EVOLVE CONTACT SUITE: REPORT USER GUIDE

Evolve Contact Suite: Report User Guide

Evolve IP® Guide

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1 Reports Glossary

1.1 Agent Management Reports:

Report Number	Title	Type	Summary	Contents
1.01	Detailed Agent Activity Report	Detail	Diagnostic report	Shows every agent activity (Busy, Ready, Offered, etc.) for the time period
1.02	Agent Detailed Alerts	Detail	Identifying agent performance against pre-defined Monitoring alerts (Warning & Alarm)	Shows count of alerts and provides the details of every alert (date/time, alert details, alert level)
1.03	Agent Transferred Interactions Report	Detail	Call transfer details	Shows the details (every leg & state) of every transferred call
1.04	Agents Break Report	Summary	Summary of break time totals	Shows the summary of paid vs. non paid Break Time by agent along with the details.
1.05	Agent Rejected Interactions	Detail	Shows all interactions rejected (or declined) by agents	Shows Date/Time, Agent, BP, Rejected Time, Media Type, Interaction Result, Customer.
1.06	Agent Staffing	Summary	Shows agent staffing by interval, day, week, and month	Shows count of agents staffed, available, and occupancy.

1.2 Agent Performance Reports:

Report Number	Title	Type	Summary	Contents
2.01	Detailed Agent Interactions Report	Detail	High level details of every agent interaction	Start/end time, Type, From, To, BP, Handle Time, Disposition Code, etc.
2.02	Agent Time Allocation Performance Report	Summary	Summary of time spent by agent in various states	Login time, Not Ready Time, Ready Time, Handling Time, Busy Time, No Answer Time, Break Time, etc.
2.03	Agent Scoring Report	Summary	Summary of Interaction counts by agent	Answered, Missed, Transferred, Consult, Outgoing External, Outgoing Internal, Private
2.04	Agent Interaction Summary	Summary	Summary of all Agent Interactions	Interaction Activity, Interaction Type, Agent

				Time, Handle Time, and Snapshot

1.3 Audit Reports:

Report Number	Title	Type	Summary	Contents
3.01	Mistreated Interactions Report	Detail	Mistreated Reasons report - disconnects by agent or customer disconnect while on hold	Provides the details (every leg & state) of every mistreated call
3.02	Query Interactions by Origin or Destination	Detail	Used to locate specific customer interactions	Provides the details (every leg & state) of those interactions
3.03	Agent Assignment to BP Detailed Report	Detail	Shows every assign/unassign event for agents	Provides BP, Agent, Assign/Unassign, Changed By, and Date/Time
3.04	Interactions Detail Record	Detail	Provides details of every interaction	Provides the details (every leg & state) of each interaction that entered the contact center

1.4 Business Process Interaction Reports:

Report Number	Title	Type	Summary	Contents
4.01	Detailed Business Entity Report	Detail	Used to identify the high-level details of each interaction	Start/end time, Type, From, To, BP, Handle Time, Disposition Code, Remarks, etc.
4.02	Destination Trace Report	Detail	Used to locate specific customer interactions	Provides the details (every leg & state) of those interactions.
4.03	Interaction Disposition Codes Report	Summary	Used to summarize Disposition Code counts across agents, BPs, Media type, Campaign, etc.	Provides a count of each Disposition Code broken down by BP and Agent.
4.04	Voice Billing Report	Detail	Used to identify the Call Detail Records by date	Provides Start Time, Origin, Destination, Duration, Type, BP, Disposition Code, Completion Status

4.05	Delegated Interactions Report	Detail	Shows every interaction that was Delegated to a Supervisor either manually by an agent or automatically based upon Abandons	Entry Time, Closing Time, Remote Party, Type, BP, Agent Remark, Supervisor Remark.
4.06	Incoming Calls by Area Code	Summary	Used to provide high-level counts of incoming calls by area code or state	Originating Area Code, Originating State, City, Count of Calls
4.07	Voice Billing Report by Business Process	Detail	Used to identify the Call Detail Records broken out by BP	Provides Start Time, Origin, Destination, Duration, Type, BP, Disposition Code, Completion Status
4.08	Voice Billing Report by Business Process - No Abandoned Calls	Detail	Used to identify the Call Detail Records broken out by BP	Provides Start Time, Origin, Destination, Duration, Type, BP, Disposition Code, Completion Status
4.09	Voice Billing Report - summary only	Summary	Provides summary counts of inbound and outbound calls and their duration	Origin/Destination, Total Calls Duration, Total Calls
4.10	Inbound Interactions Distribution Report	Summary	Interval report broken out annually, monthly, day of week, or hourly	Inbound and Abandoned counts for calls, chats, and emails.
4.11	Interactions Analysis Report	Summary	Interval report broken out annually, monthly, day of week, or hourly	Inbound & Outbound counts of each Interactions, Calls, Emails, Chats, Callback Requests/Handled, VMs.
4.13	Disposition Codes Distribution Report	Summary	Count and Percentages of Disposition Codes broken out annually, monthly, day of week or hourly and by BP, Campaign, Agent, and Interaction Type	Handled, Abandoned, Disposition Code columns
4.14	Demand Interval Distribution Report	Summary	Count and Percentages of Demands broken out annually, monthly, day of week or hourly and by BP, Campaign, Agent, and Interaction Type	Handled, Abandoned, Demand columns

1.5 Business Process Performance Reports:

Report Number	Title	Type	Summary	Contents
5.01	Business Process Agent Performance Report	Summary	Count of Agents in various states broken out annually, monthly, weekly, daily, hourly, or 10 mins	Login, Backoffice, Busy, On Break, Available, Consult & Conference, Internal,
5.02	Business Process Interaction Performance Report	Summary	Provides BP summary results broken out annually, monthly, daily, hourly, and 10 min intervals	Total Ended, Abandoned, Handled, Longest Wait, Callbacks, Avg Wait Time, Avg Handle Time, Avg Answer Time, Overflow, Transferred
5.03	Business Process Callback Performance Report	Summary	Summary results for Callbacks broken out annually, monthly, daily, hourly, and 10 min intervals	Callback Requested, Processed, Avg. Handle Time, Max Handle Time, Successful Callbacks, Failed Callbacks, Purged, Rescheduled
5.04	Business Process Detailed Alerts	Detail	Identifying queue performance against pre-defined Monitoring alerts (Warning & Alarm)	Shows count of alerts and provides the details of every alert (date/time, alert details, alert level)
5.05	Queue Interval Summary Report	Summary	Interval-based results for specific queue metrics	Queued, Answered, Abandoned, Wait Time, Queue Time, ASA, Talk Time, Agents Staffed

1.6 Campaign Performance Reports:

Report Number	Title	Type	Summary	Contents
6.01	Completed Campaign Interaction Report	Detail	Detailed results of every campaign call.	Shows Destination, Disposition, Date/Time, Last Attempt, and Total Attempts
6.02	Campaign Time Frame Specific Statistics Report	Summary	Summary results of a campaign based upon the time frame	Succeeded, Failed, Wrong Destination, Handling Time
6.03	Campaign Inspection Report	Summary	Summary results of a campaign	Succeeded, Failed, Handled, No Answer, Answering Machine, Fax

Report Number	Title	Type	Summary	Contents
				Tone, Wrong Destination, Handling Time
6.04	Completed Callback Interaction Report	Detail	Detailed results of every callback attempt	Shows Destination, End State, State of every Attempt, Date/Time

1.7 Customer Contact Center Reports:

Report Number	Title	Type	Summary	Contents
7.01	Customer Experience Report	Summary	High-level report used by leadership inside and outside of the call center to gauge the overall performance of the contact center in meeting the customer's needs.	Shows high level metrics broken out by BP and interaction type.
7.02	Customer Experience Trends	Summary	High-level report used by leadership inside and outside of the call center to gauge the contact center trends.	Graphical trend analysis of inbound volume, AHT, SL, and answer rate.
7.03	Contact Center Performance Report	Summary	Detailed report used by the contact center leadership to gauge their success and identify areas of opportunity.	Shows all key metrics broken out by BP and interaction type.

1.8 Call Reports:

Report Number	Title	Type	Summary	Contents
8.01	Calls Performance by BP and Destinations	Summary	Provides BP summary of call interactions only with results broken out annually, monthly, daily, hourly, and 15 min intervals	Inbound, Queued, Answered, Answer Rate Abandoned, Longest Wait, Callbacks, Avg Talk Time, Avg Speed of Answer, Avg Wrap Up Time, Overflow, Transferred

1.9   Key Reports for New Clients

For new clients, we suggest the following reports to get familiar with the types of information readily available to the contact center leadership team.

Leadership Question	Answer
How is my contact center performing?	7.03 Contact Center Performance Report
How are my agents performing?	2.04 Agent Interaction Summary
Where are the details on every interaction?	4.01 Detailed Business Entity Report
Where are the details on my Agents?	2.01 Detailed Agent Interactions Report
What happened on a specific interaction?	4.02 Destination Trace Report
How many total calls did I receive? On a specific phone number?	4.04 Voice Billing Report

2   Overview of Standard Reports

2.1   Agent Management Reports

Report 1.01 - Detailed Agent Activity

Fields:

- Shift ID
- **Agent Name**
- **Shift Login Time**
- **Shift Logout Time**
- **Total Login Time**
- **Time in Mode**

Detailed Agent Activity Report

Datetime: **9/11/2018 4:30 PM**   Period: **9/10/2018 12:00:00 AM - 9/11/2018 12:00:00 AM**   User: **EIP.RichFox**

AGENT: Adama Traore

Pie chart legend:
- Backoffice - Administrative
- Ready
- Dialing
- Busy
- Offered
- Break
- Offline

Pie chart labels:
- 00:00:51 [Dialing]
- 01:06:48 [Busy]
- 00:00:38 [Offered]
- 01:10:18 [Break]
- 00:00:00 [Offline]
- 00:11:47 [Backoffice - ...]
- 06:24:34 [Ready]
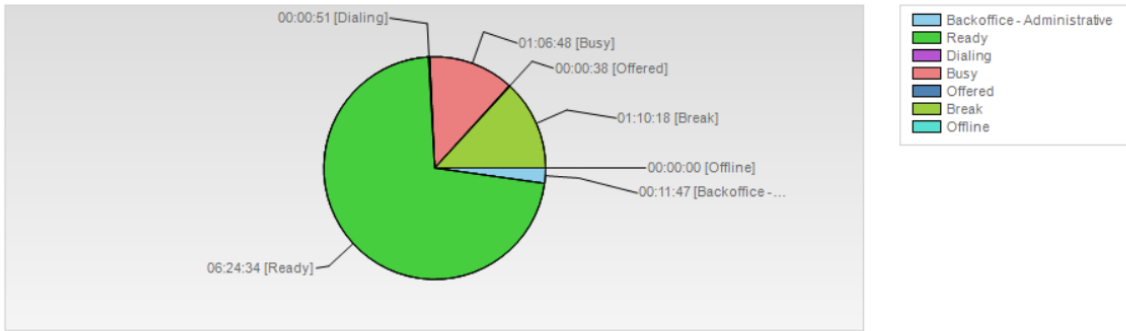
Shift ID	Agent Name	Shift Login Time	Shift Logout Time	Total Login Time
56216	Adama Traore	09/10/2018 7:31:25 AM	09/10/2018 4:26:21 PM	08:54:56
	Agent Mode	Start Time	End Time	Time In Mode
	Backoffice - Administrative	09/10/2018 7:31:25 AM	09/10/2018 7:33:16 AM	00:01:51
	Ready	09/10/2018 7:33:16 AM	09/10/2018 7:45:17 AM	00:12:01
	Backoffice - Administrative	09/10/2018 7:45:17 AM	09/10/2018 7:53:05 AM	00:07:48
	Ready	09/10/2018 7:53:05 AM	09/10/2018 7:54:06 AM	00:01:01
	Backoffice - Administrative	09/10/2018 7:54:06 AM	09/10/2018 7:54:27 AM	00:00:21
	Ready	09/10/2018 7:54:27 AM	09/10/2018 7:54:30 AM	00:00:03

Report 1.02 – Agent Detailed Alerts

Fields:

- Start Time
- End Time
- Duration

- Severity
- Value
- Agent Name
- Counter

Agent Detailed Alerts

Datetime: **9/11/2018 4:35 PM**   Period: **9/2/2018 12:00:00 AM - 9/9/2018 12:00:00 AM**   User: **ES.Rich**

Distribution of Alarms and Warnings Between Counters

No.	Start Time	End Time	Duration (Sec.)	Severity	Value	Agent	Counter
1	9/4/2018 1:42:40 PM	9/4/2018 1:57:25 PM	885	Alarm	00:10:00	Ben Agent	Agent Current Interaction Handling Time
2	9/4/2018 1:57:24 PM	9/4/2018 1:57:25 PM	1	Warning	00:05:00	Ben Agent	Agent Current Time In Wrap Up
3	9/4/2018 1:47:34 PM	9/4/2018 1:57:25 PM	591	Alarm	00:15:01	Ben Agent	Agent Current Busy Time
4	9/4/2018 1:47:40 PM	9/4/2018 1:57:25 PM	585	Warning	00:15:00	Ben Agent	Agent Time In State
5	9/4/2018 2:52:30 PM	9/4/2018 2:57:30 PM	300	Warning	00:05:00	Ben Agent	Agent Current Interaction Handling Time
6	9/4/2018 2:57:28 PM	9/4/2018 3:02:28 PM	300	Warning	00:10:00	Ben Agent	Agent Current Busy Time
7	9/4/2018 10:43:19 AM	9/4/2018 7:23:19 PM	31200	Warning	01:20:00	ENG 3	Agent Total Idle Time

Report 1.03 - Agent Transferred Interactions

Fields:

- Transfer Type
- Interaction Start Time
- Interaction End Time
- Interaction Duration
- Originator
- Destination
- Media
- Interaction Result
- Customer Billing Code

- Disposition Code
- Campaign Name
- External Transfer DID
- DNC
- Telephony Time (In)
- Telephony Time (Out)
- Telephony Time (Ex. Agent)
- Segment Details

