01	SYDVOIP01	Mail Manager	Edit	Extension	LocationChange	2347	
8:18.15	MELJULIANG	IPFX for Outlook	Edit	Extension	LocationChange	2368	
8:30.06	SYDVOIP01	Mail Manager	Edit	Extension	LocationChange	2230	
8:30.06	SYDCHRISB01	IPFX for Outlook	Edit	Extension	LocationChange	2246	
8:30.06	SYDDAVIDD02	IPFX for Outlook	Edit	Extension	LocationChange	2755	
8:30.06	SYDVOIP01	Mail Manager	Edit	Extension	LocationChange	2247	
8:30.06	SYDVOIP01	Mail Manager	Edit	Extension	LocationChange	2250	
8:30.06	SYDDEBORAH	IPFX for Outlook	Edit	Extension	LocationChange	2221	
8:30.07	SYDVOIP01	Mail Manager	Edit	Extension	LocationChange	2367	
8:30.08	SYDVOIP01	Mail Manager	Edit	Extension	LocationChange	2201	
8:31.33	SYDVOIP01	Datastore	Edit	Extension	LocationChange	2221	
8:55.45	SYDDAVIDD02	IPFX for Outlook	Edit	Extension	LocationChange	2755	
9:00.02	SYDVOIP01	Mail Manager	Edit	Extension	LocationChange	2252	
9:06.23	SYDSHEREEFAG	IPFX Console	Edit	Extension	LocationChange	2201	
9:06.49	BNEMARCF	IPFX for Outlook	Edit	Extension	LocationChange	2230	
9:06.50	SYDVOIP01	Datastore	Edit	Extension	LocationChange	2230	
9:20.10	BNEGARYM	IPFX for Outlook	Edit	Extension	LocationSettings	2732	2732°9°60°-1°4°0°0°2°3°4°5°0°0°07:00:00°20:00:00°17°2°1°61°- 1°0°0°1°2°3°4°5°0°0°07:00:00°20:00:00°17°2°0°62°- 1°0°0°2°2°3°4°5°0°0°07:00:00°20:00:00°17°2°1°64°- 1°3°0°3°2°3°4°5°0°0°07:00:00°20:00:00°17°2°1°64°- 1°3°0°4°2°3°4°5°0°0°07:00:00°20:00:00°17°2°1°65°- 1°0°0°2°3°4°5°0°0°07:00:00°20:00:00°17°2°1°65°-
9:20.11	BNEGARYM	IPFX for Outlook	Edit	Extension	LocationChange	2732	
9:21.01	SYDVOIP01	Voicemail Port	Edit	Extension	LocationChange	2252	
9:26.07	SYDCHRISB01	IPFX for Outlook	Edit	Extension	LocationChange	2246	
9:26.08	SYDVOIP01	Datastore	Edit	Extension	LocationChange	2246	
9:26.12	SYDCHRISB01	IPFX for Outlook	Edit	Extension	LocationChange	2246	
9:26.13	SYDVOIP01	Datastore	Edit	Extension	LocationChange	2246	
9:39.15	SYDCCC03	IPFX for Outlook	Edit	Extension	LocationChange	2249	
9:44.11	MELGORAND	IPFX for Outlook	Edit	Extension	LocationChange	2367	
9:44.12	SYDVOIP01	Datastore	Edit	Extension	LocationChange	2367	
9:44.50	SYDCCC03	IPFX for Outlook	Edit	Extension	LocationChange	2249	
9:53.51	SYDCCC03	IPFX for Outlook	Edit	Extension	LocationChange	2249	
9:54.38	SYDCCC03	IPFX for Outlook	Edit	Extension	LocationChange	2249	

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Audit1.rpt - Version 5.0.0700 25/05/2007 02:51: p.m.

DDI / DID Listing

This report shows the full DDI/DID number associated with an extension, Queue or Call-In-Control number.

Run this report to find out if you are running out of Direct Dial numbers or what numbers are available.

This is available on the NEC Platform if MAT Module has been purchased, and the IPFX Director Platform.

Report Criteria

💾 IPFX Reports (Legacy) - DDI / DID Listing [Site4	.rpt]	
File Report Options Help		
Agent Teams Calls DDI Reports Extensions Gueue Groups Cueue Groups Cueues Cueue	Description — List of DDI / DID Assignme Criteria — Report <u>I</u> emplate Source Data <u>b</u> ase Report <u>D</u> irectory: Report Titl <u>e</u>	nts
List of DDI / DID Assignments		

Calculations

Report Heading	Definition
DDI / DID	
Day Destination	
Night Destination	
Description	
Bin Number	
Mode A Destination	
Mode B Destination	

Site Information

Audit Trail

<u>Audit Trail - Excel sample</u>

DDI / DID Listing - Excel sample

Extension Configuration Report

Extension Configuration Report - Excel sample

Extension Listing

Extension Listing - Excel sample

PABX Logical Equipment Number Listing

PABX Virtual Equipment Number Listing

Speed Dial Listing

<u>Speed Dial Listing - Excel</u> <u>sample</u>

Wrapup Code Listing by Folder

DDI / DID Listing - Excel sample DDI / DID Listing

DDI / DID	Day Destination	Night Destination	Description	Bin Number	Mode A Destination	Mode B Destination
3570083	2903	2903	Frank Grimes			
3571150	2950	2950	Roy Rogers			
3571151	2951	2951	Liza Minellii			
3571152	2900	2900	John Cleese			
3571153	2953	2953	Tamara Smurfy			
3571154	2954	2954	Hospitable Reception			
3571155	2955	2955	Technical Manuel			
3571156	2956	2956	Ariel Sharon			
3571157	2957	2957	Tombstone Arizona			
3571158	2958	2958	Jo Speakerphone			
3571159	2959	2959	Andrew Mulligan			
3571210	2910	2910	Ron Marks			
3571211	2911	2911	Tony Gruntle			
3571212	2912	2912	Annette Bening			
3571213	2913	2913	Michelle Yeoh			
3571214	2914	2914	Melanie Safka			
3571215	2915	2915	Anna Banana			
3571216	2916	2916	Jason Thessaly			
3571217	2917	2917	Milton Waddams			
3571218	2918	2918	Peter Gibbons			
3571219	2919	2919	Bill Lumbergh			
3571760	2960	2960	Michael Bolton			
3571761	2961	2961	Samir Nagheenanajar			
3571762	2962	2962	Bob Porter			
3571763	2963	2963	Bob Slydell			
3571764	2964	2964	Joanna Aniston			
3571765	2965	2965	Teresa Gattung			
3571766	2966	2966	Robert Redgwell			
3571767	2967	2967	Anne Wentworth			
3571768	2968	2968	Tom Smykowski			
3571769	2969	2969	Lawrence Bader			
3573480	2980	2980	Milton McSwingline			
3573481	2981	2981	Mike Judge			
3573482	2982	2982	Nina McInroe			

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Extension Configuration Report

This report provides a detailed list of extension configuration options.

Warning: The Extension Configuration Report takes significant time and resources to generate. It is recommended that this report is run after-hours.

Report Criteria

IPFX Reports (Legacy) - Extension Configuration	Report [Site8.rpt]			
File Report Options Help				
Agent Teams Calls DDI Reports Extensions Message Box Performance Queues Site Information Multi Trail DDI / DD Listing Extension Configuration Report Extension Listing Wrapup Code Listing by Folder Wildcard/Preferred Agent Wrapup Codes	Description A Detailed Listing of Extens Criteria Report <u>I</u> emplate Source Database Report <u>D</u> irectory: Report Title Extension Department Region Feature Level Email Delivery Type Show In Directory Show In Staff List	ion Configuration Settings		
A Detailed Listing of Extension Configuration Settings	L			

Calculations

Report Heading

Definition

Details	
Phone Numbers	
Preferences	
Voicemails	
Mailbox	

Site Information

Audit Trail

<u>Audit Trail - Excel sample</u>

DDI / DID Listing

DDI / DID Listing - Excel sample

Extension Configuration Report - Excel sample

Extension Listing

Extension Listing - Excel sample

PABX Logical Equipment Number Listing

PABX Virtual Equipment Number Listing

Speed Dial Listing

<u>Speed Dial Listing - Excel</u> <u>sample</u>

Wrapup Code Listing by Folder

Extension Configuration Report - Excel sample Extension Configuration Report

Report Criteria: Extension = 0

0 Op	erator Operator				
Detai	ls		Phone Numbers		
	Department Email		Associate Home/Other		
	Extension Type	Digital Extension	Mobile		
	LCD Name		Office	0	
	Region	Auckland	Pager		
	User Feature Level	User			
Prefe	erences				
	Allow Offsite Transfer	(System Default)	Record Instructions	No	
	Auto Answer Enabled	No	Record Inbound	No	
	Auto Logon Enabled	No	Record Outbound	No	
	Callback Enabled	No	Record Queue	No	
	Continuous Msg Playback	No	Register on Startup	No	
	Inform Busy/No Answer	Yes	Screen Callpopup Enabled	No	
	Force Incoming Wrapup	No	Show In Directory	No	
	Force Outgoing Wrapup	No	Show In Staff List	(Not Set)	
	Force Queue Wrapup	No	Smart Greeting	Yes	
	Personal Queue Enabled	No	Transfer Message	Yes	
	Quick Mail Entry	Yes	Work Time	None	
	Queue Count	0			
Voice	emails		Maibox		
	Can Receive	(System Default)	Name Recorded	No	
	Delivery Type	(System Default)	Greeting Recorded	No	
	All Me	ssages	Unread Messages:		
	Court	O klest	Court Oklest		
	Urgent 0		0		
	Normal 0		0		
	Saved 0		0		
	Deleted 0		0		
	Future 0		0		
Page	1 of 1				Site8.rpt - Version 5.0.0700
					25/05/2007 02:59: p.m.

Extension Listing

A list of all the extensions, names and positions that are known to the system, sorted by extension number.

A good report to use as a basis for a staff directory, this report can be changed to suit individual company requirements please note a charge will be applied to this service.

Report Criteria



Calculations

Report Heading

Definition

Extension Number	
Department	
Position	
Region	
Mobile	
Direct Dial Number	

Site Information

<u>Audit Trail</u>

<u>Audit Trail - Excel sample</u>

DDI / DID Listing

DDI / DID Listing - Excel sample

Extension Configuration Report

Extension Configuration Report - Excel sample

Extension Listing - Excel sample

PABX Logical Equipment Number Listing

PABX Virtual Equipment Number Listing

Speed Dial Listing

<u>Speed Dial Listing - Excel</u> <u>sample</u>

Wrapup Code Listing by Folder

Extension Listing - Excel sample

Extension Listing

Extensio	Name	Department	Position
0	Operator Operator		
2516	Jason Fleece		
2517	Simon Cowell		
2518	Ryan Phillippe		Documentation Co-ordinator
2519	John Cleese		
2530	JC Penney		
2550	Roy Rogers		
2552	Major Major Major		
2557	Tamara Smurfy		
2560	Stuart McGruder		
2561	Andrew Huggenkiss		
2564	Tony Scott		Director
2565	U.I. Testing		Documentation Team
2566	Rob Redgwell		Prank Monkey
2572	Ken Petersen		
2573	Chris Knox		
2576	Elle Bendon		
2577	Norman Bates		
2586	Kris Marshall		Sales Administrator
2587	Logan Longbourne		
2591	Neun Luftballons		
2592	DJ Panfa		
2600	Chandler Bing		
2601	Joey Tribbiani		
2602	Ross Gellar		

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PABX Logical Equipment Number Listing

This is available on the IPFX for NEC Platform if MAT Module has been purchased. It lets you see if you have free space in your telephone system where you can add equipment for more extensions. This will identify the type and extension number of existing extensions.

Report Criteria

🛅 IPFX Reports (Legacy) - PABX Logical Equipmen	nt Number Listing [Site5.r	rpt] 🗕 🗆 🔀
IPFX Reports (Legacy) - PABX Logical Equipment File Report Options Help Image: Agent Teams Image: Agent Teams Image: Agent Teams Image: Calls Image: Calls Image: Calls Image: Calls Image: Calls Image	 Number Listing [Site5.r Description List of Logical Equipment N Criteria Report <u>T</u>emplate Source Data<u>b</u>ase Report <u>D</u>irectory: Report Titl<u>e</u> 	Image: symbol of the symbol
Extension Listing PABX Logical Equipment Number Listing PABX Vitual Equipment Number Listing PABX Vitual Equipment Number Listing Wrapup Code Listing by Folder Widcard/Preferred Agent Wrapup Codes List of Logical Equipment Numbers by Block		

Calculations

Report Heading	Definition
LEN	
Card Type	
Value	
Comments	

See Also

Site Information

Audit Trail

Audit Trail - Excel sample

DDI / DID Listing

DDI / DID Listing - Excel sample

Extension Configuration Report

Extension Configuration Report - Excel sample

Extension Listing

Extension Listing - Excel sample

PABX Virtual Equipment Number Listing

Speed Dial Listing

<u>Speed Dial Listing - Excel</u> <u>sample</u>

Wrapup Code Listing by Folder

PABX Virtual Equipment Number Listing

This is available on the IPFX for NEC Platform if MAT Module has been purchased. It is a list of the virtual extensions and lets you see how many are used and availability.

Report Criteria

💾 IPFX Reports (Legacy) - PABX Virtual Equipmen	nt Number Listing [Site6	.rpt] 📃 🗌 🗌
Eile Report Options Help		
Agent Teams Calls DDI Reports Extensions Message Box Performance Queue Groups Queues Site Information Audit Trail DDI / DID Listing Extension Configuration Report Extension Listing PABX Logical Equipment Number Listing PABX Virtual Equipment Number Listing Speed Dial Listing Wrapup Code Listing by Folder Widcard/Preferred Agent Wrapup Codes	Description List of Virtual Equipment Criteria Report <u>I</u> emplate Source Data <u>b</u> ase Report <u>D</u> irectory: Report Titl <u>e</u>	Numbers by Block SYDV0IP01 - (Current) Z:\ PABX Virtual Equipment Number Li
List of Virtual Equipment Numbers by Block		/

Calculations

Report Heading	Definition
VEN	
Card Type	
Value	
Comments	

See Also

Site Information

<u>Audit Trail</u>

Audit Trail - Excel sample

DDI / DID Listing

DDI / DID Listing - Excel sample

Extension Configuration Report

Extension Configuration Report - Excel sample

Extension Listing

Extension Listing - Excel sample

PABX Logical Equipment Number Listing

Speed Dial Listing

<u>Speed Dial Listing - Excel</u> <u>sample</u>

Wrapup Code Listing by Folder

Speed Dial Listing

A list of all speed dial numbers currently active in your system.

A good report to provide to staff as a reference for when they need to look up phone speed dials.

This is available on the NEC Platform if MAT Module has been purchased, and the IPFX Director Platform.

Report Criteria

Calculations

Report Heading

Definition

Speed Dial	
Number	
Speed Dial Description	

Site Information

<u>Audit Trail</u>

<u>Audit Trail - Excel sample</u>

DDI / DID Listing

DDI / DID Listing - Excel sample

Extension Configuration Report

Extension Configuration Report - Excel sample

Extension Listing

Extension Listing - Excel sample

PABX Logical Equipment Number Listing

PABX Virtual Equipment Number Listing

<u>Speed Dial Listing - Excel</u> <u>sample</u>

Wrapup Code Listing by Folder

Speed Dial Listing - Excel sample Speed Dial Listing

Speed Dial	Number	Description	
53041	90798366227	Luke Perry	
53042	90787824445	Martin Clunes Mobile	
53030	90785194546	Mark Todd	
53031	907860771309	Jerry Bruckheimer Mobile	
53032	90798631074	Matt Hoople Mobile	
53043	90798980807	Pulley Sheaves	
53044	90781631467	Chris Cairns Mobile	

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Wrapup Code Listing by Folder

This report will show you what wrapup codes are currently in use under each folder.

Report Criteria

💾 IPFX Reports (Legacy) - Wrapup Code Listing by Folder [Site7.rpt]										
File Report Options Help										
Agent Teams Calls DDI Reports Extensions Performance Queue Groups Calls Performance Queues Site Information DDI / DID Listing Extension Configuration Report Extension Listing Speed Dial Listing Wrapup Code Listing by Folder Vildcard/Preferred Agent Vrapup Codes	Description A Listing of Wrapup Code Criteria Report <u>I</u> emplate Source Data <u>b</u> ase Report <u>D</u> irectory: Report Titl <u>e</u> Folder Show System Folder Subfolder Show System Subfolder Wrapup Code	es Grouped by Folder AKLVOIP01 - (Current) Z:\ Wrapup Code Listing by Folder Yes No Ignore Yes No Ignore								
A Listing of wrapup codes Grouped by Folder										

Calculations

Report Heading	Definition
Folder	
WrapUp Code	

Site Information

Audit Trail

Audit Trail - Excel sample

DDI / DID Listing

DDI / DID Listing - Excel sample

Extension Configuration Report

Extension Configuration Report - Excel sample

Extension Listing

Extension Listing - Excel sample

PABX Logical Equipment Number Listing

PABX Virtual Equipment Number Listing

Speed Dial Listing

<u>Speed Dial Listing - Excel</u> <u>sample</u>

Wrapup Code Listing by Folder - Excel sample Wrapup Code Listing by Folder

Report Criteria:

Folde Code Description

(No Parent) (System)

System (System)

- 10 Newspaper
- 11 TV Advert
- 12 Radio Advert
- 13 Existing Customer
- 14 Test Wrapup
- 15 Product Test
- 90 Stuck in Wrap Up

Queue (System)

Technical Support

- 01 New Support Call
- 02 Follow Up on existing call
- 03 Support Query
- 04 Transferred to another agent
- 05 Transferred to another Department

System (System)

Customer Services

80 Customer Inquiry

Page 1 of 1

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Wildcard/Preferred Agent

월 IPFX Reports			×
IPFX Reports IPFX Report Options Help Speed Dial Listing Wrapup Code Listing by Folder Wildcard/Preferred Agent Group by Queue Report Wildcard/Preferred Agent Group Report Wrapup Codes Customers by Wrap Up Code		Description Criteria Source Database [Current]	
Overall Wrapup Code Summary Overall Wrapup Code Summary by Queue Wrap Up Codes by Customer Wrapup Code Report Wrapup Codes by Queue	Ţ	Report Directory: \\AKLCTserver\VM\DB\	

Wildcard/Preferred Agent Group Report

Report Criteria

IPFX Reports (Legacy) - Wildcard/Preferred Age	ent Group Report	[PAG2.rp	ot]	. 🗆 🛛			
Eile Report Options Help							
🛃 🖂 🔽 🕂 😑 🚉 🛅 🔞							
Agent Teams Calls DDI Reports Extensions Message Box Performance	Description — Queue Information Grouped by Wildcard/Preferred Agent Group Criteria						
Queue Groups Queues Site Information	Report <u>L</u> emplate Source Data <u>b</u> ase		AKLV0IP01 - (Current)	• •			
Wildcard/Preferred Agent Wildcard/Preferred Agent Group by Queue Report	Report Directory:		Z:\				
Wildcard/Preferred Agent Group Report	Report Titl <u>e</u>	Report Title Wildcard/Preferred Age					
in Wrapup Codes	Peri <u>o</u> d		Today	•			
	Dates	From	25/05/2007				
		To	25/05/2007				
	Times	From	08:00				
		To	17:30				
	Agent Group						
	Wildcard						
	Queue Number						
	Extension						
Queue Information Grouped by Wildcard/Preferred Agent Group				- //			

Calculations

Report Heading	Definition
Queue	
Extension	
WrapUp Code	
WrapUp Folder	
Count	

Time In Queue Total	
Time In Queue Average	
Time Talking Total	
Time Talking Total %	
Time Talking Average	
Time In WrapUp Total	
Time In WrapUp Total %	

Wildcard/Preferred Agent

Wildcard/Preferred Agent Group Report - Excel sample

Wildcard/Preferred Agent Group by Queue Report

Wildcard/Preferred Agent Group by Queue Report -Excel sample

Wildcard/Preferred Agent Group Report - Excel sample

Wildcard/Preferred Agent Group Report

Report Criteria: Dates between 25/05/2007 and 25/05/2007, Times between 08:00 and 17:30

Wildcard - Preferred Agent Group Entn) Walt Time	Total	Call : An wered	Statistics Abando	oned	Other	Queue Tim Minimum	ne for Answ Maximum	ered Calls Average	Queue Time fi Minimum	or Abandon Mailmum	ed Calls (After Average	Tal k Time Minimum	e for Answe Mailmum	ered Calls Average	Service Le	evel
	arca			Bethre Min.	Atler Min.		0	His Min Secs	nc)	(0	His dilinsteas	.)		His film Seco			
(No Wildcard Applied)																	
2900 Operator Queue																	
2900 Operator Queue 2954 Famke Janssen Queue Total:		3 3 6	0 0 0	0 0 0	3 3 6	0 0 0	00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00	00:00:04 00:00:02 00:00:02	00:00:07 00:00:11 00:00:11	00:00:05 00:00:05 00:00:05	00:00:0 00:00:0 00:00:00	00:00:0 00:00:0 00:00:00	00:00:0 00:00:0 00:00:00	0.0% 0.0% 0.0%	(Avç (Avç (Avç
2000 O-L K 2 O K O	- 0	Ů	Ň		, i	Ň	00.00.00	00.00.00	00.00.00	00.00.02	00.00.11	00.00.00	00.00.00	00.00.00	00.00.00	0.070	
2908 Solution2 Consulting Queu 2908 Solution Consulting 2952 Suzanne Paul Queue Total:	e 2	5 9 14	0 5 5	0 2 2	5 2 7	0 0 0	00:00:00 00:00:00 00:00:00	00:00:00 00:00:01 00:00:01	00:00:00 00:00:00 00:00:00	00:00:16 00:00:06 00:00:06	00:00:19 00:00:26 00:00:26	00:00:17 00:00:16 00:00:17	00:00:0 00:00:0 00:00:00	00:00:0 00:00:0 00:00:02	00:00:0 00:00:0 00:00:00	0.0% 70.4% 41.1%	(Avg (Avg (Avg
2909 Solution Consulting																	
2909 Solution Consulting 2919 Michelle Yeoh Queue Total:		4 7 11	0 2 2	0 5 5	4 0 4	0 0 0	00:00:00 00:00:04 00:00:04	00:00:00 00:00:42 00:00:42	00:00:00 00:00:23 00:00:23	00:00:21 00:00:00 00:00:21	00:00:42 00:00:00 00:00:42	00:00:30 00:00:00 00:00:30	00:00:0 00:00:0 00:00:00	00:00:0 00:00:0 00:00:01	00:00:0 00:00:0 00:00:00	0.0% 76.5% 25.5%	(Avg (Avg (Avg
2990 Demo Queue																	
2953 Esmeralda Smurfy 2987 Logan Longbourne 2990 Eye Queue Queue Total:		6 3 1 10	6 1 0 7	0 1 0 1	0 1 1 2	0 0 0	00:00:00 00:00:00 00:00:00 00:00:00	00:00:20 00:00:00 00:00:00 00:00:20	00:00:03 00:00:00 00:00:00 00:00:00	00:00:00 00:00:09 00:00:15 00:00:09	00:00:00 00:00:09 00:00:15 00:00:15	00:00:00 00:00:09 00:00:15 00:00:12	00:00:0 00:00:0 00:00:0 00:00:0	00:01:0 00:00:0 00:00:0 00:01:03	00:00:2 00:00:0 00:00:0 00:00:18	100.0% 50.0% 0.0% 77.8%	(Avç (Avç (Avç (Avç
WILDCARD TOTAL:		41	14	8	19	0	00:00:00	00:00:42	00:00:04	00:00:02	00:00:42	00:00:15	00:00:00	00:01:03	00:00:09	40.8%	(Avç
[09'] QA_JC_TEST - QA Test																	
2900 Operator Queue																	
2900 Eye Queue 2954 Famke Janssen Queue Total: WILDCARD TOTAL:	17 15	1 1 2 2	0 1 1	0 0 0	1 0 1	0 0 0	00:00:00 00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00 00:00:00	00:00:06 00:00:00 00:00:06 00:00:06	00:00:06 00:00:00 00:00:06 00:00:06	00:00:06 00:00:00 00:00:06 00:00:06	00:00:0 00:00:2 00:00:22 00:00:22	00:00:0 00:00:2 00:00:22 00:00:22	00:00:0 00:00:2 00:00:22 00:00:22	0.0% 100.0% 50.0% 50.0%	(Avç (Avç (Avç (Avç
GRAND TOTAL: Page 1 of 1		43	15	8	20	0	00:00:00	00:00:42	00:00:04	00:00:02	00:00:42	00:00:15	00:00:00	00:01:03	00:00:10 Pag	41.3% 2.rpt - Version	(Avg 5.0.0

25/05/2007 03:12: p
Wildcard/Preferred Agent Group by Queue Report

Report Criteria

File Report Options Help								
🛃 🎒 🎑 🕂 🗕 🗦 🛅 🎯								
Agent Teams Calls Calls DDI Reports Calls	Description Wildcard/Preferred Agent Group Information for a Queue Grouped by Extension Criteria							
- Queue Groups - Queues	Report <u>T</u> emplate			•				
Site Information Wildcard/Preferred Agent	Report Directory:		Z:\					
Wildcard/Preferred Agent Group by Queue Report Wildcard/Preferred Agent Group Report	Report Titl <u>e</u>		Wildcard/Preferred Agent Group by					
- 🧰 Wrapup Codes	Peri <u>o</u> d		Today	•				
	Dates	From	25/05/2007					
		To	25/05/2007					
	Times	From	08:00					
		To	17:30					
	Agent Group		I					
	Wildcard							
	Extension		1					

Calculations

Report Heading	Definition
Queue	
Extension	
WrapUp Code	
WrapUp Folder	

Count	
Time In Queue Total	
Time In Queue Average	
Time Talking Total	
Time Talking Total %	
Time Talking Average	
Time In WrapUp Total	
Time In WrapUp Total %	

See Also

Wildcard/Preferred Agent

Wildcard/Preferred Agent Group Report

Wildcard/Preferred Agent Group Report - Excel sample

Wildcard/Preferred Agent Group by Queue Report -Excel sample

Wildcard/Preferred Agent Group by Queue Report - Excel sample

Wildcard/Preferred Agent Group by Queue Report

Report Criteria: Dates between 25/05/2007 and 25/05/2007, Times between 08:00 and 17:30

Wildcard - Preferred Agent Grou Eth	ip Walt Time Secs	Total	Call An wered	Statistics Abando	ned	Other	Queue Tim Minimum (1	e for Answ Mailmum ncludes Ring Ti	ered Calls Average me)	Queue Time fi Minimum (In	or Abandon Mailmum cludes Ring Time	ed Calls (Ante Average e)	r Talk Time Minimum	e for Answe Mailmum	ered Calls Average	Service Le	evel
				Bethre Min.	Atler Min.			His Min:Secs			Hrs Min:Secs			Hrs film:Sec			_
2900 Operator Queue																	
(No Wildcard Applied)																	
2900 Eye Queue		3	0	0	3	0	00:00:00	00:00:00	00:00:00	00:00:04	00:00:07	00:00:05	00:00:0	00:00:0	00:00:0	0.0%	(Avg
2954 Liana Vine		3	0	0	3	0	00:00:00	00:00:00	00:00:00	00:00:02	00:00:11	00:00:05	00:00:0	00:00:0	00:00:0	0.0%	(Avç
Wildcard Total:		6	0	0	6	0	00:00:00	00:00:00	00:00:00	00:00:02	00:00:11	00:00:05	00:00:00	00:00:00	00:00:00	0.0%	(Avç
[09*] QA_JC_TEST - QA Test																	
2900 Eye Queue		1	0	0	1	0	00:00:00	00:00:00	00:00:00	00:00:06	00:00:06	00:00:06	00:00:0	00:00:0	00:00:0	0.0%	(Avç
2954 Liana Vine	17	1	1	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:2	00:00:2	00:00:2	100.0%	(Avg
Wildcard Total:		2	1	0	1	0	00:00:00	00:00:00	00:00:00	00:00:06	00:00:06	00:00:06	00:00:22	00:00:22	00:00:22	50.0%	(Avg
QUEUE TOTAL:	15	8	1	0	7	0	00:00:00	00:00:00	00:00:00	00:00:02	00:00:11	00:00:05	00:00:22	00:00:22	00:00:22	12.5%	(Avç
2908 Solution2 Consulting																	
(No Wildcard Applied)																	
2908 Business Solution		5	0	0	5	0	00:00:00	00:00:00	00:00:00	00:00:16	00:00:19	00:00:17	00:00:0	00:00:0	00:00:0	0.0%	(Avç
2952 Suzanne Paul		9	5	2	2	0	00:00:00	00:00:01	00:00:00	00:00:06	00:00:26	00:00:16	00:00:0	00:00:0	00:00:0	70.4%	(Avç
Wildcard Total:		14	5	2	7	0	00:00:00	00:00:01	00:00:00	00:00:06	00:00:26	00:00:17	00:00:00	00:00:02	00:00:00	41.1%	(Avg
QUEUE TOTAL:		14	5	2	7	0	00:00:00	00:00:01	00:00:00	00:00:06	00:00:26	00:00:17	00:00:00	00:00:02	00:00:00	41.1%	(Avç
2909 Solution Consulting																	
(No Wildcard Applied)																	_
2909 Solution Consulting		4	0	0	4	0	00:00:00	00:00:00	00:00:00	00:00:21	00:00:42	00:00:30	00:00:0	00:00:0	00:00:0	0.0%	(Avg
2919 Michelle Yeoh		6	1	5	0	0	00:00:04	00:00:04	00:00:04	00:00:00	00:00:00	00:00:00	00:00:0	00:00:0	00:00:0	93.0%	(Avç
Wildcard Total:		10	1	5	4	0	00:00:04	00:00:04	00:00:04	00:00:21	00:00:42	00:00:30	00:00:01	00:00:01	00:00:01	18.6%	(Avç
QUEUE TOTAL:		10	1	5	4	0	00:00:04	00:00:04	00:00:04	00:00:21	00:00:42	00:00:30	00:00:01	00:00:01	00:00:01	18.6%	(Avç
2990 Demo Queue																	
(No Wildcard Applied)																	
2953 Tamara McSmurfy		6	6	0	0	0	00:00:00	00:00:20	00:00:03	00:00:00	00:00:00	00:00:00	00:00:0	00:01:0	00:00:2	100.0%	(Avç
2987 Logan Longbourne		3	1	1	1	0	00:00:00	00:00:00	00:00:00	00:00:09	00:00:09	00:00:09	00:00:0	00:00:0	00:00:0	50.0%	(Avç
2990 Eye Queue		1	0	0	1	0	00:00:00	00:00:00	00:00:00	00:00:15	00:00:15	00:00:15	00:00:0	00:00:0	00:00:0	0.0%	(Avg
Wildcard Total:		10	7	1	2	0	00:00:00	00:00:20	00:00:03	00:00:09	00:00:15	00:00:12	00:00:00	00:01:03	00:00:18	77.8%	(Avç
QUEUE TOTAL:		10	7	1	2	0	00:00:00	00:00:20	00:00:03	00:00:09	00:00:15	00:00:12	00:00:00	00:01:03	00:00:18	77.8%	(Avç
GRAND TOTAL:		42	14	8	20	0	00:00:00	00:00:20	00:00:01	00:00:02	00:00:42	00:00:15	00:00:00	00:01:03	00:00:10	40.8%	(Avç
Page 1 of 1															PAC	i1.rpt - Version	5.0.0

25/05/2007 03:10:1

Wrapup Codes

Wrap-up Codes are a way for calls to be categorised.

Wrap-up Codes are identified and set by the Supervisor/Team Leaders and must be entered by the agent when they deal with calls.

A typical use is to identify calls to a Sales Queue. Each time an Agent answers a call to the Sales Queue they put in a code for the product the caller was interested in. This enables reporting on what product was popular with callers and the changes in popularity after advertising campaigns or other publicity.



Overall Wrap-up Code Summary

This report identifies how many wrap-up codes were applied to each category over a period of your choice; with a pie chart to show relative usage. The Graph represents talk time by wrap up code. Run this report to find out how many callers were interested in 'Product X" and how many in "Product Y"; and the average talk time for each category.

Report Criteria

🕒 IPFX Reports (Legacy) - Overall Wrapup Code S	ummary [Wrap2.rp	t]		. 🗆 🗙					
File Report Options Help									
Agent Teams Calls DDI Reports Extensions Message Box	Description Overall Wrapup Code Summary Criteria								
🗄 🦳 Queue Groups	Report <u>T</u> emplate			-					
	Source Data <u>b</u> ase		SYDV0IP01 - (Current)	•					
Wildcard/Preferred Agent	Report <u>D</u> irectory:		Z:\						
Overall Wrapup Code Summary	Report Titl <u>e</u>		Overall Wrapup Code Summary						
Uverall Wrapup Code Summary by Queue	Peri <u>o</u> d		Last Thursday	-					
Wrapup Codes by Queue	Dates	From	24/05/2007						
		To	24/05/2007						
	Times	From	08:00						
		To	17:30						
	Item Type								
	Queue Number								
	Folder								
	Call Type								
Overall Wrapup Code Summary									

Calculations

Report Heading	Definition
WrapUp Code	
WrapUp Folder	
Count	
Time In Queue Average	
Time Talking Total	
Time Talking Total %	
Time Talking Average	
Time In WrapUp Total	
Time In WrapUp Total %	

See Also

Wrapup Codes

Overall Wrap-up Code Summary

Overall Wrap-up Code Summary by Queue

Overall Wrap-up Code Summary by Queue - Excel sample

Wrap-up Code Report

Wrap-Up Code Report - Excel sample

Wrap-up Codes by Queue

Wrap-up Codes by Queue -Excel sample

Overall Wrap-up Code Summary Overall Wrapup Code Summary

Report Criteria: Dates between 24/05/2007 and 24/05/2007, Times between 08:00 and 17:30

Wrap Up Description



Folder	Wrap Up Code & Description	Count	Associated TalkTime			Averaç T	ge Associated alkTime	Average Associated Queue Time		
			Days	His Min:Secs	*	Days	His Min:Secs	(inclu Days	ules Ring Time) His Min:Secs	
(None)	(Not Entered or Invalid)	442	0	20:05:40	99.7%	0	00:02:44	0	00:00:01	
Queue	022 Test	9	0	00:03:37	0.3%	0	00:00:24	0	00:00:24	
GRAND TOTA	LS:	451	0	20:09:17		0	00:02:41	0	00:00:01	
Page 1 of 1								Wra	p2.rpt - Version 5.0.0700	

25/05/2007 03:19: p.m.

Overall Wrap-up Code Summary by Queue

This report shows the overall number of wrapup codes by each queue selected; with talk time associated with each wrapup code.

Report Criteria

File Report Options Help									
Agent Teams Calls DDI Reports Extensions Message Box	Description Overall Wrapup Code Summary Grouped by Queue								
Queue Groups Queues Site Information Wildcard/Preferred Agent Wrapup Codes Overall Wrapup Code Summary Overall Wrapup Code Summary by Queue Wrapup Code Report Wrapup Codes by Queue	Report <u>T</u> emplate Source Data <u>b</u> ase Report <u>D</u> irectory: Report Titl <u>e</u> Peri <u>o</u> d Dates Times Item Type Queue Number	From To From To	SYDV0IP01 - (Current) Z:\ Overall Wrapup Code Summ Last Thursday 24/05/2007 08:00 17:30	• • • • • • • • •					

Calculations

Report Heading	Definition
WrapUp Code	
WrapUp Folder	

Count	
Time In Queue Average	
Time Talking Total	
Time Talking Total %	
Time Talking Average	
Time In WrapUp Total	
Time In WrapUp Total %	

See Also

Wrapup Codes

Overall Wrap-up Code Summary

Overall Wrap-up Code Summary

<u>Overall Wrap-up Code</u> <u>Summary by Queue - Excel</u> <u>sample</u>

Wrap-up Code Report

Wrap-Up Code Report - Excel sample

Wrap-up Codes by Queue

Wrap-up Codes by Queue -Excel sample

Overall Wrap-up Code Summary by Queue -Excel sample

Overall Wrapup Code Summary by Queue

Report Criteria: Dates between 24/05/2007 and 24/05/2007, Times between 08:00 and 17:30

Queue	Wrapup Code	Count	ې Day	Associated Talk Time s HistMinStas	% of Queue Talk Time	Avera Days	age Associated Talk Time His MinSecs
(No Associ	iated Queue)						
	(Not Entered or Invalid)	408	0	18:37:29	100.0%	0	00:02:44
	Queue Total:	408	0	18:37:29		0	00:02:44
2200 Oper	ator Queue						
	(Not Entered or Invalid)	2	0	00:07:26	100.0%	0	00:03:43
	Queue Total:	2	0	00:07:26		0	00:03:43
2265 Cont	act Center						
	022 Test	9	0	00:03:37	100.0%	0	00:00:24
	Queue Total:	9	0	00:03:37		0	00:00:24
8261 New	Ticket	2025					
	(Not Entered or Invalid)	22	0	01:09:32	100.0%	0	00:03:10
	Queue Total:	22	0	01:09:32		0	00:03:10
8262 Exisit	ling Ticket						
	(Not Entered or Invalid)	9	0	00:10:42	100.0%	0	00:01:11
	Queue Total:	9	0	00:10:42		0	00:01:11
8263 P1 En	nergency						
	(Not Entered or Invalid)	1	0	00:00:31	100.0%	0	00:00:31
	Queue Total:	1	0	00:00:31		0	00:00:31
	GRAND TOTAL:	451	0	20:09:17		0	00:02:41
Page 1 of	1					Wr	ap3.rpt - Version 5.0.0700

25/05/2007 03:21: p.m.

Wrap-up Code Report

This report displays the extensions within the chosen queue using wrap-ups with associated talk time. Use this report to see what wrap ups have been entered by agents.

Report Criteria

🛅 IPFX Reports (Legacy) - Wrapup Code Report	[Wrap4.rpt]		_						
Eile Report Options Help									
🛃 🎒 🎑 🕂 🗕 🚔 🛅 🎯									
Agent Teams Calls DI Reports Extensions	Description Daily Summary of Wrapup Codes by Folder Grouped by Extension								
Performance	Criteria								
🗄 🧰 Queue Groups	Report <u>T</u> emplate			•					
Queues Site Information	Source Data <u>b</u> ase		SYDV0IP01 - (Current)	•					
🖻 💼 Wildcard/Preferred Agent	Report Directory:		Z:\						
Overall Wrapup Code Summary	Report Titl <u>e</u>		Wrapup Code Report						
	Period		Today	•					
Wrapup Codes by Queue	Dates	From	25/05/2007						
		То	25/05/2007						
	Times	From	08:00						
		То	17:30						
	Item Type								
	Queue Number								
	Extension		2232,2231,2230,2223,2222,2						
	Folder								
	Wrapup Code								
	Call Type								
	Show Invalid		○ Yes ○ No						
Daily Summary of Wrapup Codes by Folder Grouped by Extensi	on								

Calculations

Report Heading	Definition
WrapUp Code	

WrapUp Folder	
Count	
Time In Queue Average	
Time Talking Total	
Time Talking Total %	
Time Talking Average	
Time In WrapUp Total	
Time In WrapUp Total %	

See Also

Wrapup Codes

Overall Wrap-up Code Summary

Overall Wrap-up Code Summary

Overall Wrap-up Code Summary by Queue

<u>Overall Wrap-up Code</u> <u>Summary by Queue - Excel</u> <u>sample</u>

Wrap-Up Code Report - Excel sample

Wrap-up Codes by Queue

Wrap-up Codes by Queue -Excel sample

Wrap-Up Code Report - Excel sample

Wrapup Code Report

Report Criteria: Dates between 25/05/2007 and 25/05/2007, Times between 08:00 and 17:30, Extension =

Extn	Folder	Wrap Up Code & Description	Associated on Count TalkTime			Averaç T	je Associate alkTime	d Avera; Qu	Average Associated Queue Time			
				Days	His film Secs	*	Days	iis filnSecs	dinch Days	udes Ring Time) Hrs Min:Secs		
Frida	y, 25 May 20	07										
2201	Raj Kapoor											
	(None)	(Not Entered or Invalid)	4	0	00:16:45	8.2%	0	00:04:11	0	00:00:08		
	Folder Totals		4	0	00:16:45	8.2%	0	00:04:11	0	00:00:07		
Exten	sion Totals		4	0	00:16:45	8.2%	0	00:04:11	0	00:00:07		
2208	Bill Bryson											
	(None)	(Not Entered or Invalid)	1	0	00:00:34	0.3%	0	00:00:34	0	00:00:00		
	Folder Totals		1	0	00:00:34	0.3%	0	00:00:34	0	00:00:00		
Exten	sion Totals		1	0	00:00:34	0.3%	0	00:00:34	0	00:00:00		
2210	Ricky Martin											
	(None)	(Not Entered or Invalid)	21	0	01:05:34	32.3%	0	00:03:07	0	00:00:00		
	Folder Totals		21	0	01:05:34	32.3%	0	00:03:07	0	00:00:00		
Exten	sion Totals		21	0	01:05:34	32.3%	0	00:03:07	0	00:00:00		
2221	Deborah Code	dington										
	(None)	(Not Entered or Invalid)	14	0	00:46:12	22.7%	0	00:03:18	0	00:00:00		
	Folder Totals		14	0	00:46:12	22.7%	0	00:03:18	0	00:00:00		
Exten	sion Totals		14	0	00:46:12	22.7%	0	00:03:18	0	00:00:00		
2230	Gérard Depar	dieu										
	(None)	(Not Entered or Invalid)	8	0	00:14:42	7.2%	0	00:01:50	0	00:00:00		
	Folder Totals		8	0	00:14:42	7.2%	0	00:01:50	0	00:00:00		
Exten	sion Totals		8	0	00:14:42	7.2%	0	00:01:50	0	00:00:00		
2231	Jeff Goldblum											
	(None)	(Not Entered or Invalid)	12	0	00:53:07	26.2%	0	00:04:26	0	00:00:00		
	Folder Totals		12	0	00:53:07	26.2%	0	00:04:25	0	00:00:00		
Exten	sion Totals		12	0	00:53:07	26.2%	0	00:04:25	0	00:00:00		
2232	Hernando Cor	tes										
	(None)	(Not Entered or Invalid)	7	0	00:06:11	3.0%	0	00:00:53	0	00:00:00		
	Folder Totals		7	0	00:06:11	3.0%	0	00:00:53	0	00:00:00		
Exten	sion Totals		7	0	00:06:11	3.0%	0	00:00:53	0	00:00:00		
DAILY	TOTALS		67	0	03:23:05	100.0%	0	00:03:01	0	00:00:00		
GRAN	ID TOTALS:		67	0	03:23:05	100.0%	0	00:03:02	0	00:00:00		
Page	1 of 1								Wrap4.rpt	- Version 5.0.0700		

25/05/2007 03:26: p.m.

Wrap-up Codes by Queue

This gives totals by Agent then by Queue for each Wrap-up Code, helping you keep track on how well the agents are doing in entering Wrap-up codes in each Queue.

This helps to ensure that the right kind of call is coming in on the right Queue, e.g.: you would not want sales inquiries for "Product X" coming in on the Product Returns Queue.

Report Criteria



Calculations

Report Heading	Definition
WrapUp Code	
WrapUp Folder	
Count	
Time In Queue Average	
Time Talking Total	
Time Talking Total %	
Time Talking Average	
Time In WrapUp Total	
Time In WrapUp Total %	

See Also

Wrapup Codes

Overall Wrap-up Code Summary

Overall Wrap-up Code Summary

Overall Wrap-up Code Summary by Queue

<u>Overall Wrap-up Code</u> <u>Summary by Queue - Excel</u> <u>sample</u>

Wrap-up Code Report

Wrap-Up Code Report - Excel sample

Wrap-up Codes by Queue -Excel sample

Wrap-up Codes by Queue - Excel sample

Wrapup Codes by Queue

Report Criteria: Dates between 25/05/2007 and 25/05/2007, Times between 08:00 and 17:30, Extension =

	Extension	Agent		Count	Da	Associated Talk Time 95 Hodinaecs	% of Extns Talk Time	Avera Days	age Associated Talk Time BrattlinSeca
(No A	ssociated (Queue)							
	2201	Raj Kapoor							
		(Not Entered or Invalid)		4	0	00:16:36	100%	0	00:04:09
			Extension Total:	4	0	00:16:36	100%	0	00:04:09
	2208	Bill Baldwin							
		(Not Entered or Invalid)		1	0	00:00:34	100%	0	00:00:34
			Extension Total:	1	0	00:00:34	100%	0	00:00:34
	2210	Just-in Timberlake							
		(Not Entered or Invalid)		22	0	01:05:46	100%	0	00:02:59
			Extension Total:	22	0	01:05:46	100%	0	00:02:59
	2221	Miranda Harcourt							
		(Not Entered or Invalid)		14	0	00:46:12	100%	0	00:03:18
			Extension Total:	14	0	00:46:12	100%	0	00:03:18
	2230	Georgia O'Keefe							
	2230	(Not Entered or Invalid)		8	0	00:14:42	100%	0	00:01:50
			Extension Total:	8	0	00:14:42	100%	0	00:01:50
	2224	Cliff Hustable							
	2231	(Not Entered or Invalid)		12	0	00:53:07	100%	0	00:04:26
			Extension Total:	12	0	00:53:07	100%	0	00:04:26
	1111	Paria Crisbanka							
	2232	(Not Entered or Invalid)		7	0	00:06:11	100%	0	00.00.53
		(nor Entered of antalia)	Extension Total:	7	Ő	00:06:11	100%	0	00:00:53
					2002			100	
22		Queue	Fotal:	68	0	03:23:08		0	00:02:59
2200	Operator (Jueue							
	2201	Raj Kapoor							
		(Not Entered or Invalid)		1	0	00:00:22	100%	0	00:00:22
			Extension Total:	1	0	00:00:22	100%	0	00:00:22
		Queue	Total:	1	0	00:00:22		0	00:00:22
		GRAND TOTAL:		69	0	03:23:30		0	00:02:57
Page	1 of 1							Wrap	1.rpt - Version 5.0.0700

25/05/2007 03:30: p.m.

Advanced Report Templates

Advanced Report Templates are described in this section.

Agent Performance Reports

This category comprises the following base reports with templates noted accordingly:

- Agent Performance Report (base report)
 - Agent Performance Summary
 - Agent Performance Summary by Queue
 - Agent Productivity Report
 - Extension by Queue Report

These reports provide data on the performance of agents. The data is based on time spent in each stage of call response.

Agent Performance Report (Sample)

Agent Performance Report



Report Criteria:	Dates Times Group By (3 ma Queue Number Extension Numb 2900,8955,8954	tes between 07/06/2007 and 07/06/2007 mes between 08:00 and 17:30 ioup By (3 maximum) = Date leue Number = 2900,8920,2999,2990,2955,2909,2908,2907,2901 tension Number = i00,8955,8954,8953,8936,2998,2997,2996,2995,2993,2992,2991,2989,2988,2987,2986,2983,2982,2981,2980,2979,2978,2977, 2976,2974,2972,2969,2968,2967,2966,2965,2964,2963,2962,2961,2960,2959,2958,2957,2956,2955,2954,3							5,2954,2953	3,					
Extension	Time In Queue	Time Available	Time In Office	Time Talking	Time On Hold	Time In Worktime	Time In Wrapup	Time In Other	Time In Break	Incoming Calls	Incoming Talk Time	Outgoing Calls	Outgoing Talk Time	Queue Calls	Queue Talk Time
Thursday, 7 June (2007														
2954 Liana Vine	0 00:00:00	0 23:57:39	0 00:00:00	0 00:02:21	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0	0 00:00:00	0	0 00:00:00	3	0 00:02:21
Date Averages:	0 00:00:00	0 23:57:39	0 00:00:00	0 00:00:47	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0	0 00:00:00	0	0 00:00:00	3	0 00:00:47
Date Totals:	0 00:00:00	0 23:57:39	0 00:00:00	0 00:02:21	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0	0 00:00:00	0	0 00:00:00	3	0 00:02:21
AVERAGES: TOTALS:	0 00:00:00 0 00:00:00	0 23:57:39 0 23:57:39	0 00:00:00 0 00:00:00	0 00:00:00 0 00:02:21	0 00:00:00 0 00:00:00	0 0	0 00:00:00 0 00:00:00	0 0	0 00:00:00 0 00:00:00	3 3	0 00:00:47 0 00:02:21				
NOTE: - Date Time fields are in the format day hourminute:sec (the day field, if present, represents a period of 24 hours) - Time Available is calculated: Time In Queue - (Time Talking + Time On Hold + Time In Wrapup + Time In Worktime) - Time / Other is the total time the apend spacet in the following presence ratios: A Meeting D. Inth (Tabut) or Grow Out															
Page 1 of 1			0 V	00		1.54							Perf2N	lew.rpt - Ve 07/06/200	rsion 5.0.0920 7 D2:49: p.m.

Agent Performance Report

Report Heading	Definition
Time In Queue	Time Spent in the Queue Location
Time In Idle	Queue - Sum of Talk, Hold
Time In Office	Time Spent in the Office Location
Time In Talk	Sum of Incoming - Time, Outgoing
Time In Hold	Time that Customers were on Hold
Time In Work	Time spent in Work Time
Time In WrapUp	Time spent in WrapUp
Time In Other	Time spent in Locations other
Time In Break	Time spent in the Break Location
Incoming - Count	Total number of non Queue
Incoming - Time	Total Time Spent on non Queue
Outgoing - Count	Total number of Calls made
Outgoing - Time	Total Time Spent on Calls
Queue - Count	Total number of Queue Calls
Queue - Time	Total Time Spent on Queue

About the Agent Performance Report

This report gives a detailed breakdown of the amount of time an agent spent in each facet of call-taking.

Listed data includes Talk Time, Hold, Work Time and WrapUp time. Presence states are also displayed: Office and Break are shown - other states are summarised as 'Other' (further details are available with the <u>Agent Presence Information</u> report).

The report is valuable for revealing how agents spend their time, how many queue calls and direct-dial calls they take, and how many outbound calls are made from their extension.

The report can be grouped by Date, Queues, Teams or Queue Groups.

To create the Agent Performance Report

1. Select Agent Performance > Agent Performance Report:

File Report Options Help				
Agent Performance Agent Performance Report Agent Productivity Report Call Activity Message Box	Criteria	ance Informati	on	
±	Report <u>T</u> emplate			•
Site Information	Source Data <u>b</u> ase		(Current)	•
Wildcard / Preferred Agents WrapUp Codes	Report Directory:		Z:\	
	Report Titl <u>e</u>		Agent Performance Report	
	Peri <u>o</u> d		Today	•
	Dates	From	07/06/2007	
		To	07/06/2007	
	Times	From	08:00	
		To	17:30	
	Group By (3 maxim	num)	Date	
	Queue Group			
	Queue Number		2900,8920,2999,2990,2955,290	
	Team			
	Extension Number	r	2900,8955,8954,8953,8936,299	
	Exclude Numbers	In		
	Exclude Numbers	Out		
	Include Virtual Que	eues	C Yes C No C Ignore	
	Format Time (hh:m	nm:ss)	C Yes C No € Ignore	

2. Enter the following report criteria as required:

Period	The span of days covered by the report (Today, Last Week etc.) Alternatively, specify the exact date range using the Date criterion.
Dates	The date range you wish to cover in the report.
Times	Select hours of the day that you wish to cover in the report.

Group By	Causes the report to display information grouped accorded to the selected criteria (for example by Date, by Extension, by Queue etc.) Each specific base report has a particular set of groupings available.
Queue Group	Narrows the scope of the report to a specific Queue Group.
Queue Number	Narrows the scope of the report to include only the selected Queue Number(s). Select the Queue Number(s) that you wish to include in the report from the drop-down menu or enter the Queue Number(s) with your keyboard. To specify multiple Queues, separate each number with a comma (,). Do not include spaces in the list.
Team	Narrow the scope of the report to the include only the selected Team.
Extension Number	Narrows the scope of the report to include only certain Extensions. Select the Extension that you wish to include in the report from the drop-down menu or enter the Extension number(s) with your keyboard. Wildcards can be used to select all extensions matching a pattern. To specify multiple Extensions, separate each number with a comma (,). Do not include spaces in the list.
Exclude Number In, Exclude Number Out	When running performance reports, it is often desirable to exclude calls to certain numbers, for example calls to the operator, to voicemail, or to other internal extensions. To exclude certain numbers from the report, enter a list of numbers to be excluded. Separate the
	numbers with a comma(,). Do not include spaces in the list.
Include Virtual Queues	Includes both standard and Virtual queues in the report.
	Changes the way that time is displayed in the report:
Format Time	Yes - Displays time in hh:mm:ss format.

