UNITY CALL CENTER REPORTS

CONTENTS

INTRODUCTION

This document is designed as a guide to the various different call center reports that are available from the Unity Call Center Supervisor application.

These reports are only available if your call center is setup for Enhanced Call Center Reporting.
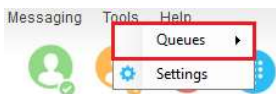
Please note that certain reports are only available for Premium Call Centers.
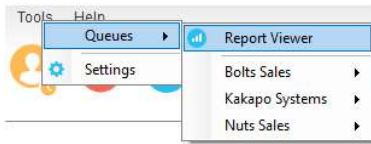
ACCESSING THE REPORTS

To get to reports: In Unity select Tools

Call Centers/Queues

Report Viewer

Users can also access reports by clicking on the reports button at the top of the interface

From here the Report Viewer in a new window, when a report is run it will open as a PDF file.

ABANDONED CALL REPORT

The report provides information related to calls that are abandoned by callers.

Settings:

Select Start Time, and End Time, if you select Real-time Report the end period is not used.

Sampling Choices are: 15 mins, 30 mins, Hourly, Daily, Weekly and Monthly.
Filter Type, leave as Call Center.
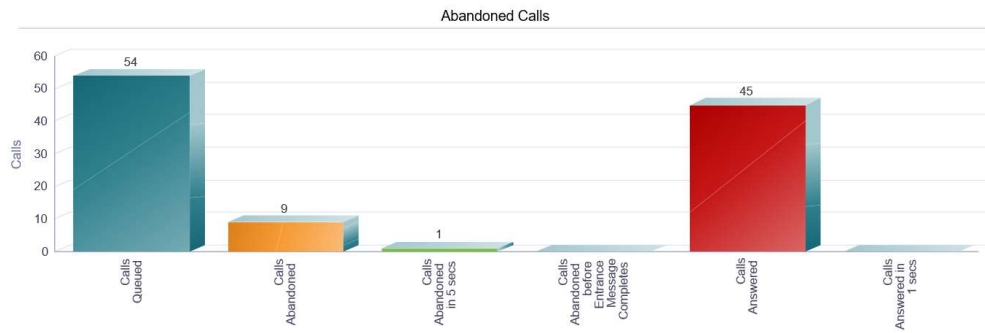Filter, select all call centers or individual Call centers to report on.

Abandoned Call threshold, the time in seconds that the calls were abandoned in, you can have 4 seperate values here, seperate each with a comma.

Service Level: Time in seconds which meet your service level.

Report:

You are given an overall bar chart showing:

Calls Queued, total number of calls that have been queued

Calls Abandoned, calls that have been abandoned in the selected period

Calls Abandoned in Selected threshold, calls abandoned in the time threshold you selected

Calls Abandoned before entrance message completes.

Calls Answered.

Calls answered within selected service level.

Abandoned Calls

Date and Time	Call Center Name	Calls Queued	Calls Abandoned	% Calls Abandoned	Calls Abandoned in 5 secs	% Calls Abandoned in 5 secs	Calls Abandoned before Entrance Message Completes	% Calls Abandoned before Entrance Message Completes	Calls Abandoned after Entrance Message Completes	% Calls Abandoned after Entrance Message Completes	Longest Wait Abandoned
Report Summary	Bolts Sales	0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00
	Nuts Sales	0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	00:00:00
	Claims Department	33	6	18.2%	1	3.0%	0	0.0%	6	18.2%	00:02:33
	Technical Support	21	3	14.3%	0	0.0%	0	0.0%	3	14.3%	00:03:48
	Summary	54	9	16.7%	1	1.9%	0	0.0%	9	16.7%	00:03:48

More detailed shows breakdown per call center.

Calls Queued, total number of calls that have been queued

Calls Abandoned, calls that have been abandoned in the selected period

%Calls Abandoned, % of calls that queued that have been abandoned

Calls Abandoned in Selected threshold, calls abandoned in the time threshold you selected

%Calls Abandoned in Selected threshold, , % of calls that queued that have been abandoned within the selected threshold.

Calls Abandoned before entrance message completes.

%Calls Abandoned before entrance message completes.

Calls Abandoned after entrance message completes.

%Calls Abandoned after entrance message completes.

Longest Wait Abandoned, the longest wait time before a call was abandoned.

AGENT ACTIVITY DETAIL REPORT

The report provides details related to the activity of agent(s) including all State, Disposition, and Call activity.

Settings:

Select a Start and End Period.

Sampling Choices are: 15 mins, 30 mins, Hourly, Daily, Weekly and Monthly.
Filter Type: Agent
Filter: Select either All Agents or individual agents.

Report:

Activity Detail

Agent Name	Activity Time	Activity Type	Activity Detail	Call Type	Callers/Called Number	Number Called	Transfer Number	Transfer Location
Higgins, David	10/12/2016, 12:25:42	Call	Placed	Outbound	02086040025			
Thompson, Dean	10/12/2016, 12:25:56	Call	Placed	Internal	02082881247			
Higgins, David	10/12/2016, 12:26:17	Call	Call Released	Outbound	02086040025			
Thompson, Dean	10/12/2016, 12:26:18	Call	Call Released	Internal	02082881247			
Thompson, Dean	10/12/2016, 12:26:33	Call	Placed	Outbound	07919594395			
Brown, Alastair	10/12/2016, 12:26:50	Call	Call Released	Inbound ACD	01903899071	01903660086		

Showing:

Agent Name

Activity Time

Activity Type, either Call or State

Activity Detail, Call Placed, call answered, Call Released, State change- Available, unavailable

Call Type, Inbound, Inbound ACD, Outbound

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Callers/called number

Number called
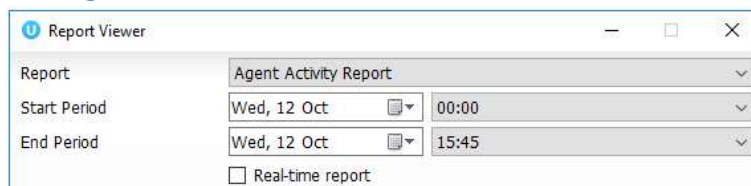
Transfer Number

Transfer Location, Internal/external

AGENT ACTIVITY REPORT

The report provides information related to the activity of agent(s), such as the time that an agent spends in various states.