Agent Transferred Interactions

EVOLVE IP
THE CLOUD STRATEGY COMPANY

Datetime: 9/11/2018 4:39 PM   Period: 9/10/2018 12:00:00 AM - 9/11/2018 12:00:00 AM   User: EIP.RichFox

Ed Pushkarewicz

Interaction No.	Transfer Type	Interaction Start Time	Interaction End Time	Interaction Duration	Originator	Destination	Media	Interaction Result	Customer Billing Code	Disposition Code	Campaign Name	Ext. Trans. DID
1	External	2018-09-10 12:42:13	2018-09-10 13:10:47	00:28:34	7144530890	6102634320	Telephony	Handled	-	-	-	6102321825

Remarks: Ticket Number:: 403337

Report 1.04 – Agents Break

Fields:

- Agent Name
- Total Break Time
- Total Paid Time
- Paid %

- Total Non-Paid Time
- Non-Paid %
- Break Details

EVOLVE CONTACT

Agent Breaks Report

EVOLVE IP
THE CLOUD STRATEGY COMPANY

Datetime: **9/11/2018 4:28 PM**   Period: **9/2/2018 12:00:00 AM - 9/9/2018 12:00:00 AM**   User: **EIP.RichFox**

Agent Name	Total Break Time	Total Paid	Paid %	Total non-paid	Non-paid %
Colton Bright	04:41:10	03:05:20	77.22%	01:35:50	79.86%

Colton Bright		Total	%
Paid break time		03:05:20	77.22%
		03:05:20	77.22%
Non-paid break time		01:35:50	79.86%
		01:35:50	79.86%

Date/Time	Duration	Type	Paid/Non	Category	Exceed Time
9/3/2018 11:11 AM - 11:14 AM	00:02:54	BREAK (General)	Non-paid		00:00:00
9/3/2018 12:33 PM - 12:36 PM	00:03:21	Break	Paid		00:00:00
9/3/2018 01:00 PM - 01:15 PM	00:14:50	BREAK (General)	Non-paid		00:00:00
9/3/2018 01:29 PM - 01:44 PM	00:14:51	BREAK (General)	Non-paid		00:00:00
9/3/2018 03:54 PM - 03:57 PM	00:02:42	BREAK (General)	Non-paid		00:00:00
9/4/2018 07:37 AM - 07:47 AM	00:09:56	BREAK (General)	Non-paid		00:00:00
9/4/2018 09:34 AM - 09:48 AM	00:13:20	BREAK (General)	Non-paid		00:00:00
9/4/2018 01:47 PM - 02:47 PM	01:00:22	Lunch	Paid		00:00:21

Report 1.05 – Agent Rejected Interactions

This report details each offered interaction that was "Declined" by an agent instead of "Accepting" it. This doesn't include "Missed" or "NO Answer" interactions where no action was taken by the agent.

Fields:

- Agent Name
- BP Name
- Media Type
- Interaction Start Time
- Interaction End Time
- Rejected Time
- Queued Time
- Type of Interaction Rejected
- Interaction Result
- Origin
- Customer Name

	EVOLVE CONTACT			**Agent Rejected Interactions**				**EVOLVE IP** THE CLOUD STRATEGY COMPANY		
Datetime: 9/11/2018 4:42 PM		Period:	9/10/2018 12:00:00 AM - 9/11/2018 12:00:00 AM				User:	EIP.RichFox		
				Alfredo Marcano						
				Vetanium						
				All media						
Agent Name	**Agent Status**	**BP Name**	**Media Type**	**Interaction Start Time**	**Interaction End Time**	**Rejected Time**	**Queued Time**	**Type of Interaction Rejected**	**Interaction Result**	
Alfredo Marcano	Offered	Vetanium	Telephony	9/10/2018 9:06:40 AM	9/10/2018 9:17:49 AM	9/10/2018 9:07:31 AM	51 sec	Incoming Telephony	Handled	
Alfredo Marcano	Offered	Vetanium	Telephony	9/10/2018 9:06:40 AM	9/10/2018 9:17:49 AM	9/10/2018 9:07:56 AM	76 sec	Incoming Telephony	Handled	
Alfredo Marcano	Offered	Vetanium	Telephony	9/10/2018 1:17:14 PM	9/10/2018 1:49:42 PM	9/10/2018 1:19:37 PM	143 sec	Incoming Telephony	Handled	

Report 1.06 – Agent Staffing

Fields:

- Main & sub time slice
- Total Online
- Total Available
- Occupancy Pct

	EVOLVE CONTACT		**Staffing Report**			**EVOLVE IP** THE CLOUD STRATEGY COMPANY
Date of Report:	10/23/2018 9:00 AM	Time frame:	10/22/2018 8:00:00 AM - 10/22/2018 5:00:00 PM		User:	EIP.RichFox
Day/Hour						
Time Slice	**Sub Time Slice**	**Total Online**	**Total Available**	**Occupancy Pct**		
2018-10-22	08:00 - 08:30	20	16	32.10%		
2018-10-22	08:30 - 09:00	19	17	25.20%		
2018-10-22	09:00 - 09:30	21	18	23.63%		
2018-10-22	09:30 - 10:00	23	20	43.34%		
2018-10-22	10:00 - 10:30	25	22	55.79%		
2018-10-22	10:30 - 11:00	27	23	42.35%		

2.2 Agent Performance Reports

Report 2.01 - Detailed Agent Interactions

Parameters:

- **Customer Database** - source database
- **Manual Start Date**
- **Manual End Date**
- **Period**
- **Calculated Start Period**
- **Agents**
- **Media Type**
- **Group By**
- **Direction**
- **Disposition Codes**
- **Enable Pagination**
- **Time Zone** - customer's time zone by Default
- **Display Language**
- **Calculated End Period**
- **Interaction Types**
- **Show Remarks** – checked value to include remarks
- **Transferred Interactions Only** – checked valued to show only transferred interactions
- **Include Archived Data** – checked value to include archived data
- **Include CRM Data** – adds the First Name and Last Name fields from the ECS CRM

Fields:

- **Agent** – agent name
- **Sequence** – number of sequence in current dataset
- **Start Time** – start time of interaction
- **End Time** – end time of interaction
- **Interaction Type** – interaction type
- **Origin** – interaction origin
- **Destination** – destination of interaction
- **Business Process** – business process in interaction
- **Demand** – Demand(s) assigned to the interaction
- **Disposition Code** – disposition code
- **Call Time** – duration of interaction
- **Agent Handling Time** – time handled by an agent
- **Wrap-up Time** – wrap-up time
- **External Number Time** – external consult time (when the Agent consulted an external number)
- **External Transferred DID** – external number, if interaction was ended by transferring to an external number

- **Remarks** – remarks of interactions

Report 2.02 - Agent Time Allocation Performance

Fields:

- Main Time Slice
- Agent Name
- Total Login Time
- Total Not Ready Time
- Total Ready Time
- Total Handling Time
- Average Handling Time Per Interaction

- Total Busy Time
- Total No Answer Time
- Total Break Time
- Total Handling Outgoing Interactions
- Total Back office Time
- Busy To Login Time Ratio

Report 2.03 - Agent Scoring

Fields:

- Main Time Slice
- Agent Name
- Total Handled (Incoming & Outgoing)
- Total Answered
- Business Process Rejected
- Total Missed
- Total Transferred
- Total Consult
- Total Answered as Consult
- Total Outgoing External
- Total Outgoing Internal
- Total Outgoing Private
- Total Incoming Private

EVOLVE CONTACT **Agent Scoring** **EVOLVE IP** THE CLOUD STRATEGY COMPANY

Datetime: 9/11/2018 5:09 PM Period: 9/10/2018 12:00:00 AM - 9/11/2018 12:00:00 AM User: EIP.RichFox

Agent Name	Main Time Slice	Total Handled (Incoming + Outgoing)	Total Answered	Business Process Rejected	Total Missed	Total Transferred	Total Consult	Total Answered as Consult	Total Outgoing External	Total Outgoing Internal	Total Outgoing Private	Total Incoming Private
Aatman Patel	2018-09-10	12	12	0	0	0	0	0	0	0	0	0
Adama Traore	2018-09-10	5	5	0	0	0	0	0	5	0	0	0
Alfredo Marcano	2018-09-10	10	10	2	0	0	0	0	13	0	0	0
Anthony Frattarola	2018-09-10	9	9	0	0	2	1	0	0	0	0	0
Brent Juster	2018-09-10	13	13	2	0	0	0	0	0	0	0	0
Colin McGinley	2018-09-10	5	5	2	0	0	0	0	12	0	1	0
Colin OShea	2018-09-10	1	1	0	1	0	0	0	0	0	0	0
Colton Bright	2018-09-10	9	9	0	0	0	0	0	2	0	0	0
Dave Gedion	2018-09-10	37	37	0	0	2	0	0	5	0	0	0
Dennis Nguyen	2018-09-10	9	9	0	0	1	0	0	4	0	4	0
Devin Monahan	2018-09-10	25	25	0	0	2	0	0	0	0	0	0
Ed Pushkarewicz	2018-09-10	18	18	0	0	2	0	0	2	0	0	0
Edward Ennis	2018-09-10	0	0	0	0	0	0	0	0	0	3	0
Enrik Mulla	2018-09-10	16	16	2	0	0	0	0	0	0	0	0

Report 2.04 - Agent Interaction Summary

Parameters:

- **Customer Database** – source database
- **Time Zone** - customer's time zone by Default
- **Manual Start Date**
- **Manual End Date**
- **Period -** Choices are Custom, Last Hour, Today, Yesterday, Last Week, This Month, Last month, Last Year, Last 7, 14, 21 or 30 Days
- Display Language
- Calculated Start Period
- Calculated End Period
- **Selected Time Interval –** Choices can be Monthly, Weekly, Daily, Hourly, or 30 or 15 Minute intervals depending on the period in which the report is run
- **Business Process -** multi-value parameter

- **Agents -** multi-value parameter
- **Show Empty Rows**
- **Show Agent Details**

- **Enable Pagination**
- **Include Archived Data-** checked value to include archived data

Fields:

- **Agent Name –** Agent Name

- **Date –** MM/DD/YYYY

- **Interval –** HH:MM:SS

- **Interactions Handled –** The number of inbound and outbound customer interactions that were handled by the agent.

- **Interactions Missed -** The number of missed/bounced interactions by the agent.

- **Interactions Rejected -** The number of interactions rejected by the agent.

- **Transferred Internal -** The number of interactions answered by the agent and then transferred to another internal destination (Agent, BP, Channel).

- **Transferred External -** The number of interactions answered by the agent and then transferred to an external destination.

- **Transfer % -** The count of Transferred interactions (Internal + External) / the count of Interactions Handled.

- **Inbound –** The number of inbound interactions by the agent

- **Outbound -** The number of outbound interactions by the agent (includes both manual outbounds and campaign calls).

- **Callback -** The number of handled Callback interactions.

- **Voice -** The number of handled voice interactions.

- **Chat -** The number of handled chat interactions.

- **Email -** The number of handled email interactions.

- **Ready -** The total amount of time spent in "Ready" state during specified report time interval (Ready-Idle + Offered).

- **Break -** The total amount of time spent in "Break" state during specified report time interval. (Including

custom break + No Answer Break).

- **Busy -** The total amount of time spent in "Busy" state during specified report time interval. (Dialing + Waiting For XXX +Busy).

- **Staffed –** The sum of (Total Ready Idle + Total Break + Total No Answer + Total Busy + Dialing + Waiting For XXX + Offered)

- **Talk -** The total amount of time spent talking during specified report time interval (Voice only).

- **Hold -** The total amount of time the caller spent on hold during specified report time interval.

- **Wrap Up -** The total amount of time spent in "Wrap-Up" state during specified report time interval.

- **Handle Time Voice -** The sum of (Total Wrap Up + Total Talk Time + Total Hold) for handled voice interactions only.

- **AHT Voice -** The sum of (Total Wrap Up + Total Talk Time + Total Hold)/Voice Interactions Handled.

- **Handle Time Chat -** The sum of (Total

Wrap Up + Total Talk Time + Total Hold) for handled chat interactions only.

- **AHT Chat -** The sum of (Total Wrap Up + Total Talk Time + Total Hold)/Chat Interactions Handled

- **Handle Time Email -** The sum of (Total Wrap Up + Total Talk Time + Total Hold) for handled email interactions only.

- **AHT Email -** The sum of (Total Wrap Up + Total Email Time + Total Hold)/Email Interactions Handled.

- **Occupancy % -** (Total Busy + Dialing + Waiting For XXX)/(Total Busy + Total Ready+ Waiting For XXX + Dialing + Offered) .

- **Utilization % -** (Total Busy + Total Ready Idle + Dialing + Waiting For XXX)/Total Staffed Time.

- **Ready % -** Total Ready Idle/Total Staffed Time.

- **Talk Time % (Voice) -** Total Talk time/Total Staffed Time.

- **Hold Time % (Voice) -** Total Hold time /Total Staffed Time

- **Wrap Up % (Voice) -** Total Wrap Up time/Total Staffed Time.