No - Displays time in seconds. Ignore - (Has the same effect as selecting Yes)

Agent Performance Summary - (Sample)

Agent Performance Summary



Report Criteria:	Dates		between	26/03/200)7 and 01/0	04/2007									
	Extension		= 2910.2914.2953.2954.2958.2961												
Extension	Time In	Time	Time In	Time	Time	Time In	Time In	Time In	Time In 1	ncoming	Incoming	Outgoing	Outgoing	Queue	Queue
	Queue	Available	Office	Talking	On Hold	Worktime	Wrapup	Other	Break	Calls	Talk Time	Calls	Talk Time	Calls	Talk Time
2910 Sally Martins	0 00:00:00	0 00:00:00	6 16:42:46	0 00:24:07	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	7	0 00:13:02	10	0 00:11:05	0	0 00:00:00
2914 Melleen Cubin	0 04:29:24	0 04:12:36	12 21:14:03	0 10:29:57	0 00:06:36	0 00:00:00	0 00:07:21	0 17:57:18	0 00:59:48	30	0 05:47:30	126	0 04:39:36	6	0 00:02:51
2953 Miaola Jay	0 00:00:00	0 23:59:50	3 05:16:46	0 01:49:26	0 00:00:10	0 00:00:00	0 00:00:00	0 00:40:02	0 01:59:56	12	0 00:30:16	44	0 01:19:10	0	0 00:00:00
2954 Lyana Veto	1 09:18:51	1 09:11:29	0 02:19:48	0 03:01:38	0 00:02:03	0 00:00:00	0 00:00:00	0 00:19:13	0 03:19:08	8	0 00:26:22	43	0 02:29:57	14	0 00:05:19
2958 Jamie Jellosolo	0 00:00:00	0 23:40:18	13 09:49:36	0 23:02:46	0 00:19:42	0 00:00:00	0 00:00:00	0 09:35:36	0 00:00:00	88	0 10:40:00	180	0 12:22:46	0	0 00:00:00
2961 Carly Balloon	13 23:59:46	13 23:59:46	0 00:00:00	0 07:30:08	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	4	0 00:00:06	112	0 07:30:02	0	0 00:00:00
AVERAGES:	0 18:41:24	2 06:29:01	6 01:13:50	0 00:18:39	0 00:01:08	0 00:00:00	0 00:01:14	0 04:45:22	0 01:03:09	25	0 00:07:06	86	0 00:03:20	3	0 00:00:25
TOTALS:	15 13:48:01	13 14:54:07	36 07:22:59	1 22:18:02	0 00:28:31	0 00:00:00	0 00:07:21	1 04:32:09	0 06:18:52	149	0 17:37:16	515	1 04:32:36	20	0 00:08:10

Date Time fields are in the format day hour minute sec (the day field, if present, represents a period of 24 hours)
 Time Available is calculated: Time in Queue - (Time Talking + Time On Hold + Time in Wrapup + Time in Woldtime)
 Time in Other is the total time the agent spent in the following hoations; in A Meeting, Do Not Disturb, or Gone Out

Page 1 of 1

NOTE:

Perf2New.rpt - Version 4.3.3120 02/04/2007 03:17: p.m.

Agent Performance Summary

Report Heading	Definition
Time In Queue	Time Spent in the Queue Location
Time In Idle	Queue - Sum of Talk, Hold
Time In Office	Time Spent in the Office Location
Time In Talk	Sum of Incoming - Time, Outgoing
Time In Hold	Time that Customers were on Hold
Time In Work	Time spent in Work Time
Time In WrapUp	Time spent in WrapUp
Time In Other	Time spent in Locations other
Time In Break	Time spent in the Break Location
Incoming - Count	Total number of non Queue
Incoming - Time	Total Time Spent on non Queue
Outgoing - Count	Total number of Calls made
Outgoing - Time	Total Time Spent on Calls
Queue - Count	Total number of Queue Calls
Queue - Time	Total Time Spent on Queue

About the Agent Performance Summary

This report gives a detailed breakdown of the amount of time an agent spent in each facet of call-taking.

Listed data includes Talk Time, Hold, Work Time and WrapUp time. Presence states are also displayed: Office and Break are shown - other states are summarised as 'Other' (further details are available with the <u>Agent Presence Information</u> report).

The report is valuable for revealing how agents spend their time, how many queue calls and direct-dial calls they take, and how many outbound calls are made from their extension.

The report can be grouped by date, Queues, Teams or Queue Groups.

To create the Agent Performance Report (Agent

Performance Summary)

1. Select Agent Performance > Agent Performance Report:

🕒 IPFX Reports (Legacy) - Agent Performance Su	ummary [Perf1.rpt]					
File Report Options Help							
🛃 🎒 🏊 🕂 🗕 🚍 🛅 🎯							
Agent Teams Calls	Description Overall Summary of Agent Performance Information by Extension Criteria Report Iemplate Source Database SYDV0IP01 - (Current) Report Directory:						
Site Information Wildcard/Preferred Agent	Period		Agent Performance Summary	-			
🗄 💼 Wrapup Codes	Dates	From	14/05/2007				
		То	20/05/2007				
	Times	From	08:00				
		To	17:30				
	Item Type						
	Extension		2249,2248,2247,2246,2245,224	<u></u>			
Overall Summary of Agent Performance Information by Extens	ion			/			

2. Enter the following report criteria as required:

Period	The span of days covered by the report (Today, Last Week etc.) Alternatively, specify the exact date range using the Date criterion.
Dates	The date range you wish to cover in the report.
Times	Select hours of the day that you wish to cover in the report.
Group By	Causes the report to display information grouped accorded to the selected criteria (for example by Date, by Extension, by Queue etc.) Each specific base report has a particular set of groupings available.
	Narrows the scope of the report to a specific Queue

Queue Group	Group.
Queue Number	Narrows the scope of the report to include only the selected Queue Number(s). Select the Queue Number(s) that you wish to include in the report from the drop-down menu or enter the Queue Number(s) with your keyboard. To specify multiple Queues, separate each number with a comma (,). Do not include spaces in the list.
Team	Narrow the scope of the report to the include only the selected Team.
Extension Number	Narrows the scope of the report to include only certain Extensions. Select the Extension that you wish to include in the report from the drop-down menu or enter the Extension number(s) with your keyboard. Wildcards can be used to select all extensions matching a pattern. To specify multiple Extensions, separate each number with a comma (,). Do not include spaces in the list.
Exclude Number In, Exclude Number Out	When running performance reports, it is often desirable to exclude calls to certain numbers, for example calls to the operator, to voicemail, or to other internal extensions. To exclude certain numbers from the report, enter a list of numbers to be excluded. Separate the numbers with a comma(,). Do not include spaces in the list.
Include Virtual Queues	Includes both standard and Virtual queues in the report.
Format Time	Changes the way that time is displayed in the report: Yes - Displays time in hh:mm:ss format. No - Displays time in seconds. Ignore - (Has the same effect as selecting Yes)

Agent Performance Summary by Queue (Sample)

Agent Performance Summary by Queue

Report Criteria:	Queue Number Extension	=	2900,2909, 2910.2914.	2990 2953.2954.	.2958.2961										
Extension	Time In Queue	Time Available	Time In Office	Time Talking	Time On Hold	Time In Worktime	Time In Wrapup	Time In Other	Time In Break	Incoming Calls	Incoming Talk Time	Outgoing Calls	Outgoing Talk Time	Queue Calls	Queue Talk Time
2900 Operator Que	eue														
2954 Lyana Veto	0 00:00:00	0 01:57:01	0 00:00:00	0 01:50:21	0 00:06:40	0 00:00:00	0.00:00:00	0 00:00:00	0 00:00:00	0	0 00:00:00	0	0 00:00:00	150	0 01:50:21
Queue Averages:	0 00:00:00	0 22:02:59	0 00:00:00	0 00:00:44	0 00:00:57	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0	0 00:00:00	0	0 00:00:00	150	0 00:00:44
Queue Totals:	0 00:00:00	0 22:02:59	0 00:00:00	0 01:50:21	0 00:06:40	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0	0 00:00:00	0	0 00:00:00	150	0 01:50:21
2909 Consulting Q	ueue														
2914 Meleen Cubin	0 00:00:00	0 00:30:12	0 00:00:00	0 00:29:57	0 00:00:15	0 00:00:00	0.00:00:00	0 00:00:00	0 00:00:00	0	0 00:00:00	0	0 00:00:00	36	0 00:29:57
Queue Averages:	0 00:00:00	0 23:29:48	0 00:00:00	0 00:00:50	0 00:00:05	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0	0 00:00:00	0	0 00:00:00	36	0 00:00:50
Queue Totals:	0 00:00:00	0 23:29:48	0 00:00:00	0 00:29:57	0 00:00:15	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0	0 00:00:00	0	0 00:00:00	36	0 00:29:57
2990 Custome Ser	vice Queue														
2910 Sally Martins	0 00:00:00	0 01:57:14	0 00:00:00	0 00:00:06	0 00:00:00	0 00:00:00	0 01:57:08	0 00:00:00	0 00:00:00	0	0 00:00:00	0	0 00:00:00	1	0 00:00:06
2914 Meleen Cubin	0 00:00:00	0 00:06:00	0 00:00:00	0 00:05:12	0 00:00:00	0 00:00:00	0 00:00:48	0 00:00:00	0 00:00:00	0	0 00:00:00	0	0 00:00:00	6	0 00:05:12
2953 Miaola Jay	0 00:00:00	0 00:48:38	0 00:00:00	0 00:12:16	0 00:00:00	0 00:00:00	0 00:36:22	0 00:00:00	0 00:00:00	0	0 00:00:00	0	0 00:00:00	38	0 00:12:16
2961 Carly Balloon	0 00:00:00	0 00:33:18	0 00:00:00	0 00:18:10	0 00:07:42	0 00:00:00	0 00:07:26	0 00:00:00	0 00:00:00	0	0 00:00:00	0	0 00:00:00	26	0 00:18:10
Queue Averages:	0 00:00:00	0 23:08:42	0 00:00:00	0 00:00:30	0 00:00:33	0 00:00:00	0 00:0415	0 00:00:00	0 00:00:00	0	0 00:00:00	0	0 00:00:00	18	0 00:00:30
Queue Totals:	0 00:00:00	0 20:34:50	0 00:00:00	0 00:35:44	0 00:07:42	0 00:00:00	0 02:41:44	0 00:00:00	0 00:00:00	0	0 00:00:00	0	0 00:00:00	71	0 00:35:44
AVERAGES:	0 00:00:00	0 23:01:16	0 00:00:00	0 00:00:00	0 00:00:37	0 00:00:00	0 00:0415	0 00:00:00	0 00:00:00	0	0 00:00:00	0	0 00:00:00	43	0 00:00:41
TOTALS:	0 00:00:00	0 18:07:37	0 00:00:00	0 02:56:02	0 00:14:37	0 00:00:00	0 02:41:44	0 00:00:00	0 00:00:00	0	0 00:00:00	0	0 00:00:00	257	0 02:56:02
NOTE:	- Date Time fields a	re in the format	day hourminute	sec (the day	field, if present,	represents a pei	iod of 24 hours)								

Late time fields are in the format day hour minute sec (the day field, if present, represents a period of 24 hours)
 Time Available is calculated: Time in Queue - (Time Talking + Time On Hold + Time in Wrapup + Time in Woldtime)
 Time in Other is the total time the agent spent in the following locations; in A Meeting, Do Not Disturb, or Gone Out

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Agent Performance Summary by Queue

Report Heading	Definition
Time In Queue	Time Spent in the Queue Location
Time In Idle	Queue - Sum of Talk, Hold
Time In Office	Time Spent in the Office Location
Time In Talk	Sum of Incoming - Time, Outgoing
Time In Hold	Time that Customers were on Hold
Time In Work	Time spent in Work Time
Time In WrapUp	Time spent in WrapUp
Time In Other	Time spent in Locations other
Time In Break	Time spent in the Break Location
Incoming - Count	Total number of non Queue
Incoming - Time	Total Time Spent on non Queue
Outgoing - Count	Total number of Calls made
Outgoing - Time	Total Time Spent on Calls
Queue - Count	Total number of Queue Calls
Queue - Time	Total Time Spent on Queue

About the Agent Performance Report (Agent Summary by Queue Template)

This report gives a detailed breakdown of the amount of time an agent spent in each facet of call-taking, and is grouped by queue.

To create the Agent Performance Report (Agent Summary by Queue Template):

1. Select Agent Performance > Agent Performance Report:

E IPFX Reports (Legacy) - Agent Performance Su	ummary by Queue	[Perf2.r	pt]				
Eile Report Options Help							
Agent Teams Calls DDI Reports Fatensions	Description Agent Performance	e Informati	on Grouped by Queue				
	Criteria		0. 				
Agent Performance Summary	Report <u>T</u> emplate			-			
Team Summary - Agent Performance Summary by Queue	Source Data <u>b</u> ase		SYDV0IP01 - (Current)	•			
Queue Groups Queues	Report Directory:		Z:\				
Guedes Guedes Site Information	Report Titl <u>e</u>		Agent Performance Summary by I	Queu			
Wildcard/Preferred Agent Wrapup Codes	Peri <u>o</u> d		Last Week	•			
	Dates	From	14/05/2007				
		To	20/05/2007				
	Times	From	08:00				
		То	17:30				
	Item Type						
	Queue Number						
	Extension		2220,2212,2211,2210,2209,220				
Agent Performance Information Grouped by Queue							

- 2. Select Report Template > Agent Performance Summary by Queue.
- 3. Enter the following report criteria as required:

Period	The span of days covered by the report (Today, Last Week etc.) Alternatively, specify the exact date range using the Date criterion.
Dates	The date range you wish to cover in the report.
Times	Select hours of the day that you wish to cover in the report.
Group By	Causes the report to display information grouped accorded to the selected criteria (for example by Date, by Extension, by Queue etc.) Each specific base report has a particular set of groupings available.
	Narrows the scope of the report to a specific Queue

Queue Group	Group.
Queue Number	Narrows the scope of the report to include only the selected Queue Number(s). Select the Queue Number(s) that you wish to include in the report from the drop-down menu or enter the Queue Number(s) with your keyboard. To specify multiple Queues, separate each number with a comma (,). Do not include spaces in the list.
Team	Narrow the scope of the report to the include only the selected Team.
Extension Number	Narrows the scope of the report to include only certain Extensions. Select the Extension that you wish to include in the report from the drop-down menu or enter the Extension number(s) with your keyboard. Wildcards can be used to select all extensions matching a pattern. To specify multiple Extensions, separate each number with a comma (,). Do not include spaces in the list.
Exclude Number In, Exclude Number Out	When running performance reports, it is often desirable to exclude calls to certain numbers, for example calls to the operator, to voicemail, or to other internal extensions. To exclude certain numbers from the report, enter a list of numbers to be excluded. Separate the numbers with a comma(,). Do not include spaces in the list.
Include Virtual Queues	Includes both standard and Virtual queues in the report.
Format Time	Changes the way that time is displayed in the report: Yes - Displays time in hh:mm:ss format. No - Displays time in seconds. Ignore - (Has the same effect as selecting Yes)

Agent Productivity Report (Sample)

Agent Productivity Report



Report Criteria: (None Supplied)

Extension	Total Calls	Total Talk Time	Average Talk Time	Calls Per Hour	Incoming Calls	Outgoing Calls	Queue Calls	Time In Queue	i Time In Queue %	Time Available	Time Available %	Time On Hold	Time In Worktime	Time In Wrapup	Avg. Call Handle Time	Avg. Call Handle Time %	Occup. %	Prod. %
Monday, 19 February 2007																		
2910 Sally Martins	3	0 00:02:45	00:00:55	0	2	1	0	0 00:00:00	0%	-0 23:57:15	0%	00:00:00	00:00:00	00:00:00	00:00:00	0%		0%
2913 Wylie Smythe	6	0 00:04:10	00:00:42	0	4	2	0	0 00:00:00	0%	-0 23:55:50	0%	00:00:00	00:00:00	00:00:00	00:00:00	0%		11%
2914 Meleen Cubin	9	0 01:26:12	00:09:35	0	3	6	0	0 00:00:00	0%	-0 22:33:48	0%	00:00:00	00:00:00	00:00:00	00:00:00	0%		22%
2916 Jeremy Johns	7	0 00:09:47	00:01:24	0	2	5	0	0 00:00:00	0%	-0 23:50:13	0%	00:00:00	00:00:00	00:00:00	00:00:00	0%		0%
2919 Michelle Michael	6	0 00:18:26	00:03:04	0	0	6	0	0 00:00:00	0%	-0 23:41:34	0%	00:00:00	00:00:00	00:00:00	00:00:00	0%		39%
2953 Miaola Jay	8	0 00:08:46	00:01:06	0	4	4	0	0 00:00:00	0%	-0 23:51:14	0%	00:00:00	00:00:00	00:00:00	00:00:00	0%		0%
2954 Lyana Veto	22	0 01:17:24	00:03:31	1	2	15	5	0 07:23:00	31%	0 06:04:48	82%	00:00:48	00:00:00	00:00:00	00:00:44	0%		7%
2956 Nigel Shaw	2	0 00:00:13	00:00:07	0	0	2	0	0 00:00:00	0%	-0 23:59:47	0%	00:00:00	00:00:00	00:00:00	00:00:00	0%		0%
2958 Jamie Jellosolo	24	0 01:01:28	00:02:34	1	8	16	0	0 00:00:00	0%	-0 22:51:44	0%	00:06:48	00:00:00	00:00:00	00:00:00	0%		3%
2961 Carly Balloon	11	0 02:59:06	00:16:17	0	4	7	0	0 00:00:00	0%	-0 21:00:54	0%	00:00:00	00:00:00	00:00:00	00:00:00	0%		0%
2995 May Flower	18	0 00:46:33	00:02:35	1	4	14	0	0 00:00:00	0%	-0 23:13:27	0%	00:00:00	00:00:00	00:00:00	00:00:00	0%		0%
Date Averages:	1	0 00:04:16	0 00:04:16	0	2	5	0	0 01:28:36		-0 23:56:30		00:02:32	00:00:00	00:00:00	00:02:06	0%	0%	1%
Date Totals:	116	0 08:14:50	N/A	N/A	33	78	5	0 07:23:00		-0 23:00:34		00:07:36	00:00:00	00:00:00	N/A	N/A	N/A	N/A
Tuesday, 20 February 2007																		
2911 Whereamath Nottin	14	0 00:50:28	00:03:36	1	0	14	0	0 00:00:00	0%	-0 23:09:32	0%	00:00:00	00:00:00	00:00:00	00:00:00	0%		0%
2913 Wylie Smythe	28	0 00:29:30	00:01:03	1	14	14	0	0 00:00:00	0%	-0 23:30:30	0%	00:00:00	00:00:00	00:00:00	00:00:00	0%		4%
2914 Meleen Cubin	66	0 01:58:03	00:01:47	3	12	54	0	0 00:00:00	0%	-0 22:01:57	0%	00:00:00	00:00:00	00:00:00	00:00:00	0%		6%
2916 Jeremy Johns	3	0 00:02:14	00:00:45	0	0	3	0	0 00:00:00	0%	-0 23:57:46	0%	00:00:00	00:00:00	00:00:00	00:00:00	0%		0%
2918 Spare Phone	2	0 00:00:30	00:00:15	0	2	0	0	0 00:00:00	0%	-0 23:59:30	0%	00:00:00	00:00:00	00:00:00	00:00:00	0%		23%
2919 Michelle Michael	26	0 00:22:06	00:00:51	1	0	26	0	0 00:00:00	0%	-0 23:37:54	0%	00:00:00	00:00:00	00:00:00	00:00:00	0%		1%
2952 Simon Kingston	10	0 00:04:55	00:00:30	0	0	2	8	0 01:00:12	4%	0 00:54:45	91%	00:00:32	00:00:00	00:00:00	00:00:28	0%		10%
2953 Miaola Jay	30	0 00:23:30	00:00:47	1	6	8	16	0 01:35:44	7%	0 01:12:14	75%	00:00:00	00:00:00	00:00:00	00:00:37	0%		6%
2954 Lyana Veto	13	0 01:22:57	00:06:23	1	1	8	4	0 06:52:23	29%	0 05:29:26	80%	00:00:00	00:00:00	00:00:00	00:00:25	0%		15%
2956 Nigel Shaw	7	0 00:01:25	00:00:12	0	0	6	1	0 00:00:00	0%	-0 23:58:35	0%	00:00:00	00:00:00	00:00:00	00:00:06	0%		0%
2958 Jamie Jellosolo	72	0 03:14:26	00:02:42	3	30	42	0	0 00:00:00	0%	-0 20:40:02	0%	00:05:32	00:00:00	00:00:00	00:00:00	0%		5%
2961 Carly Balloon	10	0.00:11:01	00:01:06	0	0	10	0	0 00:00:00	0%	-0 23:48:59	0%	00:00:00	00:00:00	00:00:00	00:00:00	0%		0%
2985 Dean Kirby	2	0 00:01:32	00:00:46	0	0	2	0	0 00:00:00	0%	-0 23:58:28	0%	00:00:00	00:00:00	00:00:00	00:00:00	0%		0%
2995 May Flower	44	0 01:01:47	00:01:24	2	6	38	0	0 00:00:00	0%	-0 22:57:46	0%	00:00:27	00:00:00	00:00:00	00:00:00	0%		15%
Date Averages:	20	0 00:01:51	0 00:01:51	1	4	14	2	0 00:19:36		-0 23:57:20		00:01:05	00:00:00	00:00:00	00:00:44	0%	0%	5%
Date Totals:	327	0 10:04:24	N/A	N/A	71	227	29	0 09:28:19		-0 23:17:24		00:06:31	00:00:00	00:00:00	N/A	N/A	N/A	N/A
AVERAGES:	13	0 00:02:29	0 00:02:29	1	3	9	1	0 00:29:45		-0 23:56:54		00:01:34	00:00:00	00:00:00	00:00:37	0%	0%	2%
TOTALS:	443	0 18:19:14	N/A	N/A	104	305	34	0 16:51:19		-0 22:17:58		00:14:07	00:00:00	00:00:00	N/A	N/A	N/A	N/A

NOTE:

- Cate Time fields are in the format day hour minute see (the day field, if present, represents a period of 24 hours)

- Time Available is calculated: Time In Queue - (Time Talking + Time On Hold + Time In Wrapup + Time In Worktime)

- Time In Other is the total time the agent spent in the following presence states; In A Meeting, Do Not Disturb, or Gone Out

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Agent Productivity Report

Report Heading	Definition
Extension	Details of extension handling the Call
Total Calls	Number of Calls
Total Talk Time	Sum of Talk Time for all Calls
Average Talk Time	Total Talk Time divided by Total Calls
Calls Per Hour	Calls handled by the extension per hour
Incoming Calls	Number of Incoming Calls
Queue Calls	Number of Queue Calls
Time In Queue	Time all Calls spent in Queue
Time In Queue %	Time all Calls spent in Queue divided by Total Calls
Time Available	Time the extension was available
Time Available %	Time the extension was available divided by total time
Time On Hold	Total time all Calls handled by the extension were on Hold
Time In Worktime	Time the extension was in Worktime
Avg. Call Handle Time	Sum of Call Handle Times divided by Total Calls
Occup. %	The total time that the user occupies the workspace: Queue Time + Office Time + Do Not Disturb Time (PrimeTime)
Prod. %	The total time the phone is in use or occupied: Call Handle Time + Meeting Time + Break Time / Total Time

About the Agent Productivity Report

This report gives a detailed breakdown of agents' productivity. It details:

- Total calls taken by an agent
- Calls taken by the agent for a queue
- Outbound Calls make
- Calls taken by an agent at their direct line
- Average calls per hour taken by the agent
- How long the agent spent in the queue (and as percentage)
- How long the agent was Available\Idle
- How long the agents spent on held calls

- How long the agents spent in work time
- How long the agents spent in WrapUp time
- The average call handle time of the agent (and as percentage)
- Occupancy percentages
- Productivity percentages

To create the Agent Productivity Report:

1. Select Agent Performance > Agent Productivity Report:

Agent Performance Agent Performance Report Agent Productivity Report Call Activity Message Box Presence Information Queue Performance	Agent Productivity Information								
	Criteria Benort Template		A seal Destudials Description (defends)						
Site Information	Source Database								
- Wildcard / Preferred Agents	Deset Directory			_					
	Report Directory:								
	Heport Litie		Agent Productivity Report						
	Period		Today	-					
	Dates	From	16/05/2007						
		To	16/05/2007						
	Times	From	08:00						
		To	17:30						
	Group By (3 maximum)		Date						
	Queue Group								
	Queue Number		2500						
	Team								
	Extension Number		0						
	Include Virtual Queues		○ Yes ○ No ④ Ignore	S.S.					
	Format Time (hh:mm:ss)		C Yes 🤆 Ng C Ignore						

2. Enter the following report criteria as required:

Period	The span of days covered by the report (Today, Last Week etc.) Alternatively, specify the exact date range using the Date criterion.
Dates	The date range you wish to cover in the report.
Times	Select hours of the day that you wish to cover in the report.
Group By	Causes the report to display information grouped accorded to the selected criteria (for example by Date, by Extension, by Queue etc.) Each specific base report has a particular set of groupings available.
Queue Group	Narrows the scope of the report to a specific Queue Group.

Queue Number	Narrows the scope of the report to include only the selected Queue Number(s). Select the Queue Number(s) that you wish to include in the report from the drop-down menu or enter the Queue Number(s) with your keyboard.
	To specify multiple Queues, separate each number with a comma (,). Do not include spaces in the list.
Team	Narrow the scope of the report to the include only the selected Team.
Extension Number	Narrows the scope of the report to include only certain Extensions. Select the Extension that you wish to include in the report from the drop-down menu or enter the Extension number(s) with your keyboard. Wildcards can be used to select all extensions matching a pattern. To specify multiple Extensions, separate each number with a comma (,). Do not include spaces in the list.
Include Virtual Queues	Includes both standard and Virtual queues in the report.
Format Time	Changes the way that time is displayed in the report: Yes - Displays time in hh:mm:ss format. No - Displays time in seconds. Ignore - (Has the same effect as selecting Yes)
Extension by Queue Report - (Sample)

Extension by Queue Report

	••
IP	FØ

Report Criteria:	Queue	Number		= 2900,29	990														
Extension		Total Calls	Total Talk Time	Average Talk Time	Calls Per Hour	Incomin g Calls	Outgoing Calls	Queue Calls	Time In Queue	Time In Queue %	Time Available	Time Available %	Time On Hold	Time In Worktime	Time In Wrapup	Avg. Call / Handle Time	Avg. Call Handle Time %	Occup. %	Prod. %
Monday, 19 Februa	ry 2007																		
2900 Operator Que	ue																		
2954 Lyana Veto		5	0 00:02:54	00:00:35	0	0	0	5	0 00:00:00	0%	0 00:03:42	0%	00:00:48	00:00:00	00:00:00	00:00:44	0%	0%	0%
Queue Averages:		5	0 00:00:35	0 00:00:35	0	0	0	5	0 00:00:00		0 23:56:18		00:00:48	00:00:00	00:00:00	00:00:44	0%	0%	0%
Queue Totals:		5	0 00:02:54	N/A	N/A	0	0	5	0 00:00:00		0 23:56:18		00:00:48	00:00:00	00:00:00	N/A	N/A	N/A	N/A
Date Averages:		5	0 00:00:35	0 00:00:00	0	0	0	5	0 00:00:00		0 23:56:18		00:00:48	00:00:00	00:00:00	00:00:44	0%	0%	0%
Date Totals:		5	0 00:02:54	N/A	N/A	0	0	5	0 00:00:00		0 23:56:18		00:00:48	00:00:00	00:00:00	N/A	N/A	N/A	N/A
Tuesday, 20 Februa	ary 2007																		
2900 Operator Que	ue																		
2952 Simon Kingston	1	8	0 00:02:12	00:00:17	0	0	0	8	0 00:00:00	0%	0 00:02:12	0%	00:00:00	00:00:00	00:00:00	00:00:17	0%	0%	0%
2954 Lyana Veto		4	0 00:01:38	00:00:25	0	0	0	4	0 00:00:00	0%	0 00:01:38	0%	00:00:00	00:00:00	00:00:00	00:00:25	0%	0%	0%
Queue Averages:		6	0 00:00:19	0 00:00:19	0	0	0	6	0 00:00:00		0 23:58:05		00:00:00	00:00:00	00:00:00	00:00:19	0%	0%	0%
Queue Totals:		12	0 00:03:50	N/A	N/A	0	0	12	0 00:00:00		0 23:56:10		00:00:00	00:00:00	00:00:00	N/A	N/A	N/A	N/A
2990 Customer Se	rvice Qu	eue																	
2952 Simon Kingston	0	8	0 00:04:14	00:00:32	0	0	0	8	0 00:00:00	0%	0 00:05:18	0%	00:01:04	00:00:00	00:00:00	00:00:40	0%	0%	0%
2953 Miaola Jay		16	0 00:09:46	00:00:37	1	0	0	16	0 00:00:00	0%	0 00:09:46	0%	00:00:00	00:00:00	00:00:00	00:00:37	0%	0%	0%
Queue Averages:		12	0 00:00:35	0 00:00:35	1	0	0	12	0 00:00:00		0 23:52:28		00:00:32	00:00:00	00:00:00	00:00:38	0%	0%	0%
Queue Totals:		24	0 00:14:00	N/A	N/A	0	0	24	0 00:00:00		0 23:44:56		00:01:04	00:00:00	00:00:00	N/A	N/A	N/A	N/A
Date Averages:		9	0 00:00:30	0 00:00:00	0	0	0	9	0 00:00:00		0 23:55:16		00:00:32	00:00:00	00:00:00	00:00:32	0%	0%	0%
Date Totals:		36	0 00:17:50	N/A	N/A	0	0	36	0 00:00:00		0 23:41:06		00:01:04	00:00:00	00:00:00	N/A	N/A	N/A	N/A
AVERAGES:		8	0 00:00:00	0 00:00:30	0	0	0	8	0 00:00:00		0 23:55:29		00:00:37	00:00:00	00:00:00	00:00:28	0%	0%	0%
TOTALS:		41	0 00:20:44	N/A	N/A	0	0	41	0 00:00:00		0 23:37:24		00:01:52	00:00:00	00:00:00	N/A	N/A	N/A	N/A

NOTE:

- Cate Time fields are in the format' day hour minute sec' (the day field, if present, represents a period of 24 hours) - Time Available is calculated: Time in Queue - (Time Talking + Time On Hold + Time in Wrapup + Time in Worktime) - Time in Other is the total time the agent spent in the following locations; in A Meeting, Do Not Disturb, or Gone Out

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Perf1New.rpt - Version 4.3.3120 26/03/2007 10:46: a.m.

Extension by Queue Report

Report Heading	Definition
Extension	Details of extension handling the Call
Total Calls	Number of Calls
Total Talk Time	Sum of Talk Time for all Calls
Average Talk Time	Total Talk Time divided by Total Calls
Calls Per Hour	Calls handled by the extension per hour
Incoming Calls	Number of Incoming Calls
Queue Calls	Number of Queue Calls
Time In Queue	Time all Calls spent in Queue
Time In Queue %	Time all Calls spent in Queue divided by Total Calls
Time Available	Time the extension was available
Time Available %	Time the extension was available divided by total time
Time On Hold	Total time all Calls handled by the extension were on Hold
Time In Worktime	Time the extension was in Worktime
Time In WrapUp	Time the extension was in WrapUp
Avg. Call Handle Time	Sum of Call Handle Times divided by Total Calls
Occup. %	The total time that the user occupies the workspace: Queue Time + Office Time + Do Not Disturb Time (PrimeTime)
Prod. %	The total time the phone is in use or occupied: Call Handle Time + Meeting Time + Break Time / Total Time

About the Agent Productivity Report (Extension by Queue Template)

This report gives a detailed breakdown of calls each agent received on a daily basis for each queue.

To create the Agent Productivity Report (Extension by Queue Template):

1. Select Agent Performance > Agent Productivity Report:

IPFX Reports (Legacy) - Team Summary - Externation File Report Options Help Image:	ension by Queue Rep	port [A	[Que4.rpt]	_ 🗆 🗙					
Agent Teams Team Summary - 30 Minute Intervals Team Summary - Extension by Queue Report Team Summary - Queue Call Type by Extension	 Description Extension Information by Queue, Grouped by Day for Each Team 								
Team Summary - Wrapup Code Summary Team Summary - Wrapup Codes by Queue Calls Calls	Criteria Report <u>I</u> emplate			•					
DDI Reports Extensions Message Box	Source Data <u>b</u> ase Report <u>D</u> irectory:		SYDV0IP01 - (Current) Z:\	•					
Performance Queue Groups Queues	Report Titl <u>e</u> Peri <u>o</u> d		Team Summary - Extension b	y Queue					
Generation Wildcard/Preferred Agent Wrapup Codes	Dates	From To	17/05/2007						
	Times	From To	08:00						
	Item Type								
	Team Queue Number		CS New Ticket						
Extension Information by Queue, Grouped by Day for Each Ter	am								

2. Select Report Template > Extension by Queue Report.

3. Enter the following report criteria as required:

Period	The span of days covered by the report (Today, Last Week etc.) Alternatively, specify the exact date range using the Date criterion.
Dates	The date range you wish to cover in the report.
Times	Select hours of the day that you wish to cover in the report.
Group By	Causes the report to display information grouped accorded to the selected criteria (for example by Date, by Extension, by Queue etc.) Each specific base report has a particular set of groupings available.
Queue Group	Narrows the scope of the report to a specific Queue Group.

Queue Number	Narrows the scope of the report to include only the selected Queue Number(s). Select the Queue Number(s) that you wish to include in the report from the drop-down menu or enter the Queue Number(s) with your keyboard. To specify multiple Queues, separate each number with a comma (,). Do not include spaces in the list.
Team	Narrow the scope of the report to the include only the selected Team.
Extension Number	Narrows the scope of the report to include only certain Extensions. Select the Extension that you wish to include in the report from the drop-down menu or enter the Extension number(s) with your keyboard. Wildcards can be used to select all extensions matching a pattern. To specify multiple Extensions, separate each number with a comma (,). Do not include spaces in the list.
Include Virtual Queues	Includes both standard and Virtual queues in the report.
Format Time	Changes the way that time is displayed in the report: Yes - Displays time in hh:mm:ss format. No - Displays time in seconds. Ignore - (Has the same effect as selecting Yes)

Call Activity Reports

This category comprises the following base reports with templates noted accordingly:

- Call Pullback Report (base report)
- <u>Call Pullback Summary (base report)</u>
- <u>Call Transfer Report (base report)</u>
- <u>Call Type by Extension Summary (base report)</u>
- Direct Dial Interval (base report)
 - Direct Dial Interval
 - DDI Reports for Abandoned Calls
 - DDI Reports for Answered Calls
- Direct Dial Summary (base report)
- Total Call Activity (base report)
 - Total Call Activity
 - Incoming Calls Report
 - Outgoing Calls Report
 - Queue Call Type by Extension Report
 - WrapUp Total Call Activity Report

Call Pullback Report (Sample)

Call Pullback Report



Report C	riteria: Dat Gro	ces Dup By (3 ma	ximum)		between 15/0 = Date	1/2007 and :	17/01/2007			
Start Time	Queue		Media Type	Exten Back	sion Pulled From	Declined	Queue Time Prior to Pullback	Answ Exten:	ered by sion	Total Queue
Tuesday, 1	16 January 2007									
09:49:41	2900 Operator	r Queue	Call	2954	Lyana Veto	No	00:00:12			
				2954	Lyana Veto	No	00:00:24	2954	Lyana Veto	00:00:26
09:50:28	2900 Operator	r Queue	Call	2954	Lyana Veto	No	00:00:12			
				2954	Lyana Veto	No	00:00:24	2953	Miaola Jay	00:00:25
Date Avera	nges:						0 00:00:18			0 00:00:25
Date Total	s:						0 00:01:12			0 00:00:51
Wednesda	ny, 17 January 2	007								
16:15:42	2990 Custome	r Service Queue	Call	2961	Carly Balloon	No	00:00:11	2961	Carly Balloon	00:00:29
16:18:48	2990 Custome	r Service Queue	Call	2953	Miaola Jay	No	00:00:14			
				2953	Miaola Jay	No	00:00:30	2961	Carly Balloon	00:00:33
16:19:40	2990 Custome	r Service Queue	Call	2953	Miaola Jay	No	00:00:10			
				2953	Miaola Jay	No	00:00:29	2953	Miaola Jay	00:00:44
16:23:14	2990 Custome	r Service Queue	Call	2953	Miaola Jay	No	00:00:10			
				2953	Miaola Jay	No	00:00:29			
				2953	Miaola Jay	No	00:00:51			
				2953	Miaola Jay	No	00:01:02			
				2953	Miaola Jay	No	00:01:13	2961	Carly Balloon	00:01:18
16:25:12	2990 Custome	r Service Queue	Call	2953	Miaola Jay	No	00:00:10			
				2953	Miaola Jay	No	00:00:29			
				2953	Miaola Jay	No	00:00:40			
				2953	Miaola Jay	No	00:01:07	2054	Lunna Mata	
				2953	Miaola Jay	INO	00:01:18	2954	Lyana veto	
Date Avera	ages:						0 00:00:36			0 00:00:53
Date Total	s:						0 00:09:03			0 00:04:27
GRAND TO	TALS:						0 00:00:32			0 00:00:45
AVERAGES	:						0 00:10:15			0 00:05:18

NOTE: - Date Time fields are in the format day hour minute sec (the day field, if present, represents a period of 24 hours) - Queue Time Prior to Pullback includes time ringing at the extension

Call Pullback Report

Report Heading	Definition
Start Time	Time the Call started
Queue	Details of the queue
Media Type	
Extension Pulled Back From	Extension the Call was pulled back from
Queue Time Prior to Pullback	Time the Call spent ringing on the Extension before being pulled back to the Queue - cumulative totals
Answered by Extension	The extension the Call was answered by
Total Queue	Time the Call was in queue

About the Call Pullback Report

This report gives a detailed breakdown of Pullbacks; how many call types were presented to a Queue; the extensions which calls were delivered to; and the number of Pullbacks before a call was answered.

If a call from a Queue is sent to an Agent but not answered, after a certain period it is 'pulled back' to the Queue. A call may be sent and pulled back more than once.

Pullbacks commonly occur when Agents do not answer phones when at their desks, or do not change their Presence when away from their desks.

The report shows:

- each call that was presented to a queue
- how many times it tried an extension before finally being answered
- each extension that was tried
- when the call was pulled back to the queue
- the extension number who finally answered the call
- total queue time
- all call types: calls, callback, email and fax (if modules)

available)

To create the Call Pullback Report

1. Select Call Activity > Call Pullback Report:

E IPFX Reports (Legacy) - Call Pullback Report	[Que6.rpt]			
File Report Options Help				
Agent Teams Calls Calls Call Transfer Summary Call Transfer Summary Call Type by Extension Summary Callack Activity Report Crade to Grave Detail Report Crade to Grave Detail Report Cutgoing Calls Report Queue Call Type by Extension Report Queue Call Type by Extension Summary Total Call Activity Coll Activity Call Call Call Activity Call Call Call Call Activity Call Call Call Call Call Call Call Call	Description Calls Pulled Back fr Criteria Report I emplate Source Database Report Directory: Report Title Period Dates Times Item Type Queue Number Extension	From To From To	ttension AKLVOIP01 - (Current) Z:\ Call Pullback Report Last Thursday 17/05/2007 08:00 17:30 2900	
Calls Pulled back from an Extension				1

2. Enter the following report criteria as required:

Last Week etc.) Alternatively, specify the exact date range using the Date criterion.
The date range you wish to cover in the report.
Select hours of the day that you wish to cover in the report.

Group By	Causes the report to display information grouped accorded to the selected criteria (for example by Date, by Extension, by Queue etc.) Each specific base report has a particular set of groupings available.
Queue Group	Narrows the scope of the report to a specific Queue Group.
Queue Number	Narrows the scope of the report to include only the selected Queue Number(s). Select the Queue Number(s) that you wish to include in the report from the drop-down menu or enter the Queue Number(s) with your keyboard. To specify multiple Queues, separate each number with a comma (,). Do not include spaces in the list.
Team	Narrow the scope of the report to the include only the selected Team.
Extension Number	Narrows the scope of the report to include only certain Extensions. Select the Extension that you wish to include in the report from the drop-down menu or enter the Extension number(s) with your keyboard. Wildcards can be used to select all extensions matching a pattern. To specify multiple Extensions, separate each number with a comma (,). Do not include spaces in the list.
ltem or Media Type	Narrow the scope of the report to include only the selected incoming queue media. Depending on the IPFX Modules you have purchased you may be able to include Calls, E- mails, Faxes, Text Chats and Callbacks in the report. Select from one of: CALL, EMAIL, FAX, TC, VM- CALLBACK.
Format Time	Changes the way that time is displayed in the report: Yes - Displays time in hh:mm:ss format. No - Displays time in seconds. Ignore - (Has the same effect as selecting Yes)

Call Pullback Summary (Sample)

Call Pullback Summary



Report Criteria:	Dates Group By	/ (3 max	imum)	between 15/01 = Date	1/2007 and	17/01/200)7				
Extension Pulled		Media	Queue		Total	Calls	Total	Calls	Total	Calls	
Back From		Туре			Calls	Presented	Calls	Missed	Calls	Declined	
					Presented	%	Missed	%	Declined	%	
Tuesday, 16 January	2007										
2954 Lyana Veto		Call	2900 Op	erator Queue	3	75%	2	67%	0	0%	
2995 May Flower		Call	2990 Cu:	stomer Service Queue	1	25%	0	0%	0	0%	
Date Averages:					2		1		0		
Date Totals:					4		2		0		
Wednesday, 17 Janu	iary 2007										
2953 Miaola Jay		Call	2990 Cu:	stomer Service Queue	4	40%	4	100%	0	0%	
2954 Lyana Veto		Call	2900 Op	erator Queue	5	50%	0	0%	0	0%	
2961 Carly Balloon		Call	2990 Cu:	stomer Service Queue	1	10%	1	100%	0	0%	
Date Averages:					3		2		0		
Date Totals:					10		5		0		
AVERAGES:					3		1		0		
GRAND TOTALS:					14		7		0		

NOTE: - Date Time fields are in the format day hour minute (see (the day field, if present, represents a period of 24 hours) - Queue Time Prior to Pullback includes time ringing at the extension

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No.Ans1.rpt - Version 4.3.3120 12/04/2007 03:03: p.m.

Call Pullback Summary

Report Heading	Definition
Extension Pulled Back From	Extension the Call was pulled back from
Media Type	Type of media handled by the system: Call, Email, Fax, Text Chat (TC) or Callback (VM)
Queue	Details of the queue
Total Calls Presented	Total calls presented to agent's extension
Calls Presented %	Calls presented to agent divided by calls presented to all agents
Total Calls Missed	Total calls pulled back from agents - unique calls, unless handled by other agent
Calls Missed %	Calls pulled back from agent divided by calls presented to agent
Total Calls Declined	Total calls declined by agent
Calls Declined %	Calls declined by agent divided by calls presented to agent

About the Call Pullback Summary Report

This report gives a detailed breakdown of call types presented to each agent and how many those agents missed (for calls) or declined (callbacks, emails and faxes).

Pullbacks commonly occur when Agents do not answer phones when at their desks, or do not change their Presence when away from their desks.

Should you wish to drill down on this information for detail, please refer to the <u>Call Pullback Report</u>.

This report can be grouped; for example, by date, ensuring you have the most relevant information.

To create the Call Pullback Summary Report:

1. Select Call Activity > Call Pullback Summary:

Elle Report Options Help						
Agent Performance Call Activity Call Pullback Report Call Pullback Summary Call Pullback Summary Call Transfer Report	Description Summary of Calls Pulled Back from an Extension					
Call Type by Extension Summary Direct Dial Interval Report	Report <u>I</u> emplate		Call Pullback Summary (default).	•		
 Direct Dial Summary Total Call Activity 	Source Database		(Current)	•		
Message Box	Report Directory:		Z:\			
Queue Performance	Report Title		Call Pullback Summary			
Give Information Wildcard / Preferred Agents Wrapup Codes	Period		Today	•		
	Dates	From	16/05/2007			
		To	16/05/2007			
	Times	From	08:00			
		To	17:30			
	Group By (3 maximum)		Date			
	Queue Group					
	Queue Number		2500			
	Team					
	Extension Number		0			
	Media Type		Call			
	Format Time (hh:mm:ss)		CYes CNo € Ignore			

2. Enter the following report criteria as required:

Deriod	The span of days covered by the report (Today, Last Week etc.)
Penou	Alternatively, specify the exact date range using the Date criterion.
Dates	The date range you wish to cover in the report.
Times	Select hours of the day that you wish to cover in the report.
	Causes the report to display information grouped

Group By	accorded to the selected criteria (for example by Date, by Extension, by Queue etc.) Each specific base report has a particular set of groupings available.
Queue Group	Narrows the scope of the report to a specific Queue Group.
Queue Number	Narrows the scope of the report to include only the selected Queue Number(s). Select the Queue Number(s) that you wish to include in the report from the drop-down menu or enter the Queue Number(s) with your keyboard. To specify multiple Queues, separate each number with a comma (,). Do not include spaces in the list.
Team	Narrow the scope of the report to the include only the selected Team.
Extension Number	Narrows the scope of the report to include only certain Extensions. Select the Extension that you wish to include in the report from the drop-down menu or enter the Extension number(s) with your keyboard. Wildcards can be used to select all extensions matching a pattern. To specify multiple Extensions, separate each number with a comma (,). Do not include spaces in the list.
ltem or Media Type	Narrow the scope of the report to include only the selected incoming queue media. Depending on the IPFX Modules you have purchased you may be able to include Calls, E- mails, Faxes, Text Chats and Callbacks in the report. Select from one of: CALL, EMAIL, FAX, TC, VM- CALLBACK.
Format Time	Changes the way that time is displayed in the report: Yes - Displays time in hh:mm:ss format. No - Displays time in seconds. Ignore - (Has the same effect as selecting Yes)

Call Transfer Report (Sample)

Call Transfer Summary



Report Criteria: Date	s between 19/02/2007 and 23/02/200	070	
Extension	Transferred To	Count	Talk Time
2953 Miaola Jay			
2953 Misola Jay	2000, Oustomer Service Queue	1	0.00.00.03
Extension Austance			0.00.00.03
Extension Averages:		1	0 00:00:03
Extension rotais;			0 00.00.03
2954 Lyana Veto			
2954 Lyana Veto	1021922695	1	0 00:01:44
2954 Lyana Veto	10275412409	1	0 00:01:20
2954 Lyana Veto	2253	1	0 00:00:21
2954 Lyana Veto	2911 Whereamath Nottin	1	0 00:00:28
2954 Lyana Veto	2912 Allacan Weave	2	0 00:00:28
2954 Lyana Veto	2916 Helena Nicholson	1	0 00:00:42
2954 Lyana Veto	2958 Jamie Jellosolo	1	0 00:00:10
2954 Lyana Veto	2976 Jo Blimey	1	0 00:01:12
2954 Lyana Veto	2989 Phanton Black	1	0 00:00:19
Extension Averages:		10	0 00:00:41
Extension Totals:		10	0 00:06:56
2976 Jo Blimey			
2976 Jo Blimey	2995 May Flower	1	0 00:03:43
Extension Averages:		1	0 00:03:43
Extension Totals:		1	0 00:03:43
14143.44943.42943.47654755		2	
2986 Scott Famous		545	1944 - 1949 - 1946 - 1946 - 1946 - 1946 - 1946 - 1946 - 1946 - 1946 - 1946 - 1946 - 1946 - 1946 - 1946 - 1946 -
2986 Scott Famous	98150754	1	0 00:29:55
Extension Averages:		1	0 00:29:55
Extension Totals:		1	0 00:29:55
2995 May Flower			
2995 May Flower	1021564791	1	0 00:07:36
2995 May Flower	2986 Scott Famous	1	0 00:00:22
Extension Averages:		2	0 00:03:59
Extension Totals:		2	0 00:07:58
AVERAGES:		3	0 00:03:14
TOTALS:		15	0 00:48:35

NOTE: - Date Time fields are in the format day hour:minute:sec (the day field, if present, represents a period of 24 hours)

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Transfer1New.rpt - Version 4.3.3120 26/03/2007 11:49: a.m.

Call Transfer Report

Report Heading	Definition
Extension	Extension that transferred the Call
Transferred To	Details of the extension the Call was transferred to
Count	Number of calls transferred to the number
Talk Time	Talk Time once the transfer was completed

About the Call Transfer Report

This report gives a detailed breakdown of calls transferred. The data is grouped by extension and displays call destination, number of occurrences and Talk Time.

This summary report is effective in revealing patterns of call transfers. If a call on a toll-free line is being prolonged with transfers or if one person is receiving an inordinate amount of internally-transferred calls, the summary will make this information more visible.

To create the Call Transfer Report:

1. Select Call Activity > Call Transfer Report:

File Report Options Help							
Agent Performance Call Activity Call Pullback Report Call Pullback Summary Call Pullback Summary Call Transfer Report Call Transfer Report	Description Report of Calls Transferred By Extension						
	Criteria						
Direct Dial Interval Report	Report <u>I</u> emplate		Call Transfer Report (default).				
 Direct Dial Summary Total Call Activity 	Source Database		(Current)	•			
Message Box	Report Directory:		Z\				
Presence Information Queue Performance	Report Title		Call Transfer Report				
Site Information	Period		Today	*			
Wildcard / Preferred Agents Wrapup Codes	Dates	From	16/05/2007				
		To	16/05/2007				
	Times	From	08:00				
		To	17:30				
	Group By (3 maximum)		Extension				
	Queue Group						
	Queue Number		2500				
	Team						
	Extension Number		0				
	Media Type		Incoming				
	Transferred To						
	View Summary		C Yes C No ⊙ Ignore				
	Include Virtual Queues		C Yes C No € Ignore				
	Format Time (hh:mm:ss)		C Yes C No 📀 Ignore				

2. Enter the following report criteria as required:

Period	The span of days covered by the report (Today, Last Week etc.)						
Period	Alternatively, specify the exact date range using the Date criterion.						
Dates	The date range you wish to cover in the report.						
Times	Select hours of the day that you wish to cover in the report.						

Group By	Causes the report to display information grouped accorded to the selected criteria (for example by Date, by Extension, by Queue etc.) Each specific base report has a particular set of groupings available.
Queue Group	Narrows the scope of the report to a specific Queue Group.
Queue Number	Narrows the scope of the report to include only the selected Queue Number(s). Select the Queue Number(s) that you wish to include in the report from the drop-down menu or enter the Queue Number(s) with your keyboard. To specify multiple Queues, separate each number with a comma (,). Do not include spaces in the list.
Team	Narrow the scope of the report to the include only the selected Team.
Extension Number	Narrows the scope of the report to include only certain Extensions. Select the Extension that you wish to include in the report from the drop-down menu or enter the Extension number(s) with your keyboard. Wildcards can be used to select all extensions matching a pattern. To specify multiple Extensions, separate each number with a comma (,). Do not include spaces in the list.
ltem or Media Type	Narrow the scope of the report to include only the selected incoming queue media. Depending on the IPFX Modules you have purchased you may be able to include Calls, E- mails, Faxes, Text Chats and Callbacks in the report. Select from one of: CALL, EMAIL, FAX, TC, VM- CALLBACK.
Transferred To	Narrows the scope of the report to include only calls that have been transferred to the specific, selected, extensions.
	Determines the level of detail present in the report. Yes Provides the report as a summary. Rows

View Summary	containing identical information are combined into a single line, with a Count column to show how many individual pieces of data each line represents.
	No - Displays each piece of data on a separate line.
	Ignore (Has the same effect as selecting No).
Include Virtual Queues	Includes both standard and Virtual queues in the report.
	Changes the way that time is displayed in the report:
Format Time	Yes - Displays time in hh:mm:ss format. No - Displays time in seconds.
	ignore - (mas the same effect as selecting res)

Call Type by Extension Summary (Sample)

Call Type by Extension Summary



Report Criteria:	Dates Extension		betwe = 295	en 19/02/2 0.2953.295	2007 and 2 54	3/02/2007	
Type Of Call	Answere A d	bandoned Before Minimum	Abandoned After Minimum	Talk Time Total	Talk Time Maximum	Talk Time Average	
2950 Beany Polloci	k						
Incoming	18	0	13	0 02:19:21	0 00:28:48	0 00:07:45	Count of Type of Number of
Outgoing	29	0	1	0 00:46:57	0 00:10:56	0 00:01:37	
							Type Of Call
Extension	24	0	1	0 01:33:09	N/A	0 00:03:58	
Extension Totals:	47	0	14	0 03:06:18	0 00:28:48	N/A	
2953 Miaola Jav	8.684						
Incoming	29	0	5	0.00:53:11	0.00:19:56	0.00:01:50	Count of Tuno of Number of
Outaoina	23	0	3	0.00.22.11	0.00.07.24	0.00:00:58	
Queue	15	0	8	0 00:05:50	0 00:02:18	0 00:00:23	
							Type Of Call
Extension	22	0	5	0 00:27:04	N/A	0 00:01:13	
Extension Totals:	67	0	16	0 01:21:12	0 00:19:56	N/A	
2954 Lvana Veto							
Incoming	10	0	10	0 00:22:46	0 00:07:17	0 00:02:17	Count of Type of Number of
Outanina	41	0	37	0.03:43:04	0.00:45:35	0.00:05:26	I say the
Queue	17	Ő	6	0.00:09:21	0.00:01:44	0.00:00:33	
							Type Of Call
Extension	23	0	18	0 01:25:04	N/A	0 00:03:45	
Extension Totals:	68	0	53	0 04:15:11	0 00:45:35	N/A	

AVERAGES:	23	0	10	0 01:05:20	N/A	0 00:02:52
TOTALS:	182	0	83	0 08:42:41	0 00:45:35	N/A

NOTE: - Date Time fields are in the format day hour minute sec (the day field, if present, represents a period of 24 hours) - Abandoned Before Minimum is only calculated for Queue Calls

- Non Queue related calls that were abandoned will show in the Abandoned After Minimum column

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Call4New.rpt - Version 4.3.3120 26/03/2007 11:52: a.m.

