Unity Dashboard Statistics Explanation

🌐 **learn.uc.spectrumenterprise.net**/unity-dashboard-statistics-explanation

April 8, 2024

Home | Business Apps | Unity Dashboard Statistics Explanation

Table of contents

- ACD Queue Statistics
- Agent/User Statistics

ACD Queue Statistics

Statistic	Explanation
Inbound Calls	Inbound ACD calls into the call center.
Answered Calls	Calls to the queue that were answered by an Agent.
Calls in Queue	Calls currently in the queue.
Longest Wait Time	The longest wait time for any calls currently in queue.
Average Wait Time	The average wait time for a call center is the total wait time till the calls are offered to an agent (FIRST passed to an agent, bounced calls are not considered) / by the number of calls which were offered to agents.

Abandoned Calls	This is a caller that hung up while in queue.
Missed Calls	This is calls into the call center that were Missed. The following call outcomes will count as a Missed Call: abandoned calls, transferred calls, escaped calls, overflowed [wait time] calls, overflowed [queue size] calls
Bounced Calls	Calls that were bounced by an Agent.
Escaped Calls	Calls that left the queue when the caller elected to press 0 to escape.
Supervisor Transferred	This is a call that was transferred out of the queue by a Supervisor.
Overflowed Calls –Wait Time	Calls that were overflowed because the wait time exceeded the overflow timer configured for the call center
Overflowed Calls –Queue Size	Calls that were overflowed because the maximum queue length configured for the call center was exceeded
Overflowed Calls	Calls that are overflowed because of maximum queue length and wait time exceeded.
Staffed Ratio	The total number of agents in Sign-In, Available, Unavailable, Wrap-Up out of the total number of agents assigned to the queue, expressed in this format: 4/9, 5/11 etc.
Inbound Call Duration	The total duration of all ACD calls taken by Agents of the call center
Inbound Average Call Duration	Calculated as Inbound Total Call Duration divided by Answered Calls
Outbound Calls	All calls made by Agents as the call center using outbound DNIS

Outbound Call Duration	The total duration of all calls made by Agents as the call center using outbound DNISd
Outbound Average Call Duration	The average call duration of calls by Agents as the call center using outbound DNIS
Total Calls	The combined inbound ACD and outbound DNIS calls made by Agents of the call center
Total Call Duration	The combined call duration for inbound ACD and outbound DNIS calls made by Agents of the call center
Total Average Call Duration	The average call duration for inbound ACD and outbound DNIS calls made by Agents of the call center. Calculated as Total Call Duration divided by Total Calls
Stranded Calls	Calls that are in the queue when the last agent staffing the queue "unjoins" the queue or signs out.
Agents Available	No of agents that are currently in "available" ACD state.
Average Abandoned Time	The average wait duration before a call abandons. Calculated as Abandoned Call Duration divided by Abandoned Calls.
Call Center Status	Premium Call Center has three states depend upon the configuration Open, Night Service and Forced Forward. Open state is when Night Service and Forced Forward is disabled.
Bounced Calls Percentage	Bounced Calls as percentage of Inbound Calls
Supervisor Transferred Percentage	Transferred Calls as percentage of Inbound Calls

Escaped Calls Percentage	Escaped Calls as percentage of Inbound Calls
Overflowed Calls Percentage	Overflowed Calls as percentage of Inbound Calls
Answered Calls Percentage	Answered Calls as percentage of Inbound Calls
Missed Calls Percentage	Missed Calls as percentage of Inbound Calls
Inbound Calls Percentage	Inbound Calls as percentage of Total Calls
Outbound Calls Percentage	Outbound Calls as percentage of Total Calls
Service level 1	Number of calls answered within service level 1 in that particular interval.
% Within Service Level 1	Number of calls answered within service level 1 / Number of calls answered, abandoned, overflow or transferred in that particular interval.
Service Level 1 Average	Cumulative sum of % Within Service Level 1 /Number of times Service Level 1 was calculated.
Service level 2	Number of calls answered within service level 2 in that particular interval.
% Within Service Level 2	Number of calls answered within service level 2 / Number of calls answered, abandoned, overflow or transferred in that particular interval.

Service Level 2 Average	Cumulative sum of % Within Service Level 2 /Number of times Service Level 2 was calculated.
Service level 3	Number of calls answered within service level 3 in that particular interval.
% Within Service Level 3	Number of calls answered within service level 3/ Number of calls answered, abandoned, overflow or transferred in that particular interval.
Service Level 3 Average	Cumulative sum of % Within Service Level 3 /Number of times Service Level 3 was calculated.
Service level 4	Number of calls answered within service level 4 in that particular interval.
% Within Service Level 4	Number of calls answered within service level 4/ Number of calls answered, abandoned, overflow or transferal in that particular interval.
Service Level 4 Average	Cumulative sum of % Within Service Level 4 /Number of times Service Level 4 was calculated.
Service level 5	Number of calls answered within service level 5 in that particular interval.
% Within Service Level 5	Number of calls answered within service level 5/ Number of calls answered, abandoned, overflow or transferred in that particular interval.
Service Level 5 Average	Cumulative sum of % Within Service Level 5/Number of times Service Level 5 was calculated.
Current Handle Time	Handle Time for a call is talk time, hold time and wrap-up time combined. This statistic is the total Handle Time divided by the number of Inbound ACD calls (Provided from Broadworks)

Current Speed of Answer		This is the total wait time in queue and ringing time on an Agents station combined, divided by the total number of Inbound ACD calls (Provided from Broadworks)
Agents Awaiting Call		No of agents that are currently in "available" ACD state and whose hook state is "on hook".