Settings:

Select Start Time, and End Time, if you select Real-time Report the end period is not used.

Sampling Choices are: 15 mins, 30 mins, Hourly, Daily, Weekly and Monthly.

Filter Type Agent

Select either All Agents or individual agents.

Short Duration, time in seconds for shortest call duration to be measured.

Call Completion, time in seconds that calls have been finished.

Reports:
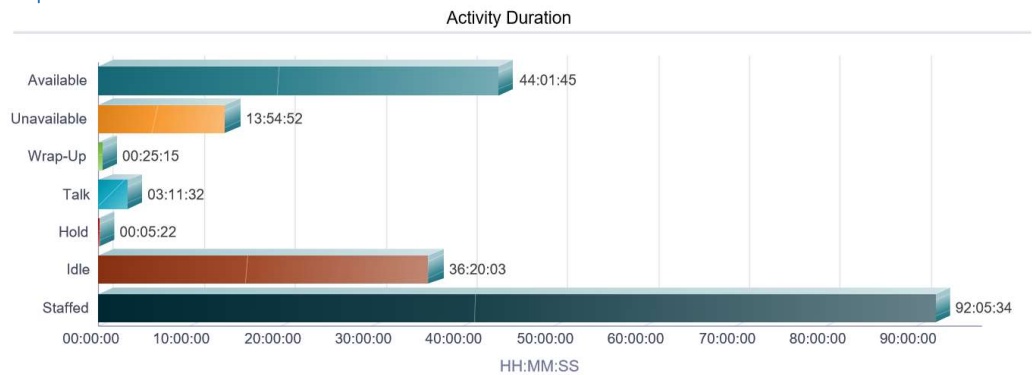
Total Available time

Total Unavailable time

Total Time in Wrap-Up

Total Talk Time

Total Time calls spent in Hold

Total Idle Time

Total Staffed Time

Pie Chart Shows Availability time
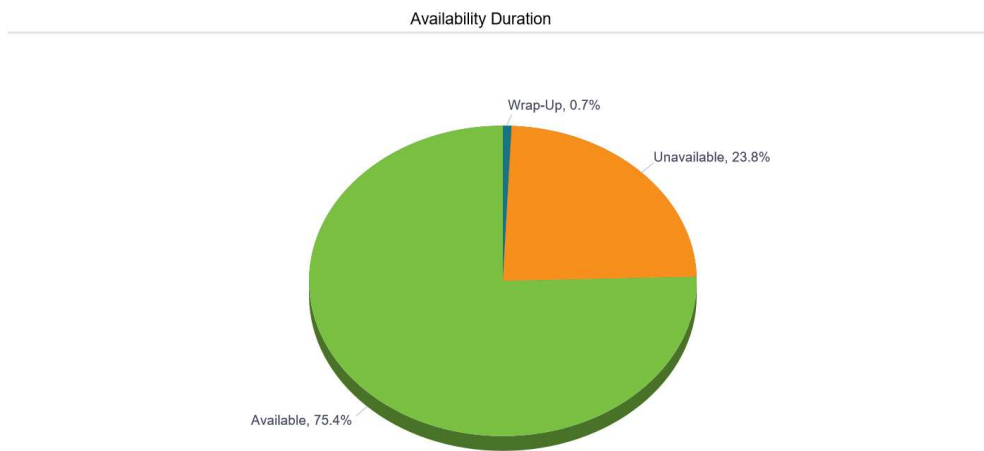
Activity Agent Counts Chart, based on configured thresholds:

| Service Level: | 15 sec |
| Short Call Threshold: | 1 sec |

Activity Agent Counts

Date and Time	Name	ACD Calls	Short Duration Calls	Calls Completed in Service Level	Bounced Calls	Transferred Calls	Long Hold Bounced Calls	Escalated Calls	Emergency Calls
10/12/2016, 08:00	Brown, Alastair	6	0	6	0	0	0	0	0
	Summary	6	0	6	0	0	0	0	0
10/12/2016, 08:45	Dewey, Paul	1	0	0	0	0	0	0	0
	Summary	1	0	0	0	0	0	0	0

Shows:

ACD calls, calls from call center

Short Duration Calls, based on your threshold

Calls completed in Service Level, based on your threshold.

Bounced Calls, calls that rang the agent but were not answered and bounced in to the queue.

Transferred calls, calls that had been transfered to agent

Long hold bounced calls.

Escalated Calls, calls escalated to a supervisor.

Emergency calls, calls made to emergency services.

Activity Duration

Activity Duration

Date and Time	Name	Available	Unavailable	Wrap Up	Talk	Hold	Idle	Staffed
10/12/2016, 00:00	Farrant, Colin	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:15:00
	Simpson, Barry	00:15:00	00:00:00	00:00:00	00:00:00	00:00:00	00:15:00	00:15:00
	Summary	00:15:00	00:00:00	00:00:00	00:00:00	00:00:00	00:15:00	00:30:00
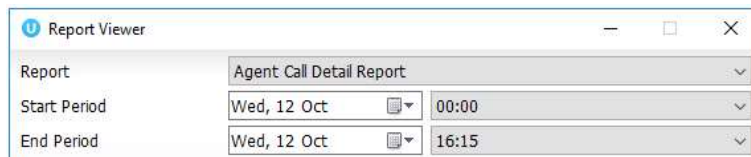
Break down of Agent States, per agent. Shows time spent in the following states:

Available, Unavailable, WrapUp, Talking, Hold, Idle, Staffed (time logged in to CC)
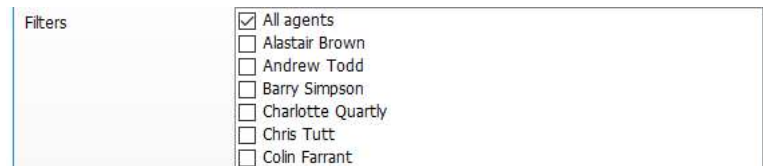
AGENT CALL DETAIL REPORT

The report provides information related to calls made or received by agents, whether or not they were answered.