Call Type by Extension Summary

Report Heading	Definition
Abandoned Before Minimum	Calls abandoned before the minimum period (Queue Properties > Alarr to set)
Abandoned After Minimum	Calls abandoned after the minimum period
Talk Time Total	Total Time spent Talking on calls for a particular Call Type
Talk Time Maximum	Time spent Talking on the longest single call for a particular Call Type
Talk Time Average	Total Talk Time Divided by Total Calls For Call Type
Extension Total - Total Calls for Call Type	Sum of Total Calls for Call Type for the particular Extension
Extension Total - Total Talk Time	Sum of Total Talk Time for the particular Extension
Extension Total - Maximum	Max Time spent Talking on a call for a particular Extension
Extension Total - Average	Extension Total - Total Talk Time Divided by Extension Total - Total Call: For Call Type
TOTAL - Total Calls for Call Type	Sum of Extension Total - Total Calls for Call Type
TOTAL - Total Talk Time	Sum of Extension Total - Total Talk Time
TOTAL - Maximum	Max Time spent Talking on a call for all Extensions in the Report
TOTAL - Average	Grand Total - Total Talk Time Divided by Grand Total - Total Calls For C Type

About the Call Type by Extension Summary

This report gives a detailed breakdown of the call types an extension is handling. Incoming (Personal Queue) calls, Outgoing calls and Queue calls are detailed in this report.

The report does not break down Queue call data into individual Queues. See <u>Queue Call Type by Extension Summary</u>.

Note: Under the Advanced Call Centre Modules, the report includes Queue call figures before and after the Abandoned threshold.

To create the Call Type by Extension Summary Report

1. Select Call Activity > Call Type by Extension Summary:

IPFX Reports (Legacy) - Call Type by Extension	n Summary [Call4.	rpt]	
Eile Report Options Help			
🛃 🎒 🕰 🕂 🗕 🚍 🛅 🎯			
Agent Teams Calls Calls Call Transfer Summary Call Transfer Summary Call Type by Extension Summary Callback Activity Report Cadle to Grave Detail Report Cadle to Grave Detail Report Cadle to Grave Detail Report Outgoing Calls Report Queue Call Type by Extension Report Queue Call Type by Extension Summary Total Call Activity DDI Reports Extensions Performance Queue Groups Site Information Wildcard/Preferred Agent Wrapup Codes	Description Summary of Call Ty Criteria Report Iemplate Source Database Report Directory: Report Title Period Dates Times Extension	ype Inform To From To To	ation Grouped by Extension
Summary of Call Type Information Grouped by Extension			1

2. Enter the following report criteria as required:

Period	The span of days covered by the report (Today, Last Week etc.) Alternatively, specify the exact date range using the Date criterion.
Dates	The date range you wish to cover in the report.
Times	Select hours of the day that you wish to cover in the report.
Group By	Causes the report to display information grouped accorded to the selected criteria (for example by Date, by Extension, by Queue etc.) Each specific base report has a particular set of groupings available.

Queue Group	Narrows the scope of the report to a specific Queue Group.
Queue Number	Narrows the scope of the report to include only the selected Queue Number(s). Select the Queue Number(s) that you wish to include in the report from the drop-down menu or enter the Queue Number(s) with your keyboard.
	with a comma (,). Do not include spaces in the list.
Team	Narrow the scope of the report to the include only the selected Team.
Extension Number	Narrows the scope of the report to include only certain Extensions. Select the Extension that you wish to include in the report from the drop-down menu or enter the Extension number(s) with your keyboard. Wildcards can be used to select all extensions matching a pattern. To specify multiple Extensions, separate each number with a comma (,). Do not include spaces in the list.
ltem or Media Type	Narrow the scope of the report to include only the selected incoming queue media. Depending on the IPFX Modules you have purchased you may be able to include Calls, E- mails, Faxes, Text Chats and Callbacks in the report. Select from one of: CALL, EMAIL, FAX, TC, VM- CALLBACK.
Include Virtual Queues	Includes both standard and Virtual queues in the report.
Format Time	Changes the way that time is displayed in the report: Yes - Displays time in hh:mm:ss format. No - Displays time in seconds.
	Ignore - (Has the same effect as selecting Yes)

Direct Dial Interval Report (Sample)

Direct Dial Interval Report



Report Criteria:	Dates	k.	etween 24/05,	/2007 and 24	/05/200	7										
	Group By (3 max1	mum) =	= Dialied Numb - 2000	ber												
	Queue Number Call Type		- 2330 - Оцеце													
	Call Type	100000	- Queue	1.11.21.11.11	02000	0.0000000000000000000000000000000000000										
Queue Number		Time	Time In	Time In	Total	Percentage Of	0 to 20	0 to 20 Seconds	21 to 60 Seconds	21 to 60 Seconds	61 to 120	61 to 120	121 to 300	121 to 300	301 + Seconds	301 +
		Tarking	Queue	Queue Maximum	Lalis	Calls	Seconds	(%)	Jeconus	(%)	Jeconus	(%)	Jeconas	(%)	accortas -	(%)
83571153 Cust. Sei	vice Q - Upper North															
2990 Customer Servi	ice	0 00:00:10	0 00:00:01	0 00:00:03	1	100%	1	100%	0	0%	0	0%	0	0%	0	0%
Dialled Number Ave	erages:	0 00:00:10	0 00:00:01	N/A	1	N/A	1	100%	0	0%	0	0%	0	0%	0	0%
Dialled Number Tot	als:	0 00:00:10	0 00:00:01	0 00:00:03	1	100%	1	N/A	0	N/A	0	N/A	0	N/A	0	N/A
83571157 Cust. Sei	vice Q - Lower North															
2990 Customer Servi	ice	0 00:00:29	0 00:00:00	0 00:00:02	1	100%	1	100%	0	0%	0	0%	0	0%	0	0%
Dialled Number Ave	erages:	0 00:00:29	0 00:00:00	N/A	1	N/A	1	100%	0	0%	0	0%	0	0%	0	0%
Dialled Number Tot	als:	0 00:00:29	0 00:00:00	0 00:00:02	1	100%	1	N/A	0	N/A	0	N/A	0	N/A	0	N/A
83573490 Cust. Sei	vice Q - South															
2990 Customer Servi	ice	0 00:00:13	0 00:00:01	0 00:00:03	1	100%	1	100%	0	0%	0	0%	0	0%	0	0%
Dialled Number Ave	erages:	0 00:00:13	0 00:00:01	N/A	1	N/A	1	100%	0	0%	0	0%	0	0%	0	0%
Dialled Number Tot	als:	0 00:00:13	0 00:00:01	0 00:00:03	1	100%	1	N/A	0	N/A	0	N/A	0	N/A	0	N/A
AVERAGES:		0 00:00:17	0 00:00:00	N/A	1	N/A	1	100%	0	0%	0	0%	0	0%	0	0%
TOTALS:		0 00:00:52	0 00:00:02	0 00:00:03	3	100%	3	N/A	0	N/A	0	N/A	0	N/A	0	N/A

NOTE: - Date Time fields are in the format day hour minute sec (the day field, if present, represents a period of 24 hours)

- The Time In Queue Maximum value specified in the Total row of each summary section is the maximum value found in that section not a total of the values in that section

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DDI2New.rpt - Version 4.3.3120 24/05/2007 08:04: a.m.

Direct Dial Interval Report

Report Heading	Definition
Time Talking	Time spent talking
Time in Queue	Time calls spent in Queue
Time in Queue Maximum	Maximum amount of that an Abandoned Call spent in the particular Queue for the specified Direct Dial Number
Total Calls	Number of calls handled by the extension
% of all calls	Number of calls handled by the extension divided by calls handled by a extensions
0 to 30 - Count	Total Number of Calls within 30 Secs that came in on the Specified Dire Dial Number for the particular Queue
0 to 30 - % of Queue	0 to 30 - Count Divided by No of Abandoned Calls - Count for that particular Queue
30 to 60 - Count	Total Number of Calls between 30 and 60 Secs that came in on the Specified Direct Dial Number for the particular Queue
30 to 60 - % of Queue	30 to 60 - Count Divided by No of Abandoned Calls - Count for that particular Queue
60 to 120 - Count	Total Number of Calls between 60 and 120 Secs that came in on the Specified Direct Dial Number for the particular Queue
60 to 120 - % of Queue	60 to 120 - Count Divided by No of Abandoned Calls - Count for that particular Queue
120 to 300 - Count	Total Number of Calls between 120 and 300 Secs that came in on the Specified Direct Dial Number for the particular Queue
120 to 300 - % of Queue	120 to 300 - Count Divided by No of Abandoned Calls - Count for that particular Queue
300 + - Count	Total Number of Calls after 300+ Secs that came in on the Specified Direct Dial Number for the particular Queue
300 + - % of Queue	300 + - Count Divided by No of Calls - Count for that particular Queue
Direct Dial Number Total - No of Abandoned Calls - Count	Sum of No of Calls - Count for the particular Direct Dial Number
Direct Dial Number Total - Maximum Queue Time	Maximum amount of time that an Call spent in the Queue
Direct Dial Number Total - 0 to 30 - Count	Sum of 0 to 30 - Count for the particular Direct Dial Number
Direct Dial Number Total - 30 to 60 - Count	Sum of 30 to 60 - Count for the particular Direct Dial Number
Direct Dial Number Total - 60 to 120 - Count	Sum of 60 to 120 - Count for the particular Direct Dial Number
Direct Dial Number Total - 120	Sum of 120 to 300 - Count for the particular Direct Dial Number

to 300 - Count

Direct Dial Number Total - 300 Sum of 300 + - Count for the particular Direct Dial Number + - Count Grand Total - No of Calls -Sum of No of Calls - Count for the Report Count Grand Total - No of Calls - % of Sum of No of Calls - % of Queue Calls for the Report **Oueue Calls Grand Total - Maximum Queue** Maximum amount of that an Call spent in the Queue Time Grand Total - 0 to 30 - Count Sum of 0 to 30 - Count for the Report Grand Total - 30 to 60 - Count Sum of 30 to 60 - Count for the Report Grand Total - 60 to 120 - Count Sum of 60 to 120 - Count for the Report Grand Total - 120 to 300 -Sum of 120 to 300 - Count for the Report Count Grand Total - 300 + - Count Sum of 300 + - Count for the Report

About the Direct Dial Interval Report

This report gives a detailed breakdown of calls for a particular DDI number which are terminated before being answered.

The report summarizes how many calls have been answered or abandoned, grouping both the answered and abandoned calls into segments to view the number of calls answered from 0-20 seconds, 21-40 seconds, 41-60 seconds, and so on. Abandoned Call information is provided in the same structure.

You may detail your Service Level requirement at the report criteria prompt as end values: for 020, 21-60 and 61-120 seconds, enter 20,60,120 in the prompt.

Note: The Dialled Number field is contextual: it represents either 'Dialled Number In' or 'Dialled Number Out' depending on your chosen report. If you are reporting Inbound calls, the field represents the number the customer dialled. If you are reporting Outbound calls, the field represents the number your agents dialled.

To create the Direct Dial Interval Report:

1. Select Call Activity > Direct Dial Interval Report:

💾 IPFX Reports - Direct Dial Interval Re	port [DDI2New.rpt]			_ 0 🛛					
Eile Report Options Help									
🛃 🎯 💁 🔶 🖛 🚔 🕋 🛞									
Agent Performance Call Activity Call Pullback Report Call Pullback Summary	Report of Direct Dial	Description Report of Direct Dial information by Given Interval							
Call Transfer Report	- Criteria								
Call Type by Extension Summary Direct Dial Interval Report	Report <u>I</u> emplate		Direct Dial Interval Report (default).	•					
Total Call Activity	Source Database		(Current)	•					
Message Box Presence Information	Report Directory:		Z:\						
Queue Performance	Report Title		Direct Dial Interval Report						
Site Information Wildcard / Preferred Agents	Period		Today	•					
Wrapup Codes	Dates	From	16/05/2007						
		To	16/05/2007						
	Times	From	08:00						
		To	17:30						
	Group By (3 maximum)		Dialled Number						
	Show Queues		C Yes C No 🖲 Ignore						
	Queue Group								
	Queue Number		2500						
	Show Extensions		C Yes C No € Ignore						
	Team								
	Extension Number		0						
	Call Type		Incoming						
	Release Type		Normal						
	Intervals (4 maximum)								
	Dialled Number								
	Format Time (hh:mm:ss)		C Yes C No € Ignore						
Report of Direct Dial information by Given Interval]								

2. Enter the following report criteria as required:

Period

The span of days covered by the report (Today, Last Week etc.)

Alternatively, specify the exact date range using the **Date** criterion.

Dates	The date range you wish to cover in the report.
Times	Select hours of the day that you wish to cover in the report.
Group By	Causes the report to display information grouped accorded to the selected criteria (for example by Date, by Extension, by Queue etc.) Each specific base report has a particular set of groupings available.
Show Queues	Determines whether the report will show Queues or not.
Queue Group	Narrows the scope of the report to a specific Queue Group.
Queue Number	Narrows the scope of the report to include only the selected Queue Number(s). Select the Queue Number(s) that you wish to include in the report from the drop-down menu or enter the Queue Number(s) with your keyboard. To specify multiple Queues, separate each number with a comma (,). Do not include spaces in the list.
Show Extensions	Determines whether the report will show Extensions or not.
Team	Narrow the scope of the report to the include only the selected Team.
Extension Number	Narrows the scope of the report to include only certain Extensions. Select the Extension that you wish to include in the report from the drop-down menu or enter the Extension number(s) with your keyboard. Wildcards can be used to select all extensions matching a pattern. To specify multiple Extensions, separate each number with a comma (,). Do not include spaces in the list.
	Narrows the scope of the report to include only calls of a specific type: Callback - callbacks
Call Type	Incoming inbound calls to extensions or DDIs only (not inbound to queues)

	Outgoing outbound calls from extensions or DDIs Queue inbound calls to a queue
	Narrows the scope of the report to include only calls that ended with the selected release type: Abandoned calls that were abandoned before being answered
Release Type	Callback-deleted callbacks that were deleted (only available with certain IPFX modules) Callback-rescheduled all Callbacks that were rescheduled (only available with certain IPFX modules).
	Normal calls that were answered normally. Voicemail Handled calls that were sent to and handled by voicemail.
Intervarls	Defines time intervals for use call centre reports. Select the time intervals that you wish to include in the report, for example: 0-20 seconds, 21 to 40 seconds, 41 to 60 seconds, etc. The intervals should normally correspond to your organisation's service levels. If left blank, the default intervals are 0-20, 21-60, 61, 120, 121, 200, 200,
DNIS, Dialled Number, Dialled Number In, Dialled Number Out, Number Dialled	Narrows the scope of the report to include only calls associated with the selected DNIS. Note: DNIS (Dialled Number Inbound Service) for <i>inbound</i> calls refers to the number dialled by a customer. For <i>outbound</i> calls, DNIS refers the phone number dialled out. Select whether the report shows inbound or outbound calls with the Call Type criterion.
Format Time	Changes the way that time is displayed in the report: Yes - Displays time in hh:mm:ss format. No - Displays time in seconds. Ignore - (Has the same effect as selecting Yes)

DDI Reports for Abandoned Calls (Sample)

DDI Report for Abandoned Calls



Report Criteria: Dates Release Tvoe	between = Aband	19/02/2007 oned	and 19/02/2	007											
Queue Number	Time	Time In	Time In	Total	Percentage Of	0 to 30	0 to 30	30 to 60	30 to 60	60 to 120	60 to 120	120 to 300	120 to 300	300 +	300 +
	Talking	Queue	Queue	Calls	All	Seconds	Seconds	Seconds	Seconds	Seconds	Seconds	Seconds	Seconds	Seconds S	Seconds
			Maximum		Calls		(%)		(%)		(%)		(%)		(%)
2900 Operator Queue	0 00:00:00	0 00:00:03	0 00:00:03	1	1%	1	100%	0	0%	0	0%	0	0%	0	0%
2912 Allacan Weave	0 00:00:00	0 00:00:00	0 00:00:07	2	2%	2	100%	0	0%	0	0%	0	0%	0	0%
2913 Whiley Smythe	0 00:00:00	0 00:00:00	0.00:00:30	3	3%	3	100%	0	0%	0	0%	0	0%	0	0%
2916 Helena Nicholson	0 00:00:00	0 00:00:00	0 00:00:20	3	3%	3	100%	0	0%	0	0%	0	0%	0	0%
2917 Michelle Michael	0 00:00:00	0 00:00:00	0 00:00:07	3	3%	3	100%	0	0%	0	0%	0	0%	0	0%
2919 Samuel Birkley	0 00:00:00	0 00:00:00	0 00:00:20	2	2%	2	100%	0	0%	0	0%	0	0%	0	0%
2950 Beany Pollok	0 00:00:00	0 00:00:00	0 00:00:21	9	8%	9	100%	0	0%	0	0%	0	0%	0	0%
2951 Liz Jackolantern	0 00:00:00	0 00:00:00	0 00:00:20	3	3%	3	100%	0	0%	0	0%	0	0%	0	0%
2953 Miaola Jay	0 00:00:00	0 00:00:00	0 00:00:20	2	2%	2	100%	0	0%	0	0%	0	0%	0	0%
2954 Lyana Veto	0 00:00:00	0 00:00:00	0 00:00:20	4	3%	4	100%	0	0%	0	0%	0	0%	0	0%
2956 Nigel Shaw	0 00:00:00	0 00:00:00	0 00:00:20	5	4%	5	100%	0	0%	0	0%	0	0%	0	0%
2958 Jamie Jellosolo	0 00:00:00	0 00:00:00	0 00:00:20	1	1%	1	100%	0	0%	0	0%	0	0%	0	0%
2960 Andy Unises	0 00:00:00	0 00:00:00	0 00:00:03	1	1%	1	100%	0	0%	0	0%	0	0%	0	0%
2961 Carly Balloon	0 00:00:00	0 00:00:00	0 00:00:28	5	4%	5	100%	0	0%	0	0%	0	0%	0	0%
2966 Bob Black	0 00:00:00	0 00:00:00	0 00:00:50	2	2%	1	50%	1	50%	0	0%	0	0%	0	0%
2972 Robert Solar	0 00:00:00	0 00:00:00	0 00:00:20	3	3%	3	100%	0	0%	0	0%	0	0%	0	0%
2974 Dean Garfield	0 00:00:00	0 00:00:00	0 00:00:20	3	3%	3	100%	0	0%	0	0%	0	0%	0	0%
2976 Jo Blimey	0 00:00:00	0 00:00:00	0 00:00:20	2	2%	2	100%	0	0%	0	0%	0	0%	0	0%
2978 lan Maker	0 00:00:00	0 00:00:00	0 00:00:18	2	2%	2	100%	0	0%	0	0%	0	0%	0	0%
2980 Selwyn Jayao	0 00:00:00	0 00:00:00	0 00:00:20	2	2%	2	100%	0	0%	0	0%	0	0%	0	0%
2981 Edna Middleston	0 00:00:00	0 00:00:00	0 00:00:14	1	1%	1	100%	0	0%	0	0%	0	0%	0	0%
2983 Brooke Neil	0 00:00:00	0 00:00:00	0 00:00:01	1	1%	1	100%	0	0%	0	0%	0	0%	0	0%
2985 Dean Moore	0 00:00:00	0 00:00:00	0 00:00:20	2	2%	2	100%	0	0%	0	0%	0	0%	0	0%
2986 Scott Famous	0 00:00:00	0 00:00:00	0 00:00:20	4	3%	4	100%	0	0%	0	0%	0	0%	0	0%
2987 John Black	0 00:00:00	0 00:00:00	0 00:00:16	2	2%	2	100%	0	0%	0	0%	0	0%	0	0%
2988 Spare	0 00:00:00	0 00:00:00	0 00:00:20	1	1%	1	100%	0	0%	0	0%	0	0%	0	0%
2991 Danny Java	0 00:00:00	0 00:00:00	0 00:00:20	6	5%	6	100%	0	0%	0	0%	0	0%	0	0%
2992 Ellanita Smoothy	0 00:00:00	0 00:00:00	0 00:00:20	6	5%	6	100%	0	0%	0	0%	0	0%	0	0%
2993 Spare	0 00:00:00	0 00:00:00	0 00:00:20	1	1%	1	100%	0	0%	0	0%	0	0%	0	0%
2995 May Flower	0 00:00:00	0 00:00:00	0 00:00:38	29	25%	28	97%	1	3%	0	0%	0	0%	0	0%
8901 VM Port1	0 00:00:00	0 00:00:00	0 00:00:00	3	3%	3	100%	0	0%	0	0%	0	0%	0	0%
8902 VM Port2	0 00:00:00	0 00:00:00	0 00:00:00	1	1%	1	100%	0	0%	0	0%	0	0%	0	0%
8990 Conference Extension	0 00:00:00	0 00:00:00	0 00:00:00	2	2%	2	100%	0	0%	0	0%	0	0%	0	0%
AVERAGES:	0 00:00:00	0 00:00:00	N/A	0	N/A	0	98%	0	2%	0	0%	0.0	0%	0	0%
TOTALS:	0 00:00:00	0 00:00:03	0 00:00:50	117	100%	115	N/A	2	N/A	0	N/A	0	N/A	0	N/A

NOTE: - Cate Time fields are in the format day hour minute sec (the day field, if present, represents a period of 24 hours)

- The Time In Queue Maximum value specified in the Total row of each summary section is the maximum value found in that section not a total of the values in that section

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Direct Dial Interval Report (Abandoned Calls Template)

Report Heading	Definition
No of Abandoned Calls - Count	Total Number Calls Abandoned that came in on the Specified Direct Dia Number for the particular Queue
No of Abandoned Calls - % of Abandoned Queue Calls	No of Abandoned Calls - Count Divided by Grand Total - No of Abandoned Calls - Count
Maximum Queue Time	Maximum amount of that an Abandoned Call spent in the particular Queue for the specified Direct Dial Number
0 to 30 - Count	Total Number of Calls that Abandoned within 30 Secs that came in on the Specified Direct Dial Number for the particular Queue
0 to 30 - % of Queue Abandoned	0 to 30 - Count Divided by No of Abandoned Calls - Count for that particular Queue
30 to 60 - Count	Total Number of Calls that Abandoned between 30 and 60 Secs that came in on the Specified Direct Dial Number for the particular Queue
30 to 60 - % of Queue Abandoned	30 to 60 - Count Divided by No of Abandoned Calls - Count for that particular Queue
60 to 120 - Count	Total Number of Calls that Abandoned between 60 and 120 Secs that came in on the Specified Direct Dial Number for the particular Queue
60 to 120 - % of Queue Abandoned	60 to 120 - Count Divided by No of Abandoned Calls - Count for that particular Queue
120 to 300 - Count	Total Number of Calls that Abandoned between 120 and 300 Secs that came in on the Specified Direct Dial Number for the particular Queue
120 to 300 - % of Queue Abandoned	120 to 300 - Count Divided by No of Abandoned Calls - Count for that particular Queue
300 + - Count	Total Number of Calls that Abandoned after 300+ Secs that came in on the Specified Direct Dial Number for the particular Queue
300 + - % of Queue Abandoned	300 + - Count Divided by No of Abandoned Calls - Count for that particular Queue
Direct Dial Number Total - No of Abandoned Calls - Count	Sum of No of Abandoned Calls - Count for the particular Direct Dial Number
Direct Dial Number Total - Maximum Queue Time	Maximum amount of that an Abandoned Call spent in the Queue
Direct Dial Number Total - 0 to 30 - Count	Sum of 0 to 30 - Count for the particular Direct Dial Number
Direct Dial Number Total - 30 to 60 - Count	Sum of 30 to 60 - Count for the particular Direct Dial Number
Direct Dial Number Total - 60 to 120 - Count	Sum of 60 to 120 - Count for the particular Direct Dial Number
Direct Dial Number Total - 120	

Sum of 120 to 300 - Count for the particular Direct Dial Number to 300 - Count **Direct Dial Number Total - 300** Sum of 300 + - Count for the particular Direct Dial Number + - Count Grand Total - No of Abandoned Sum of No of Abandoned Calls - Count for the Report **Calls - Count** Grand Total - No of Abandoned Sum of No of Abandoned Calls - % of Abandoned Queue Calls for the **Calls - % of Abandoned Queue** Report Calls **Grand Total - Maximum Queue** Maximum amount of that an Abandoned Call spent in the Queue Time Grand Total - 0 to 30 - Count Sum of 0 to 30 - Count for the Report Grand Total - 30 to 60 - Count Sum of 30 to 60 - Count for the Report Grand Total - 60 to 120 - Count Sum of 60 to 120 - Count for the Report Grand Total - 120 to 300 -Sum of 120 to 300 - Count for the Report Count Grand Total - 300 + - Count Sum of 300 + - Count for the Report

About the DDI Report (Abandoned Calls Template)

Based on the <u>Direct Dial Interval Report</u>, this report template shows all abandoned calls, grouped segments to view the number of calls abandoned from 0-20 seconds, 21-40 seconds, 41-60 seconds, and so on based on the interval level you have set.

To create the DDI Report (Abandoned Calls Template):

1. Select Call Activity > Direct Dial Interval Report.

Eile Report Options Help								
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Agent Performance Call Activity Call Pullback Report Call Pullback Summary	Report of Direct Dial	Description Report of Direct Dial information by Given Interval						
Call Transfer Report	Criteria							
Direct Dial Interval Report	Report <u>I</u> emplate		DDI Report for Abandoned Calls.	•				
Total Call Activity	Source Database		(Current)	•				
Message Box	Report Directory:		ZN					
Queue Performance	Report Title		DDI Report for Abandoned Calls					
Site Information Wildcard / Preferred Agents	Period		Today	•				
- 🗀 Wrapup Codes	Dates	From	16/05/2007					
		To	16/05/2007					
	Times	From	08:00					
		To	17:30					
	Group By (3 maximum)		Call Type					
	Show Queues		C Yes C No € Ignore					
	Queue Group							
	Queue Number		2500					
	Show Extensions		C Yes C No @ Ignore					
	Team							
	Extension Number		0					
	Call Type		Incoming					
	Helease Type		Abandoned					
	Intervals (4 maximum)		30,60,120,300					
	Farmat Time (htms://		C Yes C No. C Image					
	Format Time (hh:mm:ss)		C Yes C No 🕥 Ignore					

- 2. Select Report Template > DDI Report for Abandoned Calls.
- 3. Enter the following report criteria as required:

The span of days covered by the report (Today, Last Week etc.)

Period

Alternatively, specify the exact date range using the

	Date criterion.
Dates	The date range you wish to cover in the report.
Times	Select hours of the day that you wish to cover in the report.
Group By	Causes the report to display information grouped accorded to the selected criteria (for example by Date, by Extension, by Queue etc.) Each specific base report has a particular set of groupings available.
Show Queues	Determines whether the report will show Queues or not.
Queue Group	Narrows the scope of the report to a specific Queue Group.
Queue Number	Narrows the scope of the report to include only the selected Queue Number(s). Select the Queue Number(s) that you wish to include in the report from the drop-down menu or enter the Queue Number(s) with your keyboard. To specify multiple Queues, separate each number with a comma (,). Do not include spaces in the list.
Show Extensions	Determines whether the report will show Extensions or not.
Team	Narrow the scope of the report to the include only the selected Team.
Extension Number	Narrows the scope of the report to include only certain Extensions. Select the Extension that you wish to include in the report from the drop-down menu or enter the Extension number(s) with your keyboard. Wildcards can be used to select all extensions matching a pattern. To specify multiple Extensions, separate each number with a comma (,). Do not include spaces in the list.
	Narrows the scope of the report to include only calls of a specific type: Callback - callbacks
Call Type	Incoming inbound calls to extensions or DDIs only

	(not inbound to queues)Outgoing outbound calls from extensions or DDIsQueue inbound calls to a queue						
	Narrows the scope of the report to include only calls that ended with the selected release type: Abandoned calls that were abandoned before being answered						
Release Type Intervarls	Callback-deleted callbacks that were deleted (only available with certain IPFX modules)						
	Callback-rescheduled all Callbacks that were rescheduled (only available with certain IPFX modules).						
	Normal calls that were answered normally. Voicemail Handled calls that were sent to and handled by voicemail.						
	Defines time intervals for use call centre reports. Select the time intervals that you wish to include in the report, for example: 0-20 seconds, 21 to 40 seconds, 41 to 60 seconds, etc. The intervals should normally correspond to your organisation's service levels.						
	If left blank, the default intervals are 0-20, 21-60, 61-120, 121-300, 300+						
DNIS Diallod Number	Narrows the scope of the report to include only calls associated with the selected DNIS.						
Dialled Number In, Dialled Number Out, Number Dialled	<i>inbound</i> calls refers to the number dialled by a customer. For <i>outbound</i> calls, DNIS refers the phone number dialled out. Select whether the report shows inbound or outbound calls with the Call Type criterion.						

DDI Report for Answered Calls (Sample)

DDI Report for Answered Calls



Report Criteria: Dates	between	19/02/2007	and 19/02/20	07											
Release Type	= Normal														
Queue Number	Time	Time In	Time In	Total	Percentage Of	0 to 30	0 to 30	30 to 60	30 to 60	60 to 120	60 to 120	120 to 300	120 to 300	300 +	300 +
	Talking	Queue	Queue	Calls	All	Seconds	Seconds	Seconds	Seconds	Seconds	Seconds	Seconds	Seconds	Seconds S	Seconds
			Maximum		Calls		(%)		(%)		(%)		(%)		(%)
2900 Operator Queue	0 00:02:54	0 00:00:41	0 00:00:30	5	2%	5	100%	0	0%	0	0%	0	0%	0	0%
2912 Allacan Weave	0 00:02:45	0 00:00:00	0 00:00:10	3	1%	3	100%	0	0%	0	0%	0	0%	0	0%
2913 Whiley Smythe	0 00:27:34	0 00:00:00	0 00:00:10	6	2%	6	100%	0	0%	0	0%	0	0%	0	0%
2916 Helena Nicholson	0 00:02:05	0 00:00:00	0 00:00:29	3	1%	3	100%	0	0%	0	0%	0	0%	0	0%
2917 Michelle Michael	0 00:28:44	0 00:00:00	0 00:00:02	3	1%	3	100%	0	0%	0	0%	0	0%	0	0%
2919 Samuel Birkley	0 00:09:47	0 00:00:00	0 00:00:20	7	2%	7	100%	0	0%	0	0%	0	0%	0	0%
2950 Beany Pollok	0 00:09:24	0 00:00:00	0 00:00:05	11	4%	11	100%	0	0%	0	0%	0	0%	0	0%
2951 Liz Jackolantern	0 00:09:13	0 00:00:00	0 00:00:29	3	1%	3	100%	0	0%	0	0%	0	0%	0	0%
2953 Miaola Jay	0 00:05:31	0 00:00:00	0 00:00:12	4	1%	4	100%	0	0%	0	0%	0	0%	0	0%
2954 Lyana Veto	0 00:33:16	0 00:00:00	0 00:00:21	8	3%	8	100%	0	0%	0	0%	0	0%	0	0%
2956 Nigel Shaw	0 00:12:05	0 00:00:00	0.00:00:31	10	3%	9	90%	1	10%	0	0%	0	0%	0	0%
2958 Jamie Jellosolo	0 00:04:23	0 00:00:00	0 00:00:04	4	1%	4	100%	0	0%	0	0%	0	0%	0	0%
2960 Andy Unises	0 01:14:30	0 00:00:00	0 00:00:24	17	6%	17	100%	0	0%	0	0%	0	0%	0	0%
2961 Carly Balloon	0 01:27:49	0 00:00:00	0 00:00:20	10	3%	10	100%	0	0%	0	0%	0	0%	0	0%
2966 Bob Black	0 00:00:13	0 00:00:00	0 00:00:00	2	1%	2	100%	0	0%	0	0%	0	0%	0	0%
2972 Robert Solar	0 00:30:44	0 00:00:00	0 00:00:17	12	4%	12	100%	0	0%	0	0%	0	0%	0	0%
2974 Dean Garfield	0 00:21:38	0 00:00:00	0 00:00:13	3	1%	3	100%	0	0%	0	0%	0	0%	0	0%
2976 Jo Blimey	0 02:59:06	0 00:00:00	0 00:00:25	11	4%	11	100%	0	0%	0	0%	0	0%	0	0%
2978 lan Maker	0 00:44:12	0 00:00:00	0 00:00:22	16	6%	16	100%	0	0%	0	0%	0	0%	0	0%
2980 Selwyn Jayao	0 00:04:04	0 00:00:00	0 00:00:13	2	1%	2	100%	0	0%	0	0%	0	0%	0	0%
2981 Edna Middleston	0 00:12:04	0 00:00:00	0 00:00:07	17	6%	17	100%	0	0%	0	0%	0	0%	0	0%
2983 Brooke Neil	0 00:00:38	0 00:00:00	0 00:00:01	1	0%	1	100%	0	0%	0	0%	0	0%	0	0%
2985 Dean Moore	0 00:42:57	0 00:00:00	0 00:00:21	16	6%	16	100%	0	0%	0	0%	0	0%	0	0%
2986 Scott Famous	0 00:00:22	0 00:00:00	0 00:00:01	1	0%	1	100%	0	0%	0	0%	0	0%	0	0%
2987 John Black	0 00:36:31	0 00:00:00	0 00:00:09	9	3%	9	100%	0	0%	0	0%	0	0%	0	0%
2988 Spare	0 00:04:00	0 00:00:01	0 00:00:03	7	2%	7	100%	0	0%	0	0%	0	0%	0	0%
2991 Danny Java	0 00:43:02	0 00:00:00	0 00:00:20	17	6%	17	100%	0	0%	0	0%	0	0%	0	0%
2992 Ellanita Smoothy	0 00:03:41	0 00:00:00	0 00:00:29	6	2%	6	100%	0	0%	0	0%	0	0%	0	0%
2993 Spare	0 00:06:07	0 00:00:00	0 00:00:05	4	1%	4	100%	0	0%	0	0%	0	0%	0	0%
2995 May Flower	0 00:01:15	0 00:00:00	0 00:00:21	3	1%	3	100%	0	0%	0	0%	0	0%	0	0%
3009 Sammy King	0 00:43:58	0 00:00:00	0 00:00:20	22	8%	22	100%	0	0%	0	0%	0	0%	0	0%
8901 VM Port1	0 00:39:46	0 00:00:00	0 00:00:31	14	5%	13	93%	1	7%	0	0%	0	0%	0	0%
8902 VM Port2	0 00:46:33	0 00:00:00	0 00:00:30	18	6%	18	100%	0	0%	0	0%	0	0%	0	0%
8903 VM Port3	0 00:04:24	0 00:00:00	0 00:00:11	12	4%	12	100%	0	0%	0	0%	0	0%	0	0%
8904 VM Port4	0 00:00:07	0 00:00:00	0 00:00:03	1	0%	1	100%	0	0%	0	0%	0	0%	0	0%
8990 Conference Extension	0 00:01:01	0 00:00:00	0 00:00:01	2	1%	2	100%	0	0%	0	0%	0	0%	0	0%
AVERAGES:	0 00:00:00	0 00:00:00	N/A	0	N/A	0	99%	0	1%	0	0%	0.0	0%	0	0%
TOTALS:	0 14:36:23	0 00:00:42	0 00:00:31	290	100%	288	N/A	2	N/A	0	N/A	0	N/A	0	N/A

NOTE: - Cate Time fields are in the format day hour minute sec (the day field, if present, represents a period of 24 hours)

- The Time In Queue Maximum value specified in the Total row of each summary section is the maximum value found in that section not a total of the values in that section

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Direct Dial Interval Report (Answered Calls Template)

Report Heading	Definition
No of Answered Calls - Count	Total Number Calls Answered that came in on the Specified Direct Dial Number for the particular Queue
No of Answered Calls - % of Answered Queue Calls	No of Answered Calls - Count Divided by Grand Total - No of Answerec Calls - Count
Maximum Queue Time	Maximum amount of that an Answered Call spent in the particular Queue for the specified Direct Dial Number
0 to 30 - Count	Total Number of Calls that Answered within 30 Secs that came in on the Specified Direct Dial Number for the particular Queue
0 to 30 - % of Queue Answered	0 to 30 - Count Divided by No of Answered Calls - Count for that particular Queue
30 to 60 - Count	Total Number of Calls that Answered between 30 and 60 Secs that came in on the Specified Direct Dial Number for the particular Queue
30 to 60 - % of Queue Answered	30 to 60 - Count Divided by No of Answered Calls - Count for that particular Queue
60 to 120 - Count	Total Number of Calls that Answered between 60 and 120 Secs that came in on the Specified Direct Dial Number for the particular Queue
60 to 120 - % of Queue Answered	60 to 120 - Count Divided by No of Answered Calls - Count for that particular Queue
120 to 300 - Count	Total Number of Calls that Answered between 120 and 300 Secs that came in on the Specified Direct Dial Number for the particular Queue
120 to 300 - % of Queue Answered	120 to 300 - Count Divided by No of Answered Calls - Count for that particular Queue
300 + - Count	Total Number of Calls that Answered after 300+ Secs that came in on the Specified Direct Dial Number for the particular Queue
300 + - % of Queue Answered	300 + - Count Divided by No of Answered Calls - Count for that particular Queue
Direct Dial Number Total - No of Answered Calls - Count	Sum of No of Answered Calls - Count for the particular Direct Dial Number
Direct Dial Number Total - Maximum Queue Time	Maximum amount of that an Answered Call spent in the Queue
Direct Dial Number Total - 0 to 30 - Count	Sum of 0 to 30 - Count for the particular Direct Dial Number
Direct Dial Number Total - 30 to 60 - Count	Sum of 30 to 60 - Count for the particular Direct Dial Number
Direct Dial Number Total - 60 to 120 - Count	Sum of 60 to 120 - Count for the particular Direct Dial Number
Direct Dial Number Total - 120	

to 300 - Count	Sum of 120 to 300 - Count for the particular Direct Dial Number
Direct Dial Number Total - 300 + - Count	Sum of 300 + - Count for the particular Direct Dial Number
Grand Total - No of Answered Calls - Count	Sum of No of Answered Calls - Count for the Report
Grand Total - No of Answered Calls - % of Answered Queue Calls	Sum of No of Answered Calls - % of Answered Queue Calls for the Report
Grand Total - Maximum Queue Time	Maximum amount of that an Answered Call spent in the Queue
Grand Total - 0 to 30 - Count	Sum of 0 to 30 - Count for the Report
Grand Total - 30 to 60 - Count	Sum of 30 to 60 - Count for the Report
Grand Total - 60 to 120 - Count	Sum of 60 to 120 - Count for the Report
Grand Total - 120 to 300 - Count	Sum of 120 to 300 - Count for the Report
Grand Total - 300 + - Count	Sum of 300 + - Count for the Report

About the Direct Dial Interval Report (Answered Calls Template)

Based on the Direct Dial Interval Report, this report template shows all answered calls, grouped segments to view the number of calls answered from 0-20 seconds, 21-40 seconds, 41-60 seconds, and so on based on the interval level you have set.

To create the Direct Dial Interval Report (Answered Calls Template):

1. Select Call Activity > Direct Dial Interval Report:

Eile Report Options Help										
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Agent Performance Call Activity Call Pullback Report Call Pullback Summary	Description Report of Direct Dial information by Given Interval									
Call Fransfer Report	Criteria									
Direct Dial Interval Report	Report <u>I</u> emplate		DDI Report for Answered Calls.	•						
Total Call Activity	Source Database		(Current)	-						
Message Box	Report Directory:		Z\							
Queue Performance	Report Title		DDI Report for Answered Calls							
- Site Information	Period		Today	•						
📋 Wrapup Codes	Dates	From	16/05/2007							
		To	16/05/2007							
	Times	From	08:00							
		To	17:30							
	Group By (3 maximum)		Call Type							
	Show Queues		C Yes C No € Ignore							
	Queue Group									
	Queue Number		2500							
	Show Extensions		C Yes C No € Ignore							
	Team									
	Extension Number		0							
	Call Type		Incoming							
	Release Type		Normal							
	Intervals (4 maximum)		30,60,120,300							
	Dialled Number									
	Format Time (hh:mm:ss)		C Yes C No 📀 Ignore							

- 2. Select Report Template > DDI Report for Answered Calls.
- 3. Enter the following report criteria as required:

The span of days covered by the report (Today, Last Week etc.)

Period

Alternatively, specify the exact date range using the

	Date criterion.
Dates	The date range you wish to cover in the report.
Times	Select hours of the day that you wish to cover in the report.
Group By	Causes the report to display information grouped accorded to the selected criteria (for example by Date, by Extension, by Queue etc.) Each specific base report has a particular set of groupings available.
Show Queues	Determines whether the report will show Queues or not.
Team	Narrow the scope of the report to the include only the selected Team.
Extension Number	Narrows the scope of the report to include only certain Extensions. Select the Extension that you wish to include in the report from the drop-down menu or enter the Extension number(s) with your keyboard. Wildcards can be used to select all extensions matching a pattern. To specify multiple Extensions, separate each number with a comma (,). Do not include spaces in the list
Call Type	Narrows the scope of the report to include only calls of a specific type: Callback - callbacks Incoming inbound calls to extensions or DDIs only (not inbound to queues) Outgoing outbound calls from extensions or DDIs Queue inbound calls to a queue
Release Type	Narrows the scope of the report to include only calls that ended with the selected release type: Abandoned calls that were abandoned before being answered Callback-deleted callbacks that were deleted (only available with certain IPFX modules) Callback-rescheduled all Callbacks that were
	rescheduled (only available with certain IPFX

	modules). Normal calls that were answered normally. Voicemail Handled calls that were sent to and handled by voicemail.
Intervaris	Defines time intervals for use call centre reports. Select the time intervals that you wish to include in the report, for example: 0-20 seconds, 21 to 40 seconds, 41 to 60 seconds, etc. The intervals should normally correspond to your organisation's service levels. If left blank, the default intervals are 0-20, 21-60, 61-120, 121-300, 300+
DNIS, Dialled Number, Dialled Number In, Dialled Number Out, Number Dialled	Narrows the scope of the report to include only calls associated with the selected DNIS. Note: DNIS (Dialled Number Inbound Service) for <i>inbound</i> calls refers to the number dialled by a customer. For <i>outbound</i> calls, DNIS refers the phone number dialled out. Select whether the report shows inbound or outbound calls with the Call Type criterion.
Format Time	Changes the way that time is displayed in the report: Yes - Displays time in hh:mm:ss format. No - Displays time in seconds. Ignore - (Has the same effect as selecting Yes)

DDI Summary (Sample)

Direct Dial Summary



Report Criteria:	Dates			b	between 24/05/2007 and 24/05/2007												
	Group By	/ (3 maxi	imum)	Ē	Dialle	d Number											
	Queue NL	mber		=	2990												
Extension		Total	Total	Total	Abn.	Abn.	Other	Talk Time	Talk Time	Talk Time	Queue Time	Queue Time	Queue Time	Ring Time	Ring Time	Ring Time	Service
		Calls	Ans. Calls	Abn. Calls	Before Minimum	After Minimum	Calls	Minimum	Maximum	Average	Minimum	Maximum	Average	Minimum	Maximum	Average	Level
83571153 Cust. Ser	vice Q - Upp	oer North															
2953 Miaola Jay		2	2	0	0	0	0	0 00:00:06	00:00:10	0 00:00:08	00:00:01	00:00:01	0 00:00:01	0 00:00:00	0 00:00:00	0 00:00:00	100%
Dialled Number Ave	rages:	2	2	0	0	0	0	N/A	N/A	0 00:00:08	N/A	N/A	0 00:00:01	N/A	N/A	0 00:00:00	100%
Dialled Number Tota	nis:	2	2	0	0	0	0	0 00:00:06	0 00:00:10	N/A	0 00:00:01	0 00:00:01	N/A	0 00:00:00	0 00:00:00	N/A	N/A
83573490 Cust. Ser	vice Q - Sou	<i>i</i> th					2004										
2914 Melleen Cubin		1	1	0	0	0	0	0 00:00:29	00:00:29	0 00:00:29	00:00:00	00:00:00	0 00:00:00	0 00:00:02	0 00:00:02	0 00:00:00	100%
Dialled Number Ave	rages:	1	1	0	0	0	0	N/A	N/A	0 00:00:29	N/A	N/A	0 00:00:00	N/A	N/A	0 00:00:00	100%
Dialled Number Tota	nls:	1	1	0	0	0	0	0 00:00:29	0 00:00:29	N/A	0 00:00:00	0 00:00:00	N/A	0 00:00:02	0 00:00:02	N/A	N/A
83573490 Cust. Ser	vice Q - Sou	rth															
2953 Melleen Cubin		1	1	0	0	0	0	0 00:00:13	00:00:13	0 00:00:13	00:00:01	00:00:01	0 00:00:01	0 00:00:02	0 00:00:02	0 00:00:00	100%
Dialled Number Ave	rages:	1	1	0	0	0	0	N/A	N/A	0 00:00:13	N/A	N/A	0 00:00:01	N/A	N/A	0 00:00:00	100%
Dialled Number Tota	nis:	1	1	0	0	0	0	0 00:00:13	0 00:00:13	N/A	0 00:00:01	0 00:00:01	N/A	0 00:00:02	0 00:00:02	N/A	N/A
AVERAGES:		1	1	0	0	0	0	N/A	N/A	0 00:00:15	N/A	N/A	0 00:00:01	N/A	N/A	0 00:00:00	100%
TOTALS:		4	4	0	0	0	0	0 00:00:06	0 00:00:29	N/A	0 00:00:00	0 00:00:01	N/A	0 00:00:00	0 00:00:00	N/A	N/A

NOTE: - Date Time fields are in the format day hour minute see (the day field, if present, represents a period of 24 hours) - All Talk Time averages are calculated using answered calls only

- Other calls are calls where the final destination was not a person, e.g. After hours messages

Page 1 of 1

PAG1New.rpt - Version 4.3.3120 24/05/2007 08:39: a.m.

DDI Summary

Report Heading	Definition
Date	A line for each date a date will appear if there were calls received on that date
Call Counts - Total	Total number of Calls on the Specified DNIS and for the particular Queue
Call Counts - Ans	Total number of Answered Calls on the Specified DNIS and for the particular Queue
Call Counts - Aband	Total number of Abandoned Calls on the Specified DNIS and for the particular Queue
Queue Time - Min	Min Queue Time for a Call on the Specified DNIS and for the particular Queue
Queue Time - Max	Max Queue Time for a Call on the Specified DNIS and for the particular Queue
Queue Time - Avg	Total Queue Time Divided by Call Counts - Total on the Specified DNIS and for the particular Queue
Ring Time - Min	Min Ring Time for a Call on the Specified DNIS and for the particular Queue
Ring Time - Max	Max Ring Time for a Call on the Specified DNIS and for the particular Queue
Ring Time - Avg	Total Ring Time Divided by Call Counts - Total on the Specified DNIS and for the particular Queue $% \left(\mathcal{A}^{\prime}\right) =\left(\mathcal{A}^{\prime}\right) =\left(\mathcal{A}^{\prime}\right) +\left(\mathcal{A}^{\prime}\right) =\left(\mathcal{A}^{\prime}\right) +\left(\mathcal{A}^{$
Talk Time - Min	Min Talk Time for a Call on the Specified DNIS and for the particular Queue
Talk Time - Max	Max Talk Time for a Call on the Specified DNIS and for the particular Queue
Talk Time - Avg	Talk Ring Time Divided by Call Counts - Total on the Specified DNIS and for the particular Queue
DNIS Total - Call Counts - Total	Sum of Call Counts - Total for the specified DNIS
DNIS Total - Call Counts - Ans	Sum of Call Counts - Ans for the specified DNIS
DNIS Total - Call Counts - Aband	Sum of Call Counts - Aband for the specified DNIS
DNIS Total - Queue Time - Min	Min of Queue Time - Min for the specified DNIS
DNIS Total - Queue Time - Max	Max of Queue Time - Max for the specified DNIS
DNIS Total - Queue Time - Avg	Total Queue Time Divided by DNIS Total - Call Counts - Total on the Specified DNIS and for the particular Queue
DNIS Total - Ring Time - Min	Min of Ring Time - Min for the specified DNIS

DNIS Total - Ring Time - Max	Max of Ring Time - Max for the specified DNIS
DNIS Total - Ring Time - Avg	Total Ring Time Divided by DNIS Total - Call Counts - Total on the Specified DNIS and for the particular Queue
DNIS Total - Talk Time - Min	Min of Talk Time - Min for the specified DNIS
DNIS Total - Talk Time - Max	Max of Talk Time - Max for the specified DNIS
DNIS Total - Talk Time - Avg	Total Talk Time Divided by DNIS Total - Call Counts - Total on the Specified DNIS and for the particular Queue
Grand Total - Call Counts - Total	Sum of DNIS Total - Call Counts - Total for the Report
Grand Total - Call Counts - Ans	Sum of DNIS Total - Call Counts - Ans for the Report
Grand Total - Call Counts - Aband	Sum of DNIS Total - Call Counts - Aband for the Report
Grand Total - Queue Time - Min	Min of Queue Time - Min for the Report
Grand Total - Queue Time - Max	Max of Queue Time - Max for the Report
Grand Total - Queue Time - Avg	Total Queue Time Divided by Grand Total - Call Counts - Total on the Specified DNIS and for the particular Queue
Grand Total - Ring Time - Min	Min of Ring Time - Min for the Report
Grand Total - Ring Time - Max	Max of Ring Time - Max for the Report
Grand Total - Ring Time - Avg	Total Ring Time Divided by Grand Total - Call Counts - Total on the Specified DNIS and for the particular Queue
Grand Total - Talk Time - Min	Min of Talk Time - Min for the Report
Grand Total - Talk Time - Max	Max of Talk Time - Max for the Report
Grand Total - Talk Time - Avg	Total Talk Time Divided by Grand Total - Call Counts - Total on the Specified DNIS and for the particular Queue

About the DDI Summary Report:

This report gives a detailed breakdown of calls for a particular DDI number, e.g. a Virtual Queue (if in use).

To create the DDI Summary Report:

1. Select Call Activity > Direct Dial Summary:

🖺 IPFX Reports - Direct Dial Summary [DDI1New.rpt]									
File Report Options Help Image: Agent Performance Image: Agent Performance Image: Call Activity Image: Call Pullback Report Image: Call Pullback Summary Image: Call Pullback Summary Image: Call Transfer Report Image: Call Transfer Report Image: Call Type by Extension Summary Image: Call Type by Extension Summary Image: Direct Dial Interval Report Image: Direct Dial Summary Image: Direct Dial Summary Image: Total Call Activity Image: Direct Dial Summary Image: Direct Dial Summary Image: Direct Dial Summary <td>Description Summary of Direct Dial Info Criteria Report <u>I</u>emplate Source Data<u>b</u>ase Report <u>D</u>irectory: Report Titl<u>e</u></td> <td>ormation (Current) Z:\ Direct Dial Summary</td> <td></td>	Description Summary of Direct Dial Info Criteria Report <u>I</u> emplate Source Data <u>b</u> ase Report <u>D</u> irectory: Report Titl <u>e</u>	ormation (Current) Z:\ Direct Dial Summary							
Summary of Direct Dial Information									

2. (No additional report criteria are required for this report).