- **Break Time % -** (Total Break time + Custom Break) /Total Staffed Time

2.3 Audit Reports

Report 3.01 - Mistreated Interactions

Fields:

- Interaction Type
- Mistreated Reason
- Mistreated Time
- Duration
- Interaction Result
- Disposition Code
- Last Handler
- Start Time
- End Time
- Originator
- Destination
- Campaign Name
- Hold Time

Report 3.02 - Query Interactions by Origin or Destination

Fields:

- Duration
- Interaction Type
- Originator
- Destination
- Interaction Result
- Start Time
- End Time
- Campaign Name
- Disposition Code
- Last Handler
- External Transfer DID
- DNC
- Total Hold Time

Sequence	Duration	Type	Originator	Destination	Interaction Result	Start Time	End Time	Campaign Name	Disposition Code	Last Handler
1	00:05:55	Incoming Telephony	2156994884	6102634320	Handled	2018-09-10 08:23:09	2018-09-10 08:29:04	-	-	Gursharan Chhabra
Remarks: UCaaS Submenu: Service Issue: Other, UCaaS Submenu: Hajoca										
2	00:18:56	Transferred In Telephony	2156727800	6102634320	Handled	2018-09-10 09:55:24	2018-09-10 10:14:20	-	-	Gursharan Chhabra
Remarks: CatchAll: Unknown caller number, also customer did not know account number., CatchAll: Please obtain customer phone number and company name, email to ecssupport@evolveip.net, UCaaS Submenu: Service Issue: All Services Down										
3	00:00:42	Incoming Telephony	2156004292	6102634320	Handled	2018-09-10 10:20:30	2018-09-10 10:21:12	-	-	NumberConfirm
Remarks:										
4	00:07:18	Incoming Telephony	2156499144	6102634320	Handled	2018-09-10 11:16:41	2018-09-10 11:23:59	-	-	Devin Monahan
Remarks: CatchAll: Unknown caller number, also customer did not know account number., CatchAll: Please obtain customer phone number and company name, email to ecssupport@evolveip.net, Ticket Number:: 401277										

Report 3.03 - Agent Assignments to BP Detailed Report

Fields:

- Agent Name
- BP Name
- Action
- Changed By
- Date-Time

Agent Assignments to BP Detailed Report

Datetime: 9/11/2018 5:15 PM   Period: 9/10/2018 12:00:00 AM - 9/11/2018 12:00:00 AM   User: **EIP.RichFox**

Agent Name	BP Name	Action	Changed By	Date-Time
Colin McGinley	Client Tech	Unassigned	Nathan Graevell	9/10/2018 8:56:03 AM
Gursharan Chhabra	Cloud	Unassigned	Nathan Graevell	9/10/2018 8:56:03 AM
Jarrett Samuels	Carrier	Assigned	Javier Rodriguez	9/10/2018 3:38:53 PM
Jarrett Samuels	UCaaS	Unassigned	Javier Rodriguez	9/10/2018 3:39:30 PM
Jarrett Samuels	UCaaS	Assigned	Javier Rodriguez	9/10/2018 5:03:04 PM
Javier Rodriguez	Carrier	Assigned	Javier Rodriguez	9/10/2018 9:54:03 PM
Keng Cong	Cloud	Unassigned	Nathan Graevell	9/10/2018 8:56:03 AM
Keng Cong	Vetanium	Unassigned	Nathan Graevell	9/10/2018 8:56:03 AM
Keng Cong	Vetanium	Assigned	Nathan Graevell	9/10/2018 3:57:51 PM
Keng Cong	Vetanium	Unassigned	Nathan Graevell	9/10/2018 3:58:15 PM
Marco Rua	Cloud	Unassigned	Nathan Graevell	9/10/2018 8:56:03 AM

Report 3.04 – Interactions Detail Record

Fields:

- **Time Slice** - Time slice
- **Interaction ID** - the unique GUID that identifies this interaction inside ECS
- **Interaction Start Time** - Date and Start Time of the interaction
- **Interaction End Time** - Date and End Time of the interaction
- **Interaction Origin** - The FROM number for a call or email address for an email or chat
- **Interaction Destination** - The TO number for a call and the system endpoint for an email or chat
- **BP Name** - The name of the Business Process
- **Agent Name** - The full name of the Agent
- **Agent ID** – Database sequence number
- **Pre-Queue Duration** - The difference between Call Start Time and the start of the BP's Agent Selecting segment
- **Queue Duration** - The time in queue plus ringing time until an agent answers the call
- **Agent Duration** - The total amount of time that the agent was actively on the call (excludes Hold Time) until the interaction ended or transferred
- **Total Duration** - The sum of Pre Queue, Queue and Agent Duration fields (excludes Wrap Up)
- **Hold Duration** - The total amount of time that the interaction was placed on Hold by the Agent including any time where Agent was Consulting with another Agent. If the call wasn't placed on hold, this value will be zero.
- **Wrap Up Duration** - The amount of time the Agent spent in Wrap Up state after the interaction ended.
- **Handle Duration** - The sum of Agent Duration + Hold Duration + Wrap Up Duration
- **Is Abandon** - Flag that denotes if the interaction was Abandoned
- **Abandon** - The amount of time the call waited in the queue before it was abandoned. If the call didn't abandon, this value will be zero.

- **Is Callback -** Flag that denotes the that customer opted-in for a Callback while in queue. This should exclude any callbacks manually scheduled by an agent.

- **Is Transferred -** Flag that denotes if the interaction was Transferred

- **Is Consulted -** Flag that denotes if the

interaction was Consulted

- **Demands -** A pipe-delimited list of the Demands associated with the Interaction

- **Interaction GUID –** unique agent identifier

- **Interaction Direction –** direction (Incoming or Outgoing) of the interaction

- **Origin Media Type**

Interaction ID	Interaction StartTime	Interaction EndTime	Interaction Origin	Interaction Destination	BP Name	Agent Name	Agent ID	Pre Queue Duration	Queue Duration	Agent Duration	Total Duration	Hold Duration	Wrap Up Duration	Handle Duration	Is Abandon	Abandon	Is Callback	Is Transferred	Is Consulted	Demands	Interaction GUID	Interaction Direction	Origin Media Type
1480577	09/26/2019 9:00:59 AM	09/26/2019 9:04:28 AM	2153320378	8002362194	PA	Angela Cox	171	00:00:24	00:00:49	00:01:55	00:03:08	00:00:00	00:00:00	00:01:55	0	00:00:00	0	0	0	Benephily Existing Client	794823CD-B9F1-424C-8622-DF3FFC9EF2BD	Incoming	Telephony
1480591	09/26/2019 9:04:38 AM	09/26/2019 9:18:16 AM	2153320378	8002362194	PA	Clayton Kaledin	134	00:00:26	00:00:11	00:12:41	00:13:18	00:00:00	00:00:00	00:12:41	0	00:00:00	0	0	0	Benephily Existing Client	C657EA1A-4B9B-49D1-91A8-8322611968E3	Incoming	Telephony
1480599	09/26/2019 9:10:19 AM	09/26/2019 9:14:50 AM	5703191419	8005289594	PA	Luis Iglesias	198	00:00:26	00:00:07	00:03:37	00:04:10	00:00:00	00:00:21	00:03:58	0	00:00:00	0	0	0	PABC New Client	7C272B19-35EB-4A07-8227-82AEACDA6A13	Incoming	Telephony
1480602	09/26/2019 9:11:52 AM	09/26/2019 9:17:24 AM	2153752447	8448484376	PA	Tasha Doremus	76	00:00:14	00:05:18	00:00:00	00:05:32	00:00:00	00:00:00	00:00:00	1	00:05:32	0	0	0	CEO New Client; CEO Spanish	40B95171-966E-4DB0-8C05-029AD71B869B	Incoming	Telephony

2.4   Business Process Interaction Reports

Report 4.01 - Detailed Business Entity

Parameters:

- **Customer Database** – source database

- **Manual Start Date**

- **Manual End Date**

- **Period**

- **Calculated Start Period**

- **Interaction Type**

- **Media Type**

- **Interaction Results**

- **Disposition Codes**

- **Demands**

- **Include Archived Data** – checked value to include archived data

- **Group By DDLB**

- **Time Zone** - customer's time zone by Default

- **Display Language**

- **Calculated End Period**

- **Business Process Name** – multi-value parameter

- **Agent Name**

- **Show Only Interactions with Remarks**

- **Show Interaction Segments**

- **Only Interactions Ended in "Do Not Call"** – checked value to show only interactions that ended in "Do Not Call"

- Enable Pagination

Fields:

- **Sequence** – simple enumeration for interactions in the result set
- **Start Time**
- **End Time**
- **Duration**
- **Business Process Name**
- **Demands**
- **Originator**
- **Destination**
- **Media Type**
- **Interaction Type**
- **Result**
- **Disposition Code**
- **Agent Name**
- **Campaign Name**
- **External Transfer DID** – external number, if Interaction was ended by transferring to an external number
- **DNC** – Ended in "Do Not Call" request
- **Telephony Time Incoming**
- **Telephony Time Outgoing**
- **Telephony Time** – external agent time (telephony time where agent used external terminal, not the built in softphone)
- **Telephony Total Usage Time**
- **Hold Time** – hold time before an agent handling time

EVOLVE CONTACT — Detailed Business Entity Report — EVOLVE IP THE CLOUD STRATEGY COMPANY

Datetime: 2/12/2019 3:12 PM   Period: 2/8/2019 3:00:00 PM - 2/8/2019 4:00:00 PM   User: plab.Supervisor1

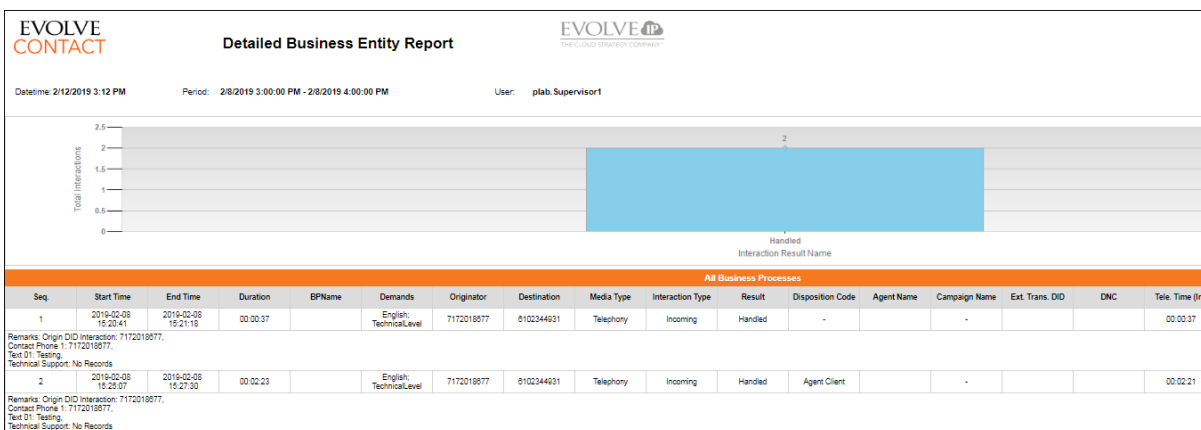| Seq.	Start Time	End Time	Duration	BPName	Demands	Originator	Destination	Media Type	Interaction Type	Result	Disposition Code	Agent Name	Campaign Name	Ext. Trans. DID	DNC	Tele. Time (In)
1	2019-02-08 15:20:41	2019-02-08 15:21:18	00:00:37		English; TechnicalLevel	7172018677	6102344931	Telephony	Incoming	Handled	-		-			00:00:37
Remarks: Origin DID Interaction: 7172018677, Contact Phone 1: 7172018677, Text 01: Testing, Technical Support: No Records																
2	2019-02-08 15:25:07	2019-02-08 15:27:30	00:02:23		English; TechnicalLevel	7172018677	6102344931	Telephony	Incoming	Handled	Agent Client		-			00:02:21
Remarks: Origin DID Interaction: 7172018677, Contact Phone 1: 7172018677, Text 01: Testing, Technical Support: No Records																

Report 4.02 - Destination Trace

Parameters:

- **Customer Database** – source database
- **Manual Start Date**
- **Manual End Date**
- **Period**
- **Calculated Start Period**
- **Disposition Codes**
- **Origin/Destination**
- **Remark or part of remark**

- Enable Pagination
- Time Zone
- Display Language
- Calculated End Period
- Demands

- Show Details
- Include Telephony Usage Data
- Include Archived Data – checked value to include archived data

Fields:

- Sequence
- Duration
- Type
- Originator
- Destination
- Interaction Result
- Start Time
- End Time
- Campaign Name
- Disposition Code
- Last Handler

- Ext. Transfer DID
- Audit Number
- DNC
- Remarks
- From
- To
- Duration
- Entity Type
- Entity Name
- Status

EVOLVE CONTACT

Destination Trace Report

EVOLVE IP
THE CLOUD STRATEGY COMPANY

Datetime: 2/8/2019 3:33 PM   Period: 2/8/2019 3:00:00 PM - 2/8/2019 4:00:00 PM   User: plab.Supervisor1

Seq.	Start Time	End Time	Duration	Originator	Destination	Result	MediaType	Interaction Type	Demands	Disposition Code	Last Handler	Campaign
1	2019-02-08 15:20:41	2019-02-08 15:21:18	00:00:37	7172018677	6102344931	Handled	Telephony	Incoming	English; TechnicalLevel	-	Agent 1	-

Remarks: Origin DID Interaction: 7172018677,
Contact Phone 1: 7172018677,
Text 01: Testing,
Technical Support: No Records

From	To	Duration	Entity Type	Entity Name	Status
2019-02-08 15:20:41	2019-02-08 15:20:41	00:00:00	Channel	Channel	Offered
2019-02-08 15:20:41	2019-02-08 15:20:45	00:00:04	Channel	Channel	Handling
2019-02-08 15:20:45	2019-02-08 15:20:48	00:00:03	BP	Technical Support	Handling
2019-02-08 15:20:48	2019-02-08 15:20:48	00:00:00	BP	Technical Support	AgentSelecting
2019-02-08 15:20:48	2019-02-08 15:20:57	00:00:09	Agent	Agent 1	Offered
2019-02-08 15:20:57	2019-02-08 15:21:17	00:00:20	Agent	Agent 1	Handling
2019-02-08 15:21:17	2019-02-08 15:21:18	00:00:01	Agent	Agent 1	Wrap Up
2019-02-08 15:21:18	2019-02-08 15:21:18	00:00:00	Agent	Agent 1	Handled

Report 4.03 - Interaction Disposition Codes

Fields:

- Main Time Slice

- Any Unique Disposition Code

Interaction Disposition Codes Report

Agent - Sales 1

Main Time Slice	Appointment Set	General Inquiry	Hot Lead	Not Interested	Not Selected Timeout	Sale Made	Total
2018-07-11	1	0	0	0	0	0	1
2018-07-12	1	0	0	0	0	1	2
2018-07-16	2	0	0	0	0	0	2
2018-07-18	1	1	4	1	1	0	8
2018-07-24	2	1	0	0	0	2	5
2018-07-13	0	1	0	0	0	0	1
2018-08-01	0	0	1	0	0	1	2
2018-07-23	0	0	0	0	0	1	1

Report 4.04 - Voice Billing

Fields:

- Origin/Destination

- Total Calls Duration - will include all the call duration regardless of the filters exact start and stop time. It will only look for calls handled within the selected period.

