Evolve IP – User manual Historical Reports

PROPRIETARY AND CONFIDENTIAL
VERSION 1.0

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EVOLVE IP
THE CLOUD STRATEGY COMPANY™

Table of Contents

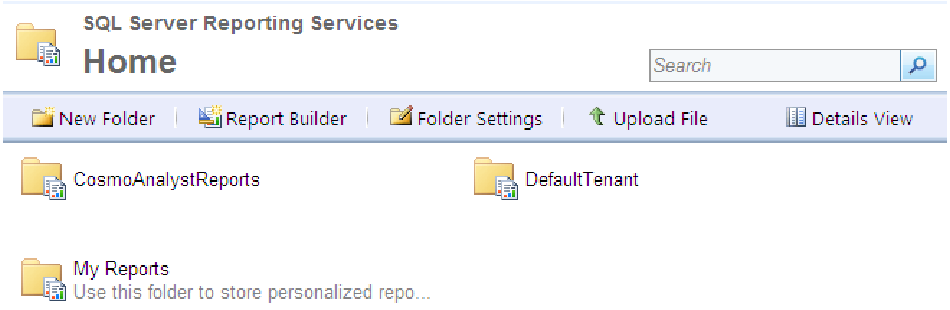
1. Introduction

This is the user manual for the Historical Reports in OCC. The reporting environment consists of different standard reports which the supervisor can view to analyze the contact center. By default, only supervisors have access to the reporting environment.

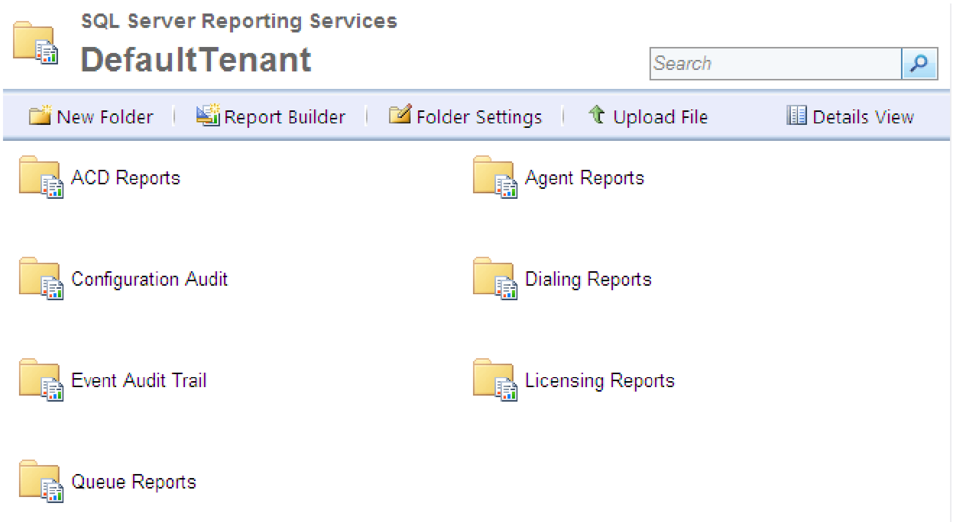
2. Requesting Historical Reports

To view the available Historical Reports, you have two options:
You can use the Historical Reports Tab in your supervisor environment or use an external link to enter the Historical Reports environment.

1. Open Internet Explorer and go to the historical reports URL indicated by Mtel.
2. Log in as supervisor/administrator of your domain.
3. The screen below will appear:



4. Select the folder with your tenant name to open the default reports. In the image above, this is the DefaultTenant folder.
5. A screen with a list of available report categories will appear.

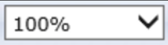


To select a report:
6. Select one of the above categories.
7. In the next screen, select one of the reports within that category.

You can also access the reporting environment via a URL on a different PC via https://web.occ7.mtel.eu/reports

2.1. Historical Report open for too long

If a Historical Report screen is open for longer than 20 minutes without being used, the session will expire. The message shown will be: "IIS Session timeout has expired due to report being idle. Please close this page and reopen the report." You must then request the page again.

Options	Functionaly
	First Page — click to navigate to the first page of the report.
	Previous Page — click to navigate to the previous page of the report.
	Next Page — click to navigate to the next page of the report.
	Last Page — click to navigate to the last page of the report.
	Zoom — click to select the magnification level.
	Find Text in Report — type the text you want to find in the report in the text box. Click Find to find the first instance and Next to find the next instance. The maximum length of the text is 256 characters. The search is case sensitive
	Export — click to select a data format for the exported report. Excel, Web archive, PDF, TIFF, CSV, XML en Word.
	Refresh — click to refresh the report. Data for live reports is refreshed. Cached reports are reloaded from storage.
	Print — click to print the report.

3. Description of available reports

Automatic Call Distribution (ACD) Reports

ACD reports show you information about the amount of calls offered to your call center. No distinction between the type of call or queue is made here. To show Automatic Call Distribution (ACD) Reports, select **ACD Reports** from the **Historical Reports** screen. You can then select the following reports from the **ACD Reports** screen:

- ACD Login Time Distribution
- ACD Report
- ACD Processed in IVR
- ACD Rejected Calls
- ACD WrapUp Weekly
- ACD WrapUp Daily

3.1. ACD Login Time Distribution

This report provides information about the time agents were logged in. The following information is displayed:

Field name	Description
In call	Average available time (Avg. T) and percent of total available time to loggedon time (% Login T). Includes ringing time. This summary is a weighted average.
Released	Average released time (Avg. T) and percent of total released time to loggedon time (% Login T). Includes ringing time. This summary is a weighted average.
Available	Average in call time (Avg. T) and percent of total call time to logged-on time (% Login T). Includes on-hold and wrapup time. This summary is a weighted average. For multichat agents, the average time in call may be greater than the total logged-on time, resulting in a percent above 100%.

3.2. ACD Report

This report includes all incoming calls in the contact center on the day the report is requested and provides the averages for all calls. You have the option of setting group by call type to true or false when generating the report. If you choose true and you are using multiple contact channels, e-mail or voice calls will be distinguished. This report provides you with the following information:

Field name	Description
Date	Date
Offered	The total number of calls offered. Offered calls = Handled calls + calls abandoned in queue + calls processed in IVR + rejected calls
Handled	The total number of calls answered. Handled = Offered – (abb in q + proc IVR)
Transfer	The total number of calls forwarded among agents.
Abb in Q	Abandoned in queue. The total number of calls terminated by the caller in the queue.
Proc IVR	Processed in IVR. The total number of calls terminated in the IVR. For detailed information, see ACD Processed in IVR.
Avg Ans	The average time an agent needed to answer the phone. *= Total time needed to take calls / Total number of handled calls*
Avg Talk	Average time from when first agent picked up the call until the call terminated. Includes hold time and transfer to external numbers. *= Total call time (incl. hold) / Total number of handled calls*
Avg Abd	Average time of a call which was terminated by the caller in queue.
Avg Hold	Average waiting time of calls put on hold.
Avg Wrp	Average time an agent needed to complete a call with a wrap-up.
Avg Hnd	Average handle time (=Avg talk time + Avg wrap-up time). The total time an agent needed to handle a call.
SL %	Service level percent. SL (%) = total calls handled within TQOS) x 100 / ((total calls handled) +(total calls abandoned) - (total calls abandoned within TQOS))

3.3. ACD Processed in IVR

This report includes the total number of calls processed in the IVR per day. These are calls which are incorporated in the VIR but did not end up in a queue. These can be calls in which the caller completed the call within the IVR itself and calls in which the caller has terminated the call within the IVR. This report provides the following information.

Field name	Description
Date	Date
Action Time	Interval of 30 minutes in which the conversation took place
Arrival T	Arrival time of a call in the IVR
Terminated in IVR Reason	Indicates the reason why the call was terminated in the IVR and could be: • IVR successful — IVR completed and call transferred to queue • Caller terminated call in IVR — abandoned the call while in IVR • IVR script disconnect • IVR disconnect timeout • IVR caller left voice message • No available resources. System dropped the call • Call was transferred to an external number

3.4. ACD Rejected Calls

This report provides information about rejected calls. The following information is displayed:

Field name	Description
Arrival T	Arrival time of the rejected call
Caller ID	Caller ID
Skill	Name of the required skill(s)
Reason	Indicates the reason why a call was rejected

Reason
No satisfying agents — no agents with required skills
Call was rejected - queue assigned to the call does not exist

3.5. ACD WrapUp by Week

This report includes the selected wrap-up codes of the agents for each week during a certain period. You must select a date as a starting point. The report will then generate data from that point until six weeks after this date.

3.6. ACD WrapUp Daily

This report includes the selected wrap-up codes of the agents for each day during a certain period. The report displays the following information:

Field name	Description
Date	A certain date in a selected range of dates
Action Time	The time at which an agent entered a wrap-up code
Comments	Any notes by the agent
Total by code	Total number of calls per wrap-up code

The wrap-up codes are defined by the administrator.

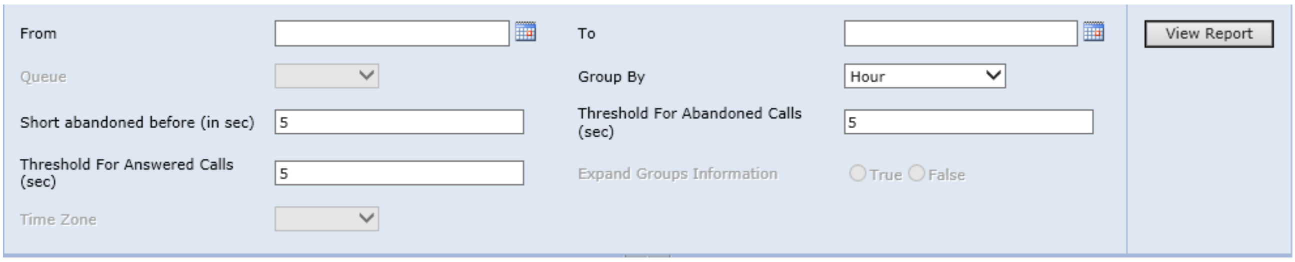
3.7. Queue Reports

Queue Reports indicate the number of calls offered, answered, and lost per queue. In addition, averages of the call, wrap-up, and handling times of calls from this queue are displayed. To view the Queue Reports, select Queue Reports from the Historical Reports screen.

3.8. Queue Statistics

To view daily queue statistics, follow these steps:

1. From the Historical Reports screen, select Queue Reports > Queue Statistics;
2. Enter a desired period and select a queue;
3. In the Group By drop down list, select Day or Hour.