Total Call Activity - Sample

Total Call Activity



Report Crit	teria:	Dates Exter	ision		between 19/0 = 2952	2/2007 and 21	/02/2007								
Start Time	Queue Number	Extension Number	Media Type	Call Type	Outbound Number Dialled	Number Dialed by Customer	Calling Line Identification	Caller Details	Group Count	Time In Queue / OffHook	Time Ringing at Extension	Time Talking	Time On Hold	Time In Wrapup	Release Type
Tuesday, 20	February	2007													
14:21:19	2952	2952	Call	Outgoing	8902		8902	VM Port2		00:00:00	00:00:10	00:01:00	00:00:00	00:00:00	Normal
14:57:43	2952	2952	Call	Outgoing	2914		2914	Meleen Cubin		00:00:00	00:00:07	00:00:00	00:00:00	00:00:00	Abandoned
14:58:13	2952	2952	Call	Outgoing	2914		2914	Meleen Cubin		00:00:00	00:00:00	00:00:42	00:00:00	00:00:00	Normal
15:14:01	2952	2952	Call	Outgoing	2990		2990	Customer Servic	e Queue	00:00:00	00:00:04	00:00:00	00:00:00	00:00:00	Abandoned
15:14:56	2990	2952	Call	Queue			2919	Samuel Birkley		00:00:01	00:00:05	00:01:03	00:00:32	00:00:00	Normal
15:17:04	2990	2952	Call	Queue			2919	Samuel Birkley		00:00:00	00:00:06	00:00:13	00:00:00	00:00:00	Normal
15:23:20	2990	2952	Call	Queue			2919	Samuel Birkley		00:00:00	00:00:03	00:00:35	00:00:00	00:00:00	Normal
15:24:32	2990	2952	Call	Queue			2919	Samuel Birkley		00:00:00	00:00:03	00:00:16	00:00:00	00:00:00	Normal
16:02:28	2900	2952	Call	Queue			2919	Samuel Birkley		00:00:01	00:00:06	00:00:36	00:00:00	00:00:00	Normal
16:03:15	2900	2952	Call	Queue			2919	Samuel Birkley		00:00:02	00:00:04	00:00:26	00:00:00	00:00:00	Normal
16:03:54	2900	2952	Call	Queue			2919	Samuel Birkley		00:00:01	00:00:03	00:00:02	00:00:00	00:00:00	Normal
16:04:39	2900	2952	Call	Queue			2919	Samuel Birkley		00:00:02	00:00:03	00:00:02	00:00:00	00:00:00	Normal
Date Averag	es:								12	0 00:00:01	0 00:00:05	0 00:00:30	0 00:00:32	0 00:00:00	
Date Totals:									12	0 00:00:07	0 00:00:54	0 00:04:55	0 00:00:32	0 00:00:00	
Wednesday,	21 Febru	iary 2007													
10:14:42	2952	2952	Call	Incomina		3571152	094860048			00:00:00	00:00:06	00:06:05	00:02:26	00:00:00	Normal
10:25:46	2952	2952	Call	Outgoing	14860048		14860048			00:00:00	00:00:03	00:04:21	00:01:50	00:00:00	Normal
10:34:17	2952	2952	Call	Outgoing	14860048		14860048			00:00:00	00:00:10	00:00:27	00:00:00	00:00:00	Normal
10:43:48	2952	2952	Call	Incoming			8901	VM Port1		00:00:00	00:00:02	00:00:15	00:00:00	00:00:00	Normal
10:44:09	2952	2952	Call	Outgoing	14860048		14860048			00:00:00	00:00:03	00:04:06	00:00:00	00:00:00	Normal
10:49:42	2952	2952	Call	Outgoing	14860048		14860048			00:00:00	00:00:05	00:00:28	00:00:00	00:00:00	Normal
10:51:58	2952	2952	Call	Incoming		3571152	094860048			00:00:00	00:00:03	00:00:59	00:00:00	00:00:00	Normal
10:54:42	2952	2952	Call	Outgoing	13032181		13032181			00:00:00	00:00:07	00:00:36	00:00:00	00:00:00	Normal
11:51:45	2952	2952	Call	Outgoing	8902		8902	VM Port2		00:00:00	00:00:10	00:01:34	00:00:00	00:00:00	Normal
11:55:53	2952	2952	Call	Outgoing	2990		2990	Customer Servic	e Queue	00:00:00	00:00:09	00:00:00	00:00:00	00:00:00	Abandoned
11:56:19	2990	2952	Call	Queue			2919	Samuel Birkley		00:00:00	00:00:09	00:00:41	00:00:00	00:00:20	Normal
14:20:37	2990	2952	Call	Queue			2953	Miaola Jay		00:00:02	00:00:00	00:00:00	00:00:00	00:00:00	Abandoned
14:21:20	2990	2952	Call	Queue			021315604			00:00:01	00:00:02	00:00:44	00:00:00	00:00:18	Normal
16:40:42	2952	2952	Call	Outgoing	2914		2914	Meleen Cubin		00:00:00	00:00:06	00:00:02	00:00:00	00:00:00	Normal
Date Averag	es:								14	0 00:00:01	0 00:00:05	0 00:01:42	0 00:02:08	0 00:00:19	
Date Totals:									14	0 00:00:03	0 00:01:15	0 00:20:18	0 00:04:16	0 00:00:38	
AVERAGES:									13	0 00:00:01	0 00:00:05	0 00:01:09	0 00:01:36	0 00:00:19	
TOTALS:									26	0 00:00:10	0 00:02:09	0 00:25:13	0 00:04:48	0 00:00:38	
NOTE	The Tax Allows in the American statement of the American American American American American American American														

NOTE: - Date Time fields are in the format day hour minute sec (the day field, if present, represents a period of 24 hours)

- All Talk Time averages are calculated using answered calls only

- Calls with a Release Type of Voice Mail Handled are answered calls where the final destination was not a person. e.g. calls answered by an Auto Attendant, calls sent to an Extensions Voicemail

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Call5New.rpt - Version 4.3.3120 26/03/2007 03:36: p.m.

Total Call Activity - Description

Report Heading	Definition
Time in Queue/Offhook	Time the was in queue / Time the phone was offhook
Time Ringing at Extension	Time the Call spent ringing on the Extension
Time Talking	Time Spent Talking on the Call
Daily Total - Count	Count of the Calls on the Specified Day
Daily Total - Time in Queue/Offhook Avg	Sum of Time in Queue/Offhook Divided by Daily Total - Count
Daily Total - Time Ringing at Extension Avg	Sum of Time Ringing at Extension Divided by Daily Total - Count
Daily Total - Time Talking Avg	Sum of Time Talking Divided by Daily Total - Count
Grand Total - Count	Sum of Daily Total - Count for the Report
Grand Total - Time in Queue/Offhook Avg	Sum of Time in Queue/Offhook for all the Days in the Report Divided by Grand Total - Count
Grand Total - Time Ringing at Extension Avg	Sum of Time Ringing at Extension for all the Days in the Report Divided by Grand Total - Count
Grand Total - Time Talking Avg	Sum of Time Talking for all the Days in the Report Divided by Grand Total - Count

About the Total Call Activity Report

This report gives a detailed breakdown of all calls handled by an extension or a Queue, sorted by the time the call started.

The report displays the following Release Types:

- Normal: a routinely-answered call
- Voicemail Handled: a call answered by Voicemail Box or Message Box
- Queue Abandoned: a Queued call which terminates before being answered
- Callback--Rescheduled: an Agent is offered a callback and chooses to reschedule it
- Callback--Deleted: an Agent deletes a callback that has been presented to him

The report offers information on all forms of media (calls, email,

faxes, callbacks, etc.) that are handled by the system; the date and time of the call; who answered or made the call and the relevant call data; talk times, ring times, queue times; if the call was handled by voicemail, abandoned or answered; the Total Handle Time of the call; other relevant data (e.g. WrapUp codes and notes).

Note: The Dialled Number field is contextual: it represents either 'Dialled Number In' or 'Dialled Number Out' depending on your chosen report. If you are reporting Inbound calls, the field represents the number the customer dialled. If you are reporting Outbound calls, the field represents the number your agents dialled.

To create the Total Call Activity Report:

1. Select Call Activity > Total Call Activity:

Narrows the scope of the report to include only the selected Queue Number(s). Select the Queue Number(s) that you wish to include in the report from the drop-down menu or enter the Queue Number(s) with your keyboard.

Queue Number

To specify multiple Queues, separate each number with a comma (,). Do not include spaces in the list.

IPFX Reports (Legacy) - Total Call Activity [C	all5.rpt]			
File Report Options Help				
🛃 🎒 🕰 🗣 🗕 🖨 🛅 🎯				
Agent Teams Calls Calls Call ransfer Summary Call Transfer Summary Callback Activity Report Callback Activity Report Callback Activity Report Callback Activity Report Callback Activity Report Callback Activity Report Callback Activity Report Queue Call Type by Extension Report Queue Call Type by Extension Summary Total Call Activity DDI Reports Extensions Ressage Box Performance Queues Site Information Wildcard/Preferred Agent Wrapup Codes	Description A Call by Call Listin Criteria Report <u>I</u> emplate Source Database Report <u>D</u> irectory: Report Titlg Period Dates Times Item Type Queue Number Extension Call Type Caller ID Release Type	g Groupe From To From To	d by Day SYDV0IP01 - (Current) Z:\ Total Call Activity Today 24/05/2007 08:00 17:30	
A Call by Call Listing Grouped by Day				1

2. Enter the following report criteria as required:

Period	The span of days covered by the report (Today, Last Week etc.) Alternatively, specify the exact date range using the Date criterion.
Dates	The date range you wish to cover in the report.
Times	Select hours of the day that you wish to cover in the report.
Group By	Causes the report to display information grouped accorded to the selected criteria (for example by Date, by Extension, by Queue etc.) Each specific base report has a particular set of groupings available.

Queue Group	Narrows the scope of the report to a specific Queue Group.
Queue Number	Narrows the scope of the report to include only the selected Queue Number(s). Select the Queue Number(s) that you wish to include in the report from the drop-down menu or enter the Queue Number(s) with your keyboard. To specify multiple Queues, separate each number
	with a comma (,). Do not include spaces in the list.
Team	Narrow the scope of the report to the include only the selected Team.
Extension Number	Narrows the scope of the report to include only certain Extensions. Select the Extension that you wish to include in the report from the drop-down menu or enter the Extension number(s) with your keyboard. Wildcards can be used to select all extensions matching a pattern. To specify multiple Extensions, separate each number with a comma (,). Do not include spaces in the list.
	Narrow the scope of the report to include only the selected incoming queue media
Item or Media Type	Depending on the IPFX Modules you have purchased you may be able to include Calls, E- mails, Faxes, Text Chats and Callbacks in the report.
	Select from one of: CALL, EMAIL, FAX, TC, VM-CALLBACK.
	Narrows the scope of the report to include only calls of a specific type:
Call Type	Incoming inbound calls to extensions or DDIs only (not inbound to queues)
	Outgoing outbound calls from extensions or DDIs Queue inbound calls to a queue
	Narrows the scope of the report to include only calls that ended with the selected release type: Abandoned calls that were abandoned before

	being answered
Release Type	Callback-deleted callbacks that were deleted (only available with certain IPFX modules) Callback-rescheduled all Callbacks that were rescheduled (only available with certain IPFX modules). Normal calls that were answered normally. Voicemail Handled calls that were sent to and handled by voicemail.
Caller ID	Narrows the scope of the report to include only calls originating from a specific Caller ID (also called CLI, Calling Line Identifier).
DNIS, Dialled Number, Dialled Number In, Dialled Number Out, Number Dialled	Narrows the scope of the report to include only calls associated with the selected DNIS. Note: DNIS (Dialled Number Inbound Service) for <i>inbound</i> calls refers to the number dialled by a customer. For <i>outbound</i> calls, DNIS refers the phone number dialled out. Select whether the report shows inbound or outbound calls with the Call Type criterion.
Show Notes	Determines whether the report will show call notes (entered by an extension after a call). Yes include notes in the report No do not include notes in the report Ignore Show everything including Notes
Show WrapUpCodes	Determines whether the report will show WrapUp codes. Yes Show WrapUp Codes in the report No Do not show WrapUp Codes in the Report Ignore Show everything including WrapUp Codes
Include Virtual Queues	Includes both standard and Virtual queues in the report.
Format Time	Changes the way that time is displayed in the report: Yes - Displays time in hh:mm:ss format. No - Displays time in seconds. Ignore - (Has the same effect as selecting Yes)

Total Call Activity Report (Incoming Call Activity Template) (Sample)

Incoming Call Activity



Report	Criteria	: Dates Exter Call	ision Type		between 26/02 = 2958 = Incoming	2/2007 and 28	/02/2007								
Start Time	Queue Number	Extension Number	Media Type	Call Type	Outbound Number Dialled	Number Dialed by Customer	Calling Line Identification	Caller Details	Group Count	Time In Queue / OffHook	Time Ringing at Extension	Time Talking	Time On Hold	Time In Wrapup	Release Type
Monday,	26 Febru	iary 2007													
13:48:43	2958	2958	Call	Incoming			2220			00:00:00	00:00:06	00:02:11	00:00:00	00:00:00	Normal
14:00:31	2958	2958	Call	Incoming		3571158	093071292			00:00:00	00:00:13	00:05:19	00:00:00	00:00:00	Normal
15:26:24	2958	2958	Call	Incoming			2913	Whiley Smythe		00:00:00	00:00:02	00:00:51	00:00:00	00:00:00	Normal
15:34:54	2958	2958	Call	Incoming		3571158	099166111			00:00:00	00:00:20	00:00:00	00:00:00	00:00:00	Abandoned
Date Ave	rages:								4	0 00:00:00	0 00:00:10	0 00:02:47	0 00:00:00	0 00:00:00	
Date Tot	als:								4	0 00:00:00	0 00:00:41	0 00:08:21	0 00:00:00	0 00:00:00	
Tuesday	, 27 Febr	uary 2007													
08:56:47	2958	2958	Call	Incomina		3571158				00:00:00	00:00:20	00:00:00	00:00:00	00:00:00	Abandoned
08:57:29	2958	2958	Call	Incoming		3571158				00:00:00	00:00:20	00:00:00	00:00:00	00:00:00	Abandoned
Date Ave	rades:			0000000					2	0 00:00:00	0 00:00:20	0 00:00:00	0 00:00:00	0 00:00:00	
Date Tot	als:								2	0 00:00:00	0 00:00:40	0 00:00:00	0 00:00:00	0 00:00:00	
Wednes	day, 28 F	ebruary 20	07												
09:02:07	2958	2958	Call	Incomina		3571158	099209524			00:00:00	00:00:09	00:04:00	00:00:00	00:00:00	Normal
09:39:27	2958	2958	Call	Incoming		3571158				00:00:00	00:00:13	00:03:33	00:00:00	00:00:00	Normal
09:54:35	2958	2958	Call	Incoming		3571158	021402470			00:00:00	00:00:03	00:00:00	00:00:00	00:00:00	Abandoned
10:00:49	2958	2958	Call	Incoming		3571158	021402470			00:00:00	00:00:18	00:00:00	00:00:00	00:00:00	Abandoned
10:31:35	2958	2958	Call	Incoming		3571158	099195364			00:00:00	00:00:06	00:03:53	00:00:00	00:00:00	Normal
11:01:54	2958	2958	Call	Incoming			2240			00:00:00	00:00:08	00:03:43	00:00:00	00:00:00	Normal
11:08:07	2958	2958	Call	Incoming			2249			00:00:00	00:00:04	00:01:38	00:00:00	00:00:00	Normal
11:15:37	2958	2958	Call	Incoming			2913	Whiley Smythe		00:00:00	00:00:05	00:00:38	00:00:00	00:00:00	Normal
11:49:12	2958	2958	Call	Incoming			2249			00:00:00	00:00:02	00:00:00	00:00:00	00:00:00	Abandoned
12:08:51	2958	2958	Call	Incoming			2958	Jamie Jellosolo		00:00:00	00:00:05	00:04:56	00:00:00	00:00:00	Normal
13:16:55	2958	2958	Call	Incoming		2958	093595500			00:00:00	00:00:18	00:00:00	00:00:00	00:00:00	Abandoned
13:17:31	2958	2958	Call	Incoming		2958	093595500	141.1 0 11		00:00:00	00:00:20	00:00:00	00:00:00	00:00:00	Abandoned
14:02:46	2958	2958	Call	Incoming		05744.50	2913	Whiley Smythe		00:00:00	00:00:10	00:00:00	00:00:00	00:00:00	Abandoned
15:05:28	2958	2958	Call	Incoming		3571158	095284918			00:00:00	00:00:10	00:10:25	00:00:00	00:00:00	Normal
15:22:30	2900	2300	Call	Incoming		3571156	095264916			00.00.00	00:00:04	00:00:27	00:00:00	00:00:00	Normal
15.45.09	2000	2300	Call	Incoming		2574450	2240			00.00.00	00.00.00	00:00:40	00.00.00	00.00.00	Normal
10.40.10	2000	2330	Call	Incoming		2058	093595500			00.00.00	00.00.02	00:00:12	00.00.00	00.00.00	Abandoned
16:09:46	2000	2058	Call	Incoming		2058	093595500			00.00.00	00:00:20	00:00:00	00.00.00	00.00.00	Abandoned
16:11:31	2000	2058	Call	Incoming		200	033595500			00.00.00	00:00:04	00:00:00	00.00.00	00.00.00	Normal
16:50:34	2958	2958	Call	Incoming		2000	2755			00.00.00	00:00:00	00:00:00	00:00:00	00:00:00	Abandoned
Data Aur	2000	2000		mooning			2100		24	0.00.00	0.00.00.00	0.00.00	0.00.00	0.00.00.00	1 Mail Marine M
Date Tot	als:								21	0 00:00:00	0 00:03:16	0 00:49:56	0 00:00:00	0 00:00:00	
AVERAG	ES:								9	0 00:00:00	0 00:00:10	0 00:03:53	0 00:00:00	0 00:00:00	
TOTALS									27	0 00:00:00	0 00:04:37	0 00:58:17	0 00:00:00	0 00:00:00	

NOTE: - Cate Time fields are in the format day hour minute sec (the day field, if present, represents a period of 24 hours)

- All Talk Time averages are calculated using answered calls only

- Calls with a Release Type of Voice Mail Handled are answered calls where the final destination was not a person. e.g. calls answered by an Auto Attendant, calls sent to an Extensions Voicemail

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Total Call Activity Report (Incoming Call Activity Template)

Report Heading	Definition
Time in Queue/Offhook	Time the call was in the personal queue before being delivered/Time phone was offhook
Time Ringing at Extension	Time the Call spent ringing on the Extension
Time Talking	Time Spent Talking on the Call
Daily Total - Count	Count of the Calls on the Specified Day
Daily Total - Time in Queue/Offhook Avg.	Sum of Time in Queue/Offhook Divided by Daily Total - Count
Daily Total - Time Ringing at Extension Avg.	Sum of Time Ringing at Extension Divided by Daily Total - Count
Daily Total - Time Talking Avg.	Sum of Time Talking Divided by Daily Total - Count

About the Total Call Activity Report (Incoming Call Activity Template)

Based on the Total Call Activity base report, the information is the same, but is only for Inbound calls to an extension only (this is not inbound to a Queue).

To create the Total Call Activity Report (Incoming Call Activity Template):

1. Select: Call Activity > Total Call Activity:

IPFX Reports - Total Call Activity [Call5]	New.rpt]			
Eile Report Options Help				
Agent Performance Call Activity Call Pullback Report Call Pullback Summary	 Description A Call by Call Listing 	Groupe	d by Day	
	Criteria			
Call Type by Extension Summary Direct Dial Interval Report	Report <u>T</u> emplate		Incoming Call Activity.	•
Total Call Activity	Source Data <u>b</u> ase		(Current)	•
Message Box Presence Information	Report <u>D</u> irectory:		Z:V	
Agent Presence Report	Report Titl <u>e</u>		Incoming Call Activity	
Presence Report Oueue Performance	Peri <u>o</u> d		Today	-
E Gite Information	Dates	From	17/05/2007	
Wildcard / Preferred Agents Wrapup Codes		To	17/05/2007	
	Times	From	08:00	
		То	17:30	
	Group By (3 maximum)		Call Type	
	Queue Group			
	Queue Number		2500	
	Team			
	Extension Number		0	
	Media Type		Call	
	Call Type		Incoming	
	Release Type		Normal	
	Caller ID			
	Number Dialled In			
	Number Dialled Out			
	Show Notes		C Yes C No ເ€ Ignore	
	Show WrapupCodes		C Yes C No € Ignore	
	Show Off Hook		C Yes C No € Ignore	
	Include Virtual Queues		CYes CNo €Ignore	
	Format Time (hh:mm:ss)		C Yes C No € Ignore	
A Call by Call Listing Grouped by Day				

- 2. Select Report Template > Incoming Call Activity.
- 3. Enter the following report criteria as required:

Period	The span of days covered by the report (Today, Last Week etc.)
	Alternatively, specify the exact date range using the Date criterion.
Dates	The date range you wish to cover in the report.
Times	Select hours of the day that you wish to cover in the report.
Group By	Causes the report to display information grouped accorded to the selected criteria (for example by Date, by Extension, by Queue etc.) Each specific base report has a particular set of groupings available.
Queue Group	Narrows the scope of the report to a specific Queue Group.
Queue Number	Narrows the scope of the report to include only the selected Queue Number(s). Select the Queue Number(s) that you wish to include in the report from the drop-down menu or enter the Queue Number(s) with your keyboard. To specify multiple Queues, separate each number with a comma (,). Do not include spaces in the list.
Team	Narrow the scope of the report to the include only the selected Team.
Extension Number	Narrows the scope of the report to include only certain Extensions. Select the Extension that you wish to include in the report from the drop-down menu or enter the Extension number(s) with your keyboard. Wildcards can be used to select all extensions matching a pattern. To specify multiple Extensions, separate each number with a comma (,). Do not include spaces in the list.
ltem or Media Type	Narrow the scope of the report to include only the selected incoming queue media. Depending on the IPFX Modules you have purchased you may be able to include Calls, E- mails, Faxes, Text Chats and Callbacks in the report.

	Select from one of: CALL, EMAIL, FAX, TC, VM-CALLBACK.
Call Type	Narrows the scope of the report to include only calls of a specific type: Callback - callbacks Incoming inbound calls to extensions or DDIs only (not inbound to queues) Outgoing outbound calls from extensions or DDIs Queue inbound calls to a queue
Release Type	 Narrows the scope of the report to include only calls that ended with the selected release type: Abandoned calls that were abandoned before being answered Callback-deleted callbacks that were deleted (only available with certain IPFX modules) Callback-rescheduled all Callbacks that were rescheduled (only available with certain IPFX modules). Normal calls that were answered normally. Voicemail Handled calls that were sent to and bandled by voicemail
Caller ID	Narrows the scope of the report to include only calls originating from a specific Caller ID (also called CLI, Calling Line Identifier).
DNIS, Dialled Number, Dialled Number In, Dialled Number Out, Number Dialled	Narrows the scope of the report to include only calls associated with the selected DNIS. Note: DNIS (Dialled Number Inbound Service) for <i>inbound</i> calls refers to the number dialled by a customer. For <i>outbound</i> calls, DNIS refers the phone number dialled out. Select whether the report shows inbound or outbound calls with the Call Type criterion.
Show Notes	Determines whether the report will show call notes (entered by an extension after a call). Yes include notes in the report No do not include notes in the report Ignore Show everything including Notes

Show WrapUpCodes	Determines whether the report will show WrapUp codes. Yes Show WrapUp Codes in the report No Do not show WrapUp Codes in the Report Ignore Show everything including WrapUp Codes
Show Off Hook	Narrows the scope of the report to include or exclude extensions that have gone off-hook, but which have not made a call. NEC PABXs only. Yes shows only extensions that went Off hook No does not show extensions that went Off hook Ignore shows all extension activity whether on or off hook.
Include Virtual Queues	Includes both standard and Virtual queues in the report.
Format Time	Changes the way that time is displayed in the report: Yes - Displays time in hh:mm:ss format. No - Displays time in seconds. Ignore - (Has the same effect as selecting Yes)

Total Call Activity Report (Outgoing Call Activity) (Sample)

Outgoing Call Activity



Report	Criteria	: Dates Times Exten Call	sion Nur Type	nber	between between = 2953 = Outgo	27/04/2007 a 12:00 and 16 ing	nd 27/04/2007 :00									
Start	Queue	Extension	Media	Call	Dialled Number	Dialled Number	Calling Line	Caller	Group	Time In	Time	Time	Time	Time	Total	Release
Time	Number	Number	Туре	Туре	Out	In	Identification	Details	Count	Queue / OffHook	Ringing at Extension	Talking	On Hold	In Wrapup	Handle Time	Туре
12:13:12	2953	2953	Call	Outgoing	63		63	VM Location		00:00:00	00:00:00	00:00:02	00:00:00	00:00:00	00:00:02	Ν
13:11:45	2953	2953	Call	Outgoing	2732		2732			00:00:00	00:00:00	00:00:57	00:00:00	00:00:00	00:00:57	Ν
13:28:49	2953	2953	Call	Outgoing	021607970		021607970			00:00:00	00:00:08	00:10:41	00:00:00	00:00:00	00:10:49	N
13:40:58	2953	2953	Call	Outgoing	2201		2201			00:00:00	00:00:20	00:00:20	00:00:00	00:00:00	00:00:40	N
13:47:39	2953	2953	Call	Outgoing	61		61	VM Access		00:00:00	00:00:00	00:00:08	00:00:00	00:00:00	00:00:08	Ν
13:47:50	2953	2953	Call	Outgoing	61		61	VM Access		00:00:00	00:00:01	00:00:37	00:00:00	00:00:00	00:00:38	N
13:55:05	2953	2953	Call	Outgoing	2201		2201			00:00:00	00:00:04	00:01:14	00:00:00	00:00:00	00:01:18	N
14:36:39	2953	2953	Call	Outgoing	00419809453		00419809453			00:00:00	00:00:04	00:00:05	00:00:00	00:00:00	00:00:09	N
15:57:14	2953	2953	Call	Outgoing	00396260366		00396260366			00:00:00	00:00:02	00:01:33	00:00:00	00:00:00	00:01:35	Ν
AVERAG TOTALS:	ES:								0	0 00:00:00	0 00:00:00 0 00:00:39	0 00:15:37	0 00:00:00	0 00:00:00	0 00:16:16	

NOTE: - Cate Time fields are in the format day hour minute sec (the day field, if present, represents a period of 24 hours)

- All Talk Time averages are calculated using answered calls only

- Calls with a Release Type of Voice Mail Handled are answered calls where the final destination was not a person. e.g. calls answered by an Auto Attendant, calls sent to an Extensions Voicemail - Release Types are as follows; Nethomal Answered, V=Voice Mail Handled, Q=Abandoned, C-R=Call Back Rescheduled, C-D=Call Back Deleted

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Total Call Activity Report (Outgoing Call Activity Template)

Report Heading	Definition
Time in Queue/Offhook	Time the call was in the outbound queue before being delivered/Time phone was offhook
Time Ringing at Extension	Time taken to connect to called party
Time Talking	Time Spent Talking on the Call
Daily Total - Count	Count of the Calls on the Specified Day
Daily Total - Time in Queue/Offhook Avg.	Sum of Time in Queue/Offhook Divided by Daily Total - Count
Daily Total - Time Ringing at Extension Avg.	Sum of Time Ringing at Extension Divided by Daily Total - Count

Daily Total - Time Talking Avg. Sum of Time Talking Divided by Daily Total - Count

About the Total Call Activity Report (Outgoing Call Activity Template)

Based on the Total Call Activity base report, the information is the same, but is only for Outbound calls only.

To create the Total Call Activity Report (Outgoing Call Activity Template):

1. Select Call Activity > Total Call Activity:

IPFX Reports - Total Call Activity [Call5]	New.rpt]			
File Report Options Help				
Agent Performance Call Activity Call Pullback Report Call Pullback Summary	 Description A Call by Call Listing 	Groupe	d by Day	
Call Fundack Summary	_ Criteria			
Call Type by Extension Summary Direct Dial Interval Report	Report <u>T</u> emplate		Outgoing Call Activity.	•
Total Call Activity	Source Data <u>b</u> ase		(Current)	•
	Report <u>D</u> irectory:		Z:\	
Agent Presence Report	Report Titl <u>e</u>		Outgoing Call Activity	
Presence Report Oueue Performance	Peri <u>o</u> d		Today	-
E 🔁 Site Information	Dates	From	17/05/2007	
Wildcard / Preferred Agents Wildcard / Preferred Agents Wrapup Codes		To	17/05/2007	
	Times	From	08:00	
		To	17:30	
	Group By (3 maximum)		Call Type	
	Queue Group			
	Queue Number		2500	
	Team			
	Extension Number		0	
	Media Type		Call	
	Call Type		Outgoing	
	Release Type		Normal	
	Caller ID			
	Number Dialled In			
	Number Dialled Out			
	Show Notes		C Yes C No 💽 Ignore	
	Show WrapupCodes		C Yes C No 💽 Ignore	
	Show Off Hook		C Yes C No 🖲 Ignore	
	Include Virtual Queues		C Yes C No 📀 Ignore	
	Format Time (hh:mm:ss)		CYes CNo €lgnore	
A Call by Call Listing Grouped by Day				/

- 2. Select **Report Template > Outgoing Call Activity**.
- 3. Enter the following report criteria as required:

Period	The span of days covered by the report (Today, Last Week etc.)
	Alternatively, specify the exact date range using the Date criterion.
Dates	The date range you wish to cover in the report.
Times	Select hours of the day that you wish to cover in the report.
Group By	Causes the report to display information grouped accorded to the selected criteria (for example by Date, by Extension, by Queue etc.) Each specific base report has a particular set of groupings available.
Queue Group	Narrows the scope of the report to a specific Queue Group.
Queue Number	Narrows the scope of the report to include only the selected Queue Number(s). Select the Queue Number(s) that you wish to include in the report from the drop-down menu or enter the Queue Number(s) with your keyboard. To specify multiple Queues, separate each number with a comma (,). Do not include spaces in the list.
Team	Narrow the scope of the report to the include only the selected Team.
Extension Number	Narrows the scope of the report to include only certain Extensions. Select the Extension that you wish to include in the report from the drop-down menu or enter the Extension number(s) with your keyboard. Wildcards can be used to select all extensions matching a pattern. To specify multiple Extensions, separate each number with a comma (,). Do not include spaces in the list.
ltem or Media Type	Narrow the scope of the report to include only the selected incoming queue media. Depending on the IPFX Modules you have purchased you may be able to include Calls, E- mails, Faxes, Text Chats and Callbacks in the report.

	Select from one of: CALL, EMAIL, FAX, TC, VM-CALLBACK.
Call Type	Narrows the scope of the report to include only calls of a specific type: Callback - callbacks Incoming inbound calls to extensions or DDIs only (not inbound to queues) Outgoing outbound calls from extensions or DDIs Queue inbound calls to a queue
Release Type	 Narrows the scope of the report to include only calls that ended with the selected release type: Abandoned calls that were abandoned before being answered Callback-deleted callbacks that were deleted (only available with certain IPFX modules) Callback-rescheduled all Callbacks that were rescheduled (only available with certain IPFX modules). Normal calls that were answered normally. Voicemail Handled calls that were sent to and bandled by voicemail
Caller ID	Narrows the scope of the report to include only calls originating from a specific Caller ID (also called CLI, Calling Line Identifier).
DNIS, Dialled Number, Dialled Number In, Dialled Number Out, Number Dialled	Narrows the scope of the report to include only calls associated with the selected DNIS. Note: DNIS (Dialled Number Inbound Service) for <i>inbound</i> calls refers to the number dialled by a customer. For <i>outbound</i> calls, DNIS refers the phone number dialled out. Select whether the report shows inbound or outbound calls with the Call Type criterion.
Show Notes	Determines whether the report will show call notes (entered by an extension after a call). Yes include notes in the report No do not include notes in the report Ignore Show everything including Notes

Show WrapUpCodes	Determines whether the report will show WrapUp codes. Yes Show WrapUp Codes in the report No Do not show WrapUp Codes in the Report Ignore Show everything including WrapUp Codes
Show Off Hook	Narrows the scope of the report to include or exclude extensions that have gone off-hook, but which have not made a call. NEC PABXs only. Yes shows only extensions that went Off hook No does not show extensions that went Off hook Ignore shows all extension activity whether on or off hook.
Include Virtual Queues	Includes both standard and Virtual queues in the report.
Format Time	Changes the way that time is displayed in the report: Yes - Displays time in hh:mm:ss format. No - Displays time in seconds. Ignore - (Has the same effect as selecting Yes)

Total Call Activity Report (Queue Call Type by Extension Template) (Sample)

Queue Call Type by Extension Report



Report	Criteria	: Dates Exter Call	ision Nu Type	mber	between = 2954,2 = Queue	20/02/2007 a 953,2952	nd 20/02/2007									
Start Time	Queue Number	Extension Number	Media Type	Call Type	Dialled Number Out	Dialled Number In	Calling Line Identification	Caller Detail <i>s</i>	Group Count	Time In Queue / OffHook	Time Ringing at Extension	Time Talking	Time On Hold	Time In Wrapup	Total Handle Time	Release Type
Tuesday	, 20 Febr	uary 2007														
2900 Op	erator Q	ueue														
2952 Sin	non King	ston														
16:02:28	2900	2952	Call	Queue			073358989			00:00:01	00:00:06	00:00:36	00:00:00	00:00:00	00:00:43	N
16:03:15	2900	2952	Call	Queue			049995555			00:00:02	00:00:04	00:00:26	00:00:00	00:00:00	00:00:32	N
16:04:39	2900	2952	Call	Queue			030300300			00:00:02	00:00:03	00:00:02	00:00:00	00:00:00	00:00:07	N
Extensio Extensio	n Avera n Totals	jes:							4 4	0 00:00:02 0 00:00:06	0 00:00:04 0 00:00:16	0 00:00:17 0 00:01:06	0 00:00:00 0 00:00:00	0 00:00:00 0 00:00:00	0 00:03:52 0 00:01:28	
2954 Lya	na Veto															
09:29:23	2900	2954	Call	Queue			093769829			00:00:20	00:00:01	00:00:10	00:00:00	00:00:00	00:00:31	N
12:13:49	2900	2954	Call	Queue						00:00:11	00:00:02	00:00:28	00:00:00	00:00:00	00:00:41	N
14:09:19	2900	2954	Call	Queue			063766676	lauria falla a la		00:00:00	00:00:03	00:00:30	00:00:00	00:00:00	00:00:33	N
14:37:12	2900	2954	Call	Queue			2958	Jamie Jelosolo		00:00:03	00:00:00	00:00:00	00:00:00	00:00:00	00:00:03	Q
15:50:26	2900	2954	Call	Queue			095291955			00:00:02	00:00:02	00:00:30	00:00:00	00:00:00	00:00:32	N
Extensio	n Avera	les:							6	0 00:00:06	0 00:00:01	0 00:00:25	0 00:00:00	0 00:00:00	0 00:03:52	
Extensio	n Totals								6	0 00:00:36	0 00:00:08	0 00:01:38	0 00:00:00	0 00:00:00	0 00:02:22	
Queue A	verages	:							5	0 00:00:04	0 00:00:02	0 00:00:21	0 00:00:00	0 00:00:00	0 00:01:56	
Queue T	otals:								10	0 00:00:42	0 00:00:24	0 00:02:44	0 00:00:00	0 00:00:00	0 00:03:50	
2990 Cu	stomer \$	Service Qu	eue													
2952 Sin	non King	ston														
15:14:56	2990	2952	Call	Queue			096565656			00:00:01	00:00:05	00:01:03	00:00:32	00:00:00	00:01:41	N
15:17:04	2990	2952	Call	Queue			09686868			00:00:00	00:00:06	00:00:13	00:00:00	00:00:00	00:00:19	N
15:23:20	2990	2952	Call	Queue			039995656			00:00:00	00:00:03	00:00:35	00:00:00	00:00:00	00:00:38	N
13.24.32 E-4	2330	2332	Call	Queue			033300000			00.00.00	00.00.03	00.00.10	00.00.00	00.00.00	00.00.13	IN .
Extensio	n Averag n Totals	Jes:							4	0 00:00:00	0 00:00:04	0 00:00:32	0 00:00:32	0 00:00:00	0 00:03:52	
2953 Mia	nola Jay															
14:28:29	2990	2953	Call	Queue			2914	Melleen Cubin		00:00:49	00:00:12	00:00:11	00:00:00	00:00:00	00:01:12	N
14:33:29	2990	2953	Call	Queue			098997799			00:00:09	00:00:08	00:02:18	00:00:00	00:00:00	00:02:35	N
14:37:19	2990	2953	Call	Queue			069799977			00:00:07	00:00:02	00:00:02	00:00:00	00:00:00	00:00:11	N
14:38:39	2990	2953	Call	Queue			069595555			00:00:10	00:00:06	00:00:10	00:00:00	00:00:00	00:00:13	N O
14:41:38	2990	2953	Call	Queue			021659659			00:00:06	00:00:06	00:01:18	00:00:00	00:00:00	00:01:30	N
14:43:31	2990	2953	Call	Queue			0274989989			00:00:10	00:00:00	00:00:00	00:00:00	00:00:00	00:00:10	Q
14:43:49	2990	2953	Call	Queue			02745353333			00:00:12	00:00:00	00:00:00	00:00:00	00:00:00	00:00:12	Q
14:46:24	2990	2953	Call	Queue			0213693699			00:00:13	00:00:00	00:00:00	00:00:00	00:00:00	00:00:13	Q
14:48:52	2990	2953	Call	Queue			094914911			00:00:08	00:00:00	00:00:00	00:00:00	00:00:00	00:00:08	Q
14:52:48	2990	2953	Call	Queue			021315604			00:00:04	00:00:05	00:00:02	00:00:00	00:00:00	00:00:11	N
14:53:17	2990	2953	Call	Queue			021922962			00:00:05	00:00:08	00:00:03	00:00:00	00:00:00	00:00:16	N
Page 1 o	f 2													Call5	New.rpt - Versi 02/05/2007	on 4.3.3120 11:28: a.m.
Start Time	Queue Number	Extension Number	Media Type	Call Type	Dialled Number Out	Dialled Number In	Calling Line Identification	Caller Details	Group Count	Time In Queue / OffHook	Time Ringing at Extension	Time Talking	Time On Hold	Time In Wrapup	Total Handle Time	Release Type
14:56:24	2990	2953	Call	Queue			021315604			00:00:06	00:00:07	00:00:49	00:00:00	00:00:00	00:01:02	N
14:57:38	2990	2953	Call	Queue			045885888			00:00:13	00:00:00	00:00:00	00:00:00	00:00:00	00:00:13	Q
Extensio Extensio	n Avera n Totals	jes:							15 15	0 00:00:12 0 00:02:53	0 00:00:04 0 00:00:54	0 00:00:37 0 00:04:53	0 00:00:00 0 00:00:00	0 00:00:00 0 00:00:00	0 00:01:56 0 00:08:40	
Queue A Queue T	verages otals:	:							10 19	0 00:00:09 0 00:02:54	0 00:00:04 0 00:01:11	0 00:00:35 0 00:07:00	0 00:00:32 0 00:00:32	0 00:00:00 0 00:00:00	0 00:01:17 0 00:11:37	
Date Ave Date Tot	rages: als:								7 29	0 00:00:07 0 00:03:36	0 00:00:03 0 00:01:35	0 00:00:29 0 00:09:44	0 00:00:32 0 00:00:32	0 00:00:00 0 00:00:00	0 00:00:46 0 00:15:27	
AVERAG	ES:								7 29	0 00:00:07 0 00:03:36	0 00:00:03 0 00:01:35	0 00:00:29 0 00:09:44	0 00:00:32 0 00:00:32	0 00:00:00 0 00:00:00	0 00:00:46 0 00:15:27	
NOTE	- Date Tim	e fiekls are in	the format	day bourming	te sec the day field	f aresent, rearesents	a seriod of 24 hours)									

- Case mile revolus are in the romain day room inmute-set. (In revision, represents a period of 24 roots) - All Tak Time averages are obtained using answered calls only - Calls with a Febrase Type of Voice Mail Handled are answered calls where the final destination was not a person. e.g. calls answered by an Auto Attendant, calls sent to an Edensions Voicemail - Release Types are as follows; N=hhmal Answered, V=Voice Mail Handled, Q=Abandoned, CR=Call Back Rescheduled, CD=Call Back Deleted

Call5New.rpt - Version 4.3.3120 02/05/2007 11:28: a.m.

Total Call Activity Report (Queue Call Type by Extension Template)

Report Heading	Definition
Time in Queue	Time that the Call spent in the Queue
Time Ringing at Extension	Time that the Call spent Ringing on the Extension
Time on Hold	Time that the Call spent on Hold
Time in WrapUp	Time that the Agent took to wrap up the call after the call had been completed
Time Talking	Time that the Agent spent talking
Total Time	Sum of Time in Queue, Time Ringing at Extension, Time on Hold, Time in WrapUp and Time Talking
Extension Avgs - Time in Queue	Sum of Time in Queue Divided by Total Number of Calls that rang on the Specific Extension
Extension Avgs - Time Ringing at Extension	Sum of Time Ringing at Extension Divided by Total Number of Calls that rang on the Specific Extension
Extension Avgs - Time on Hold	Sum of Time in Queue Divided by Total Number of Calls that rang on the Specific Extension
Extension Avgs - Time in WrapUp	Sum of Time in WrapUp Divided by Total Number of Calls that rang on the Specific Extension
Extension Avgs - Time Talking	Sum of Time Talking Divided by Total Number of Calls that rang on the Specific Extension
Extension Avgs - Total Time	Sum of Total Time Divided by Total Number of Calls that rang on the Specific Extension
Queue Avgs - Time in Queue	Sum of Extension Avgs - Time in Queue Divided by Total Number of Calls that rang on the Specific Extension
Queue Avgs - Time ringing at Extension	Sum of Extension Avgs - Time Ringing at Extension Divided by Total Number of Calls that rang on the Specific Extension
Queue Avgs - Time on Hold	Sum of Extension Avgs - Time in Queue Divided by Total Number of Calls that rang on the Specific Extension
Queue Avgs - Time in WrapUp	Sum of Extension Avgs - Time in WrapUp Divided by Total Number of Call that rang on the Specific Extension
Queue Avgs - Time Talking	Sum of Extension Avgs - Time Talking Divided by Total Number of Calls that rang on the Specific Extension
Queue Avgs - Total Time	Sum of Extension \mbox{Avgs} - Total Time Divided by Total Number of Calls that rang on the Specific Extension
Daily Avgs - Time in Queue	Sum of Queue Avgs - Time in Queue Divided by Total Number of Calls the rang on the Specific Extension
Daily Avgs - Time Ringing at Extension	Sum of Queue Avgs - Time Ringing at Extension Divided by Total Number of Calls that rang on the Specific Extension

Daily Avgs - Time on Hold	Sum of Queue Avgs - Time in Queue Divided by Total Number of Calls the rang on the Specific Extension
Daily Avgs - Time in WrapUp	Sum of Queue Avgs - Time in WrapUp Divided by Total Number of Calls that rang on the Specific Extension
Daily Avgs - Time Talking	Sum of Queue Avgs - Time Talking Divided by Total Number of Calls that rang on the Specific Extension
Daily Avgs - Total Time	Sum of Queue Avgs - Total Time Divided by Total Number of Calls that rang on the Specific Extension

About the Queue Call Type by Extension Report

This provides a summary of the Call types an extension has handled but does not spilt the Queue calls up into individual Queues.

The pie chart helps identify the type of call an extension is involved with most. For example, you can confirm an extension is making outbound calls, which they should because they respond to sales queries and taking a few Queue calls when the sales Queue gets busy. Or you might see that they are taking a lot of Queue calls and have little time to respond to sales queries.

To create the Queue Call Type by Extension Report:

1. Select Call Activity > Total Call Activity:

File Report Options Help				
File Report Options Help Image: Agent Teams Image: Calls Image: Calls Image: Call Pullback Report Image: Call Transfer Summary Image: Call Call Call Call Call Calls Image: Call Call Call Call Call Calls Image: Call Call Call Call Call Calls Image: Call Call Call Calls Image: Call Call Call Call Calls Image: Call Call Calls Image: Call Call Calls Image: Call Call Call Calls Image: Call Call Calls Image: Call Call Calls Image: Call Call Call Call Calls Image: Call Call Call Calls Image: Call Call Call Call Call Call Call Cal	Description Queue Call Listing Criteria Report <u>I</u> emplate Source Data <u>b</u> ase Report <u>D</u> irectory: Report Titl <u>e</u> Period Dates Times Item Type Queue Number Extension	py Extens From To From To	ion by Queue Grouped by Day SYDV0IP01 - (Current) Z:\ Queue Call Type by Extensio Today 24/05/2007 08:00 17:30	r n Report

- 2. Select Report Template > Queue Call Type by Extension Report.
- 3. Enter the report criteria as required:

Period	The span of days covered by the report (Today, Last Week etc.) Alternatively, specify the exact date range using the Date criterion.
Dates	The date range you wish to cover in the report.
Times	Select hours of the day that you wish to cover in the report.
Group By	Causes the report to display information grouped accorded to the selected criteria (for example by Date, by Extension, by Queue etc.) Each specific

	base report has a particular set of groupings available.
Queue Group	Narrows the scope of the report to a specific Queue Group.
Queue Number	Narrows the scope of the report to include only the selected Queue Number(s). Select the Queue Number(s) that you wish to include in the report from the drop-down menu or enter the Queue Number(s) with your keyboard. To specify multiple Queues, separate each number
	with a comma (,). Do not include spaces in the list.
Team	Narrow the scope of the report to the include only the selected Team.
Extension Number	Narrows the scope of the report to include only certain Extensions. Select the Extension that you wish to include in the report from the drop-down menu or enter the Extension number(s) with your keyboard. Wildcards can be used to select all extensions matching a pattern. To specify multiple Extensions, separate each number with a comma (,). Do not include spaces in the list.
ltem or Media Type	Narrow the scope of the report to include only the selected incoming queue media. Depending on the IPFX Modules you have purchased you may be able to include Calls, E- mails, Faxes, Text Chats and Callbacks in the report. Select from one of: CALL, EMAIL, FAX, TC, VM- CALLBACK.
Call Type	Narrows the scope of the report to include only calls of a specific type: Callback - callbacks Incoming inbound calls to extensions or DDIs only (not inbound to queues) Outgoing outbound calls from extensions or DDIs Queue inbound calls to a queue

	Narrows the scope of the report to include only calls that ended with the selected release type:
Release Type	Abandoned calls that were abandoned before being answered
	Callback-deleted callbacks that were deleted (only available with certain IPFX modules)
	Callback-rescheduled all Callbacks that were rescheduled (only available with certain IPFX modules).
	Normal calls that were answered normally. Voicemail Handled calls that were sent to and handled by voicemail.
Caller ID	Narrows the scope of the report to include only calls originating from a specific Caller ID (also called CLI, Calling Line Identifier).
	Narrows the scope of the report to include only calls associated with the selected DNIS.
DNIS, Dialled Number, Dialled Number In, Dialled Number Out, Number Dialled	Note: DNIS (Dialled Number Inbound Service) for <i>inbound</i> calls refers to the number dialled by a customer. For <i>outbound</i> calls, DNIS refers the phone number dialled out. Select whether the report shows inbound or outbound calls with the Call Type criterion.
	Determines whether the report will show call notes (entered by an extension after a call).
Show Notes	Yes include notes in the report
	No do not include notes in the report
	Determines whether the report will show Wrend In
	codes.
Show WrapUpCodes	Yes Show WrapUp Codes in the report
	No Do not show WrapUp Codes in the Report
	Ignore Show everything including WrapUp Codes
Show Off Hook	Narrows the scope of the report to include or exclude extensions that have gone off-hook, but which have not made a call. NEC PABXs only.

(NEC V	Yes shows only extensions that went Off hook No does not show extensions that went Off hook
\smile	Ignore shows all extension activity whether on or off hook.
Include Virtual Queues	Includes both standard and Virtual queues in the report.
	Changes the way that time is displayed in the report:
Format Time	Yes - Displays time in hh:mm:ss format.
	No - Displays time in seconds.
	Ignore - (Has the same effect as selecting Yes)
Total Call Activity Report (WrapUp Total Call Activity Template) (Sample)

Wrapup Total Call Activity Report



Report	Criteria	: Date: Grou Queu Exter Call Show	s D By (3 m Number Ision Type WrapupCo	naximum) odes	betweer = Date, = 2990 = 2953, = Queue = Yes	12/02/2007 a Queue 2957,2961	nd 12/02/2007									
Start Time	Queue Number	Extension Number	Media Type	Call Type	Dialled Number Out	Dialled Number In	Calling Line Identification	Caller Details	Group Count	Time In Queue / OffHook	Time Ringing at Extension	Time Talking	Time On Hold	Time In Wrapup	Total Handle Time	Relea se Type
Monday,	12 Febru	lary 2007														
2990 Dei	mo Queu	e														
11:50:29 13:01:12	2990 2990	2961 2961	Call Call	Queue Queue			2976 2962	Jo Blimey Bob Freedom		00:00:04	00:00:00	00:00:00	00:00:00	00:00:00	00:00:04	Q Q
14:25:10	2990 2990 Wrapup	2961 2961 Codes:	Call 11 TV Ac	Queue Queue Ivert		2961	098385555			00:00:30	00:00:05	00:00:51	00:00:00	00:00:54	00:02:20	N
14:27:56	2990 Wrapup	2961 Codes:	Call 12 Radio	Queue Advert			099194009			00:00:01	00:00:05	00:00:03	00:00:00	00:00:08	00:00:17	N
14:28:37	2990 Wrapup	2961 Codes:	Call 13 Existin	Queue Ig Custome	r		096663666			00:00:00	00:00:02	00:00:12	00:00:00	00:00:20	00:00:34	N
14:29:46	2990 Wranun	2961 Codes:	Call 13 Evistin	Queue In Custome	,		02745449999			00:00:01	00:00:01	00:00:43	00:00:11	00:00:16	00:01:12	N
14:31:47	2990 Wrapup	2961 Codes:	Call 12 Radio	Queue Advert			048885556			00:00:01	00:00:03	00:00:09	00:00:53	00:00:04	00:01:10	Ν
14:33:12	2990	2961	Call	Queue			095685955			00:00:01	00:00:00	00:00:00	00:00:00	00:00:00	00:00:01	Q
14:34:14	2990 Wrapup	2961 Codes:	Call 12 Radio	Queue Advert			035665666			00:00:01	00:00:01	00:01:16	00:00:00	00:00:37	00:01:55	N
14:37:08	2990 Wranun	2961 Codes:	Call 12 Radio	Queue Advert			69879877			00:00:01	00:00:02	00:00:28	00:00:23	00:01:18	00:02:12	Ν
14:39:01	2990 Wrapup	2961 Codes:	Call 11 TV Ac	Queue Ivert		2961	021402777			00:00:20	00:00:04	00:00:34	00:00:07	00:00:06	00:01:11	Ν
15:32:34	2990	2953	Call	Queue			2987	John Black		00:00:01	00:00:02	00:00:08	00:00:00	00:00:00	00:00:11	Ν
Queue A	verages	:							13	0 00:00:06	0 00:00:02	0 00:00:29	0 00:00:24	0 00:00:28	0 00:01:16	
Queue T	otals:								13	0 00:01:20	0 00:00:25	0 00:04:24	0 00:01:34	0 00:03:43	0 00:11:26	
Date Ave	rages:								13	0 00:00:06	0 00:00:02	0 00:00:29	0 00:00:24	0 00:00:28	0 00:01:16	
Date Tot	als:								13	0 00:01:20	0 00:00:25	0 00:04:24	0 00:01:34	0 00:03:43	0 00:11:26	
AVERAG	ES:								13	0 00:00:06	0 00:00:02	0 00:00:29	0 00:00:24	0 00:00:28	0 00:01:16	
TOTALS:									13	0 00:01:20	0 00:00:25	0 00:04:24	0 00:01:34	0 00:03:43	0 00:11:26	

NOTE: - Date Time fields are in the format day hour minute sec (the day field, if present, represents a period of 24 hours)

- All Talk Time averages are calculated using answered calls only

- Calls with a Release Type of Voice Mail Handled are answered calls where the final destination was not a person. e.g. calls answered by an Auto Attendant, calls sent to an Extensions Voicemail

- Release Types are as follows; N=Nbmal Answered, V=Voice Mail Handled, Q=Abandoned, C-R=Call Back Rescheduled, C-D=Call Back Deleted

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Total Call Activity Report (WrapUp Total Call Activity Template)

Report Heading	Definition
Start Time	Time the Call started
Queue Number	Number of the Queue
Extension Number	Extension receiving the Call
Media Type	Type of media handled by the system: Call, Email, Fax, Text Chat (TC) or Callback (VM).
Call Type	Call, Email, Fax, Text Chat (TC) or Callback (VM)
Dialled Number Out	Number dialled from extension
Dialled Number In	Number dialled from outside line
Calling Line Identification (CLID)	Telephone number of the calling party
Caller Details	Database information for caller
Group Count	Sum of Calls for Group
Time in Queue/Offhook	Time the Call was in queue / Time the phone was offhook
Time Ringing at Extension	Time the Call spent ringing on the Extension
Time Talking	Time Spent talking on the Call
Time on Hold	Time the Call spent on Hold
Time in WrapUp	Time spent Wrapping Up the Call
Total Handle Time	Total time spent handling the Call
Release Type	
Daily Total - Count	Count of the Calls on the Specified Day
Daily Total - Time in Queue/Offhook Avg	Sum of Time in Queue/Offhook Divided by Daily Total - Count
Daily Total - Time Ringing at Extension Avg	Sum of Time Ringing at Extension Divided by Daily Total - Count
Daily Total - Time Talking Avg	Sum of Time Talking Divided by Daily Total - Count
Grand Total - Count	Sum of Daily Total - Count for the Report
Grand Total - Time in Queue/Offhook Avg	Sum of Time in Queue/Offhook for all the Days in the Report Divided by Grand Total - Count
Grand Total - Time Ringing at Extension Avg	Sum of Time Ringing at Extension for all the Days in the Report Divided by Grand Total - Count
Grand Total - Time Talking Avg	Sum of Time Talking for all the Days in the Report Divided by Grand Total - Count

About the Total Call Activity Report (WrapUp Total Call Activity Template)

This report gives a detailed breakdown of WrapUp codes in the Total Call Activity Report format.

WrapUp codes are used to identify calls to a particular Queue or extension and find out what type of calls are being taken - see <u>Wrapup Code Reports</u> for further information.

The report offers information on all forms of media (calls, email, faxes, callbacks, etc.) that are handled by the system; the date and time of the call; who answered or made the call and the relevant call data; talk times, ring times, queue times; if the call was handled by voicemail, abandoned or answered; the Total Handle Time of the call; along with the Wrapup Code enter and if applicable the relevant notes entered by an extension.