Settings:

Select a Start and End Period.

Sampling Choices are: 15 mins, 30 mins, Hourly, Daily, Weekly and Monthly.

Filter Type: Agent,

Filter: Select either All Agents or individual agents.

Reports:

Call Start Time

Call End TIme

Call Type, Inbound, Inbound ACD, Outbound. Inbound and outbound are directly to/from the users extension. Inbound ACD is from the Call Center

Callers/called number

Number called

Wait Time In Queue

Staffed, if the user was logged in to the call center

Total Talk Time

Total time spent in hold

Wrap Up time

Transfer Number

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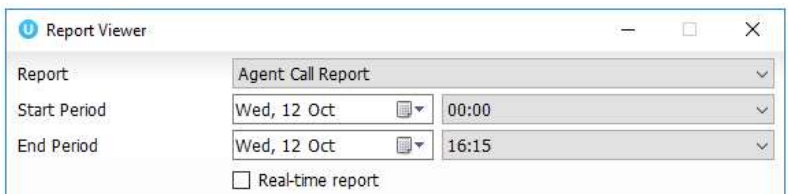
Transfer Location, Internal/external

Disposition Codes

AGENT CALL REPORT

The report provides information about the number of calls handled by agents, reported by call type.

Settings:

Select Start Time, and End Time, if you select Real-time Report the end period is not used.

Sampling Choices are: 15 mins, 30 mins, Hourly, Daily, Weekly and Monthly.

Filter Type: Agent

Filter: Select either All Agents or individual agents.

Reports:

Pie Chart shows breakdown of the different call types.

Internal Calls, 11, 11.6%
ACD Calls, 41, 43.2%
Outbound Calls, 32, 33.7%
Inbound Calls, 11, 11.6%

Number of Calls by Call Type

Date and Time	Name	Calls Presented	ACD Calls	Outbound ACD Calls	Route Point Calls	Outbound Route Point Calls	Inbound Calls	Outbound Calls	Internal Calls
10/12/2016, 10:30	Dewey, Paul	3	3	0	0	0	0	0	0
	Summary	3	3	0	0	0	0	0	0
10/12/2016, 10:45	Brown, Alastair	2	0	0	0	0	0	1	1
	Dewey, Paul	2	2	0	0	0	0	1	0
	Summary	4	2	0	0	0	0	2	1

Chart shows breakdown of total number of calls per agent by call type.

Date and Time

Agent Name

Calls presented, to the agent within the time frame select.

ACD Calls, number of call center calls presented to the agent

Outbound ACD Calls, number of outbound call center calls made by the agent, Premium Call Centers only.

Route Point Calls, inbound calls received that have met a route point condition

Outbound Route Point Calls, external calls that have met a route point condition

Inbound Calls, external calls direct to the agent.

Outbound Calls, external calls made by the agents

Internal Calls, calls from inside the business

AGENT DURATION REPORT

The report provides information related to the duration of calls handled by agents.

Settings:

Report Viewer		—	□	×
Report	Agent Duration Report			
Start Period	Wed, 12 Oct		00:00	
End Period	Wed, 12 Oct		16:15	
	☐ Real-time report			

Select Start Time, and End Time, if you select Real-time Report the end period is not used.

Sampling	15 Minutes
Filters	☑ All agents
	☐ Alastair Brown
	☐ Andrew Todd
	☐ Barry Simpson
	☐ Charlotte Quartly
	☐ Chris Tutt
	☐ Colin Farrant

Sampling Choices are: 15 mins, 30 mins, Hourly, Daily, Weekly and Monthly.

Filter Type Agent

Select either All Agents or individual agents.

Report:

Chart showing total duration of different call types.

Call Duration by Call Type
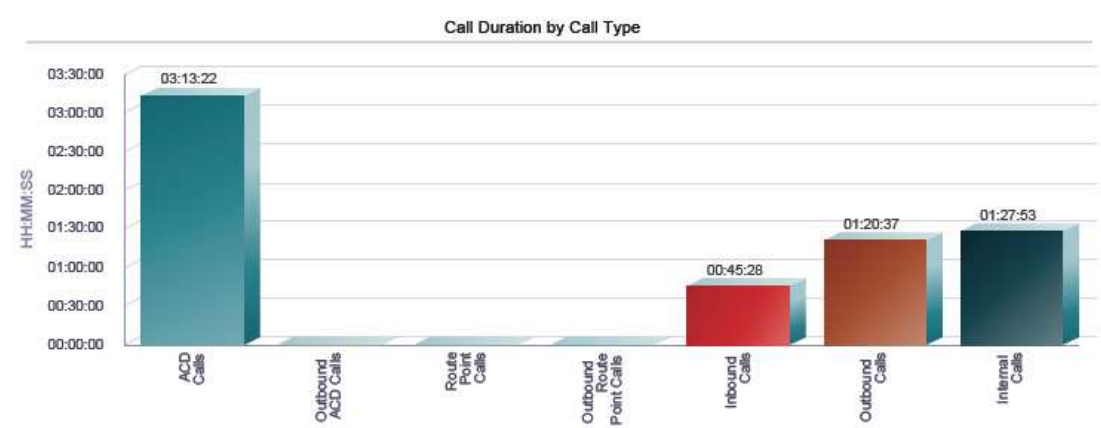
Call Duration by Call Type

Date and Time	Name	ACD Calls	Outbound ACD Calls	Route Point Calls	Outbound Route Point Calls	Inbound Calls	Outbound Calls	Internal Calls
Report Summary	Brown, Alastair	01:36:25	00:00:00	00:00:00	00:00:00	00:00:00	00:50:50	00:33:58
	Dadds, Harry	00:00:00	00:00:00	00:00:00	00:00:00	00:00:41	00:01:01	00:12:51
	Dewey, Paul	01:37:33	00:00:00	00:00:00	00:00:00	00:00:06	00:51:12	01:08:57
	Farrant, Colin	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	Higgins, David	00:13:31	00:00:00	00:00:00	00:00:00	00:11:12	00:09:40	00:04:02
	Summary	03:28:12	00:00:00	00:00:00	00:00:00	00:33:06	02:28:19	06:45:38

Chart shows breakdown of the total time, spent per agent, by call type.

