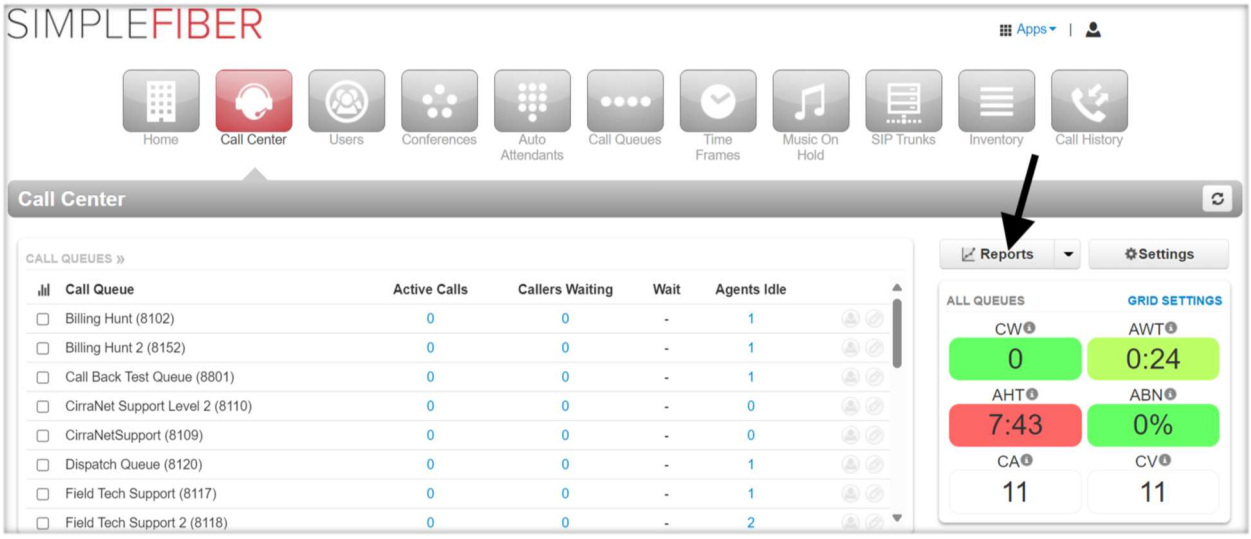
SIMPLEFIBER

Call Center Reports

Report Layout

This section provides an overview of the reports screen. Basic configurations are consistent between all types of Call Center Reports. From the portal, click on **Call Center**. Then click on **Reports**.

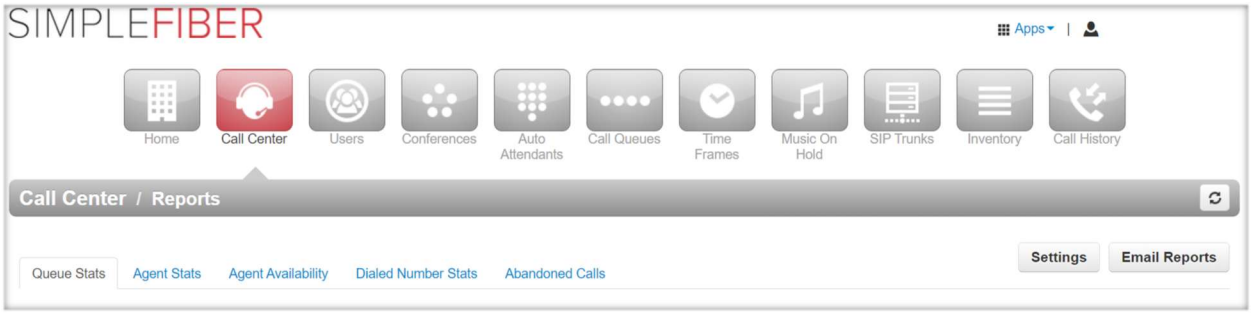


Agent Availability in Reports

The system will not change an offline agent to logged out. An agent must use the offline/online buttons in order to have accurate **LI** (logged in) reporting. LI is the logged in time and this has always been the total time the call center agent's status was set to "online". An agent has to manually change their status from offline to online when they begin their shift; logging into the portal no longer affects the LI stat. In the case that an agent logs into the portal but remains offline, then the LI stat would not count that time, where previously it did. The agent must remember to select "end shift" or go offline to stop LI tracking. Ending a shift / going offline logs the agent out of all of their call queues.

The best practice for the most accurate stats is to make sure agents are choosing to manually change their status to "online" when they begin their shift and "offline" or "end shift" when they end their shift, rather than simply logging in & out of the portal. Closing a tab does not log an agent out of the portal in any version.

Configure a Report



On the left-hand side of the screen,

- You can select between the five types of Call Center reports: Queue Stats, Agent Stats, Agent Availability, Dialed Number Stats, & Abandoned.
- Below this is the **reporting time period**. Use the calendar tool to select a date and the dropdown to select a time period. The report's output is based on the data between these two selected dates and times. The reporting data will begin at the first date and time **TO** (through) the second date/time.

