



# Reporting for Contact Center – Reports Explained

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## **BCM** Contact Center

**Document Number:** NN40040-601

**Document Status:** Standard

**Document Version:** 02.01

**Date:** September 2009

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# How to Use this Guide

# 1

## Introduction

This guide is designed to explain reports and the statistics they contain related to various call treatments and sequences of actions relating to calls.

## How this Guide is Organized

The *Reporting for Contact Center – Reports Explained* guide is organized as follows:

<b>How to Use this Guide</b>	Provides a brief overview of the organization of this guide.
<b>Introduction</b>	Gives a background of the reports contained in the Reporting for Contact Center application.
<b>Reports Explained</b>	Describes each report, with examples of suggested usage, frequently asked questions, a description of the fields within the report, and the formulas used to derive the values displayed in the fields.
<b>References</b>	Lists documents referenced in the body of this guide.
<b>Index</b>	Provides a cross-reference of topics in this guide.

## How to get Help

This section explains how to get help for Nortel products and services.

## Getting Help from the Nortel Web site

The best source of support for Nortel products is the Nortel Support Web site: <http://www.nortel.com/support>

This site enables customers to:

- Download software and related tools
- Download technical documents, release notes, and product bulletins
- Sign up for automatic notification of new software and documentation
- Search the Support Web site and Nortel Knowledge Base
- Open and manage technical support cases

### **Getting Help over the phone from a Nortel Solutions Center**

If you have a Nortel support contract and cannot find the information you require on the Nortel Support Web site, you can get help over the phone from a Nortel Solutions Center.

In North America, call 1-800-4NORTEL (1-800-466-7835).

Outside North America, go to the following Web site and look up the phone number that applies to your region:

<http://www.nortel.com/callus>

When you speak to the phone agent, you can reference an Express Routing Code (ERC) to route your call more quickly to the appropriate support specialist. To locate the ERC for your product or service, go to:

<http://www.nortel.com/erc>

### **Getting Help through a Nortel distributor or reseller**

If you purchased a service contract for your Nortel product from a distributor or authorized reseller, you can contact the technical support staff for that distributor or reseller.

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# Introduction

## 2

### Fundamental Concepts

This chapter details the concepts fundamental to understanding the background of the reports in the Reporting for Contact Center application.

### Legacy Reports

There are four legacy reports to view historical data prior to an upgrade from Reporting for Contact Center 2.4 (RCC 2.4). These reports are as follows:

- Agent Activity by Agent (Legacy)
- Agent Audit by Agent (Legacy)
- Agent Average by Agent (Legacy)
- Agent Profile by Agent (Legacy)

The legacy reports are scaled down versions of the Agent Activity by Agent, Agent Average by Agent, and the Agent Profile by Agent report to use the data available. The basic logic of the legacy reports will remain the same; the difference will be in the removal of the following report fields:

- Not Available
- Ringing
- All Calls Held

You will not be able to directly select the Legacy reports, they will be generated automatically. Should you try to generate an Agent Activity by Agent, Agent Audit by Agent, Agent Average by Agent or Agent Profile by Agent report and the report period is before the upgrade from RCC 2.4, you will be presented with a Legacy report. For example, if the upgrade occurred on 12<sup>th</sup> February 2008 and the Agent Average by Agent report is generated for 1<sup>st</sup> January 2008 to 31<sup>st</sup> January the Agent Average by Agent (Legacy) report will be generated. Should the time period span the upgrade date, that is, 1<sup>st</sup> February 2008 to 29<sup>th</sup> February 2008, two reports will be generated: one Legacy report up to 12<sup>th</sup> February, and one report from 13<sup>th</sup> February to the 29<sup>th</sup> February. Any time period after the upgrade will simply generate the normal Agent Average by Agent report.

### In-Progress Calls

The reports display only information about calls that are completed at the time the report is requested. That is, in-progress calls do not feature in any of the reports. That means any calls that arrive in the system will only be counted in the reports if the report period selected encompasses the entire duration of the call, that is, the call must enter the system after the **From Date** and **From Time** and end before the **End Date** and **End Time** of the report.

For example, a call arrives at 07:55 to the Skillset queue and remains for 6 minutes before it is answered by an agent at 08:01. The agent has 4 minutes of talk time before ending the call at 08:05. If you generate a report from 08:00 to 12:00 no part of this call will be shown in the report (that is, it will not be shown as a presented call and an answered transaction). To see this call you will have to generate that report for the entire period of the call which would be 07:55 to 08:05.

This applies to the following reports:

- Agent Activity by Agent
- Agent Activity by Agent (Legacy)
- Agent Average by Agent
- Agent Average by Agent (Legacy)
- Agent Profile by Agent
- Agent Profile by Agent (Legacy)
- Abandoned Calls by Skillset
- Abandoned CLID/DNIS
- Answered Calls by Skillset
- Answered CLID/DNIS
- Call Average by Skillset
- Call Profile
- Incoming Call by Skillset
- Summary

## Report Periods

Manually generated reports can be produced for any elapsed period of time, up to a year in length. For example, a report that covers the period from 12:00 p.m. Tuesday to 16:15 p.m. Thursday can be produced.

The pre-defined limitation on the time frame a manually generated report can include is a maximum of one year. The exception to this is the Agent Audit by Agent report which has a report period limitation of 24 hours.

Scheduled reports are limited to fixed durations: daily, weekly, or monthly.

## Skillset Selection

Many reports allow the User to report on any combination of the Skillsets they are assigned.

They can report on a single Skillset, a combination of their assigned Skillsets, or all of their assigned Skillsets.

## Public Switched Telephone Network Call (PSTN) and Multimedia Calls

Reporting for Contact Center reports on both normal PSTN voice calls and calls conducted through the Nortel Multimedia Contact Center.

## Direct Calls

Direct Calls are calls answered by the Skillset through the **Lines Administration** table in the CallPilot Manager. In layman terms, direct calls are the number of calls a Contact Center handles. That is, a single call into the Contact Center generates a single Direct Call.

## Indirect Calls

Every time a direct call is transferred between Skillsets, the call is counted as an Indirect Call. Therefore, a call to a Contact Center generates a single Direct Call and zero or more Indirect Calls.

Indirect Calls are those moved to a Skillset by means of the Move to Skillset Call Routing step or manually transferred to the Skillset Control Directory Number (CDN).

## Calls and Transactions

The separate phases of call transfers are known as Transactions. A call can be transferred back and forth between Skillsets and Agents. A call can produce any number of Transactions.

For example, an incoming call into Skillset 1 that Agent 1 answers and retains until complete is a single transaction.

However, if Agent 1 transfers the call to Agent 2 or Skillset 2, then the call requires two transactions. This is the case whether Agent 2 is in the same Skillset as Agent 1 or in a different Skillset.

Tracking the separate transactions of a call results in a more accurate and understandable representation of the activity within a Contact Center.

## Transactions and Direct and Indirect Calls

If an incoming Contact Center call requires a series of transactions within one CDN, the second and subsequent transactions do not affect the Direct and Indirect Call totals because these transactions are not new Incoming Calls.

## Contact Center Transactions

A Contact Center Transaction belongs to a call that does not arrive directly at an Agent's phone through Direct Inward Dialing (DID), Auto Attendant (AA), or Custom Call Routing (CCR) but rather through a Call that originated as a Contact Center Call.

## Non-Contact Center Transactions

A non-Contact Center Transaction belongs to a call that arrives directly at an Agent's phone through DID, AA, or CCR, for example.

## Report Concepts

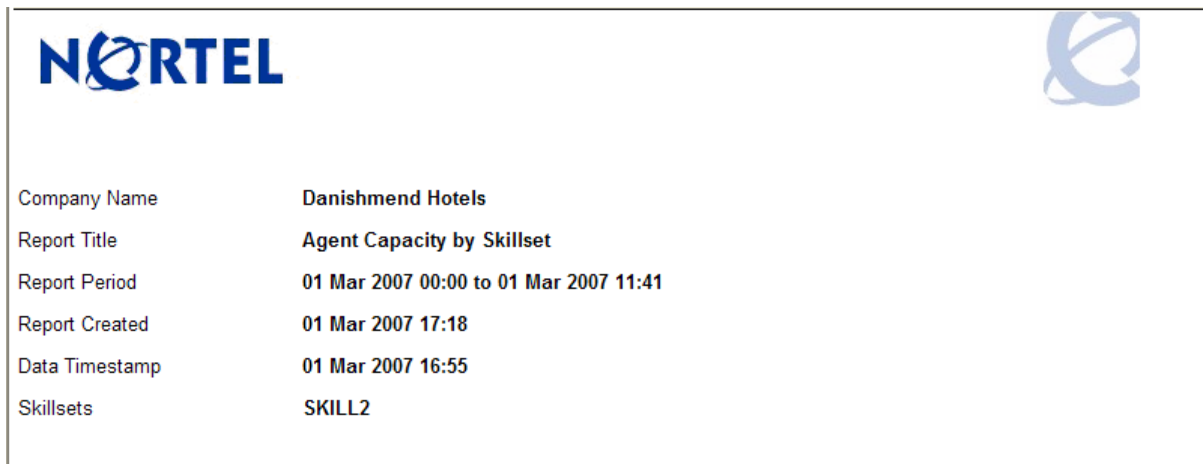
This part of the chapter provides information on the format of the reports and their usage.

### Report Headers

Each report contains an information header that consists of some or all of the following:

- Company Name
- Report Title
- Report Period: The start time and date and an end time and date of a report.
- Report Created: The time and date that the report was created
- Data Timestamp: The time and date the Contact Center generated the report data
- Skillsets: The Skillsets included in the report
- Agents: The Agents included in the report
- No. of Agents: The number of Agents included in the report

See Figure 1: Example report header.

The image shows a report header for NORTEL. It features the NORTEL logo in blue on the top left and a circular icon on the top right. Below the logos, there is a table with two columns: the left column contains labels for report metadata, and the right column contains the corresponding values.

Company Name	Danishmend Hotels
Report Title	Agent Capacity by Skillset
Report Period	01 Mar 2007 00:00 to 01 Mar 2007 11:41
Report Created	01 Mar 2007 17:18
Data Timestamp	01 Mar 2007 16:55
Skillsets	SKILL2

**Figure 1: Example report header**

### Report Viewer menu bar and toolbar

Screen-generated reports are displayed in the report viewer window.

The report viewer has a menu bar and toolbar, as shown in Figure 2: Report Viewer menu bar and toolbar. The menu bar and toolbar allow you to:

- View a report as raw data
- Open the Reports Explained Help for a report

- Navigate through a multi-page report
- Zoom in or out of a report
- Perform a search within a report
- Export a report
- Print a report

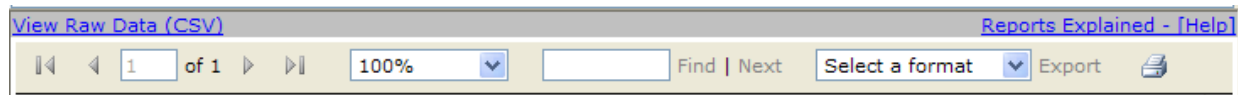


Figure 2: Report Viewer menu bar and toolbar

### View Raw Data (CSV)

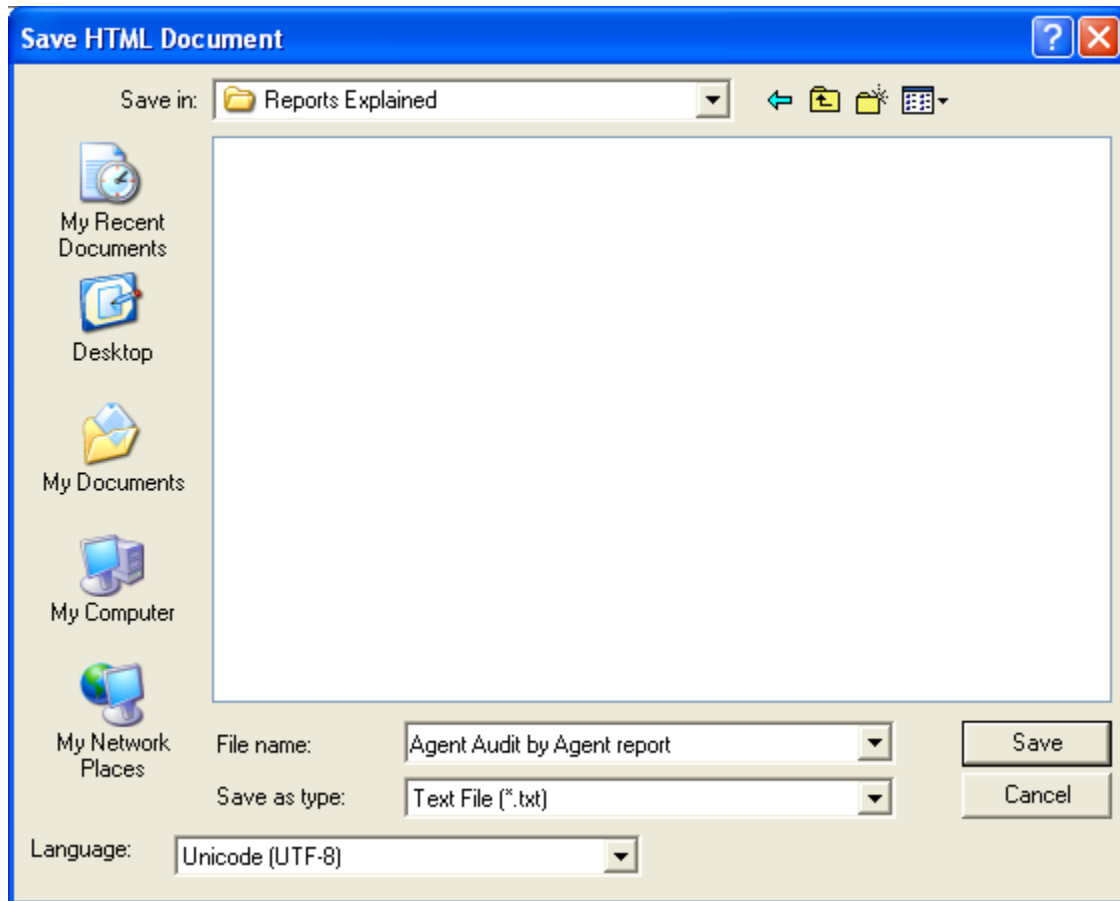
Click the **View Raw Data (CSV)** link to open a new window containing all of the report data in comma separated view (CSV) format. Figure 3: Raw Data report page shows an example of the Agent Audit by Agent report in CSV format.