This report includes all incoming calls in the call center for all days and for each queue. While generating this report, it is possible to enter values for Short abandoned before, Threshold For Abandoned Calls, and Threshold For Answered calls. Respectively, these allow you to:

- Short abandoned before: Filter how many abandoned calls are within the seconds set here.
- Threshold For Abandoned Calls: Filter how many abandoned calls occurred which were lost after the set threshold.
- Threshold For Answered calls: Filter how many calls were answered after the set threshold.

The following information is displayed:

Field name	Description
Date	Date
Offered	The total number of calls offered to the queue.
Handled	The total number of calls handled by an agent.
Ans Aft Thresh	The total number of calls answered after the set threshold.
Transfer	The total number of calls forwarded by the agent.
Abd in Q	Abandoned in queue. The number of calls terminated by the caller in the queue before the call was answered by an agent. Total: Total calls that the callers abandoned in queue After Threshold: Total calls abandoned after the specified abandoned calls threshold Short: Total calls abandoned before the specified short calls threshold
Avg Abn Time	Average abandon time (waiting time of all calls which were abandoned/No. of abandoned calls).
Ans (%)	The number of answered calls relative to the number of offered calls. Number of answered calls / (number of answered calls + number of abandoned calls).
Avg Ans Time	Average Speed of Answer. Average time needed to answer a call. *= Total time needed to take calls from a specific queue / Total number of handled calls from a specific queue.*
Avg Talk Time	Average Talk Time. *= Total talk time (excl. wrap-up incl. hold) / Total number of Handled calls.*
Avg Wrap-up Time	Average talk time + Average wrap-up time.
SL (%)	Service Level in percentages. Defined as: Handled In TQOS x 100/(Handled + Abandoned - Abandoned In TQOS).
Max Ans	The maximum amount of time needed to answer calls.
Max abdn	The maximum waiting time of a call which was terminated by the caller while waiting.

3.9. Queues Agent Hourly

The Queues Agent Hourly report shows queue statistics, per agent, per half hours for the selected time period. The report describes how each agent handles calls offered to the agent.

To display the **Queues Agent Hourly** report:
1. From the **Historical Reports** screen, select Queue Reports > Queues Agent Hourly.
2. In the **Queues** drop-down box, select the queue you want to see in the report.
3. Select a time period and time zone.
4. Click **View Report**.

Field name	Description
Queue name	Name of the queue.
Queue ID	ID of the queue.
Agent	Name of the agent.
Offered	Calls offered to the queue.
Calls Handled	Calls from the queue handled by the agent.
Transf.	The number of calls from the queue which were forwarded by an agent.
Conf.	The number of conference calls held.
Aband.	The number of calls terminated in the queue.
ASA	Average time until a call from the queue is answered *= Total time needed to take calls from a specific queue per agent working in that queue / Total number of handled calls from a specific queue.*
Average Handle Time	Average time needed to handle a call. = Average talk time + Average hold time from a specific agent within a queue + Average wrap-up time of a specific agent within a queue.
Average Talk Time, %	Average talk time. *= Total talk time (excl. wrap-up / excl. hold) / Total number of handled calls of that agent.*
Average Hold Time, %	Average time a call is on hold, also as a percentage.
Average Wrap-up Time, %	Average wrap-up time of an agent, also as a percentage.
SL %	Handled In TQOS x 100/(Offered - Abandoned In TQOS)

PLEASE NOTE! If a call enters the queue at 9.58 AM and remains in the queue until 10.02 AM, it is counted twice in the report. Counted in the hour from 9.00 AM to 10.00 AM and the hour from 10.00 AM to 11.00 AM.

PLEASE NOTE! This report does *not* include callbacks. The callbacks *are* included in Queues By Agent. Queues Agent Hourly displays incoming calls, callback requests, and PDS calls – *minus Transferred calls*

3.10. Queue Abandoned Daily

This report provides statistics of all calls terminated in the queue. From the Historical Reports screen, select Queue Reports and then Queue Abandoned Daily.

Field name	Description
Queue name	Name of the queue.
Arrival T	The time at which the call entered the queue.
Duration	The time a call spent in the queue.
Caller ID	Identification of the caller.
Skill name	Skill required to take the call.
Total daily abandoned	Total number of calls terminated by the caller in the queue.

3.11. Queues by Agent

This report shows, per agent, how many calls from a certain queue they have handled within the selected period.
To view the Queues By Agent report, perform the following steps:
1. From the **Historical Reports** screen, select **Queue Reports > Queues By Agent**.
2. In the **Queues** drop-down box, select the queue you want to see in the report.
3. Optional: In the **Short Calls Threshold** text box, enter the threshold for short calls in seconds.

Click View Report. The Queues By Agent screen appears. The following information appears in the table:

Field name	Description
Queue Name	Name of the queue.
Queue ID	Id of the queue.
Date	Month/Day/Year.
Agent	Agent ID and Agent name.
Calls Handled	The number of calls the agent has handled.
Short Calls	The number of short calls in the time interval.
Total Talk T	Total talk time in hours:minutes:seconds.
Total Hold T	Total time on hold in hours:minutes:seconds.
Total Wrap-up T	Total time spent on wrap-up in hours:minutes:seconds.
Average Talk T	Average talk time in hours:minutes:seconds.
Average Hold T	Average hold time in hours:minutes:seconds.
Average Wrap-up T	Average wrap-up time in hours:minutes:seconds.
Max Talk T	Maximum talking time in hours:minutes:seconds.
Max Hold T	Maximum time on hold in hours:minutes:seconds.
Max Wrap-up T	Maximum time in wrap-up in hours:minutes:seconds.
Calls per Hour	Number of calls per hour relative to the logged in period of that hour.

PLEASE NOTE! This report also included the callbacks. The callbacks are *not* included in Queues Agent Hourly. The report only displays incoming calls including transfers.

4. Agent Reports

Agent reports show the performance of an individual agent or a group of agents.
To display the Agent Reports, select **Agent Reports** from the **Historical Reports** screen. The available reports at the agent level are:

- Agent Profile Daily
- Agent Multi Interaction
- Group Performance
- Group State Statistics
- Agent Management Report
- Agent State Daily
- Agent State Hourly
- Supervisor Daily

4.1. Agent Profile Daily

This report gives you insight into the personal performance of specific agents. To show the **Agent Profile Daily** report, you should:

1. From the **Historical Reports** screen, select **Agent Reports** and then **Agent Profile Daily.**
2. Select a specific **agent**.
3. Select the desired **date/time period**.
4. Click **View Report.** The Agent Profile Daily screen will appear.

Field name	Description
Date	Date
Log in	The time at which the agent logged in.
Log out	The time at which the agent logged out.
Login Duration	Total time logged in.
Available	The time an agent spent in the Available status.
Talk T	The total time an agent spent in a call.
Wrap-up T	The total time an agent spent wrapping up a call.
Hold T	The total time calls of an agent were on hold.
Other T	Other time.
Calls Handled	The number of handled calls during the session.
Average T to answer	Average time for answering a call. Average ring time.
Maximum T to answer	Maximum time for answering a call. Maximum ring time.

4.2. Agent Management

This report provides statistical information about how individual agents have spent their time. All handled calls in this report are incoming calls. Reports are divided per day and for each day, groups and individual agents are distinguished. The group totals are averages. The following information will be displayed:

Field name	Description
Agent Group	The group the agent belongs to.
Agent	Name of the agent.
Utilization	
Logged in T	Login time. The total time the agent was logged in within the selected period.
Busy %	Percentage of logged in time that an agent with the available status was in call and released.
Avail %	The percentage of time an agent had the available status relative to the logged in time.
Rel. %	The percentage of time an agent had the released status relative to the logged in time.
Handling ratios	
Talk %	Percentage of talk time. Percentage of the time an agent spent talking (including chat) relative to the logged in time.

Wrap %	Wrap-up time percentage. Percentage of the time an agent spent writing wrap-ups relative to the logged in time.
Hold %	Hold time percentage. Percentage of the time an agent had calls on hold relative to the logged in time.
Other %	Monitoring duration (supervisors only) and the time spent in ring state – percentage the supervisor spent on monitoring agents and the ring time relative to the total logged in time.
Perf. rate	
Calls in	Handled calls. The total number of calls handled by the agent during the reported period.
Calls in/hr	Handled calls per hour. The average number of calls handled by an agent per hour.
Calls out	Total number of outbound calls made by the agent within the selected period.
Conf / Trans	The total number of conference calls in which an agent participated plus the number of calls transferred to another agent.
A2A	The number of agent to agent calls an agent has made.
Efficiency	
Avg Talk. T	Average talk time in minutes. The average duration in minutes of handled calls by an agent. Both for inbound and outbound calls.
Avg Wrap. T	Average wrap-up time in minutes. Both for inbound and outbound calls.
Avg Hand. T	Average handling time of a call in minutes. Average call handling time = average talk time + average wrap-up time.

4.3. Group Performance

A group is formed by a number of agents with the same skills. This report provides statistical information about how a group of agents have used their time. All calls handled in this report are incoming calls. Group performance is equal to Agent Management, in which the performance of agents belonging to that group is included.

4.4. Agent Multi Interaction

This report provides information about the individual chat conversations an agent has had during the selected time period. The following information is displayed:

Field name	Description
Login Duration	The time an agent has been logged in.
Calls Handled	The total number of calls during the logged in time.
Calls per hour	The total number of calls during the logged in time, in a one hour interval.
Transferred	Calls transferred between agents within the selected time period.
Avg Talk Time	Average talk time.
Max Talk Time	Duration of the longest call.
Avg Sim Calls	Average number of simultaneous calls by the agent.
Max Sim Call	Maximum number of simultaneous calls by the agent.
Avg Load	Average load of an agent during the selected time period.

4.5. Group Multi Interaction

This report provides information about the chat conversations a chat group has had during the selected time period. The following information is displayed:

Field name	Description
Login Duration	The total time a group has been logged in.
Calls Handled	The total number of conversations during the logged in time.
Calls per hour	The total number of conversations during the logged in time, in a one hour interval.
Transferred	Conversations which have been transferred between agents within the selected time period.
Avg Talk Time	Average talk time of the group.
Max Talk Time	Longest talk time of the group.
Avg Sim Calls	Average number of simultaneous conversations by the group of agents.
Max Sim Call	Maximum number of simultaneous conversations by the group of agents.
Avg Load	Average load of an agent during the selected time period.

4.6. Agent State Statistics (daily/hourly)

The Agent State Statistics document provides information about the different statuses an agent has had during the logged in time.