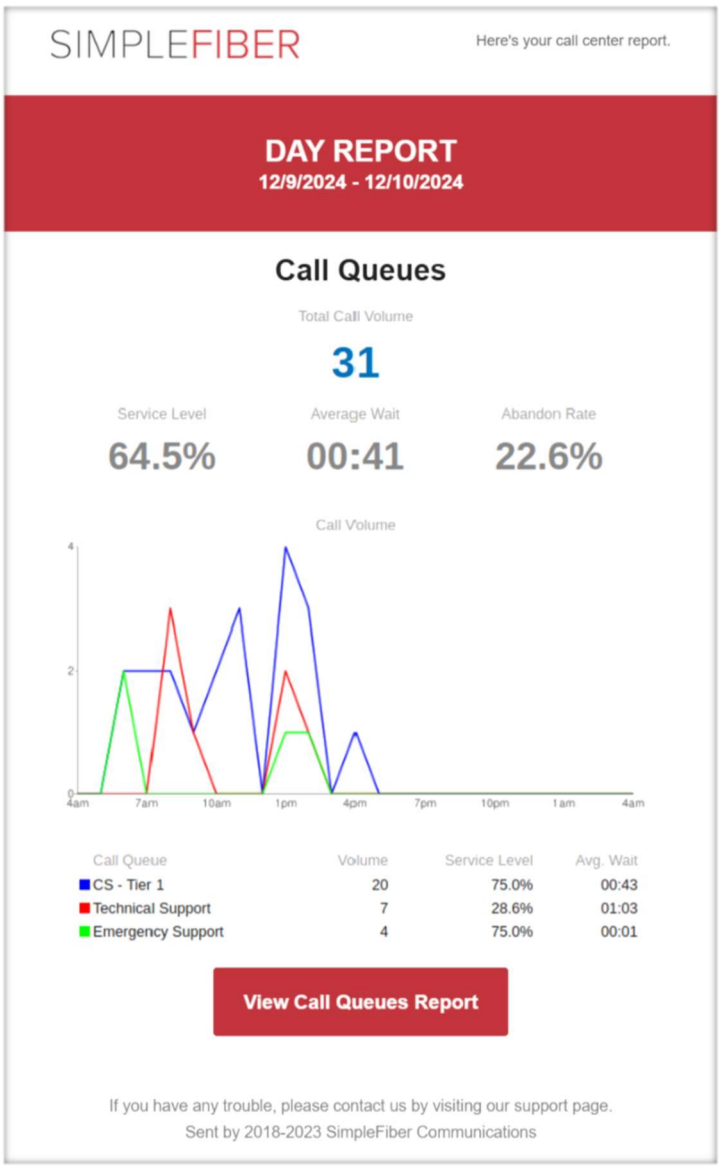
On the right-hand side of the screen,

- **Email Reports** opens a tool to send a particular type of report on a configured schedule. Select one or more. The types of reports are Summary (which is a summary of the following reports in this list), Call Queue, Agent, and Dialed Number. See below for more information about the advanced options and email report values.
- **Print** opens a print dialog box and will print the report that is currently on screen. Utilize the "print to PDF" feature available in most print dialogs to save the report as a file instead of printing to paper.
- **Download** will regenerate the data and then download the report that is displayed on the screen. Starting in v43.2, the report is downloaded as-is and not regenerated first. The downloaded file will be named according to the type of report selected and the reporting time period. For example, a Queue Stats report download with no time selected and the dates from 3/31/2022 to 4/1/2022 would look like this: queueReport_03_31_2022_00_00_00-04_01_2022_00_00_00.csv

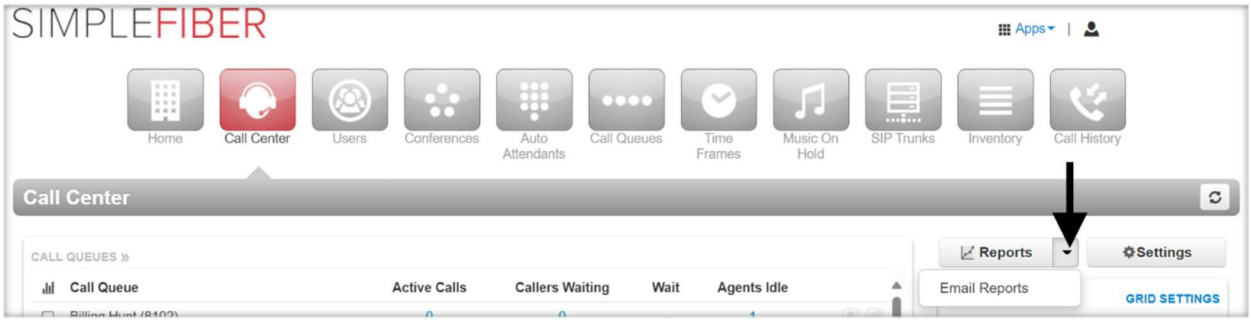
- **Table Settings** are the fields that can be displayed or hidden in the report that is currently on screen. These fields vary based on the type of report. See a specific type of report below for more details on the available table settings.

Email a Report

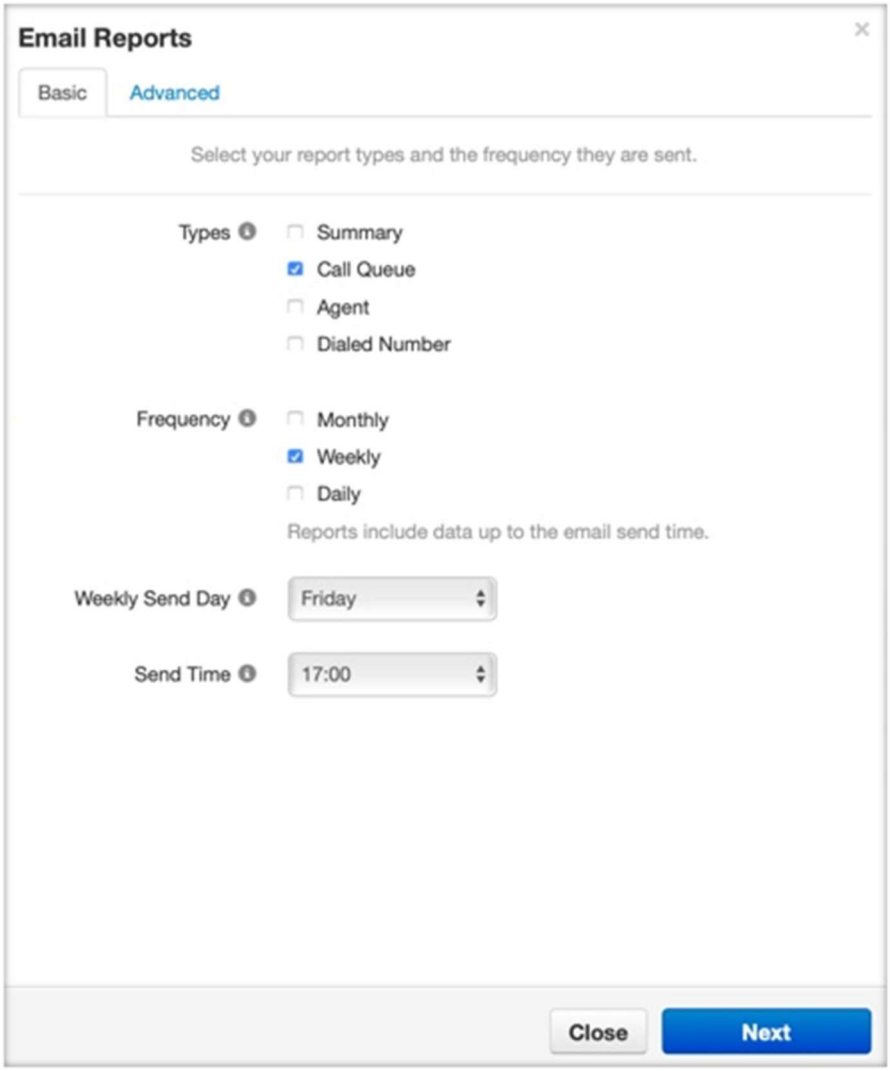
Call Center Reports can be configured to send to users. Here is an example email:



1. Navigate to the **Email Reports** dropdown on the **Call Center** page.



2. **Email Reports** opens a tool to send a particular type of report on a configured schedule. Select one or more. The types of reports are **Summary** (which is a summary of the following reports in this list), **Call Queue**, **Agent**, and **Dialed Number.**



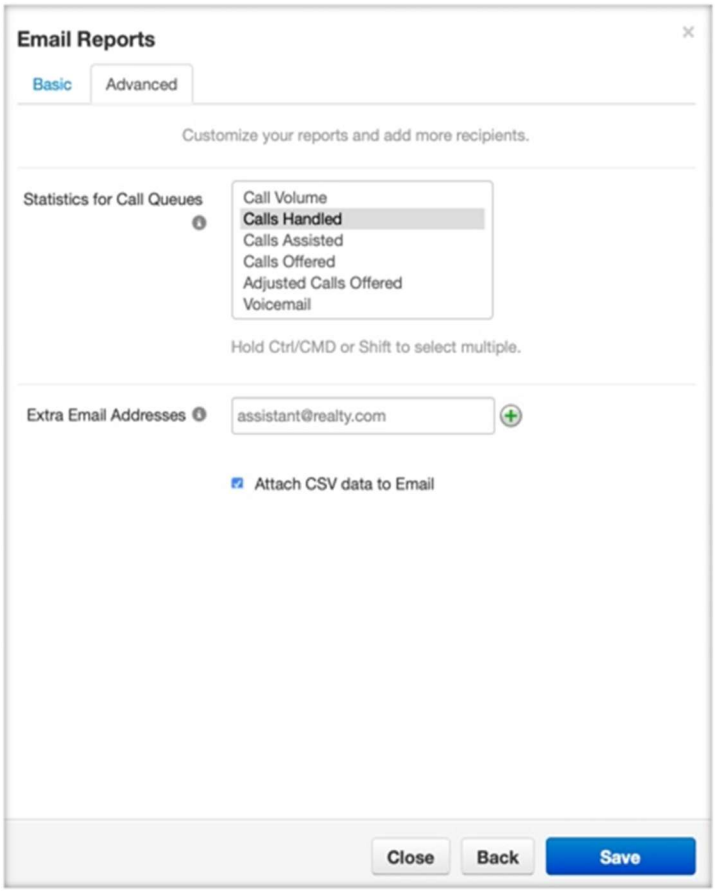
3. An **Advanced** tab (see the full list of selections in the table below) will only be displayed when one or more of these reports are selected. Select which stats to send in each of the selected reports.

Emails are sent to the user who is configuring the report. To send to additional people, add up to four **Extra Email Addresses** here in the advanced tab.

Select "attach csv data to email" when the reporting data needs to be analyzed in excel or a similar program.

- **Frequency** can be daily, weekly, and/or monthly. Selecting monthly will open the option for selecting which numerical day of the month. Weekly will open which day of the week. Daily will open which time.

For example, the Call Center Manager needs a report emailed to her assistant every week to monitor call flow. The manager would set up a "Call Queue" report and set the frequency to "weekly", every Friday at 17:00. In the advanced tab, she would select "Calls Handled", type in her assistant's email address, and check the box for a .csv file. Every Friday at 5PM, the manager and her assistant will receive an email with the number of calls handled that week along with the values in an attached file, starting from 5:01PM the Friday before.



Advanced Tab (continued) - Customizing the Report

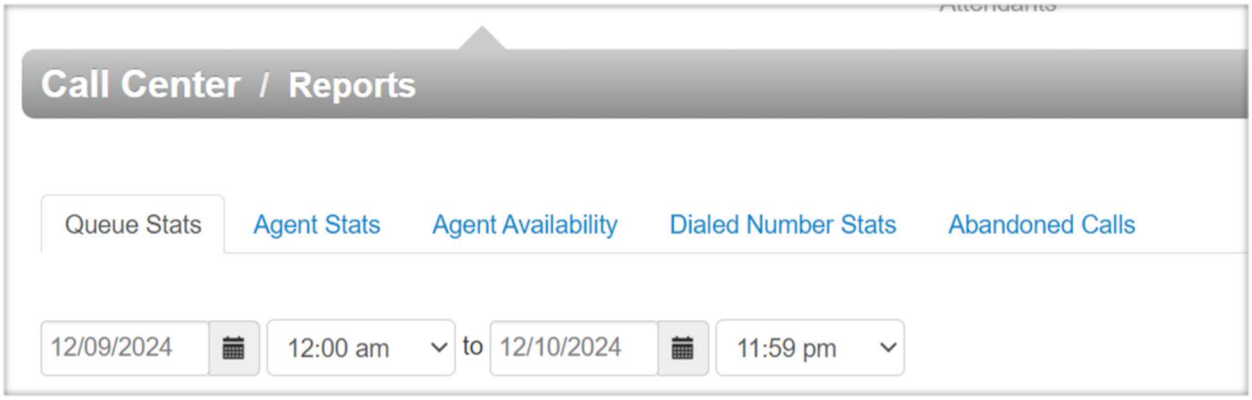
Here is the data that will export from each type of emailed report's advanced selection:

Call Volume	Number of calls originating through a Call Queue. Includes answered calls, abandoned calls, forwards (FWD and AST), and voicemail.
Calls Handled	Number of calls answered by agent originating through a Call Queue.
Calls Assisted	Number of calls answered and then forwarded to another agent.
Calls Offered	Number of calls that reached the queue to be dispatched to agents. Includes abandoned calls. Excludes forwards and voicemail.
Adjusted Calls Offered	Adjusted number of calls that reached the queue. Excludes calls abandoned in less than 10 seconds. (Calls Offered CO) - (Adjusted Abandoned Calls AAC).
Voicemail	Number of calls handled by the automated voicemail system.
Time Talking	The number of minutes spent by an agent for all calls.
Average Talk Time	Average number of minutes spent by agent talking per call, on calls originating through a Call Queue. Excludes hold time.
Average Hold Time	Average time a caller spends on hold with an agent. Excludes waiting time in the Call Queue.