Figure 3: Raw Data report page

To save the raw report data click on the **Save as File** button at the bottom of the Raw Data report page. A Save HTML Document dialog box opens up as shown in Figure 4: Save HTML Document dialog box.





**Figure 4: Save HTML Document dialog box**

Save the raw report data as a .txt file to a location of your choice.

The raw report data in CSV format can be imported to Microsoft Excel by the following steps:

1. From Microsoft Excel open the saved raw report data .txt file. A Text Import Wizard dialog box will open up, see Figure 5: Text Import Wizard – Step 1.

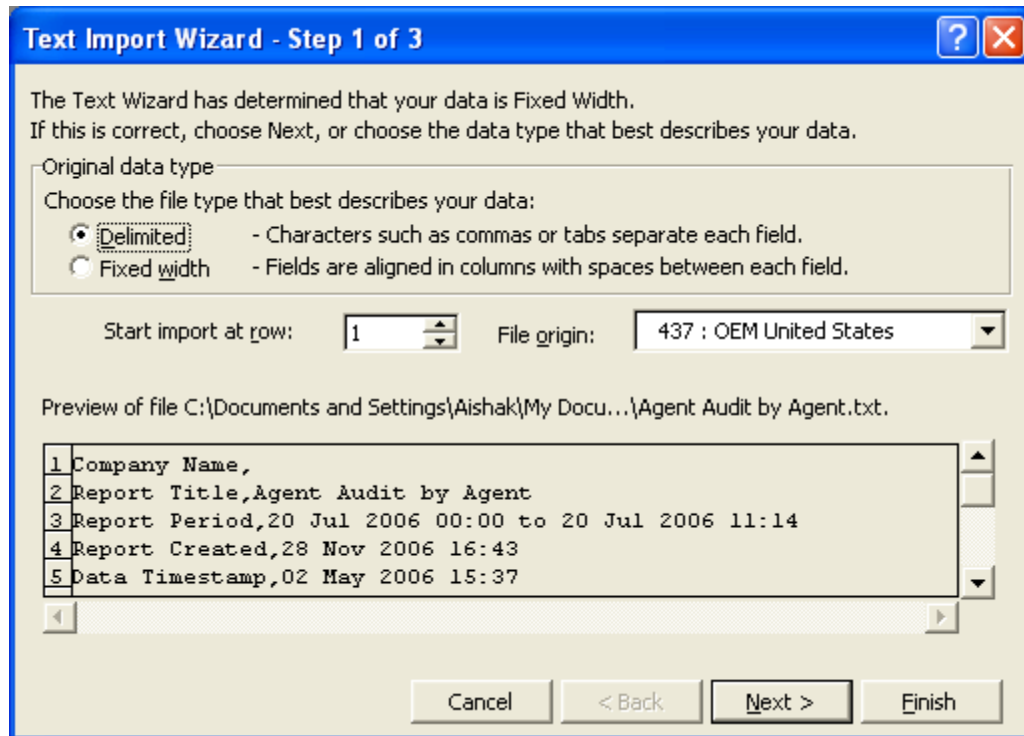


Figure 5: Text Import Wizard – Step 1

2. From the **Original data type** options, select **Delimited** as the format of the saved raw report data.
3. Click **Next** to display Step 2 of the Text Import Wizard.

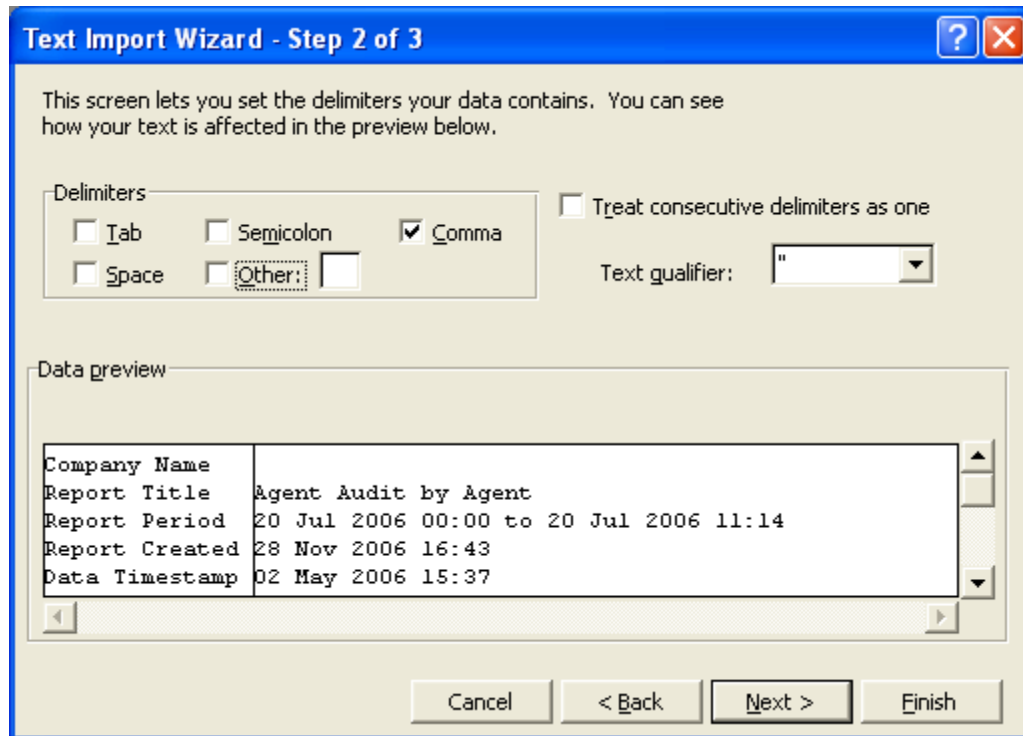


Figure 6: Text Import Wizard – Step 2

4. From the **Delimiters** options, select **Comma** as the delimiter of the raw report data.
5. Click **Next** to display Step 3 of the Text Import Wizard.

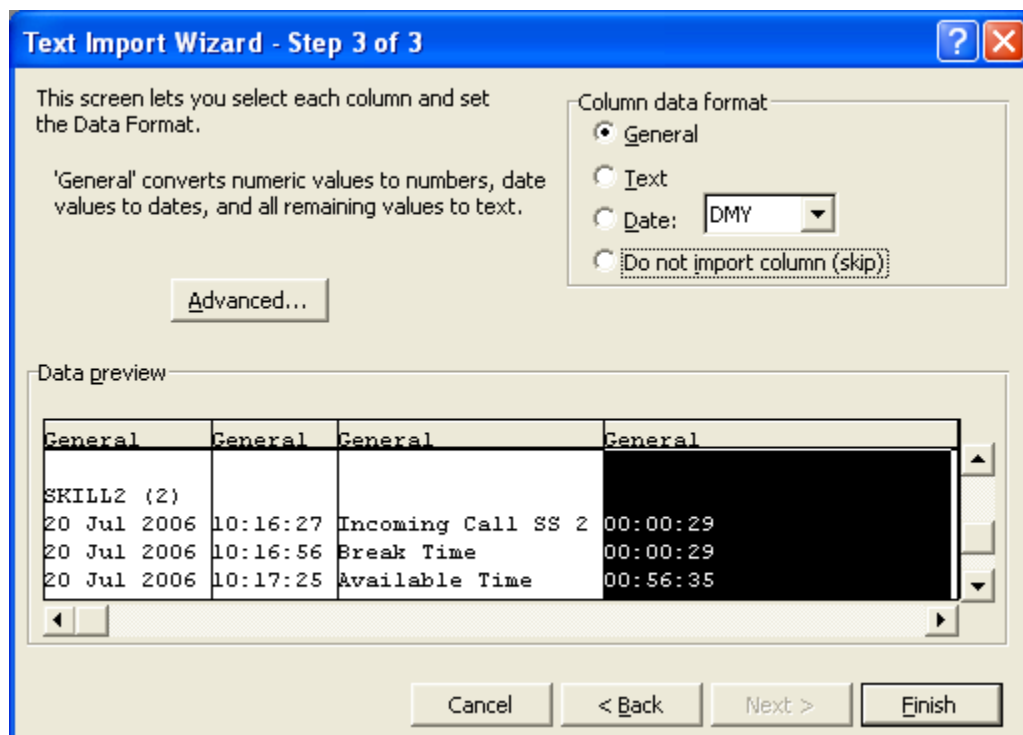


Figure 7: Text Import Wizard – Step 3

6. Each column of data can be manipulated by selecting a **Column data format** option or leaving them as **General**.
7. Click **Finish** to complete the report data export to Microsoft Excel. The imported raw report data in CSV format can be viewed and saved as a Microsoft Excel worksheet. See Figure 8: Microsoft Excel view of imported CSV report data.

The screenshot shows a Microsoft Excel window titled "Agent Audit by Agent\_Excel Workbook". The spreadsheet contains the following data:

	A	B	C	D	E	F
1	Company Name					
2	Report Title	Agent Audit by Agent				
3	Report Period	20 Jul 2006 00:00 to 20 Jul 2006 11:14				
4	Report Created	28/11/2006 16:43				
5	Data Timestamp	02/05/2006 15:37				
6						
7	No. of Agents Selected	2				
8	Agents	Agent1	Agent2			
9						
10	Agent ID	Agent Name				
11		1	Agent1			
12	Date	Time of Day	Agent Activity	Agent Activity Time		
13						
14	SKILL1 (1)					
15		20-Jul-06	09:40:49 Logout			
16						
17	Agent ID	Agent Name				
18		2	Agent2			
19	Date	Time of Day	Agent Activity	Agent Activity Time		
20						
21	SKILL2 (2)					
22		20-Jul-06	10:16:27 Incoming Call SS 2	00:00:29		
23		20-Jul-06	10:16:56 Break Time	00:00:29		
24		20-Jul-06	10:17:25 Available Time	00:56:35		
25						
26						

Figure 8: Microsoft Excel view of imported CSV report data

## Reports Explained Help

Click the **Reports Explained – [Help]** link to open a new window for the Online Help for that particular report.

The Online Help provides a summary, the logic, the report fields and formulas, and any FAQs on the report.

Each Reports Explained – [Help] window displays a link in the top right-hand corner of the window, called **Reports Explained – Help Index**. Click this to view the Reports Explained Help Index page, see Figure 9: Report Explained Help Index page.



**Figure 9: Report Explained Help Index page**

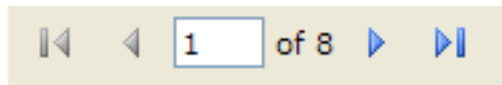
The Reports Explained Help Index page allows the user to navigate to any other report explanation, as well as 3 sections to explain the usage of the Reports Explained Help, as follows:

- **Fundamental Concepts** – This page provides the concepts fundamental to understanding the background of the reports in the Reporting for Contact Center application.
- **Report Concepts** – This page provides information on the format of the reports and their usage.

- Report Abbreviations and Terms – This page provides a breakdown to the report explanations, an abbreviations table of data items used for the report field formulas, and report and agent definitions.

## Navigation

To navigate through a multi-page report use the navigation buttons on either side of the Current Page box, or manually enter a page number and press **Enter**. See Figure 10: Page navigation controls.

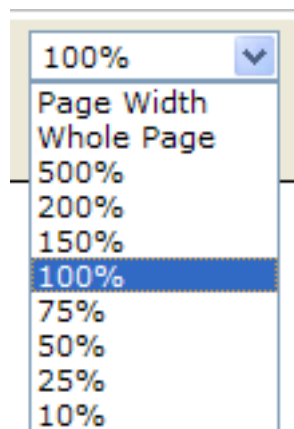


**Figure 10: Page navigation controls**

**Note:** All the page navigation buttons, including the Current Page box, will be disabled if the report viewer is displaying a one page report.

## Zoom

From the **Zoom** list box select the preferred zoom level to view the report in. See Figure 11: Zoom control list box.



**Figure 11: Zoom control list box**

## Find Text

To locate a string or phrase within the report perform the following:

1. In the Find Text box enter your search text, as shown in Figure 12: Find Text controls.

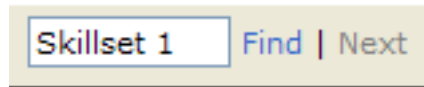


Figure 12: Find Text controls

2. Click **Find**. The search text will be highlighted within the report.
3. Click **Next** to search for other instances of the search text. If all instances of your search text in the report have been found a message box will be displayed informing you of this. See Figure 13: Report searched message box.



Figure 13: Report searched message box

Click **OK**.

4. You can restart the search from the beginning of the report again by clicking **Find**, or enter a new search text in the Find Text box.

**Note:** Use **Find Text** to look for a specific Agent in a large Agent Activity by Agent report, or to locate a particular Calling Line Identification (CLID) in the Abandoned CLID/DNIS report, for example.

## Export

To export a report in Report Viewer perform the following:

1. From the **Export Reports** list box select Adobe (PDF) file or Excel format. See Figure 14: Export Report select format list box.

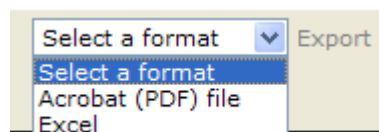
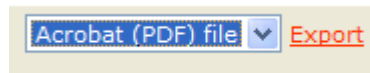


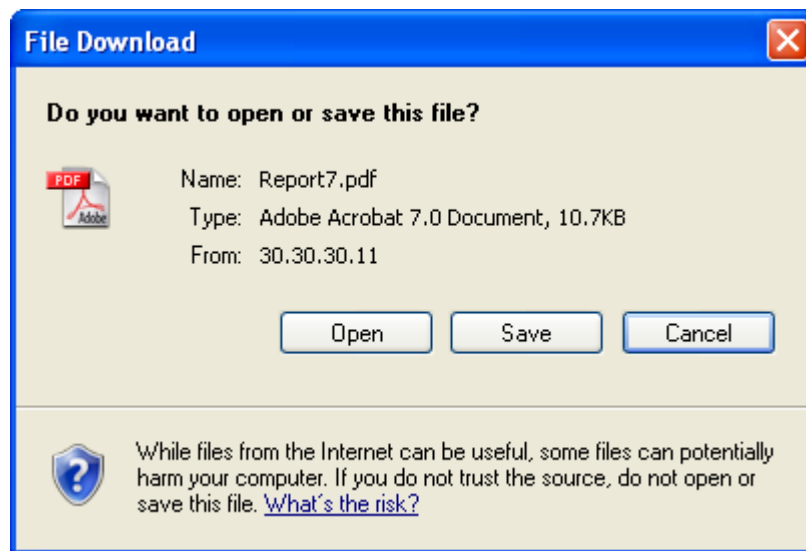
Figure 14: Export Report select format list box

2. Click **Export**, as shown in Figure 15: Export Report link, to start exporting the report.



**Figure 15: Export Report link**

3. The File Download dialog box will open. See Figure 16: File Download dialog box. Click **Open** to open the file and go to step 6. Alternatively, click **Save** to save the file to a location of your choice and continue to step 4.