Field name	Description
Date	Date
State	Available – The time an agent spent with the available status. Available in Call – The time an agent spent in calls. Released – Agent is not available to take calls. Released in Call – Agent is in a call and unable to take more calls. Possible agent statuses are: - In call - On hold - Wrap-up - Ringing - Preview
Duration	The total time an agent had a certain status.
Avg T in state	The average time an agent had a certain status.
% of logged in T	Percentage of the total logged in time that an agent had this status.
Logged in time	The total time an agent was logged in.

4.7. Group State Statistics

This report provides information about how agents within the group have spent their time
To show the **Group State Statistics** report:
1. From the **Historical Reports** scree, select **Agent Reports > Group State Statistics**.
2. From the **Group** list box, select the group you want to show in the report.
3. Select the date/time period, the time zone, and the **Group by** (time period duration).
4. Click **View Report**. The **Group State Statistics** screen will open.

This report includes the various statuses of an agent on each day, and provides the following information:

Field name	Description
Date	Date
State	Available – The time an agent spent with the available status. Available in Call – The time an agent spent in calls. Released – Agent is not available to take calls. Released in Call – Agent is in a call and unable to take more calls. Possible agent statuses are: - In call - On hold - Wrap-up - Ringing - Preview
Duration	The total time the group had a certain status.
Avg T in state	The average time the group had a certain status.
% of logged in T	Percentage of the total logged in time that the group had this status.
Logged in time	The total time the group was logged in.

4.8. Supervisor Daily

This report displays an extensive list of all supervisors and the conversations they have monitored. The navigation pane (left side of the screen) provides a list of dates from the selected range of the report and can be expanded with a list of supervisor performance monitoring functions. It displays the following information:

Field name	Description
Date	Date
Agent name	Name of the monitored agent.
Monitoring T	The time the call was monitored.
Call's date time	Date and time of a call that was monitored.
Call ID	Alphanumerical identification of a call – ID of a call.
Call Type	Agent call type.
Mntr Type	Type of monitoring: Silent (both agent and person called cannot hear the supervisor) Whisper (agent hears the supervisor, the person called does not) Barge-in (both agent and the person called can hear the supervisor)
Call T	Talk time. Duration of the call.
Other info	Additional information about a call, such as the number dialed.

5. Event Audit Trail

The report in this section displays Call Detail Reports in various forms.
To view the list of available Call Detail Reports, follow these steps:
1. Open the Historical Reports folder. The Historical Reports screen will be displayed.
2. Select Event Audit Trail. The Event Audit Trail will appear.
3. The following reports are available.

5.1. CDR Detail per Call

This report displays the following information per call:

Field name	Description
Call ID	A unique ID assigned to each call that comes in at the contact center (hexadecimal).
Skill	The skill required for the call.
Call Type	Chat, phone, or e-mail (including voice messages).
Call Result	The way in which the call was terminated: Completed, Incomplete (e.g., processed in IVR), Abandoned (while waiting in queue), Caller was disconnected while on hold.
Arrival Time	The time and date at which the call arrived at the call center.
Pickup Time	The time and date at which the call was taken by an agent at the call center.
Final Time	The time at which the call was terminated.
Time In Queue (sec)	Waiting time of the caller after a call was assigned to a queue until it was taken by an agent.
Talk Time (sec)	Duration of the call, excluding the time a call was on hold.
OnHold Time (sec)	The number of seconds a call was on hold.
Transfer Counter	The number of times a caller was transferred.
Caller ANI	Caller information that is part of a received call at the contact center. Usually, the phone number or IP address is displayed. (Automatic Number Identification).
Caller DNIS	The number dialed by the caller (Dialed Number Identification Services).
Caller ID	The phone number of the caller. This information is obtained from the Q931 setup element screen. If this is missing, the same information as with Caller ANI will appear.
Caller IVR Digits	Choices made by the caller in the IVR.

5.2. CDR IVR

This report provides call details for calls that have entered the IVR and displays the following information.

Field name	Description
Call ID	A unique ID assigned to each call that has been received at the contact center (hexadecimal).
Offered Time	The time at which a call came in.
Caller ANI	Caller information associated with incoming calls at the contact center. This is expressed as a Transport Address (TA) which consists of an IP address and port plus (often) the phone number.
Caller DNIS	The number dialed by the caller.
Caller IVR Digits	Choices (digits) the caller entered in the IVR.
Disconnection Reason	0 – IVR_Successful - Call successfully exited IVR. 1 - Caller Terminated Call in IVR - Call was terminated in IVR 2 - IVR script disconnect 3 - IVR disconnect timeout - Call went into IVR timeout. 4 - IVR caller left voice message 5 - No available resources. System dropped the call - System Error 6 - Call was transferred to an External Number.
Outdial Time	The time at which the IVR outdialed to a destination number.
Outdial Number	The number outdialed by the IVR.
Error Id	ID of the corresponding error message. See the list of error IDs for outgoing calls.

Terminated Time	The time at which a call was terminated in the IVR.

5.3. CDR IVR Crosstab

This report provides the daily count of the use of .wav files as prompts. The left column contains the names of the .wav files. The counts are displayed under data.

5.4. CDR IVR Hourly Activity

The CDR IVR Hourly Activity report contains a histogram of the use of a certain .wav file per hour. The .wav file can be selected in the CDR IVR Crosstab Report.

5.5. CDR IVR per Call

The CDR IVR per Call report describes the IVR activity during a certain call. To view this report, follow these steps:

1. In the Event Audit Trail screen, select CDR IVR per Call. The CDR IVR per Call report will appear.
2. In the scall_id field, enter the Call ID number for a call.
3. Click View Report.

The report contains the following data:

Field name	Description
Call ID	The call ID of a certain call.
Skill	The skill of the agent who answered the call.
Call type	A description of a call followed by the queue to which the call was assigned.
Call Result	A description of how a call was terminated.

This report shows three different tables:
The first table has the following columns:

Field name	Description
Arrival Time	The time at which the call arrived from the IVR.
Pickup Time	The time at which the call was taken by the agent.
Final Time	The time at which the call ended.
Time in queue	Total time of a call in a queue.
Talk Time	Total talk time.
OnHold Counter	The number of times a call was placed on hold.
Transfer Counter	The number of times a call was transferred between agents.
Caller ANI	ANI (Automatic Number Identification) the phone number of the person who initiated the call.
Caller DNIS	DNIS (Dialed Number Identification Service) – a telephone service for the recipient of the call. This shows the number the caller has dialed.
Caller ID	The Caller ID which the call originator shows with outgoing calls.
Caller IVR Digits	List of choices made in a call which came from the IVR.

The second table has the following column names:

Field name	Description
IVR Prompt	The name of the described .wav file.
Play start time	The time at which .wav file started playing.
Play end time	The time at which .wav file stopped playing.
Duration	The length of time during which a .wav file was played.

The third table has the following column names:

Field name	Description
Date	Date and time of each IVR component which occurred in a call.
Agent name	Name of the agent who handled the call.
Action	Action taken by the agent as a result of the reaction of the caller to the IVR prompt.
Info	Additional information about IVR activities during calls which is optionally placed in the database.

5.6. CDR Portal

This report provides statistics about incoming and outgoing calls. All calls are displayed individually. The following information is displayed:

Parameter	Description
Group By	Determines the order of the call output: • All — no grouping, calls are listed by call arrival time • Agent — calls are grouped by the agents that were connected to the call. Calls are repeated if handled by multiple agents. Calls are listed by agent name and then by call arrival time. • Queue — calls are grouped by the queue that the call first arrived on. Calls are not repeated if they are requeued during the call's lifetime. Calls are listed by queue name and then by call arrival time. • DNIS — calls are grouped by To Party (DNIS for voice calls). Calls are listed by To Party and then by call arrival time.
Show Call Flags	If No, the Result field appears. The default is No. If Yes, the Call Flags field appears instead of the Result field.
Show To Party	If No, the Caller ID field appears. The default is No. If Yes, the To Party field appears instead of the Caller ID field.

Field name	Description
Caller ID	If Show To Party is Yes, this field does not appear. Instead, the Caller ID information appears in the From field and the To field appears. If Show To Party is No, the ID of the caller provided by the outgoing call appears.
Call ID	Alphanumeric identifier of the call. Click to view the associated CDR IVR Per Call report.

From Party	The originator of the call, as follows: ○ Incoming voice calls — if Show To Party is No, the Caller ANI appears. If Show To Party is Yes, the following information appears: • Caller ANI (Caller ID) — if the Caller ANI is not the same as the Caller ID and the Caller ID is not blank • Caller ANI — if the Caller ID is blank or the same as the Caller ANI • (Caller ID) — if neither of the above is true and the Caller ANI is blank ○ Incoming email calls — the email address that originated the call • Chat calls — this field is blank ○ Outgoing calls (all media types) — the name of the agent that originated the call ○ Voicemail or callback calls — the From value depending on the media of the call that originated the voicemail. Incoming voice calls that request a callback use the rules for incoming voice calls and the original caller. **Note** The Caller ANI is automatically provided for the call. For outgoing and agentto-agent calls this value is the first non-blank value from Agent ANI (of the agent making the call), Tenant ANI, or Tenant Name in order of precedence.
To Party	If Show To Party is No, this field does not appear. If Show To Party is Yes, the destination of the call appears, as follows: • Voice calls — the DNIS dialed by the caller • Email calls — the folder the email address was sent to and CC email address the email was sent to in the format: To (CC) • Chat calls – this field is blank • Callback calls — the telephone number to call back • Voicemail calls - the DNIS of the call that left the voicemail
Arrival Time	The time at which a call came in.
Call Summary	The call direction media type, and whether the call was Aged or Pulled. Possible call directions are: • Incoming • Outgoing • Agent to Agent • Callback request • Callback reschedule • Callback response • PDS call • Preview PDS call • IVR PDS call • Unknown — no agent was involved with this call

Call Result	If Show Call Flags is Yes, the Call Flags field appears instead of this field. If Show Call Flags is No, the call result appears. Why the call was terminated. Possible results are: • Abandoned in queue — the call was abandoned either by the caller or the system while the call was waiting in a queue • The caller was disconnected while on hold — the call was abandoned either by the caller or the system while the caller was on hold • Processed within IVR — the call was offered to the system and was terminated either by the system or the caller in IVR, or was transferred to an external number by the IVR script • Deferred — the messaging call was deferred by an agent for handling later • Handled — the call was handled by an agent • Item deleted — the call was abandoned due to the messaging item being deleted • Rejected — the calls was terminated in the Call Rejected script • Unhandled — the call was not handled and no other call result can be determined The result may include: • with agent refusals — the call was actively or passively refused by one or more agents during the call's lifetime. An example of active refusal is an agent pressing the Refuse button in Touchpoint. An example of passive refusal is an agent failing to pick-up the call before the pick-up timeout. • with rejections — the call entered the Call Rejected script but was not terminated and then a different call result occurred. This call result should not appear in new call data because a call can now be flagged as Rejected only if it is terminated within the Call Rejected script.
Call Flags	If Show Call Flags is No, the Result field appears instead of this field. If Show Call Flags is Yes, the actual flags and their values appear instead of the interpretation of the flags shown in the Result field. The possible flags are: • Call Out — the call is outgoing • Direct Inward Call — the call is a direct inward call • Aged — the call was aged • Pulled — the call was pulled • Not Offered — the call was not offered • Held — the call was held at least once during its lifetime • TTS — the call was transferred-to-system at least once during its lifetime • Abandoned while On-Hold — the caller terminated the call while the call was on hold • Abandoned in Queue — the caller terminated the call while the call was in queue • Deferred — the call was deferred • Done in IVR — the call was completed in IVR without being queued or sent to an agent • Handled — the call was completed successfully • Item Deleted — the underlying messaging item was deleted • Rejected — the call was terminated in the Call Rejected script • Agent Refusals — one or more agents refused to answer the call during its lifetime
Duration	Duration of the call.
Talk Time	Talk time.
Transfer	The number of times a call was transferred.
Hold	The number of times a call was placed on hold.