Date and Time

Agent Name

ACD Calls, number of call center calls presented to the agent

Outbound ACD Calls, number of outbound call center calls made by the agent, Premium Call Centers only.

Route Point Calls, inbound calls received that have met a route point condition

Outbound Route Point Calls, external calls that have met a route point condition

Inbound Calls, external calls direct to the agent.

Outbound Calls, external calls made by the agents

Internal Calls, calls from inside the business

AGENT SIGN IN AND SIGN OUT REPORT

The report provides information related to the sign-in and sign-out events of agents.

Settings:

Select a start and end time.

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Sampling Choices are: 15 mins, 30 mins, Hourly, Daily, Weekly and Monthly.

Filter Type Agent

Select either All Agents or individual agents.

Report:

Sign In Sign Out: Brown, Alastair

Sign In Date/Time	Sign Out Date/Time	Staffed Duration
10/12/2016, 08:04:54	10/12/2016, 11:44:27	03:39:32
10/12/2016, 11:54:09		
	Total Staffed Duration	03:39:32

Chart shows the time the agent signed in and signed out of the call center, and total time that they were in the queue.

AGENT SUMMARY REPORT

The report provides summary information related to the performance of the agent(s), including the average and longest times spent on various types of calls and in various states.

Settings:

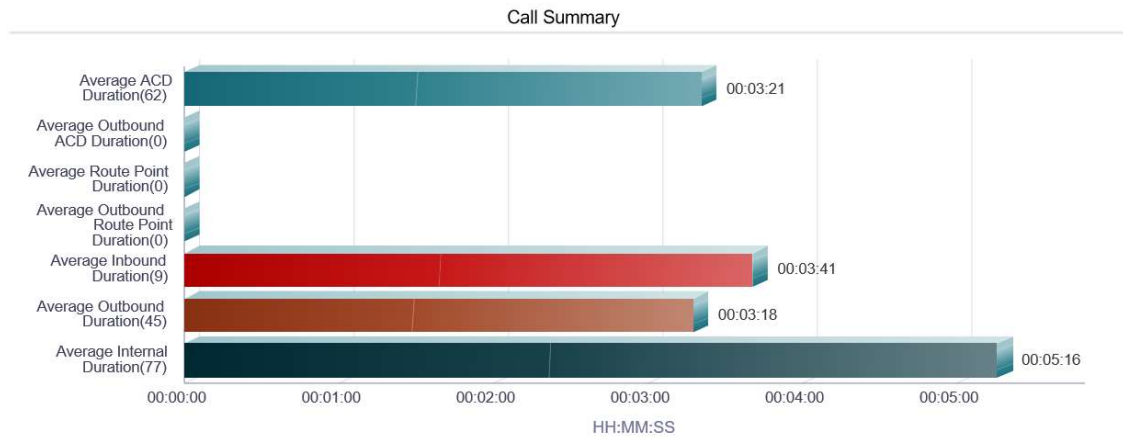

Select a start and end time.

Sampling Choices are: 15 mins, 30 mins, Hourly, Daily, Weekly and Monthly.
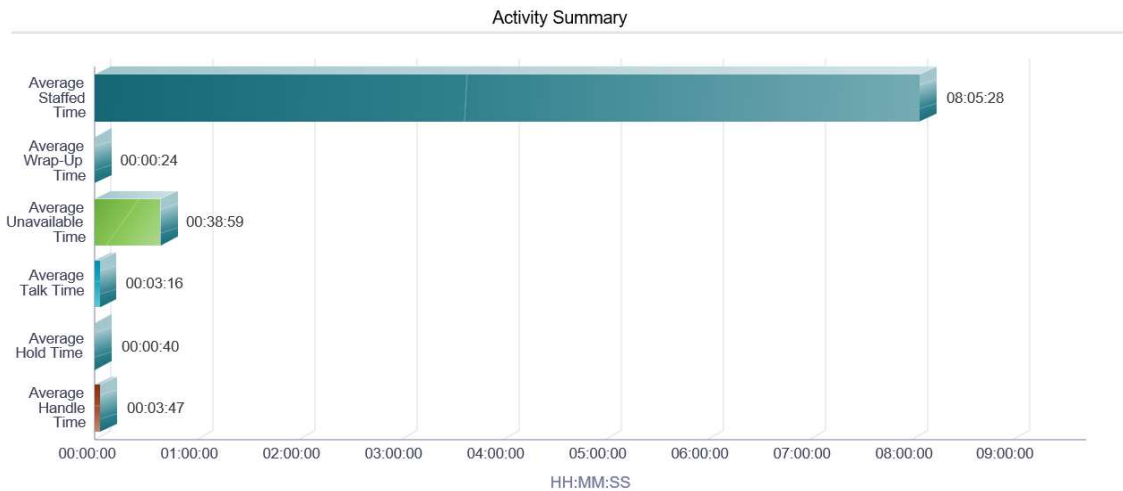
Filter Type Agent