Types of Call Center Reports

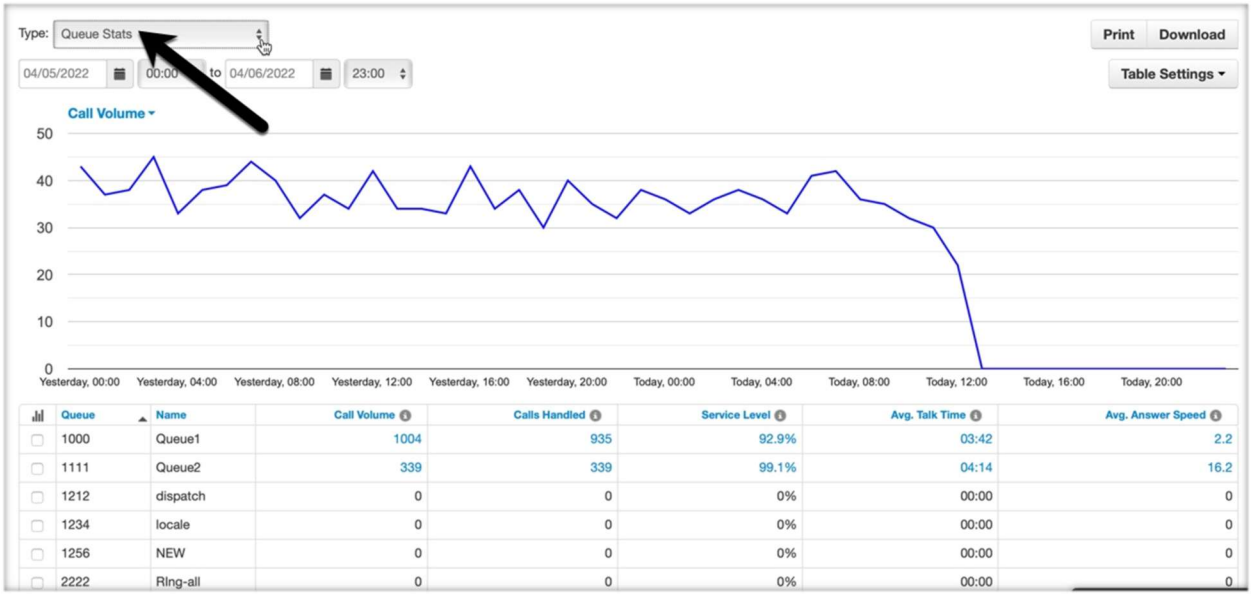
This section provides a detailed look into the five types of Call Center Reports available in the portal: Queue Stats, Agent Stats, Agent Availability, Dialed Number Stats, and Abandoned.

Navigate to the **Portal > Call Center > Reports**.

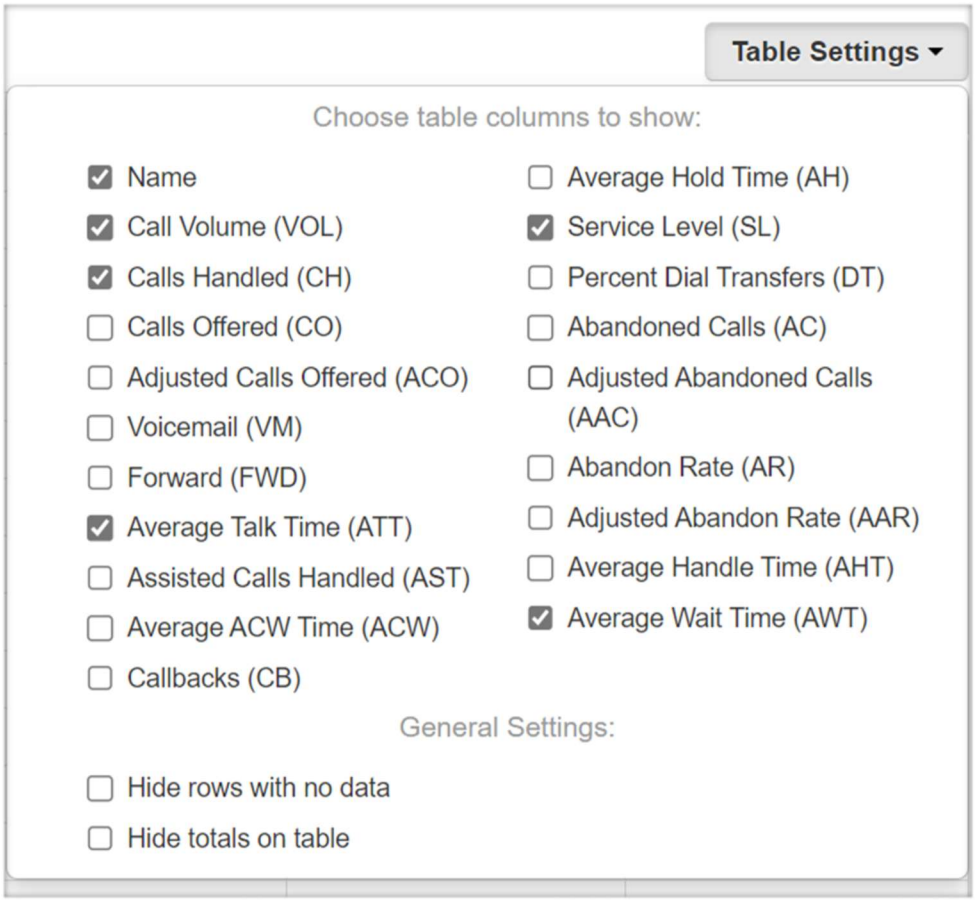


Queue Stats

The **Queue Stats** report allows supervisors to view specific attributes on a queue-by-queue basis such as call volume, calls handled, abandoned calls, average wait time, and much more.



Here are the configurable attributes available within a Queue Stats report. Select or deselect them in **Table Settings** to show or hide. Optionally, select to "hide rows with no data".