Agent/User Statistics

Statistic	ACD/Non-ACD stat	Explanation
Inbound Calls	Agent / User based on "Include Call Center calls "	Total ACD / non ACD calls received by the Agent/User.
Answered Calls	Agent / User based on "Include Call Center calls "	The number of ACD / non ACD calls answered by the Agent/User.
Bounced Calls	Agent only (ACD)	Calls that were delivered to the Agent that were not answered and bounced to the next available Agent.
ACD State	Agent only (ACD)	The Agent's current ACD state.
ACD State Start Time	Agent only (ACD)	The time the Agent entered their current ACD state.
Answered Calls	Agent / User based on "Include Call Center calls "	The number of ACD / non ACD calls answered by the Agent/User.
ACD State Duration	Agent only (ACD)	The total duration that the Agent has been in their current ACD state.

Inbound Call Duration	Agent / User based on "Include Call Center calls "	Total duration of ACD / non ACD calls answered by the Agent/User.
Inbound Call Duration Percentage	Agent / User based on "Include Call Center calls "	Inbound Call Duration as percentage of Total Call Duration.
Inbound Average Call Duration	Agent / User based on "Include Call Center calls "	Calculated as the Inbound Call Duration divided by Answered Calls.
Inbound ACD Average Call Duration	Agent only (ACD)	Calculated as the Inbound ACD Call Duration divided by Answered Calls.
Outbound Calls	Agent / User based on "Include Call Center calls "	Total calls made either by the Agent as the call center using outbound DNIS or by the User from VoIP.
Outbound Internal Calls	Agent / User based on "Include Call Center calls "	Total calls made either by the Agent using outbound DNIS or by the User from VoIP inside his Group/Enterprise.
Outbound External Calls	Agent / User based on "Include Call Center calls "	Total calls made either by the Agent using outbound DNIS or by the User from VoIP outside his Group/Enterprise.
Outbound ACD Calls	Agent only (ACD)	Total calls made by the Agent using outbound DNIS.
Outbound Call Duration	Agent / User based on "Include Call Center calls "	Total call duration either for an Agent as call center using outbound DNIS or for a non-ACD user.

Outbound Call Duration Percentage	Agent / User based on "Include Call Center calls "	Outbound Call Duration as percentage of Total Call Duration.
Outbound Average Call Duration	Agent / User based on "Include Call Center calls "	Outbound Average Call Duration is Calculated as Outbound Total Call duration divided by Outbound Total Calls.
Total Calls	Agent / User based on "Include Call Center calls "	Sum of inbound ACD & outbound DNIS calls made by the agent along with inbound & outbound calls made by that user.
Total Call Duration	Agent / User based on "Include Call Center calls ")	Total call duration of inbound ACD & outbound DNIS calls made by the agent along with inbound & outbound calls made by that user.
Total Average Call Duration	Agent / User based on "Include Call Center calls "	Total Call Duration divided by Total Calls.
Total ACD Calls	Agent only (ACD)	The total inbound ACD calls taken combined with the total outbound DNIS calls made by the Agent.
Total ACD Call Duration	Agent only (ACD)	Total duration for ACD calls taken combined with the total outbound DNIS calls made by the Agent.
Total ACD Average Call Duration	Agent only (ACD)	Average call duration for inbound ACD and outbound DNIS calls calculated as Total ACD Call Duration divided by Total ACD Calls.
Transferred Calls	Agent / User based on "Include Call Center calls "	The number of ACD/non ACD calls transferred by the Agent/User.

Inbound Idle	Agent / User based on "Include Call Center calls "	The time since the last Inbound call received by the Agent/User in a telesales environment.
Answered Calls Percentage	Agent / User based on "Include Call Center calls "	Answered Calls as percentage of Inbound Calls.
Bounced Calls Percentage	Agent only (ACD)	Bounced Calls as percentage of Inbound Calls.
Outbound Idle	Agent / User based on "Include Call Center calls "	The time since the last outbound call was made by the Agent/User in a telesales environment.
Hook State	Agent / User based on "Include Call Center calls "	The on-call status of the Agent/User.
Hook State Duration	Agent / User based on "Include Call Center calls "	The duration that the Agent/User has been in the on-call status.
ACD And Hook state	Agent only (ACD)	The Agent's current ACD state and Hook state.