- Total Calls Prorated Duration – will subtract the time that is outside the period filter from the call duration. Provides adjusted minutes count for a specific period.

- Total Calls

Voice Biling Report

Summary

Origin / Destination	Total Calls Duration	Total Calls Prorated Duration	Total Calls
Incoming calls - Total duration per organization DID			
6102634323	33.3 Minutes	31.9 Minutes	14
6102634320	3,559.7 Minutes	3,559.7 Minutes	339
Sub Total Incoming	3,593 Minutes	3,591.6 Minutes	353
Outgoing calls - Total duration per organization DID			
6109648000	678.5 Minutes	678.5 Minutes	105
6102634320	3,269.9 Minutes	3,268.7 Minutes	423
Sub Total Outgoing	3,948.4 Minutes	3,947.2 Minutes	528
Total Usage:	**7,541.4 Minutes**	**7,538.7 Minutes**	**881**

Details

Start Date Time	Origin	Destination	Duration	Interaction Type	Last Handled Entity Name	Business Process	Disposition Code	Completion Status
9/10/2018 12:41:22 AM	8774538353	6102634323	00:01:24	Incoming	Nathan Bubb	Carrier	-	Handled
9/10/2018 12:41:30 AM	6102634320	nbubb@eip.local	00:01:15	Extension	Nathan Bubb	Carrier	-	Handled
9/10/2018 4:03:51 AM	8774538353	6102634323	00:01:47	Incoming	Nathan Bubb	Carrier	-	Handled

Report 4.05 - Delegated Interactions

Fields:

- Initiator
- Converser
- Entry Time
- Interaction Type
- Business Process
- Last State

- Campaign Name
- Closing Time
- Agent Remark
- Supervisor Remark
- Customer ID

Report 4.06 - Incoming Calls by Area Code

Fields:

- For Destination
- Originator State

- Major Cities
- Total Incoming Cities

Datetime: 9/11/2018 5:22 PM   Period: 9/10/2018 12:00:00 AM - 9/11/2018 12:00:00 AM   User: **EIP.RichFox**

For Destination: 6102634320		
Originator State	**Major Cities**	**Total Incoming Calls**
Alabama	ARAB	1
Arizona	AGUA FRIA	2
Arizona	AUSTIN	1
Arizona	BENSON	9
Arizona	BLACKWATER	2
California	AERIAL ACRES	1
California	AGOURA HILLS	9
California	AGUA DULCE	28
California	AL TAHOE	1
California	ALBERHILL	1
California	ALHAMBRA	1
California	ALPINE (SAN DIEGO)	3
California	BARSTOW	12
California	BIG BASIN	1
California	CALIPATRIA	1
Colorado	AMHERST	1

Report 4.07 - Voice Billing by Business Process

Fields:

- Business Process

- Total Calls Duration - will include all the call duration regardless of the filters exact start and stop time. It will only look for calls handled within the selected period.

- Total Calls Prorated Duration - will subtract the time that is outside the period filter from the call duration. Provides adjusted minutes count for a specific period.

- Total Calls

EVOLVE CONTACT

Voice Billing Report by Business Process

EVOLVE IP
THE CLOUD STRATEGY COMPANY

Datetime: 9/11/2018 5:24 PM   Period: 9/10/2018 12:00:00 AM - 9/11/2018 12:00:00 AM   User: EIP.RichFox

Summary			
Business Process	**Total Calls Duration**	**Total Calls Prorated Duration**	**Total Calls**
Carrier			
Outgoing	14 Minutes	13 Minutes	11
Incoming	20 Minutes	18 Minutes	12
Total Carrier	**34 Minutes**	**31 Minutes**	**23**
Client Tech			
Incoming	1,027 Minutes	1,027 Minutes	55
Outgoing	908 Minutes	908 Minutes	150
Total Client Tech	**1,934 Minutes**	**1,934 Minutes**	**205**
Cloud			
Outgoing	121 Minutes	121 Minutes	18
Incoming	156 Minutes	156 Minutes	15
Total Cloud	**277 Minutes**	**277 Minutes**	**33**

Report 4.08 - Voice Billing by Business Process – No Abandoned

Fields:

- **Business Process**

- **Total Calls Duration -** will include all the call duration regardless of the filters exact start and stop time. It will only look for calls handled within the selected period.

- **Total Calls Prorated Duration -** will subtract the time that is outside the period filter from the call duration. Provides adjusted minutes count for a specific period.

- **Total Calls**

Voice Billing Report by Business Process - No Abandoned Calls

Datetime: 9/11/2018 5:25 PM   Period: 9/10/2018 12:00:00 AM - 9/11/2018 12:00:00 AM   User: EIP.RichFox

Business Process	Total Calls Duration	Total Calls Prorated Duration	Total Calls
Summary			
Carrier			
Outgoing	14 Minutes	13 Minutes	11
Incoming	19 Minutes	18 Minutes	11
Total Carrier	**33 Minutes**	**31 Minutes**	**22**
Client Tech			
Incoming	1,027 Minutes	1,027 Minutes	55
Outgoing	908 Minutes	908 Minutes	150
Total Client Tech	**1,934 Minutes**	**1,934 Minutes**	**205**
Cloud			
Outgoing	121 Minutes	121 Minutes	18
Incoming	156 Minutes	156 Minutes	15
Total Cloud	**277 Minutes**	**277 Minutes**	**33**

Report 4.09 - Voice Billing – Summary Only

Fields:

- **Business Process**

- **Total Calls Duration -** will include all the call duration regardless of the filters exact start and stop time. It will only look for calls handled within the selected period.

- **Total Calls Prorated Duration -** will subtract the time that is outside the period filter from the call duration. Provides adjusted minutes count for a specific period.

- **Total Calls**

Voice Billing Report - Summary

Datetime: 9/11/2018 5:26 PM   Period: 9/10/2018 12:00:00 AM - 9/11/2018 12:00:00 AM   User: EIP.RichFox

Summary			
Origin / Destination	Total Calls Duration	Total Calls Prorated Duration	Total Calls
Incoming calls - Total duration per organization DID			
6102634320	3,560 Minutes	3,560 Minutes	339
6102634323	34 Minutes	32 Minutes	14
Sub Total Incoming	3,593 Minutes	3,592 Minutes	353
Outgoing calls - Total duration per organization DID			
6102634320	3,270 Minutes	3,269 Minutes	423
6109648000	679 Minutes	679 Minutes	105
Sub Total Outgoing	3,949 Minutes	3,948 Minutes	528
Total Usage:	**7,542 Minutes**	**7,539 Minutes**	**881**

Report 4.10 - Inbound Interactions Distribution

Parameters:

- **Customer Database** – source database
- **Manual Start Date**
- **Manual End Date**
- **Period**
- **Calculated Start Period**
- **Business Process** – multi-value parameter
- **Period Buckets Displayed** – defines how to show groups (horizontally/vertically)

- **Demands**
- **Time Zone -** customer's time zone by Default
- **Display Language**
- **Calculated End Period**
- **Period Buckets** – period group value (hour of day/day of week/weekly/monthly/yearly)
- **Include Archived Data** – checked value to include archived data

Fields:

- **Period**
- **Total Inbound Calls** – count of inbound calls
- **Total Abandoned Calls** – count of abandoned calls
- **Calls Abandoned %** - percentage of abandoned calls

- **Total Inbound Chats** – count of inbound chats
- **Chats Abandoned %** - percentage of abandoned chats
- **Total Inbound Emails** – count of inbound emails
- **Total Inbound Voicemails** – count of inbound voicemails

Inbound Interaction Distribution Report

EVOLVE IP
THE CLOUD STRATEGY COMPANY

Datetime: 9/11/2018 5:28 PM   Period: 9/2/2018 12:00:00 AM - 9/9/2018 12:00:00 AM   User: EIP.RichFox

Period	Total Inbound calls	Total Abandoned calls	Calls Abandoned %	Total Inbound chats	Total Abandoned chats	Chats Abandoned %	Total Inbound emails	Total Inbound voicemails	Period	Total Inbound calls	Total Abandoned calls	Calls Abandoned %	Total Inbound chats	Total Abandoned chats	Chats Abandoned %	Total Inbound emails	Total Inbound voicemails
0:00 - 1:00	1	0	0.0%	0	0	0.0%	0	0	Sunday	14	1	7.1%	0	0	0.0%	0	0
1:00 - 2:00	1	0	0.0%	0	0	0.0%	0	0	Monday	48	8	16.7%	0	0	0.0%	0	0
2:00 - 3:00	2	1	50.0%	0	0	0.0%	0	0	Tuesday	424	25	5.9%	0	0	0.0%	0	0
3:00 - 4:00	1	0	0.0%	0	0	0.0%	0	0	Wednesday	378	22	5.8%	0	0	0.0%	0	0
4:00 - 5:00	1	0	0.0%	0	0	0.0%	0	0	Thursday	298	13	4.4%	0	0	0.0%	0	0
5:00 - 6:00	2	1	50.0%	0	0	0.0%	0	0	Friday	298	29	9.7%	0	0	0.0%	0	0
6:00 - 7:00	4	0	0.0%	0	0	0.0%	0	0	Saturday	46	2	4.3%	0	0	0.0%	0	0
7:00 - 8:00	32	4	12.5%	0	0	0.0%	0	0									

Report 4.11 - Interactions Analysis

Parameters:

- **Customer Database** – source database
- **Manual Start Date**
- **Manual End Date**
- **Period**
- **Calculated Start Period**
- **Business Process** – multi-value parameter
- **Period Buckets Displayed** – defines how to show groups (horizontally/vertically)

- **Demands**
- **Time Zone -** customer's time zone by Default
- **Display Language**
- **Calculated End Period**
- **Period Buckets** – period group value (hour of day/day of week/weekly/monthly/yearly)
- **Agents** – multi-value parameter

Fields:

- **Period**
- **Total Interactions** – count of all interactions
- **Total Inbound Interactions** – count of inbound interactions
- **Incoming Calls** – count of incoming calls
- **Incoming Emails** – count of incoming emails
- **Callback Requests** – count of callbacks requested
- **Incoming voicemails** – count of incoming voicemails

- **Total Outgoing Interactions** – count of outgoing interactions
- **Outgoing External Calls** – count of external calls
- **Outgoing Emails** – count of outgoing emails
- **Campaign Calls** – count of campaign calls (interaction type = Campaign Telephony)
- **Callbacks Handled** – count of handled callbacks

Interactions Analysis Report

Datetime: 9/11/2018 5:31 PM   Period: 9/2/2018 12:00:00 AM - 9/9/2018 12:00:00 AM   User: EIP.RichFox

Period	Total Interactions	Total Inbound Interactions	Incoming Calls	Incoming Emails	Live Chats	Callback Requests	Incoming Voicemails	Total Outgoing Interactions	Outgoing External Calls	Outgoing Emails	Campaign Calls	Callbacks Handled
0:00 - 1:00	1	1	1	0	0	0	0	0	0	0	0	0
2:00 - 3:00	1	0	0	0	0	0	0	1	1	0	0	0
3:00 - 4:00	1	1	1	0	0	0	0	0	0	0	0	0
4:00 - 5:00	2	1	1	0	0	0	0	1	1	0	0	0
5:00 - 6:00	1	1	1	0	0	0	0	0	0	0	0	0
6:00 - 7:00	3	3	3	0	0	0	0	0	0	0	0	0
7:00 - 8:00	21	20	20	0	0	0	0	1	1	0	0	0
8:00 - 9:00	50	49	49	0	0	0	0	1	1	0	0	0
9:00 - 10:00	101	94	94	0	0	0	0	7	7	0	0	0
10:00 - 11:00	85	82	82	0	0	0	0	3	3	0	0	0

Report 4.13 - Disposition Codes Distribution

Fields:

- Period
- Total Handled Interactions
- Total Abandoned Interactions
- % Abandoned Interactions
- No Code

Disposition Codes Distribution

Datetime: 9/11/2018 5:33 PM   Period: 9/2/2018 12:00:00 AM - 9/9/2018 12:00:00 AM   User: ES.Rich

Period	Total Handled Interactions	Total Abandoned Interactions	- No Code -	Account Balance	Appointment	Appointment Set	Cross-sell Opportunity	General Inquiry	Hot Lead	Transfer to Physician	Wrong Number
Tuesday	7	3	6					1			
Wednesday	3	0	1	1		1					
Thursday	13	2	7	1	1	1		1		1	1
Friday	8	0	2			2	1	2	1		

Period	Total Handled Interactions	% Abandoned Interactions	% - No Code -	% Account Balance	% Appointment	% Appointment Set	% Cross-sell Opportunity	% General Inquiry	% Hot Lead	% Transfer to Physician	% Wrong Number
Tuesday	7	42.86%	85.71%	0.00%	0.00%	0.00%	0.00%	14.29%	0.00%	0.00%	0.00%
Wednesday	3	0.00%	33.33%	33.33%	0.00%	33.33%	0.00%	0.00%	0.00%	0.00%	0.00%
Thursday	13	15.38%	53.85%	7.69%	7.69%	7.69%	0.00%	7.69%	0.00%	7.69%	7.69%
Friday	8	0.00%	25.00%	0.00%	0.00%	25.00%	12.50%	25.00%	12.50%	0.00%	0.00%

Report 4.14 – Demand Interval Distribution

Parameters:

- **Customer Database** – source database
- **Manual Start Date**

- Manual End Date

- Period

- Calculated Start Period

- Business Processes - multi-value parameter

- Demands

- Campaigns

- Period Buckets - period group value (hour of day/day of week/weekly/monthly/yearly)