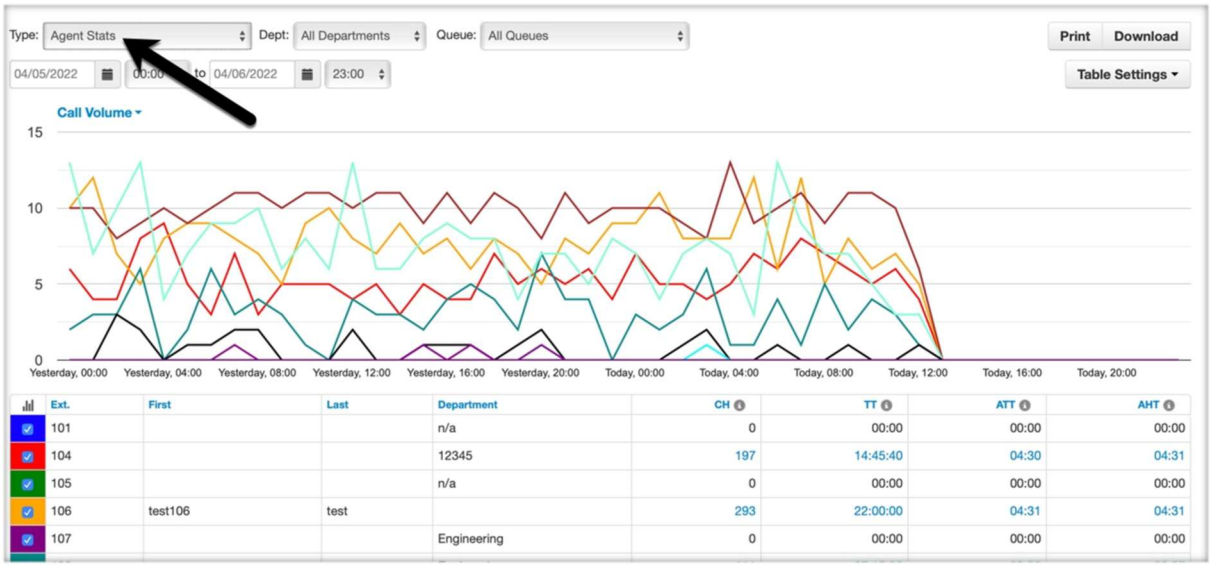


Stats	Definition
Volume (VOL)	Number of calls originating through a Call Queue. Includes answered calls, abandoned calls, forwards, and voicemail.
Calls Handled (CH)	Number of calls answered by agent originating through a Call Queue.
Calls Offered (CO)	Number of calls that reached the queue to be dispatched to agents. Includes abandoned calls. Excludes forwards and voicemail.
Adjusted Calls Offered (ACO)	Adjusted number of calls that reached the queue. Excludes calls abandoned in less than 10 seconds. (Calls Offered CO) - (Adjusted Abandoned Calls AAC)
Voicemail (VM)	Number of calls handled by the automated voicemail system.
Forward (FWD)	Number of calls forwarded to another queue or off-net phone number for handling. Includes forwarded calls to voicemail.
Average Talk Time (ATT)	Average number of minutes spent by agent talking per call, on calls originating through a Call Queue. Excludes hold time.
Assisted Calls Handled (AST)	Number of calls answered and then forwarded to another agent.
Average ACW Time (ACW)	Average time an agent spends between the end of a call and submitting call disposition.
Callbacks (CB)	Number of calls that requested a callback rather than waiting in the queue.
Average Hold Time (AH)	Average time a caller spends on hold with an agent. Excludes waiting time in the Call Queue.
Service Level (SL)	The ratio of calls meeting the configurable service level agreement.
Percent Dial Transfers (DT)	Percentage of calls that landed in the queue and were offered to an agent.

Stats	Definition
Abandoned Calls (AC)	Number of calls that abandoned the queue before being answered by an agent.
Adjusted Abandoned Calls (AAC)	Adjusted number of calls that abandoned the queue. Excludes calls abandoned in less than 10 seconds. (Abandoned Calls) - (Number of calls abandoned in less than 10 seconds)
Abandon Rate (AR)	Percentage of calls offered that were abandoned before being offered to an agent. (Abandoned Calls AC) / (Calls Offered CO)
Adjusted Abandon Rate (AAR)	Percentage of calls offered that were abandoned in under 10 seconds. (Adjusted Abandoned Calls AAC) / (Adjusted Calls Offered ACO)
Average Handle Time (AHT)	Average time an agent spent on a call. Includes Talk Time (TT), Hold Time (AH), and Disposition Time (ACW).
Average Wait Time (AWS)	Average number of seconds a caller spent in the selected queue before being dispatched to an agent. If none selected, total for all queues will be displayed.
SMS Volume (SMS_VOL)	Number of SMS sessions handled through a Call Queue. Available in Portal v40 and higher.
SMS Average Handle Time (SMS_AHT)	Average time an agent spent handling an SMS session from the queue, starting from the moment they accept the message until it is terminated. Available in Portal v40 and higher.

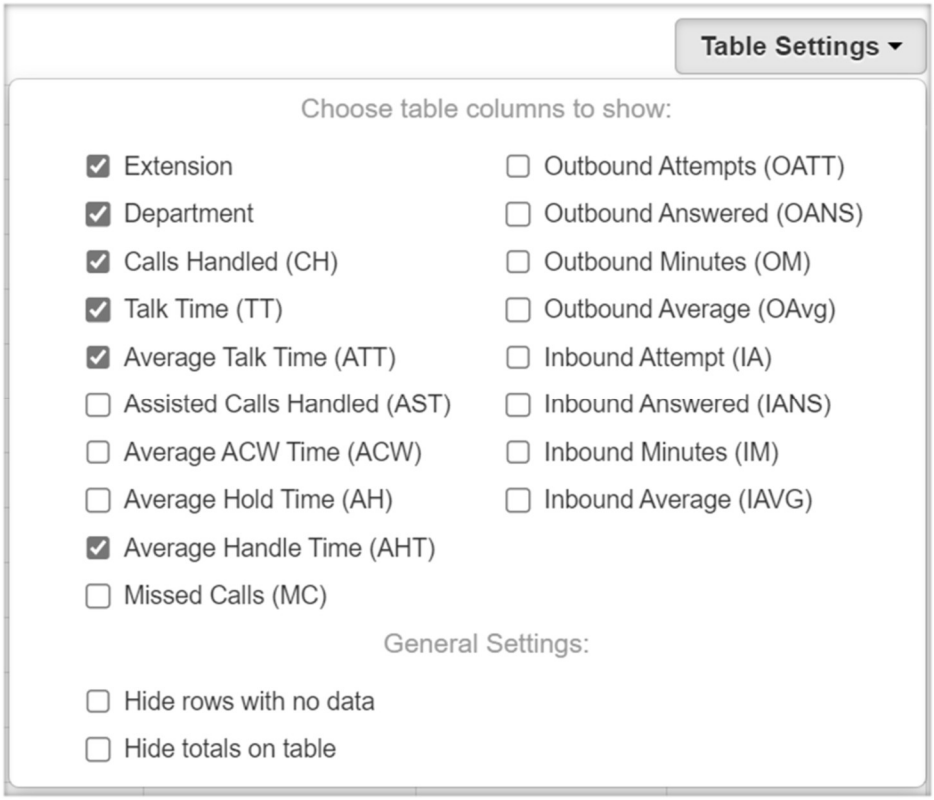
Agent Stats

The **Agent Stats** report displays color-coded statistics by agent such as extension, department, talk time, missed calls, and more.