To create the Total Call Activity Report (WrapUp Total Call Activity Template):

1. Select Call Activity > Total Call Activity.

E IPFX Reports - Total Call Activity [Call5]	New.rpt]			
Eile Report Options Help				
🛃 🎿 📥 🗕 🚍 🗐 🞯				
Agent Performance Call Activity Call Pullback Report Call Pullback Summary	 Description A Call by Call Listing 	Groupe	d by Day	
Call Transfer Report	Criteria			
Call Type by Extension Summary	Report <u>T</u> emplate		Wrapup Total Call Activity Report.	•
Total Call Activity	Source Data <u>b</u> ase		(Current)	•
Message Box Presence Information	Report <u>D</u> irectory:		ZN	
Agent Presence Report	Report Titl <u>e</u>		Wrapup Total Call Activity Report	
Presence Report	Peri <u>o</u> d		Last Month	•
Grade reformation	Dates	From	01/04/2007	
🔁 🧰 Wildcard / Preferred Agents		To	30/04/2007	
	Times	From	08:00	
		To	17:30	
	Group By (3 maximum)		Date,Queue	
	Queue Group			
	Queue Number		2500	
	Team			
	Extension Number		0	
	Media Type		Call	
	Call Type		Queue	
	Release Type		Normal	
	Caller ID			
	Number Dialled In			
	Number Dialled Out			
	Show Notes		C Yes C No 📀 Ignore	
	Show WrapupCodes			
	Show Off Hook		C Yes C No 📀 Ignore	
	Include Virtual Queues		C Yes C No 📀 Ignore	
	Format Time (hh:mm:ss)		⊂ Yes ⊂ No . € Ignore	
A Call by Call Listing Grouped by Day				

2. Select Report Template > WrapUp Total Call Activity Report. 3. Enter the following criteria as required:

Period	The span of days covered by the report (Today, Last Week etc.)					
	Alternatively, specify the exact date range using the Date criterion.					
Dates	The date range you wish to cover in the report.					
Times	Select hours of the day that you wish to cover in the report.					
Group By	Causes the report to display information grouped accorded to the selected criteria (for example by Date, by Extension, by Queue etc.) Each specific base report has a particular set of groupings available.					
Queue Group	Narrows the scope of the report to a specific Queue Group.					
Queue Number	Narrows the scope of the report to include only the selected Queue Number(s). Select the Queue Number(s) that you wish to include in the report from the drop-down menu or enter the Queue Number(s) with your keyboard.					
	To specify multiple Queues, separate each number with a comma (,). Do not include spaces in the list.					
Team	Narrow the scope of the report to the include only the selected Team.					
Extension Number	Narrows the scope of the report to include only certain Extensions. Select the Extension that you wish to include in the report from the drop-down menu or enter the Extension number(s) with your keyboard. Wildcards can be used to select all extensions matching a pattern. To specify multiple Extensions, separate each number with a comma (,). Do not include spaces in the list.					
Item or Media Type	Narrow the scope of the report to include only the selected incoming queue media. Depending on the IPFX Modules you have purchased you may be able to include Calls, E-					

	mails, Faxes, Text Chats and Callbacks in the report. Select from one of: CALL, EMAIL, FAX, TC, VM- CALLBACK.
Call Type	Narrows the scope of the report to include only calls of a specific type: Callback - callbacks Incoming inbound calls to extensions or DDIs only (not inbound to queues) Outgoing outbound calls from extensions or DDIs Queue inbound calls to a queue
Release Type	Narrows the scope of the report to include only calls that ended with the selected release type: Abandoned calls that were abandoned before being answered Callback-deleted callbacks that were deleted (only available with certain IPFX modules) Callback-rescheduled all Callbacks that were rescheduled (only available with certain IPFX modules). Normal calls that were answered normally.
Caller ID	handled by voicemail. Narrows the scope of the report to include only calls originating from a specific Caller ID (also called CLL Calling Line Identifier)
DNIS, Dialled Number, Dialled Number In, Dialled Number Out, Number Dialled	Narrows the scope of the report to include only calls associated with the selected DNIS. Note: DNIS (Dialled Number Inbound Service) for <i>inbound</i> calls refers to the number dialled by a customer. For <i>outbound</i> calls, DNIS refers the phone number dialled out. Select whether the report shows inbound or outbound calls with the Call Type criterion.
Show Notes	Determines whether the report will show call notes (entered by an extension after a call). Yes include notes in the report No do not include notes in the report

	Ignore Show everything including Notes
Show WrapUpCodes	Determines whether the report will show WrapUp codes. Yes Show WrapUp Codes in the report No Do not show WrapUp Codes in the Report Ignore Show everything including WrapUp Codes
Show Off Hook	Narrows the scope of the report to include or exclude extensions that have gone off-hook, but which have not made a call. NEC PABXs only. Yes shows only extensions that went Off hook No does not show extensions that went Off hook Ignore shows all extension activity whether on or off hook.
Include Virtual Queues	Includes both standard and Virtual queues in the report.
Format Time	Changes the way that time is displayed in the report: Yes - Displays time in hh:mm:ss format. No - Displays time in seconds. Ignore - (Has the same effect as selecting Yes)

Total Call Activity Report (Callback Activity Report Template) (Sample)

Callback Activity Report



Report	Criteria	: Dates Queue Exter Media	: Number Ision Nu A Type	nber	between = 2909 = 2914 = Callb	28/03/2007 a ack	ind 28/03/2007									
Start Time	Queue Number	Extension Number	Media Type	Call Type	Dialled Number Out	Dialled Number In	Calling Line Identification	Caller Details	Group Count	Time In Queue / OffHook	Time Ringing at Extension	Time Talking	Time On Hold	Time In Wrapup	Total Handle Time	Release Type
Wednes	day, 28 N	larch 2007														
15:48:01	2909	2914	Callback	Callback			095556666	Abacus Ltd		00:00:52	00:00:02	00:00:48	00:00:00	00:00:31	00:02:13	3 N
15:55:55	2909	2914	Callback	Callback			048585666	Xtree Makeup Ltd		00:00:29	00:00:02	00:00:11	00:00:00	00:00:08	00:00:48	3 C-R
16:00:01	2909	2914	Callback	Callback			039596666	Not-a-real-compan	y Ltd	00:06:54	00:00:05	00:00:09	00:00:00	00:01:56	00:09:04	I N
16:42:43	2909	2914	Callback	Callback			099194000	Imagine Ltd		00:01:45	00:00:05	00:00:09	00:00:00	00:00:00	00:01:59	C-R
16:45:01	2909	2914	Callback	Callback			098368366			00:00:00	00:00:04	00:00:12	00:00:00	00:00:00	00:00:16	C-R
16:50:01	2909	2914	Callback	Callback			039896565	Wow Name Ltd		00:00:00	00:00:09	00:00:18	00:00:00	00:00:00	00:00:27	C-D
Date Ave	rages:								6	0 00:01:40	0 00:00:05	0 00:00:21	0 00:00:00	0 00:00:51	0 00:02:57	
Date Tot	als:								6	0 00:10:00	0 00:00:27	0 00:01:47	0 00:00:00	0 00:02:33	0 00:14:47	
AVERAG	ES:								6	0 00:01:40	0 00:00:05	0 00:00:21	0 00:00:00	0 00:00:51	0 00:02:57	
TOTALS									6	0 00:10:00	0 00:00:27	0 00:01:47	0 00:00:00	0 00:02:33	0 00:14:47	
NOTE	INTE: - Cate Time fields are in the format day hour minute sec. (the day field, if present represents a period of 24 hours)															

NOTE: - Late line fields are in the formati day nour:minute:sec (the day field, if present, represents a period of 24 ho

- All Talk Time averages are calculated using answered calls only

- Calls with a Release Type of Voice Mail Handled are answered calls where the final destination was not a person. e.g. calls answered by an Auto Attendant, calls sent to an Extensions Voicemail - Release Types are as follows; N=Normal Answered, V=Voice Mail Handled, Q=Abandored, C-R=Call Back Rescheduled, C-D=Call Back Deleted

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Total Call Activity Report (Callback Activity Template)

Report Heading	Definition
Start Time	Time the Call started
Queue Number	Number of the Queue
Extension Number	Extension receiving the Call
Media Type	Call, Email, Fax, Text Chat (TC) or Callback (VM)
Call Type	Call Types refer to the type of call made or received at an extension. IPFX reports on the following Call Types: Incoming, Outgoing, Queue, Callback.
Dialled Number Out	Number dialled from extension
Dialled Number In	Number dialled from outside line
Calling Line Identification (CLID)	Telephone number of the calling party
Caller Details	Database information for caller
Group Count	Sum of Calls for Group
Time in Queue/Offhook	Time the Call was in queue / Time the phone was offhook
Time Ringing at Extension	Time the Call spent ringing on the Extension
Time Talking	Time Spent talking on the Call
Time on Hold	Time the Call spent on Hold
Time in WrapUp	Time spent Wrapping Up the Call
Total Handle Time	Total time spent handling the Call
Release Type	N=Normal Answered, V=Voice Mail Handled, Q=Abandoned, C- R=Call Back Rescheduled, C-D=Call Back Deleted
Daily Total - Count	Count of the Calls on the Specified Day
Daily Total - Time in Queue/Offhook Avg	Sum of Time in Queue/Offhook Divided by Daily Total - Count
Daily Total - Time Ringing at Extension Avg	Sum of Time Ringing at Extension Divided by Daily Total - Count
Daily Total - Time Talking Avg	Sum of Time Talking Divided by Daily Total - Count
Grand Total - Count	Sum of Daily Total - Count for the Report
Grand Total - Time in Queue/Offhook Avg	Sum of Time in Queue/Offhook for all the Days in the Report Divided by Grand Total - Count
Grand Total - Time Ringing at Extension Avg	Sum of Time Ringing at Extension for all the Days in the Report Divided by Grand Total - Count
Grand Total - Time Talking Avg	Sum of Time Talking for all the Days in the Report Divided by Grand Total - Count

About the Total Call Activity Report (Callback Activity Template)

This report gives a detailed breakdown of Callback activity. Callback message numbers that were saved, deleted, rescheduled and returned or accepted are detailed. The report also shows the agent and how long the call queued for. Various grouping options are available.

CALLBACK: A caller in a Queue can be given the option of being called back by an Agent. The caller retains their place in the Queue, but finishes the call after leaving contact details.

To create the Total Call Activity Report (Callback Activity Template):

1. Select Call Activity > Total Call Activity.

IPFX Reports (Legacy) - Callback Activity Rep	ort [Call3.rpt]			- 0 🗙
Eile Report Options Help				
Agent Teams Calls Call Pullback Report Call Transfer Summary Call Transfer Summary Call Type by Extension Summary Callback Activity Report Cradle to Grave Detail Report Cradle to Grave Detail Report Cradle to Grave Detail Report Outgoing Calls Report Outgoing Calls Report Queue Call Type by Extension Report Queue Call Type by Extension Summary Total Call Activity DDI Reports Extensions Message Box Performance Queue Groups Queues Site Information Wildcard/Preferred Agent Wrapup Codes	Description List of Callbacks G Criteria Report <u>I</u> emplate Source Data <u>b</u> ase Report <u>Directory</u> : Report Titl <u>e</u> Peri <u>o</u> d Dates Times Item Type Queue Number Extension	From To From To	Day SYDV0IP01 - (Current) Z:\ Callback Activity Report Last Month 01/04/2007 08:00 17:30	
List of Callbacks Grouped by Day				/

- 2. Select Report Template > Callback Activity Report .
- 3. Enter the following report criteria as required:

Period	The span of days covered by the report (Today, Last Week etc.) Alternatively, specify the exact date range using the Date criterion.
Dates	The date range you wish to cover in the report.
Times	Select hours of the day that you wish to cover in the report.
Group By	Causes the report to display information grouped accorded to the selected criteria (for example by Date, by Extension, by Queue etc.) Each specific base report has a particular set of groupings available.

Queue Group	Narrows the scope of the report to a specific Queue Group.
Queue Number	Narrows the scope of the report to include only the selected Queue Number(s). Select the Queue Number(s) that you wish to include in the report from the drop-down menu or enter the Queue Number(s) with your keyboard. To specify multiple Queues, separate each number with a comma (.). Do not include spaces in the list.
Team	Narrow the scope of the report to the include only the selected Team.
Extension Number	Narrows the scope of the report to include only certain Extensions. Select the Extension that you wish to include in the report from the drop-down menu or enter the Extension number(s) with your keyboard. Wildcards can be used to select all extensions matching a pattern. To specify multiple Extensions, separate each number with a comma (,). Do not include spaces in the list.
ltem or Media Type	Narrow the scope of the report to include only the selected incoming queue media. Depending on the IPFX Modules you have purchased you may be able to include Calls, E- mails, Faxes, Text Chats and Callbacks in the report. Select from one of: CALL, EMAIL, FAX, TC, VM- CALLBACK.
Call Type	Narrows the scope of the report to include only calls of a specific type: Callback - callbacks Incoming inbound calls to extensions or DDIs only (not inbound to queues) Outgoing outbound calls from extensions or DDIs Queue inbound calls to a queue
	Narrows the scope of the report to include only

	calls that ended with the selected release type:
	being answered
Release Type	Callback-deleted callbacks that were deleted (only available with certain IPFX modules)
	Callback-rescheduled all Callbacks that were rescheduled (only available with certain IPFX modules).
	Normal calls that were answered normally.
	Voicemail Handled calls that were sent to and handled by voicemail.
Caller ID	Narrows the scope of the report to include only calls originating from a specific Caller ID (also called CLI, Calling Line Identifier).
	Narrows the scope of the report to include only calls associated with the selected DNIS.
DNIS, Dialled Number, Dialled Number In, Dialled Number Out, Number Dialled	Note: DNIS (Dialled Number Inbound Service) for <i>inbound</i> calls refers to the number dialled by a customer. For <i>outbound</i> calls, DNIS refers the phone number dialled out. Select whether the report shows inbound or outbound calls with the Call Type criterion.
	Determines whether the report will show call notes (entered by an extension after a call).
Show Notes	Yes include notes in the report
	No do not include notes in the report
	Ignore Show everything including Notes
	Determines whether the report will show WrapUp codes.
Show WrapUpCodes	Yes Show WrapUp Codes in the report
	No Do not show WrapUp Codes in the Report
	Ignore Show everything including WrapUp Codes
	Narrows the scope of the report to include or
Show Off Hook	exclude extensions that have gone off-hook, but
	Ves shows only extensions that went Off book



No does not show extensions that went Off hook **Ignore** shows all extension activity whether on or off hook.

Include Virtual Queues	Includes both standard and Virtual queues in the report.
	Changes the way that time is displayed in the report:
Format Time	Yes - Displays time in hh:mm:ss format.
	No - Displays time in seconds.
	Ignore - (Has the same effect as selecting Yes)

Total Call Activity Report (Queue Call Type by Extension Summary Template) (Sample)

Queue Call Type by Extension Summary



Report (Criteria:	Group By (3 maximum) Extension Number	= E = 2	xtensio 910,291	n 4,2919,2	2953,295	4,2957											
Туре	Queue / I	Extension	Incoming Call Count	Incoming Talk Time Total	Incoming Talk Time Minimum	Incoming Talk Time Maximum	Incoming Talk Time Average	Outgoing Call Count	Outgoing Talk Time Total	Outgoing Talk Time Minimum	Outgoing Talk Time Maximum	Outgoing Talk Time Average	Queue Call Count	Queue Talk Time Total	Queue Talk Time Minimum	Queue Talk Time Maximum	Queue Talk Time Average	
2910 Sally	/ Martin																	
Extn	2910 Sa	ally Martin	262	09:31:03	00:00:00	00:21:23	00:02:11	163	05:47:35	00:00:00	00:30:26	00:02:08	1	00:02:23	00:00:00	00:02:23	00:02:23	
Queue	2990 Cu	istomer Service Queue	0	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	2	00:00:06	00:00:00	00:00:06	00:00:03	
Extension	Average	8:	262	00:02:11	N/A	N/A	00:02:11	163	00:02:08	N/A	N/A	00:02:08	3	00:00:50	N/A	N/A	00:00:50	
Extension	Totals:		262	09:31:03	00:00:00	00:21:23	N/A	163	05:47:35	00:00:00	00:30:26	N/A	3	00:02:29	00:00:00	00:02:23	N/A	
2914 Mel	leen Cubii	ı																
Extn	2914 M	elleen Cubin	320	09:07:00	00:00:00	01:03:44	00:01:43	624	14:40:14	00:00:00	01:03:28	00:01:25	7	00:00:10	00:00:00	00:00:06	00:00:01	
Queue	2909 Co	insulting Queue	0	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	22	00:11:46	00:00:00	00:08:14	00:00:32	
Queue	2990 Cu	istomer Service Queue	0	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	2	00:01:44	00:00:07	00:01:37	00:00:52	
Queue	2900 Op	erator Queue	0	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	8	00:00:05	00:00:00	00:00:05	00:00:01	
Extension	Average	s:	320	00:01:43	N/A	N/A	00:01:43	624	00:01:25	N/A	N/A	00:01:25	39	00:00:21	N/A	N/A	00:00:21	
Extension	Totals:		320	09:07:00	00:00:00	01:03:44	N/A	624	14:40:14	00:00:00	01:03:28	N/A	39	00:13:45	00:00:00	00:08:14	N/A	
2919 Sam	uel Birkle	у																
Extn	2919 Sa	amuel Birkley	126	05:29:46	00:00:00	00:29:47	00:02:37	368	10:28:13	00:00:00	00:35:53	00:01:42	0	00:00:00	00:00:00	00:00:00	00:00:00	
Queue	2990 Cu	istomer Service Queue	0	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	5	00:02:13	00:00:06	00:00:56	00:00:27	
Queue	2900 Oj	perator Queue	0	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	1	00:00:00	00:00:00	00:00:00	00:00:00	
Extension	Average	8:	126	00:02:37	N/A	N/A	00:02:37	368	00:01:42	N/A	N/A	00:01:42	6	00:00:22	N/A	N/A	00:00:22	
Extension	Totals:		126	05:29:46	00:00:00	00:29:47	N/A	368	10:28:13	00:00:00	00:35:53	N/A	6	00:02:13	00:00:00	00:00:56	N/A	
2953 Mia	ola Jay																	
Extn	2953 Mi	aola Jay	223	10:07:13	00:00:00	01:05:41	00:02:43	385	15:17:13	00:00:00	01:16:58	00:02:23	0	00:00:00	00:00:00	00:00:00	00:00:00	
Queue	2990 Cu	istomer Service Queue	0	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	32	00:07:15	00:00:00	00:02:18	00:00:14	
Queue	2900 Oj	perator Queue	0	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	2	00:00:02	00:00:00	00:00:02	00:00:01	
Extension	Average	8:	223	00:02:43	N/A	N/A	00:02:43	385	00:02:23	N/A	N/A	00:02:23	34	00:00:13	N/A	N/A	00:00:13	
Extension	Totals:		223	10:07:13	00:00:00	01:05:41	N/A	385	15:17:13	00:00:00	01:16:58	N/A	34	00:07:17	00:00:00	00:02:18	N/A	
2954 Lyai	na Veto																	
Extn	2954 Ly	ana Veto	160	07:21:20	00:00:00	00:42:17	00:02:46	607	01:35:57	00:00:00	00:49:06	00:02:32	1	00:00:22	00:00:00	00:00:22	00:00:22	
Queue	2900 Oj	perator Queue	0	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	216	02:01:04	00:00:00	00:03:30	00:00:34	
Extension	Average	8:	160	00:02:46	N/A	N/A	00:02:46	607	00:02:32	N/A	N/A	00:02:32	217	00:00:34	N/A	N/A	00:00:34	
Extension	Totals:		160	07:21:20	00:00:00	00:42:17	N/A	607	01:35:57	00:00:00	00:49:06	N/A	217	02:01:26	00:00:00	00:03:30	N/A	
2957 Spa	re Phone																	
Extn	2957 Sp	are Phone	36	00:11:54	00:00:00	00:04:06	00:00:20	139	00:56:14	00:00:00	00:08:14	00:00:24	0	00:00:00	00:00:00	00:00:00	00:00:00	Ξ
Queue	2900 O	perator Queue	0	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	1	00:00:06	00:00:06	00:00:06	00:00:06	
Queue	2990 Cu	istomer Service Queue	0	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	6	00:04:37	00:00:16	00:02:17	00:00:46	
Extension	Average	8:	36	00:00:20	N/A	N/A	00:00:20	139	00:00:24	N/A	N/A	00:00:24	7	00:00:40	N/A	N/A	00:00:40	
Extension	Totals:		36	00:11:54	00:00:00	00:04:06	N/A	139	00:56:14	00:00:00	00:08:14	N/A	1	00:04:43	00:00:00	00:02:17	N/A	
AVEDACE	ç.		66	00-02-14	N/A	N/A	00-00-20	294	00-04-55	N/A	N/A	00-01-55	54	00-00-20	N/A	N/A	00.00.30	
TOTALS:			1,127	17:48:16	00:00:00	01:05:41	N/A	2,286	00:45:26	00:00:00	01:16:58	N/A	306	02:31:53	00:00:00	00:08:14	N/A	

NOTE: - Date Time fields are in the format day hour minute sec (the day field, if present, represents a period of 24 hours)

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Total Call Activity Report (Queue Call Type by Extension Summary Template)

Report Heading

Definition

Queue/Extn - Incoming Call Total Incoming Calls Answered on the particular Queue/Extn Count Total Time spent on Incoming Calls on the particular Queue/Extn Queue/Extn - Incoming Total Queue/Extn - Incoming Min Min Time spent on an Incoming Calls on the particular Queue/Extn **Queue/Extn - Incoming Max** Max Time spent on an Incoming Calls on the particular Queue/Extn Oueue/Extn - Incoming Total Divided by Oueue/Extn - Incoming Call Queue/Extn - Incoming Avg Count **Queue/Extn - Outgoing Call** Total Outgoing Calls Answered on the particular Queue/Extn Count **Queue/Extn - Outgoing Total** Total Time spent on Outgoing Calls on the particular Queue/Extn **Queue/Extn - Outgoing Min** Min Time spent on an Outgoing Calls on the particular Queue/Extn **Queue/Extn - Outgoing Max** Max Time spent on an Outgoing Calls on the particular Queue/Extn Queue/Extn - Outgoing Total Divided by Queue/Extn - Outgoing Call **Queue/Extn - Outgoing Avg** Count **Queue/Extn - Queue Call Count** Total Queue Calls Answered on the particular Queue/Extn Queue/Extn - Queue Total Total Time spent on Queue Calls on the particular Queue/Extn Queue/Extn - Queue Min Min Time spent on an Queue Calls on the particular Queue/Extn **Queue/Extn - Queue Max** Max Time spent on an Queue Calls on the particular Queue/Extn Queue/Extn - Queue Avg Queue/Extn - Queue Total Divided by Queue/Extn - Queue Call Coun **Extensions Totals - Incoming** Sum of Queue/Extn - Incoming Call Count for the particular Extensior **Call Count Extensions Totals - Incoming** Sum of Queue/Extn - Incoming Total for the particular Extension **Total Extensions Totals - Incoming** Min from Oueue/Extn - Incoming Min for the particular Extension Min **Extensions Totals - Incoming** Max from Queue/Extn - Incoming Max for the particular Extension Max Extensions Totals - Incoming Total Divided by Extensions Totals -**Extensions Totals - Incoming** Avg Incoming Call Count **Extensions Totals - Outgoing** Sum of Queue/Extn - Outgoing Call Count for the particular Extensior **Call Count Extensions Totals - Outgoing** Sum of Queue/Extn - Outgoing Total for the particular Extension Total **Extensions Totals - Outgoing** Min from Queue/Extn - Outgoing Min for the particular Extension

Min

Extensions Totals - Outgoing Max	Max from Queue/Extn - Outgoing Max for the particular Extension
Extensions Totals - Outgoing Avg	Extensions Totals - Outgoing Total Divided by Extensions Totals - Outgoing Call Count
Extensions Totals - Queue Call Count	Sum of Queue/Extn - Queue Call Count for the particular Extension
Extensions Totals - Queue Total	Sum of Queue/Extn - Queue Total for the particular Extension
Extensions Totals - Queue Min	Min from Queue/Extn - Queue Min for the particular Extension
Extensions Totals - Queue Max	Max from Queue/Extn - Queue Max for the particular Extension
Extensions Totals - Queue Avg	Extensions Totals - Queue Total Divided by Extensions Totals - Queue Call Count
Team Totals - Incoming Call Count	Sum of Extensions Totals - Incoming Call Count for the particular Team
Team Totals - Incoming Total	Sum of Extensions Totals - Incoming Total for the particular Team
Team Totals - Incoming Min	Min from Extensions Totals - Incoming Min for the particular Team
Team Totals - Incoming Max	Max from Extensions Totals - Incoming Max for the particular Team
Team Totals - Incoming Avg	Team Totals - Incoming Total Divided by Team Totals - Incoming Call Count
Team Totals - Outgoing Call Count	Sum of Extensions Totals - Outgoing Call Count for the particular Team
Team Totals - Outgoing Total	Sum of Extensions Totals - Outgoing Total for the particular Team
Team Totals - Outgoing Min	Min from Extensions Totals - Outgoing Min for the particular Team
Team Totals - Outgoing Max	Max from Extensions Totals - Outgoing Max for the particular Team
Team Totals - Outgoing Avg	Team Totals - Outgoing Total Divided by Team Totals - Outgoing Call Count
Team Totals - Queue Call Count	Sum of Extensions Totals - Queue Call Count for the particular Team
Team Totals - Queue Total	Sum of Extensions Totals - Queue Total for the particular Team
Team Totals - Queue Min	Min from Extensions Totals - Queue Min for the particular Team
Team Totals - Queue Max	Max from Extensions Totals - Queue Max for the particular Team
Team Totals - Queue Avg	Team Totals - Queue Total Divided by Team Totals - Queue Call Cour
Grand Total - Incoming Call Count	Sum of Team Totals - Incoming Call Count
Grand Total - Incoming Total	Sum of Team Totals - Incoming Total
Grand Total - Incoming Min	Min from Team Totals - Incoming Min
Grand Total - Incoming Max	Max from Team Totals - Incoming Max
Grand Total - Incoming Avg	Grand Total - Incoming Total Divided by Grand Total - Incoming Call Count

Grand Total - Outgoing Call Count	Sum of Team Totals - Outgoing Call Count
Grand Total - Outgoing Total	Sum of Team Totals - Outgoing Total
Grand Total - Outgoing Min	Min from Team Totals - Outgoing Min
Grand Total - Outgoing Max	Max from Team Totals - Outgoing Max
Grand Total - Outgoing Avg	Grand Total - Outgoing Total Divided by Grand Total - Outgoing Call Count
Grand Total - Queue Call Count	Sum of Team Totals - Queue Call Count
Grand Total - Queue Total	Sum of Team Totals - Queue Total
Grand Total - Queue Min	Min from Team Totals - Queue Min
Grand Total - Queue Max	Max from Team Totals - Queue Max
Grand Total - Queue Avg	Grand Total - Queue Total Divided by Grand Total - Queue Call Count

About the Total Call Activity (Queue Call Type by Extension Summary Template)

This report gives a detailed breakdown of the kind of calls the extension is handling. Outbound calls, Queue calls and Personal Queue calls are detailed in this report.

The report divides Queue call data into individual Queues. Data is displayed on multiple agents in multiple queues, showing details about how many calls were received and/or made, and minimum, average and maximum talk times.

To create the Total Call Activity Report (Queue Call Type by Extension Summary Template):

1. Select Call Activity > Total Call Activity:

<u>File Report Options Help</u>				
Agent Teams Calls Call Pullback Report Call Transfer Summary Call Type by Extension Summary Call Type by Extension Summary	C Description Queue Call Listing) by Extens	ion by Queue Grouped by Day	
Cradle to Grave Detail Report	Report <u>T</u> emplate			-
Incoming Lails Report Outgoing Calls Report	Source Data <u>b</u> ase		SYDV0IP01 - (Current)	-
Queue Call Type by Extension Report	Report Directory:		Z:\	
Total Call Activity	Report Titl <u>e</u>		Queue Call Type by Extension	n Report
DDI Reports	Period		Today	-
e Caristons	Dates	From	24/05/2007	
Performance Queue Groups		To	24/05/2007	
	Times	From	08:00	
		To	17:30	
🗄 🧰 Wrapup Codes	Item Type			
	Queue Number			
	Extension			

2. Select Report Template > Queue Call Type by Extension Report.

3. Enter the following report criteria as required:

Period	The span of days covered by the report (Today, Last Week etc.) Alternatively, specify the exact date range using the Date criterion.
Dates	The date range you wish to cover in the report.
Times	Select hours of the day that you wish to cover in the report.
Group By	Causes the report to display information grouped accorded to the selected criteria (for example by Date, by Extension, by Queue etc.) Each specific base report has a particular set of groupings available.
Queue Group	Narrows the scope of the report to a specific Queue Group.
	Narrows the scope of the report to include only the selected Queue Number(s). Select the Queue Number(s) that you wish to

Queue Number	include in the report from the drop-down menu or enter the Queue Number(s) with your keyboard. To specify multiple Queues, separate each number with a comma (,). Do not include spaces in the list.
Team	Narrow the scope of the report to the include only the selected Team.
Extension Number	Narrows the scope of the report to include only certain Extensions. Select the Extension that you wish to include in the report from the drop-down menu or enter the Extension number(s) with your keyboard. Wildcards can be used to select all extensions matching a pattern. To specify multiple Extensions, separate each number with a comma (,). Do not include spaces in the list.
Item or Media Type	Narrow the scope of the report to include only the selected incoming queue media. Depending on the IPFX Modules you have purchased you may be able to include Calls, E-mails, Faxes, Text Chats and Callbacks in the report. Select from one of: CALL, EMAIL, FAX, TC, VM-CALLBACK.
Call Type	Narrows the scope of the report to include only calls of a specific type: Callback - callbacks Incoming inbound calls to extensions or DDIs only (not inbound to queues) Outgoing outbound calls from extensions or DDIs Queue inbound calls to a queue
Release Type	Narrows the scope of the report to include only calls that ended with the selected release type: Abandoned calls that were abandoned before being answered Callback-deleted callbacks that were deleted (only available with certain IPFX modules) Callback-rescheduled all Callbacks that were rescheduled (only available with certain IPFX modules). Normal calls that were answered normally. Voicemail Handled calls that were sent to and handled by voicemail.
Caller ID	Narrows the scope of the report to include only calls originating from a specific Caller ID (also called CLI, Calling Line Identifier).
DNIS, Dialled Number, Dialled Number In, Dialled Number Out, Number Dialled	Narrows the scope of the report to include only calls associated with the selected DNIS. Note: DNIS (Dialled Number Inbound Service) for <i>inbound</i> calls refers to the number dialled by a customer. For <i>outbound</i> calls, DNIS refers the phone number dialled out. Select whether the report shows inbound or outbound calls with the Call Type criterion. Determines whether the report will show call notes (entered by an extension after a call).

Show Notes	Yes include notes in the report No do not include notes in the report Ignore Show everything including Notes
Show WrapUpCodes	Determines whether the report will show WrapUp codes. Yes Show WrapUp Codes in the report No Do not show WrapUp Codes in the Report Ignore Show everything including WrapUp Codes
Show Off Hook	Narrows the scope of the report to include or exclude extensions that have gone off-hook, but which have not made a call. NEC PABXs only. Yes shows only extensions that went Off hook No does not show extensions that went Off hook Ignore shows all extension activity whether on or off hook.
Include Virtual Queues	Includes both standard and Virtual queues in the report.
Format Time	Changes the way that time is displayed in the report: Yes - Displays time in hh:mm:ss format. No - Displays time in seconds. Ignore - (Has the same effect as selecting Yes)

Message Box Reports

This category comprises the following base reports with templates noted accordingly:

- Total Message Box Report
- Message Box Summary

Message Boxes are used to play messages to callers when calling into an organisation's Auto Attendant or between Music on Hold while waiting in a Queue.

These reports provide data on how often each message is played and what options callers select while in the Auto Attendant. This information can help streamline calls and monitor response levels. **Total Message Box Report (Sample)**

Total Message Box Report

Message Box Number



Report Criteria: Dates

Group By (3 maximum)

between 19/02/2007 and 19/02/2007 = Date,Message Box

= DayMenu,NiteMenu

Start Time	Message Box	Key Pressed	Action Taken	Action C Value	Count	End Time	Duration
Monday, 1	9 February 2007						
DAYMENU							
08:41:20	DAYMENU	1	StaffMenu			08:41:32	0 00:00:12
09:04:03	DAYMENU	1	StaffMenu			09:04:24	0 00:00:21
09:25:42	DAYMENU	6	Dial	2955		09:26:02	0 00:00:20
09:29:45	DAYMENU	6	Dial	2955		09:29:48	0 00:00:03
09:33:00	DAYMENU	5	MsgBox	2		09:33:17	0 00:00:17
09:33:58	DAYMENU	5	MsgBox	2		09:34:01	0 00:00:03
09:39:39	DAYMENU	1	StaffMenu			09:39:46	0 00:00:07
10:12:26	DAYMENU	4	MsgBox	1		10:12:34	0 00:00:08
10:36:10	DAYMENU	1	StaffMenu			10:36:21	0 00:00:11
10:46:34	DAYMENU	0	Operator			10:47:04	0 00:00:30
10:56:01	DAYMENU		Hangup			10:56:07	0 00:00:06
10:57:54	DAYMENU	2	Extn	2		10:58:00	0 00:00:06
11:52:44	DAYMENU	1	StaffMenu			11:52:54	0 00:00:10
11:53:47	DAYMENU		Hangup			11:54:09	0 00:00:22
12:37:07	DAYMENU	2	Extn	2		12:37:15	0 00:00:08
12:56:07	DAYMENU	2	Extn	2		12:56:10	0 00:00:03
13:21:35	DAYMENU	4	MsgBox	1		13:21:49	0 00:00:14
13:44:11	DAYMENU	1	StaffMenu			13:44:14	0 00:00:03
13:44:53	DAYMENU	1	StaffMenu			13:44:54	0 00:00:01
14:06:19	DAYMENU	4	MsgBox	1		14:06:22	0 00:00:03
14:44:15	DAYMENU	-	Operator			14:44:53	0 00:00:38
14:55:01	DAYMENU	1	StaffMenu			14:55:11	0 00:00:10
14:56:02	DAYMENU	6	Dial	2955		14:56:21	0 00:00:19
14:55:55	DAYMENU	0	Operator			14:56:23	0 00:00:28
14:58:09	DAYMENU	6	Dial	2955		14:58:13	0 00:00:04
15:31:31	DAYMENU		Hangup			15:31:33	0 00:00:02
16:51:08	DAYMENU	-	Operator			16:51:46	0 00:00:38
17:00:42	DAYMENU	2	Extn	2		17:00:48	0 00:00:06
Message	Box Averages:				28		0 00:05:53
Message	Box Totals:				28		0 00:05:53
NITEMENU							
09:12:37	NITEMENU	1	StaffMenu			09:12:48	0 00:00:11
Message	Box Averages:				1		0 00:00:11
Message	Box Totals:				1		0 00:00:11
Date Aver	ages:				15		0 00:03:02
Date Total	s:				29		0 00:06:04
AVERAGE	3:				29		0 00:03:02
TOTALS:					29		0 00:06:04

- DateTime fields are in the format day hour:minute:sec (the day field, if present, represents a period of 24 hours) NOTE:

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MsgBox1New.rpt - Version 4.3.3120 13/04/2007 02:05: p.m.

Total Message Box Report

Report Heading	Definition
Start Time	Time the Call started
Message Box	Message Box activated
Key Pressed	Keypad number/symbol input by caller
Action Taken	Action taken after user input
Action Value	ID assigned to the action type
Count	Number of occurrences for all Calls
End Time	Time the Call ended
Duration	Total Call duration

About the Total Message Box Report

This report gives a detailed breakdown of Message Box activity.

The report lists information on all calls that access the Auto Attendant\Message Box system, including the date and time, options callers selected and destinations they were delivered to. Data can be grouped in the report.

To create the Total Message Box Report

1. Select Message Box > Message Box report:

File Report Options Help								
Agent Performance Call Activity Message Box Message Box	Description Message Box inform	Description — Message Box information						
Message Box Summary	Criteria	Criteria						
Presence Information Agent Presence Report Presence Report Queue Performance Site Information	Report <u>T</u> emplate		Total Message Box Report (default).					
	Source Data <u>b</u> ase		(Current)					
	Report Directory:		ZN					
- Wildcard / Preferred Agents - 🧰 Wrapup Codes	Report Titl <u>e</u>		Total Message Box Report					
	Peri <u>o</u> d		Last Month	-				
	Dates	From	01/04/2007					
		To	30/04/2007					
	Times	From	08:00					
		To	17:30					
	Group By (3 maximum)		Date,Message Box					
	Message Box Number		1001					
	Format Time (hh:mm:ss)		🔿 Yes 🔿 No 🔎 Ignore					

2. Select the following report criteria as required:

Period	The span of days covered by the report (Today, Last Week etc.) Alternatively, specify the exact date range using the Date criterion.
Dates	The date range you wish to cover in the report.
Times	Select hours of the day that you wish to cover in the report.
Group By	Causes the report to display information grouped accorded to the selected criteria (for example by Date, by Extension, by Queue etc.) Each specific base report has a particular set of groupings available.
Message Box Number	Narrow the scope of the report to include only information about a specific Message Box (Audio

	Text). Enter the number of the Message Box.
	Changes the way that time is displayed in the report:
Format Time	Yes - Displays time in hh:mm:ss format.
	No - Displays time in seconds.
	Ignore - (Has the same effect as selecting Yes)

Message Box Summary (Sample)

Message Box Summary



Report Criteria:	Dates Group By (3 maximum) Messane Rox Number	between 19/02/2007 = Date,Message Box = NiteMenu.DavMenu	and 19/02/2007						
Message Box		Key Pressed	Action Taken	Action Value	Count	Duration Minimum	Duration Average	Duration Maximum	Duration Total
Monday, 19 Februa	ry 2007								
DAYMENU									
DAYMENU		0	Operator		2	00:00:28	00:00:29	00:00:30	00:00:58
DAYMENU		1	StaffMenu		8	00:00:01	00:00:09	00:00:21	00:01:15
DAYMENU		2	Extn	2	4	00:00:03	00:00:06	00:00:08	00:00:23
DAYMENU		4	MsgBox	1	3	00:00:03	00:00:08	00:00:14	00:00:25
DAYMENU		5	MsgBox	2	2	00:00:03	00:00:10	00:00:17	00:00:20
DAYMENU		6	Dial	2955	4	00:00:03	00:00:12	00:00:20	00:00:46
DAYMENU			Hangup		3	00:00:02	00:00:10	00:00:22	00:00:30
DAYMENU			Operator		2	00:00:38	00:00:38	00:00:38	00:01:16
Message Box Aver	ages:				28	N/A	0 00:00:13	N/A	0 00:00:13
Message Box Total	ls:				28	0 00:00:01	N/A	0 00:00:38	0 00:05:53
NITEMENU									
NITEMENU		1	StaffMenu		1	00:00:11	00:00:11	00:00:11	00:00:11
Message Box Aver	ages:				1	N/A	0 00:00:11	N/A	0 00:00:11
Message Box Total	is:				1	0 00:00:11	N/A	0 00:00:11	0 00:00:11
Date Averages:					3	N/A	0 00:00:13	N/A	0 00:00:13
Date Totals:					29	0 00:00:01	N/A	0 00:00:38	0 00:06:04
AVERAGES:					29	N/A	0 00:00:13	N/A	0 00:00:13
TOTALS:					29	0 00:00:01	N/A	0 00:00:38	0 00:06:04
NOTE: - Date Time field	lds are in the format - day hour:minute:se	ec (the day field, if present, represe	nts a period of 24 hours)						

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MsgBox2New.rpt - Version 4.3.3120 13/04/2007 02:09: p.m.

Message Box Summary

Report Heading	Definition
Start Time	Time the Call started
Message Box	Message Box activated
Key Pressed	Keypad number/symbol input by caller
Action Taken	Action taken after user input
Action Value	ID assigned to the action type
Count	Number of occurrences for all Calls
Duration Minimum	Shortest Call length
Duration Average	Average Call length
Duration Maximum	Longest Call length
Duration Total	Total Call duration

About the Message Box Summary

This report gives a detailed breakdown of Message Box activity. It provides a summary of customers' selections from Auto Attendants\Message Boxes. The data provided on these selections can be a valuable tool to reveal customers' needs and preferences, and how best to route calls within the company.

This report can be grouped in any of the available groupings.

To create the Message Box Summary report:

1. Select Message Box > Message Box Summary:

🖺 IPFX Reports (Legacy) - Message Box Summary	/ [MsgBox2.rpt]			
Eile Report Options Help				
Agent Teams Calls DDI Reports Extensions	 Description Summary of Messag 	e Box In	formation Grouped by Day	
Message Box Message Box Summary	Criteria			
Overall Message Box Action Summary	Report <u>T</u> emplate			-
Uverall Message Box Summary	Source Data <u>b</u> ase		AKLV0IP01 - (Current)	-
	Report <u>D</u> irectory:		Z:V	
	Report Titl <u>e</u>		Message Box Summary	
Site Information	Peri <u>o</u> d		Today	•
Wrapup Codes	Dates	From	24/05/2007	
		To	24/05/2007	
	Times	From	08:00	
		То	17:30	
	Message Box Number			
Summany of Measage Boy Information Grouped by Day				

2. Enter the following report criteria as required:

Period	The span of days covered by the report (Today, Last Week etc.) Alternatively, specify the exact date range using the
	Date criterion.
Dates	The date range you wish to cover in the report.
Times	Select hours of the day that you wish to cover in the report.
Group By	Causes the report to display information grouped accorded to the selected criteria (for example by Date, by Extension, by Queue etc.) Each specific base report has a particular set of groupings available.
Message Box Number	Narrow the scope of the report to include only information about a specific Message Box (Audio Text). Enter the number of the Message Box.
	Changes the way that time is displayed in the

	report:
Format Time	Yes - Displays time in hh:mm:ss format.
	No - Displays time in seconds.
	Ignore - (Has the same effect as selecting Yes)

Presence Information Reports

This category comprises the following base reports with templates noted accordingly:

- Agent Presence Information (base report)
 - Agent Presence Summary Template
- Presence Report (base report)
 - Daily Presence by Extension Summary

These reports provide data sorted by extension. The User's Presence information is detailed and summarized. Extension presence states are "Queue", "Office", "In A Meeting", "Do not Disturb", "Gone Out", "Gone For The Day", "Holiday", "Sick Leave" and "Break". The extension user can set their presence state via phone or PC.

The extension reports with Presence information help ensure that Presence states are being used correctly.

Agent Presence Information (Sample)

Agent Presence Information



Report Criteria:	Dates Presence (13 maxin Extension Number	num) = =	etween 26/0 Office,Que 2954,2953,	3/2007 and ue,Work Ti 2952	i 30/03/200 ime,Prime T	7 Time,In A M	leeting,On	A Break,Go	ne Out,Sic	k Leave,On	Holiday,Total	Duration
Extension	Office	Queue	Work Time	Prime Time	In A Meeting	On A Break	Gone Out	Sick Leave	On Holiday 1	fotal Duration		
2952 Simon Kingston 2953 Miaola Jay 2954 Lyana Veto	1 19:28:11 1 14:38:23 0 02:19:48	0 00:00:00 0 00:00:00 1 09:18:51	0 00:00:00 0 00:00:00 0 00:00:00	0 00:00:00 0 04:33:42 0 00:00:00	0 00:26:16 0 14:51:39 0 00:00:26	0 01:03:29 0 00:59:58 0 03:19:08	0 00:00:00 0 00:20:01 0 00:19:13	0 00:00:00 0 00:00:00 0 00:00:00	0 00:00:00 0 00:00:00 0 00:00:00	1 20:57:56 2 11:23:43 1 15:17:26		
AVERAGES: Grand Totals:	1 04:08:47 3 12:26:22	0 11:06:17 1 09:18:51	0 00:00:00 0 00:00:00	0 01:31:14 0 04:33:42	0 05:06:07 0 15:18:21	0 01:47:32 0 05:22:35	0 00:13:05 0 00:39:14	0 00:00:00 0 00:00:00	0 00:00:00 0 00:00:00	1 23:53:02 5 23:39:05		

NOTE: - Date Time fields are in the format day hourninute see (the day field, if present, represents a period of 24 hours) - Ensure that any Presence given in the Presence criteria field is not also given in the Other Presence criteria field or data will be duplicated

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Pres1New.rpt - Version 4.3.3120 12/04/2007 02:32: p.m.

Agent Presence Information

Report Heading	Definition
Extension	The extension and name associated with the extension
Office	Time spent in Office
Queue	Time spent in Queue
Work Time	Time spent in Work Time
PrimeTime	Time spent in PrimeTime
In a Meeting	Time spent in a Meeting
On a Break	Time spent on a Break
Gone Out	Time spent Out
Sick Leave	Time spent on Sick Leave
On Holiday	Time spent on Holiday
Total Duration	Total Time spent in all above Presence states

About the Agent Presence Report

This report gives a detailed breakdown of time spent in different Presence states for selected extensions. Totals are given for each extension and for each Presence state.

The report shows durations for the selected presence states (limit of 13) by agent. Break Codes may also be selected.

To create the Agent Presence Report:

1. Select Presence Information > Agent Presence Report.

IPFX Reports - Agent Presence Report [F	Pres1New.rpt]						
Eile Report Options Help							
🛃 🎒 🗳 🕂 🛨 😐 🕲							
Agent Performance Call Activity Message Box Presence Information	Description Presence Information						
Agent Presence Report	Criteria						
	Report <u>T</u> emplate		Agent Presence Information (default).	•			
Site Information Wildcard / Preferred Agents	Source Data <u>b</u> ase		(Current)	•			
🗄 🦳 Wrapup Codes	Report <u>D</u> irectory:		Z:\				
	Report Titl <u>e</u>		Agent Presence Information				
	Peri <u>o</u> d		Last Month	•			
	Dates	From	01/04/2007				
		To	30/04/2007				
	Times	From	08:00				
		To	17:30				
	Group By (3 maximum)		Extension				
	Presence (13 maximum)		Office,Queue,Work Time,Prime Time,In				
	Presence In Other		Office				
	Team						
	Extension Number		0				
	Format Time (hh:mm:ss)		€ Yes € No € Ignore				
) Presence Information							

2. Enter the following report criteria as required:

The span of days covered by the report (Today, Last Week etc.) Alternatively, specify the exact date range using the Date criterion.
The date range you wish to cover in the report.
Select hours of the day that you wish to cover in the report.
Causes the report to display information grouped accorded to the selected criteria (for example by Date, by Extension, by Queue etc.) Each specific base report has a particular set of groupings available.
Narrow the scope of the report to include only information about the specific, selected Presence state.
This allows you to select what Location\Presence states you which to make up the 'Other' column in this report.
Team

Extension
Format Time

Agent Presence Information Report (Agent Presence Summary Template) (Sample)

Agent Presence Summary



Report Criteria:	Dates Presence (13 maxim Extension Number	t 1um) = =	etween 26/0 Office,Que 2954,2953,	3/2007 and ue,Work Ti 2952	l 30/03/200 me,Prime T)7 Time,In A I	Meeting,On .	A Break,Gor	ne Out,Sic	k Leave,On	Holiday,Tota	Duration
Extension	Office	Queue	Work Time	Prime Time	In A Meeting	On A Break	Gone Out	Sick Leave	On Holiday T	otal Duration		
2952 Simon Kingston 2953 Miaola Jay 2954 Lyana Veto	1 19:28:11 1 14:38:23 0 02:19:48	0 00:00:00 0 00:00:00 1 09:18:51	0 00:00:00 0 00:00:00 0 00:00:00	0 00:00:00 0 04:33:42 0 00:00:00	0 00:26:16 0 14:51:39 0 00:00:26	0 01:03:29 0 00:59:58 0 03:19:08	0 00:00:00 0 00:20:01 0 00:19:13	0 00:00:00 0 00:00:00 0 00:00:00	0 00:00:00 0 00:00:00 0 00:00:00	1 20:57:56 2 11:23:43 1 15:17:26		
AVERAGES: Grand Totals:	1 04:08:47 3 12:26:22	0 11:06:17 1 09:18:51	0 00:00:00 0 00:00:00	0 01:31:14 0 04:33:42	0 05:06:07 0 15:18:21	0 01:47:32 0 05:22:35	0 00:13:05 0 00:39:14	0 00:00:00 0 00:00:00	0 00:00:00 0 00:00:00	1 23:53:02 5 23:39:05		

NOTE: - Cate Time fields are in the format day hourminute use (the day field, if present, represents a period of 24 hours) - Ensure that any Presence given in the Presence criteria field is not also given in the Other Presence criteria field or data will be duplicated

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Agent Presence Report (Agent Presence Summary Template)

Report Heading	Definition
Extension	The extension and name associated with the extension
Office	Time spent in Office
Queue	Time spent in Queue
Work Time	Time spent in Work Time
PrimeTime	Time spent in PrimeTime
In a Meeting	Time spent in a Meeting
On a Break	Time spent on a Break
Gone Out	Time spent Out
Sick Leave	Time spent on Sick Leave
On Holiday	Time spent on Holiday
Total Duration	Total Time spent in all above Presence states

About the Agent Presence Summary Report

This report gives a detailed breakdown of time spent in different Presence states for all selected extensions. Totals are given for each Presence state.

To create the Agent Presence Report (Agent Presence Summary Template):

1. Select Presence Information > Agent Presence Report:

File Depart Options Help	[Pres inew.rpt]				
Agent Performance Call Activity Message Box	Description Presence Information	n			
Agent Presence Report	Criteria				
± 👜 Queue Performance	Report <u>T</u> emplate		Agent Presence Summary (default).		
	Source Data <u>b</u> ase		(Current)	•	
🗄 🧰 Wrapup Codes	Report Directory:		Z:\		
	Report Title		Agent Presence Summary		
	Period		Last Month	•	
	Dates	From	01/04/2007		
		To	30/04/2007		
	Times	From	08:00		
		To	17:30		
	Group By (3 maximum)		Extension		
	Presence (13 maximum)		Office,Queue,Work Time,Prime Time,In		
	Presence In Other		Office		
	Team				
	Extension Number		0		
	Format Time (hh:mm:ss)		C Yes C No 🖲 Ignore		
	J				

2. Select **Report Template > Agent Presence Summary**.

3. Enter the following report criteria as required:

Period	The span of days covered by the report (Today, Last Week etc.) Alternatively, specify the exact date range using the Date criterion.
Dates	The date range you wish to cover in the report.
Times	Select hours of the day that you wish to cover in the report.
Group By	Causes the report to display information grouped accorded to the selected criteria (for example by Date, by Extension, by Queue etc.) Each specific base report has a particular set of groupings available.
Presence	Narrow the scope of the report to include only information about the specific, selected Presence state.
	This allows you to select what Location\Presence states you

Presence in Other	which to make up the 'Other' column in this report.
Team	Narrow the scope of the report to the include only the selected Team.
Extension Number	Narrows the scope of the report to include only certain Extensions. Select the Extension that you wish to include in the report from the drop-down menu or enter the Extension number(s) with your keyboard. Wildcards can be used to select all extensions matching a pattern.
	To specify multiple Extensions, separate each number with a comma (,). Do not include spaces in the list.
Format Time	Changes the way that time is displayed in the report:
	Yes - Displays time in hh:mm:ss format.
	No - Displays time in seconds.
	Ignore - (Has the same effect as selecting Yes)

Presence by Extension Report (Sample)

Presence by Extension Report



Report Criteria:	Dates Group By (3 maximum) Extension Number	betwe = Ext = 291	een 11/04/2007 and eension,Date 13,2954	11/04/2007	
Presence		Start Time	End Time	Duration	
2913 Wylie Smythe					
Wednesday, 11 April 3	2007				
Away On Business	11/04/2007	07:21:56	11/04/2007 08:30:00	0 01:08:04	
Away On Business	11/04/2007	08:30:00	11/04/2007 09:04:18	0 00:34:18	
Gone Out	11/04/2007	11:59:20	11/04/2007 11:59:21	0 00:00:01	
Gone Out	11/04/2007	11:59:21	11/04/2007 14:30:01	0 02:30:40	
Gone Out	11/04/2007	14:30:01	11/04/2007 14:30:03	0 00:00:02	
Gone Out	11/04/2007	15:00:02	11/04/2007 16:00:01	0 00:59:59	
Gone Out	11/04/2007	16:00:01	12/04/2007 00:00:00	0 07:59:59	
In A Meeting	11/04/2007	11:30:01	11/04/2007 11:47:11	0 00:17:10	
In A Meeting	11/04/2007	11:47:20	11/04/2007 11:47:27	0 00:00:07	
In A Meeting	11/04/2007	11:47:34	11/04/2007 11:47:35	0 00:00:01	
In A Meeting	11/04/2007	11:47:35	11/04/2007 11:59:20	0 00:11:45	
Office	11/04/2007	09:04:18	11/04/2007 11:30:01	0 02:25:43	
Office	11/04/2007	11:47:11	11/04/2007 11:47:20	0 00:00:09	
Office	11/04/2007	11:47:27	11/04/2007 11:47:34	0.00:00:07	
Office	11/04/2007	14:30:03	11/04/2007 15:00:02	0.00:29:59	
Date Averages:				0 01:06:32	
Date Totals:				0 16:38:04	
Extension Averages:				0 01:06:32	
Extension Totals:				0 16:38:04	
2954 Lyana Veto					
Wednesday, 11 April 3	2007				
Gone For Day	11/04/2007	16:47:57	11/04/2007 17:00:01	0.00.12.04	
Gone For Day	11/04/2007	17:00:01	12/04/2007 00:00:00	0 06:59:59	
Gone Out	11/04/2007	09:51:34	11/04/2007 09:51:36	0 00:00:02	
Gone Out	11/04/2007	09:51:36	11/04/2007 10:06:41	0 00:15:05	
Gone Out	11/04/2007	13:13:01	11/04/2007 13:13:02	0 00:00:01	
Gone Out	11/04/2007	13:13:02	11/04/2007 13:30:01	0 00:16:59	
Office	11/04/2007	07:59:59	11/04/2007 08:11:19	0.00:11:20	
Office	11/04/2007	13:30:01	11/04/2007 13:32:48	0 00:02:47	
On A Break	11/04/2007	12:09:27	11/04/2007 12:09:28	0 00:00:01	
On A Break	11/04/2007	12:09:28	11/04/2007 13:10:37	0 01:01:09	
On Holiday	11/04/2007	07:21:56	11/04/2007 07:59:59	0 00:38:03	
Queue	11/04/2007	08:11:19	11/04/2007 09:51:34	0 01:40:15	
Queue	11/04/2007	10:06:41	11/04/2007 12:09:27	0 02:02:46	
Queue	11/04/2007	13:10:37	11/04/2007 13:13:01	0 00:02:24	
Queue	11/04/2007	13:32:48	11/04/2007 16:47:57	0 03:15:09	
Date Averages:				0 01:06:32	
Date Totals:				0 16:38:04	
Extension Averages:				0 01:06:32	
Extension Totals:				0 16:38:04	
AVEDACES				0 02-40-27	
AVERAGES:				0 03:19:37	
TOTALS:				1 03:10:02	

NOTE: - Date Time fields are in the format day hour minute sec (the day field, if present, represents a period of 24 hours)

Extn2New.rpt - Version 4.3.3120 13/04/2007 02:26: p.m.