**Figure 16: File Download dialog box**

4. The Save As dialog box opens, see Figure 17: Report Export Save As dialog box. Select the location to save the report to and click **Save**.



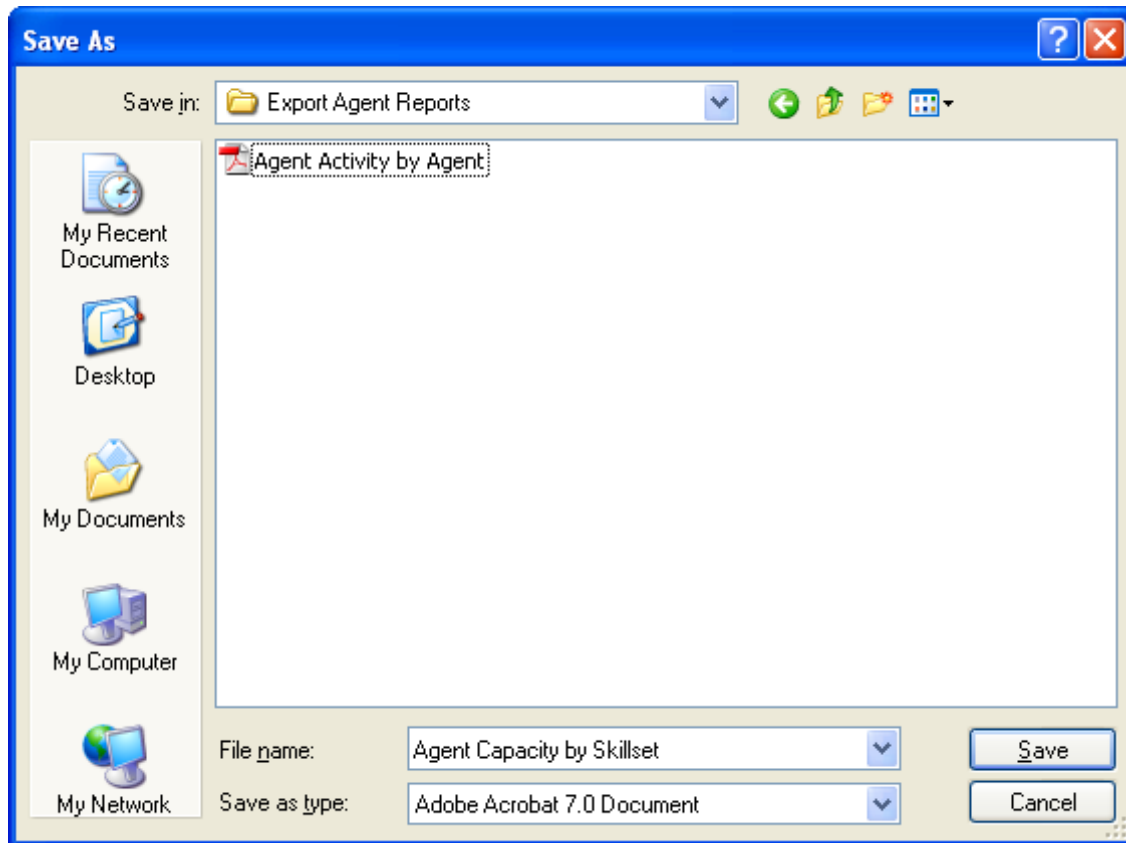


Figure 17: Report Export Save As dialog box

5. When the report is being exported the Download complete dialog box will be displayed, see Figure 18: Download complete dialog box.

Click **Open** to view the exported report in the file format selected in Step 1.

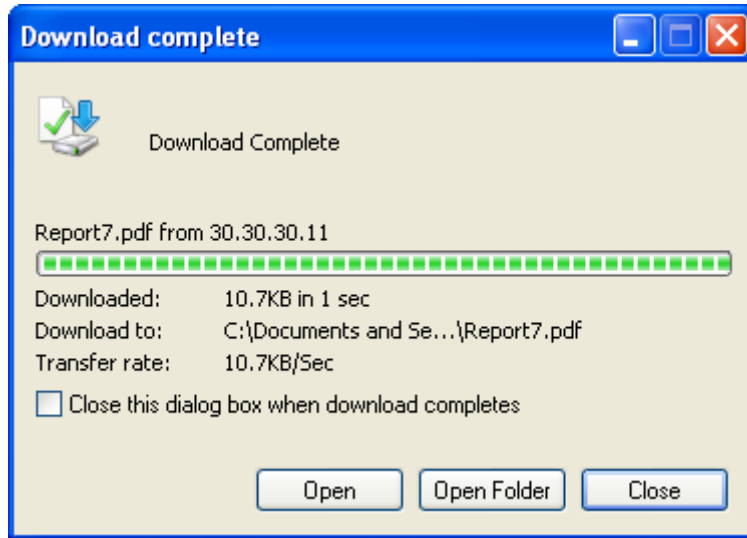


Figure 18: Download complete dialog box

6. The exported report will open up in a new window. The following example, Figure 19: Exported report in Adobe PDF, shows an exported report in Adobe Portable Document Format (PDF).

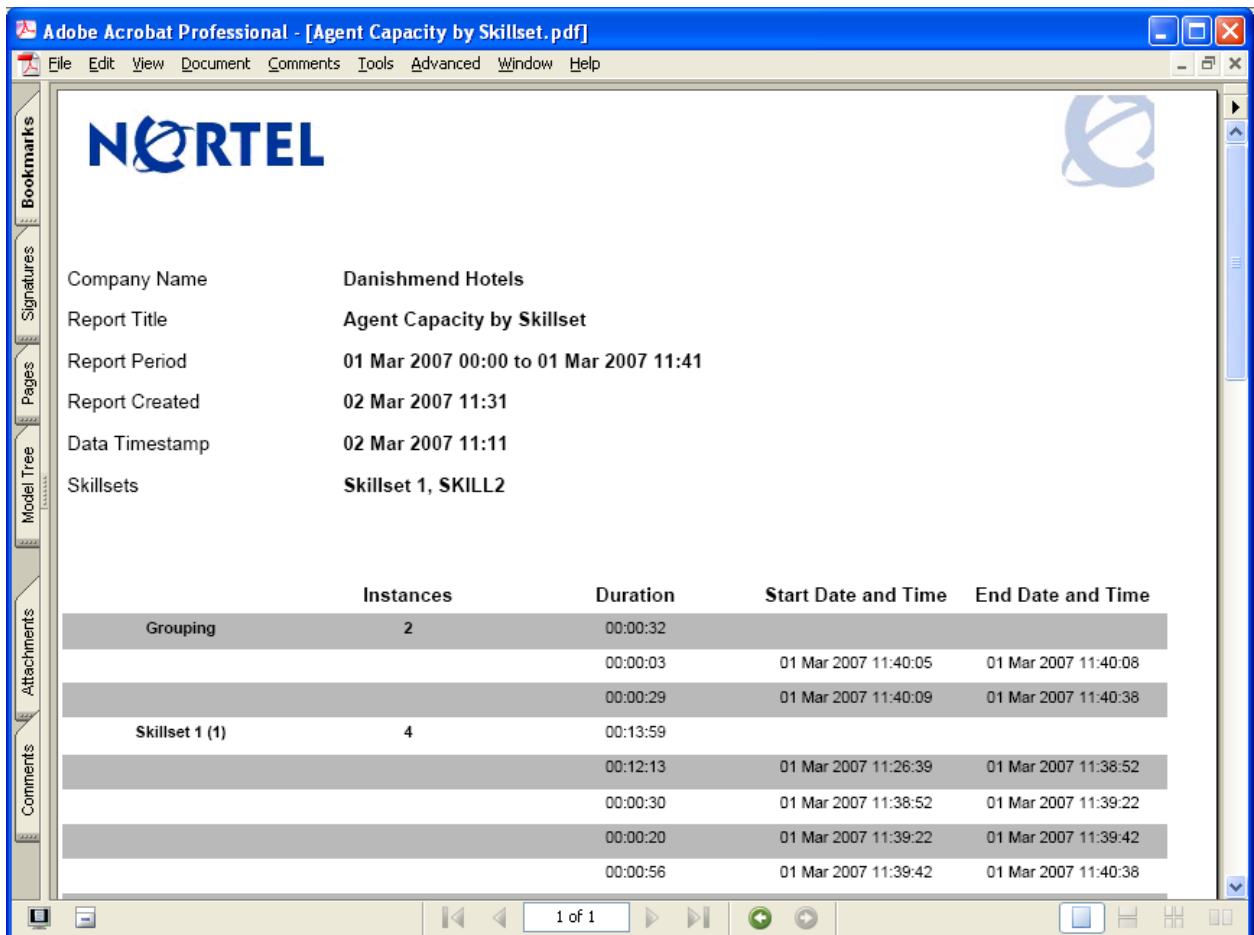
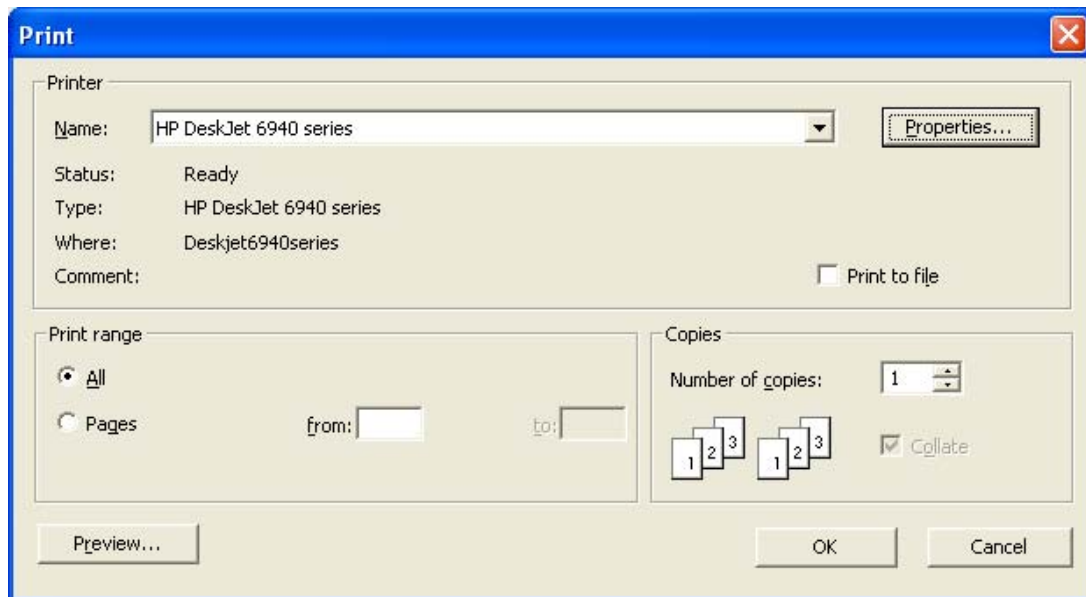


Figure 19: Exported report in Adobe PDF

## Print

To print the report displayed in the report viewer window perform the following:

1. Click the **Print** icon to open the Print dialog box, as shown in Figure 20: Print dialog box.



**Figure 20: Print dialog box**

2. This dialog box allows you to select a printer from the list of available printers. This is the printer that will generate the report.
3. By clicking **Properties** you can specify settings, such as paper options, orientation, and quality.
4. You can choose to print the whole report, or a range of pages and you can specify the number of copies to print.
5. Click **Preview** to preview the report before it is printed.
6. Click **OK** to print the report as required.



---

# Reports Explained

# 3

## Overview

This chapter describes each report, frequently asked questions, a description of the fields within the report, and the formulas used to derive the values displayed in the fields. The chapter also includes examples of call reports. For each report, the following information is provided:

- **Summary**  
Provides a brief description of the intent of the report.
- **Logic**  
Provides a short description of the content logic of a report.
- **FAQ**  
Provides Frequently Asked Questions (FAQ) and answers about the report.
- **Report Field**  
Provides a description of each of the fields in the report.
- **Formulas**  
Where applicable, the formula that is used to derive the information is included.

Table 1: Abbreviations for Formula Descriptions shows the abbreviations used in the formula descriptions.

<b>Data Item Name</b>	<b>Abbreviation</b>
Presented Calls Answered	AnC
CC Transactions Answered	AnCT
CC Transactions Answered by Agent	AnCTA
CC Transactions Answered by Voicemail	AnCTVM
CC Transactions Answered by Operator	AnCTO
CC Transactions Answered by Overflow Agent	AnCTOA
CC Transactions Answered by Non Agent	AnCTNA
CC Transactions Handled in Another Skillset	AnCTAS
Presented Calls Answered before the Primary Alert	AnCLP
Presented Calls Answered after the Primary Alert (before secondary)	AnCGP
Presented Calls Answered after Secondary Alert	AnCS
Presented Calls Handled in another Skillset	AnCOS
Presented Calls that Left Skillset Via Overflow	LSSOT
Presented Calls that Left Skillset Via Routing Table	LSSRT
Presented Calls Abandoned	AbC
Outgoing Calls	Out
Activity Code Pegs	ACP
Indirect Calls	PreI
Direct Calls	PreD
Presented Calls	Pre
Presented Calls Unstaffed	UsC
Presented Calls Disconnected	Dis

**Table 1: Abbreviations for Formula Descriptions**

## **Explanation of Terms Used within Reporting for Contact Center**

This section describes terms used in Reporting for Contact Center reports or terms common in Contact Centers.

### **Report Definitions**

This part of the section describes all the definitions used within the reports in Reporting for Contact Center.

#### **Abandoned Call**

An abandoned call is a Contact Center call that was terminated by the caller before they were connected to an agent or other endpoint like voicemail or operator for example.

#### **Abandoned Time Bins**

A series of six user-defined time intervals is used in the statistical analysis of Abandoned Calls. Nortel Reporting for Contact Center provides a report on the numbers and percentages of incoming calls abandoned within each of the intervals specified in the Abandoned Time Bins. A seventh Time Bin is also used, to gather information about all calls that are abandoned after the interval specified by the sixth user-defined Abandoned Time Bin.