Ext.	First	Last	Department	CH	TT	ATT	AHT
101			n/a	0	00:00	00:00	00:00
104			12345	197	14:45:40	04:30	04:31
105			n/a	0	00:00	00:00	00:00
106	test106	test		293	22:00:00	04:31	04:31
107			Engineering	0	00:00	00:00	00:00

Here are the configurable attributes available within an Agent Stats report. Select or deselect them in **Table Settings** to show or hide. Optionally, select to "hide rows with no data".



Stats	Definition
Calls Handled (CH)	The number of calls answered by the agent originating through a Call Queue.
Talk Time (TT)	The number of minutes spent by an agent on answered calls originating through a Call Queue.
Average Talk Time (ATT)	Average number of minutes, per call, spent by the agent talking on calls originating through a Call Queue. Excludes hold time.
Assisted Calls Handled (AST)	Number of calls answered and then forwarded to another agent.
Average ACW Time (ACW)	Average time an agent spends between the end of a call and submitting call disposition.
Average Hold Time (AH)	Average time a caller spends on hold with an agent. Excludes waiting time in the Call Queue.
Average Handle Time (AHT)	Average time an agent spent on a call. Includes Talk Time (TT), Hold Time (AH), and Disposition Time (ACW).
Missed Calls (MC)	Number of calls originating through a call queue offered to an agent but not answered. This includes multiple attempts if a call loops through all agents, but excludes unanswered simultaneous ring calls.
Outbound Attempts (OATT)	Number of outbound call attempts by an agent. Excludes on-net calls and conference calls.
Outbound Answered (OANS)	Number of outbound calls by agent answered by a remote party. Includes calls answered by voicemail. Excludes on-net calls and conference calls.

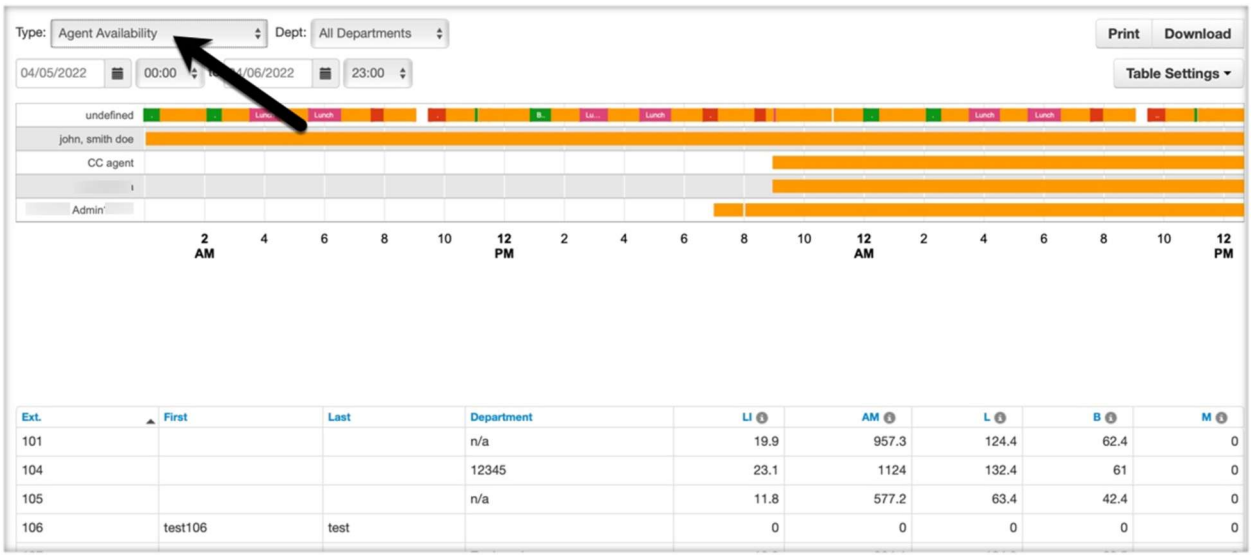
Stats	Definition
Outbound Minutes (OM)	Number of minutes spent by an agent on outbound calls. Includes talk and hold time. Excludes call center calls, on-net calls, and conference calls.
Outbound Average (OAvg)	Average length of time spent by an agent on outbound calls. Excludes call center calls, on-net calls, and conference calls.
Inbound Attempt (IA)	Number of attempted calls inbound to agent. Includes call center calls. Excludes on-net calls and conference calls.
Inbound Answered (IANS)	Number of inbound answered calls to an agent. Includes call center calls. Excludes on-net calls and conference calls.
Inbound Minutes (IM)	Number of minutes spent by an agent on inbound calls. Includes call center calls. Includes talk and hold time. Excludes on-net calls and conference calls.
Inbound Average (IAVG)	Average length of time spent by an agent on inbound calls. Includes call center calls. Excludes on-net calls and conference calls.

Agent Availability

The **Agent Availability** report displays an agent's availability in a domain or in a department within a domain. It will display the time an agent's status was set to online or set to lunch, etc. during the selected time period.