- Count By

- Include Archived Data

- Time Zone - customer's time zone by Default

- Display Language

- Calculated End Period

- Agents - multi-value parameter

- Interaction Type

- Media Type

- Period Buckets Displayed - defines how to show groups (horizontally/vertically)

- Subtotal By

Fields:

- Period

- Total Handled Interactions

- Total Abandoned Interactions

- % Abandoned Interactions

- Demand

Demand Interval Distribution Report

Datetime: 2/8/2019 3:35 PM   Period: 2/8/2019 3:00:00 PM - 2/8/2019 4:00:00 PM   User: plab.Supervisor1

Period	Total Handled Interactions	Total Abandoned Interactions	English	TechnicalLevel
Friday	6	0	2	4

Period	Total Handled Interactions	% Abandoned Interactions	% English	% TechnicalLevel
Friday	6	0.00%	33.33%	66.67%

2.5   Business Process Performance Reports

Report 5.01 - Business Process Agent Performance

Fields:

- Main Time Slice

- Business Process Name

- Login Agents (Max/Min)

- Backoffice Agents (Max/Min)

- Busy Agents (Max/Min)

- On Break Agents (Max/Min)

- Available Agents (Max/Min)

- Consult and Conference Agents (Max/Min)

- Internal Agents (Max/Min)

- Private Agents (Max/Min)

- No Answer Agents (Max/Min)

- Outgoing Agents (Max/Min)

- Unavailable Agents (Max/Min)

EVOLVE CONTACT

Business Process Agent Performance Report

Datetime: 9/11/2018 5:36 PM   Period: 9/2/2018 12:00:00 AM - 9/9/2018 12:00:00 AM   User: EIP.RichFox

Main Time Slice	Business Process Name	Login Agents		Backoffice Agents		Busy Agents		On Break Agents		Available Agents		Consult and Conference Agents		Internal Agents		Private Agents		No Answer Agents		Outgoing Agents		Unavailable Agents	
		Max	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max	Min
2018-09-02	UCaaS	2	1	1	0	1	0	1	0	2	0	0	0	0	0	0	0	1	0	1	0	2	0
2018-09-03	UCaaS	9	1	2	0	4	0	5	0	9	0	1	0	0	0	0	0	1	0	1	0	5	0
2018-09-04	UCaaS	13	0	3	0	10	0	8	0	7	0	1	0	0	0	1	0	1	0	3	0	12	0
2018-09-05	UCaaS	15	2	4	0	9	0	9	0	8	0	1	0	0	0	1	0	1	0	2	0	11	0
2018-09-06	UCaaS	13	3	3	0	7	0	8	0	7	0	0	0	0	0	1	0	1	0	1	0	10	0
2018-09-07	UCaaS	10	2	2	0	7	0	7	0	6	0	1	0	0	0	1	0	2	0	2	0	8	0
2018-09-08	UCaaS	4	1	2	0	2	0	1	0	4	0	0	0	0	0	1	0	1	0	0	0	3	0
2018-09-09	UCaaS	3	2	0	0	0	0	0	0	3	2	0	0	0	0	0	0	0	0	0	0	0	0

REPORT PARAMETERS: (English)

Report 5.02 - Business Process Interaction Performance

Parameters:

- **Customer Database** – source database

- **Time Zone** - customer's time zone by Default

- **Manual Start Date**

- **Manual End Date**

- **Period**

- **Display Language**

- **Calculated Start Period**

- **Calculated End Period**

- **Business Process** – multi-value parameter

- **Interaction Type(s)** – multi-value parameter

- **Main Table Accumulated By** – group field for the main section

- **Sub-table Accumulated By** – group field for the subsection

- **Include Archived Data** – checked value to include archived data

- **Enable Pagination**

Fields:

- **Business Process**
- **Interaction Type**
- **Main Time Slice** – date
- **Sub Time Slice** – Time
- **Total Ended** – total number of interactions arrived at the BP
- **Total Abandoned** – total number of interactions abandoned by customers
- **% Abandoned** – percent of abandoned interactions from the total ended
- **Handled by agent** – total number of interactions that were accepted/answered and handled by BP agents
- **% Handled by Agent** – percent of the handled interactions from the total ended
- **Max Waiting Interactions** – max number of simultaneous interactions that were waiting in queue for an available agent
- **Min Waiting Interactions** – minimum number of simultaneous interactions that were waiting in queue for an available agent
- **Longest Waiting Time** – longest waiting time of interaction in agents' queue until it was answered by the agent or abandoned by the customer
- **Total Handled in the BP** – total number of interactions that were handled in the BP flow prior to arrival to the BP agents

(transferred out – voicemail, callback requests, disconnected by customers prior to arrival to agents queue, etc)

- **% Interactions Handled in BP** – percent of interactions handled in BP flow from the total ended
- **Total Callbacks** – total number of callback interactions arrived at the BP
- **Average Waiting Time** – average customer waiting time in queue for an available agent a
- **Total Agent Handling Time** – total duration of all customers' interactions with BP agents
- **Average Agent Handling Time** – average duration of customer interaction with BP agent
- **Average Answer Time** – average time of customer waiting time in queue until it was answered by an agent
- **Total Overflow** – total number of waiting interactions that reached longest waiting time threshold
- **Total Transferred Out External** – total number of interactions that were transferred out by the BP flow or by BP agents to some external number (transfer to voicemail or branch office)
- **Total Transferred Out Internal** – total number of interactions that were transferred out by BP flow or by BP agents to some internal contact center entity (transfer to another BP, agent, callback generation etc)

EVOLVE CONTACT

Business Process Interaction Performance Report

EVOLVE IP — THE CLOUD STRATEGY COMPANY

Datetime: **9/11/2018 5:37 PM**   Period: **9/2/2018 12:00:00 AM - 9/9/2018 12:00:00 AM**   User: **EIP.RichFox**

BUSINESS PROCESS: UCaaS

INTERACTION TYPE: Telephony

Main Time Slice	Sub Time Slice	Total Ended	Total Abandoned	% Abandoned	Handled By Agent	% Handled By Agent	Max Waiting Interactions	Min Waiting Interactions	Longest Waiting Time	Total handled in BP flow	% Interactions Handled in BP	Total Callbacks	Average Waiting Time	Total Agent Handling Time	Average Agent Handling Time	Average Answer Time	Total Overflow	Total Transferred Out External	Total Transferred Out Internal
2018-09-02	2018-09-02 03:00	1	0	0%	1	100%	0	0	00:00:11	0	0%	0	00:00:10	00:02:07	00:02:07	00:00:00	0	0	0
2018-09-02	2018-09-02 12:00	3	0	0%	3	100%	1	0	00:04:25	0	0%	0	00:01:38	00:21:36	00:07:12	00:00:00	0	0	0
2018-09-02	2018-09-02 17:00	0	0	0%	0	0%	1	0	00:00:24	0	0%	0	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0
2018-09-02	2018-09-02 18:00	2	0	0%	2	100%	0	0	00:00:24	0	0%	0	00:00:12	00:42:41	00:42:41	00:00:00	0	0	0
2018-09-02	2018-09-02 20:00	1	0	0%	0	0%	1	0	00:05:03	1	100%	0	00:00:00	00:00:00	00:00:00	00:00:00	1	0	1
2018-09-02	2018-09-02 21:00	3	0	0%	0	0%	1	0	00:05:04	3	100%	0	00:00:00	00:00:00	00:00:00	00:00:00	3	0	3
2018-09-02	2018-09-02 22:00	1	1	100%	0	0%	0	0	00:03:14	0	0%	0	00:03:13	00:00:00	00:00:00	00:00:00	0	0	0
	Summary for 2018-09-02:	11	1	9%	6	55%	1	0	00:05:04	4	36%	0	00:04:11	01:06:24	00:11:04	00:00:00	4	0	4

Report 5.03 - Business Process Callback Performance

Parameters:

- **Customer Database** – source database
- **Time Zone** - customer's time zone by Default
- **Manual Start Date**
- **Manual End Date**
- **Period**
- **Display Language**
- **Calculated Start Period**
- **Calculated End Period**

- **Main Table Accumulated By** – group field for the main section
- **Business Process** – multi-value parameter
- **Sub Table Accumulated By** – group field for the sub section
- **Include Archived Data** – checked value to include archived data
- **Enable Pagination**

Fields:

- **Main Time Slice** – Date
- **Sub Time Slice** – Time
- **Business Process Name**
- **Callback Processed** – count of processed callbacks
- **Callback Requested** – count of requested callbacks
- **Callback Average Handling Time** – average duration of callbacks

- **Callback Max Handling Time** – max duration of callbacks
- **Total Success** – total number of successful callbacks
- **% Callback Successful** – percent of successful callbacks
- **Total Failed** – total number failed callbacks

- **% Callback Failed** – percent of failed callback

- **Total Purged** – total number of callbacks that were purged (deleted)

- **Total Rescheduled** – total number of callbacks that were scheduled

Report 5.04 - Business Process Detailed Alerts
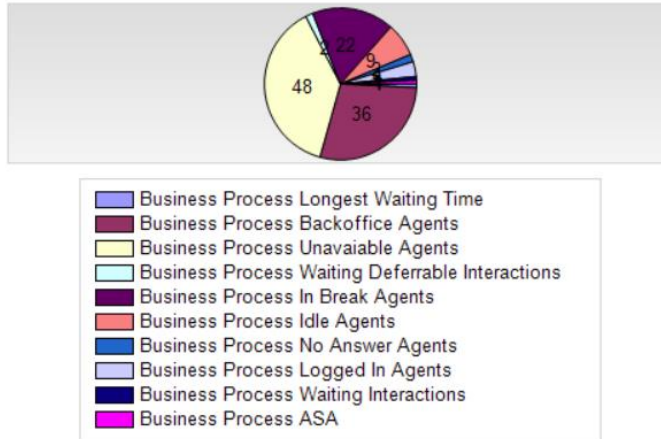
Fields:

- Start Time
- End Time
- Duration (Sec.)
- Severity

- Value
- BP
- Counter

Datetime: 9/11/2018 5:41 PM   Period: 9/2/2018 12:00:00 AM - 9/9/2018 12:00:00 AM   User: **ES.Rich**

Distribution of Alarms and Warnings Between Counters

Business Process Longest Waiting Time
Business Process Backoffice Agents
Business Process Unavaiable Agents
Business Process Waiting Deferrable Interactions
Business Process In Break Agents
Business Process Idle Agents
Business Process No Answer Agents
Business Process Logged In Agents
Business Process Waiting Interactions
Business Process ASA

No.	Start Time	End Time	Duration (Sec.)	Severity	Value	BP	Counter
1	9/4/2018 10:57:19 PM	9/4/2018 10:58:04 PM	45	Warning	00:03:00	Technical Support	Business Process Longest Waiting Time
2	9/5/2018 9:44:41 PM	9/6/2018 12:53:03 AM	11302	Warning	1	Healthcare Customer Service	Business Process Backoffice Agents
3	9/5/2018 9:44:41 PM	9/6/2018 12:53:03 AM	11302	Warning	1	Healthcare Customer Service	Business Process Unavaiable Agents
4	9/5/2018 9:44:41 PM	9/6/2018 12:53:03 AM	11302	Warning	1	Member Services	Business Process Backoffice Agents
5	9/5/2018 9:44:41 PM	9/6/2018 12:53:03 AM	11302	Warning	1	Member Services	Business Process Unavaiable Agents
6	9/6/2018 12:14:59 AM	9/6/2018 12:53:08 AM	2289	Warning	1	Technical Support	Business Process Waiting Deferrable Interactions

Report 5.05 – Queue Interval Summary Report

Fields:

- Time Slice
- Sub Time Slice
- **Calls Queued** - calls that entered the queue
- **Calls Answered** - calls that entered the queue and were subsequently answered by an agent
- **Calls Abandoned 0 - X sec -** the # of queued calls that abandoned during the Abandoned Time Threshold

- **Calls Abandoned > X sec -** the # of queued calls that abandoned after waiting > Abandoned Time Threshold
- **% Total Abandoned Calls -** # queued calls that eventually abandoned divided by the # queued calls
- **% Abandoned > X sec** - the % of queued calls that abandoned during

the Abandoned Time Threshold

- **Total Waiting Time -** for all queued calls, this is the cumulative queue time plus offered time.

- **Average Wait Time -** the Total Wait Time divided by the # of calls included in that calculation

- **Total Queue Time (sec)** - for all queued calls, this is the sum of time spent in the queue (excluding ring time / offer time)

- **Queue Time 0 – X sec** - the # of queued calls where queue time plus ring & offer time is < Queue Time Range Threshold 1

- **Queue Time X - Y sec -** the # of queued calls where queue time plus ring & offer time is between Queue Time Range Threshold 1 and Queue Time Range Threshold 2

- **Queue Time > Y sec -** the # of queued calls where queue time plus ring & offer time is > Queue Time Range Threshold 2

- **Average Speed of Answer -** for all queued calls that were answered (and NOT placed on hold by an agent within the first 60 seconds of the call) this is the sum of their queue time plus ring & offer time

- **Maximum Speed of Answer -** for all queued calls, this is the longest amount of time an interaction waited in the queue

- **Total Talk Time (sec) -** for all queued calls that were answered, this is the sum of talk time and hold time

- **Average Talk Time (sec) -** for all queued calls that were answered, this is the (sum of talk time and hold time) divided by the # of queued calls that were answered

- **Agent Calls Transferred -** The number of interactions that were answered and then transferred (internal or external) by the agent to any other destination.