**Answered Time Bins**

These are a series of six user-defined time intervals used in the statistical analysis of Answered Calls. Nortel Reporting for Contact Center provides a report on the numbers and percentages of incoming calls answered within each of the intervals specified in the Answered Time Bins. A seventh Time Bin is also used to gather information about all calls that are answered after the interval specified by the sixth user-defined Answered Time Bin.

**Activity Code Pegs**

Each time an Activity Code is entered it pegs or increases the usage count for that Activity Code in increments of one. Activity Code reports display the usage counts or peg totals for the Activity Codes included within the reports.

**CC Conference Transactions Answered by Agent**

The number of transactions an Agent is conferenced in to by another Agent.

**CC Transactions Answered**

Each Agent that treats a call is recorded as a separate transaction. For example, if a call is answered by Agent A and transferred to Agent B, each portion of the call is considered a Transaction of the same call. The number of calls is 1, but the number of transactions are 2.

**CC Transactions Answered by Agent**

The number of Transactions answered by an Agent or Agents.

**CC Transactions Answered by Non Agent**

The number of Transactions Non Agents (people not logged on to the Contact Center) answer.

**CC Transactions Answered by Operator**

The number of Transactions the Operator answers.

**CC Transactions Answered by Overflow Agent**

The number of Transactions the Overflow Agent answers.

**CC Transactions Answered by Voicemail**

The number of Transactions directed to Voicemail. This includes either the Skillset Mailbox or an Agent Mailbox; the statistics do not distinguish between types of mailbox.

**CC Transactions Handled in Another Skillset**

The number of Transactions answered in a Skillset other than the one the call arrived in.

### **Control Directory Number**

The Control Directory Number (Control DN or CDN) is the extension number of a Contact Center Skillset. The Control DN is used to transfer calls to a Skillset. The installer is responsible for assigning a Control DN to each Skillset before the Skillset can be enabled.

### **Delayed Call**

The Delayed Answer feature reduces Toll Charges for queuing calls. This feature prevents the Contact Center from answering calls and playing greetings when no agents are available. When Delay Answer is activated within a Skillset, waiting callers hear a ring back tone.

When a call comes in on a line for a Skillset that does not have any available agents, the call is not answered until either the Delay Answer time elapses or an Agent becomes available - whichever comes first.

These Delayed Calls have reached the Skillset, but the routing table has not answered them. Toll charges do not accrue until the routing table answers the call.

### **Direct Call**

Direct Calls are calls answered by the Skillset through the **Lines Administration** table in the CallPilot Manager. In layman terms, direct calls are the number of calls a Contact Center handles. That is, a single call into the Contact Center generates a single Direct Call.

### **Disconnected Call**

A call terminated by a Disconnect Call Routing Step, or a call that has no more routing steps and has not been routed anywhere (for example, by a poorly configured routing table).

### **Indirect Call**

Every time a direct call is transferred between Skillsets, the call is counted as an Indirect Call. Therefore, a call to a Contact Center generates a single Direct Call and zero or more Indirect Calls.

Indirect Calls are those moved to a Skillset by means of the Move to Skillset Call Routing step or manually transferred to the Skillset Control DN.

**Note:** A non-agent transferring a non-Contact Center call to the Control DN of a Skillset will count as a Direct Call because this call has not been handled by either an individual member of another Skillset nor has it been handled by the call routing of another Skillset. However, an Agent transferring a non-Contact Center call to the Control DN of another Skillset will count as an Indirect Call because that call has been transferred by a member of another Skillset.



**Multimedia Call**

A call generated and processed through the Nortel Multimedia Contact Center (MMCC). A button can be placed on a business's website that can be clicked to initiate a multimedia call to a Skillset in the Contact Center. The multimedia call may involve a Follow-me browser session, a Chat session, and may include a real time voice call.

**Non CC Conference Transactions Answered by Agent**

The number of transactions an Agent is conferenced in to by another Agent, where the call did not originate through the Contact Center but the Agent DN was dialed directly.

**Outgoing Calls**

Calls made to a number outside the Business Communications Manager (BCM). Not an internal or intercom call.

**Presented Calls**

The number of all calls presented to a Skillset. This is the summation of the Direct and Indirect calls.

**Presented Calls Abandoned**

Abandoned Calls are calls in which the incoming caller hangs up when the call is held at the Skillset Control DN.

**Presented Calls Answered**

An Answered Call is a Call that was presented to a Skillset and it was neither abandoned nor disconnected and it was answered within this Skillset. It could be answered by an Agent or voicemail.

**Presented Calls Answered after the Primary Alert (before secondary)**

The number of calls that are answered after the time specified as the primary alert threshold, but before the time specified as the secondary alert threshold.

**Presented Calls Answered before the Primary Alert**

The number of calls that are answered before the time specified as the primary alert threshold.

**Presented Calls Answered after Secondary Alert**

The number of calls that are answered after the time specified as the secondary alert threshold.

### **Presented Calls Handled in Another Skillset**

Calls that left a Skillset and entered another Skillset because of an Overflow Rule or any other Routing Condition or Step, or that were manually transferred to another Skillset. The fate of these calls is recorded in the reports for the Skillset they have moved to, not in the Skillset they leave.

### **Presented Calls that Left Skillset via Overflow**

Number of calls that leave a particular Skillset due to an overflow rule. The overflow rules that cause a call to leave a Skillset are as follows:

- Move to Skillset
- Transfer to Mailbox
- Transfer to Auto Attendant
- Transfer to Operator
- Transfer to CCR

### **Presented Calls that Left Skillset via Routing Table**

Number of calls that leave a particular Skillset due to the Routing Table step. This number does not include calls that have left the Skillset because of the Transfer to External or the Transfer to Extension routing steps.

### **PSTN Call**

Public Switched Telephone Network Call (a voice call).

### **Service Level**

A figure that represents the level of service provided to incoming callers based on Contact Center response times. The figure is calculated as follows:

$$((\text{Pre} - \text{AnCS} - \text{AbC}) / \text{Pre}) * 100$$

### **Statistical Time Bins**

A collective term for the Abandoned Time Bins and the Answered Time Bins.

### **Time to Answer**

The total amount of time a call was active in Skillset call routing (queuing) or receiving other call treatments, such as delayed answer. This time also includes the time that a call is ringing on an Agent's handset before it is answered.

### **Time to Abandon**

Time elapsed until the call was abandoned, which is displayed in the format: hh:mm:ss.

### **Unstaffed Calls**

Calls presented to a Skillset when no Agents are logged on to handle the calls.

## **Agent Definitions**

This part of the section describes terms used for Agents in the Reporting for Contact Center reports or terms common in Contact Centers.

### **All Calls Held**

The length of time that an agent has all their calls on hold at the same time.

### **Available Time**

The length of time that an Agent is available to answer Incoming Calls.

### **Break Time**

Also known as Post Call Completion, the time allocated to Agents following the end of an Incoming Contact Center Call. Break Time is commonly allocated to Agents to allow them to complete post-call administrative tasks.

Break Time can be extended by the agent during prompted Activity Code input after the call has completed. During the Activity Code prompt initiating another Activity Code and then another can extend the break time until the agent has finished entering activity codes or the Activity Code prompt times out after there has been no activity for 2 minutes. Therefore, some agents who use this Activity Code facility more than others, or take longer to use the facility, will have longer break times. This will be reflected in the reports.

### **Incoming Contact Center Transaction Time**

The time an Agent is engaged in an Incoming Contact Center Call, either a PSTN or a Multimedia Call.

### **Internal Call Time**

The time an Agent spends on internal calls.

### **MMCC Reserved Time**

After a caller selects the call feature on the MMCC webpage, the Contact Center finds an available Agent. The MMCC Reserved Time is the time when an Agent is then reserved by the Contact Center before making an outbound call back to the caller.

### **Non-Contact Center Transaction Time**

Time spent on incoming non-Contact Center calls, which are calls that came in directly to the Agent's DID line and not through the Contact Center.

### **Not Available Time**

The length of time that an Agent is not available to answer Incoming Calls through, for example, initiating F981 Voicemail, lifting the receiver, or any other action that prevents the agent from being distributed a call by the Contact Center that is not already classified by another agent state, for example, Not Ready and Break Time.

### **Not Ready Time**

The duration of time when either the Agent invoked the Make Not Ready feature to indicate they are not available to take calls or the Contact Center placed the calls in the Not Ready state because the Agent did not answer a call or is active on an internal call.

### **Outgoing Call Time**

The time an Agent spends on calls made to a number outside the BCM. It is not the time spent on an internal or intercom call which is the Internal Call Time.

### **Ringling Time**

The length of time that a call is ringing at an agent's handset. The Ringling Time ends when either of the following occur:

- The Caller abandons the call;
- The Agent Answers the call, or (through failing to answer) is logged off; or
- The Agent is automatically set into the Make Not Ready state.

### **Supervisor Monitor Time**

The time a Supervisor spends monitoring an Agent through Feature 906.

## Reports

This section describes reports and provides example reports.

### Agent Activity by Agent

Figure 21: Agent Activity by Agent shows an example Agent Activity by Agent report.

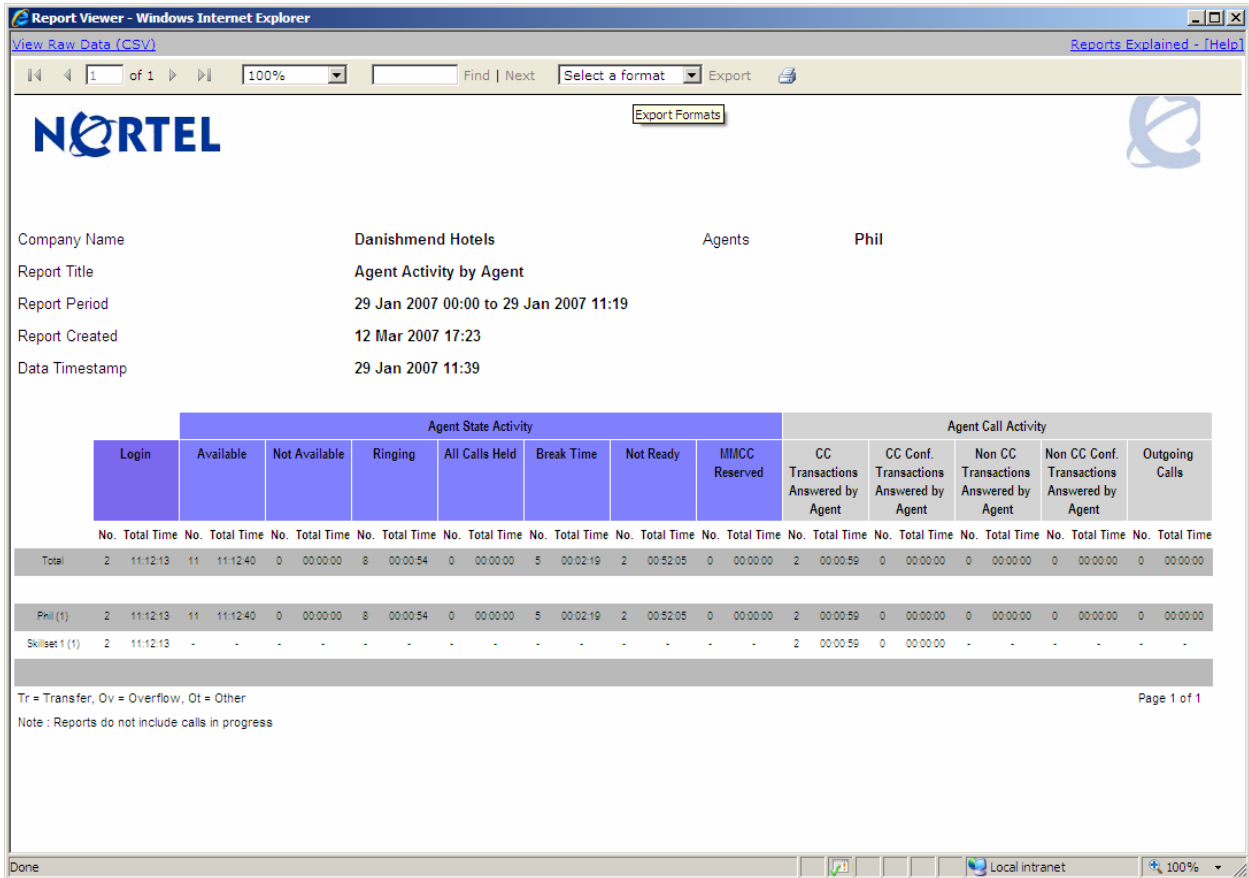


Figure 21: Agent Activity by Agent

### Summary

The report displays the instances and total durations of all Contact Center activities for each of the agents selected on the report generation screen.

As well as displaying the Login time an agent has 2 types of activity, agent state activity and agent call activity. Agent State Activities are non call states that are not applicable to a specific skillset, for example if Agent 1 is logged on to Skillsets 1 and 2 and they invoke Feature 908 Make Not Ready, they will be in the Not Ready state in all skillsets they are logged on to. The agent states include Available, Not Available, Ringing, All Calls Held, Break Time, Not Ready and MMCC Reserved (when an agent is reserved by the Contact Center before it makes an out

bound call to the caller). Agent Call Activities are call states, one state is specific to a particular skillset and this is the CC Transactions Answered by Agent field. The remaining agent call activities: CC Conference Transactions Answered by Agent, Non CC Transactions Answered by Agent, Non CC Conference Transactions Answered by Agent and Outgoing Calls, are not specific to a particular skillset.

This report also displays when an agent has been borrowed into another skillset. The term borrowed applies to any situation where a call has been transferred (Tr), overflowed (Ov) or by some other method (Ot) passed to another agent who is then temporarily assisting that skillset.

For example: Agent 1 is logged on to Skillset 1 only, Agent 2 is logged on to Skillset 2 only. A call arrives at Skillset 1 and is answered by Agent 1 then, by pressing Feature 70, Agent 1 transfers the call to Agent 2. Agent 2 is not logged on to Skillset 1 but is temporarily borrowed into the skillset while they handle the call and is classed as borrowed into the skillset. In the report it will show Skillset 1 listed below Agent 2 but will be marked with the key (Tr) to indicate that Agent 2 was borrowed by way of transfer into Skillset 1. It will not display any Login information because Agent 2 did not actually log on to the skillset. It will also show borrowed agents in the preceding example for Agents within their own skillset. For example, Agent 1 and 2 are both logged on to Skillset 1, Agent 1 transfers a call to Agent 2 and although Agent 2 is also in Skillset 1 it will still be displayed as a Transferred call (Tr) against Skillset 1 even though they are logged on to that Skillset.