5.7. CDR Actions

This report provides a call flow summary of a call of which the Call ID is known. The following information is displayed

Field name	Description
Date	Date and time.
Agent Name	The name of the agent.
Action	An action an agent performs during the call.
Info	Additional information, if available.

5.8. Circuit Delivery CDR

This report provides statistics “on circuits delivered” to agents and displays the following information:

Field name	Description
Call ID	A unique ID which is received with every call to the contact center.
Telephone Number	The phone number of the agent.
Call Start Time	Start time and date of a call.
Call End Time	Time at which a call was terminated.
Call Duration	The duration of the call.

List of Error IDs for Outgoing Calls

Error	ID	Description
CS_CALLPICKUP_CPA_ERROR	0xC108900A	General error
CS_CALLPICKUP_CPA_ANSWER	0x4108900B	Answer (success code, ErrorStatus_ID is 0)
CS_CALLPICKUP_CPA_INTERCEPT	0xC108900C	Call was intercepted by a gateway
CS_CALLPICKUP_CPA_NORING	0xC108900D	No ring back
CS_CALLPICKUP_CPA_NOANSWER	0xC108900E	No answer
CS_CALLPICKUP_CPA_BUSY	0xC108900F	Busy
CS_CALLPICKUP_CPA_NODIALTONE	0xC1089010	No dial tone
CS_CALLPICKUP_CPA_ANSWERFAX	0xC1089011	Call was answered by a fax (currently not in use)
CS_CALLPICKUP_CALLNOTFOUND	0x8108901A	Call was terminated
CS_CALLPICKUP_MAXIMUM_CONFERENCING	0x8108901B	Maximum number of conference participants is reached
CS_CALLPICKUP_ALL_CIRCUITS_BUSY	0xC1089020	No resources
CS_CALLPICKUPNOAGENT	0xC109A016	Call pickup message does not contain agent address
CS_CALLPICKUP_MAXIMUM_CONFERENCING	0x8108901B	Call is already in a 3 way conference
CS_CALLPICKUPNOCALLID	0xC109A017	Call pickup message does not contain call ID
CS_CALLPICKUP_CALL_WAS_TERMINATED	0x4109A02F	The call to be picked up has already been terminated

6. License Reporting

The system administrator and the tenant administrator can request the license usage report. This report shows the peak use of licenses in selected periods.

To view this report, follow these steps:

1. From the Historical Reports screen, select Licensing Reports. The License Usage screen will open.
2. In the from - to fields, select the time period you want the report to cover.
3. From the Show Peak dropdown menu, you select the time period you want the report to cover:
   o Overall – Total use of licenses of all days selected for the report
   o Daily – Daily use of license of all days selected for the report
   o Hourly – Use in hours of each day in the period selected for the report. If Hourly is selected, the License Usage report which shows data and intervals per hour will appear.

7. Dialing Reports

The CosmoDialer campaign manager is a software-based dialer which takes advantage of the outbound VoIP possibilities of OCC. The reports described in the following sections are available to contact centers which run campaigns with the OCC Dialer.

To view the list of available Dialing Campaign reports, follow these steps:
1. Open Internet Explorer and go to the Historical Reports URL;
2. Log in as administrator on your domain;
3. Click the Historical Reports folder. The Historical Reports screen will open;
4. Select Dialing Reports. The Dialing Reports screen will appear.

The following reports are available:

7.1. Campaign Reports

This report describes the performance of outbound campaigns. This report is intended for campaign managers, system administrators, and shift managers. Results can be presented in volumes or percentages per call.

The following information is displayed:

Field name	Description
Campaign Date	Date
Campaign Name	The name of the campaign.
Total Calls	The total number of call attempts during a certain period.
Total Live Calls	The total number of calls identified as live and completed during a certain period. Total Live Calls = Total Calls Connected to agents + Total Calls abandoned
Sale	The number of calls marked as sale.
Refusal	He The number of calls marked as rejected.
Rescheduled	The number of calls marked as rescheduled.
Wrong Person	The number of calls marked as wrong number / wrong person.
Wrong Number	The number of calls marked as incorrect number.
Other (Live)	The number of calls marked as Other (Live). All live calls which cannot be marked as Sale, Refusal, Rescheduled, Wrong Number, or Wrong Person.

<table>
<tr>
<td>Non-Live Calls Connected</td>
<td>Calls connected to the agents registered as non-live in which the agent has assigned a wrap-up code to the record. In this case, it involves calls the call has completed by selecting a wrap-up that is associated with, for example:
<table>
<tr><td>Answering machine</td><td>The agent detected that an answering machine had been dialed</td></tr>
<tr><td>Auto attendant</td><td>The agent detected that an auto attendant or IVR system had been dialed</td></tr>
<tr><td>Fax machine</td><td>The agent detected that a fax machine had been dialed</td></tr>
<tr><td>Modem</td><td>The agent detected that a modem had been dialed</td></tr>
<tr><td>Unknown machine</td><td>Live voice was not detected by the agent, and machine unknown was most likely call outcome</td></tr>
<tr><td>Other, non-live</td><td>Neither live voice or a machine were detected by agent</td></tr>
</table>
</td>
</tr>
<tr>
<td>Non-Live Calls Detected</td>
<td>Counts the number of calls registered by the VCS as non-live, excluding abandoned calls. In case of a campaign in Preview mode, the agent wrap-up is ignored and the disposition code is determined by the VCS. For example - busy, No Answer, number out of order, fast busy, Other, etc. In case of a Predictive campaign, these calls are not even offered to the agent, so there will not be a wrap-up option. The values below will be visible in the report:
<table>
<tr><th>DispositionCod...</th><th>DispositionCode</th></tr>
<tr><td>0</td><td>Other</td></tr>
<tr><td>1</td><td>Busy</td></tr>
<tr><td>2</td><td>No Answer</td></tr>
<tr><td>3</td><td>Fax</td></tr>
<tr><td>4</td><td>Modem</td></tr>
<tr><td>5</td><td>Answering Machine</td></tr>
<tr><td>6</td><td>Pickup Failure</td></tr>
<tr><td>7</td><td>Abandoned</td></tr>
<tr><td>8</td><td>Number Unobtainable</td></tr>
<tr><td>9</td><td>Number out of order</td></tr>
<tr><td>10</td><td>Number Changed</td></tr>
<tr><td>11</td><td>Incoming Calls Barred</td></tr>
<tr><td>12</td><td>Call Rejected</td></tr>
<tr><td>13</td><td>No Information</td></tr>
<tr><td>14</td><td>Number Not in Use</td></tr>
<tr><td>15</td><td>Fast Busy</td></tr>
<tr><td>16</td><td>No Outbound Lines Available</td></tr>
<tr><td>17</td><td>Destination Unreachable</td></tr>
<tr><td>18</td><td>Called Party Hungup</td></tr>
<tr><td>19</td><td>Host Interrupt</td></tr>
</table>
</td>
</tr>
</table>

7.2. Daily Outbound Campaign Status

This report provides the status of a dialing campaign on the date this report is requested. Results can be presented in volumes or as a percentage of the number of calls. The following information is displayed:

Field name	Description
Campaign Date	The date of the campaign.
Campaign Name	The name of the campaign.
Live Calls	Calls answered by a person.
Non-Live Calls	Calls not answered by a person, but by a machine.
Total	Total number of initiated calls within this campaign.
Connected	The number or percentage of connected live calls.
Abandoned	The number of calls terminated by the caller before the agent could answer.
No answer	The number of calls that were not answered.
Busy	The number of call attempts that resulted in a busy signal.
Other Telco	The gateway can relay many reasons to the VCS for why a call did not connect. This is the total number of calls which was terminated by the PSTN for an unknown reason. - Calling a non-existent number - Calling a closed number - Destination number not reachable (e.g. problems in the end user PABX) - Gateway as a bad connection with Service Provider Ect.
Answering Machine	Number or percentage of calls answered by an answering machine.
Fax Modem	Number or percentage of calls answered by a fax/modem.
Called Party HangUp	Number or percentage of calls that were terminated by the person called.
Time Out	If the dialer does not respond within a specified time interval (e.g. 1 minute), the PDS will register that a time out has occurred.
Fast Busy	Number or percentage of calls with which the network trunk was busy.
Non live connected	Number or percentage of calls answered by/connected to machines.

7.4. Dialing Agent Performance

This historical report describes the agent performance during the selected campaign. You can select agents and campaigns that are included in this report. The reports contains the following data:

- Date of the campaign
- Name of the agent
- Name of the campaign

Data on the performance per agent, per day, and per campaign is provided. This report is divided into four sections: Volumes and Averages, Time Disposition Values, Time Disposition Percent, and Dialing Code Disposition.