Presence by Extension Report

Report Heading	Definition
Presence	Presence state examined
Start Time	Time the Presence began for the Extension
End Date/Time	Time the Presence ended for the Extension
Duration	Start Time minus End Date/Time
Extension Total - Duration	Sum of Duration for the Extension

About the Presence by Extension Report

This report gives a detailed breakdown of Presence settings for an extension. Data is shown for office hours kept, durations for Presence settings, and timecodes for Presence state changes.

The report can be grouped by extension or by date then extension. The **View Summary** option allows an overview to more easily evaluate an agent's performance.

To create the Presence by Extension Report:

1. Select Presence Information > Presence Report:

IPFX Reports (Legacy) - Presence by Extension	n Report [Extn1.rp	t]	-			
Eile Report Options Help						
Agent Teams Calls DDI Reports Extensions	Description Change of Presence Report Grouped by Extension					
Daily Presence by Extension Report Presence by Extension Report	Criteria					
Presence by Extension Summary	Report <u>T</u> emplate]	-		
Clean Contraction Contraction	Source Data <u>b</u> ase		(Current)	•		
End Message Box End Formance	Report <u>D</u> irectory:		Z:\			
Queue Groups	Report Titl <u>e</u>		Presence by Extension Report			
Queues Site Information	Period		Last Wednesday	-		
🗊 🧰 Wildcard/Preferred Agent	Dates	From	23/05/2007			
		To	23/05/2007			
	Times	From	08:00			
		То	17:30			
	Extension					
	Presence					
Change of Presence Report Grouped by Extension						

2. Enter the following report criteria as required:

Period	The span of days covered by the report (Today, Last Week etc.) Alternatively, specify the exact date range using the Date criterion.
Dates	The date range you wish to cover in the report.
Times	Select hours of the day that you wish to cover in the report.
Group By	Causes the report to display information grouped accorded to the selected criteria (for example by Date, by Extension, by Queue etc.) Each specific base report has a particular set of groupings available.
Presence	Narrow the scope of the report to include only information about the specific, selected Presence state.
	Narrows the scope of the report to include only

Extension Number	certain Extensions. Select the Extension that you wish to include in the report from the drop-down menu or enter the Extension number(s) with your keyboard. Wildcards can be used to select all extensions matching a pattern. To specify multiple Extensions, separate each number with a comma (.). Do not include spaces in
	the list.
View Summary	 Determines the level of detail present in the report. Yes Provides the report as a summary. Rows containing identical information are combined into a single line, with a Count column to show how many individual pieces of data each line represents. No - Displays each piece of data on a separate line. Ignore (Has the same effect as selecting No).
Format Time	Changes the way that time is displayed in the report: Yes - Displays time in hh:mm:ss format. No - Displays time in seconds. Ignore - (Has the same effect as selecting Yes)

Presence Report (Daily Presence by Extension Template) (Sample)

Daily Presence by Extension Report



Report Criteria:	Dates Group By (3 maximum) Extension Number View Summary	between 11/04/2007 and 11/04/2007 = Extension,Date = 2913,2954 = Yes
Presence		Duration
2913 Wylie Smythe		
Wednesday, 11 April	2007	
Away On Business Gone Out In A Meeting Office Date Averages: Date Totals:		0 01:42:22 0 11:30:41 0 00:29:03 0 02:55:58 0 01:06:32 0 16:38:04
Extension Averages	:	0 01:06:32
Extension Totals:		0 16:38:04
2954 Lyana Veto		
Wednesday, 11 April	2007	
Gone For Day Gone Out Office On A Break On Holiday Queue		0 07:12:03 0 00:32:07 0 00:14:07 0 01:01:10 0 00:38:03 0 07:00:34
Date Averages:		0 01:06:32
Date Totals:		0 16:38:04
Extension Averages Extension Totals:	:	0 01:06:32 0 16:38:04
AVERAGES:		0 03:19:37
TOTALS:		1 09:16:08
0.000		

NOTE: - Date Time fields are in the format day hour minute sec (the day field, if present, represents a period of 24 hours)

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Presence Report (Daily Presence by Extension Template)

Report Heading	Definition
Presence	Presence state examined
Duration	Total Time in Presence state

About the Presence Report (Daily Presence by Extension Template)

This report gives a detailed breakdown of Presence settings for an extension, summarized by day. Data is shown for office hours kept and durations for Presence settings.

To create the Presence Report (Daily Presence by Extension Template):

1. Select Presence Information > Presence Report:

File Report Options Help												
Agent Teams Galls DDI Reports Fytensions	Description Daily Totals of Time Spent in a Presence Grouped by Extension											
Daily Presence by Extension Report Presence by Extension Report Presence by Extension Summary	Criteria Report Template	Criteria Benort Template										
Presence Summary	Source Data <u>b</u> ase		(Current)	-								
Message Box Performance One Course	Report <u>D</u> irectory: Beport Title		Z:\ Dailu Presence bu Exter									
- Queue Groups - Dueues - Dueues	Period		Last Week									
Wildcard/Preferred Agent	Dates	From	14/05/2007									
Wrapup Codes		To	20/05/2007									
	Times	From	08:00									
		То	17:30									
	Extension		2560									

2. Select Report Template > Daily Presence by Extension Report.

3. Enter the following report criteria as required:

Period	The span of days covered by the report (Today, Last Week etc.) Alternatively, specify the exact date range using the Date criterion.						
Dates	The date range you wish to cover in the report.						
Times	Select hours of the day that you wish to cover in the report.						
Group By	Causes the report to display information grouped accorded to the selected criteria (for example by Date, by Extension, by Queue etc.) Each specific base report has a particular set of groupings available.						
Presence	Narrow the scope of the report to include only information about the specific, selected Presence state.						
Extension Number	Narrows the scope of the report to include only certain Extensions. Select the Extension that you wish to include in the report from the drop-down menu or enter the Extension number(s) with your keyboard. Wildcards can be used to select all extensions matching a pattern. To specify multiple Extensions, separate each number with a comma (,). Do not include spaces in the list.						
View Summary	 Determines the level of detail present in the report. Yes Provides the report as a summary. Rows containing identical information are combined into a single line, with a Count column to show how many individual pieces of data each line represents. No - Displays each piece of data on a separate line. Ignore (Has the same effect as selecting No). Changes the way that time is displayed in the 						

To we of Times	report:
Format Time	Yes - Displays time in hh:mm:ss format.
	No - Displays time in seconds.
	Ignore - (Has the same effect as selecting Yes)

Queue Performance Reports

This category comprises the following base reports with templates noted accordingly:

- Queue Call Type by Extension (base report)
 - Queue Call Type by Extension Summary
 - Queue Call Type by Extension Report
- Queue Interval Report (base report)
 - Queue Interval Summary
 - Queue Summary 20 second intervals
- Queue Productivity Report (base report)
 - Queue Productivity Report
 - Queue Productivity Summary
 - Queue Productivity by Day
 - Queue Summary by Hour
- Queue Summary (base report)
 - Queue Summary
 - Overall Queue Summary
 - Queue Summary 15 minute periods
 - Queue Summary 30 minute periods
- Top 10 Report

These reports provide data on how effectively calls in the individual Queues are handled. The data reports time before calls are answered and lost calls.

Queue by Extension Report (Sample)

Queue by Extension Report



Report C	riteria:	Dates Group By (3 maximum) Extension Number	bet = 0 = 2	ween 12) ate,Ext 1954	/03/200; ension	7 and 13	/03/2007											
Туре	Queue / E	Extension	Incoming Call Count	Incoming Talk Time Total	Incoming Talk Time Minimum	Incoming Talk Time Maximum	Incoming Talk Time Average	Outgoing Call Count	Outgoing Talk Time Total	Outgoing Talk Time Minimum	Outgoing Talk Time Maximum	Outgoing Talk Time Average	Queue Call Count	Queue Talk Time Total	Queue Talk Time Minimum	Queue Talk Time Maximum	Queue Talk Time Average	
Monday, 12	2 March 2	007																
2954 Lyan	a Veto																	
Extn Queue	2954 Ly 2900 Op	ana Veto perator Queue	1 0	00:00:32 00:00:00	00:00:00 00:00:00	00:00:32 00:00:00	00:00:32 00:00:00	20 0	00:07:42 00:00:00	00:00:00 00:00:00	00:04:34 00:00:00	00:00:23 00:00:00	1 5	00:00:22 00:03:40	00:00:00 00:00:10	00:00:22 00:01:54	00:00:22 00:00:44	
Extension	Average	s:	1	00:00:32	N/A	N/A	00:00:32	20	00:00:23	N/A	N/A	00:00:23	6	00:00:40	N/A	N/A	00:00:40	
Extension Totals:			1	00:00:32	00:00:00	00:00:32	N/A	1	00:07:42	00:00:00	00:04:34	N/A	6	00:04:02	00:00:00	00:01:54	N/A	
Date Avera	Date Averages:		1	00:00:32	N/A	N/A	00:00:32	20	00:00:23	N/A	N/A	00:00:23	6	00:00:40	N/A	N/A	00:00:40	
Date Totals	s:		1	00:00:32	00:00:00	00:00:32	N/A	20	00:07:42	00:00:00	00:04:34	N/A	6	00:04:02	00:00:00	00:01:54	N/A	
Tuesday, 1	13 March	2007																
2954 Lyan	a Veto																	
Extn Queue	2954 Ly 2900 Op	ana Veto perator Queue	1 0	00:01:52 00:00:00	00:00:00 00:00:00	00:01:52 00:00:00	00:01:52 00:00:00	11 0	01:12:18 00:00:00	00:00:00 00:00:00	00:37:12 00:00:00	00:06:34 00:00:00	0 4	00:00:00 00:01:30	00:00:00 00:00:00	00:00:00 00:00:48	00:00:00 00:00:23	
Extension	Average	8:	1	00:01:52	N/A	N/A	00:01:52	11	00:06:34	N/A	N/A	00:06:34	4	00:00:23	N/A	N/A	00:00:23	
Extension	Totals:		1	00:01:52	00:00:00	00:01:52	N/A	1	01:12:18	00:00:00	00:37:12	N/A	4	00:01:30	00:00:00	00:00:48	N/A	
Date Averages:		1	00:01:52 00:01:52	N/A 00:00:00	N/A 00:01:52	00:01:52 N/A	11	00:06:34 01:12:18	N/A 00:00:00	N/A	00:06:34 N/A	4	00:00:23	N/A 00:00:00	N/A 00:00:48	00:00:23 N/A		
Pare l'otan																		
AVERAGES Totals:	:		1 2	00:01:12 00:02:24	N/A 00:00:00	N/A 00:01:52	00:01:52 N/A	16 31	00:02:35 01:20:00	N/A 00:00:00	N/A 00:37:12	00:02:35 N/A	5 10	00:00:33 00:05:32	N/A 00:00:00	N/A 00:01:54	00:00:33 N/A	

NOTE: - Cate Time fields are in the format day hour minute :sec (the day field, if present, represents a period of 24 hours)

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Queue by Extension Report

Report Heading

Definition

Queue/Extn - Incoming Call Count	Total Incoming Calls Answered on the particular Queue/Extn
Queue/Extn - Incoming Total	Total Time spent on Incoming Calls on the particular Queue/Extn
Queue/Extn - Incoming Min	Min Time spent on an Incoming Calls on the particular Queue/Extn
Queue/Extn - Incoming Max	Max Time spent on an Incoming Calls on the particular Queue/Extn
Queue/Extn - Incoming Avg	Queue/Extn - Incoming Total Divided by Queue/Extn - Incoming Call Count
Queue/Extn - Outgoing Call Count	Total Outgoing Calls Answered on the particular Queue/Extn
Queue/Extn - Outgoing Total	Total Time spent on Outgoing Calls on the particular Queue/Extn
Queue/Extn - Outgoing Min	Min Time spent on an Outgoing Calls on the particular Queue/Extn
Queue/Extn - Outgoing Max	Max Time spent on an Outgoing Calls on the particular Queue/Extn
Queue/Extn - Outgoing Avg	Queue/Extn - Outgoing Total Divided by Queue/Extn - Outgoing Call Count
Queue/Extn - Queue Call Count	Total Queue Calls Answered on the particular Queue/Extn
Queue/Extn - Queue Total	Total Time spent on Queue Calls on the particular Queue/Extn
Queue/Extn - Queue Min	Min Time spent on an Queue Calls on the particular Queue/Extn
Queue/Extn - Queue Max	Max Time spent on an Queue Calls on the particular Queue/Extn
Queue/Extn - Queue Avg	Queue/Extn - Queue Total Divided by Queue/Extn - Queue Call Coun
Extensions Totals - Incoming Call Count	Sum of Queue/Extn - Incoming Call Count for the particular Extensior
Extensions Totals - Incoming Total	Sum of Queue/Extn - Incoming Total for the particular Extension
Extensions Totals - Incoming Min	Min from Queue/Extn - Incoming Min for the particular Extension
Extensions Totals - Incoming Max	Max from Queue/Extn - Incoming Max for the particular Extension
Extensions Totals - Incoming Avg	Extensions Totals - Incoming Total Divided by Extensions Totals - Incoming Call Count
Extensions Totals - Outgoing Call Count	Sum of Queue/Extn - Outgoing Call Count for the particular Extensior
Extensions Totals - Outgoing Total	Sum of Queue/Extn - Outgoing Total for the particular Extension
Extensions Totals - Outgoing Min	Min from Queue/Extn - Outgoing Min for the particular Extension

Max	Max from Queue/Extn - Outgoing Max for the particular Extension
Extensions Totals - Outgoing Avg	Extensions Totals - Outgoing Total Divided by Extensions Totals - Outgoing Call Count
Extensions Totals - Queue Call Count	Sum of Queue/Extn - Queue Call Count for the particular Extension
Extensions Totals - Queue Total	Sum of Queue/Extn - Queue Total for the particular Extension
Extensions Totals - Queue Min	Min from Queue/Extn - Queue Min for the particular Extension
Extensions Totals - Queue Max	Max from Queue/Extn - Queue Max for the particular Extension
Extensions Totals - Queue Avg	Extensions Totals - Queue Total Divided by Extensions Totals - Queue Call Count
Team Totals - Incoming Call Count	Sum of Extensions Totals - Incoming Call Count for the particular Team
Team Totals - Incoming Total	Sum of Extensions Totals - Incoming Total for the particular Team
Team Totals - Incoming Min	Min from Extensions Totals - Incoming Min for the particular Team
Team Totals - Incoming Max	Max from Extensions Totals - Incoming Max for the particular Team
Team Totals - Incoming Avg	Team Totals - Incoming Total Divided by Team Totals - Incoming Call Count
Team Totals - Outgoing Call Count	Sum of Extensions Totals - Outgoing Call Count for the particular Team
Team Totals - Outgoing Total	Sum of Extensions Totals - Outgoing Total for the particular Team
Team Totals - Outgoing Min	Min from Extensions Totals - Outgoing Min for the particular Team
Team Totals - Outgoing Max	Max from Extensions Totals - Outgoing Max for the particular Team
Team Totals - Outgoing Avg	Team Totals - Outgoing Total Divided by Team Totals - Outgoing Call Count
Team Totals - Queue Call Count	Sum of Extensions Totals - Queue Call Count for the particular Team
Team Totals - Queue Total	Sum of Extensions Totals - Queue Total for the particular Team
Team Totals - Queue Min	Min from Extensions Totals - Queue Min for the particular Team
Team Totals - Queue Max	Max from Extensions Totals - Queue Max for the particular Team
Team Totals - Queue Avg	Team Totals - Queue Total Divided by Team Totals - Queue Call Cour
Grand Total - Incoming Call Count	Sum of Team Totals - Incoming Call Count
Grand Total - Incoming Total	Sum of Team Totals - Incoming Total
Grand Total - Incoming Min	Min from Team Totals - Incoming Min
Grand Total - Incoming Max	Max from Team Totals - Incoming Max
Grand Total - Incoming Avg	Grand Total - Incoming Total Divided by Grand Total - Incoming Call Count
Grand Total - Outgoing Call Count	Sum of Team Totals - Outgoing Call Count

Grand Total - Outgoing Total	Sum of Team Totals - Outgoing Total
Grand Total - Outgoing Min	Min from Team Totals - Outgoing Min
Grand Total - Outgoing Max	Max from Team Totals - Outgoing Max
Grand Total - Outgoing Avg	Grand Total - Outgoing Total Divided by Grand Total - Outgoing Call Count
Grand Total - Queue Call Count	Sum of Team Totals - Queue Call Count
Grand Total - Queue Total	Sum of Team Totals - Queue Total
Grand Total - Queue Min	Min from Team Totals - Queue Min
Grand Total - Queue Max	Max from Team Totals - Queue Max
Grand Total - Queue Avg	Grand Total - Queue Total Divided by Grand Total - Queue Call Count

About the Queue Call Type by Extension Report

This report gives a detailed breakdown of each agent's daily calls from each queue.

This report can reveal whether it is effective to have an agent who logs on to a queue during busy periods, or if a full-time agent is a more efficient solution.

To create the Queue Call Type by Extension Report:

1. Select Queue Performance > Queue Call Type by Extension Report:

IPFX Reports (Legacy) - Queue by Extension R	eport [Extn3.rpt]										
File Report Options Help											
Agent Teams Calls DDI Reports Fxtensions	Description Queue Information for an Extension Grouped by Day										
Daily Presence by Extension Report Presence by Extension Report	Criteria										
Presence by Extension Summary	Report <u>T</u> emplate			-							
Presence Summary Queue by Extension Report	Source Data <u>b</u> ase		AKLV0IP01 - (Current)								
Message Box	Report Directory:		Z:\								
	Report Titl <u>e</u>		Queue by Extension Report								
Queues Site Information	Peri <u>o</u> d		Last Week	•							
🗊 🧰 Wildcard/Preferred Agent	Dates	From	14/05/2007								
		To	20/05/2007								
	Times	From	08:00								
		То	17:30								
	Item Type										
	Queue Number										
	Extension										
Queue Information for an Extension Grouped by Day											

2. Enter the following report criteria as required:

Period	The span of days covered by the report (Today, Last Week etc.) Alternatively, specify the exact date range using the Date criterion.
Dates	The date range you wish to cover in the report.
Times	Select hours of the day that you wish to cover in the report.
Group By	Causes the report to display information grouped accorded to the selected criteria (for example by Date, by Extension, by Queue etc.) Each specific base report has a particular set of groupings available.
Queue Group	Narrows the scope of the report to a specific Queue Group.
	Narrows the scope of the report to include only the selected Queue Number(s). Select the Queue

Queue Number	Number(s) that you wish to include in the report from the drop-down menu or enter the Queue Number(s) with your keyboard. To specify multiple Queues, separate each number with a comma (,). Do not include spaces in the list.
Team	Narrow the scope of the report to the include only the selected Team.
Extension Number	Narrows the scope of the report to include only certain Extensions. Select the Extension that you wish to include in the report from the drop-down menu or enter the Extension number(s) with your keyboard. Wildcards can be used to select all extensions matching a pattern. To specify multiple Extensions, separate each number with a comma (,). Do not include spaces in the list.
ltem or Media Type	Narrow the scope of the report to include only the selected incoming queue media. Depending on the IPFX Modules you have purchased you may be able to include Calls, E- mails, Faxes, Text Chats and Callbacks in the report. Select from one of: CALL, EMAIL, FAX, TC, VM- CALLBACK.
Format Time	Changes the way that time is displayed in the report: Yes - Displays time in hh:mm:ss format. No - Displays time in seconds. Ignore - (Has the same effect as selecting Yes)

Queue Interval Report (Sample)

Queue Interval Report



Report Criteria:	iber		= 2900,2909,2990																	
Queue	Tota	l Avg.	Total	Ans.	Ans.	Ans.	Ans.	Ans.	Ans.	A	ns. Tota	al Abn	Abn.	Abnd.	Abnd.	Abnd.	Abnd.	Abnd.	Grade	Service
	Calls	s Agents	Calls	Call	Time In	0 to 30	31 to 60	61 to 120	121 to 300	30	1 + Call	s dCal	Time In	0 to 30	31 to 60	61 to 120	121 to 300	301 +	Of	Level
		Logged In	Ans.	%	Queue Max.	Seconds	Seconds	Seconds	Seconds	Secor	nds Abrid	i. I %.	Queue Max.	Seconds	Seconds	Seconds	Seconds	Seconds	Service %	%
2900 Operator Queue	93	3 1	69	74%	00:05:47	64 93%	0 0%	3 4%	1 1%	1	1% 2	4 26%	00:02:44	2 8%	5 21%	5 21%	2 8%	0 0%	66%	88%
2909 Consulting Queue	10) ()	6	60%	00:00:01	6 100%	0 0%	0 0%	0 0%	D	0%	4 40%	00:00:11	0 0%	0 0%	0 0%	0 0%	0 0%	58%	100 %
2990 Customer Service	83	3 1	48	58%	00:00:49	47 98%	1 2%	0 0%	0 0%	D	0% 3	5 42%	00:01:44	2 6%	1 3%	3 9%	0 0%	0 0%	57%	94%
AVERAGES:	62	2 1	41	66%	N/A	39 95%	0 1%-	1 2%	0 1%	0	1% 2	1 34%	N/A	1 13%	2 10%	3 13%	1 3%	0 0%	61%	91%
TOTALS:	186	S N/A	123	N/A	00:05:47	117 N/A	1 N/A	3 N/A	1 N/A	1	N/A 6	3 N/A	00:02:44	4 N/A	6 N/A	8 N/A	2 N/A	0 N/A	N/A	N/A

NOTE: - Date Time fields are in the format day hour minute sec (the day field, if present, represents a period of 24 hours)

- The Time In Queue Maximum value specified in the Total row of each summary section is the maximum value found in that section not a total of the values in that section

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Queue Interval Report

Report Heading	Definition
No. of Calls - Count	Number of Calls Answered on the Specified Queue by the particular Group
No. of Calls - % of Total Queue Calls	No. of Calls - Count Divided by Grand Totals - No. of Calls - Count
Maximum Queue Time	Maximum Time a Call spent Queuing on the specified Queue, answered by an Agent in the Particular Group

About the Queue Interval Report

This report gives a detailed summary of activity within the queue based on Service Level intervals.

Total Calls received are categorised into Answered and Abandoned within the Service Level intervals. These are displayed as both a number and a percentage to show the breakdown of calls answered or abandoned within the queue.

You can run this report in a summarized format, or grouped by fiscal week (set in the report criteria prompt).

This report will show at a glance if Service Level thresholds are achieved.

To create the Queue Interval Report:

1. Select Queue Performance > Queue Interval Report:

File Report Options Help				
Agent Performance Call Activity Message Box Performation	Description Queue information b	y interva	al	
Queue Performance	Criteria			
Queue Interval Report	Report <u>T</u> emplate		Queue Interval Report (default).	-
Uueue Productivity Report	Source Data <u>b</u> ase		(Current)	•
Top 10 Report	Report <u>D</u> irectory:		ZA	
- Site Information - 🧰 Wildcard / Preferred Agents	Report Titl <u>e</u>		Queue Interval Summary	
📲 Wrapup Codes	Peri <u>o</u> d		Last Week	•
	Dates	From	07/05/2007	
		To	13/05/2007	
	Times	From	08:00	
		To	17:30	
	Group By (3 maximum)		Queue	
	Queue Group			
	Queue Number		2500	
	Media Type		Call	
	Weekdays		Monday	
	Service Level Seconds		20	
	Intervals (4 maximum)		20,60,120,300	
	Include Virtual Queues		🔿 Yes 🔿 No 🕟 Ignore	
	Format Time (hh:mm:ss)		⊂ Yes ⊂ No . € Ignore	

2. Enter the following report criteria as required:

Doriod	The span of days covered by the report (Today, Last Week etc.)
Penou	Alternatively, specify the exact date range using the Date criterion.
Dates	The date range you wish to cover in the report.
Times	Select hours of the day that you wish to cover in the report.

Group By	Causes the report to display information grouped accorded to the selected criteria (for example by Date, by Extension, by Queue etc.) Each specific base report has a particular set of groupings available.
Queue Group	Narrows the scope of the report to a specific Queue Group.
Queue Number	Narrows the scope of the report to include only the selected Queue Number(s). Select the Queue Number(s) that you wish to include in the report from the drop-down menu or enter the Queue Number(s) with your keyboard. To specify multiple Queues, separate each number with a comma (,). Do not include spaces in the list.
Item or Media Type	Narrow the scope of the report to include only the selected incoming queue media. Depending on the IPFX Modules you have purchased you may be able to include Calls, E- mails, Faxes, Text Chats and Callbacks in the report.
	Select from one of: CALL, EMAIL, FAX, TC, VM- CALLBACK.
Weekdays	Defines the days used in your organisation's working week.
Service Level Seconds	Defines your organisation's Service Level, in seconds. For example, if your service level requires calls to be answered within 20 seconds, enter 20. Default is set to 20.
Intervaris	Defines time intervals for use call centre reports. Select the time intervals that you wish to include in the report, for example: 0-20 seconds, 21 to 40 seconds, 41 to 60 seconds, etc. The intervals should normally correspond to your organisation's service levels. If left blank, the default intervals are 0-20, 21-60, 61 120 121 200 2001
Include Virtual Queues	Includes both standard and Virtual queues in the report.

	Changes the way that time is displayed in the report:
Format Time	Yes - Displays time in hh:mm:ss format.
	No - Displays time in seconds.
	Ignore - (Has the same effect as selecting Yes)

Queue Interval Report (Queue Interval Report -20 Seconds Template) (Sample)

Queue Interval Report - 20 Seconds

Report Criteria: Que	eue Nun	nber		= 23	900,2909,	2990															
Queue	Total Calls	Avg. Agents Logged In	Total Calls Ans.	Ans. Call %	Ans. Time In Queue Max.	Ans. 0 to 20 Seconds	21 to Seco	Ans. o 40 nds	Ans. 41 to 60 Seconds	Ans. 61 to 80 Seconds	Ans. 81 + Seconds	Total Calls Abnd.	Abnd Call %.	Abn. Time In Queue Max.	Abnd. 0 to 20 Seconds	Abnd. 21 to 40 Seconds	Abnd. 41 to 60 Seconds	Abnd. 61 to 80 Seconds	Abnd. 81 + Seconds	Grade Of Service %	Service Level %
2900 Operator Queue	93	1	69	74%	00:05:47	62 90%	2	3%	0 0%	2 3%	3 4%	24	26%	00:02:44	0 0%	3 13%	4 17%	2 8%	5 21%	66%	88%
2909 Consulting Queue	10	0	6	60%	00:00:01	6 100%	D	0%	0 0%	0 0%	0 0%	4	40 %	00:00:11	0 0%	0 0%	0 0%	0 0%	0 0%	58%	100 %
2990 Customer Service	83	1	48	58%	00:00:49	46 96%	1	2%	1 2%	0 0%	0 0%	35	42%	00:01:44	0 0%	3 9%	0 0%	2 6%	1 3%	57%	94%
AVERAGES:	62 196	1 N/A	41 122	66% N/A	N/A	38 93% 114 N/A	1	2%	0 1% 1 N/A	1 2% 2 N/A	1 2% 3 N/A	21	34% N/A	N/A	0 6% 0 N/A	2 10% 6 N/A	1 6% 4 N/A	1 6% 4 N/A	2 10% 6 N/A	61% N/A	91% N/A

NOTE: - Date Time fields are in the formatic day hour minute sec (the day field, if present, represents a period of 24 hours) - The Time In Queue Maximum value specified in the Total row of each summary section is the maximum value found in that section not a total of the values in that section

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TOTALS:

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Queue Interval Report - 20 seconds

Report Heading	Definition
Total Calls	Total Calls delivered to the Queue
Avg. Agents Logged In	Agent logged in time / Total Time
Total Calls Ans.	Sum of Answered Calls
Ans. Call %	Sum of Answered Calls / Total Calls
Ans. Time In Queue Max.	Longest time an Answered Call spent in Queue
Ans. 0-20 Seconds	Number and percentage of Calls Answered within 20 Seconds
Ans. 21-40 Seconds	Number and percentage of Calls Answered between 21-40 Seconds
Ans. 41-60 Seconds	Number and percentage of Calls Answered between 41-60 Seconds
Ans. 61-80 Seconds	Number and percentage of Calls Answered between 61-80 Seconds
Ans. 81+ Seconds	Number and percentage of Calls Answered after 80 Seconds
Total Calls Abnd.	Sum of Abandoned Calls
Abnd. 0-20 Seconds	Number and percentage of Calls Abandoned within 20 Seconds
Abnd. 21-40 Seconds	Number and percentage of Calls Abandoned between 21-40 Seconds
Abnd. 41-60 Seconds	Number and percentage of Calls Abandoned between 41-60 Seconds
Abnd. 61-80 Seconds	Number and percentage of Calls Abandoned between 61-80 Seconds
Abnd. 81+ Seconds	Number and percentage of Calls Abandoned after 80 Seconds
Grade of Service %	Grade of Service for a Queue represents the promptness and efficiency of the Queue's agents
Service Level %	The percentage of calls answered within the number of seconds an organization aims to answer a call

About the Queue Interval Report (Queue Summary - 20 Second Intervals Template)

This report gives a detailed summary of activity within the queue, broken down into:

- calls answered in less than 20 seconds
- 21-40 seconds
- 41-60 seconds
- after 60 seconds.

To create the Queue Interval Report (Queue

Summary - 20 Second Intervals)

1. Select Queue Performance > Queue Interval Report:

ile Report Options Help				
Agent Performance Call Activity Message Box Presence Information	Description Queue information by	y interva	al	
Queue Performance Queue Call Type by Extension Report Queue Interval Report	Criteria Report Template		Queue Interval Summary - 20 seconds.	•
Queue Productivity Report Queue Summary Top 10 Report	Source Data <u>b</u> ase		(Current)	
Top to Report Site Information Wildcard / Preferred Agents	Report <u>D</u> irectory: Report Title		Z:\ Queue Interval Summary - 20 seconds	
 Wrapup Codes 	Period		Last Week	•
	Dates	From	07/05/2007	
	Times	To From	08:00	-
		To	17:30	-
	Group By (3 maximum)		Queue	
	Queue Group			
	Uueue Number		2500 C-#	-
	Weekdays		Monday, Tuesday, Wednesday, Thursday	
	Service Level Seconds		20	
	Intervals (4 maximum)		20,40,60,80	
	Format Time (hh:mm:ss)		C Yes C No ເ€ Ignore C Yes C No ເ€ Ignore	

- 2. Select Report Template > Queue Summary 20 Second Intervals.
- 3. Enter the following report criteria as required:

The span of days covered by the report (Today, Last Week etc.)

Period

	Alternatively, specify the exact date range using the Date criterion.								
Dates	The date range you wish to cover in the report.								
Times	Select hours of the day that you wish to cover in the report.								
Group By	Causes the report to display information grouped accorded to the selected criteria (for example by Date, by Extension, by Queue etc.) Each specific base report has a particular set of groupings available.								
Queue Group	Narrows the scope of the report to a specific Queue Group.								
Queue Number	Narrows the scope of the report to include only the selected Queue Number(s). Select the Queue Number(s) that you wish to include in the report from the drop-down menu or enter the Queue Number(s) with your keyboard.								
	with a comma (,). Do not include spaces in the list.								
ltem or Media Type	Narrow the scope of the report to include only the selected incoming queue media. Depending on the IPFX Modules you have purchased you may be able to include Calls, E- mails, Faxes, Text Chats and Callbacks in the report.								
	Select from one of: CALL, EMAIL, FAX, TC, VM-CALLBACK.								
Weekdays	Defines the days used in your organisation's working week.								
Service Level Seconds	Defines your organisation's Service Level, in seconds. For example, if your service level requires calls to be answered within 20 seconds, enter 20. Default is set to 20.								
Intervarls	Defines time intervals for use call centre reports. Select the time intervals that you wish to include in the report, for example: 0-20 seconds, 21 to 40 seconds, 41 to 60 seconds, etc. The intervals								

should normally correspond to your organisation's service levels.

If left blank, the default intervals are 0-20, 21-60, 61-120, 121-300, 300+

Include Virtual Queues Includes both standard and Virtual queues in the report.

Changes the way that time is displayed in the report:

Format Time Yes - Displays time in hh:mm:ss format.

No - Displays time in seconds.

Ignore - (Has the same effect as selecting Yes)

Queue Productivity Report (Sample)

Queue Productivity Report

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IP	FX

Report Criteria:	Dates	between 19/02/2007 and 19/02/2007
	Group By (3 maximum	1) = Queue
	Queue Number	= 2900,2955,2990

Time Period	Queue Number	Media Type	Total Calls	Total Ans. Calls	Ans. Calls %	Ans. Vithin Service Level	Ans. Vithin Service Level %	Total Abn. Calls	Abn. Calls %	Abn. Vithin Service Level	Abn. Vithin Service Level %	Other Calls	Other Calls %	Grade of Service %	Maximum Calls Queued	Ans. Imm. X	Maximum Time In Queue	Talk Time	Aver age Talk Time	Average Agents Logged In	Calls Per Hour	
2900 0	perator Qu	eue																				
09:00	2900	Call	1	1	100%	0	0%	0	0%	0	0%	0	0%	73%	1	0%	00:00:20	00:00:10	00:00:10	1	2	
12:00	2900	Call	1	1	100%	1	100%	0	0%	0	0%	0	0%	80%	1	0%	00:00:11	00:00:28	00:00:28	1	2	
14:00	2900	Call	2	2	100%	1	50%	0	0%	0	0%	0	0%	84%	1	50%	00:00:29	00:00:36	00:00:18	1	4	
14:30	2900	Call	2	0	0%	0	0%	2	100%	2	100%	0	0%	0%	1	0%	00:00:03	00:00:00	00:00:00	1	4	
15:30	2900	Call	1	1	100%	1	100%	0	0%	0	0%	0	0%	100%	1	100%	00:00:00	00:00:30	00:00:30	2	2	
16:00	2900	Call	5	4	80%	4	100%	0	0%	0	0%	1	20%	93%	1	100%	00:00:49	00:01:06	00:00:17	1	10	
Queue	Averages:		2	2	75%	1	78%	2	17%	0	17%	0	8%	88%	1	67%	N/A	0 00:00:19	0 00:00:19	1	4	
Queue	Totals:		12	9	N/A	1	N/A	2	N/A	2	N/A	1	N/A	N/A	1	N/A	0 00:00:55	0 00:02:50	N/A	N/A	24	
2955 T	echnical Q	leue				.0.05				1.0			part and									
08:00	2955	Call	1	0	0%	0	0%	0	0%	0	0%	1	100%	0%	1	0%	00:00:06	00:00:00	00:00:00	0	2	
08:30	2955	Call	2	0	0%	0	0%	0	0%	0	0%	2	100%	0%	1	0%	00:00:02	00:00:00	00:00:00	0	4	
09:00	2955	Call	2	0	0%	0	0%	0	0%	0	0%	2	100%	0%	1	0%	00:00:02	00:00:00	00:00:00	0	4	
09:30	2955	Call	2	0	0%	0	0%	0	0%	0	0%	2	100%	0%	1	0%	00:00:02	00:00:00	00:00:00	0	4	
10:00	2955	Call	4	0	0%	0	0%	0	0%	0	0%	4	100%	0%	1	0%	00:00:02	00:00:00	00:00:00	0	8	
10:30	2955	Call	4	0	0%	0	0%	0	0%	0	0%	4	100%	0%	1	0%	00:00:02	00:00:00	00:00:00	0	8	
11:00	2955	Call	1	0	0%	0	0%	0	0%	0	0%	1	100%	0%	1	0%	00:00:02	00:00:00	00:00:00	0	2	
11:30	2955	Call	1	0	0%	0	0%	0	0%	0	0%	1	100%	0%	1	0%	00:00:02	00:00:00	00:00:00	0	2	
12:30	2955	Call	2	0	0%	0	0%	0	0%	0	0%	2	100%	0%	1	0%	00:00:02	00:00:00	00:00:00	0	4	
13:00	2955	Call	1	0	0%	0	0%	0	0%	0	0%	1	100%	0%	1	0%	00:00:02	00:00:00	00:00:00	0	2	
14:00	2955	Call	3	0	0%	0	0%	0	0%	0	0%	3	100%	0%	1	0%	00:00:02	00:00:00	00:00:00	0	6	
15:00	2955	Call	1	U	0%	U	0%	U	0%	U	0%	1	100%	0%	1	0%	00:00:02	00:00:00	00:00:00	U	2	
15:30	2955	Call	1	U	0%	U	0%	U	0%	U	0%	1	100%	0%	1	0%	00:00:02	00:00:00	00:00:00	U	2	
16:00	2900	Call	3	0	0%	0	0%	0	0%	0	0%	3	100%	0%	1	0%	00:00:02	00:00:00	00:00:00	0	0	
10.30	2800	Call	1	0	076	0	0%	0	0%	0	U%	1	100%	0%	1	076	00.00.01	00.00.00	00.00.00	0	2	
Queue	Averages:		2	0	0%	0	0%	0	0%	0	0%	2	100%	0%	1	0%	N/A	0 00:00:00	0 00:00:00	0	4	
Queue	Totals:		29	0	N/A	0	N/A	0	N/A	0	N/A	29	N/A	N/A	1	N/A	0 00:00:07	0 00:00:00	N/A	N/A	58	
2990 C	ustomer S	ervice Qu	eue	22/8		2849		242			1997-48		120-0910	72979-0								
14:00	2990	Call	5	1	20%	0	0%	3	60%	2	40%	1	20%	33%	1	0%	00:01:10	00:00:11	00:00:11	0	10	
14:30	2990	Call	18	7	39%	7	100%	6	33%	5	28%	2	11%	88%	1	0%	00:00:22	00:04:41	00:00:40	1	36	
15:00	2990	Call	6	5	83%	4	80%	1	17%	1	17%	0	0%	80%	1	80%	00:00:04	00:02:15	00:00:27	1	12	
Queue	Averages:		10	4	45%	4	85%	10	34%	3	28%	1	10%	78%	1	31%	N/A	0 00:00:33	0 00:00:33	1	19	
Queue	Totals:		29	13	N/A	11	N/A	10	N/A	8	N/A	3	N/A	N/A	1	N/A	0 00:02:50	0 00:07:07	N/A	N/A	58	
AVERA	GES:		3	1	31%	1	82%	4	17%	0	14%	1	47%	82%	1	45%	N/A	0 00:00:27	0 00:00:27	0	6	
TOTAL	S:		70	22	N/A	18	N/A	12	N/A	10	N/A	33	N/A	N/A	1	N/A	0 00:02:50	0 00:09:57	N/A	N/A	N/A	

NOTE: - Cate Time fields are in the format day hour minute sec (the day field, if present, represents a period of 24 hours) - All Talk Time averages are calculated using answered calls only

- Other calls are calls where the final destination was not a person, e.g. After hours messages

- Maximum Calls Queued is the maximum number of calls that were queuing at any given point in time for that Queue

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Queue Productivity Report

Report Heading	Definition
Time Period	Period set in Report Criteria (null periods may be unselected)
Queue Number	Number of the Queue
Media Type	Call, Email, Fax, TextChat or Callback
Total Calls	Total Calls delivered to the Queue
Total Ans. Calls	Sum of Answered Calls
Ans. Calls %	Sum of Answered Calls divided by all Calls
Ans. Within Service Level	Calls answered before Service Level time limit set in Report Criteria
Ans. Within Service Level %	Calls answered before Service Level time limit divided by all Calls
total Abn. Calls	Sum of Abandoned Calls
Abn Calls %	Sum of Abandoned Calls divided by all Calls
Abn Within Service Level	Calls abandoned before Service Level time limit set in Report Criteria
Abn Within Service Level %	Calls abandoned before Service Level time limit divided by all Calls
Other Calls	Sum of Other Calls
Other Calls %	Sum of Other Calls divided by all Calls
Grade of Service %	Service level set in: Queue Properties > Priority/GOS [tab]
Maximum Calls Queued	Highest number of Calls queued
Ans. Imm. %	Calls delivered without interim (typically less than 5sec) divided by all Calls
Maximum Time In Queue	Longest period spent by a Call in a queue
Talk Time	The time the telephone is active in Queue or Office Presence states
Average Talk Time	Total Talk Time divided by all Calls
Average Agents Logged In	Mean number of Agents logged in over the period
Calls Per Hour	Rate of calls per hour over the period (e.g. one call in 15min = four Calls per hr)

About the Queue Productivity report

This report gives a detailed breakdown of Queue Performance. This report details:

- Total calls taken within the Queue
- Total calls Answered within the Queue (with percentages)
- Total calls Answered within the Service Level detailed within

the Report Criteria and the relevant percentages

- Total Abandoned calls within the Queue and the relevant percentages
- Total calls Abandoned within the Service Level detailed within the Report Criteria and the relevant percentages
- Total Other calls taken these are calls that the Queue transferred to voicemail or other destinations (with percentages)
- Grade of Service Level as detailed within the Queue properties configuration
- Percentage of calls that were Answered immediately
- Maximum calls that were queued at any one time
- Maximum queue time of calls
- Total Talk Time
- Average Talk Time
- Number of Average Agent Logged in
- Number of Calls taken by the Queue per hour

To create the Queue Productivity Report

1. Select Queue Performance > Queue Productivity Report:

<u>File</u> <u>Report</u> <u>Options</u> <u>H</u> elp					
Agent Performance Call Activity Call Activity Message Box Queue Performance Queue Performance Queue Call Type by Extension Report Queue Interval Report Queue Productivity Report Queue Summary	Description Queue information regarding Productivity				
	Criteria				
	Report <u>T</u> emplate		Queue Productivity Report (default).	•	
	Source Data <u>b</u> ase		(Current)	•	
Top 10 Report	Report Directory:		Z:\		
Generation allori Wildcard / Preferred Agents	Report Title		Queue Productivity Report		
🗄 🧰 Wrapup Codes	Period		Today	•	
	Dates	From	17/05/2007		
		To	17/05/2007		
	Times	From	08:00		
		To	17:30		
	Group By (3 maximum)		Queue		
	Summary Type (1 only)		Queue		
	Time Period		15		
	Queue Group				
	Queue Number		2500		
	Media Type		Call		
	Service Level Seconds				
	Include Blank Periods		C Yes C No . € Ignore		
	Include Virtual Queues		C Yes C No . € Ignore		
	View Summary		C Yes C No € Ignore		
	Format Time (hh:mm:ss)		C Yes C No 💿 Ignore		

2. Select the following require criteria as required:

Period	The span of days covered by the report (Today, Last Week etc.) Alternatively, specify the exact date range using the Date criterion.
Dates	The date range you wish to cover in the report.
	Causes the report to display information grouped
Group By	accorded to the selected criteria (for example by Date, by Extension, by Queue etc.) Each specific base report has a particular set of groupings available.
------------------------	--
Summary Type	This is to be used in conjunction with the 'View Summary' field. Select one type of summary: Date, Weekday, etc.
Time Period	Period covered
Queue Group	Narrows the scope of the report to a specific Queue Group.
Queue Number	Narrows the scope of the report to include only the selected Queue Number(s). Select the Queue Number(s) that you wish to include in the report from the drop-down menu or enter the Queue Number(s) with your keyboard. To specify multiple Queues, separate each number with a comma (,). Do not include spaces in the list.
ltem or Media Type	Narrow the scope of the report to include only the selected incoming queue media. Depending on the IPFX Modules you have purchased you may be able to include Calls, E- mails, Faxes, Text Chats and Callbacks in the report. Select from one of: CALL, EMAIL, FAX, TC, VM- CALLBACK.
Service Level Seconds	Defines your organisation's Service Level, in seconds. For example, if your service level requires calls to be answered within 20 seconds, enter 20. Default is set to 20.
Include Blank Periods	To save space, a report normally omits displaying information about time periods in which there were no calls. Use this criteria to force the report to display lines for all time periods. Yes display all periods, even those with no calls No omit periods with no calls Ignore (default, same as No)
Include Virtual Queues	Includes both standard and Virtual queues in the

report.

Determines the level of detail present in the report.

Yes Provides the report as a summary. Rows containing identical information are combined into a single line, with a Count column to show how many individual pieces of data each line represents.

View Summary

No - Displays each piece of data on a separate line.

Ignore (Has the same effect as selecting No).

Queue Productivity Report (Queue Productivity Summary) (Sample)

Queue Productivity Summary



Report Criteria: (None Supplied)

Queue	Total Calls	Total Ans. Calls	Ans. Calls %	Ans. Vithin Service Level	Ans. Vithin Service Level %	Total Abn. Calls	Abn. Calls %	Abn. Vithin Service Level	Abn. Vithin Service Level %	Other Calls	Other Calls %	Grade Of Service %	Maximum Calls Queued	Ans. Imm. %	Maximum Time In Queue	Talk Time	Average Talk Time	Average Agents Logged In	Calls Per Hour
2900 Operator Queue	29	17	59%	14	82%	7	24%	4	14	5	17%	75%	1	76%		00:07:39	0 00:00:27	1	6
2955 Technical Queue	97	0	0%	0	0%	0	0%	0	0	97	100%	0%	1	0%		00:00:00	0 00:00:00	0	6
2990 Customer Service	60	31	52%	29	94%	24	40%	19	32	3	5%	81%	1	42%		00:18:16	0 00:00:35	1	13
AVERAGES: TOTALS:	2 186	0 48	26% N/A	0 43	90% N/A	10 31	17% N/A	0 23	12% N/A	1 105	56% N/A	79% N/A	1 1	54% N/A	N/A 0 00:02:32	0 00:00:32 0 00:25:55	0 00:00:32 N/A	0 N/A	7 N/A

NOTE: - Date Time fields are in the format day hour.minute:sec (the day field, if present, represents a period of 24 hours) - All Talk Time averages are calculated using answered calls only - Other calls are calls where the final destination was not a person, e.g. After hours messages

- Content cause are cause interference in the destination was not a person e.g., enter notice increasingles
 - Maximum Calls Queued is the maximum number of calls that were queuing at any given point in time for that Queue

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Queue Productivity Report (Queue Productivity Summary)

Report Heading	Definition
Queue	Description of the Queue
Total Calls	Total Calls delivered to the Queue
Total Ans. Calls	Sum of Answered Calls
Ans. Calls %	Sum of Answered Calls divided by all Calls
Ans. Within Service Level	Calls answered before Service Level time limit set in Report Criteria
Ans. Within Service Level %	Calls answered before Service Level time limit divided by all Calls
total Abn. Calls	Sum of Abandoned Calls
Abn Calls %	Sum of Abandoned Calls divided by all Calls
Abn Within Service Level	Calls abandoned before Service Level time limit set in Report Criteria
Abn Within Service Level %	Calls abandoned before Service Level time limit divided by all Calls
Other Calls	Sum of Other Calls
Other Calls %	Sum of Other Calls divided by all Calls
Grade of Service %	Service level set in: Queue Properties > Priority/GOS [tab]
Maximum Calls Queued	Highest number of Calls queued
Ans. Imm. %	Calls delivered without interim (typically less than 5sec) divided by all Calls
Maximum Time In Queue	Longest period spent by a Call in a queue
Talk Time	The time the telephone is active in Queue or Office Presence states
Average Talk Time	Total Talk Time divided by all Calls
Average Agents Logged In	Mean number of Agents logged in over the period
Calls Per Hour	Rate of calls per hour over the period (e.g. one call in 15min = four Calls per hr)

About the Queue Productivity Report (Queue Productivity Summary Template)

Based on the Queue Productivity Report, you can summarise this information using the selection criteria on the report prompt. To view all 'blank periods' (i.e. to view all periods with or without calls within the specified timeframe), select this in the report prompt criteria.

To create the Queue Productivity Report:

1. Select **Queue Performance > Queue Productivity**:

PFX Reports - Queue Productivity Repor	t [Que7New.rpt]			
Eile Report Options Help				
🛃 🎒 🗳 🕂 🗕 🗎 🕲				
Agent Performance Gall Activity Activity Message Box Presence Information	Description Queue information re	garding	Productivity	
Queue Performance Queue Call Type by Extension Report	– Criteria –			
Queue Interval Report	Report <u>T</u> emplate		Queue Productivity Summary.	•
Queue Summary	Source Data <u>b</u> ase		(Current)	•
Top 10 Report	Report Directory:		Z:\	
Wildcard / Preferred Agents	Report Titl <u>e</u>		Queue Productivity Summary	
E ← Wrapup Codes	Peri <u>o</u> d		Today	•
	Dates	From	17/05/2007	
		To	17/05/2007	
	Times	From	08:00	
		To	17:30	
	Group By (3 maximum)		Queue	
	Summary Type (1 only)		Queue	
	Time Period		15	
	Queue Group			
	Queue Number		2500	
	Media Type		Call	
	Service Level Seconds			
	Include Blank Periods		C Yes C No 🖲 Ignore	
	Include Virtual Queues		C Yes C No 🖲 Ignore	
	View Summary			
	Format Time (hh:mm:ss)		C Yes C No ⊙ Ignore	
Queue information regarding Productivity				

- 2. Select Report Template > Queue Productivity Summary.
- 3. Enter the following report criteria as required:

The span of days covered by the report (Today, Last Week etc.)