Such calls are displayed in this way to indicate to a Supervisor how calls are bounced around in their Contact Center. If, for example, Agent 2 has been transferred more calls to than anyone else it could be that Agent 2 is more experienced and other agents require training to bring them up to their standard. It will also show, for example, if Agent 1 is overflowed to from Skillset 2 continually that Skillset 2 is understaffed and their calls have to be answered by agents outside their skillset who potentially are not as well trained.

**Note:** If you request this report for an Agent, you will receive a report listing all activities across all of the skillsets that agent has logged on to for the period selected.

**Note:** This report is generated by agent selection, not skillset.

### **Logic**

The report will display all the Agent activity for all Skillsets into which they were logged on to for the period of the report. It is broken down by Agent, then by skillset.

**Note:** You can add up the totals in this report and they will match the total logged on time for the Agent.

### **Report Fields**

A description of each of the fields in the report.

**(Login) No.**

The instance total for Agent Login sessions.

**Formula**

N/A

**(Login) Total Time**

The total log on time for an Agent.

**Formula**

(Login) Total Time

**(Agent State Activity) (Available) No.**

The instance total for an Agent in the Available state.

**Formula**

N/A

**(Agent State Activity) (Available) Total Time**

The total Available time for an Agent.

**Formula**

(Available) Total Time

**(Agent State Activity) (Not Available) No.**

The instance total for an Agent in the Not Available state.

**Formula**

N/A

**(Agent State Activity) (Not Available) Total Time**

The total Not Available time for an Agent.

**Formula**

(Not Available) Total Time

**(Agent State Activity) (Ringing) No.**

The instance total for an Agent in the Ringing state.

**Formula**

N/A

**(Agent State Activity) (Ringing) Total Time**

The total Ringing time for an Agent.

**Formula**

(Ringing) Total Time

**(Agent State Activity) (All Calls Held) No.**

The instance total for an Agent in the All Calls Held state.

**Formula**

N/A

**(Agent State Activity) (All Calls Held) Total Time**

The total All Calls Held time for an Agent.

**Formula**

(All Calls Held) Total Time

**(Agent State Activity) (Break Time) No.**

The instance total for an Agent in the Break Time state.

**Formula**

N/A

**(Agent State Activity) (Break Time) Total Time**

The total Break Time for an Agent.

**Formula**

(Break Time) Total Time



**(Agent State Activity) (Not Ready) No.**

The instance total for an Agent in the Not Ready state.

**Formula**

N/A

**(Agent State Activity) (Not Ready) Total Time**

The total Not Ready time for an Agent.

**Formula**

(Not Ready) Total Time

**(Agent State Activity) (MMCC Reserved) No.**

The instance total for an Agent in the MMCC Reserved state.

**Formula**

N/A

**(Agent State Activity) (MMCC Reserved) Total Time**

The total MMCC Reserved time for an Agent.

**Formula**

(MMCC Reserved) Total Time

**(Agent Call Activity) (CC Transactions Answered by Agent) No.**

The total number of Contact Center Transactions answered by an Agent.

**Note:** This is not the same as the number of Calls. For more information about the differences between calls and transactions, see Calls and Transactions (page 13).

**Formula**

N/A

**(Agent Call Activity) (CC Transactions Answered by Agent) Total Time**

The total time an Agent spent on CC Transactions.

**Formula**

(CC Transactions Answered by Agent) Total Time

**(Agent Call Activity) (CC Conf. Transactions Answered by Agent) No.**

The total number of Contact Center Conference Transactions answered by an Agent.

**Formula**

N/A

**(Agent Call Activity) (CC Conf. Transactions Answered by Agent) Total Time**

The total time an Agent spent on CC Conference Transactions.

**Formula**

(CC Conf. Transactions Answered by Agent) Total Time

**(Agent Call Activity) (Non CC Transactions Answered by Agent) No.**

The total number of Non CC Transactions answered by an Agent, that is, the number of transactions answered by the agent where the call did not originate through the Contact Center but rather the Agent Directory Number (DN) was dialed directly.

**Formula**

N/A

**(Agent Call Activity) (Non CC Transactions Answered by Agent) Total Time**

The total time an Agent spent on Non CC Transactions.

**Formula**

(Non CC Transactions Answered by Agent) Total Time

**(Agent Call Activity) (Non CC Conf. Transactions Answered by Agent) No.**

The total number of Non Contact Center Conference Transactions answered by an Agent.

**Formula**

N/A

**(Agent Call Activity) (Non CC Conf. Transactions Answered by Agent) Total Time**

The total time an Agent spent on Non Contact Center Conference Transactions.

**Formula**

(Non CC Conf. Transactions Answered by Agent) Total Time

**(Agent Call Activity) (Outgoing Calls) No.**

The total number of Outgoing Calls made by an Agent.

**Formula**

N/A

**(Agent Call Activity) (Outgoing Calls) Total Time**

The total time an Agent spent on Outgoing Calls.

**Formula**

(Outgoing Calls) Total Time

### Agent Activity by Agent (Legacy)

Figure 22: Agent Activity by Agent (Legacy) shows an example Agent Activity by Agent (Legacy) report.

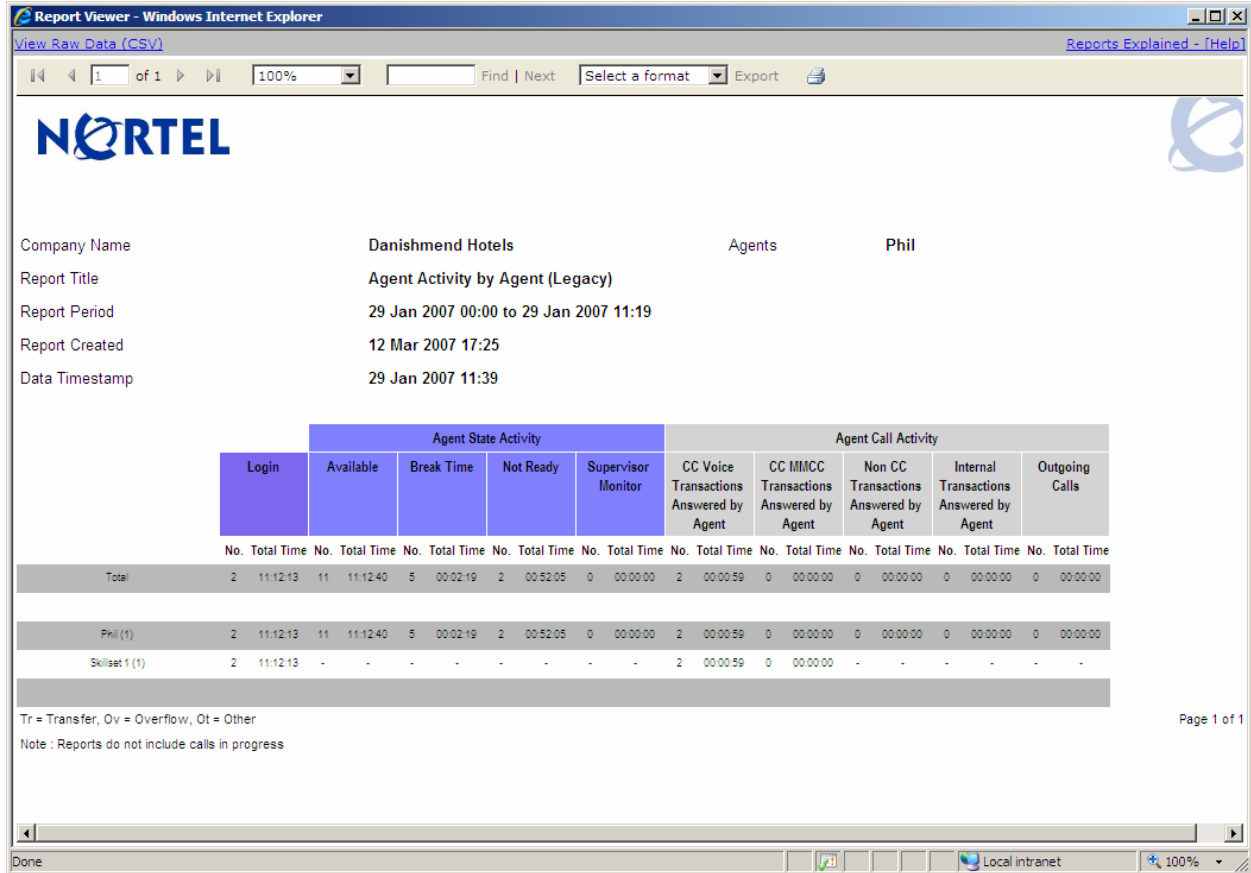


Figure 22: Agent Activity by Agent (Legacy)

### Summary

The report displays the instances and total durations of all Contact Center activities for each of the agents selected on the report generation screen.

As well as displaying the Login time an agent has 2 types of activity, agent state activity and agent call activity. Agent State Activities are non call states that are not applicable to a specific skillset, for example if Agent 1 is logged on to Skillsets 1 and 2 and they invoke Feature 908 Make Not Ready, they will be in the Not Ready state in all skillsets they are logged on to. The agent states include Available, Break Time, Not Ready and Supervisor Monitor. Agent Call Activities are call states, some of which are specific to a particular skillset, these are CC Voice Transactions Answered by Agent and CC MMCC Transactions Answered by Agent. The remaining agent call activities: Non CC Transactions Answered by Agent, Internal Transactions Answered by Agent and Outgoing Calls, are not specific to a particular skillset.

This report also displays when an agent has been borrowed into another skillset. The term borrowed applies to any situation where a call has been transferred (Tr), overflowed (Ov) or by some other method (Ot) passed to another agent who is then temporarily assisting that skillset.

For example: Agent 1 is logged on to Skillset 1 only, Agent 2 is logged on to Skillset 2 only. A call arrives at Skillset 1 and is answered by Agent 1 then, by pressing Feature 70, Agent 1 transfers the call to Agent 2. Agent 2 is not logged on to Skillset 1 but is temporarily borrowed into the skillset while they handle the call and is classed as borrowed into the skillset. In the report it will show Skillset 1 listed below Agent 2 but will be marked with the key (Tr) to indicate that Agent 2 was borrowed by way of transfer into Skillset 1. It will not display any Login information because Agent 2 did not actually log on to the skillset. It will also show borrowed agents in the preceding example for Agents within their own skillset. For example, Agent 1 and 2 are both logged on to Skillset 1, Agent 1 transfers a call to Agent 2 and although Agent 2 is also in Skillset 1 it will still be displayed as a Transferred call (Tr) against Skillset 1 even though they are logged on to that Skillset.

Such calls are displayed in this way to indicate to a Supervisor how calls are bounced around in their Contact Center. If, for example, Agent 2 has been transferred more calls to than anyone else it could be that Agent 2 is more experienced and other agents require training to bring them up to their standard. It will also show, for example, if Agent 1 is overflowed to from Skillset 2 continually that Skillset 2 is understaffed and their calls have to be answered by agents outside their skillset who potentially are not as well trained.

**Note:** If you request this report for an Agent, you will receive a report listing activities across all of the skillsets that agent has logged on to for the period selected.

**Note:** This report is generated by agent selection, not skillset.

## Logic

The report will display the Agent activity for all Skillsets into which they were logged on to for the period of the report. It is broken down by Agent, then by skillset.

**Note:** The report does not display all activity for an agent; therefore you cannot add up the totals in this report and expect them to match the total logged on time for the Agent.

To view all Agent Activity, including Ringing, Not Available and All Calls Held, after an upgrade from RCC 2.4, see the Agent Activity by Agent report (page 37).

## FAQ

**Q) Does the Agent Activity by Agent (Legacy) report include all Agent activity for whatever Skillset they logged on to?**

**A)** No, the Agent Activity by Agent (Legacy) report does not include Ringing, Not Available Time, or All Calls Held.

**Q) The Not Ready Time seems to be very high?**

A) The Not Ready Time value can be high as this can be accumulated by either the Agent invoking the Make Not Ready feature (Feature 908), or the Contact Center placing the Agents in the Not Ready state because the Agent did not answer a call.

**Q) Why is the break time higher than the configured break time?**

A) Break time will be extended when the Agent adds Activity Codes during a prompted activity code session during their break time.

**Report Fields**

A description of each of the fields in the report.

**(Login) No.**

The instance total for Agent Login sessions.

**Formula**

N/A

**(Login) Total Time**

The total log on time for an Agent.

**Formula**

(Login) Total Time

**(Agent State Activity) (Available) No.**

The instance total for an Agent in the Available state.

**Formula**

N/A

**(Agent State Activity) (Available) Total Time**

The total Available time for an Agent.

**Formula**

(Available) Total Time

**(Agent State Activity) (Break Time) No.**

The instance total for an Agent in the Break Time state.

**Formula**

N/A

**(Agent State Activity) (Break Time) Total Time**

The total Break Time for an Agent.

**Formula**

(Break Time) Total Time

**(Agent State Activity) (Not Ready) No.**

The instance total for an Agent in the Not Ready state.

**Formula**

N/A

**(Agent State Activity) (Not Ready) Total Time**

The total Not Ready time for an Agent.

**Formula**

(Not Ready) Total Time

**(Agent State Activity) (Supervisor Monitor) No.**

The instance total for a Supervisor in the Supervisor Monitor state.

**Formula**

N/A

**(Agent State Activity) (Supervisor Monitor) Total Time**

The total Supervisor Monitor time for a Supervisor monitoring Agents.

**Formula**

(Supervisor Monitor) Total Time

**(Agent Call Activity) (CC Voice Transactions Answered by Agent) No.**

The total number of Voice Contact Center Transactions answered by an Agent.

**Note:** This is not the same as the number of Calls. For more information about the differences between calls and transactions, see Calls and Transactions (page 13).

**Formula**

N/A

**(Agent Call Activity) (CC Voice Transactions Answered by Agent) Total Time**

The total time an Agent spent on CC Voice Transactions.

**Formula**

(CC Voice Transactions Answered by Agent) Total Time

**(Agent Call Activity) (CC MMCC Transactions Answered by Agent) No.**

The total number of MMCC Contact Center Transactions answered by an Agent.

**Note:** This is not the same as the number of Calls. For more information about the differences between calls and transactions, see Calls and Transactions (page 13).

**Formula**

N/A

**(Agent Call Activity) (CC MMCC Transactions Answered by Agent) Total Time**

The total time an Agent spent on CC MMCC Transactions.