Volumes and Averages
Statistics in this section consist of:

- Number and percentage of live calls
- Number and percentage of non-live calls
- Number of calls held in preview mode
- Average talk time
- Average wrap-up time
- Average time in preview
- Day total

- Overall total (if multiple campaigns were participated in during the selected period)
- Average (averages if multiple campaigns were participated in)

Time Disposition Values

This report shows the used time in hours, minutes, and seconds. This section displays the following statistics:

- Date of the campaign
- Name of the agent
- Name of the campaign
- The amount of time assigned to an agent for a particular campaign
- The time an agent spent on live calls
- The time an agent spent with the released status (not available)
- Ring time (the total time an agent needed to answer calls)
- Hold time (the total time an agent placed calls on hold)
- Wrap up time (the total time an agent needed to enter a wrap-up)
- The time that no work was carried out

Time Disposition Percent

This report shows the time used by the agents as a percentage (%). This section displays the following statistics:

- Date of the campaign
- Name of the agent
- Name of the campaign
- Percentage of the time an agent was available to take calls
- Percentage of the time an agent was not available to take calls
- Percentage of the time an agent needed to answer calls
- Percentage of the time an agent spent on live calls
- Percentage of the time an agent was on hold
- Percentage of the time in preview (time spent on previewing outbound calls)
- Percentage of the time in Wrap up
- Percentage of the time an agent carried out no work

Dialing code disposition

This section shows the results of all calls made and displays the following statistics:

- Name of the campaign
- The number of calls resulting in a rejected call (by system or agent)
- The number of calls that was rescheduled
- The number of calls which ended in a sale
- Number of other (live) calls
- Number of non-live calls
- Contacts per hour
- Sales per contact

7.5. Dialing Group Performance

This historical report describes the performance of a group during certain campaigns. You can select the groups and campaigns that should be included in this report. The following information is described in this report:

- Date of the campaign
- Name of the group
- Name of the campaign

Performance data is provided per group, per day, and per campaign. The report is segmented into four sections:

- Number and averages
- Time Disposition Values
- Time Disposition Percent
- Dialing Code Disposition

Volume and Averages
The statistics in this section provide the following information:

- The number and percentage of live calls
- The number and percentage of non-live calls
- The number of previewed calls
- Average talk time
- Average time used for a wrap-up

Time Disposition Values
This report shows the performance of the group in hours, minutes, and seconds. The following statistics are displayed:

- Date of the campaign
- Name of the group
- Name of the campaign
- The time assigned to a specific group for a certain campaign
- The time a group spent on live calls
- The time a group spent with the released status
- Ring time (the total time a group needed to answer calls)
- Hold time (the total time of all calls the group has placed on hold)
- Preview time (The time a group spent previewing an outbound call before answering it)
- The time spent on entering a wrap-up

Time Disposition Percent
This report analyzes the time the group has used in percentages. The following information is displayed:

- Date of the campaign
- Name of the group
- Name of the campaign
- Percentage of the time a group was available for taking calls
- Percentage of the time a group spent with the released status
- Percentage of the time a group needed to answer calls
- Percentage of the time a group placed calls on hold
- Preview time in percentages (The time a group spent previewing an outbound call before answering it)
- Wrap-up time in percentages

Dialing Code Disposition
This section shows the results of calls and displays the following statistics:

- Date
- Name of the group
- Name of the campaign
- The number of calls which resulted in a rejected call
- The number of calls that was rescheduled
- The number of calls that ended in a sale
- The number of other (live) calls
- The number of non-live calls
- Sales per hour
- Contacts per hour
- Sales per contact (equal to sales per customer)

7.6. Outbound Campaign Agent

This report provides information about all the activities of an agent, divided into campaigns and individual agents. The report displays the following information

Field name	**Description**
Agent name	Name of the agent.
Date	Date
Campaign	The name of the campaign.
Time Assigned to Campaign	The amount of time an agent spent in a campaign.
Time in Live Calls	Hours, minutes, and seconds an agent spent handling live calls.
% in Live Calls	The percentage of time the agent used to handle live calls.
Minutes per Hour in Live Calls	Minutes and seconds (average) that the agent spent handling live calls per hour.

7.7. Outbound CDR

This report provides call details for all selected campaigns and agents. The following information is displayed:

Field name	**Description**
Campaign Name	Name of the campaign.
Dialed Number	The number that was dialed.
Agent Name	Name of the agent.
Dial Start Date/Time	Date and time of start of the call attempt.
Call Start Date/Time	Date and time of a call that was offered to an agent.
Call End Date/Time	Date and time that was terminated.
Call Duration	Date and time without the start time in seconds.
Call Disposition Name	Call disposition / call result (wrap-up).
Call Disposition Code	Code for the result of a certain call.
Agent Disposition Name	The name of the PD disposition code linked to a created wrap-up code in the web administrator.
Call ID	A unique ID assigned to an incoming call at the contact center.

8. Configuration Audit Reports

If an OCC System Administrator has activated the audit trail feature of OCC, then OCC will track all configuration changes of the users. The system saves these changes in the historical database on your system. The audit trail features tracks the following:

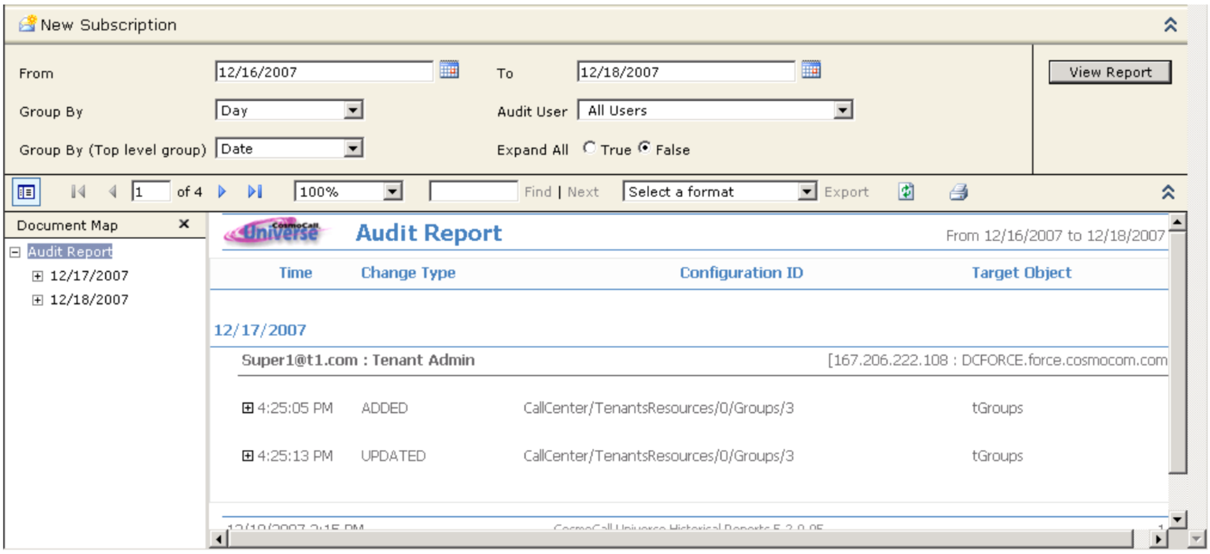
- Old and new values of configured items in the system
- The dates and times of the changes
- The person who implemented the change

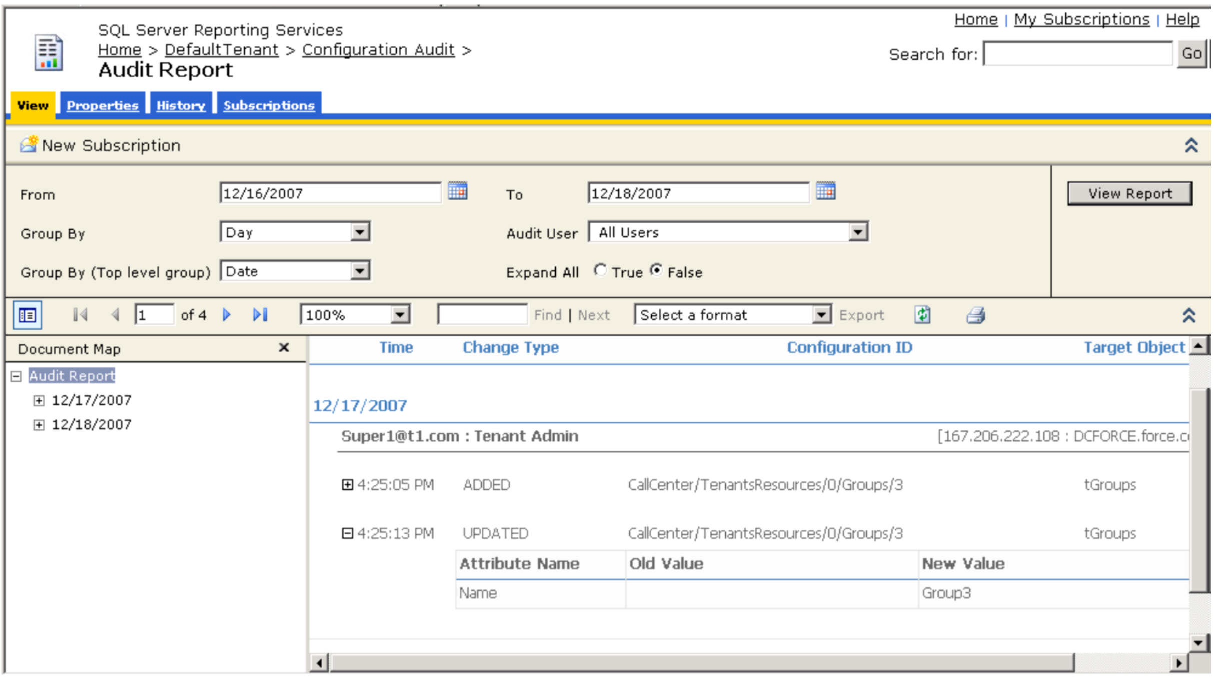
Configuration Audit Reports allows the system and tenant administrators to show OCC configuration changes for review purposes. The following data is displayed:

- Time of the change
- Type of change - addition, creation, change (update), or deletion of an item
- The identity of the user who implemented the change