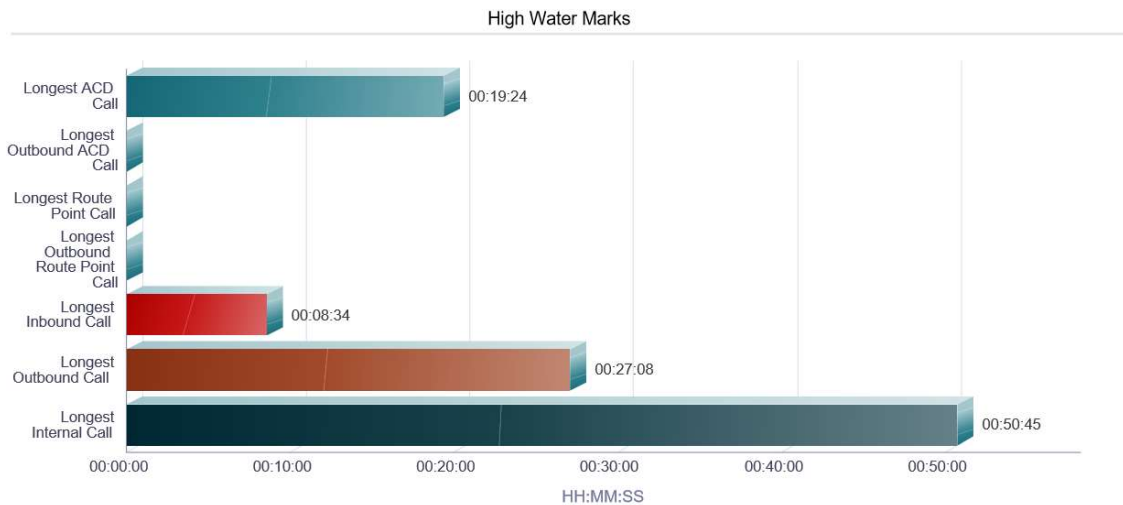Select either All Agents or individual agents.

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Reports:

Graph showing the average duration of different call types.

Graph showing the average time the agents have spent in different states.

Graph showing the longest time spent on different types of call

Call Summary Chart

Call Summary

Date and Time	Name	Average ACD Duration	Average Outbound ACD Duration	Average Route Point Duration	Average Outbound Route Point Duration	Average Inbound Duration	Average Outbound Duration	Average Internal Duration
10/12/2016, 10:30	Dewey, Paul	00:01:25	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	Summary	00:01:25	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
10/12/2016, 10:45	Brown, Alastair	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:04:53	00:00:03
	Dewey, Paul	00:01:37	00:00:00	00:00:00	00:00:00	00:00:00	00:05:15	00:00:00
	Summary	00:01:37	00:00:00	00:00:00	00:00:00	00:00:00	00:05:04	00:00:03

Shows the average duration an agent has spent on the following call types:

ACD Calls, number of call center calls presented to the agent

Outbound ACD Calls, number of outbound call center calls made by the agent, Premium Call Centers only.

Route Point Calls, inbound calls received that have met a route point condition

Outbound Route Point Calls, external calls that have met a route point condition

Inbound Calls, external calls direct to the agent.

Outbound Calls, external calls made by the agents

Internal Calls, calls from inside the business

Activity Summary Chart

Activity Summary

Date and Time	Name	Average Staffed Time	Average Wrap-up Time	Average Unavailable Time	Average Talk Time	Average Hold Time	Average Handle Time
10/12/2016, 06:15	Tutt, Chris	00:01:47	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	Summary	00:01:47	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
10/12/2016, 06:30	Thompson, Dean	00:01:01	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	Summary	00:01:01	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
10/12/2016, 08:00	Brown, Alastair	00:10:05	00:00:08	00:00:00	00:00:02	00:00:00	00:00:11
	Quartly, Charlotte	00:11:03	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
	Summary	00:10:34	00:00:08	00:00:00	00:00:02	00:00:00	00:00:11

Shows the average duration that an agent has spent in the following:

Average Staffed Time, time the agent was logged in to a call center.

Average Wrap-Up Time, time agent spent in wrap-up.

Average Unavailable Time, time agent spent unavailable.

Average Talk Time, time agent spent on the phone.

Average Hold Time, time calls have been in hold.

Average Handle Time, This is the Σ (Total talk time for the agent in the time interval) + Σ (Total hold time for the agent in the time interval) + Σ (Wrap-up time for ACD calls for the agent in the time interval)/Σ (ACD calls for the agent in the time interval).

High Water Marks Chart

High Water Marks

Date and Time	Name	Longest ACD Call	Longest Outbound ACD Call	Longest Route Point Call	Longest Outbound Route Point Call	Longest Inbound Call	Longest Outbound Call	Longest Internal Call
	Tutt, Steve	00:00:00	00:00:00	00:00:00	00:00:00	00:08:34	00:00:00	00:00:00
	Summary	00:11:41	00:00:00	00:00:00	00:00:00	00:08:34	00:06:49	00:00:00
10/12/2016, 15:45	Brown, Alastair	00:06:17	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:04:22
	Dewey, Paul	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:04:22
	Higgins, David	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:03:04	00:00:00
	Summary	00:06:17	00:00:00	00:00:00	00:00:00	00:00:00	00:03:04	00:04:22

Shows the longest calls for the following call types:

Longest ACD Calls, longest call center call presented to the agent

Longest Outbound ACD Calls, longest outbound call center call made by the agent, Premium Call Centers only.

Longest Route Point Calls, longest inbound call received that has met a route point condition

Longest Outbound Route Point Calls, longest external call that has met a route point condition

Longest Inbound Calls, longest external call direct to the agent.

Longest Outbound Calls, longest external call made by the agents

Longest Internal Calls, longest call from inside the business

AGENT UNAVAILABILITY REPORT

The report provides summary information related to the performance of the agent(s), including the average and longest times spent on various types of calls and in various states.

Settings:

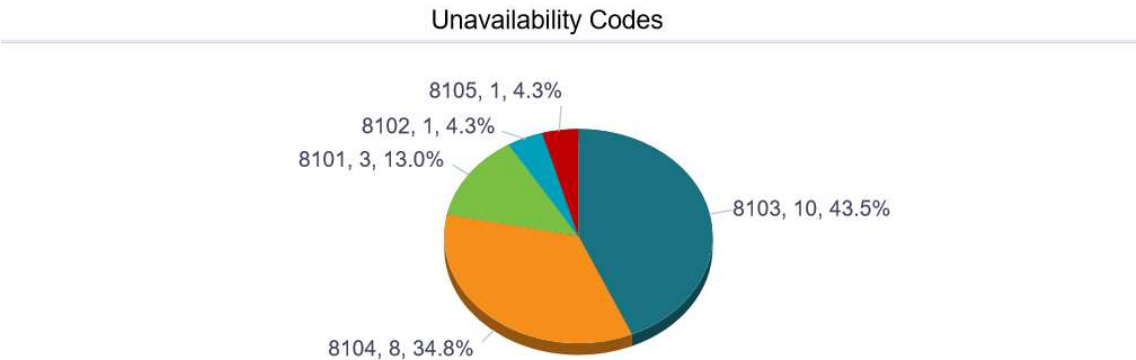| Report Viewer		—	□	×
Report	Agent Unavailability Report			∨
Start Period	Wed, 12 Oct	00:00		∨
End Period	Wed, 12 Oct	16:15		∨

Select a start and end time.