**Formula**

(CC MMCC Transactions Answered by Agent) Total Time

**(Agent Call Activity) (Non CC Transactions Answered by Agent) No.**

The total number of Non CC Transactions answered by an Agent, that is, the number of transactions answered by the agent where the call did not originate through the Contact Center but rather the Agent DN was dialed directly.



**Formula**

N/A

**(Agent Call Activity) (Non CC Transactions Answered by Agent) Total Time**

The total time an Agent spent on Non CC Transactions.

**Formula**

(Non CC Transactions Answered by Agent) Total Time

**(Agent Call Activity) (Internal Transactions Answered by Agent) No.**

The total number of Internal Transactions answered by an Agent, that is, the number of transactions answered by the agent where the call originated from within the Contact Center.

**Formula**

N/A

**(Agent Call Activity) (Internal Transactions Answered by Agent) Total Time**

The total time an Agent spent on Internal Transactions.

**Formula**

(Internal Transactions Answered by Agent) Total Time

**(Agent Call Activity) (Outgoing Calls) No.**

The total number of Outgoing Calls made by an Agent.

**Formula**

N/A

**(Agent Call Activity) (Outgoing Calls) Total Time**

The total time an Agent spent on Outgoing Calls.

**Formula**

(Outgoing Calls) Total Time

## Agent Audit by Agent

Figure 23: Agent Audit by Agent shows an example Agent Audit by Agent report.

Agent ID	Agent Name	Date	Time of Day	Agent Activity	Agent Activity Time
3	Agent3				
SKILL1 (1)					
		2007/07/03	10:23:06	Login Time	04:54:53
		2007/07/03	10:23:06	Available Time	04:54:53
		2007/07/03	10:23:09	Monitor Session	00:00:49
		2007/07/03	10:24:22	Monitor Session	00:01:55

**Figure 23: Agent Audit by Agent**

### Summary

The activity of an Agent broken down into specific entries on each action performed.

**Note:** This report is intended to provide a highly detailed picture of an Agent's activities, and is intended to be used to produce detailed, high-resolution reports covering small numbers of agents over short periods of time.

If the report period is long (more than an hour) or there are many agents included in the report this report could be very long.

If the Agent is a multi-Skillset Agent, all of their activities will be included for all Skillsets into which they are signed for the duration of the report.

**Logic**

This report is generated for the selected Agents, and is grouped by Agent then by skillset.

Certain activities can overlap but the agent can only be performing one action at a time, this means the activity they were performing is put on hold. This can occur, for example, when a call is placed on hold and an outgoing call is made. Only the currently active action being performed, from this example, outgoing call, will be displayed.

Monitor session activity is not a mutually exclusive action and can be performed whilst another Agent action is currently active. Therefore the values that represent monitor session cannot be included in calculations totaling agent activity. This is represented by gray text in the report.

**Note:** You can add up the times in this report except for Monitor Session activity (items grayed out) and expect them to match the total logged on time for the Agent.

**Report Fields**

A description of each of the fields in the report.

**Agent ID**

The Logon ID of the Agent.

**Formula**

N/A

**Agent Name**

Name of the Agent.

**Formula**

N/A

**Date**

Activity start date.

**Formula**

N/A

**Time of Day**

Activity start time.

**Formula**

N/A

**Agent Activity**

The activity type, for example, Login Time, Incoming Call SS 1, Not Ready, and Break Time.

**Formula**

N/A

**Agent Activity Time**

Duration of the activity, with the exception of Logout, which does not have a duration associated with it.

**Formula**

N/A

### Agent Audit by Agent (Legacy)

Figure 24: Agent Audit by Agent (Legacy) shows an example Agent Audit by Agent (Legacy) report.



Figure 24: Agent Audit by Agent (Legacy)

### Summary

The activity of an Agent broken down into specific entries on each action performed.

**Note:** This report is intended to provide a highly detailed picture of an Agent's activities, and is intended to be used to produce detailed, high-resolution reports covering small numbers of agents over short periods of time.

If the report period is long (more than an hour) or there are many agents included in the report this report could be very long.

If the Agent is a multi-Skillset Agent, all of their activities will be included for all Skillsets into which they are signed for the duration of the report.

### **Logic**

This report is generated for the selected Agents, and is grouped by Agent then by skillset.

**Note:** You cannot add up the times in this report and expect them to match the total logged on time for the Agent. The Agent Activities not included in the report are Ringing, Not Available and All Calls Held.

To view all Agent Activity, including Ringing, Not Available and All Calls Held, after an upgrade from RCC 2.4, see the Agent Audit by Agent report (page 50).

### **FAQ**

- Q) Does the Agent Audit by Agent (Legacy) report include Agent activity for multiple Skillsets?**
- A) Yes, the Agent Audit by Agent (Legacy) report will break down the activity for each Skillset. All skillsets that an agent has had activity in, within the report period, will be displayed.

### **Report Fields**

A description of each of the fields in the report.

#### **Agent ID**

The Logon ID of the Agent.

#### **Formula**

N/A

**Agent Name**

Name of the Agent.

**Formula**

N/A

**Date**

Activity start date.

**Formula**

N/A

**Time of Day**

Activity start time.

**Formula**

N/A

**Agent Activity**

The activity type, for example, Login Time, Incoming Call SS 1, Not Ready, and Break Time.

**Formula**

N/A

**Agent Activity Time**

Duration of the activity, with the exception of Logout, which does not have a duration associated with it.

**Formula**

N/A

## Agent Average by Agent

Figure 25: Agent Average by Agent shows an example Agent Average by Agent report.

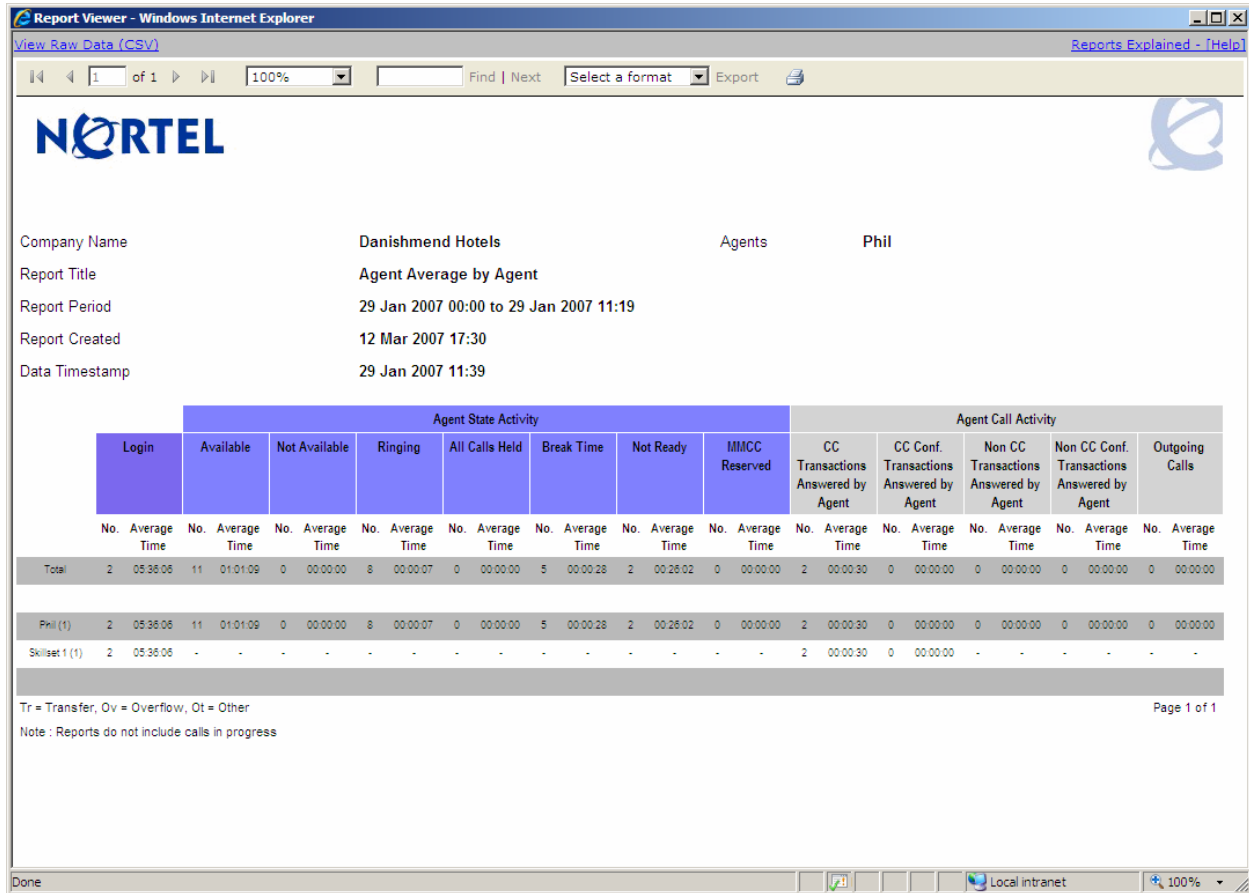


Figure 25: Agent Average by Agent

### Summary

The report displays the instances and average durations of all Contact Center activities for each of the agents selected on the report generation screen.

As well as displaying the Average Login time an agent has 2 types of activity, agent state activity and agent call activity. Agent State Activities are non call states that are not applicable to a specific skillset, for example if Agent 1 is logged on to Skillsets 1 and 2 and they invoke Feature 908 Make Not Ready, they will be in the Not Ready state in all skillsets they are logged on to. The agent states include Available, Not Available, Ringing, All Calls Held, Break Time, Not Ready and MMCC Reserved (when an agent is reserved by the Contact Center before it makes an outbound call to the caller). Agent Call Activities are call states, one state is specific to a particular skillset and this is the CC Transactions Answered by Agent field. The remaining agent call activities: CC Conference Transactions Answered by Agent, Non CC Transactions Answered by Agent, Non CC Conference Transactions Answered by Agent and Outgoing Calls, are not specific to a particular skillset.



This report also displays when an agent has been borrowed into another skillset. The term borrowed applies to any situation where a call has been transferred (Tr), overflowed (Ov) or by some other method (Ot) passed to another agent who is then temporarily assisting that skillset.

For example: Agent 1 is logged on to Skillset 1 only, Agent 2 is logged on to Skillset 2 only. A call arrives at Skillset 1 and is answered by Agent 1 then, by pressing Feature 70, Agent 1 transfers the call to Agent 2. Agent 2 is not logged on to Skillset 1 but is temporarily borrowed into the skillset while they handle the call and is classed as borrowed into the skillset. In the report it will show Skillset 1 listed below Agent 2 but will be marked with the key (Tr) to indicate that Agent 2 was borrowed by way of transfer into Skillset 1. It will not display any Login information because Agent 2 did not actually log on to the skillset. It will also show borrowed agents in the preceding example for Agents within their own skillset. For example, Agent 1 and 2 are both logged on to Skillset 1, Agent 1 transfers a call to Agent 2 and although Agent 2 is also in Skillset 1 it will still be displayed as a Transferred call (Tr) against Skillset 1 even though they are logged on to that Skillset.

Such calls are displayed in this way to indicate to a Supervisor how calls are bounced around in their Contact Center. If, for example, Agent 2 has been transferred more calls to than anyone else it could be that Agent 2 is more experienced and other agents require training to bring them up to their standard. It will also show, for example, if Agent 1 is overflowed to from Skillset 2 continually that Skillset 2 is understaffed and their calls have to be answered by agents outside their skillset who potentially are not as well trained.

**Note:** This report is generated by agent; all activity for that agent across all skillsets will be displayed.

**Note:** This report is generated by agent selection, not skillset.

**Logic**

The report is broken down by Agent and then grouped by skillset and shows the activity for multi-Skillset agents for all of the Skillsets into which they were logged on to during the report time period.

**Report Fields**

A description of each of the fields in the report.

**(Login) No.**

The instance total for Agent Login sessions.

**Formula**

N/A

**(Login) Average Time**

The average Login session time for an Agent.

**Formula**

(Login) Total Time / (Login) Time

**(Agent State Activity) (Available) No.**

The instance total for an Agent in the Available state.

**Formula**

N/A

**(Agent State Activity) (Available) Average Time**

The average Available time session for an Agent.

**Formula**

(Available) Total Time / (Available) No.

**(Agent State Activity) (Not Available) No.**

The instance total for an Agent in the Not Available state.

**Formula**

N/A

**(Agent State Activity) (Not Available) Average Time**

The average Not Available time session for an Agent.

**Formula**

(Not Available) Total Time / (Not Available) No.

**(Agent State Activity) (Ringing) No.**

The instance total for an Agent in the Ringing state.

**Formula**

N/A

**(Agent State Activity) (Ringing) Average Time**

The average Ringing time session for an Agent.

**Formula**

(Ringing) Total Time / (Ringing) No.

**(Agent State Activity) (All Calls Held) No.**

The instance total for an Agent in the All Calls Held state.

**Formula**

N/A

**(Agent State Activity) (All Calls Held) Average Time**

The average All Calls Held time session for an Agent.

**Formula**

(All Calls Held) Total Time / (All Calls Held) No.

**(Agent State Activity) (Break Time) No.**

The instance total for an Agent in the Break Time state.

**Formula**

N/A

**(Agent State Activity) (Break Time) Average Time**

The average Break Time session for an Agent.

**Formula**

(Break Time) Total Time / (Break Time) No.

**(Agent State Activity) (Not Ready) No.**

The instance total for an Agent in the Not Ready state.

**Formula**

N/A

**(Agent State Activity) (Not Ready) Average Time**

The average Not Ready session for an Agent.

**Formula**

(Not Ready) Total Time / (Not Ready) No.

**(Agent State Activity) (MMCC Reserved) No.**

The instance total for an Agent in the MMCC Reserved state.

**Formula**

N/A

**(Agent State Activity) (MMCC Reserved) Average Time**

The total MMCC Reserved time for an Agent.

**Formula**

(MMCC Reserved) Total Time / (MMCC Reserved) No.

**(Agent Call Activity) (CC Transactions Answered by Agent) No.**

The total number of Contact Center Transactions answered by an Agent.

**Note:** This is not the same as the number of Calls. For more information about the differences between calls and transactions, see Calls and Transactions (page 13).

**Formula**

N/A

**(Agent Call Activity) (CC Transactions Answered by Agent) Average Time**

The average time an Agent spent on a CC Transaction.

**Formula**

(CC Transactions Answered by Agent) Total Time / (CC Transactions Answered by Agent) No.