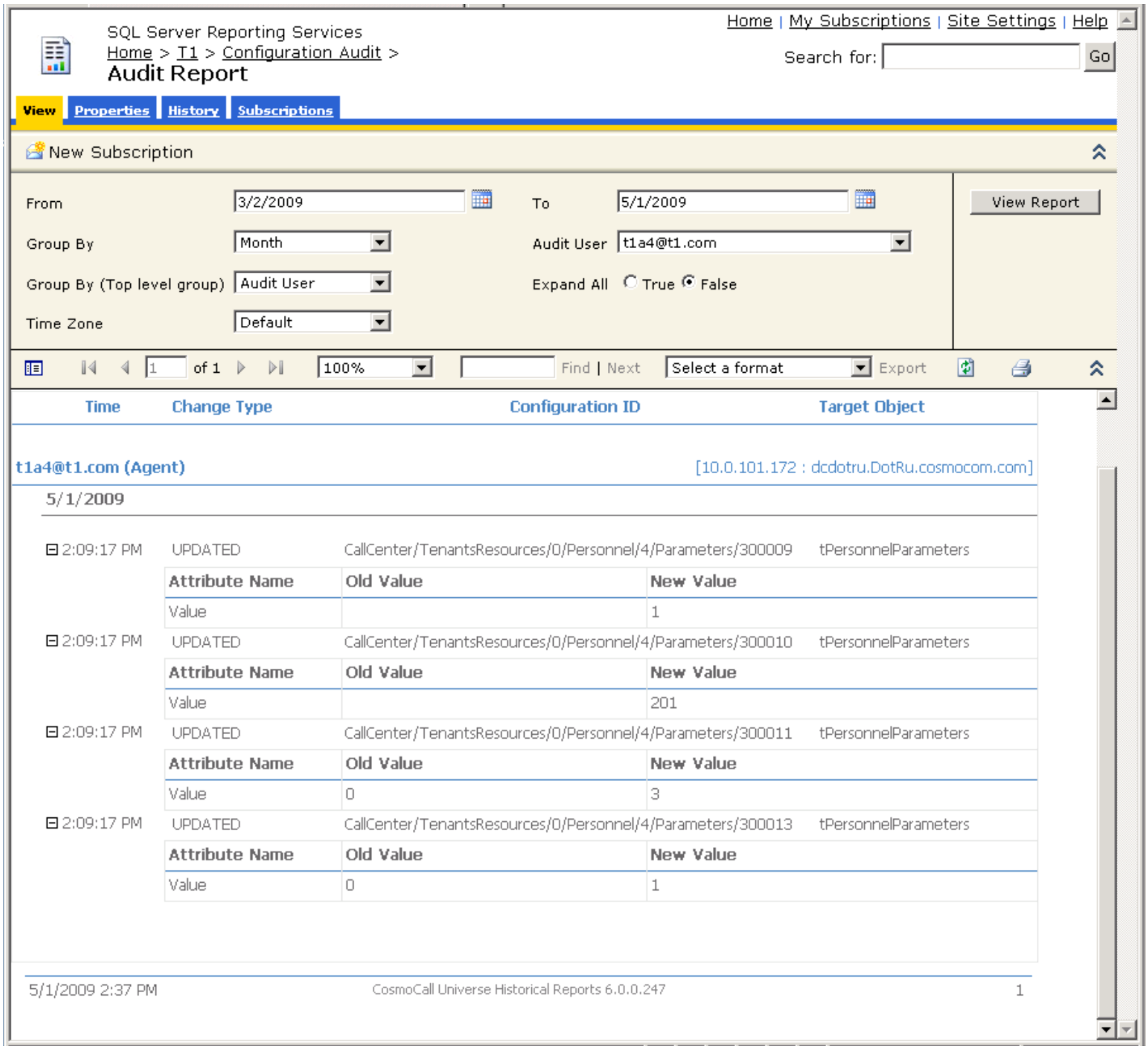
- List of changes components

To show changes:
1. Enter the link to the Historical Reports in your browser.
2. Select **Home >** <tenant_name> **> Configuration audit > Audit Report**. The **Audit Report** will appear.
3. Select the **From** and **To** data of the report and select **Group By**, **Audit User**, and **Expand All** report features.
4. Click View Report. The requested report will appear.





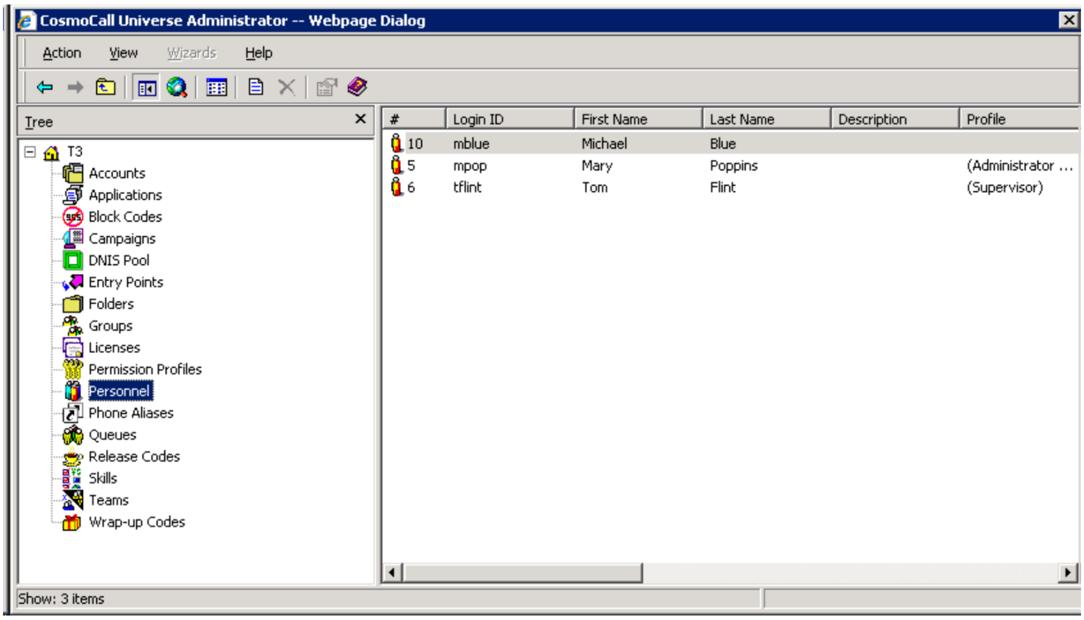
You can display changes by users within your contact center:



Understanding Configuration Audit Reports
To better understand these reports, the database ID numbers should be displayed in the administrator:

1. In the webadministrator window, select Action > Customize.
2. Enable First column in detail view.
3. Click OK.

The webadministrator now displays ID numbers:

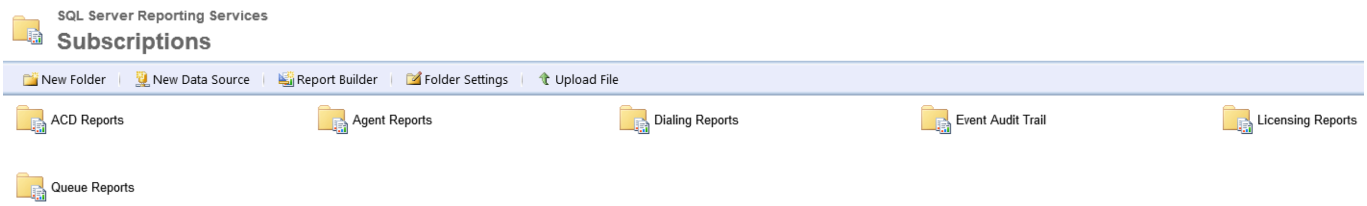


Unexpanded Rows
The following table explains unexpanded rows in the Audit Report Table in order:

Column	Description
Expand/Contract	Contains a button for expanding the data row table.
Date and time of change	Time at which the configuration change took place.
Type of change	Brief description of the type of change, e.g. Added, Updated.
Configuration data path	In the middle column, the configuration items are identified in a "tree" similar to that of a URL: The top level represents the system of the service provider or landlord and is labeled Call Center. For tenant information, the second level is TenantResources or TenantInformation. The specific tenant is identified by an ID number from the database. The default tenant would be identified by the ID 0. The report identifies each item in the expansion with an ID number copied from the corresponding database table. To find the ID numbers for each item: Select the item in the webadministrator window. Select to view Details. The first column displayed for the selected item lists the ID number from the database.
The last column	The last column identifies the database table that describes the item whose configuration was changed.

9. Subscriptions

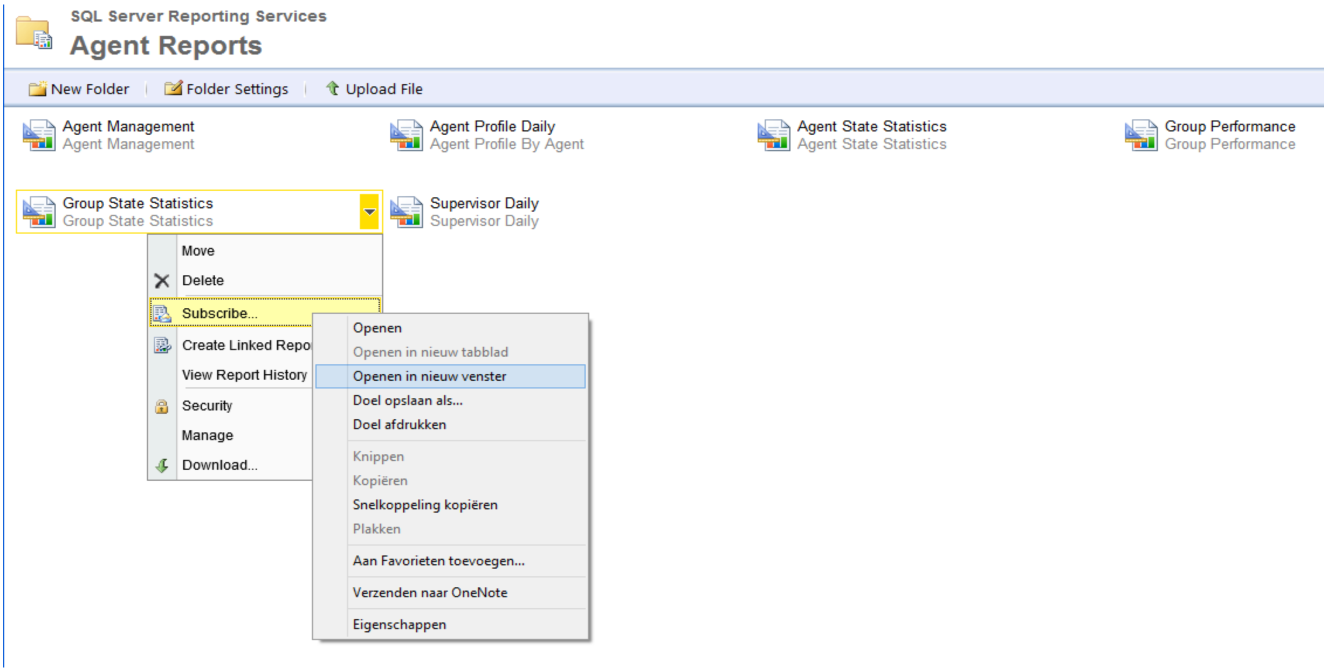
You can create subscriptions in the historical reports. Subscriptions can be used if you, as a supervisor/administrator, want to receive a daily, weekly, or monthly report automatically at a set time. You can create subscriptions by going to the Historical Reports tab and clicking the subscriptions folder. You will then get an overview of all available reports again.