Period	Alternatively, specify the exact date range using the Date criterion.
Dates	The date range you wish to cover in the report.
Times	Select hours of the day that you wish to cover in the report.
Group By	Causes the report to display information grouped accorded to the selected criteria (for example by Date, by Extension, by Queue etc.) Each specific base report has a particular set of groupings available.
Summary Type	This is to be used in conjunction with the 'View Summary' field. Select one type of summary: Date, Weekday, etc.
Time Period	Period covered
Queue Group	Narrows the scope of the report to a specific Queue Group.
Queue Number	Narrows the scope of the report to include only the selected Queue Number(s). Select the Queue Number(s) that you wish to include in the report from the drop-down menu or enter the Queue Number(s) with your keyboard. To specify multiple Queues, separate each number with a comma (). Do not include spaces in the list
ltem or Media Type	Narrow the scope of the report to include only the selected incoming queue media. Depending on the IPFX Modules you have purchased you may be able to include Calls, E- mails, Faxes, Text Chats and Callbacks in the report. Select from one of: CALL, EMAIL, FAX, TC, VM- CALLBACK.
Service Level Seconds	Defines your organisation's Service Level, in seconds. For example, if your service level requires calls to be answered within 20 seconds, enter 20. Default is set to 20.
Include Virtual Queues	Includes both standard and Virtual queues in the

		report.
		Determines the level of detail present in the report.
	View Summary	 Yes Provides the report as a summary. Rows containing identical information are combined into a single line, with a Count column to show how many individual pieces of data each line represents. No - Displays each piece of data on a separate line. Ignore (Has the same effect as selecting No).
		Changes the way that time is displayed in the report:
	Format Time	Yes - Displays time in hh:mm:ss format.
		No - Displays time in seconds.
		Ignore - (Has the same effect as selecting Yes)

Queue Productivity Report (Queue Summary by Day Template) (Sample)

Queue Productivity by Day



Report Criteria: Queue Number = 2990

Time Period	Queue Number	Media Type	Total Calls	Total Ans. Calls	Ans. Calls %	Ans. Vithin Service Level	Abn. Vithin Service Level %	Total Abn. Calls	Abn. Calls %	Abn. Vithin Service Level	Abn. Vithin Service Level %	Other Calls	Other Calls %	Grade of Service %	Maximu m Calls Queued	Ans. Imm. %	Mazimum Time In Queue	Talk Time	Average Talk Time	Average Agents Logged In	Calls Per Hour
Tuesda	ıy, 20 Febr	uary 2007																			
14:15	2990	Call	5	1	20%	0	0%	3	60%	2	40%	1	20%	33%	1	0%	00:01:10	00:00:11	00:00:11	0	20
14:30	2990	Call	10	4	40%	4	100%	4	40%	4	40%	2	20%	100%	1	0%	00:00:13	00:03:47	00:00:57	1	40
14:45	2990	Call	8	3	38%	3	100%	3	38%	2	25%	0	0%	75%	1	0%	00:00:22	00:00:54	00:00:18	1	32
15:00	2990	Call	2	1	50%	1	100%	1	50%	1	50%	0	0%	100%	1	100%	00:00:04	00:01:03	00:01:03	1	8
15:15	2990	Call	4	4	100%	3	75%	0	0%	0	0%	0	0%	75%	1	75%	00:00:01	00:01:12	00:00:18	1	16
Date Av	erages:		6	3	45%	2	85%	11	38%	2	31%	1	10%	78%	1	31%	N/A	0 00:00:33	0 00:00:33	1	23
Date To	tals:		29	13	N/A	11	N/A	11	N/A	9	N/A	3	N/A	N/A	1	N/A	0 00:02:32	0 00:07:07	N/A	N/A	116
Wedne	sday, 21 Fe	ebruary 20	007																		
11:45	2990	Call	3	1	33%	1	100%	2	67%	1	33%	0	0%	50%	1	100%	00:01:44	00:00:41	00:00:41	1	12
14:15	2990	Call	2	1	50%	1	100%	1	50%	1	50%	0	0%	100%	1	100%	00:00:02	00:00:44	00:00:44	0	8
15:00	2990	Call	2	2	100%	2	100%	0	0%	0	0%	0	0%	93%	1	0%	00:00:17	00:00:02	00:00:01	0	8
15:15	2990	Call	2	2	100%	2	100%	0	0%	0	0%	0	0%	100%	1	0%	00:00:05	00:00:47	00:00:24	1	8
15:30	2990	Call	1	1	100%	1	100%	0	0%	0	0%	0	0%	85%	1	0%	00:00:18	00:00:04	00:00:04	0	4
15:45	2990	Call	2	1	50%	1	100%	1	50%	1	50%	0	0%	100%	1	0%	00:00:09	00:00:04	00:00:04	1	8
Date Au	eronee		2	4	67%	4	100%	4	220/	4	25%	۵	A%	86%	4	25%	N/A	0.00-00-18	0.00-00-18	4	8
Date To	tals:		12	8	N/A	8	N/A	4	N/A	3	N/A	0	N/A	N/A	1	N/A	0 00:01:53	0 00:02:22	N/A	N/A	48
Thursd	ay, 22 Feb	ruary 2001	7																		
09:00	2990	Call	1	1	100%	1	100%	0	0%	0	0%	0	0%	100%	1	0%	00:00:10	00.00.00	00:00:00	1	4
09:45	2990	Call	5	0	0%	0	0%	5	100%	4	80%	0	0%	0%	1	0%	00:00:30	00:00:00	00:00:00	0	20
10:00	2990	Call	6	5	83%	5	100%	1	17%	1	17%	0	0%	98%	1	80%	00:00:14	00:01:04	00:00:13	0	24
10:15	2990	Call	1	1	100%	1	100%	0	0%	0	0%	0	0%	100%	1	100%	00:00:00	00:00:14	00:00:14	0	4
10:30	2990	Call	2	2	100%	2	100%	0	0%	0	0%	0	0%	100%	1	100%	00:00:00	00:01:03	00:00:32	0	8
Date Av	erades:		3	2	60%	2	100%	6	40%	1	33%	0	0%	89%	1	78%	N/A	0 00:00:16	0 00:00:16	0	12
Date To	itals:		15	9	N/A	9	N/A	6	N/A	5	N/A	0	N/A	N/A	1	N/A	0 00:00:57	0 00:02:21	N/A	N/A	60
Fridav.	23 Februa	rv 2007			_											_					
11.15	2990	Call	2	1	3394	1	100%	2	67%	2	67%	0	0%	100%	1	096	00:00:13	00:06:26	00:06:26	0	12
11.15	2000	Call	1	0	0.0%	0	00/0	4	100%	2	01%	0	0%	100%	4	0.0	00.00.13	00.00.20	00.00.20	0	12
Date #1	2000	VVII			950	,	4000		750/0		0 /0 E 00/	0	0.0	0.0		0.0	00.00.07 N/A	0.00.00	00.00.00		7
Date AV	rerages:		2	1	25%	1	100%	3	15%	1	50%	0	0%	50%	1	0%	N/A	0 00:06:26	0 00:06:26	0	ð
Date To	tais:		4	1	N/A	1	N/A	3	N/A	2	N/A	0	N/A	N/A	1	N/A	0 00:00:37	0 00:06:26	N/A	N/A	16
AVERA	GES:		3	2	52%	2	94%	6	40%	1	32%	0	5%	81%	1	42%	N/A	0 00:00:35	0 00:00:35	0	13
TOTALS	S:		60	31	N/A	29	N/A	24	N/A	19	N/A	3	N/A	N/A	1	N/A	0 00:02:32	0 00:18:16	N/A	N/A	N/A

NOTE: - Date Time fields are in the format day hourninute see (the day field, if present, represents a period of 24 hours) - All Talk Time averages are calculated using answered calls only

Other calls are calls where the final destination was not a person, e.g. After hours messages

- Maximum Calls Queued is the maximum number of calls that were queuing at any given point in time for that Queue

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Queue Productivity by Day Report (Queue Summary by Day)

Report Heading	Definition
Time Period	Period set in Report Criteria (null periods may be unselected)
Queue Number	Number of the Queue
Media Type	Call, Email, Fax, TextChat or Callback
Total Calls	Total Calls delivered to the Queue
Total Ans. Calls	Sum of Answered Calls
Ans. Calls %	Sum of Answered Calls divided by all Calls
Ans. Within Service Level	Calls answered before Service Level time limit set in Report Criteria
Ans. Within Service Level %	Calls answered before Service Level time limit divided by all Calls
total Abn. Calls	Sum of Abandoned Calls
Abn Calls %	Sum of Abandoned Calls divided by all Calls
Abn Within Service Level	Calls abandoned before Service Level time limit set in Report Criteria
Abn Within Service Level %	Calls abandoned before Service Level time limit divided by all Calls
Other Calls	Sum of Other Calls
Other Calls %	Sum of Other Calls divided by all Calls
Grade of Service %	Service level set in: Queue Properties > Priority/GOS [tab]
Maximum Calls Queued	Highest number of Calls queued
Ans. Imm. %	Calls delivered without interim (typically less than 5sec) divided by all Calls
Maximum Time In Queue	Longest period spent by a Call in a queue
Talk Time	The time the telephone is active in Queue or Office Presence states
Average Talk Time	Total Talk Time divided by all Calls
Average Agents Logged In	Mean number of Agents logged in over the period
Calls Per Hour	Rate of calls per hour over the period (e.g. one call in 15min = four Calls per hr)

About the Queue Productivity Report (Queue Summary by Day)

Based on the Queue Productivity Report, this template is grouped by daily segments, revealing how many calls have arrived in a queue. The data can help more efficiently allocate agents over the week by highlighting busy and slow periods.

To create the Queue Productivity Report (Queue Summary by Day Template):

1. Select Queue Performance > Queue Productivity Report:

🖺 IPFX Reports (Legacy) - Queue Summary by Day	/ [Que1.rpt]			
Eile Report Options Help				
Agent Teams Calls DDI Reports Extensions Queue Groups Queues Queues Queues Queue Summary Queue Summary Queue Summary Queue Summary - 15 Minute Intervals Queue Summary - 20 Second Intervals Queue Summary - 30 Minute Intervals Queue Summary by Day Queue Summary by Hour Site Information Wildcard/Preferred Agent Wrapup Codes		From To To To	ouped by Day SYDV0IP01 - (Current) Z:\ Queue Summary by Day Last Monday 21/05/2007 21/05/2007 08:00 17:30	×
Hourly Queue Information Grouped by Day				

- 2. Select **Report Template > Queue Summary by Day**.
- 3. Enter the following report criteria as required:

Period	The span of days covered by the report (Today, Last Week etc.) Alternatively, specify the exact date range using the Date criterion.
Dates	The date range you wish to cover in the report.
Times	Select hours of the day that you wish to cover in the report.

Group By	Causes the report to display information grouped accorded to the selected criteria (for example by Date, by Extension, by Queue etc.) Each specific base report has a particular set of groupings available.
Queue Group	Narrows the scope of the report to a specific Queue Group.
Queue Number	Narrows the scope of the report to include only the selected Queue Number(s). Select the Queue Number(s) that you wish to include in the report from the drop-down menu or enter the Queue Number(s) with your keyboard. To specify multiple Queues, separate each number with a comma (,). Do not include spaces in the list.
	Narrow the scope of the report to include only the selected incoming queue media
Item or Media Type	Depending on the IPFX Modules you have purchased you may be able to include Calls, E- mails, Faxes, Text Chats and Callbacks in the report. Select from one of: CALL, EMAIL, FAX, TC, VM-
	CALLBACK.
Service Level Seconds	Defines your organisation's Service Level, in seconds. For example, if your service level requires calls to be answered within 20 seconds, enter 20. Default is set to 20.
Include Blank Periods	To save space, a report normally omits displaying information about time periods in which there were no calls. Use this criteria to force the report to display lines for all time periods.
	No omit periods with no calls
	Ignore (default, same as No)
Include Virtual Queues	report.
	Determines the level of detail present in the report. Yes Provides the report as a summary. Rows containing identical information are combined into a

View Summary	single line, with a Count column to show how many individual pieces of data each line represents.
	No - Displays each piece of data on a separate line.
	Ignore (Has the same effect as selecting No).
	Changes the way that time is displayed in the report:
Format Time	Yes - Displays time in hh:mm:ss format.
	No - Displays time in seconds.
	Ignore - (Has the same effect as selecting Yes)

Queue Productivity Report (Summary by Hour) (Sample)

Queue Summary by Hour

Report Criteria:	Dates			betwee	en 26/03,	/2007 a	nd 30,	/03/200	7										
	Times			betwee	en 09:00	and 12	:00												
	Group By (3 r	naximun	1)	= Hour	-														
	Summary Type	(1 on)	y)	= Date															
	view summary			= Yes															
Date	Total	Total	Ans.	Ans.	Ans.	Total	Abn.	Abn.	Abn.		Other	Grade	Maximum	Ans.	Maximum	Talk Time	Average	Average	Calls
	Calls	Ans.	Calls	Within	Within	Abn.	Calls	Within	Within	Other	Calls	Of	Calls	lmm.	Time In		Talk	Agents	Per
		Calls	%	Service	Service Level %	Calls	%	Level	Service Level %	Calls	%a	Service %	Queued	%	Queue		lime	Logged In	Hour
Between 09:00 and	d 10:00											25							
2007-03-28	3	0	0%	0	0%	0	0%	0	0	3	100%	0%	1	0%		00:00:00	0 00:00:00	0	4
2007-03-29	4	1	25%	1	100%	0	0%	0	0	3	75%	100%	1	100%		00:00:21	0 00:00:21	0	5
Hour Averages:	1	0	14%	0	100%	0	0%	0	0%	1	86%	100%	1	100%	N/A	0 00:00:21	0 00:00:21	0	5
Hour Totals:	7	1	N/A	1	N/A	0	N/A	0	N/A	6	N/A	N/A	1	N/A	0 00:00:04	0 00:00:21	N/A	N/A	28
Retween 10:00 and	1 11:00																		
2007-03-26	3	0	0%	0	0%	0	0%	0	0	3	100%	0%	1	0%		00:00:00	0.00.00.00	0	6
2007-03-20	4	3	75%	3	100%	0	0%	0	0	1	25%	95%	1	100%		00:00:00	0.00:00:32	0	5
2007-03-28	4	Ű	0%	Ő	0%	0	0%	Ő	Û	4	100%	0%	1	0%		00:00:00	0.00:00:00	0	5
2007-03-29	4	1	25%	1	100%	0	0%	0	0	3	75%	93%	1	100%		00:00:30	0 00:00:30	0	4
2007-03-30	5	2	40%	2	100%	0	0%	0	0	3	60%	97%	1	100%		00:00:29	0 00:00:15	1	5
Hour Averages:	1	0	30%	0	100%	0	0%	0	0%	1	70%	95%	1	100%	N/A	0 00:00:26	0 00:00:26	0	5
Hour Totals:	20	6	N/A	6	N/A	0	N/A	0	N/A	14	N/A	N/A	1	N/A	0 00:00:49	0 00:02:36	N/A	N/A	80
Between 11:00 and	d 12:00																		
2007-03-26	9	0	0%	0	0%	1	11%	1	11	8	89%	0%	1	0%		00:00:00	0.00:00:00	0	9
2007-03-27	8	3	38%	3	100%	1	13%	0	0	4	50%	72%	1	100%		00:01:44	0 00:00:35	1	6
2007-03-28	1	0	0%	0	0%	0	0%	0	0	1	100%	0%	1	0%		00:00:00	0 00:00:00	0	4
2007-03-29	8	0	0%	0	0%	0	0%	0	0	8	100%	0%	1	0%		00:00:00	0 00:00:00	0	8
2007-03-30	5	0	0%	0	0%	0	0%	0	0	5	100%	0%	1	0%		00:00:00	0 00:00:00	0	5
Hour Averages:	2	0	10%	0	100%	0	6%	0	3%	1	84%	72%	1	100%	N/A	0 00:00:35	0 00:00:35	0	7
Hour Totals:	31	3	N/A	3	N/A	2	N/A	1	N/A	26	N/A	N/A	1	N/A	0 00:00:47	0 00:01:44	N/A	N/A	124
Between 12:00 and	d 13:00																		
2007-03-26	1	0	0%	0	0%	0	0%	0	0	1	100%	0%	1	0%		00:00:00	0 00:00:00	0	4
2007-03-27	1	0	0%	0	0%	0	0%	0	0	1	100%	0%	1	0%		00:00:00	0 00:00:00	0	4
2007-03-28	1	0	0%	0	0%	0	0%	0	0	1	100%	0%	1	0%		00:00:00	0 00:00:00	0	4
2007-03-30	1	0	0%	0	0%	0	0%	0	0	1	100%	0%	1	0%		00:00:00	0 00:00:00	0	4
Hour Averages:	1	0	0%	0	0%	0	0%	0	0%	1	100%	0%	1	0%	N/A	0 00:00:00	0 00:00:00	0	4
Hour Totals:	4	0	N/A	0	N/A	0	N/A	0	N/A	4	N/A	N/A	1	N/A	0 00:00:15	0 00:00:00	N/A	N/A	16
AVERAGES	4	۵	16%	۵	100%	۵	30/	۵	2%	4	81%	87%	4	100%	NZA	0 00.00.28	0 00:00:28	۵	6
TOTALS:	62	10	II/A	10	N/A	2	N/A	1	N/A	50	N/A	N/A	1	N/A	0 00:00:49	0 00:04:41	N/A	N/A	N/A

NOTE: - Date Time fields are in the format day hour minute sec (the day field, if present, represents a period of 24 hours) - All Talk Time averages are calculated using answered calls only

- Other calls are calls where the final destination was not a person. e.g. After hours messages

- Maximum Calls Queued is the maximum number of calls that were queuing at any given point in time for that Queue

Page 1 of 1

Queue Productivity Report (Queue Summary by Hour Template)

Report Heading	Definition
Date	Calendar date selected
Total Calls	Total Calls delivered to the Queue
Total Ans. Calls	Sum of Answered Calls
Ans. Calls %	Sum of Answered Calls divided by all Calls
Ans. Within Service Level	Calls answered before Service Level time limit set in Report Criteria
Ans. Within Service Level %	Calls answered before Service Level time limit divided by all Calls
total Abn. Calls	Sum of Abandoned Calls
Abn Calls %	Sum of Abandoned Calls divided by all Calls
Abn Within Service Level	Calls abandoned before Service Level time limit set in Report Criteria
Abn Within Service Level %	Calls abandoned before Service Level time limit divided by all Calls
Other Calls	Sum of Other Calls
Other Calls %	Sum of Other Calls divided by all Calls
Grade of Service %	Service level set in: Queue Properties > Priority/GOS [tab]
Maximum Calls Queued	Highest number of Calls queued
Ans. Imm. %	Calls delivered without interim (typically less than 5sec) divided by all Calls
Maximum Time In Queue	Longest period spent by a Call in a queue
Talk Time	The time the telephone is active in Queue or Office Presence states
Average Talk Time	Total Talk Time divided by all Calls
Average Agents Logged In	Mean number of Agents logged in over the period
Calls Per Hour	Rate of calls per hour over the period (e.g. one call in 15min = four Calls per hr)

About the Queue Productivity Report (Queue Summary by Hour Template)

Based on the Queue Productivity Report, this report gives a detailed summary by hourly segments, revealing how many calls have arrived in a queue. The data can help more efficiently allocate agents over the workday or week by highlighting busy and slow periods.

To create the Queue Productivity Report (Queue Summary by Hour Template):

1. Select Queue Performance > Queue Productivity Report:



2. Select Report Template > Queue Summary by Hour.

3. Enter the following report criteria as required:

Period	The span of days covered by the report (Today, Last Week etc.)
Fellou	Alternatively, specify the exact date range using the Date criterion.
Dates	The date range you wish to cover in the report.
Times	Select hours of the day that you wish to cover in the report.
	Causes the report to display information grouped accorded to the selected criteria (for example by

Group By	Date, by Extension, by Queue etc.) Each specific base report has a particular set of groupings available.
Summary Type	This is to be used in conjunction with the 'View Summary' field. Select one type of summary: Date, Weekday, etc.
Time Period	Period covered
Queue Group	Narrows the scope of the report to a specific Queue Group.
Queue Number	Narrows the scope of the report to include only the selected Queue Number(s). Select the Queue Number(s) that you wish to include in the report from the drop-down menu or enter the Queue Number(s) with your keyboard. To specify multiple Queues, separate each number with a comma (). Do not include anagon in the list
	Narrow the scope of the report to include only the
ltem or Media Type	selected incoming queue media. Depending on the IPFX Modules you have purchased you may be able to include Calls, E- mails, Faxes, Text Chats and Callbacks in the report. Select from one of: CALL, EMAIL, FAX, TC, VM- CALLBACK.
Service Level Seconds	Defines your organisation's Service Level, in seconds. For example, if your service level requires calls to be answered within 20 seconds, enter 20. Default is set to 20.
Include Blank Periods	To save space, a report normally omits displaying information about time periods in which there were no calls. Use this criteria to force the report to display lines for all time periods. Yes display all periods, even those with no calls No omit periods with no calls Ignore (default, same as No)
Include Virtual Queues	Includes both standard and Virtual queues in the report.

	Determines the level of detail present in the report.						
View Summary	Yes Provides the report as a summary. Rows containing identical information are combined into a single line, with a Count column to show how many individual pieces of data each line represents.						
	No - Displays each piece of data on a separate line.						
	Ignore (Has the same effect as selecting No).						
	Changes the way that time is displayed in the report:						
Format Time	Yes - Displays time in hh:mm:ss format.						
	No - Displays time in seconds.						
	Ignore - (Has the same effect as selecting Yes)						

Queue Summary Report (Sample)

Queue Summary



Repo	t	Queue	Number	9		= 299)												
Time Period	Queue Number	Media Type	Total Calls	Total Ans. Calls	Total Abn. Calls	Abn. Before Minimum	Abn. After Minimum	Other Calls	Talk Time Minimum	Talk Time Maximum	Talk Time Average	Answered Queue Time Minimum	Answered Queue Time Maximum	Answered Queue Time Average	Abandoned Queue Time Minimum	Abandoned Queue Time Maximum	Abandoned Queue Time Average	Average Agents Logged In	Calls Per Hour
Tuesd	ay, 20 Feb	ruary 200	1																
2990 D	emo Quei	ue																	
Call																			
14:15	2990	Call	5	1	3	0	3	1	00:00:00	00:00:11	00:00:11	00:00:14	00:00:49	00:00:49	00:00:08	00:01:10	00:00:30	0	20
14:30	2990	Call	10	4	4	0	4	2	00:00:00	00:02:18	00:00:57	00:00:06	00:00:10	00:00:08	00:00:06	00:00:13	00:00:10	1	40
14:45	2990	Call	8	3	5	0	5	0	00:00:02	00:00:49	00:00:18	00:00:04	00:00:06	00:00:05	00:00:08	00:00:22	00:00:13	1	32
15:00	2990	Call	2	1	1	1	0	0	00:01:03	00:01:03	00:01:03	00:00:01	00:00:01	00:00:01	00:00:04	00:00:04	00:00:00	1	8
15:15	2990	Call	4	4	0	0	0	0	00:00:08	00:00:35	00:00:18	00:00:00	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00	1	16
Media	Type Aver	rages:	6	3	13	0	2	1	N/A	N/A	0 00:00:33	N/A	N/A	0 00:00:08	N/A	N/A	0 00:00:16	1	23
Media	Type Tota	als:	29	13	13	1	12	3	0 00:00:11	0 00:02:18	N/A	0 00:00:00	0 00:00:49	N/A	0 00:00:00	0 00:00:00	N/A	N/A	116
Queue	Averages	s:	6	3	13	0	2	1	N/A	N/A	0 00:00:33	N/A	N/A	0 00:00:08	N/A	N/A	0 00:00:16	1	23
Queue	Totals:		29	13	13	1	12	3	0 00:00:11	0 00:02:18	N/A	0 00:00:00	0 00:00:49		0 00:00:00	0 00:01:10	N/A	N/A	116
Date A	verages:		6	3	13	0	2	1	N/A	N/A	0 00:00:33	N/A	N/A	0 00:00:08	N/A	N/A	0 00:00:16	1	23
Date T	otals:		29	13	13	1	12	3	0 00:00:11	0 00:02:18	N/A	0 00:00:00	0 00:00:49	N/A	0 00:00:00	0 00:01:10	N/A	N/A	116
AVERA	GES:		6	3	13	0	2	1	N/A	N/A	0 00:00:33	N/A	N/A	0 00:00:08	N/A	N/A	0 00:00:16	1	23
TOTAL	S:		29	13	13	1	12	3	0 00:00:11	0 00:02:18	N/A	0 00:00:00	0 00:00:49	N/A	0 00:00:00	0 00:01:10	N/A	N/A	116

NOTE: - Date Time fields are in the format day hour minute sec (the day field, if present, represents a period of 24 hours)

- All Talk Time averages are calculated using answered calls only

- Other calls are calls where the final destination was not a person. e.g. After hours messages

- Maximum Calls Queued is the maximum number of calls that were queuing at any given point in time for that Queue

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Queue Summary Report

Report Heading	Definition
Time Period	Period set in Report Criteria (null periods may be unselected)
Queue Number	Number of the Queue
Media Type	Call, Email, Fax, TextChat or Callback
Total Calls	Total Calls delivered to the Queue
Total Ans. Calls	Sum of Answered Calls
Total Abn. Calls	Sum of Abandoned Calls
Abn. Before Minimum	Calls abandoned before minimum time limit set in Report Criteria
Abn. After Minimum	Calls abandoned after minimum time limit set in Report Criteria
Other Calls	Sum of Other Calls
Talk Time Minimum	Shortest period spent by a Call in Talk Time
Talk Time Maximum	Longest period spent by a Call in Talk Time
Talk Time Average	Average period spent by Calls in Talk Time
Answered Queue Time Minimum	Shortest period spent by an answered Call in Queue Time
Answered Queue Time Maximum	Longest period spent by an answered Call in Queue Time
Answered Queue Time Average	Average period spent by answered Calls in Queue Time
Abandoned Queue Time Minimum	Shortest period spent by an abandoned Call in Queue Time
Abandoned Queue Time Maximum	Longest period spent by an abandoned Call in Queue Time
Abandoned Queue Time Average	Average period spent by abandoned Calls in Queue Time
Average Agents Logged In	Mean number of Agents logged in over the period
Calls Per Hour	Rate of calls per hour over the period (e.g. one call in 15min = four Calls per hr)

About the Queue Summary Report

This report gives a detailed summary of call flow over 15-, 30or 60-minute segments (selected in the report criteria prompts; default is 30). The report provides a summary of events that can be used for comparisons and rostering.

Data shown: Total calls taken/answered/abandoned (before and after minimum abandon settings), maximum/minimum calls queued, average/maximum queue, talk/abandoned times,

Service Level, Calls per hour, average number of agents logged in.

Tip: Select **View summary** in the report criteria prompt for a total for each queue that can be used for a company comparison. If you are managing multiple queues this is a good overview and you can use the detail report to drill down on information if required.

To create the Queue Summary Report:

1. Select **Queue Performance > Queue Summary**:

🖺 IPFX Reports (Legacy) - Queue Summary [Que3.rpt]								
File Report Options Help								
Agent Teams Calls DDI Reports Extensions Message Box Performance Queue Groups Queues Extension by Queue Report Queues Extension by Queue Report Overall Queue Summary Queue Summary Queue Summary Queue Summary - 15 Minute Intervals Queue Summary - 20 Second Intervals Queue Summary - 30 Minute Intervals Queue Summary by Day Queue Summary by Day Queue Summary by Hour Site Information Wildcard/Preferred Agent Wrapup Codes	Description Daily Summary of H Criteria Report <u>I</u> emplate Source Data <u>b</u> ase Report <u>Directory:</u> Report Titl <u>e</u> Peri <u>o</u> d Dates Times Item Type Queue Number	Hourly Call From To From To	Information Grouped by Queu SYDV0IP01 - (Current) Z:\ Queue Summary Last Monday 21/05/2007 21/05/2007 08:00 111:30					
Daily Summary of Hourly Call Information Grouped by Queue								

2. Enter the following report criteria as required:

Period

The span of days covered by the report (Today, Last Week etc.)

Alternatively, specify the exact date range using the **Date** criterion.

Dates	The date range you wish to cover in the report.
Times	Select hours of the day that you wish to cover in the report.
Queue Group	Narrows the scope of the report to a specific Queue Group.
Queue Number	Narrows the scope of the report to include only the selected Queue Number(s). Select the Queue Number(s) that you wish to include in the report from the drop-down menu or enter the Queue Number(s) with your keyboard. To specify multiple Queues, separate each number with a comma (,). Do not include spaces in the list.
ltem or Media Type	Narrow the scope of the report to include only the selected incoming queue media. Depending on the IPFX Modules you have purchased you may be able to include Calls, E- mails, Faxes, Text Chats and Callbacks in the report. Select from one of: CALL, EMAIL, FAX, TC, VM- CALLBACK.
Service Level Seconds	Defines your organisation's Service Level, in seconds. For example, if your service level requires calls to be answered within 20 seconds, enter 20. Default is set to 20.
Include Blank Periods	To save space, a report normally omits displaying information about time periods in which there were no calls. Use this criteria to force the report to display lines for all time periods. Yes display all periods, even those with no calls No omit periods with no calls Ignore (default, same as No)
Include Virtual Queues	Includes both standard and Virtual queues in the report.
	Determines the level of detail present in the report. Yes Provides the report as a summary. Rows containing identical information are combined into a

View Summary	single line, with a Count column to show how many individual pieces of data each line represents.
	No - Displays each piece of data on a separate line.
	Ignore (Has the same effect as selecting No).
	Changes the way that time is displayed in the report:
Format Time	Yes - Displays time in hh:mm:ss format.
	No - Displays time in seconds.
	Ignore - (Has the same effect as selecting Yes)

Queue Summary Report (Overall Queue Summary Template) (Sample)

Overall Queue Summary



Report Criteria: Dates		be	tween	23/04/20	007 and 2	9/04/2	007										
Queue	Total Calls	Total Ans. Calls	Total Abn. Calls	Abn. Before Minimum	Abn. After Minimum	Other Calls	Talk Time Minimum	Talk Time Maximum	Talk Time Average	Answered Queue Time Minimum	Answered Queue Time Maximum	Answered Queue Time Average	Abandoned Queue Time Minimum	Abandoned Queue Time Maximum	Abandoned Queue Time Average	Average Agents Logged In	Calls Per Hour
2900 Operator Queue	24	9	3	0	3	12	0 00:00:00	00:01:23	0 00:00:24	00:00:00	00:00:36	0.00:00:01	0 00:00:00	0 00:00:00	0 00:00:12	0	6
2909 Consulting Queue	6	0	5	0	5	1	0 00:00:00	00:00:00	0.00:00:00	00:00:00	00:00:17	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:28	1	8
2955 Technical Queue	80	0	0	0	0	80	0 00:00:00	00:00:00	0.00:00:00	00:00:01	00:00:26	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0	7
2990 Customer Service	35	12	21	4	17	2	0 00:00:00	00:06:57	0 00:00:57	00:00:00	00:02:10	0 00:00:04	0 00:00:00	0 00:00:00	0 00:00:24	1	8
AVERAGES:	2	0	7	0	0	1	N/A	N/A	0 00:00:43	N/A	N/A	0 00:00:02	N/A	N/A	0 00:00:24	0	1
TOTALS:	145	21	29	4	25	95	0 00:00:00	0 00:06:57	N/A	0 00:00:00	0 00:02:10	N/A	0 00:00:00	0 00:00:55	N/A	N/A	580

NOTE: - Cate Time fields are in the format day hour minute sec (the day field, if present, represents a period of 24 hours) - All Talk Time averages are calculated using answered calls only

- Other calls are calls where the final destination was not a person. e.g. After hours messages

- Maximum Calls Queued is the maximum number of calls that were queuing at any given point in time for that Queue

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Queue Summary Report (Overall Queue Summary Template)

Report Heading	Definition
Time Period	Period set in Report Criteria (null periods may be unselected)
Queue Number	Number of the Queue
Media Type	Call, Email, Fax, TextChat or Callback
Total Calls	Total Calls delivered to the Queue
Total Ans. Calls	Sum of Answered Calls
Total Abn. Calls	Sum of Abandoned Calls
Abn. Before Minimum	Calls abandoned before minimum time limit set in Report Criteria
Abn. After Minimum	Calls abandoned after minimum time limit set in Report Criteria
Other Calls	Sum of Other Calls
Talk Time Minimum	Shortest period spent by a Call in Talk Time
Talk Time Maximum	Longest period spent by a Call in Talk Time
Talk Time Average	Average period spent by Calls in Talk Time
Answered Queue Time Minimum	Shortest period spent by an answered Call in Queue Time
Answered Queue Time Maximum	Longest period spent by an answered Call in Queue Time
Answered Queue Time Average	Average period spent by answered Calls in Queue Time
Abandoned Queue Time Minimum	Shortest period spent by an abandoned Call in Queue Time
Abandoned Queue Time Maximum	Longest period spent by an abandoned Call in Queue Time
Abandoned Queue Time Average	Average period spent by abandoned Calls in Queue Time
Average Agents Logged In	Mean number of Agents logged in over the period

About the Queue Summary Report (Overall Queue Summary Template)

This report gives a detailed queue summary based on Service Level intervals. The data can help more efficiently allocate resources.

Total Calls received are categorised into Answered and Abandoned within the Service Level intervals. These are displayed as both a number and a percentage to show the breakdown of calls answered or abandoned within the queue.

You can run this report in a summarized format, or grouped by fiscal week (set in the report criteria prompt).

This report will show at a glance if Service Level thresholds are achieved.

To create the Queue Summary Report (Overall Queue Summary Template):

1. Select **Queue Performance > Queue Summary**:

Price	(Que5.rpt]				
Eile Report Options Help					
Agent Teams Calls DDI Reports Extensions Message Box Queue Groups Queue Groups Queues Extension by Queue Report Queue Summary Queue Summary Queue Summary Queue Summary Queue Summary - 15 Minute Intervals Queue Summary - 20 Second Intervals	Description Overall Queue Sur Criteria Report <u>I</u> emplate Source Data <u>b</u> ase Report <u>D</u> irectory: Report Titl <u>e</u> Peri <u>o</u> d	SYDV0IP01 - (Current) Z:\ Overall Queue Summary Last Monday	•		
Queue Summary by Day	Dates	From	21/05/2007		
Queue Summary by Hour Site Information		To	21/05/2007		
🔁 🦲 Wildcard/Preferred Agent	Times	From	08:00		
		To	17:30		
	Item Type				
	Queue Number				
Overall Queue Summary				/	

- 2. Select Report Template > Overall Queue Summary.
- 3. Enter the following report criteria as required:

Period

The span of days covered by the report (Today, Last Week etc.)

Alternatively, specify the exact date range using the **Date** criterion.

Dates	The date range you wish to cover in the report.
Times	Select hours of the day that you wish to cover in the report.
Queue Group	Narrows the scope of the report to a specific Queue Group.
Queue Number	Narrows the scope of the report to include only the selected Queue Number(s). Select the Queue Number(s) that you wish to include in the report from the drop-down menu or enter the Queue Number(s) with your keyboard. To specify multiple Queues, separate each number with a comma (,). Do not include spaces in the list.
ltem or Media Type	Narrow the scope of the report to include only the selected incoming queue media. Depending on the IPFX Modules you have purchased you may be able to include Calls, E- mails, Faxes, Text Chats and Callbacks in the report. Select from one of: CALL, EMAIL, FAX, TC, VM- CALLBACK.
Service Level Seconds	Defines your organisation's Service Level, in seconds. For example, if your service level requires calls to be answered within 20 seconds, enter 20. Default is set to 20.
Include Blank Periods	To save space, a report normally omits displaying information about time periods in which there were no calls. Use this criteria to force the report to display lines for all time periods. Yes display all periods, even those with no calls No omit periods with no calls Ignore (default, same as No)
Include Virtual Queues	Includes both standard and Virtual queues in the report.
	Determines the level of detail present in the report. Yes Provides the report as a summary. Rows containing identical information are combined into a

View Summary	single line, with a Count column to show how many individual pieces of data each line represents.
	No - Displays each piece of data on a separate line.
	Ignore (Has the same effect as selecting No).
	Changes the way that time is displayed in the report:
Format Time	Yes - Displays time in hh:mm:ss format.
	No - Displays time in seconds.
	Ignore - (Has the same effect as selecting Yes)

Queue Summary Report (Queue Summary - 15 Minute Periods Template) (Sample)

Queue Summary - 15 Minute Periods



Repo	t Criteria:	Dates			b	etween 23	/04/200	7 and	29/04/200)70										
		Queue	Number		=	29900														
Time Period	Queue Number	Media Type	Total Calls	Total Ans. Calls	Total Abn. Calls	Abn. Before Minimum M	Abn. After linimum	Other Calls	Talk Time Minimum	Talk Time Maximum	Talk Time Average	Answered Queue Time Minimum	Answered Queue Time Maximum	Answered Queue Time Average	Abandoned Queue Time Minimum	Abandoned Queue Time Maximum	Abandoned Queue Time Average	Average Agents Logged In	Calls Per Hour	
2990 C	ustomer Sei	vice Que	ue																	
16:15	2990	Call	1	0	1	0	1	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:26	00:00:26	00:00:26	0	4	
17:00	2990	Call	1	0	1	0	1	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:27	00:00:27	00:00:27	0	4	
08:15	2990	Call	6	1	4	1	3	1	00:00:00	00:00:02	00:00:02	00:00:00	00:00:24	00:00:00	00:00:03	00:00:45	00:00:25	0	24	
08:30	2990	Call	4	0	4	1	3	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:02	00:00:26	00:00:24	1	16	
08:45	2990	Call	5	0	4	1	3	1	00:00:00	00:00:00	00:00:00	00:02:10	00:02:10	00:00:00	00:00:02	00:00:36	00:00:18	1	20	
09:15	2990	Call	2	0	2	0	2	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:24	00:00:28	00:00:26	0	8	
09:30	2990	Call	1	1	0	0	0	0	00:00:04	00:00:04	00:00:04	00:00:17	00:00:17	00:00:17	00:00:00	00:00:00	00:00:00	0	4	
09:00	2990	Call	1	1	0	0	0	0	00:00:15	00:00:15	00:00:15	00:00:01	00:00:01	00:00:01	00:00:00	00:00:00	00:00:00	0	4	
11:30	2990	Call	1	0	1	1	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		1	4	
08:30	2990	Call	1	0	1	0	1	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:30	00:00:30	00:00:30	1	4	
08:45	2990	Call	2	1	1	0	1	0	00:00:07	00:00:07	00:00:07	00:00:00	00:00:00	00:00:00	00:00:35	00:00:35	00:00:35	1	8	
09:30	2990	Call	1	1	0	0	0	0	00:00:30	00:00:30	00:00:30	00:00:01	00:00:01	00:00:01	00:00:00	00:00:00	00:00:00	1	4	
09:45	2990	Call	3	3	0	0	0	0	00:00:31	00:06:57	00:02:40	00:00:00	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00	1	12	
10:00	2990	Call	2	2	U	U	U	U	00:00:17	00:01:49	00:01:03	00:00:01	00:00:09	00:00:05	00:00:00	00:00:00	00:00:00	1	8	
10:15	2990	Call	1	U	1	U	1	U	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:28	00:00:28	00:00:28	1	4	
10.45	2990	Call	4	1	1	0	1	0	00:00:01	00:00:01	00:00:01	00:00:01	00:00:01	00:00:01	00:00:14	00:00:14	00:00:14	1	0	
11.00	2330	Call	1		0	0	0	0	00.00.13	00.00.13	00.00.13	00.00.11	00.00.11	00.00.11	00.00.00	00.00.00	00.00.00		4	
Queue	Averages:		2	1	21	0	1	0	N/A	N/A	0 00:00:57	N/A	N/A	0 00:00:04	N/A	N/A	0 00:00:24	1	8	
Queue	Totals:		35	12	21	4	17	2	0 00:00:00	0 00:06:57	N/A	0 00:00:00	0 00:02:10	N/A	0 00:00:00	0 00:00:45	N/A	N/A	140	
AVERA	GES:		2	1	21	0	1	0	N/A	N/A	0 00:00:57	N/A	N/A	0 00:00:04	N/A	N/A	0 00:00:24	1	8	
TOTAL	S:		35	12	21	4	17	2	0 00:00:00	0 00:06:57	N/A	0 00:00:00	0 00:02:10	N/A	0 00:00:00	0 00:00:45	N/A	N/A	140	

NOTE: - Cate Time fields are in the format day hour minute sec (the day field, if present, represents a period of 24 hours)

- All Talk Time averages are calculated using answered calls only

- Other calls are calls where the final destination was not a person. e.g. After hours messages

- Maximum Calls Queued is the maximum number of calls that were queuing at any given point in time for that Queue

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Queue Summary Report (Queue Summary - 15 Minute Periods Template)

Report Heading	Definition
Time Period	Period set in Report Criteria (null periods may be unselected)
Queue Number	Number of the Queue
Media Type	Call, Email, Fax, TextChat or Callback
Total Calls	Total Calls delivered to the Queue
Total Ans. Calls	Sum of Answered Calls
Total Abn. Calls	Sum of Abandoned Calls
Abn. Before Minimum	Calls abandoned before minimum time limit set in Report Criteria
Abn. After Minimum	Calls abandoned after minimum time limit set in Report Criteria
Other Calls	Sum of Other Calls
Talk Time Minimum	Shortest period spent by a Call in Talk Time
Talk Time Maximum	Longest period spent by a Call in Talk Time
Talk Time Average	Average period spent by Calls in Talk Time
Answered Queue Time Minimum	Shortest period spent by an answered Call in Queue Time
Answered Queue Time Maximum	Longest period spent by an answered Call in Queue Time
Answered Queue Time Average	Average period spent by answered Calls in Queue Time
Abandoned Queue Time Minimum	Shortest period spent by an abandoned Call in Queue Time
Abandoned Queue Time Maximum	Longest period spent by an abandoned Call in Queue Time
Abandoned Queue Time Average	Average period spent by abandoned Calls in Queue Time
Average Agents Logged In	Mean number of Agents logged in over the period

About the Queue Summary Report (Queue Summary - 15 minute periods Template)

This report gives a detailed summary by quarter-hour segments, revealing how many calls have arrived in a queue. The data can help more efficiently allocate agents over the workday or week by highlighting busy and slow periods.

To create the Queue Summary Report (Queue

Summary - 15 Minute Periods):

1. Select **Queue Performance > Queue Summary**:

IPFX Reports - Queue Summary [Que3N	ew.rpt]		-				
File Report Options Help							
Agent Performance Call Activity Message Box Presence Information	Description Summary of Queue Information						
Queue Performance	Criteria						
Queue Interval Report	Report <u>T</u> emplate		Queue Summary - 15 Minute Periods.				
Queue Productivity Report	Source Data <u>b</u> ase		(Current)	•			
Top 10 Report	Report <u>D</u> irectory:		ZN				
Wildcard / Preferred Agents	Report Titl <u>e</u>		Queue Summary - 15 Minute Periods				
🗄 🧰 Wrapup Codes	Peri <u>o</u> d		Last Week	-			
	Dates	From	07/05/2007				
		To	13/05/2007				
	Times	From	08:00				
		To	17:30				
	Group By (3 maximum)		Queue				
	Time Period		15				
	Queue Group						
	Queue Number		2500				
	Media Type		Call				
	Service Level Seconds						
	Include Blank Periods		C Yes C No 💿 Ignore				
	Include Virtual Queues		C Yes C No . ● Ignore				
	View Summary		C Yes C No € Ignore				
	Format Time (hh:mm:ss)		C Yes C No € Ignore				
Summary of Queue Information	L						

- 2. Select Report Template > Queue Summary 15 Minute Periods.
- 3. Select the following report criteria as required:

The span of days covered by the report (Today,

Period	Last Week etc.)
	Alternatively, specify the exact date range using the Date criterion.
Dates	The date range you wish to cover in the report.
Times	Select hours of the day that you wish to cover in the report.
Group By	Causes the report to display information grouped accorded to the selected criteria (for example by Date, by Extension, by Queue etc.) Each specific base report has a particular set of groupings available.
Time Period	Period covered
Queue Group	Narrows the scope of the report to a specific Queue Group.
Queue Number	Narrows the scope of the report to include only the selected Queue Number(s). Select the Queue Number(s) that you wish to include in the report from the drop-down menu or enter the Queue Number(s) with your keyboard. To specify multiple Queues, separate each number
	Narrow the scope of the report to include only the
Item or Media Type	selected incoming queue media. Depending on the IPFX Modules you have purchased you may be able to include Calls, E- mails, Faxes, Text Chats and Callbacks in the report.
	Select from one of: CALL, EMAIL, FAX, TC, VM- CALLBACK.
Service Level Seconds	Defines your organisation's Service Level, in seconds. For example, if your service level requires calls to be answered within 20 seconds, enter 20. Default is set to 20.
Include Blank Periods	To save space, a report normally omits displaying information about time periods in which there were no calls. Use this criteria to force the report to display lines for all time periods.

	Yes display all periods, even those with no calls No omit periods with no calls Ignore (default, same as No)
Include Virtual Queues	Includes both standard and Virtual queues in the report.
	Determines the level of detail present in the report.
View Summary	Yes Provides the report as a summary. Rows containing identical information are combined into a single line, with a Count column to show how many individual pieces of data each line represents.
	line.
	Ignore (Has the same effect as selecting No).
	Changes the way that time is displayed in the report:
Format Time	Yes - Displays time in hh:mm:ss format. No - Displays time in seconds.
	ignore - (has the same ellect as selecting Yes)

Queue Summary Report (Queue Summary - 30 Minute Periods Template) (Sample)

Queue Summary - 30 Minute Periods

Report	Criteria:	Dates			b	etween 23	/04/2007	and 29	/04/20070								
		Queue M	lumber		=	2990											
Time Period	Queue Number	Media Type	Total Calls	Total Ans. Calls	Total Abn. Calls	Abn. Before Minimum	Abn. After Minimum	Other Calls	Talk Time Minimum	Talk Time Maximum	Talk Time Average	Answered Queue Time Minimum	Answered Queue Time Maximum	Answered Queue Time Average	Abandoned Queue Time Minimum	Abandoned Queue Time Maximum	Abandoned Queue Time Average
2990 Ci	istomer Ser	vice Queu	e														
16:00	2990	Call	1	0	1	0	1	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:26	00:00:26	00:00:26
17:00	2990	Call	1	0	1	0	1	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:27	00:00:27	00:00:27
08:00	2990	Call	6	1	4	1	3	1	00:00:00	00:00:02	00:00:02	00:00:00	00:00:24	00:00:00	0:00:03	00:00:45	00:00:25
08:30	2990	Call	9	0	8	2	6	1	00:00:00	00:00:00	00:00:00	00:02:10	00:02:10	00:00:00	0:00:02	00:00:36	00:00:21
09:00	2990	Call	2	0	2	0	2	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0:00:24	00:00:28	00:00:26
09:30	2990	Call	1	1	0	0	0	0	00:00:04	00:00:04	00:00:04	00:00:17	00:00:17	00:00:17	00:00:00	00:00:00	00:00:00
09:00	2990	Call	1	1	0	0	0	0	00:00:15	00:00:15	00:00:15	00:00:01	00:00:01	00:00:01	00:00:00	00:00:00	00:00:00
11:30	2990	Call	1	0	1	1	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
08:30	2990	Call	3	1	2	0	2	0	00:00:07	00:00:07	00:00:07	00:00:00	00:00:00	00:00:00	0:00:30	00:00:35	00:00:33
09:30	2990	Call	4	4	0	0	0	0	00:00:30	00:06:57	00:02:08	00:00:00	00:00:01	00:00:01	00:00:00	00:00:00	00:00:00
10:00	2990	Call	3	2	1	0	1	0	00:00:17	00:01:49	00:01:03	00:00:01	00:00:09	00:00:05	00:00:28	00:00:28	00:00:28
10:30	2990	Call	2	1	1	0	1	0	00:00:01	00:00:01	00:00:01	00:00:01	00:00:01	00:00:01	00:00:14	00:00:14	00:00:14
11:00	2990	Call	1	1	0	0	0	0	00:00:19	00:00:19	00:00:19	00:00:11	00:00:11	00:00:11	00:00:00	00:00:00	00:00:00
Queue /	Averages:		3	1	21	0	1	0	N/A	N/A	0 00:00:57	N/A	N/A	0 00:00:04	N/A	N/A	0 00:00:24
Queue 1	fotals:		35	12	21	4	17	2	0 00:00:00	0 00:06:57	N/A	0 00:00:00	0 00:02:10	N/A	0 00:00:00	0 00:00:45	N/A
AVERAG	iES:		3	1	21	0	1	0	N/A	N/A	0 00:00:57	N/A	N/A	0 00:00:04	N/A	N/A	0 00:00:24
TOTALS	8		35	12	21	4	17	2	0 00:00:00	0 00:06:57	N/A	0 00:00:00	0 00:02:10	N/A	0 00:00:00	0 00:00:45	N/A

NOTE: - Cate Time fields are in the format day hour minute sec (the day field, if present, represents a period of 24 hours)

- All Talk Time averages are calculated using answered calls only

- Other calls are calls where the final destination was not a person, e.g. After hours messages

- Maximum Calls Queued is the maximum number of calls that were queuing at any given point in time for that Queue

Page 1 of 1

Queue Summary Report (Queue Summary - 30 Minute Periods Template)

Report Heading	Definition
Time Period	Period set in Report Criteria (null periods may be unselected)
Queue Number	Number of the Queue
Media Type	Call, Email, Fax, TextChat or Callback
Total Calls	Total Calls delivered to the Queue
Total Ans. Calls	Sum of Answered Calls
Total Abn. Calls	Sum of Abandoned Calls
Abn. Before Minimum	Calls abandoned before minimum time limit set in Report Criteria
Abn. After Minimum	Calls abandoned after minimum time limit set in Report Criteria
Other Calls	Sum of Other Calls
Talk Time Minimum	Shortest period spent by a Call in Talk Time
Talk Time Maximum	Longest period spent by a Call in Talk Time
Talk Time Average	Average period spent by Calls in Talk Time
Answered Queue Time Minimum	Shortest period spent by an answered Call in Queue Time
Answered Queue Time Maximum	Longest period spent by an answered Call in Queue Time
Answered Queue Time Average	Average period spent by answered Calls in Queue Time
Abandoned Queue Time Minimum	Shortest period spent by an abandoned Call in Queue Time
Abandoned Queue Time Maximum	Longest period spent by an abandoned Call in Queue Time
Abandoned Queue Time Average	Average period spent by abandoned Calls in Queue Time
Average Agents Logged In	Mean number of Agents logged in over the period

About the Queue Summary Report (Queue Summary - 30 Minute Periods Template)

This report gives a detailed summary by quarter-hour segments, revealing how many calls have arrived in a queue. The data can help more efficiently allocate agents over the workday or week by highlighting busy and slow periods.

To create the Queue Summary Report (Queue

Summary - 30 Minute Periods Template):

1. Select **Queue Performance > Queue Summary**:

IPFX Reports - Queue Summary [Que3N	lew.rpt]		_					
Eile Report Options Help								
🛃 🎒 🖾 🔶 🗕 😫 🕲								
Agent Performance Call Activity Message Box Presence Information	Description Summary of Queue Information							
Queue Performance Queue Call Tures by Extension Report	- Criteria							
Queue Interval Report	Report <u>T</u> emplate		Queue Summary - 30 Minute Periods.	•				
Queue Productivity Report	Source Data <u>b</u> ase		(Current)	•				
Top 10 Report	Report Directory:		ZN					
Wildcard / Preferred Agents	Report Titl <u>e</u>		Queue Summary - 30 Minute Periods					
😟 🦳 Wrapup Codes	Period		Last Week	•				
	Dates	From	07/05/2007					
		To	13/05/2007					
	Times	From	08:00					
		To	17:30					
	Group By (3 maximum)		Queue					
	Time Period		30					
	Queue Group							
	Queue Number		2500					
	Media Type		Call					
	Service Level Seconds							
	Include Blank Periods		C Yes C No 💿 Ignore					
	Include Virtual Queues		C Yes C No 💿 Ignore					
	View Summary		C Yes C No € Ignore					
	Format Time (hh:mm:ss)		C Yes C No € Ignore					
Summary of Queue Information]							

- 2. Select Report Template > Queue Summary 30 Minute Periods.
- 3. Enter the following report criteria as required:

The span of days covered by the report (Today,
Period	Last Week etc.)
	Alternatively, specify the exact date range using the Date criterion.
Dates	The date range you wish to cover in the report.
Times	Select hours of the day that you wish to cover in the report.
Group By	Causes the report to display information grouped accorded to the selected criteria (for example by Date, by Extension, by Queue etc.) Each specific base report has a particular set of groupings available.
Time Period	Period covered
Queue Group	Narrows the scope of the report to a specific Queue Group.
Queue Number	Narrows the scope of the report to include only the selected Queue Number(s). Select the Queue Number(s) that you wish to include in the report from the drop-down menu or enter the Queue Number(s) with your keyboard. To specify multiple Queues, separate each number
	Narrow the scope of the report to include only the
Item or Media Type	selected incoming queue media. Depending on the IPFX Modules you have purchased you may be able to include Calls, E- mails, Faxes, Text Chats and Callbacks in the report.
	Select from one of: CALL, EMAIL, FAX, TC, VM- CALLBACK.
Service Level Seconds	Defines your organisation's Service Level, in seconds. For example, if your service level requires calls to be answered within 20 seconds, enter 20. Default is set to 20.
Include Blank Periods	To save space, a report normally omits displaying information about time periods in which there were no calls. Use this criteria to force the report to display lines for all time periods.

	Yes display all periods, even those with no calls No omit periods with no calls Ignore (default, same as No)
Include Virtual Queues	Includes both standard and Virtual queues in the report.
	Determines the level of detail present in the report.
View Summary	Yes Provides the report as a summary. Rows containing identical information are combined into a single line, with a Count column to show how many individual pieces of data each line represents.
	line.
	Ignore (Has the same effect as selecting No).
	Changes the way that time is displayed in the report:
Format Time	Yes - Displays time in hh:mm:ss format. No - Displays time in seconds.
	ignore - (Has the same effect as selecting Yes)

Top 10 Report (Sample)

Top 10 Report



Report Criteria:	(None Supplied)				
Start Time	Extension	Queue	Caller Details	Dialled Number	Duration
Top 10 Longest Avai	ilable Times				
					Time Available
2007/03/19 08:30:00	2954 Lyana Veto	2900 Operator Queue	(Unknown Caller)		0 01:29:45
2007/03/19 08:30:00	2917 Michelle Michael		(Unknown Caller)		0 23:59:54
2007/03/19 08:30:00	2910 Sally Martins		(Unknown Caller)		0 23:59:23
Top 10 Averages:					0 00:08:54
Top 10 Totals:					0 01:29:02
Top 10 Longest Hold	l Times				
					Time On Hold
2007/03/19 09:18:16	2911 Whereamath Nottin		19848552	19848552	0 00:02:17
2007/03/19 09:48:47	2919 Samuel Birkley		021955085	3571219	0 00:01:40
Top 10 Averages:					0 00:00:05
Top 10 Totals:					0 00:03:57
Top 10 Longest Talk	Times				
••••					Time Talking
2007/03/19 09:48:47	2919 Samuel Birkley		021955085	3571219	0 00:21:55
2007/03/19 09:34:41	2995 May Flower		099094342	3573495	0 00:07:45
2007/03/19 09:37:39	2911 Whereamath Nottin		13594125	13594125	0 00:05:25
2007/03/19 09:35:40	2953 Miaola Jay		092966511	3571153	0 00:04:40
2007/03/19 09:19:21	2952 Simon Kingston		13770773	13770773	0 00:04:14
2007/03/19 09:01:03	2987 John Black		10800400600	10800400600	0 00:04:02
2007/03/19 09:18:16	2911 Whereamath Nottin		19848552	19848552	0 00:03:04
2007/03/19 09:20:19	2958 Jamie Jellosolo		095254048	2958	0 00:02:41
2007/03/19 09:03:42	2950 Beany Pollock		VM Access (61)	61	0 00:02:40
2007/03/19 09:51:19	2995 May Flower		18263794	18263794	0 00:01:22
Top 10 Averages:					0 00:05:47
Top 10 Totals:					0 00:57:48

AVERAGES:

TOTALS:

NOTE: - Cate Time fields are in the format day hour minute sec (the day field, if present, represents a period of 24 hours)

- The Start Time field is in the format yyyy/mm/dd hh:nn:ss

- To get the Top 10 records for a given Queue, run the report for that Queue only as only the Top 10 records can be taken across all given queues.

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Top1DNew.rpt - Version 4.3.312D 26/03/2007 03:23: p.m.

Top 10 Report

Report Heading	Definition
Start Time	Time the Call initiated
Extension	Description of the extension
Queue	Description of the queue
Caller Details	Data available on the calling line number
Dialled Number	Number dialled by the initiating line
Duration	Length of the Call

About the Top 10 Report

This report gives a detailed breakdown of the Top 10 data for the following sections:

- Top 10 Abandoned Calls Over Service Level Threshold of [xx] seconds
- Top 10 Answered Calls Over Service Level Threshold of [xx] seconds
- Top 10 Longest Agent Available Times
- Top 10 Longest Break Times
- Top 10 Longest Hold Times
- Top 10 Longest Talk Times
- Top 10 Longest Wait Time to Abandon
- Top 10 Longest Wait Time to Answer
- Top 10 Longest Work Times
- Top 10 Longest WrapUp Times

The Service Level Threshold may be set in the Criteria prompt, for example *Calls Abandoned over 20 seconds*.