Sampling Choices are: 15 mins, 30 mins, Hourly, Daily, Weekly and Monthly.
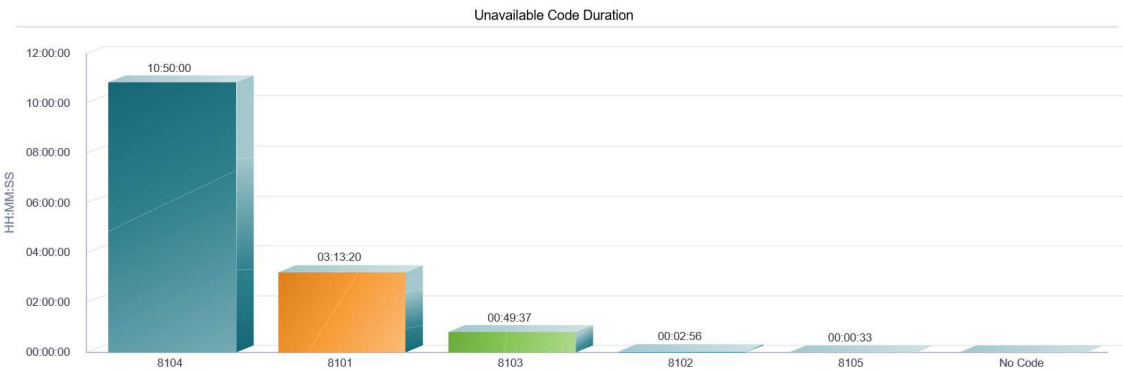
Filter Type Agent

Select either All Agents or individual agents.

Reports:

Pie Chart to show the % breakdown of unavailability codes:

Bar Graph to show the time duration spent in unavailable state:

Unavailability Codes

Date and Time	Name	8103	8104	8101	8102	8105	No Code
10/12/2016, 14:15	Brown, Alastair	0	0	0	1	0	0
	Dewey, Paul	1	0	0	0	0	0
	Higgins, David	0	0	0	0	0	0
	Todd, Andrew	0	0	0	0	0	0
	Summary	1	0	0	1	0	0

The chart shows how often during the selected time frame the chosen agent(s) made themselves unavailable.

CALL CENTER CALL DETAIL REPORT

The report provides information related to calls received by the call center or DNIS.

Settings:

Report Viewer	— □ ×
Report	Call Center Call Detail Report
Start Period	Wed, 12 Oct 00:00
End Period	Wed, 12 Oct 16:15

Select a start and end time.

Filter Type	Call center
Filters	☑ All call centers
	☐ Bolts Sales
	☐ Nuts Sales

Sampling Choices are: 15 mins, 30 mins, Hourly, Daily, Weekly and Monthly.

Filter Type, leave as Call Center.

Filter, select all call centers or individual Call centers to report on.

Reports:

CallDetail

Call Center Name	Call Start Time	Call Answer Time	Call End Time	Agent Name	Agent Number/Extension	Skill Level	Callers Number	Policy Applied	Call Result
Sales Support	10/12/2016, 08:08:11	10/12/2016, 08:08:16	10/12/2016, 08:08:19	Brown, Alastair	+442082881268(ext 1268)		02086807968		Answered
Technical Support	10/12/2016, 08:08:48	10/12/2016, 08:08:53	10/12/2016, 08:08:55	Brown, Alastair	+442082881268(ext 1268)		02086807968		Answered
Sales Support	10/12/2016, 09:03:52	10/12/2016, 09:05:25	10/12/2016, 09:05:35	Brown, Alastair	+442082881268(ext 1268)				Answered
Sales Support	10/12/2016, 09:16:47	10/12/2016, 09:16:59	10/12/2016, 09:17:52	Dewey, Paul	+441444220205(ext 0205)		02085889092		Answered

Wait Time	Transfer Number	Number of Bounces	Bounced Transfer Number	Talk Time	Hold Time	Wrap Up Time	Agent Transfer Number	Disposition Codes
00:00:00		0		00:00:03	00:00:00	00:00:14		9101
00:00:00		0		00:00:02	00:00:00	00:00:09		9101
00:01:19		0		00:00:10	00:00:00	00:00:30	1239	9100
00:00:00		0		00:00:12	00:00:41	00:00:30	1268	9111

Chart shows full call center call detail during the specified time frame, broken down by:

Call Center Name, the name of the call center the call came in to.

Call Start Time

Call Answer Time

Call End Time

Agent Name

Agent Extension

Callers Number

Call Result, answered,abandoned, overflowed

Wait Time, time taken before the call was answered.

Transfer Number, number call was transferred to(if transferred)

Number of bounces, number of times the calls bounced from an agent in to the queue.

Bounced Transfer Number, if transferred.

Talk Time.

Hold Time.

Wrap Up Time.
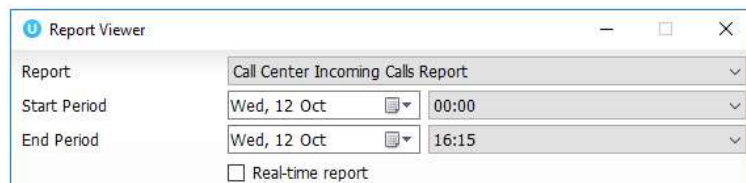
Agent Transfer Number, if transferred.

Disposition Codes, Premium Call Centers only.

CALL CENTER INCOMING CALLS REPORT

The report provides information related to how incoming calls are handled by call centers, whether they are queued or handled by policy prior to being queued.