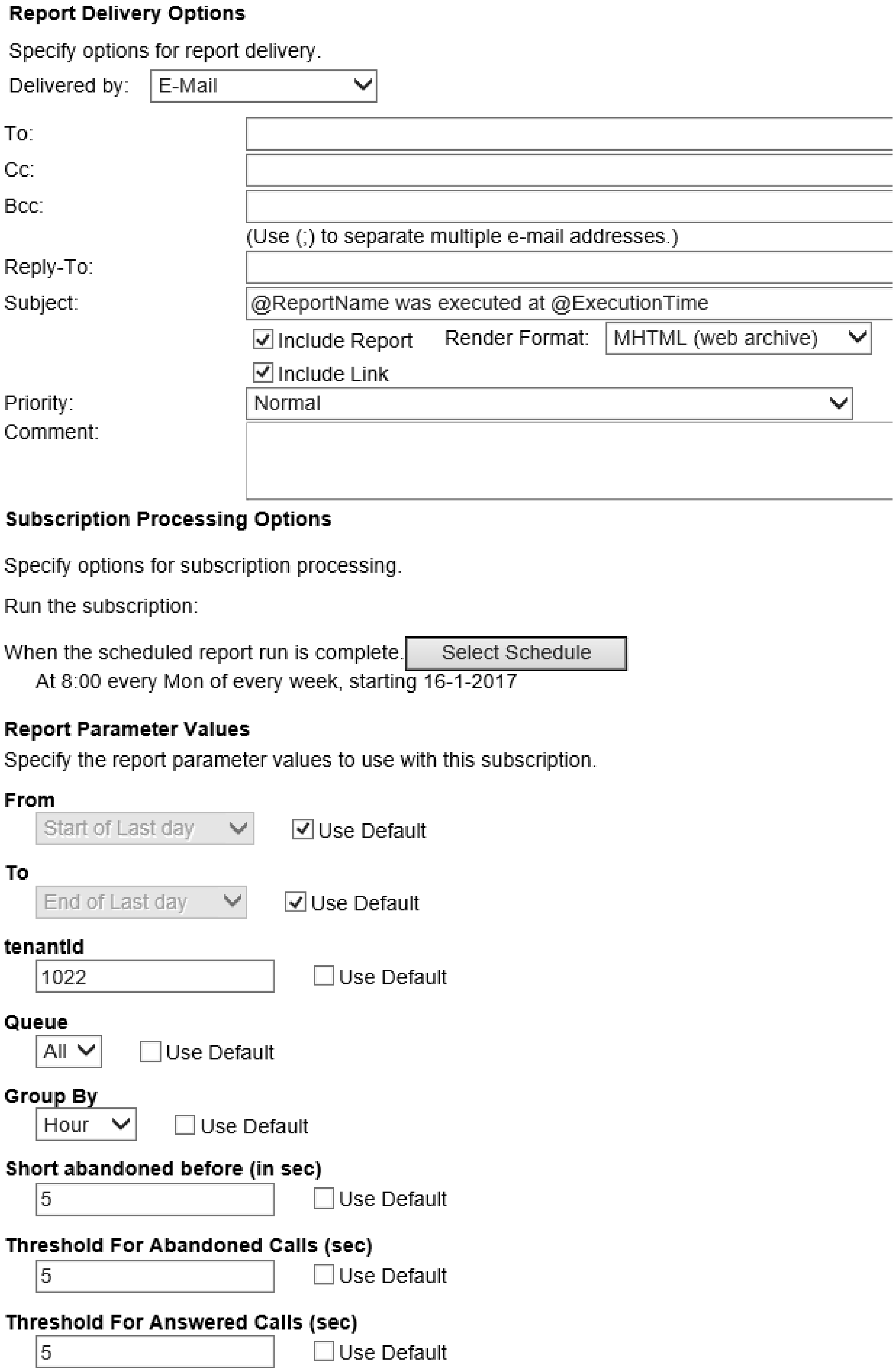
To create a subscription, follow these steps:
1. From the subscriptions folder, choose one of the 6 reports offered in the historical reports
2. Then select a report within the selected folder. For example, from the folder Agent

Reports - Agent Management.

3. Move your mouse over Agent Management and click the black arrow. Right-click subscribe. Choose Open in new window.



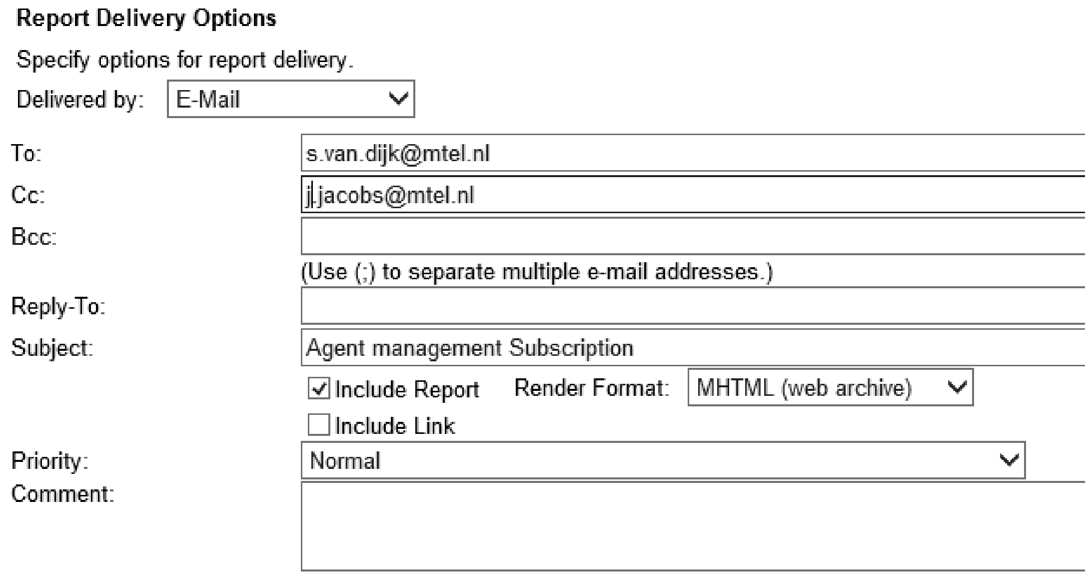
4. The screen below will appear.



The screen is subdivided into three parts:

1. Report Delivery Options
2. Subscription Processing Options
3. Report Parameter Values

The following fields must be completed under *Report Delivery Options*



Delivered by: An e-mail must be selected here.

To: You can adjust this to any e-mail address. The default number corresponds with your tenant.

Cc: If you want to send a copy to any e-mail address, you can enter it here.

Bcc: If you want to send multiple copies to multiple people without them being able to see all e-mail addresses, use Bcc.

Reply-To: Here, you can specify an alternative e-mail address to which comments can be sent if recipients have any comments or notes.

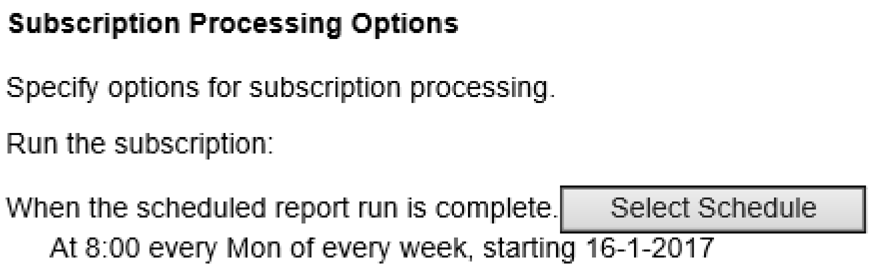
Subject: You can display a standard notification with the name of the report and the time it was generated. However, you can also customize this to a user defined title.

Include report – Include link: You are able to provide the e-mail with the report in the format you choose. You can also choose to send a link to the file instead of or in addition to the report.

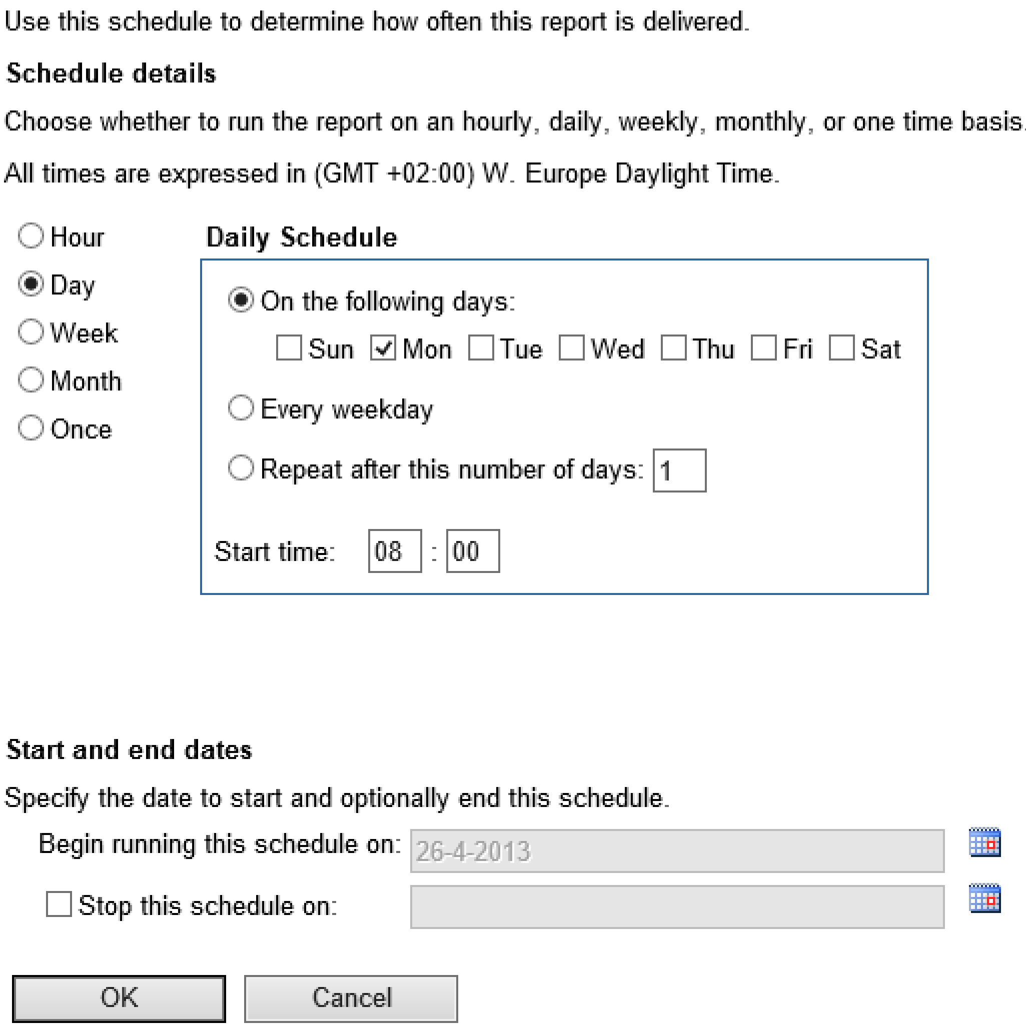
Render Format: Choose the format in which you want to receive the report. You can choose from XML- .CSV – TIFF – PDF – WEB Archive – Excel.