- **Agent Staffed -** the # of agents that were not in an Offline state during the time period

- **Agents Available -** the # of agents that had at least 1 second of Ready time during the time period

Queue Interval Summary Report

Date of Report: 11/1/2018 12:53 PM Time frame: 10/3/2018 12:00:00 AM - 11/1/2018 12:00:00 AM User: plab.Supervisor1

Day/Hour

Time Slice	Sub Time Slice	Calls Queued	Calls Answered	Calls Abandoned 0-30 sec	Calls Abandoned > 30 sec	% Total Abandoned Calls	% Abandoned > 30 sec	Total Waiting Time	Average Wait Time	Total Queue Time (sec)	Queue Time 0-300 sec	Queue Time 301-600 sec	Queue Time > 600 sec	Average Speed of Answer	Maximum Speed of Answer	Total Talk Time (sec)	Average Talk Time (sec)	Agent Calls Transferred	Agent Staffed	Agents Available
2018-10-09	10:00 - 10:30	4	2	0	0	0.00%	0.00%	45	11	3	4	0	0	22	39	74	37	0	1	1
2018-10-09	10:30 - 11:00	2	1	0	0	0.00%	0.00%	83	41	49	2	0	0	83	83	19	19	0	1	1
Total by Main TimeSlice		6	3	0	0	0.00%	0.00%	128	21	52	6	0	0	42	83	93	31	0	1	1
2018-10-19	09:30 - 10:00	3	3	0	0	0.00%	0.00%	168	56	152	3	0	0	56	59	19	6	0	1	1
2018-10-19	10:00 - 10:30	3	0	0	3	100.00%	100.00%	167	55	167	3	0	0	0	0	0	0	0	1	1
Total by Main TimeSlice		6	3	0	3	50.00%	50.00%	335	55	319	6	0	0	56	59	19	6	0	1	1

2.6 Campaign Performance Reports

Report 6.01 - Completed Campaign Interaction

Fields:

- ID
- Destination
- Ended State
- Disposition Code
- Enter Time

- Last Attempt Time Last Attempt
- Total Attempts
- Customer Data
- Remarks

Completed Campaign Interaction Report

Datetime: 8/7/2018 16:00 PM Period: 4/1/2018 12:00:00 AM - 8/7/2018 12:00:00 AM User: 4/1/2018 - 8/7/2018

	Business Process				Campaign Name			Dialer Type
	Dialers				Rich Test Power			IVR
ID	Destination	Ended State	Disposition Code	Enter Time	Last Attempt Time	Last Attempt	Total Attempts	
2224	6105291714	Handled	Live Call	7/24/2018 11:53:23 AM	7/24/2018 11:58:41 AM	Handled	3	
Customer Data:								
Remarks:								

Report 6.02 - Campaign Time Frame Specific Statistics

Fields:

- Main Time Slice
- Campaign Name

- Dialer Type

- Assigned Business Process
- Total Ended
- Total Succeeded In Time
- % Total Succeeded In Time
- Total Failed In Time From
- % Total Failed In Time Frame

- % Failed Max Attempt
- % Total Ended in Wrong Destination
- Total Purged
- Total Handling Time
- Max Handling Time in Time
- Average Interaction Time in Time

Campaign Time Frame Specific Statistics Report

Datetime: 8/7/2018 16:02 PM   Period: 4/1/2018 12:00:00 AM - 8/7/2018 12:00:00 AM   User: EIP.RichCannon

Main Time Slice	Campaign Name	Dialer Type	Assigned Business Process	Total Ended	Total Succeeded In Time	% Total Succeeded In Time	Total Failed In Time Frame	% Total Failed In Time Frame	% Failed Max Attempts	% Total Ended In Wrong Destinati	Total Purged	Total Handling Time	Max Handling Time In Time	Average Interaction Time In Time
2018-07-24	Rich Test Power	IVR	Dialers	1	1	100%	0	0%	0%	0%	0	00:00:23	00:00:23	00:00:23
	Rich Test Predictive	Predictive	Dialers	1	1	100%	0	0%	0%	0%	1	00:00:25	00:00:25	00:00:25
	Rich Test Preview	Progressive	Dialers	4	4	100%	0	0%	0%	0%	0	00:01:26	00:00:51	00:00:22
2018-07-25	Rich Test Predictive	Predictive	Dialers	6	6	100%	0	0%	0%	0%	1	00:03:38	00:01:05	00:00:36
	Rich Test Preview	Progressive	Dialers	4	4	100%	0	0%	0%	0%	0	00:00:56	00:00:19	00:00:14

Report 6.03 - Campaign Inspection

Fields:

- Main Time Slice
- Campaign Name
- Dialer Type
- Assigned Business Process
- Dialing Attempts
- Total Ended
- Total Failed In Time Frame
- % Total Failed In Time Frame

- Failed Max Attempts Reached
- % Failed Max Attempts Reached
- Total Ended In Wrong Destination
- % Total Ended In Wrong Destination
- Total Succeeded In Time Frame
- % Total Succeeded In Time Frame

- Successfully Handled By Agent
- Successfully Handled By BP
- Total No Answer
- Total Ended In Busy Tone
- Total Ended In Fax Tone

- Total Ended in Answering Machine
- Total Ended In Callback Request
- Total Ended in Unknown Error
- Total Purged

Campaign Inspection Report

Datetime: 8/7/2018 16:01 PM   Period: 4/1/2018 12:00:00 AM - 8/7/2018 12:00:00 AM   User: EIP.RichCannon

Main Time Slice	Campaign Name	Dialer Type	Assigned Business Process	Dialing Attempts	Total Ended	Total Failed In Time Frame	% Total Failed In Time Frame	Failed Max Attempts Reached	% Failed Max Attempts Reached	Total Ended In Wrong Destination	% Total Ended In Wrong Destination	Total Succeeded In Time Frame	% Total Succeeded In Time Frame	Successfully Handled By Agent	Successfully Handled By BP	Total No Answer	Total Ended In Busy Tone	Total Ended In Fax Tone	Total Ended In Answering Machine	Total Ended In Callback Request	Total Ended In Unknown Error	Total Purged
2018-07-24	Rich Test Power	IVR	Dialers	1	1	0	0%	0	0%	0	0%	1	100%	1	0	0	0	0	0	0	0	0
	Rich Test Predictive	Predictive	Dialers	1	1	0	0%	0	0%	0	0%	1	100%	1	0	0	0	0	0	0	0	1
	Rich Test Preview	Progressive	Dialers	4	4	0	0%	0	0%	0	0%	4	100%	4	0	0	0	0	0	0	0	0

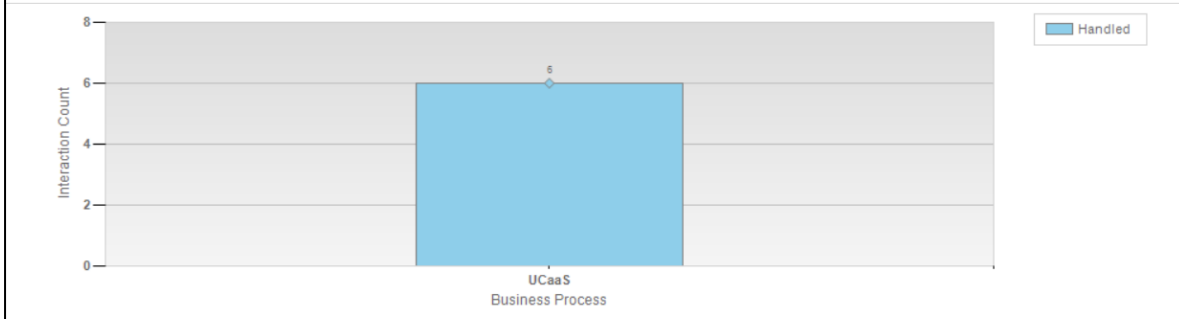## Report 6.04 - Completed Callback Interaction

Fields:

- Business Process
- Campaign Name
- Dialer Type
- Destination
- Ended State

- Enter Time
- Last Attempt Time
- Last Attempt
- Total Attempts

Completed Callback Interaction Report

Datetime: 9/11/2018 5:43 PM   Period: 9/2/2018 12:00:00 AM - 9/9/2018 12:00:00 AM   User: EIP.RichFox

| Business Process | | | Campaign Name | | | Dialer Type |
| UCaaS | | | UCaaS Callback | | | Callback |
ID	Destination	Ended State	Enter Time	Last Attempt Time	Last Attempt	Total Attempts
2353	6102634320 9492964571	Handled	9/4/2018 1:24:15 PM	9/4/2018 1:37:29 PM	Handled	2
2354	6102634320 2163936991	Handled	9/4/2018 3:03:38 PM	9/4/2018 3:17:41 PM	Handled	3
2357	6102634320 8164121794	Handled	9/4/2018 5:55:37 PM	9/4/2018 6:22:10 PM	Handled	2
2362	6102634320 2673473873	Handled	9/6/2018 7:46:48 PM	9/6/2018 8:10:25 PM	Handled	2
2363	6102634320 3478448836	Handled	9/7/2018 12:49:04 PM	9/7/2018 1:21:40 PM	Handled	2
2364	6102634320 2158066880	Handled	9/7/2018 4:06:34 PM	9/7/2018 4:19:48 PM	Handled	2

2.7   Customer Contact Center Reports

Report 7.01 - Customer Experience

Parameters:

- **Customer Database** – source database
- **Time Zone** - customer's time zone by Default
- **Manual Start Date**
- **Manual End Date**
- **Period**
- **Display Language**
- **Calculated Start Period**
- **Calculated End Period**

- **Business Process –** multi-value parameter
- **Media Channel**
- **Report Type –** Choices are Cumulative, Hour Interval, or Quarter of an Hour Interval
- **Summary Section –** Choices are None, Month to Date, and Year to Date
- **Enable Pagination**

Fields:

- **Inbound Interactions -** The number of inbound customer interactions that entered this BP

- **Interactions Queued -** The number of interactions that entered the queue excluding any non-live calls (Callbacks or

Preview Dialer calls) or any rescheduled (Callback) emails.

- **Service Level -** The overall weighted % of inbound interactions that entered this BP, queued (across any channel), and achieved the intended service goal (** excludes any calls or chats that meet the Short Abandon threshold **)

- **Callbacks Requested (NonQueue) - –** All other callback requests that are not Callback Requests in queue, can include but not limited to Agent created, web callback, Channel flow, etc

- **Voicemails Received -** For any interactions that entered the queue, the number of callers that left a voicemail instead of speaking with an agent

- **Calls Transferred Externally -** The number of interactions transferred outside ECS for handling (to a 3rd party phone number)

- **Calls Hung Up By Caller -** The number of callers that hung up before reaching any final destination

- **Calls Disconnected By System -** The number of calls that were terminated by an activity in the call flow

- **Average Speed of Answer -** For answered interactions, the average amount of time the interaction waited before an agent answered that includes queue time and ring time

- **Calls Abandoned -** For any calls that entered the queue, the

number of inbound customer calls where the caller hung up before reaching any other final destination

- **Answer Rate -** The percentage of inbound interactions that entered the queue and were answered by an agent (** excludes any calls or chats that meet the Short Abandon threshold **)

- **Average Talk Time -** The average amount of time that callers are on the phone actively speaking with an agent

- **Callbacks Requested (Queue) -** A callback created in a BP flow after the caller was in queue and selected not to continue waiting and opt for a callback

- **Max Delay -** For any interactions that entered the queue, the maximum amount of time that an interaction waited prior to reaching their final destination (answered, abandoned, or overflowed)

- **Outbounds -** The number of outbound calls placed outside of the organization by agents on behalf of this BP (Outgoing External Interactions)

- **Staffed Agents -** The number of agents that answered at least 1 queued interaction during the report time period

- **Emails Rescheduled** - For any emails that entered the queue, the number of emails that were manually scheduled by an agent to be answered at a later time

- **Emails Handled** - The number of emails handled by an agent.

This includes both queued emails and those rescheduled by an agent

- **Emails Remaining** - The number of emails that remained in the queue at the end of the customer's day.

- **Average Agent Response (Chat)** - The average amount of time customers waited after they submitted a message in the chat window until the agent responded.

Customer Experience Report

All Business Processes

Summary

Inbound Interactions	Interactions Queued	Service Level	Calls Not Queued				34
			Callbacks Requested (Non-Queue)	Voicemails Received	Calls Transferred Externally	Calls Hung up by caller	Calls Disconnected by system
244	246	60.85%	1	0	1	57	0

Voice Queue

Interactions Queued	Service Level	Avg. Speed of Answer	Calls Abandoned	Answer Rate	Avg. Talk Time	Longest Wait	Voicemails Received	Callbacks Requested (Queue)	Callbacks Completed	Outbounds	Staffed Agents
243	60.34%	00:00:13	57	67.67%	00:01:53	00:02:27	0	9	13	13	5

Email Queue

Emails Queued	Service Level	Avg. Speed of Answer	Emails Rescheduled	Emails Handled	Avg. Email Time	Longest Wait	Staffed Agents	Emails Remaining
3	100.0%	00:06:34	0	0	00:00:06	00:18:40	1	0

Report 7.02 - Customer Experience Trends

Parameters:

- **Customer Database** – source database
- **Time Zone** - customer's time zone by Default
- **Manual Start Date**
- **Manual End Date**
- **Period**
- **Display Language**

- **Calculated Start Period**
- **Calculated End Period**
- **Business Process** – multi-value parameter
- **Media Type**
- **Period Delimiter** – choices are hour, day, week, or month. This determines the level of granularity of the x-axis.

Fields:

- **Queued Calls -** The number of calls that entered the queue excluding any non-live call (a caller didn't initiate that interaction) such as Callbacks or preview dialer calls.

- **Service Level -** The percentage of inbound customer calls that entered the queue and were answered by an agent within the specified goal (seconds).