To create the Top 10 Report:

1. Select Queue Performance > Top 10 Report:

IPFX Reports - Top 10 Report [Top10]	lew.rpt]				
<u>File Report Options Help</u>					
🛃 🎒 🕰 🕂 🖛 🖨 🖺 🞯					
Agent Performance Call Activity Message Box Queue Performance Queue Performance Queue Call Type by Extension Report Queue Interval Report Queue Productivity Report Queue Summary	Description Top 10 Cases Criteria Report <u>I</u> emplate Source Data <u>b</u> ase		Top 10 Report (default).		
in top 10 Report	Report Directory:		Z:\		
🕀 🧰 Wildcard / Preferred Agents	Report Titl <u>e</u>		Top 10 Report		
🖭 🛅 Wrapup Codes	Period		Last Week	•	
	Dates	From	07/05/2007		
		То	13/05/2007		
	Times	From	08:00		
		То	17:30		
	Queue Group				
	Queue Number		2500		
	Team				
	Extension Number		0		
	Section		Top 10 Longest Talk Times		
	Service Level				
	Format Time (hh:mm:ss)	C Yes C No € Ignore		
Top 10 Cases	,				

- 2. Select Report Template > Top 10 Report.
- 3. Enter the report criteria according to the following criteria:

Period	The span of days covered by the report (Today, Last Week etc.)
Fenou	Alternatively, specify the exact date range using the Date criterion.
Dates	The date range you wish to cover in the report.
Times	Select hours of the day that you wish to cover in the report.
Queue Group	Narrows the scope of the report to a specific Queue

Group.

Queue Number	Narrows the scope of the report to include only the selected Queue Number(s). Select the Queue Number(s) that you wish to include in the report from the drop-down menu or enter the Queue Number(s) with your keyboard. To specify multiple Queues, separate each number with a comma (,). Do not include spaces in the list.
Team	Narrow the scope of the report to the include only the selected Team.
Extension Number	Narrows the scope of the report to include only certain Extensions. Select the Extension that you wish to include in the report from the drop-down menu or enter the Extension number(s) with your keyboard. Wildcards can be used to select all extensions matching a pattern. To specify multiple Extensions, separate each number with a comma (,). Do not include spaces in
	Enables you to select which section(s) to include in
	the Top 10 report:
	Top 10 Abandoned Calls over Service Level
	Top 10 Answered Calls over Service Level
	Top 10 Longest Agent Available Times
Section	Top 10 Longest Agent Break Times
	Top 10 Longest Hold Times
	Iop 10 Longest Talk Times
	Top 10 Longest Wait Time to Abandon
	Top 10 Longest Walt Times
	Top 10 Longest Wran Lin Times
Service Level Second	Defines your organisation's Service Level, in seconds. For example, if your service level requires calls to be answered within 20 seconds, enter 20. Default is set to 20.
	Changes the way that time is displayed in the report:

Format Time	Yes - Displays time in hh:mm:ss format.
	No - Displays time in seconds.
	Ignore - (Has the same effect as selecting Yes)

Wildcard/Preferred Agent Reports

This category comprises the following base reports with templates noted accordingly:

- Wildcard/Preferred Agent Group Report (base report)
 - Wildcard/Preferred Agent Group Report
 - Wildcard/Preferred Agent Group by Queue

A 'Wildcard' is a special character (such as an asterisk or a question mark) that can represent one or more characters. For example, while '9582' refers to a single extension, '959*' refers to existing extensions between 9590 and 9599 inclusive.

Wildcard/Preferred Agent Group Report (Sample)

Wildcard\Preferred Agent Group Report



Report Criteria:	Dates Group By	(3 maxi	mum)	b =	etween 2 Wildcar	23/05/200 rd	07 and	23/05/200	7								
Extension		Total Calls	Total Ans. Calls	Total Abn. Calls	Abn. Before Minimum	Abn. After Minimum	Other Calls	Talk Time Minimum	Talk Time Maximum	Talk Time Average	Answered Queue Time Minimum	Answered Queue Time Maximum	Answered Queue Time Average	Abandoned Queue Time Minimum	Abandoned Queue Time Maximum	Abandoned Queue Time Average	Service Level
[0287756*] Lister & S	Sons Supplie	s Ltd D	ocume	nt Enqu	iries				The second second second								
2914 Melleen Cubin		1	1	0	0	0	0	0 00:00:10	00:00:10	0 00:00:10	00:00:10	00:00:10	0 00:00:10	0 00:00:00	0 00:00:00	0 00:00:00	100%
2954 Lyana Veto		2	2	0	0	0	0	0 00:00:12	00:00:23	0 00:00:18	00:00:01	00:00:01	0 00:00:01	0 00:00:00	0 00:00:00	0 00:00:00	93%
Wildcard Averages:		1	1	0	0	0	0	N/A	N/A	0 00:00:15	N/A	N/A	0 00:00:04	N/A	N/A	0 00:00:00	95%
Wildcard Totals:		3	3	0	0	0	0	0 00:00:10	0 00:00:23	N/A	0 00:00:01	0 00:00:00	N/A	0 00:00:00	0 00:00:00	N/A	N/A
[0292756*] Professio	onal Enquirin	g Service	s Ltd.	- Docum	nent Enqui	iries											
2918 Spare Phone		1	1	0	0	0	0	0 00:00:16	00:00:16	0 00:00:16	00:00:00	00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	100%
Wildcard Averages:		1	1	0	0	0	0	N/A	N/A	0 00:00:16	N/A	N/A	0 00:00:00	N/A	N/A	0 00:00:00	100%
Wildcard Totals:		1	1	0	0	0	0	0 00:00:16	0 00:00:16	N/A	0 00:00:00	0 00:00:00	N/A	0 00:00:00	0 00:00:00	N/A	N/A
[0293726*] C4 Peace	Corp Docu	ment En	quiries														
2914 Melleen Cubin		1	1	0	0	0	0	0 00:00:17	00:00:17	0 00:00:17	00:00:13	00:00:13	0 00:00:13	0 00:00:00	0 00:00:00	0 00:00:00	100%
2918 Spare Phone		2	1	1	0	1	0	0 00:00:21	00:00:21	0 00:00:21	00:00:01	00:00:00	0 00:00:01	0 00:00:46	0 00:00:00	0 00:00:46	50%
2987 John Black		1	1	0	0	0	0	0 00:00:13	00:00:13	0 00:00:13	00:00:13	00:00:13	0 00:00:13	0 00:00:00	0 00:00:00	0 00:00:00	100%
Wildcard Averages:		1	1	0	0	0	0	N/A	N/A	0 00:00:17	N/A	N/A	0 00:00:09	N/A	N/A	0 00:00:46	75%
Wildcard Totals:		4	3	1	0	1	0	0 00:00:13	0 00:00:21	N/A	0 00:00:01	0 00:00:46	N/A	0 00:00:46	0 00:00:00	N/A	N/A
[0292764*] Business	Solutions Lt	td Docu	iment E	inquires	3												
2954 Lyana Veto		1	1	0	0	0	0	0 00:00:15	00:00:15	0 00:00:15	00:00:00	00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	0 00:00:00	100%
Wildcard Averages:		1	1	0	0	0	0	N/A	N/A	0 00:00:15	N/A	N/A	0 00:00:00	N/A	N/A	0 00:00:00	100%
Wildcard Totals:		1	1	0	0	0	0	0 00:00:15	0 00:00:15	N/A	0 00:00:00	0 00:00:00	N/A	0 00:00:00	0 00:00:00	N/A	N/A
AVERAGES:		1	1	0	0	0	0	N/A	N/A	0 00:00:16	N/A	N/A	0 00:00:05	N/A	N/A	0 00:00:46	87%
TOTALS:		9	8	1	0	1	0	0 00:00:10	0 00:00:23	N/A	0 00:00:00	0 00:00:13	N/A	0 00:00:46	0 00:00:00	N/A	N/A

NOTE: - Date Time fields are in the format day hour minute see (the day field, if present, represents a period of 24 hours) - All Talk Time averages are calculated using answered calls only

- Other calls are calls where the final destination was not a person. e.g. After hours messages

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PAG1New.rpt - Version 4.3.3120 23/05/2007 02:13: p.m.

Wildcard/Preferred Agent Group Report

Report Heading	Definition
Queue	Queue description
Extension	Extension description
WrapUp Code	WrapUp Code description
WrapUp Folder	WrapUp Folder description
Count	Number of Calls
Time in Queue Total	Total time spent in Queue
Time in Queue Average	Total time spent in Queue divided by number of Calls
Time Talking Total	Sum of Talk Time
Time Talking Total %	Total Talking time divided by total Talking time in the Queue
Time Talking Average	Total Talking time divided by number of Calls
Time in WrapUp Total	Sum of WrapUp Time
Time in WrapUp Total %	Total WrapUp time divided by total WrapUp time in the Queue

About the Wildcard/Preferred Agent Group Report

The Wildcard/Preferred Agent Reports are used to summarise what calls have been directed to which agent; based on the preferred agent setup.

One commonly-used variation on this template is grouping by Queue (**Queue Group** drop-down list).

To create the Wildcard/Preferred Agent Group Report

1. Select Wildcard/Preferred Agent Reports > Wildcard/Preferred Agent Group Report

IPFX Reports (Legacy) - Wildcard/Preferred Age	ent Group Report [PAG2.rp	•t]	
 Gent Teams Galls DDI Reports Extensions 	Description Queue Information	n Grouped	by Wildcard/Preferred Agent (Group
 Intersection of the section of the se	Criteria Report <u>T</u> emplate			•
	Source Data <u>b</u> ase		AKLV0IP01 - (Current)	-
Wildcard/Preferred Agent Wildcard/Preferred Agent Group by Queue Benort	Report Directory:		Z:\	
Wildcard/Preferred Agent Group Report	Report Titl <u>e</u>		Wildcard/Preferred Agent G	roup R
	Peri <u>o</u> d		Today	-
	Dates	From	25/05/2007	
		То	25/05/2007	
	Times	From	08:00	
		To	17:30	
	Agent Group			
	Wildcard			
	Queue Number			
	Extension			

Period	The span of days covered by the report (Today, Last Week etc.) Alternatively, specify the exact date range using the Date criterion.
Dates	The date range you wish to cover in the report.
Times	Select hours of the day that you wish to cover in the report.
Group By	Causes the report to display information grouped accorded to the selected criteria (for example by Date, by Extension, by Queue etc.) Each specific base report has a particular set of groupings available.
Queue Group	Narrows the scope of the report to a specific Queue

Group.

Queue Number	Narrows the scope of the report to include only the selected Queue Number(s). Select the Queue Number(s) that you wish to include in the report from the drop-down menu or enter the Queue Number(s) with your keyboard. To specify multiple Queues, separate each number with a comma (,). Do not include spaces in the list.
Team	Narrow the scope of the report to the include only the selected Team.
Extension Number	Narrows the scope of the report to include only certain Extensions. Select the Extension that you wish to include in the report from the drop-down menu or enter the Extension number(s) with your keyboard. Wildcards can be used to select all extensions matching a pattern. To specify multiple Extensions, separate each number with a comma (,). Do not include spaces in the list.
Item or Media Type	Narrow the scope of the report to include only the selected incoming queue media. Depending on the IPFX Modules you have purchased you may be able to include Calls, E- mails, Faxes, Text Chats and Callbacks in the report. Select from one of: CALL, EMAIL, FAX, TC, VM- CALLBACK.
Include Virtual Queues	Includes both standard and Virtual queues in the report.

WrapUp Codes Reports

This category comprises the following base reports with templates noted accordingly:

- WrapUp Code Report (base report)
 - WrapUp Code Report
 - WrapUp Codes by Queue
- WrapUp Code Summary (base report)
 - Overall WrapUp Code Summary
 - Overall WrapUp Code Summary by Queue

This report gives a detailed breakdown of WrapUp Codes entered during a specific period.

WrapUp Codes are for categorizing calls. They are set by the Supervisor/Team Leaders and must be entered by the agent upon the completion of a call. Typical WrapUp Codes refer to specific products, services or areas of inquiry.

WrapUp Code data reveals which products were popular with callers, and can show variations in popularity after advertising campaigns or other publicity.

WrapUp Code Report (Sample)

Wrapup Code Report



Report Criteria:	Dates Wrapup	Code	betwee = 90.8	en 20/02/2007 and 23/02 30.15.14.13.12.11.10.05	2/2007 .04.03.02.01								
Queue		Extension		Wrapup Code	Wrapup Folder	Count	Time In Queue Total	Time In Queue Average	Time Talking Total	Time Talking Total %	Time Talking Average	Time In Wrapup Total	Time In Wrapup Total %
Tuesday, 20 Februar	y 2007												
2900 Operator Queue		2952 Simon Kingst	on	13 Query from Yellow Pages	System	1	0 00:00:06	0 00:00:06	0 00:00:26	100%	0 00:00:26	0 00:00:00	0%
Date Averages:						1	0 00:00:06	0 00:00:06	0 00:00:26	N/A	0 00:00:26	0 00:00:00	N/A
Date Totals:						1	0 00:00:06	N/A	0 00:00:26	N/A	N/A	0 00:00:00	N/A
Wednesday, 21 Febr	uary 2007				- Section					3			
2990 Customer Servic	e Queue	2952 Simon Kingst	on	10 Query from Newspaper	System	2	0 00:00:12	0 00:00:06	0 00:01:25	60%	0 00:00:43	0 00:00:38	4%
2990 Customer Servic	e Queue	2953 Miaola Jay		14 Query from Contact	System	1	0 00:00:08	0 00:00:08	0 00:00:08	6%	0 00:00:08	0 00:00:00	0%
2990 Customer Servic	e Queue	2953 Miaola Jay		15 Query from Website	System	3	0 00:00:39	0 00:00:13	0 00:00:47	33%	0 00:00:16	0 00:14:44	93%
2990 Customer Servic	e Queue	2953 Miaola Jay		80 General Inquiry	Customer Services	1	0 00:00:21	0 00:00:21	0 00:00:00	0%	0 00:00:00	0 00:00:07	1%
2990 Customer Servic	e Queue	2956 Nigel Shaw		90 Stuck in Wrapup	System	1	0 00:00:09	0 00:00:09	0 00:00:02	1%	0 00:00:02	0 00:00:18	2%
Date Averages:						2	0 00:00:18	0 00:00:11	0 00:00:28	N/A	0 00:00:18	0 00:03:09	N/A
Date Totals:						8	0 00:01:29	N/A	0 00:02:22	N/A	N/A	0 00:15:47	N/A
Thursday, 22 Februa	ary 2007												
2990 Customer Servic	e Queue	2952 Simon Kingst	on	10 Query from Newspaper	System	2	0 00:00:12	0 00:00:06	0 00:01:03	74%	0 00:00:32	0 00:00:44	55%
2990 Customer Servic	e Queue	2952 Simon Kingsti	on	13 Query from Yellow Pages	System	1	0 00:00:10	0 00:00:10	0 00:00:22	26%	0 00:00:22	0 00:00:17	21%
2990 Customer Servic	e Queue	2953 Miaola Jay		15 Query from Website	System	1	0 00:00:12	0 00:00:12	0 00:00:00	0%	0 00:00:00	0 00:00:19	24%
Date Averages:						1	0 00:00:11	0 00:00:09	0 00:00:28	N/A	0 00:00:21	0 00:00:27	N/A
Date Totals:						4	0 00:00:34	N/A	0 00:01:25	N/A	N/A	0 00:01:20	N/A
Friday, 23 February 2	2007												
2990 Customer Servic	e Queue	2961 Carly Balloon		10 Query from Newspaper	System	1	0 00:00:10	0 00:00:10	0 00:06:26	50%	0 00:06:26	0 00:00:00	0%
2990 Customer Servic	e Queue	2961 Carly Balloon		13 Query from Yellow Pages	System	1	0 00:00:10	0 00:00:10	0 00:06:26	50%	0 00:06:26	0 00:00:00	0%
Date Averages:						1	0 00:00:10	0 00:00:10	0 00:06:26	N/A	0 00:06:26	0 00:00:00	N/A
Date Totals:						2	0 00:00:20	N/A	0 00:12:52	N/A	N/A	0 00:00:00	N/A
AVERAGES:						1	0 00:00:14	0 00:00:10	0 00:01:33	N/A	0 00:01:08	0 00:01:33	N/A
TOTALS:						15	0 00:02:29	N/A	0 00:17:05	N/A	N/A	0 00:17:07	N/A

NOTE: - Date Time fields are in the format 'day hour minute :sec' (the 'day' field, if present, represents a period of 24 hours)

- All Talk Time averages are calculated using answered calls only

- Queue Time averages are calculated using calls that were of the Call Type 'Queue'

- If the 'Include Not Entered' option was used then all group averages also include the data from calls where no Wrapup was entered (or an incorrect Wrapup was entered)

- For Queue calls, Time In Queue also includes the Time Ringing At Extension

- The Time Talking figure also includes any Time On Hold for the associated call

Wrap7New.rpt - Version 4.3.3120 26/03/2007 04:09: p.m.

WrapUp Code Report

Report Heading	Definition
Queue	Queue description
Extension	Extension description
WrapUp Code	WrapUp Code description
WrapUp Folder	WrapUp Folder description
Count	Number of Calls
Time in Queue Total	Total time spent in Queue
Time in Queue Average	Total time spent in Queue divided by number of Calls
Time Talking Total	Sum of Talk Time
Time Talking Total %	Total Talking time divided by total Talking time in the Queue
Time Talking Average	Total Talking time divided by number of Calls
Time in WrapUp Total	Sum of WrapUp Time
Time in WrapUp Total %	Total WrapUp time divided by total WrapUp time in the Queue

About the WrapUp Code Report

This report gives a detailed breakdown of WrapUp codes.

WrapUp codes categorise calls. They are defined by an Administrator/Supervisor and are entered by an agent when a call is completed.

WrapUp codes are used to identify calls to a particular Queue or extension and find out what type of calls are being taken. For example:

	Service	Time	Parts	Time	Marketing	Time
Extension 1	8	00:15:45	10	00:16:49	2	00:09:22
Extension 2	9	00:16:12	8	00:13:51	2	00:03:54

- Extn A takes eight calls for Service, ten for Parts and two for Marketing you can see how many calls are being dealt with, but more importantly, what types of calls are being handled.
- Extn. 1 and Extn. 2 take approximately the same number of

calls. Extn. 1, however, seems to spend more time on Marketing calls than Extn B Is this because Extn A is a better marketer, Extn 2 needs more training, or is Extn. 1 spending too much time on these calls and may require further training?

This report details each call that comes in, the WrapUp Code\Folder applied, along with Total and Averages of times spent in queue, talk times and time spent in WrapUp codes\folders.

To create the WrapUp Code Report

1. Select WrapUp Codes Reports > WrapUp Code Report

🕒 IPFX Reports (Legacy) - Wrapup Code Report [\	Wrap4.rpt]		_	
Eile Report Options Help				
Agent Teams Calls DDI Reports Extensions Message Box Performance Queue Groups	□ Description Daily Summary of \ □ Criteria Beport Template	Vrapup Co	odes by Folder Grouped by Exten	sion
	Source Database		SYDV0IP01 - (Current)	
Wildcard/Preferred Agent	Report <u>D</u> irectory:		Z:\	-
Overall Wrapup Code Summary	Report Titl <u>e</u>		Wrapup Code Report	
Overall Wrapup Code Summary by Queue Wrapup Code Report	Peri <u>o</u> d		Today	-
Wrapup Codes by Queue	Dates	From	25/05/2007	
		To	25/05/2007	
	Times	From	08:00	
		To	17:30	
	Item Type			
	Queue Number			
	Extension		2232,2231,2230,2223,2222,2	
	Folder			
	Wrapup Code			
	Call Type			
	Show Invalid		C Yes C No € Ignore	
Daily Summary of Wrapup Codes by Folder Grouped by Extensio	n			

Period	The span of days covered by the report (Today, Last Week etc.)					
Fellou	Alternatively, specify the exact date range using the Date criterion.					
Dates	The date range you wish to cover in the report.					
Times	Select hours of the day that you wish to cover in the report.					
Group By	Causes the report to display information grouped accorded to the selected criteria (for example by Date, by Extension, by Queue etc.) Each specific base report has a particular set of groupings available.					
Queue Group	Narrows the scope of the report to a specific Queue Group.					
Queue Number	Narrows the scope of the report to include only the selected Queue Number(s). Select the Queue Number(s) that you wish to include in the report from the drop-down menu or enter the Queue Number(s) with your keyboard. To specify multiple Queues, separate each number					
Team	with a comma (,). Do not include spaces in the list. Narrow the scope of the report to the include only the selected Team.					
Extension Number	Narrows the scope of the report to include only certain Extensions. Select the Extension that you wish to include in the report from the drop-down menu or enter the Extension number(s) with your keyboard. Wildcards can be used to select all extensions matching a pattern. To specify multiple Extensions, separate each number with a comma (,). Do not include spaces in the list.					
	Narrow the scope of the report to include only the selected incoming queue media.					
	Depending on the IPFX Modules you have purchased you may be able to include Calls, E-					

Item or Media Type	mails, Faxes, Text Chats and Callbacks in the report.
	Select from one of: CALL, EMAIL, FAX, TC, VM-CALLBACK.
	Narrows the scope of the report to include only calls of a specific type:
	Callback - callbacks
Call Type	Incoming inbound calls to extensions or DDIs only (not inbound to queues)
	Outgoing outbound calls from extensions or DDIs
	Queue inbound calls to a queue
	Determines whether the report will show WrapUp codes.
Show WrapUpCodes	Yes Show WrapUp Codes in the report
	No Do not show WrapUp Codes in the Report
	Ignore Show everything including WrapUp Codes
Include Virtual Queues	Includes both standard and Virtual queues in the report.
	Changes the way that time is displayed in the report:
Format Time	Yes - Displays time in hh:mm:ss format.
	No - Displays time in seconds.
	Innore - (Has the same effect as selecting Ves)
	ignore (that the same cheet as scienting res)

WrapUp Codes by Queue (Sample)

Wrapup Code by Queue



Report Criteria:	Dates Wrapup	Code	betweer = 90.80	1 20/02/2007 and 23/02 0.15.14.13.12.11.10.05	/2007 .04.03.02.01								
Queue		Extension		Wrapup Code	Wrapup Folder	Count	Time In Queue Total	Time In Queue Average	Time Talking Total	Time Talking Total %	Time Talking Average	Time In Wrapup Total	Time In Wrapup Total %
2900 Operator Queu	ie												
2952 Simon Kingsto	n												
2900 Operator Queue		2952 Simon Kingst	ton	13 Query from Yellow Pages	System	1	0 00:00:06	0 00:00:06	0 00:00:26	100%	0 00:00:26	0 00:00:00	0%
Extension Averages	:					1	0 00:00:06	0 00:00:06	0 00:00:26	N/A	0 00:00:26	0 00:00:00	N/A
Extension Totals:						1	0 00:00:06	N/A	0 00:00:26	N/A	N/A	0 00:00:00	N/A
Queue Averages:						1	0 00:00:06	0 00:00:06	0 00:00:26	N/A	0 00:00:26	0 00:00:00	N/A
Queue Totals:						1	0 00:00:06	N/A	0 00:00:26	N/A	N/A	0 00:00:00	N/A
2990 Customer Serv	vice Queu	ie											
2952 Simon Kingsto	n												
2990 Customer Servic	e Queue	2952 Simon Kingst	ton	10 Query from Newspaper	System	4	0 00:00:24	0 00:00:06	0 00:02:28	87%	0 00:00:37	0 00:01:22	83%
2990 Customer Servic	e Queue	2952 Simon Kingst	ton	13 Query from Yellow Pages	System	1	0 00:00:10	0 00:00:10	0 00:00:22	13%	0 00:00:22	0 00:00:17	17%
Extension Averages	:					3	0 00:00:17	0 00:00:07	0 00:01:25	N/A	0 00:00:34	0 00:00:50	N/A
Extension Totals:						5	0 00:00:34	N/A	0 00:02:50	N/A	N/A	0 00:01:39	N/A
2953 Miaola Jay													
2990 Customer Servic	e Queue	2953 Miaola Jay		14 Query from Contact	System	1	0 00:00:08	0 00:00:08	0 00:00:08	14%	0 00:00:08	0 00:00:00	0%
2990 Customer Servic	e Queue	2953 Miaola Jay		15 Query from Website	System	4	0 00:00:51	0 00:00:13	0 00:00:47	82%	0 00:00:12	0 00:15:03	97%
2990 Customer Servic	e Queue	2953 Miaola Jay		80 General Inquiry	Customer Services	1	0 00:00:21	0 00:00:21	0 00:00:00	0%	0 00:00:00	0 00:00:07	1%
2990 Customer Servic	e Queue	2953 Miaola Jay		90 Stuck in Wrapup	System	1	0 00:00:09	0 00:00:09	0 00:00:02	4%	0 00:00:02	0 00:00:18	2%
Extension Averages						2	0 00:00:22	0 00:00:13	0 00:00:14	N/A	0 00:00:08	0 00:03:52	N/A
Extension Totals:						1	0 00:01:29	N/A	0 00:00:57	N/A	N/A	0 00:15:28	N/A
2961 Carly Balloon													
2990 Customer Servic	e Queue	2961 Carly Balloon	1	10 Query from Newspaper	System	1	0 00:00:10	0 00:00:10	0 00:06:26	50%	0 00:06:26	0 00:00:00	0%
2990 Customer Servic	e Queue	2961 Carly Balloon	ו	13 Query from Yellow Pages	System	1	0 00:00:10	0 00:00:10	0 00:06:26	50%	0 00:06:26	0 00:00:00	0%
Extension Averages	:					1	0 00:00:10	0 00:00:10	0 00:06:26	N/A	0 00:06:26	0 00:00:00	N/A
Extension Totals:						2	0 00:00:20	N/A	0 00:12:52	N/A	N/A	0 00:00:00	N/A
Queue Averages:						2	0 00:00:18	0 00:00:10	0 00:02:05	N/A	0 00:01:11	0 00:02:08	N/A
Queue Totals:						14	0 00:02:23	N/A	0 00:16:39	N/A	N/A	0 00:17:07	N/A
AVERAGES:						,	0 00:00:17	0 00:00:10	0 00:01:54	N/A	0 00:01:08	0 00:01:54	N/A
TOTALS:						15	0 00:02:29	N/A	0 00:17:05	N/A	N/A	0 00:17:07	N/A

NOTE: - Cate Time fields are in the format 'day hour minute :sec' (the 'day' field, if present, represents a period of 24 hours)

- All Talk Time averages are calculated using answered calls only

- Queue Time averages are calculated using calls that were of the Call Type 'Queue'

- If the 'Include Not Entered' option was used then all group averages also include the data from calls where no Wrapup was entered (or an incorrect Wrapup was entered)

- For Queue calls, Time In Queue also includes the Time Ringing At Extension

- The Time Talking figure also includes any Time On Hold for the associated call

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WrapUp Codes by Queue

Report Heading	Definition
Queue	Queue description
Extension	Extension description
WrapUp Code	WrapUp Code description
WrapUp Folder	WrapUp Folder description
Count	Number of Calls
Time in Queue Total	Total time spent in Queue
Time in Queue Average	Total time spent in Queue divided by number of Calls
Time Talking Total	Sum of Talk Time
Time Talking Total %	Total Talking time divided by total Talking time in the Queue
Time Talking Average	Total Talking time divided by number of Calls
Time in WrapUp Total	Sum of WrapUp Time
Time in WrapUp Total %	Total WrapUp time divided by total WrapUp time in the Queue

About the WrapUp Codes by Queue

This report gives totals by Agent and by Queue for each WrapUp Code to track how agents are entering Wrap-up codes in each Queue.

This report shows if the right kind of call is coming in on the right queue, e.g. a sales inquiry going to the Product Returns queue.

To create the WrapUp Codes by Queue

1. Select WrapUp Codes Reports > WrapUp Codes by Queue

IPFX Reports - Wrapup Code Sumn	nary [Wrap6New.rpt]	dekdekdek		_ 0 >
<u>File Report Options H</u> elp				
🛃 🎒 🗳 🕂 🖛 😫 🔞				
Agent Performance Call Activity Message Box Presence Information	Description Report of Wrapup C	iodes As	signed to Calls	
Queue Performance Site Information	Criteria			
Wildcard / Preferred Agents	Report <u>T</u> emplate		Wrapup Code Summary by Queue.	-
Wrapup Codes Wrapup Code Beport	Source Database		(Current)	•
Wrapup Code Summary	Report <u>D</u> irectory:		ZN	
	Report Title		Wrapup Code Summary by Queue	
	Period		Last Week	•
	Dates	From	07/05/2007	
		To	13/05/2007	
	Times	From	08:00	
		To	17:30	
	Group By (3 maximum)		Queue	
	Queue Group			
	Queue Number		2500	
	Team			
	Extension Number		0	
	Media Type		Call	
	Call Type		Incoming	
	Wrapup Folder		Incoming	
	Wrapup Code		12	
	Show Invalid Wrapups		C Yes C No € Ignore	
	Include Virtual Queues		C Yes C No € Ignore	
	Format Time (hh:mm:ss)		⊖Yes ⊖No . ● Ignore	

Period	The span of days covered by the report (Today, Last Week etc.) Alternatively, specify the exact date range using the Date criterion.
Dates	The date range you wish to cover in the report.

Times	Select hours of the day that you wish to cover in the report.
Group By	Causes the report to display information grouped accorded to the selected criteria (for example by Date, by Extension, by Queue etc.) Each specific base report has a particular set of groupings available.
Queue Group	Narrows the scope of the report to a specific Queue Group.
Queue Number	Narrows the scope of the report to include only the selected Queue Number(s). Select the Queue Number(s) that you wish to include in the report from the drop-down menu or enter the Queue Number(s) with your keyboard. To specify multiple Queues, separate each number
Team	Narrow the scope of the report to the include only the selected Team.
Extension Number	Narrows the scope of the report to include only certain Extensions. Select the Extension that you wish to include in the report from the drop-down menu or enter the Extension number(s) with your keyboard. Wildcards can be used to select all extensions matching a pattern. To specify multiple Extensions, separate each number with a comma (,). Do not include spaces in the list.
Item or Media Type	Narrow the scope of the report to include only the selected incoming queue media. Depending on the IPFX Modules you have purchased you may be able to include Calls, E- mails, Faxes, Text Chats and Callbacks in the report. Select from one of: CALL, EMAIL, FAX, TC, VM- CALLBACK.
	Narrows the scope of the report to include only calls of a specific type: Callback - callbacks

Call Type	Incoming inbound calls to extensions or DDIs only (not inbound to queues)
	Outgoing outbound calls from extensions or DDIs Queue inbound calls to a queue
	Determines whether the report will show WrapUp codes.
Show WrapUpCodes	Yes Show WrapUp Codes in the report No Do not show WrapUp Codes in the Report Ignore Show everything including WrapUp Codes
Include Virtual Queues	Includes both standard and Virtual queues in the report.
	Changes the way that time is displayed in the report:
Format Time	Yes - Displays time in hh:mm:ss format. No - Displays time in seconds. Ignore - (Has the same effect as selecting Yes)

Overall WrapUp Code Summary (Sample)

Overall Wrapup Code Summary



Report Criteria: Dates	between 08/01/2007 and 12/01/2007								
Wrapup Code	Wrapup Folder	Count	Time In Queue Total	Time In Queue Average	Time Talking Total	Time Talking Total %	Time Talking Average	Time In Wrapup Total	Time In Wrapup Total %
06 Query from Newspaper	System/Queue/Customer Services	5	0 00:00:34	0 00:00:07	0 00:08:54	52%	0 00:01:47	0 00:01:22	8%
07 Query from TV Advert	System/Queue/Customer Services	3	0 00:00:26	0 00:00:09	0 00:07:14	42%	0 00:02:25	0 00:00:17	2%
08 Query from Radio Advert	System/Queue/Customer Services	1	0 00:00:08	0 00:00:08	0 00:00:08	1%	0 00:00:08	0 00:00:00	0%
09 Query from Yellow Pages	System/Queue/Customer Services	4	0 00:00:51	0.00:00:13	0 00:00:47	5%	0 00:00:12	0 00:15:03	88%
10 Query from Website	System/Queue/Customer Services	1	0 00:00:21	0 00:00:21	0 00:00:00	0%	0 00:00:00	0 00:00:07	1%
99 Stuck in Wrapup	System	1	0 00:00:09	0 00:00:09	0 00:00:02	0%	0 00:00:02	0 00:00:18	2%
AVERAGES:		3	0 00:00:25	0 00:00:10	0 00:02:51	N/A	0 00:01:08	0 00:02:51	N/A
TOTALS:		15	0 00:02:29	N/A	0 00:17:05	N/A	N/A	0 00:17:07	N/A

NOTE: - Date Time fields are in the format 'day hour minute sec' (the 'day' field, if present, represents a period of 24 hours)

- All Tallı Time averages are calculated using answered calls only

- Queue Time averages are calculated using calls that were of the Call Type 'Queue'

- If the 'Include Not Entered' option was used then all group averages also include the data from calls where no Wrapup was entered (or an incorrect Wrapup was entered)

- For Queue calls, Time In Queue also includes the Time Ringing At Extension

- The Time Talking figure also includes any Time On Hold for the associated call

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Overall WrapUp Code Summary

Report Heading	Definition
Queue	Queue description
Extension	Extension description
WrapUp Code	WrapUp Code description
WrapUp Folder	WrapUp Folder description
Count	Number of Calls
Time in Queue Total	Total time spent in Queue
Time Talking Total	Sum of Talk Time
Time Talking Total %	Total Talking time divided by total Talking time in the Queue
Time Talking Average	Total Talking time divided by number of Calls
Time in WrapUp Total	Sum of WrapUp Time
Time in WrapUp Total %	Total WrapUp time divided by total WrapUp time in the Queue

About the Overall WrapUp Code Summary

WrapUp codes categorise calls. They are defined by an Administrator/Supervisor and are entered by an agent when a call is completed.

WrapUp codes are used to identify calls to a particular Queue or extension and find out what type of calls are being taken.

This report summarises how many calls were applied to a WrapUp Code\Folder, along with Total and Averages of times spent in queue, talk times and time spent in WrapUp codes\folders. It can be used to view what type of WrapUp codes were utilised for a specific queue or group of extensions for either inbound, outbound or queue related calls. This information can be used to strategise if this is the type of calls they wish to continue with or whether other team members should be handling these calls.

To create the Overall WrapUp Code Summary

1. Select WrapUp Codes Reports > Overall WrapUp Code

Summary

File Report Options Help				
🛃 🎿 🔺 🗕 😫 🛅 🎯				
Agent Teams Calls	Description Overall Wrapup (Overall Wrapup (Criteria Report Iemplate Source Database Report Directory: Report Title Period Dates Times Item Type Queue Number Folder	From To To	ary SYDV0IP01 - (Current) Z:\ Overall Wrapup Code Sumr Last Thursday 24/05/2007 24/05/2007 08:00 17:30	T T T T T T T T T T T T T T T T T T T
	Call Type			
Overall Wrapup Code Summary]			

Period	The span of days covered by the report (Today, Last Week etc.) Alternatively, specify the exact date range using the Date criterion.
Dates	The date range you wish to cover in the report.
Times	Select hours of the day that you wish to cover in the report.
Group By	Causes the report to display information grouped accorded to the selected criteria (for example by Date, by Extension, by Queue etc.) Each specific base report has a particular set of groupings available.

Queue Group	Narrows the scope of the report to a specific Queue Group.
Queue Number	Narrows the scope of the report to include only the selected Queue Number(s). Select the Queue Number(s) that you wish to include in the report from the drop-down menu or enter the Queue Number(s) with your keyboard.
	with a comma (,). Do not include spaces in the list.
Team	Narrow the scope of the report to the include only the selected Team.
Extension Number	Narrows the scope of the report to include only certain Extensions. Select the Extension that you wish to include in the report from the drop-down menu or enter the Extension number(s) with your keyboard. Wildcards can be used to select all extensions matching a pattern. To specify multiple Extensions, separate each number with a comma (,). Do not include spaces in the list.
	Narrow the scope of the report to include only the
Item or Media Type	Depending on the IPFX Modules you have purchased you may be able to include Calls, E- mails, Faxes, Text Chats and Callbacks in the report.
	CALLBACK.
	Narrows the scope of the report to include only calls of a specific type:
Call Type	Incoming inbound calls to extensions or DDIs only (not inbound to queues)
	Outgoing outbound calls from extensions or DDIs
	Queue inbound calls to a queue
	Determines whether the report will show WrapUp codes.
Show WrapUpCodes	Yes Show WrapUp Codes in the report

	No Do not show WrapUp Codes in the Report Ignore Show everything including WrapUp Codes
Include Virtual Queues	Includes both standard and Virtual queues in the report.
	Changes the way that time is displayed in the report:
Format Time	Yes - Displays time in hh:mm:ss format. No - Displays time in seconds. Ignore - (Has the same effect as selecting Yes)

WrapUp Code Summary by Queue (Sample)

Overall Wrapup Code Summary by Queue



Report Criteria: Queue Numb	$e^{-1} = 2900, 2990$ $e^{-1} = 90, 80, 15, 14, 13, 12, 11, 10, 05, 04, 03, 02, 01$								
Wrapup Code	Wrapup Folder	Count	Time In Queue Total	Time In Queue Average	Time Talking Total	Time Talking Total %	Time Talking Average	Time In Wrapup Total	Time In Wrapup Total %
2900 Operator Queue									
13 Query from Yellow Pages	System	1	0 00:00:06	0 00:00:06	0 00:00:26	100%	0 00:00:26	0 00:00:00	0%
Queue Averages:		1	0 00:00:06	0 00:00:06	0 00:00:26	N/A	0 00:00:26	0 00:00:00	N/A
Queue Totals:		1	0 00:00:06	N/A	0 00:00:26	N/A	N/A	0 00:00:00	N/A
2990 Demo Queue						-15-57			
01 New Technical Query	System/Queue/Technical Support	2	0 00:00:09	0 00:00:05	0 00:00:44	1%	0 00:00:22	0 00:00:39	0%
02 Existing Technical Queuery	System\Queue\Technical Support	1	0 00:00:06	0 00:00:06	0 00:00:16	0%	0 00:00:16	0 00:00:10	0%
03 Transfer to Consulting	System\Queue\Technical Support	1	0 00:00:06	0 00:00:06	0 00:00:16	0%	0 00:00:16	0 00:00:10	0%
04 Transferred to Customer Service	System\Queue\Technical Support	2	0 00:00:08	0 00:00:04	0 00:00:19	0%	0 00:00:10	0 00:02:20	1%
05 Wrong Number	System/Queue/Technical Support	1	0 00:00:06	0 00:00:06	0 00:00:16	0%	0 00:00:16	0 00:00:10	0%
10 Query from Newspaper	System	16	0 00:01:19	0 00:00:05	0 00:29:22	45%	0 00:01:50	0 00:50:03	23%
11 Query from TV Advert	System	15	0 00:01:41	0 00:00:07	0 00:03:31	5%	0 00:00:14	0 00:05:52	3%
12 Query from Radio Advert	System	18	0 00:00:59	0 00:00:03	0 00:17:08	26%	0 00:00:57	0 00:19:33	9%
13 Query from Yellow Pages	System	14	0 00:00:52	0 00:00:04	0 00:10:06	15%	0 00:00:43	0 00:02:39	1%
14 Query from Contact	System	1	0 00:00:08	0 00:00:08	0 00:00:08	0%	0 00:00:08	0 00:00:00	0%
15 Query from Website	System	6	0 00:01:12	0 00:00:12	0 00:01:00	2%	0 00:00:10	0 02:12:27	60%
80 General Inquiry	System/Customer Services	11	0 00:00:45	0 00:00:04	0 00:01:26	2%	0 00:00:08	0 00:05:40	3%
90 Stuck in Wrapup	System	7	0 00:00:37	0 00:00:05	0 00:01:04	2%	0 00:00:09	0 00:01:40	1%
Queue Averages:		7	0 00:00:38	0 00:00:05	0 00:05:03	N/A	0 00:00:41	0 00:17:02	N/A
Queue Totals:		95	0 00:08:08	N/A	0 01:05:36	N/A	N/A	0 03:41:23	N/A
AVERAGES:		1	0 00:00:35	0 00:00:05	0 00:04:43	N/A	0 00:00:41	0 00:15:49	N/A
TOTALS:		96	0 00:08:14	N/A	0 01:06:02	N/A	N/A	0 03:41:23	N/A

- All Talk Time averages are calculated using answered calls only

- Queue Time averages are calculated using calls that were of the Call Type 'Queue'

- If the 'Include Not Entered' option was used then all group averages also include the data from calls where no Wrapup was entered (or an incorrect Wrapup was entered)

- For Queue calls, Time In Queue also includes the Time Ringing At Extension

- The Time Talking figure also includes any Time On Hold for the associated call

Page 1 of 1

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WrapUp Code Summary by Queue

Report Heading	Definition
Show Queues	Determines whether the report will show Queues or not.
Show Extensions	Determines whether the report will show Extensions or not.
Time in Queue Total	Total time spent in Queue
Time in Queue Average	Total time spent in Queue divided by number of Calls
Time Talking Total %	Total Talking time divided by total Talking time in the Queue
Time Talking Average	Total Talking time divided by number of Calls
Time in WrapUp Total	Sum of WrapUp Time
Time in WrapUp Total %	Total WrapUp time divided by total WrapUp time in the Queue

About the WrapUp Code Summary by Queue

This report gives queue totals for each WrapUp Code, helping track which queues are receiving calls about products.

This report shows if the right kind of call is coming in on the right queue, e.g. a sales inquiry going to the Product Returns queue.

To create the WrapUp Code Summary by Queue

1. Select WrapUp Codes Reports > WrapUp Code Summary by Queue

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Agent Performance Call Activity Message Box Presence Information	Report of Wrapup Co	odes As	signed to Calls	
E 🧰 Queue Performance	Criteria		<u></u>	
Wildcard / Preferred Agents	Report <u>T</u> emplate		Wrapup Code Summary by Queue.	-
Wrapup Codes	Source Data <u>b</u> ase		(Current)	-
- 🔚 Wrapup Code Summary	Report <u>D</u> irectory:		ZA	
	Report Titl <u>e</u>		Wrapup Code Summary by Queue	
	Period		Last Week	-
	Dates	From	07/05/2007	
		To	13/05/2007	
	Times	From	08:00	
		To	17:30	
	Group By (3 maximum)		Queue	
	Queue Group			
	Queue Number		2500	
	Team			
	Extension Number		0	
	Media Type		Call	
	Call Type		Incoming	
	Wrapup Folder		Incoming	
	Wrapup Code		12	
	Show Invalid Wrapups		C Yes C No . Ignore	
	Include Virtual Queues		C Yes C No € Ignore	
	Format Time (hh:mm:ss)		C Yes C No . € Ignore	

Period	The span of days covered by the report (Today, Last Week etc.)
	Alternatively, specify the exact date range using the Date criterion.
Dates	The date range you wish to cover in the report.
Times	Select hours of the day that you wish to cover in the report.
	Causes the report to display information grouped

Group By	accorded to the selected criteria (for example by Date, by Extension, by Queue etc.) Each specific base report has a particular set of groupings available.
Queue Group	Narrows the scope of the report to a specific Queue Group.
Queue Number	Narrows the scope of the report to include only the selected Queue Number(s). Select the Queue Number(s) that you wish to include in the report from the drop-down menu or enter the Queue Number(s) with your keyboard. To specify multiple Queues, separate each number with a comma (.). Do not include spaces in the list.
Team	Narrow the scope of the report to the include only the selected Team.
Extension Number	Narrows the scope of the report to include only certain Extensions. Select the Extension that you wish to include in the report from the drop-down menu or enter the Extension number(s) with your keyboard. Wildcards can be used to select all extensions matching a pattern. To specify multiple Extensions, separate each number with a comma (,). Do not include spaces in the list.
ltem or Media Type	Narrow the scope of the report to include only the selected incoming queue media. Depending on the IPFX Modules you have purchased you may be able to include Calls, E- mails, Faxes, Text Chats and Callbacks in the report. Select from one of: CALL, EMAIL, FAX, TC, VM- CALLBACK.
Call Type	Narrows the scope of the report to include only calls of a specific type: Callback - callbacks Incoming inbound calls to extensions or DDIs only (not inbound to queues) Outgoing outbound calls from extensions or DDIs

Queue inbound calls to a queue
Determines whether the report will show WrapUp codes.
Yes Show WrapUp Codes in the report
No Do not show WrapUp Codes in the Report Ignore Show everything including WrapUp Codes
Includes both standard and Virtual queues in the report.
Changes the way that time is displayed in the report:
Yes - Displays time in hh:mm:ss format.
No - Displays time in seconds.
Ignore - (Has the same effect as selecting Yes)

Custom Templates

Custom Templates enable users to save frequently-used report settings to quickly access tailor-made reports.

You can create your own templates to save time when repeatedly creating reports on similar themes.

Creating a Custom Template

- 1. Open the Report window.
- 2. Select a Report Template (i.e. Call Pullback Report).

File Report Ontions Help	ewapt]			
Agent Performance Call Activity Call Pullback Report Call Transfer Report Call Type by Extension Summary Direct Dial Interval Report Direct Dial Summary Total Call Activity Message Box Presence Information Queue Performance Site Information Wildcard / Preferred Agents Wrapup Codes	 Description Calls Pulled Back fro Calls Pulled Back fro Criteria Report <u>I</u>emplate Source Database Report <u>D</u>irectory: Report Title Period Dates Times Group By (3 maximum) Queue Group Queue Number Team Extension Number Media Type Format Time (hh:mm:ss) 	m an E From To From To	ttension	

3. Make your criteria selections from the drop-down lists presented.

IPFX Reports - Call Pullback Report [Que6]	New.rpt]			- 🗆 🗙
File Report Options Help				
Agent Performance Call Activity Call Pullback Report Call Pullback Summary Call Transfer Report Call Type by Extension Summary Direct Dial Interval Report Direct Dial Summary Total Call Activity Message Box Presence Information Queue Performance Site Information Wildcard / Preferred Agents Wrapup Codes	Description Calls Pulled Back I Criteria Report I emplate Source Database Report Directory: Report Title Period Dates Times Group By (3 maximum Queue Group Queue Number Team Extension Number Media Type Format Time (hh:mm:s	from an E: From To From To)	Atension	
Calls Pulled Back from an Extension				/

4. Enter a name for your Custom Template in the Report Template drop-down list. (This name will not appear on the report.)
| File Report Options Help Image: Image | IPFX Reports - Call Pullback Report [Que6N | ew.rpt] | | | - 0 <mark>×</mark> |
|--|---|---|--------------------------|---|--------------------|
| | <u>File Report Options Help</u> | | | | |
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| Image: Agent Fertomance Description Call Activity Call Pullback Report Call Pullback Summary Call Pullback Summary Direct Dial Interval Report Call Pullback Report (default) Image: Direct Dial Interval Report Call Pullback Report (default) Image: Direct Dial Interval Report Source Database Image: Direct Dial Interval Report Report Image: Direct Dial Interval Report (default) Image: Direct Dial Call Activity Report Directory: Image: Direct Dial Call Activity Perigd Image: Direct Dial Call Activity Dates Image: Direct Dial Call Activity Dates Image: Direct Dial Call Activity To 17:30 Image: Direct Dial Call Call Image: Directory: Image: Direct Dial Call Call Image: Directory: Image: Direct Dial Call Call I | Agent Performance
Call Activity
Call Pullback Report
Call Pullback Summary
Call Transfer Report
Call Type by Extension Summary
Direct Dial Interval Report
Direct Dial Summary
Total Call Activity
Message Box
Presence Information
Queue Performance
Site Information
Wildcard / Preferred Agents
Wrapup Codes | Description
Calls Pulled Back fro
Calls Pulled Back fro Criteria Report <u>I</u>emplate Source Data<u>b</u>ase Report <u>D</u>irectory: Report Titl<u>e</u> Period Dates Times Group By (3 maximum) Queue Group Queue Number Team Extension Number Media Type Format Time (hh:mm:ss) | From
To
From
To | tension Call Pullback Report (default) Call Pullback Report (default) Call Pullback Report (default) Current) Z:\ Today I8/05/2007 I8/05/2007 I8/05/2007 08:00 I7:30 Date 00 Call Call Call Call Call Call Call C | |

5. Enter a title for your Custom Template in the Report Title text box. (This title will appear on the report.)

E IPFX Reports - Call Pullback Report [Que6]	\ew.rpt]			_ 🗆 🗙
Eile Report Options Help				
Agent Performance Call Activity Call Pullback Report Call Pullback Summary Call Transfer Report Call Type by Extension Summary Direct Dial Interval Report Direct Dial Summary Total Call Activity Message Box Presence Information Queue Performance Site Information Wildcard / Preferred Agents Wrapup Codes	Description Calls Pulled Back fro Criteria Report Iemplate Source Database Report Directory: Report Title Period Dates Times Group By (3 maximum) Queue Group Queue Number Team Extension Number Media Type	From To To	tension Call Pullback Report (default). (Current) Z:\ My Report Title Today 18/05/2007 18/05/2007 18/05/2007 08:00 17:30 Date 2500 Call	
Calls Pulled Back from an Extension				1

Saving a Custom Template

Click the Save button on the button bar or select File > Save from the menubar.

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Opening a Custom Template

- 1. Select the Report Template (i.e. Call Pullback Report) that was active when you created the Custom Template.
- 2. Select the Custom Template name from the Report Template drop-down list. The Custom Template details will appear.

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Agent Performance Call Activity Call Pullback Report Call Pullback Summary Call Transfer Report Call Type by Extension Summary Direct Dial Interval Report Direct Dial Summary Total Call Activity Message Box Presence Information Queue Performance Site Information Widcard / Preferred Agents Wrapup Codes	Description Calls Pulled Back fro Criteria Report Iemplate Source Database Report Directory: Report Title Period Dates Times Group By (3 maximum) Queue Group Queue Number Team Extension Number	From To From To	tension Call Pullback Report (default). • (Current) • Z:\ • My Report Title • Today • 18/05/2007 • 18/05/2007 • 08:00 • 17:30 • Date • • • 2500 • 0 •
	Media Type		Call
	Format Time (hh:mm:ss)		⊖Yes ● No ⊝Ignore

Troubleshooting Reports

Symptom: Supervisors or Administrators are unable to generate reports when \\IPFXServer\vm\db is entered into the Report Directory field

This problem can occur when the user's PC is unable to resolve the name of the IPFX Server (where call statistics are stored). The problem can be solved by adding an appropriate record for the IPFX Server to the organisation's DNS server, or by using the Settings Editor to replace the IPFX Server's name with its IP address in the DB_AUDITTRAIL's DataStore key.

- 1. Confirm that DNS is failing to resolve the IPFX Server name.
- 2. The organisation's network administrator will need to add the IPFX Server name (for example *IPFXServer*) to their local DNS Server on the company's domain.

This will allow Supervisors to run their reports without having to change their Report Directory.

3. If it is not possible to modify the DNS Server's entries, the IPFX Settings editor can be used to hard-code the IPFX Server's IP address.

From the IPFX Server's desktop, select **Start > Run**.

4. Enter C:\VMLocal\Utils\SettingsEditor.exe into box that appears and click **OK**:



5. In Settings Editor window, browse to the **PSCTI.INI** folder and click on the **DB_AUDITTRAIL** section:



6. Right-click on the key **DataSource** in the right-side panel and select **Edit** from the context menu:

O IPFX Settings Editor						
File Edit View Help						
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□ □ Root	^	Key Catalog	Va CTS	lue SERVER		
🛱 🧰 C:		ConnectionType	3			
	≣	DataSource		Insert	Ins	
FeatureServer		Password Provider		Edit	Alt+Enter	
	_	User ID		Delete	Del	
🖶 🧰 PSCTI.INI				Сору	Ctrl+C	
				Cut	Ctrl+X	
				Paste	Ctrl+V	
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				Export	F8	
			_	Exportin	10	
B_AUDITTRAIL						
DB_CALLS						
DB_CHK_SVR	~	<				>
PSCTI.INI\DB_AUDITTRAIL : DataSource = IPFXSER	VE	R\CTSERVER				

7. Edit the key's value, replacing the name of the IPFX Server with its IP address:

Edit Key/Va	lue	×
Application:	PSCTI.INI	ОК
Section:	DB_AUDITTRAIL	Cancel
<u>К</u> еу:	DataSource	
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Edit Key/Va	lue	
Edit Key/Va Application:	lue PSCTI.INI	ОК
Edit Key/Va Application:	lue PSCTI.INI DB_AUDITTRAIL	OK Cancel
Edit Key/Va Application: Section: Key:	lue PSCTI.INI DB_AUDITTRAIL DataSource	OK Cancel
Edit Key/Va Application: Section: Key: Value:	lue PSCTI.INI DB_AUDITTRAIL DataSource 10.0.0.1\CTSERVER	OK Cancel

- 8. Click OK.
- 9. Supervisors will now be able to run reports by using the IP address of the IPFX Server in their Report Directory field: for example, **\\10.0.1\vm\db**.

Printing reports for 8-digit extension sites

In rare instances, fields containing extension or queue numbers may be be truncated when reports are generated for sites using 8-digit extensions.

This issue is caused by certain printer drivers; the data integrity of the report itself is not affected.

In order to remedy this error, IPFX suggests that following steps may be helpful:

- Check that your computer is using the latest driver for your printer
- Consult your printer documentation about Font Substitution and ensure that your printer is not substituting the default Arial font
- Attempt to print the report from a different printer in your organisation.

See Also

Troubleshooting Reports