**(Agent Call Activity) (CC Conf. Transactions Answered by Agent) No.**

The total number of Contact Center Conference Transactions answered by an Agent.

**Formula**

N/A

**(Agent Call Activity) (CC Conf. Transactions Answered by Agent) Average Time**

The average time an Agent spent on a CC Conference Transaction.

**Formula**

(CC Conf. Transactions Answered by Agent) Total Time / (CC Conf. Transactions Answered by Agent) No.

**(Agent Call Activity) (Non CC Transactions Answered by Agent) No.**

The total number of Non CC Transactions answered by an Agent, that is, the number of transactions answered by the agent where the call did not originate through the Contact Center but rather the Agent DN was dialed directly.

**Formula**

N/A

**(Agent Call Activity) (Non CC Transactions Answered by Agent) Average Time**

The average time an Agent spent on a Non CC Transaction.

**Formula**

(Non CC Transactions Answered by Agent) Total Time / (Non CC Transactions Answered by Agent) No.

**(Agent Call Activity) (Non CC Conf. Transactions Answered by Agent) No.**

The total number of Non CC Conference Transactions answered by an Agent.

**Formula**

N/A

**(Agent Call Activity) (Non CC Conf. Transactions Answered by Agent) Average Time**

The average time an Agent spent on Non CC Conference Transactions.

**Formula**

(Non CC Conf. Transactions Answered by Agent) Total Time / (Non CC Conf. Transactions Answered by Agent) No.

**(Agent Call Activity) (Outgoing Calls) No.**

The total number of Outgoing Calls made by an Agent.

**Formula**

N/A

**(Agent Call Activity) (Outgoing Calls) Average Time**

The average time an Agent spent on an Outgoing Call.

**Formula**

(Outgoing Calls) Total Time / (Outgoing Calls) No.

### Agent Average by Agent (Legacy)

Figure 26: Agent Average by Agent (Legacy) shows an example Agent Average by Agent (Legacy) report.

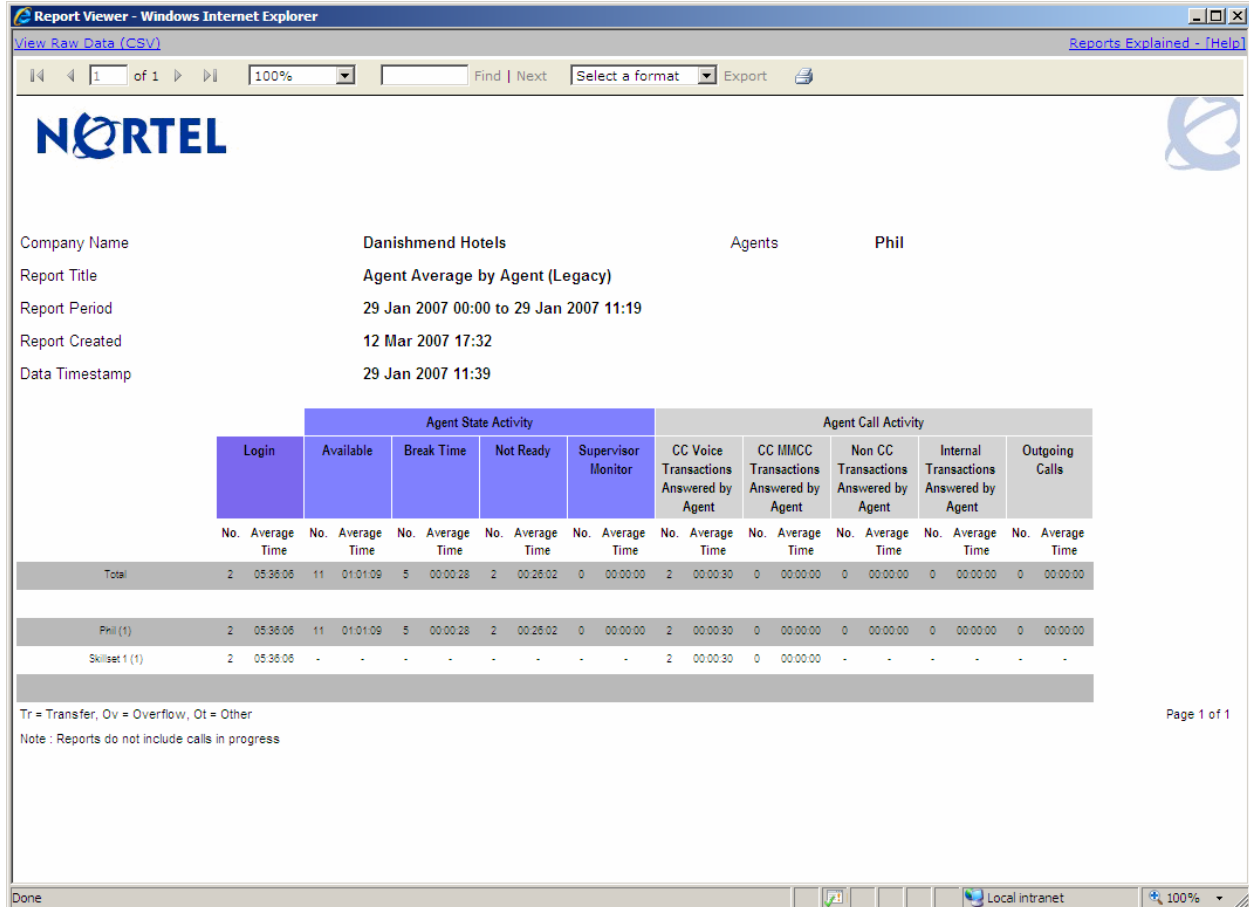


Figure 26: Agent Average by Agent (Legacy)

### Summary

The report displays the instances and average durations of all Contact Center activities for each of the agents selected on the report generation screen.

As well as displaying the Average Login time an agent has 2 types of activity, agent state activity and agent call activity. Agent State Activities are non call states that are not applicable to a specific skillset, for example if Agent 1 is logged on to Skillsets 1 and 2 and they invoke Feature 908 Make Not Ready, they will be in the Not Ready state in all skillsets they are logged on to. The agent states include Available, Break Time, Not Ready and Supervisor Monitor. Agent Call Activities are call states, some of which are specific to a particular skillset, these are CC Voice Transactions Answered by Agent and CC MMCC Transactions Answered by Agent. The remaining agent call activities: Non CC Transactions Answered by Agent, Internal Transactions Answered by Agent and Outgoing Calls, are not specific to a particular skillset.

This report also displays when an agent has been borrowed into another skillset. The term borrowed applies to any situation where a call has been transferred (Tr), overflowed (Ov) or by some other method (Ot) passed to another agent who is then temporarily assisting that skillset.

For example: Agent 1 is logged on to Skillset 1 only, Agent 2 is logged on to Skillset 2 only. A call arrives at Skillset 1 and is answered by Agent 1 then, by pressing Feature 70, Agent 1 transfers the call to Agent 2. Agent 2 is not logged on to Skillset 1 but is temporarily borrowed into the skillset while they handle the call and is classed as borrowed into the skillset. In the report it will show Skillset 1 listed below Agent 2 but will be marked with the key (Tr) to indicate that Agent 2 was borrowed by way of transfer into Skillset 1. It will not display any Login information because Agent 2 did not actually log on to the skillset. It will also show borrowed agents in the preceding example for Agents within their own skillset. For example, Agent 1 and 2 are both logged on to Skillset 1, Agent 1 transfers a call to Agent 2 and although Agent 2 is also in Skillset 1 it will still be displayed as a Transferred call (Tr) against Skillset 1 even though they are logged on to that Skillset.

Such calls are displayed in this way to indicate to a Supervisor how calls are bounced around in their Contact Center. If, for example, Agent 2 has been transferred more calls to than anyone else it could be that Agent 2 is more experienced and other agents require training to bring them up to their standard. It will also show, for example, if Agent 1 is overflowed to from Skillset 2 continually that Skillset 2 is understaffed and their calls have to be answered by agents outside their skillset who potentially are not as well trained.

**Note:** This report is generated by agent; activity for that agent across all skillsets will be displayed.

To view all Agent Activity, including Ringing, Not Available and All Calls Held, after an upgrade from RCC 2.4, see the Agent Average by Agent report (page 56).

**Note:** This report is generated by agent selection, not skillset.

## Logic

The report is broken down by Agent and then grouped by skillset and shows the activity for multi-Skillset agents for all of the Skillsets into which they were logged on to during the report time period.

## FAQ

- Q) Why are the number of “CC Voice Transactions Answered by Agent” and “CC MMCC Transactions Answered by Agent” in this report not the same as the number of “CC Transactions Answered” in the Call Average by Skillset report?**
- A) The main difference between both of the reports is that the Call Average by Skillset report displays calls placed in that particular Skillset only, whereas the Agent Average



by Agent (Legacy) report displays all Call Transactions for the Agent regardless of what Skillset they have logged on to. The Call Average by Skillset report also reports on calls handled by devices other than an agent, for example, Voicemail. The advantage of this is that the Agent Average by Agent (Legacy) report enables the User to view Agent activity regardless of what Skillset they were logged on to without having to generate a report for each Skillset.

**Q) An Agent makes 120 Outgoing Calls that lasted under a second each, the total accumulated time is 42 seconds. Why does the Agent Average by Agent (Legacy) report display the Outgoing Calls Average Time as 00:00:00?**

A) The Outgoing Calls Average Time in this example: 42 seconds total time divided by 120 calls = 0.35 seconds. This is then rounded down to 0.

### Report Fields

A description of each of the fields in the report.

**(Login) No.**

The instance total for Agent Login sessions.

**Formula**

N/A

**(Login) Average Time**

The average Login session time for an Agent.

**Formula**

(Login) Total Time / (Login) Time

**(Agent State Activity) (Available) No.**

The instance total for an Agent in the Available state.

**Formula**

N/A

**(Agent State Activity) (Available) Average Time**

The average Available time session for an Agent.

**Formula**

(Available) Total Time / (Available) No.

**(Agent State Activity) (Break Time) No.**

The instance total for an Agent in the Break Time state.

**Formula**

N/A

**(Agent State Activity) (Break Time) Average Time**

The average Break Time session for an Agent.

**Formula**

(Break Time) Total Time / (Break Time) No.

**(Agent State Activity) (Not Ready) No.**

The instance total for an Agent in the Not Ready state.

**Formula**

N/A

**(Agent State Activity) (Not Ready) Average Time**

The average Not Ready session for an Agent.

**Formula**

(Not Ready) Total Time / (Not Ready) No.

**(Agent State Activity) (Supervisor Monitor) No.**

The instance total for a Supervisor in the Supervisor Monitor state.

**Formula**

N/A

**(Agent State Activity) (Supervisor Monitor) Average Time**

The average Supervisor Monitor session for a Supervisor monitoring Agents.

**Formula**

(Supervisor Monitor) Total Time / (Supervisor Monitor) No.

**(Agent Call Activity) (CC Voice Transactions Answered by Agent) No.**

The total number of Voice Contact Center Transactions answered by an Agent.

**Note:** This is not the same as the number of Calls. For more information about the differences between calls and transactions, see Calls and Transactions (page 13).

**Formula**

N/A

**(Agent Call Activity) (CC Voice Transactions Answered by Agent) Average Time**

The average time an Agent spent on a CC Voice Transaction.

**Formula**

(CC Voice Transactions Answered by Agent) Total Time / (CC Voice Transactions Answered by Agent) No.

**(Agent Call Activity) (CC MMCC Transactions Answered by Agent) No.**

The total number of MMCC Contact Center Transactions answered by an Agent.

**Note:** This is not the same as the number of Calls. For more information about the differences between calls and transactions, see Calls and Transactions (page 13).

**Formula**

N/A

**(Agent Call Activity) (CC MMCC Transactions Answered by Agent) Average Time**

The average time an Agent spent on a CC MMCC Transaction.

**Formula**

(CC MMCC Transactions Answered by Agent) Total Time / (CC MMCC Transactions Answered by Agent) No.

**(Agent Call Activity) (Non CC Transactions Answered by Agent) No.**

The total number of Non CC Transactions answered by an Agent, that is, the number of transactions answered by the agent where the call did not

originate through the Contact Center but rather the Agent DN was dialed directly.

**Formula**

N/A

**(Agent Call Activity) (Non CC Transactions Answered by Agent) Average Time**

The average time an Agent spent on a Non CC Transaction.

**Formula**

(Non CC Transactions Answered by Agent) Total Time / (Non CC Transactions Answered by Agent) No.

**(Agent Call Activity) (Internal Transactions Answered by Agent) No.**

The total number of Internal Transactions answered by an Agent, that is, the number of transactions answered by the agent where the call originated from within the Contact Center.

**Formula**

N/A

**(Agent Call Activity) (Internal Transactions Answered by Agent) Average Time**

The average time an Agent spent on an Internal Transaction.

**Formula**

(Internal Transactions Answered by Agent) Total Time / (Internal Transactions Answered by Agent) No.

**(Agent Call Activity) (Outgoing Calls) No.**

The total number of Outgoing Calls made by an Agent.

**Formula**

N/A

**(Agent Call Activity) (Outgoing Calls) Average Time**

The average time an Agent spent on an Outgoing Call.

**Formula**

(Outgoing Calls) Total Time / (Outgoing Calls) No.



## Agent Capacity by Skillset

Figure 27: Agent Capacity by Skillset shows an example of the Agent Capacity by Skillset report.