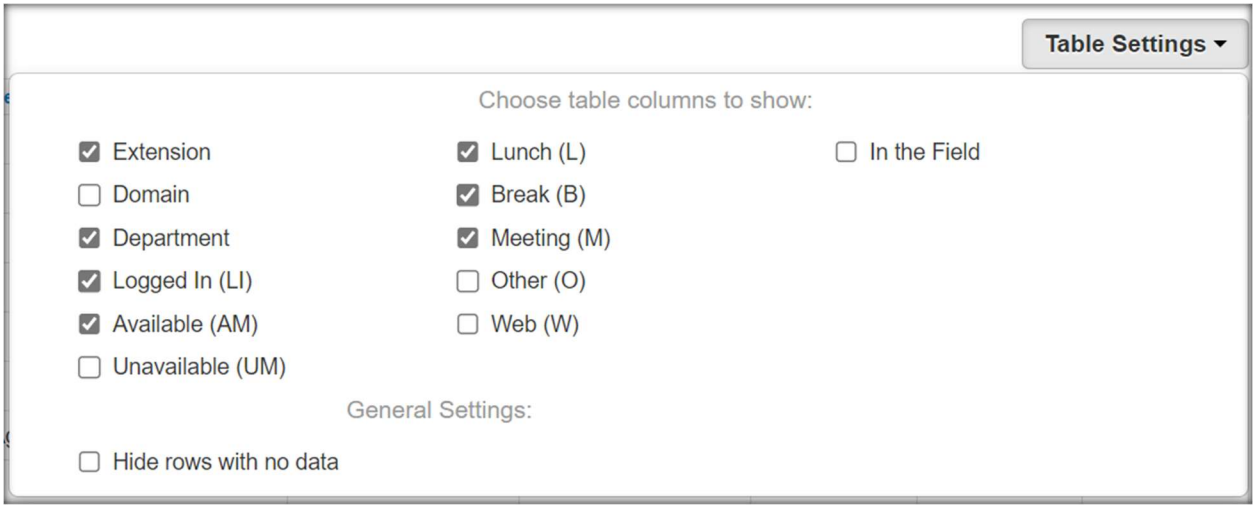
Managers can utilize this report to quickly see when one agent is available and another agent is not. Hover over a column header's "i" icon to view an explanation about what is displayed in that column.

Time in represented by hours:minutes:seconds instead of fractions.



Ext.	First	Last	Department	LI	AM	L	B	M
101			n/a	19.9	957.3	124.4	62.4	0
104			12345	23.1	1124	132.4	61	0
105			n/a	11.8	577.2	63.4	42.4	0
106	test106	test		0	0	0	0	0

Here are the configurable attributes available within an Agent Availability report. Select or deselect them in **Table Settings** to show or hide. Optionally, select to "hide rows with no data".

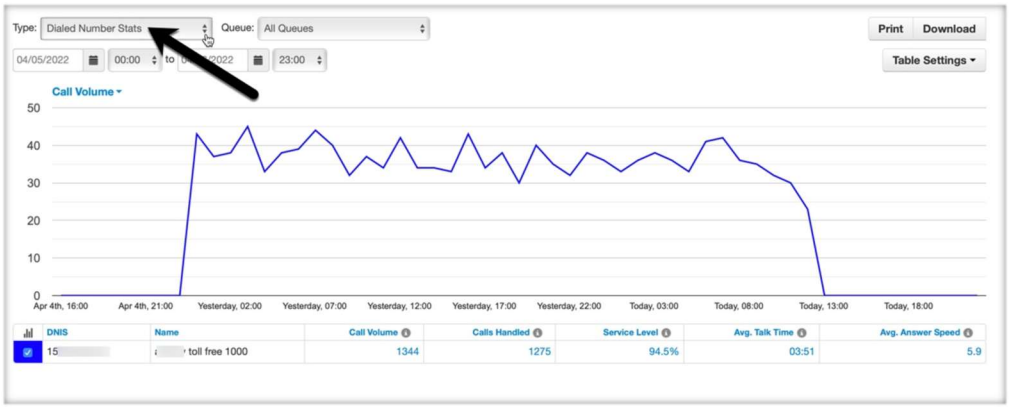


Stats	Definition
Extension	This is the call center agent's extension.
Domain	If managing multiple domains, this shows which domain the call center agent is in.
Department	If a department has been assigned, this is the call center agent's department.
Logged In (LI)	This is the total time the call center agent's status was set to "online". Starting in v43.2, an agent has to manually change their status from offline to online when they begin their shift; logging into the portal no longer affects the LI stat.
Available (AM)	This is the total time the call center agent was available for calls. This includes time logged in / online. It excludes statuses of unavailable such as break, lunch, meeting, web, and other.
Unavailable (UM)	This is the total time the call center agent was not available for calls. Includes time logged off and offline statuses such as break, lunch, meeting, web, and other. Excludes online / available.
Lunch (L)	This is the total time the call center agent's status was set to "lunch".
Break (B)	This is the total time the call center agent's status was set to "break".
Meeting (M)	This is the total time the call center agent's status was set to "meeting".
Other (O)	This is the total time the call center agent's status is not set to available, break, lunch, meeting, or web. Excludes unavailable status.
Web (W)	This is the total time the call center agent's status was set to "web".

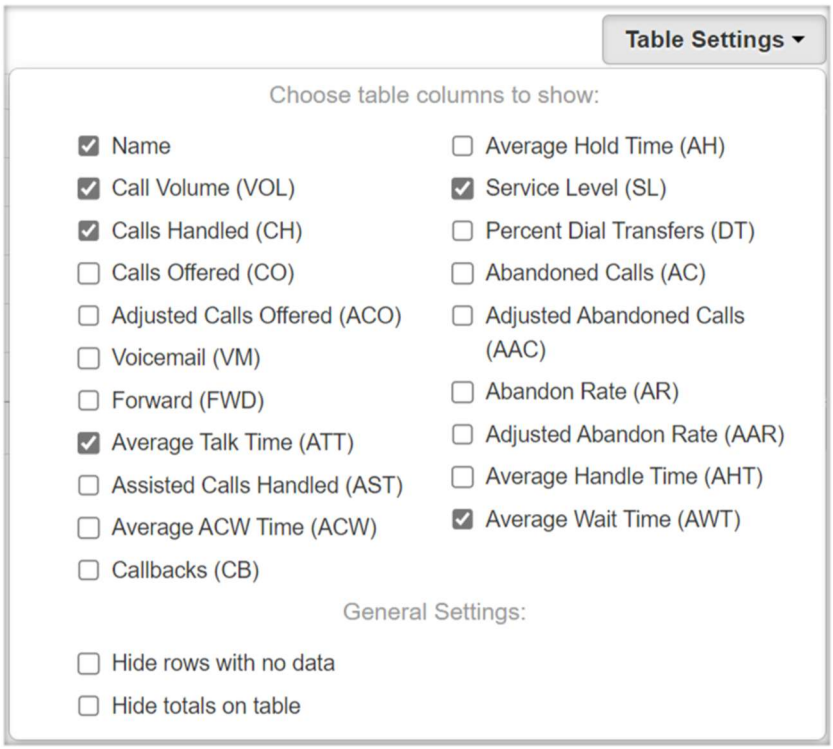
Dialed Number Stats

The **Dialed Number Stats** report displays information based on the DNIS. DNIS is a telephone service that informs the receiver about a call that the caller dialed. It is a common feature of 1-800 and 1-900 services. When there are multiple 800 or 900 numbers to the same destination, the DNIS identifies which number was called.