Settings:

Select Start Time, and End Time, if you select Real-time Report the end period is not used.
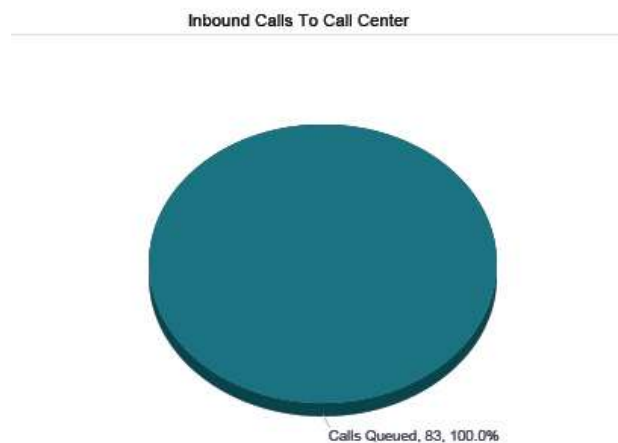
Sampling Choices are: 15 mins, 30 mins, Hourly, Daily, Weekly and Monthly.

Filter Type, leave as Call Center.

Filter, select all call centers or individual Call centers to report on.

Reports:

Pie Chart showing the breakdown of what happened to the calls, e.g. queued, overflowed.

Inbound Calls

Date and Time	Call Center Name	Calls Received	Received via Overflow	Calls Queued	Calls Overflowed - Size	Forced Forwarding Applied	Night Service Applied	Holiday Service Applied
10/12/2016, 08:00	Sales Support	1	0	1	0	0	0	0
	Technical Support	1	0	1	0	0	0	0
	Summary	2	0	2	0	0	0	0

Chart shows breakdown of number of calls based on:

Calls received, total calls received in to the call center.

Received via overflow, calls that came in to the queue from another queue.

Calls Queued, calls that went in to the queue.

Call Overflowed – Size, calls that were overflowed out of the queue based on too many calls in queue.

Calls Overflowed – Time, calls that were overflowed out of the queue based on a specified time period in the call routing.

CALL CENTER OVERFLOW MATRIX REPORT

The report provides information related to calls that overflow from one call center or DNIS to another within the same company, in relation to the Overflow policy (size or time).

Settings:

Select a start and end time

Sampling Choices are: 15 mins, 30 mins, Hourly, Daily, Weekly and Monthly.

Filter Type, leave as Call Center.

Filter, select all call centers or individual Call centers to report on.

Reports:

Overflow Matrix: Total

		Source	
		Bolts Sales	Nuts Sales
Destination	Bolts Sales	0	10
	Nuts Sales	0	10
	Total	0	20

Chart shows how many calls were overflowed from one call center to another.

CALL CENTER REPORT

The report provides information related to how calls are handled by call centers once they have been queued.

Settings:

Select Start Time, and End Time, if you select Real-time Report the end period is not used.

Sampling Choices are: 15 mins, 30 mins, Hourly, Daily, Weekly and Monthly.

Filter Type, leave as Call Center.

Filter, select all call centers or individual Call centers to report on.

Service level options, Include all abandoned calls, exclude all abandoned calls, include abandoned calls except before entrance completes, include all abandoned calls except those within interval.
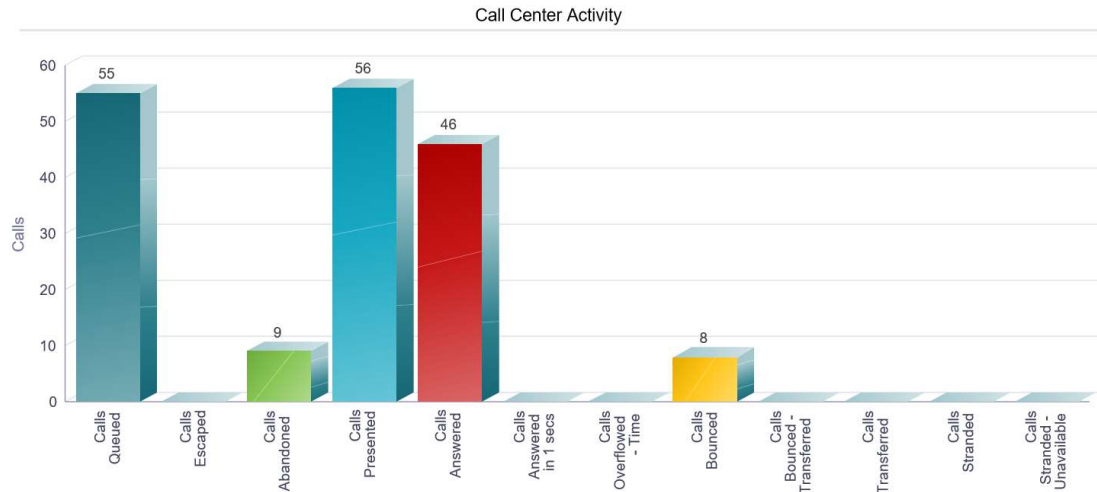
Abandoned call interval, time in seconds

Service level, time in seconds.

Reports:

Pie Chart showing the number of calls and their total percentage based on calls that were presented to the call center.

Bar Chart showing the total number of presented calls in various states of the call center.

Call Center Activity

Call Center Activity

Date and Time	Call Center Name	Calls Queued	Calls Escaped	Calls Abandoned	Calls Presented	Calls Answered	Calls Answered In 1 secs	% Calls Answered In 1 secs	% Answered Calls Answered In 1 secs	Calls Overflowed - Time	Calls Bounced
Report Summary	Bolts Sales	25	0	9	34	23	0	0.0%	0.0%	0	8
	Nuts Sales	30	0	0	22	23	0	0.0%	0.0%	0	0
	Summary	55	0	9	56	46	0	0.0%	0.0%	0	8

Chart shows the total number of calls for the following:

Calls Queued

Calls Escaped, number of calls where the user has pressed an escape digit

Calls Abandoned

Calls Presented

Calls Answered

Calls Answered in x secs, calls answered within the specified time.

% Calls Answered in Service Level, total calls answered in the specified service level.

%Answered Calls Answered in service level, total answered calls answered in the service level.