Priority: Here, you can specify with what priority the e-mail should come in. Normal – Low – High.

5. Then, under the *Subscription Processing Options* header, click the select schedule button.

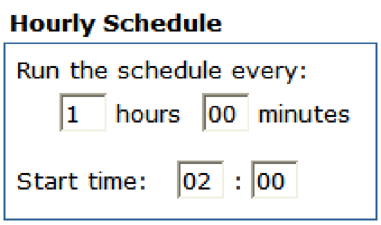


6. You will see the screen below. Under *schedule details*, you must choose from the following options:

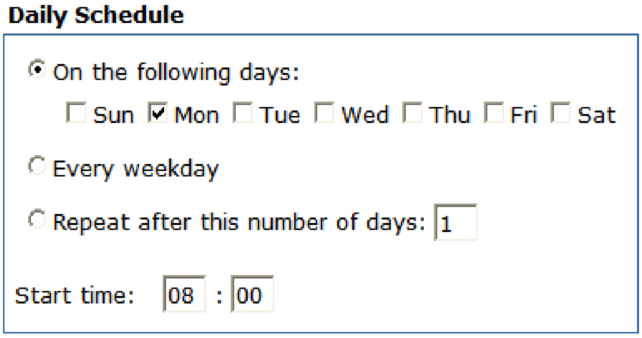


1. Choose whether you want to receive the report every hour/day/week/month or only once.
2. Depending on the choice above, you will see the following screens.

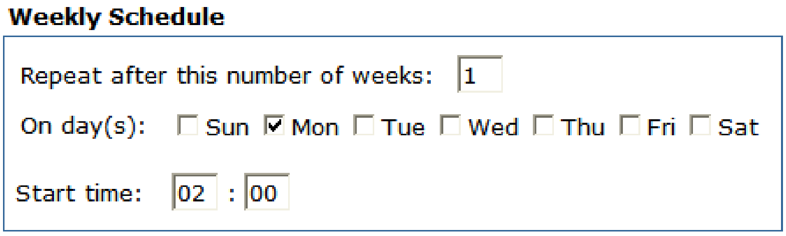
If you want to receive an *hourly* report, you should indicate the number of hours/minutes interval between receiving the report. You must also indicate a start time.



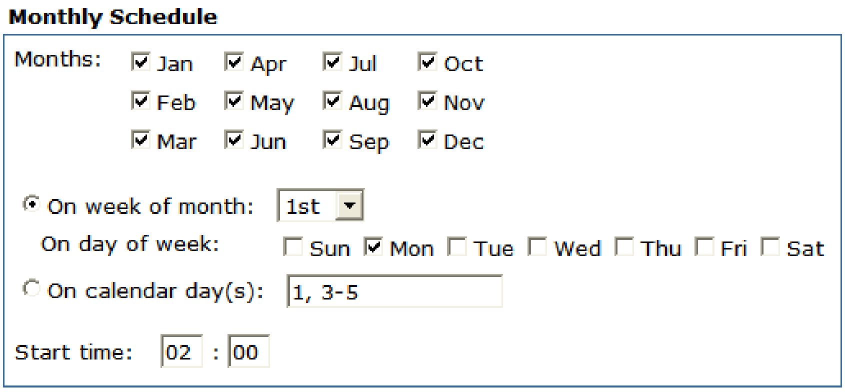
If you want to receive a *daily* report, you have the option of selecting certain workdays, all workdays, or receiving the report after a certain number of days. You can specify when this schedule should commence.



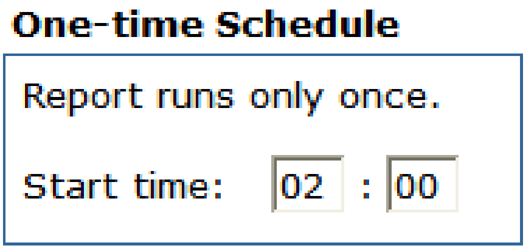
If you want to receive a *weekly* report, you can select what day of the week you want to receive it, the time at which you want to receive it, and the number of weeks after which you want to receive the report again.



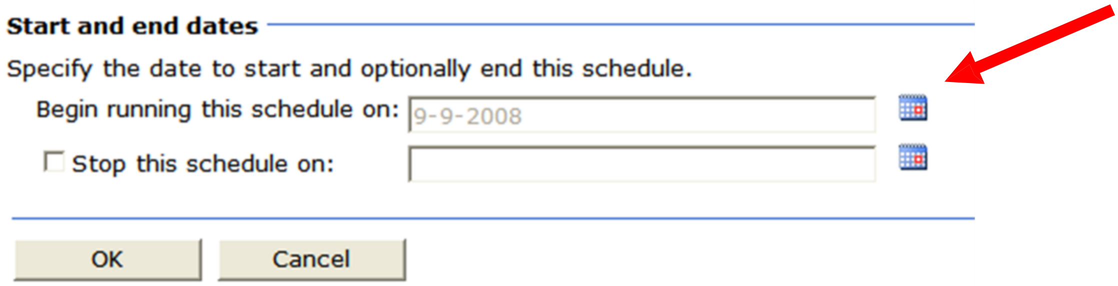
If you want to receive a *monthly* report, you have the option of selecting the months in which you want to receive the report. You can determine during what week of the month (1 to 4) and on what day you want to receive the report. If you choose "on calendar day(s)," you can indicate a specific day or days on which you want to receive the report.



If you want to receive a *one-time* report, you can indicate the start time in the screen below.

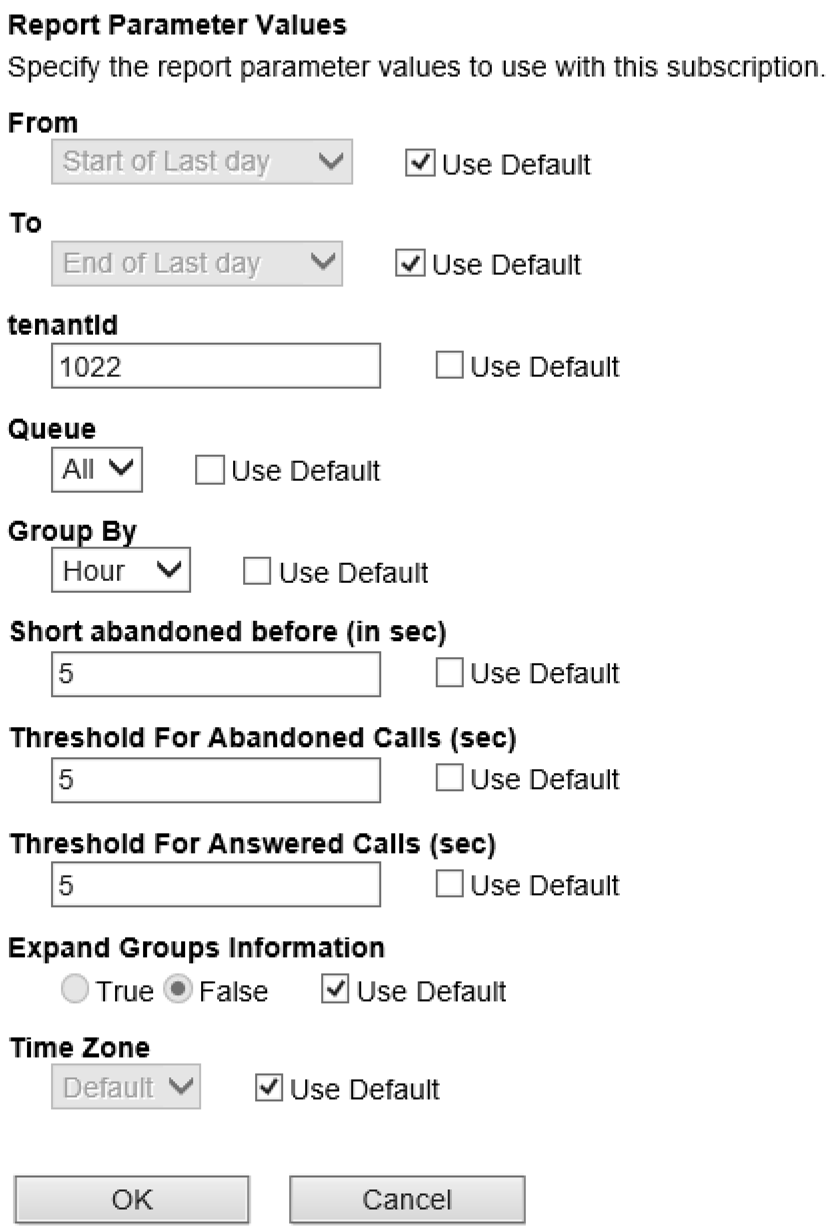


7. Once you have selected one of the above options, under *start and end dates*, you can indicate from what date the setting you have configured should commence and until what date the automatic reporting will stop. By clicking the indicated button, you can enter the start date yourself.



8. Click OK to confirm the schedule.

9. You will automatically return to the screen with Report Delivery Options, Subscriptions Processing Options, and Report Parameters Values. The last values must still be entered. Here, you can specify what period the report should cover. Select what the report should cover. By Default it is set to Start of last day and End of last day. Uncheck use default and change it to Start of last month and End of last month if you would like to receive a subscription for the last month. Do not change Tenant-ID. Select the queue in de dropdown and the group option you would like to use. After you have entered the data, click OK. The subscription is now set and completed.



PLEASE NOTE!
You can request an overview of all created subscriptions within the historical reports at any time.

When you click My Subscriptions, you will see all created subscriptions. In the screen below, you can change or remove subscriptions via the Edit button.