Uncheck and check the numbers in the **Queue** dropdown to graph them individually or as a group. Each number will be automatically color-coded.



Here are the configurable attributes available within a Dialed Number Stats report. Select or deselect them in **Table Settings** to show or hide. Optionally, select to "hide rows with no data".

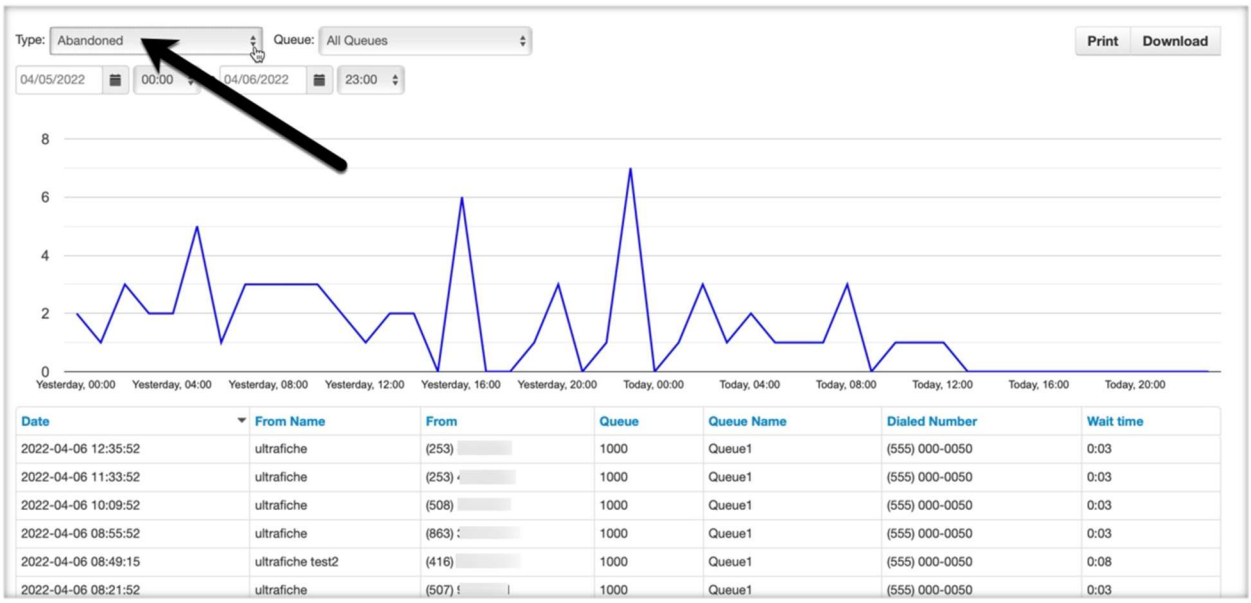


Stats	Definition
Call Volume (VOL)	Number of calls originating through a Call Queue. Includes answered calls, abandoned calls, forwards, and voicemail.
Calls Handled (CH)	Number of calls answered by agent originating through a Call Queue.
Calls Offered (CO)	Number of calls that reached the queue to be dispatched to agents. Includes abandoned calls. Excludes forwards and voicemail.
Adjusted Calls Offered (ACO)	Adjusted number of calls that reached the queue. Excludes calls abandoned in less than 10 seconds. (Calls Offered CO) - (Adjusted Abandoned Calls AAC)
Voicemail (VM)	Number of calls handled by the automated voicemail system.
Forward (FWD)	Number of calls forwarded to another queue or off-net phone number for handling. Includes forwarded calls to voicemail.
Average Talk Time (ATT)	Average number of minutes spends per call by an agent talking on calls originating through a Call Queue. Excludes hold time.
Assisted Calls Handled (AST)	Number of calls answered and then forwarded to another agent.
Average ACW Time (ACW)	Average time an agent spends between the end of a call and submitting call disposition.
Callbacks (CW)	Number of calls that requested a callback rather than waiting in the queue.
Average Hold Time (AH)	Average time a caller spends on hold with an agent. Excludes waiting time in the Call Queue.
Service Level (SL)	The ratio of calls meeting the configurable service level agreement.
Percent Dial Transfers (DT)	Percentage of calls that landed in the queue and were offered to an agent.

Stats	Definition
Abandoned Calls (AC)	Number of calls that abandoned the queue before being offered to an agent.
Adjusted Abandoned Calls (AAC)	Adjusted number of calls that abandoned the queue. Excludes calls abandoned in less than 10 seconds. (Abandoned Calls) - (Number of calls abandoned in less than 10 seconds)
Abandon Rate (AR)	Percentage of calls offered that were abandoned. (Abandoned Calls AC) / (Calls Offered CO)
Adjusted Abandon Rate (AAR)	Percentage of calls offered that were abandoned in under 10 seconds. (Adjusted Abandoned Calls AAC) / (Adjusted Calls Offered ACO)
Average Handle Time (AHT)	Average time an agent spent on a call. Includes Talk Time (TT), Hold Time (AH), and Disposition Time (ACW).
Average Wait Time (AWT)	Average number of seconds a caller spent in the selected queue before being dispatched to an agent. If none selected, total for all queues will be displayed.
SMS Volume (SMS_VOL)	Number of SMS sessions originating through a Call Queue. Available in Portal v40 and higher.
SMS Average Handle Time (SMS_AHT)	Average time an agent spent handling an SMS session, beginning from the moment the message was accepted until it was ended. Available in Portal v40 and higher.

Abandoned

The **Abandoned Calls** report displays call center graphs for abandoned calls, organized by individual queues. Time is measured along the x-axis and the number of calls abandoned is measured along the y-axis. All of the abandoned calls for the queue appear below the graph, along with statistics about each individual call.



Date	From Name	From	Queue	Queue Name	Dialed Number	Wait time
2022-04-06 12:35:52	ultrafiche	(253)	1000	Queue1	(555) 000-0050	0:03
2022-04-06 11:33:52	ultrafiche	(253)	1000	Queue1	(555) 000-0050	0:03
2022-04-06 10:09:52	ultrafiche	(508)	1000	Queue1	(555) 000-0050	0:03
2022-04-06 08:55:52	ultrafiche	(863)	1000	Queue1	(555) 000-0050	0:03
2022-04-06 08:49:15	ultrafiche test2	(416)	1000	Queue1	(555) 000-0050	0:08
2022-04-06 08:21:52	ultrafiche	(507)	1000	Queue1	(555) 000-0050	0:03

There are no configurable attributes for this report. **Table Settings** is hidden while it is displayed.