Calls Overflowed – Time, calls that were overflowed out of the queue based on a specified time period in the call routing.

Calls Bounced, number of calls bounced from an agent in to the queue.

Calls Transferred.

Calls Stranded, calls left in queue when there were no agents signed in to the call center.

CALL CENTER SUMMARY REPORT

The report provides summary information related to call center or DNIS performance, including average statistics for wait time, speed of answer, abandonment time, and staffed time.

Settings:
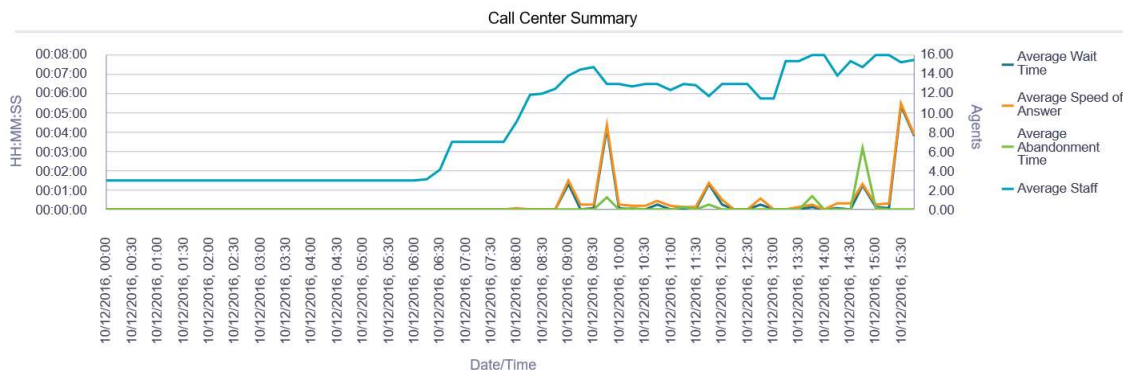

Select a start and end time.

Sampling Choices are: 15 mins, 30 mins, Hourly, Daily, Weekly and Monthly.

Filter Type, leave as Call Center.

Filter, select all call centers or individual Call centers to report on.

Reports:

Graph showing summary of average wait time, speed of answer, abandonment time and number of staff.
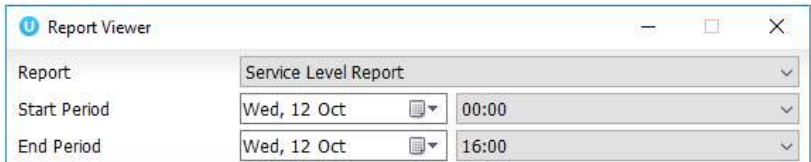

Call Center Summary

Date and Time	Call Center Name	Average Wait Time	Average Speed of Answer	Average Abandonment Time	Average Staff
10/12/2016, 09:45	Bolts Sales	00:00:00	00:00:00	00:00:00	4.00
	Nuts Sales	00:04:11	00:04:22	00:00:40	4.00
	Summary	00:04:11	00:04:22	00:00:40	13.00

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Chart showing the summary breakdown of the same figures based on the reporting time period you have selected.

SERVICE LEVEL REPORT

The report provides information related to how incoming calls are handled in relation to service levels provided as input parameters.
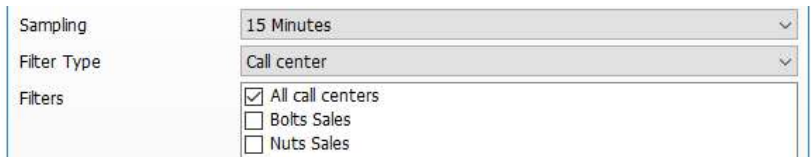
Settings:

Select a start and end time

Sampling Choices are: 15 mins, 30 mins, Hourly, Daily, Weekly and Monthly.

Filter Type, leave as Call Center.

Filter, select all call centers or individual Call centers to report on.


Service Level Percentage

Service level options, Include all abandoned calls, exclude all abandoned calls, include abandoned calls except before entrance completes, include all abandoned calls except those within interval.

Abandoned call interval, time in seconds. Service level, time in seconds.

Reports:

Graph showing the deviation of the service level.

Service Level Deviation
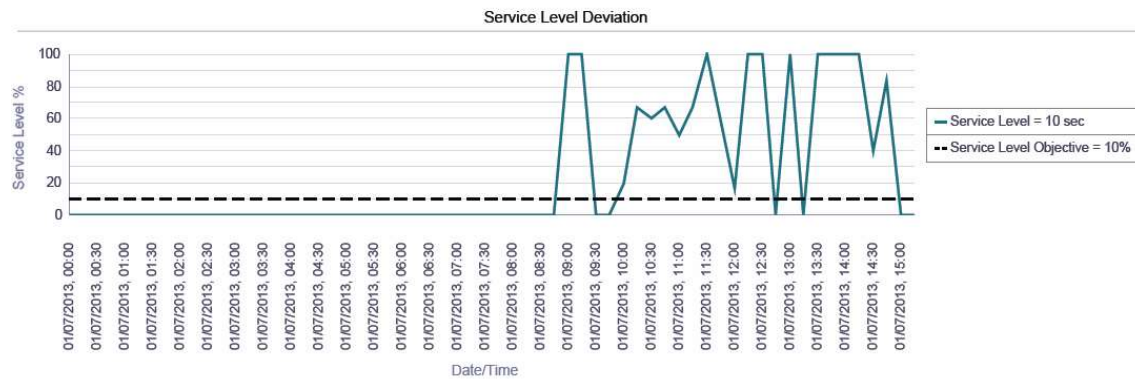
Service Level

Date and Time	Call Center Name	Average Wait Time	Average Speed of Answer	Calls Answered within 1 secs	% Within 1 secs
10/12/2016, 11:45	Sales Support	00:01:21	00:01:25	0	0.0%
	Summary	00:01:21	00:01:25	0	0.0%

Chart showing:

Date and Time

Call Center Name

Average Wait Time

Average Speed of Answer

Calls Answered within x secs, number of calls answered in your specified time frame.

% within x secs, calls answered within the specified time frame.