- **Answer Rate -** The percentage of inbound customer calls that entered the queue and were answered by an agent

- **Average Wrap-Up Time -** For answered calls, the average amount of time that agents spent in Wrap Up

- **Average Hold Time -** For answered calls, the average amount of time that agents spent with callers on Hold

- **Average Talk Time -** For answered calls, the average amount of time that agents were actively speaking with callers

- **Average Speed of Answer -** For answered calls, the average amount of time a caller waited before an agent answered that includes queue time and ring time

- **Queued Emails -** The number of emails that entered the queue excluding any "rescheduled" (or Callback) emails

- **Backlog -** The number of emails that remained in the queue at the end of the customer's day

- **Average Email Time -** The average amount of time an agent spends on an email response

- **Queued Chats -** The number of web chats that entered the queue

- **Average Chat Time -** The average amount of time an agent spends on an email response

Customer Experience Trends Report
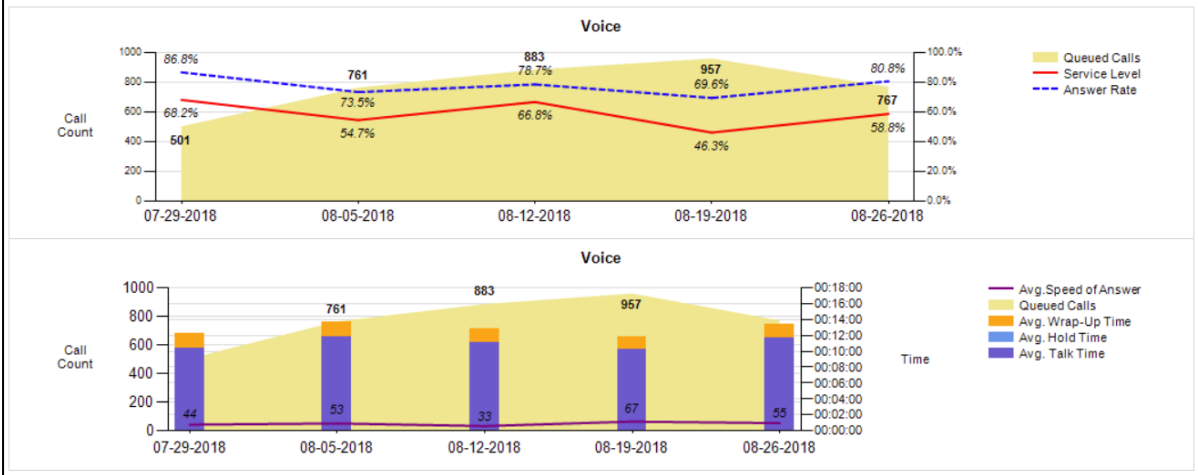
Report 7.03 - Contact Center Performance

Parameters:

- **Customer Database** – source database
- **Time Zone** - customer's time zone by Default
- **Manual Start Date**
- **Manual End Date**
- **Period –** Choices are Custom, Last Hour, Today, Yesterday, Last Week, This Month, Last month, Last Year, Last 7, 14, 21 or 30 Days
- **Display Language**
- **Calculated Start Period**
- **Calculated End Period**

- **Business Process –** multi-value parameter
- **Media Channel –** multi-value parameter
- **SL Goal %** - the target Service Level goal for each interval.
- **Report Type –** Choices are Cumulative, Hour Interval, or Quarter of an Hour Interval
- **Summary Section –** Choices are None or Month to Date
- **Enable Pagination**
- **Demands –** multi-value parameter
- **Show Empty Rows**

Fields:

- **Date**
- **Interval**

- **Calls Queued -** The number of calls that entered the queue excluding any non-live call (a

caller didn't initiate that interaction) such as Callbacks or Preview Campaign calls.

- **Calls Answered** - The number of queued calls that were answered by agent.

- **Answer Rate** - The percentage of inbound customer calls that entered the queue and were answered by an agent. ** excludes any calls or chats that meet the Short Abandon threshold **

- **Calls Abandoned** - For any calls that entered the queue, the number of inbound customer calls where the caller hung up before reaching any other final destination.

- **Abandonment Rate (%)** - The number of abandons / number of queued interaction of that type (Chat and Telephony).

- **Average Abandon Time** - For abandoned calls, the average amount of time a caller waited before hanging up.

- **Calls Overflowed** - For any calls that entered the queue, the number of inbound customer calls where the call reached a final destination other than the following: answered by an agent, abandoned by the customer, or became a callback request.

- **Voicemails Received** - For any calls that entered the queue, the number of callers that left a voicemail instead of speaking with an agent.

- **Calls Answered Within Service Level** - The number of inbound customer calls that entered the queue and were answered by an agent within the specified goal (seconds).

- **Service Level** - The percentage of inbound interactions that entered the queue and were answered by an agent within the specified goal (seconds). ** excludes any calls or chats that meet the Short Abandon threshold **

- **% of Intervals Meeting Service Level** - The percentage of the period intervals that achieved SL Goal parameter value.

- **Average Speed of Answer** - For answered calls, the average amount of time a caller waited before an agent answered that includes queue time and ring time.

- **Average Talk Time** - For answered calls, the average amount of time that agents were actively speaking with callers.

- **Average Hold Time** - the average amount of time a caller was placed on hold by an agent

- **Average Wrap-Up Time** - For answered calls, the average amount of time that agents spent in Wrap Up

- **Average Handle Time (AHT)** – The sum of Talk + Hold + Wrap Up / The count of queued calls that were answered.

- **Talk Time %** - Total Talk time for all agents during this interval divided by total handling time (Talk + Hold + Wrap Up) for all agents in that time interval.

- **Hold %** - Total Hold time for all agents during this interval divided by total handling time (Talk + Hold + Wrap Up) for all agents in that time interval.

- **Wrap Up %** - Total Wrap Up time for all agents during this interval divided by total handling time (Talk + Hold + Wrap Up) for all agents in that time interval.

- **Callbacks Requested (Queue)** – A callback created in a BP flow after the caller was in queue and selected not to continue waiting and opt for a callback

- **Callbacks Requested (Non-Queue)** – All other callback requests that are not Callback Requests in queue, can include but not limited to Agent created, web callback, Channel flow, etc

- **Callbacks Completed** – the number of Callbacks completed.

- **Calls/Emails/Chats Missed** – the number of interactions that were delivered to a Ready agent and not answered.

- **Calls/Emails/Chats Transferred by Agent** - The number of interactions that were answered and then transferred (internal or external) by the agent to any other destination.

- **Calls Transferred by Agent %** - The number of Calls Transferred by agents divided by the number of Calls Answered - available for Emails and Chats transferred

- **Longest Wait** - For any calls that entered the queue, the maximum amount of time that a caller waited prior to reaching their final destination (answered, abandoned, or overflowed).

- **Agent Outbound External Calls** - The number of outbound calls placed outside of the organization by agents on behalf of this BP (Outgoing External Interactions)

- **Staffed Agents** - The number of agents that answered at least 1 queued interaction during the report time period.

- **Emails Queued** - The number of emails that entered the queue during the specified time period. This excludes any "rescheduled"emails.

- **Emails Answered** - The number of emails that answered by an agent.

- **Emails Overflowed** - For any emails that entered the queue, the number of inbound customer emails where the email reached a final destination other than the following: answered by an agent.

- **Emails Rescheduled** - For any emails that entered the queue, the number of emails that were manually scheduled by an agent to be answered at a later time.

- **Backlog** - The number of emails that remained in the queue at the end of the customer's day.

- **Average Email / Chat Time** - The average amount of time an agent spends on an email response

- **Chats Overflowed** - For any chats that entered the queue, the number of inbound customer chats where the chat reached a final destination other than the following: answered by an agent or abandoned by the customer.

- **Average Agent Response (Chat)** The average amount of time customers waited after they submitted a message in the chat window until the agent responded.

Contact Center Performance Report

Time frame: **12/12/2019 12:00:00 AM - 12/13/2019 12:00:00 AM**   User: **plab.Admin**

Customer Service																								
Voice Queue																								
Calls Abandoned	Abandonment Rate (%)	Average Abandon Time	Calls Overflowed	Voicemails Received	Calls Answered within Service Level	Service Level	% of Intervals Meeting Service Level	Avg. Speed of Answer	Avg. Talk Time	Avg Hold Time	Avg. Wrap Up Time	Average Handle Time (AHT)	Talk Time %	Hold %	Wrap Up %	Callbacks Requested (Queue)	Callbacks Requested (Non-Queue)	Callbacks Completed	Calls Missed	Calls Transferred by Agent	Calls Transferred by Agent %	Longest Wait	Agent Out. External Calls	Staffed Agents
0	0.0%	00:00:00	0	0	1	100.0%	100.0%	00:00:04	00:00:42	00:00:24	00:00:41	00:01:47	39.25%	22.43%	38.32%	0	0	0	0	0	0.0%	00:00:04	0	1
0	0.0%	00:00:00	0	0	0	100.0%	0.0%					00:00:00	0.0%	0.0%	0.0%	0	0	0	0	0	0.0%		1	1
0	0.0%	00:00:00	0	0	1	100.0%	0.0%	00:00:03	00:00:38	00:00:24	00:02:00	00:03:02	20.88%	13.19%	65.93%	0	0	0	0	0	0.0%	00:00:03	1	1
0	0.0%	00:00:00	0	0	1	100.0%	100.0%	00:00:03	00:00:18	00:00:12	00:00:12	00:00:42	42.86%	28.57%	28.57%	0	0	0	0	0	0.0%	00:00:03	0	1
0	0.0%	00:00:00	0	0	0	0.0%	0.0%					00:00:00	0.0%	0.0%	0.0%	0	1	1	0	0	0.0%	00:00:00	0	1
0	0.0%	00:00:00	1	0	0	0.0%	0.0%					00:00:00	0.0%	0.0%	0.0%	1	0	2	1	0	0.0%	00:00:33	0	1
0	0.0%	00:00:00	1	0	3	60.0%	40.0%	00:00:03	00:00:32	00:00:20	00:00:57	00:01:50	29.61%	18.13%	52.27%	1	1	3	1	0	0.0%	00:00:33	2	1

2.8 Calls Reports

Report 8.01 – Calls Performance by Business Process and Destinations

Parameters:

- **Customer Database** – source database

- **Time Zone** - customer's time zone by Default

- **Manual Start Date and Time**

- **Manual End Date and Time**

- **Period**

- **Display Language**

- **Calculated Start Period**

- **Calculated End Period**

- **Business Process** – multi-value parameter

- **Call Type**

- **Group By Destination**

- **Filter Destination**

- **Time Slice**

Fields:

- **Calls Inbound** – Total inbound calls that entered the BP

- **Calls Queued** - The number of calls that entered the queue excluding any non-live call (a caller didn't initiate that

interaction) such as Callbacks or preview dialer calls.

- **Calls Answered** - The number of queued calls that were answered by agent

- **Answer Rate -** The percentage of inbound customer calls that entered the queue and were answered by an agent

- **Calls Abandoned -** For any calls that entered the queue, the number of inbound customer calls where the caller hung up before reaching any other final destination

- **Average Abandon Time -** For abandoned calls, the average amount of time a caller waited before hanging up

- **Longest Wait -** For any calls that entered the queue, the maximum amount of time that a caller waited prior to reaching their final destination (answered, abandoned, or overflowed)

- **Max Queued –** Max queued calls for this time slice

- **Average. Speed of Answer -** For answered calls, the average amount of time a caller waited before an agent answered that

- **Average Talk Time -** For answered calls, the average amount of time that agents were actively speaking with callers

- **Average Wrap-Up Time -** or answered calls, the average amount of time that agents spent in Wrap Up

- **Callbacks Requested -** For any calls that entered the queue, the number of callers that opted-in to a callback instead of waiting for an agent

- **Calls Overflowed -** For any calls that entered the queue, the number of inbound customer calls where the call reached a final destination other than the following: answered by an agent, abandoned by the customer, or became a callback request.

- **Voicemails Received -** For any calls that entered the queue, the number of callers that left a voicemail instead of speaking with an agent

- **Transferred Out External –** Total calls that were transferred out to an external number

- **Transferred Out Internal –** Total calls that were transferred to an internal entity (agent, BP or Channel)

- **Calls Disconnected by System -** The number of calls that were terminated by an activity in the call flow

- **Calls Hung up by Caller -** The number of callers that hung up before reaching any final destination

- **Staffed Agents -** The number of agents that answered at least 1 queued interaction during the report time period

Calls Performance By BP And Destinations

EVOLVE IP
THE CLOUD STRATEGY COMPANY

| Date of Report: | 1/28/2019 4:19 PM | Time frame: | 1/21/2019 12:00:00 AM - 1/25/2019 12:00:00 AM | Created by: | plab.Supervisor1 |

BUSINESS PROCESS: Technical Support

Destination: 6102344931

CallType: Incoming

Time Slice	Calls Inbound	Calls Queued	Calls Answered	Answer Rate	Calls Abandoned	Average Abandon Time	Longest Wait	Avg. Speed of Answer	Avg. Talk Time	Avg. Wrap Up Time	Callbacks Requested	Calls Overflowed	Voicemails Received	Transferred Out External	Calls Disconnected by system	Calls Hung up be caller	Staffed Agents
2019-01-21	3	3	2	66.67%	1	00:00:25	00:00:52	00:00:28	00:00:13	00:00:17	0	0	0	0	0	0	1
2019-01-22	5	4	0	0.0%	3	00:00:38	00:02:27		00:00:00		0	2	0	0	0	0	0
2019-01-23	1	1	1	100.0%	0	00:00:00	00:00:06	00:00:06	00:00:55	00:01:04	0	0	0	0	0	0	1
2019-01-24	7	7	5	71.43%	2	00:00:43	00:00:54	00:00:06	00:05:37	00:00:40	0	1	0	0	0	0	1

3 Field Definitions

Field	Interaction Type(s)	Definition	Numerator	Denominator
Inbound Interactions	Callback, Chat, Email, Fax, Telephony	the number of inbound customer interactions that entered this BP		
Callbacks Completed	Business Process: Telephony	the number of callbacks that were successfully handled		

Calls Abandoned	Business Process: Telephony	the number of callers that hung up before reaching any final destination		
Calls Disconnected	Business Process: Telephony	the number of calls that were terminated by an activity in the call flow		
Calls Not Queued	Business Process: Telephony	the number of calls received that never entered a Queue step		
Abandonment Rate (%)	Business Process: Telephony and Chat	The number of abandons / number of queued interaction of that type		
Outbound Calls	Business Process: Outgoing External	the number of outbound calls placed outside of the organization by agents on behalf of this BP (Outgoing External Interactions)		
Service Level	Business Process: Incoming	the overall weighted % of inbound interactions that entered this BP, queued (across any channel), and achieved the intended goal	# of interactions (across all inbound interaction types) that queued and were answered within the defined goal	# of interactions that were queued minus any interactions that are excluded based upon defined criteria associated with each channel
Calls Transferred Externally	Business Process: Telephony	the number of interactions transferred outside ECS for handling (to a 3rd party phone number)		
Answer Rate	Voice Queue: Telephony	the percentage of inbound customer calls that entered the queue and were answered by an agent	the number of inbound customer calls that entered the queue (minus any calls that are considered service level exclusions) and were answered by an agent	the number of inbound customer calls that entered the queue (minus any calls that are considered service level exclusions)
Calls Transferred by Agent	Voice Queue: Telephony	The number of answered calls which were then transferred out to any other destination (External DID, Agent, Channel, BP, HPBX user)		

Calls Transferred by Agent %	Voice Queue: Telephony	The number of Calls Transferred by agents divided by the number of Calls Answered		
Average Abandon Time (AAT)	Voice Queue: Telephony	for abandoned calls, the average amount of time a caller waited before hanging up	the total amount of wait time in the queue for inbound customer calls that entered the queue and abandoned prior to reaching an agent (minus the wait time for any calls that are considered service level exclusions)	the number of inbound customer calls that entered the queue and abandoned prior to reaching an agent (minus any calls that are considered service level exclusions)
Average Hold Time	Voice Queue: Telephony	for answered calls, the average amount of time a caller was placed on hold by an agent	for answered calls that were placed on hold by an agent, the total amount of hold time those callers experienced	the number of answered calls that were placed on hold by an agent
Average Handle Time (AHT)	Voice Queue: Telephony	Calculated as sum of talk + hold + wrap/The count of queued calls that were answered		
Average Speed of Answer (ASA)	Voice Queue: Telephony	for answered calls, the average amount of time a caller waited before an agent answered that includes queue time and ring time	the total amount of time that answered calls waited (queue time + ring time)	the number of answered calls
Average Talk Time (ATT)	Voice Queue: Telephony	the average amount of time that callers are on the phone actively speaking with an agent	the total amount of time that answered calls were actively connected to an agent and not placed on hold	the number of answered calls
Callbacks Completed	Voice Queue: Callback, Telephony	the number of telephony callbacks that were completed		
Callbacks Requested	Voice Queue: Telephony	for any calls that entered the queue, the number of callers that opted-in to a callback instead of waiting for an agent		
Calls Abandoned	Voice Queue: Telephony	for any calls that entered the queue, the number of inbound customer calls where the caller hung up before reaching any other final destination		
Calls Overflowed	Voice Queue: Telephony	for any calls that entered the queue, the number of inbound customer calls where the call		

		reached a final destination other than the following: answered by an agent, abandoned by the customer, became a voicemail, or became a callback request.		
Calls Queued	Voice Queue: Telephony	the number of calls that entered the queue excluding any non-live call (a caller didn't initiate that interaction) such as Callbacks that were requested (to avoid double counting) or preview dialer calls.		
Final Destination	Voice Queue: Telephony	For any calls that entered the queue, the following events are considered a final destination for that interaction: * answered by an agent * abandoned by the customer * becomes a callback request * the interaction is transferred outside ECS for handling (to a 3rd party phone number such as an outsourcer) * customer leaves a voicemail message * interaction is disconnected by the call flow		
Longest Wait	Voice Queue: Telephony	for any calls that entered the queue, the maximum amount of time that a caller waited prior to reaching their final destination (answered, abandoned, or overflowed)		
Service Level (SL)	Voice Queue: Telephony	the percentage of inbound customer calls that entered the queue and were answered by an agent within the specified goal (seconds)	the number of inbound customer calls that entered the queue (minus any calls that are considered service level exclusions) and were answered by an agent in the specified goal (seconds)	the number of inbound customer calls that entered the queue (minus any calls that are considered service level exclusions)
% of Intervals Meeting Service Level	Voice Queue: Telephony	the percentage of 15 minute intervals where the Service Level goal was achieved	the number of 15 minute intervals where a queued call was received and the Service Level goal was met	the number of 15 minute intervals where a queued call was received

Staffed Agents	Voice Queue: Telephony	the # of agents that answered at least 1 queued call during the report time period		
Voicemails Received	Voice Queue: Telephony	for any calls that entered the queue, the number of callers that left a voicemail instead of speaking with an agent		
Total Calls Duration	Voice Queue: Telephony	Total Calls Duration Includes all the call duration regardless of the filters exact start and stop time. It will only look for calls handled within the selected period.	Example: Interaction A started at 13:05:00 and finished at 13:15:00 Interaction B started at 13:19:00 and finished at 13:22:00 Period: 13:10:00 - 13:20:00 Total Calls Duration for A: 10 mins, for B: 3 mins Total Calls Prorated Duration for A: 5 mins, for B: 1 mins	
Total Calls Prorated Duration	Voice Queue: Telephony	Prorated call durations start before the Start time filter or end after the End time filter. Prorated duration will subtract the time that is outside the period filter from the call duration. Provides adjusted minutes count for a specific period. The calculation adjusts to the customer time zone.	Example: Interaction A started at 13:05:00 and finished at 13:15:00 Interaction B started at 13:19:00 and finished at 13:22:00 Period: 13:10:00 - 13:20:00 Total Calls Duration for A: 10 mins, for B: 3 mins Total Calls Prorated Duration for A: 5 mins, for B: 1 mins	
Talk Time %	Voice Queue: Telephony	Total Talk time for all agents during this interval divided by total handling time		

		(talk+hold+wrap) for all agents in that time interval		
Hold Time %	Voice Queue: Telephony	Total Hold time for all agents during this interval divided by total handling time (talk+hold+wrap) for all agents in that time interval		
Wrap Up Time %	Voice Queue: Telephony	Total Wrap Up time for all agents during this interval divided by total handling time (talk+hold+wrap) for all agents in that time interval		
Answer Rate	Chat	the percentage of inbound customer chats that entered the queue and were answered by an agent	the number of inbound customer chats that entered the queue (minus any chats that are considered service level exclusions) and were answered by an agent	the number of inbound customer chats that entered the queue (minus any chats that are considered service level exclusions)
Average Agent Response	Chat	the average amount of time customers waited after they submitted a message in the chat window until the agent responded	the total amount of time that answered chats were "idle" from the time the customer sent a chat message until the agent responded	the total number of messages sent by customers inside a chat session (each chat session will typically have multiple messages sent by the customer) for all answered chat sessions
Average Chat Time	Chat	the average amount of time an agent spends on a chat interaction	the total amount of time that answered chats were "worked" by an agent from the time the chat interaction was delivered to an agent until the chat session ended	the number of answered chats
Average Speed of Answer	Chat	the average amount of time from when an chat was received from the customer until an agent responded	the total amount of time that answered chats waited from the time the customer chat was received until an agent chat response was sent	the number of answered chats

Chats Abandoned	Chat	for any chats that entered the queue, the number of inbound customer chats where the customer terminated their chat session before reaching their destination		
Chats Overflowed	Chat	for any chats that entered the queue, the number of inbound customer chats where the chat reached a final destination other than the following: answered by an agent or abandoned by the customer.		
Queued Chats	Chat	the number of chats that entered the queue		
Longest Wait	Chat	for any chats that entered the queue, the maximum amount of time that a customer waited prior to receiving a chat response from an agent OR abandoned prior to receiving an agent response OR become a callback.		
% of Intervals Meeting Service Level	Chat	the percentage of 15 minute intervals where the Service Level goal was achieved	the number of 15 minute intervals where a queued chat was received and the Service Level goal was met	the number of 15 minute intervals where a queued chat was received
Service Level	Chat	the percentage of inbound customer chats that entered the queue and an agent responded within the specified time goal	the number of inbound customer chats that entered the queue and an agent sent a response within the specified time goal	the number of inbound customer chats that entered the queue
Staffed Agents	Chat	the # of agents that answered at least 1 queued chat during the report time period		
Average Email Time	Email	the average amount of time an agent spends on an email response	the total amount of time that answered emails were "worked" by an agent from the time the email interaction was delivered to an agent until they sent a response	the number of answered emails

Average Speed of Answer	Email	the average amount of time from when an email was received during business hours from the customer until an agent responded	the total amount of time that answered emails waited from the time the customer email was received until an agent email response was sent	the number of answered emails
Emails Remaining	Email	the number of emails that remained in the queue at the end of the customer's day (based upon business hours)	the number of emails that remained in the queue waiting for an agent response when the BP closed	
Emails Handled	Email	the number of emails handled by an agent. This includes both queued emails and those rescheduled by an agent.		
Emails Overflowed	Email	for any emails that entered the queue, the number of inbound customer emails where the email reached a final destination other than the following: answered by an agent.		
Emails Rescheduled	Email	for any emails that entered the queue, the number of emails that were manually scheduled by an agent to be answered at a later time		
Longest Wait	Email	for any emails that entered the queue, the maximum amount of time that a customer waited prior to receiving an email response from an agent		
Queued Emails	Email	the number of emails that entered the queue during the specified time period. This excludes any "rescheduled" (or Callback) emails.		
Service Level	Email	the percentage of inbound customer emails that entered the queue and an agent sent an email response within the specified time goal	the number of inbound customer emails that entered the queue and an agent sent an email response within the specified time goal	the number of inbound customer emails that entered the queue
Staffed Agents	Email	the # of agents that answered at least 1 queued email during the report time period		

Busy Time	Agent	Offer Time + Talk Time + Chat Time + Email Time + Fax Time + Wrap-up Time + Hold Time (overlapping interactions will not be accumulated)		
Login Time	Agent	Handle Outgoing Time + Break Time + Back Office Time + Idle Time + Busy Time		
Idle Time	Agent	Agent is in the Ready State and is waiting to receive an interaction		
Occupancy	Agent	((Busy Time divided by (Busy Time + Idle Time))*100		
Handle Time	Agent	Talk Time + Chat Time + Email Time + Fax Time + Wrap Up Time + Hold Time		
Total Online	Agent	The number of agents that logged in during the specified time period		
Total Available	Agent	The number of agents that entered a Ready state during the specified time period		
Occupancy Pct	Agent	The cumulative Occupancy of the Available agents. This is calculated by dividing Busy Time by the sum of (Busy Time + Ready Time)		
Interaction Time	Agent	Offer Time + Talk Time + Chat Time + Email Time + Fax Time + Wrap-up Time + Hold Time (overlapping interactions are accumulated)		Overlapping interactions will accumulate Interaction Time. If an agent is simultaneously, working on multiple interactions, Interaction Time is the sum of the time spent on each individual interaction. The Interaction Time could therefore exceed the agent's Login Time for that period.

4 Interaction Types

Interaction Type	Description	Media Types	Direction	Additional
Any	Umbrella term that includes all Media Types and Directions	All	Incoming, Outgoing	
Callback	Callback can include OR an inbound voice interaction that either became a callback because the caller opted-in to a callback while in a queue OR an inbound voice interaction became a callback because the agent spoke with the caller and manually scheduled a callback OR Inbound interaction that begins as a web callback request OR an email that is manually rescheduled by the agent for a later response	Telephony, Email	Incoming, Outgoing	Customer can put a link on their website where the customer enters their name and phone number and description and optionally BP. That interaction will immediately be sent to the BP for processing. A Web Callback requests is a Telephony media type.
Callback Telephony	A subset of Callback interactions that only include those for the Telephony media type	Telephony	Incoming	
Campaign	An outbound Campaign interaction initiated by the Dialer.	Telephony	Outgoing	Same as Campaign Telephony
Campaign Telephony	An outbound voice interaction initiated by the Dialer	Telephony	Outgoing	Same as Campaign
Chat	an inbound web chat interaction initiated by a customer OR an internal chat between members of the organization	Chat	Incoming, Outgoing	Outbound chats today would be an outbound internal chat only.

E-mail	an inbound email interaction initiated by a customer OR an outbound response email from an agent to a customer	Email	Incoming, Outgoing	
Fax	Business Process: Telephony	Fax	Incoming	Same as Incoming Fax today. The system expects all faxes to be delivered via email. There is no inherent FAX capability in the system.
Incoming	an inbound fax interaction initiated by a customer	All	Incoming	
Incoming Chat	Umbrella term that includes all Incoming interactions across all media types	Chat	Incoming	
Incoming Email	an inbound web chat interaction initiated by a customer	Email	Incoming	
Incoming Fax	an inbound email interaction initiated by a customer	Fax	Incoming	
Incoming Telephony	an inbound call interaction initiated by a customer	Telephony	Incoming	
Internal Messaging (Chat)	a chat interaction between 2 agents	Chat	Incoming, Outgoing	
Outgoing External Mail	an outbound email that is sent to an external address	Email	Outgoing	
Outgoing External Telephony	an outbound call originated by an agent to a number that is external to the organization	Telephony	Outgoing	
Outgoing Internal Telephony	an outbound call originated by an agent to a number that is internal to the organization	Telephony	Outgoing	
Outgoing External	an umbrella term that includes all outgoing interactions across media types sent external to the organization	Telephony, Email	Outgoing	
Outgoing Internal	an umbrella term that includes all outgoing interactions across media types sent internally within the organization	Telephony, Chat	Outgoing	

Telephony	a voice interaction that entered the Business Process. This includes every voice interaction - including AA & IVR & queue & dialer functions & manual outgoing calls initiated by an agent.	Telephony	Incoming, Outgoing	
Transferred	any interaction that is transferred to a secondary destination manually by an agent OR automatically during the call flow	All	Incoming, Outgoing	
Transferred Chat	a chat interaction that is transferred to a secondary destination manually by an agent OR automatically during the call flow	Chat	Incoming	
Transferred E-mail	an email interaction that is transferred to a secondary destination manually by an agent OR automatically during the call flow	Email	Incoming	
Transferred Fax	a fax interaction that is transferred to a secondary destination manually by an agent OR automatically during the call flow	Fax	Incoming	
Transferred In Telephony	Call transferred into this BP from another BP	Telephony	Incoming	
Transferred Out Telephony	Call transferred from this BP to another BP	Telephony	Outgoing	