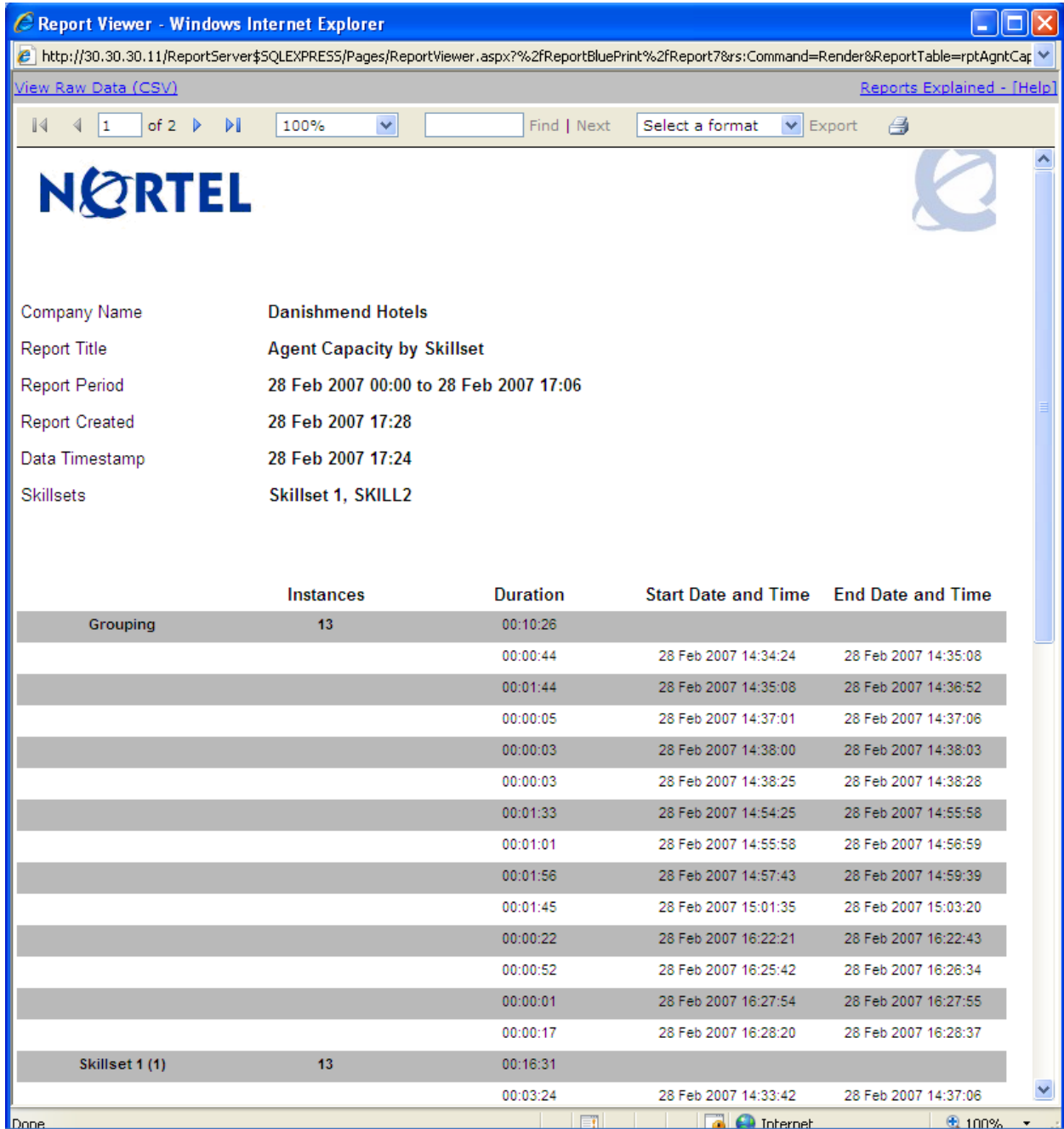


Figure 27: Agent Capacity by Skillset

**Summary**

This report displays the occasions when there were no logged on agents available to answer incoming Contact Center calls. That is, it details the instances, the duration, and the total duration of all periods when all Agents were occupied simultaneously. The reasons that Agents are unavailable include they are already on an incoming call, an outgoing call, or they are Not Ready.

The Agent Capacity by Skillset report indicates how often, and for how long, the Contact Center was working at its maximum Agent capacity.

The Agent Capacity by Skillset report does not consider instances when there were no Agents logged on; it only reflects staffed periods.

The Agent Capacity by Skillset report displays the Grouping information and the Skillset information. Both of these include totals displayed at the top of each section on the first row.

**Note:** When displaying the total there is no entry for either **Start Date and Time** or **End Date and Time** fields.

**Logic**

The time is noted when all logged-on Agents are unavailable to answer a call and when an Agent becomes available to take a call. The duration between these two times indicates the amount of time that there were no agents available.

The Grouping values represent the instances when all Agents were unavailable across all selected Skillsets. For example, if in Skillset 1 all agents become busy at 11:12 a.m. for 10 minutes, and in Skillset 2 all agents become busy at 11:15 a.m. for 15 minutes. This means that from 11:15 to 11:22 (7 minutes) all agents were busy in both Skillset 1 and 2. This will count towards the Grouping values.

**Report Fields**

A description of each of the fields in the report.

**[Untitled]**

Skillset Name and ID, or *Grouping*.

**Formula**

N/A

### **Instances**

Instances are the number of times when all of the agents in the skillset or grouping became busy.

#### **Formula**

N/A

### **Duration**

Total duration of the instance, in the format hh:mm:ss.

#### **Formula**

N/A

### **Start Date and Time**

The date and time when all of the agents in the skillset became busy.

#### **Formula**

N/A

### **End Date and Time**

The date and time when all of the agents in the skillset were no longer busy.

#### **Formula**

N/A



## Agent Profile by Agent

Figure 28: Agent Profile by Agent shows an example Agent Profile by Agent report.

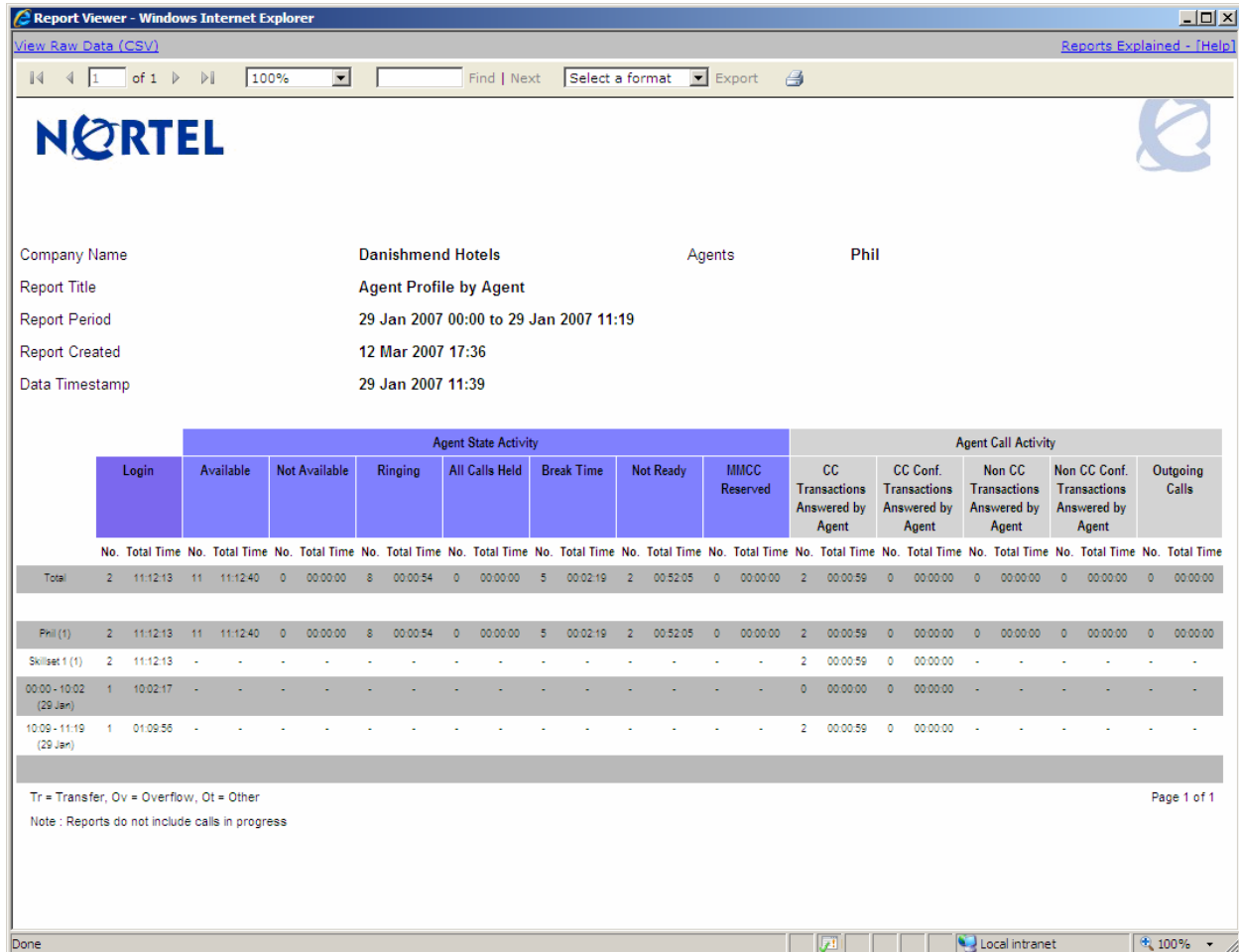


Figure 28: Agent Profile by Agent

### Summary

The report displays the instances and total durations of all Contact Center activities for each of the agents selected on the report generation screen.

As well as displaying the Login time an agent has 2 types of activity, agent state activity and agent call activity. Agent State Activities are non call states that are not applicable to a specific skillset, for example if Agent 1 is logged on to Skillsets 1 and 2 and they invoke Feature 908 Make Not Ready, they will be in the Not Ready state in all skillsets they are logged on to. The agent states include Available, Not Available, Ringing, All Calls Held, Break Time, Not Ready and MMCC Reserved (when an agent is reserved by the Contact Center before it makes an out bound call to the caller). Agent Call Activities are call states, one state is specific to a particular skillset and this is the CC Transactions Answered by Agent field. The remaining agent call activities: CC Conference Transactions Answered by Agent, Non CC Transactions Answered by

Agent, Non CC Conference Transactions Answered by Agent and Outgoing Calls, are not specific to a particular skillset.

This report also displays when an agent has been borrowed into another skillset. The term borrowed applies to any situation where a call has been transferred (Tr), overflowed (Ov) or by some other method (Ot) passed to another agent who is then temporarily assisting that skillset.

For example: Agent 1 is logged on to Skillset 1 only, Agent 2 is logged on to Skillset 2 only. A call arrives at Skillset 1 and is answered by Agent 1 then, by pressing Feature 70, Agent 1 transfers the call to Agent 2. Agent 2 is not logged on to Skillset 1 but is temporarily borrowed into the skillset while they handle the call and is classed as borrowed into the skillset. In the report it will show Skillset 1 listed below Agent 2 but will be marked with the key (Tr) to indicate that Agent 2 was borrowed by way of transfer into Skillset 1. It will not display any Login information because Agent 2 did not actually log on to the skillset. It will also show borrowed agents in the preceding example for Agents within their own skillset. For example, Agent 1 and 2 are both logged on to Skillset 1, Agent 1 transfers a call to Agent 2 and although Agent 2 is also in Skillset 1 it will still be displayed as a Transferred call (Tr) against Skillset 1 even though they are logged on to that Skillset.

Such calls are displayed in this way to indicate to a Supervisor how calls are bounced around in their Contact Center. If, for example, Agent 2 has been transferred more calls to than anyone else it could be that Agent 2 is more experienced and other agents require training to bring them up to their standard. It will also show, for example, if Agent 1 is overflowed to from Skillset 2 continually that Skillset 2 is understaffed and their calls have to be answered by agents outside their skillset who potentially are not as well trained.

**Note:** If you request this report for an Agent, you will receive a report listing all activities across all skillsets that agent has logged on to for the period selected.

**Note:** This report is generated by agent selection, not skillset.

### **Logic**

The report will display the profile for all Agent activity for all Skillsets into which they were logged on for the period of the report. It is broken down by Agent, then by skillset and finally each Login session is broken out.

**Note:** You can add up the totals in this report and they will match the total logged on time for the Agent.

**Report Fields**

A description of each of the fields in the report.

**(Login) No.**

The instance total for Agent Login sessions.

**Formula**

N/A

**(Login) Total Time**

The total log on time for an Agent.

**Formula**

(Login) Total Time

**(Agent State Activity) (Available) No.**

The instance total for an Agent in the Available state.

**Formula**

N/A

**(Agent State Activity) (Available) Total Time**

The total Available time for an Agent.

**Formula**

(Available) Total Time

**(Agent State Activity) (Not Available) No.**

The instance total for an Agent in the Not Available state.

**Formula**

N/A

**(Agent State Activity) (Not Available) Total Time**

The total Not Available time for an Agent.

**Formula**

(Not Available) Total Time

**(Agent State Activity) (Ringing) No.**

The instance total for an Agent in the Ringing state.

**Formula**

N/A

**(Agent State Activity) (Ringing) Total Time**

The total Ringing time for an Agent.

**Formula**

(Ringing) Total Time

**(Agent State Activity) (All Calls Held) No.**

The instance total for an Agent in the All Calls Held state.

**Formula**

N/A

**(Agent State Activity) (All Calls Held) Total Time**

The total All Calls Held time for an Agent.

**Formula**

(All Calls Held) Total Time

**(Agent State Activity) (Break Time) No.**

The instance total for an Agent in the Break Time state.

**Formula**

N/A

**(Agent State Activity) (Break Time) Total Time**

The total Break Time for an Agent.

**Formula**

(Break Time) Total Time

**(Agent State Activity) (Not Ready) No.**

The instance total for an Agent in the Not Ready state.

**Formula**

N/A

**(Agent State Activity) (Not Ready) Total Time**

The total Not Ready time for an Agent.

**Formula**

(Not Ready) Total Time

**(Agent State Activity) (MMCC Reserved) No.**

The instance total for an Agent in the MMCC Reserved state.

**Formula**

N/A

**(Agent State Activity) (MMCC Reserved) Total Time**

The total MMCC Reserved time for an Agent.

**Formula**

(MMCC Reserved) Total Time

**(Agent Call Activity) (CC Transactions Answered by Agent) No.**

The total number of Contact Center Transactions answered by an Agent.

**Note:** This is not the same as the number of Calls. For more information about the differences between calls and transactions, see Calls and Transactions (page 13).

**Formula**

N/A

**(Agent Call Activity) (CC Transactions Answered by Agent) Total Time**

The total time an Agent spent on CC Transactions.

**Formula**

(CC Transactions Answered by Agent) Total Time

**(Agent Call Activity) (CC Conf. Transactions Answered by Agent) No.**

The total number of Contact Center Conference Transactions answered by an Agent.

**Formula**

N/A

**(Agent Call Activity) (CC Conf. Transactions Answered by Agent) Total Time**

The total time an Agent spent on CC Conference Transactions.

**Formula**

(CC Conf. Transactions Answered by Agent) Total Time

**(Agent Call Activity) (Non CC Transactions Answered by Agent) No.**

The total number of Non CC Transactions answered by an Agent, that is, the number of transactions answered by the agent where the call did not originate through the Contact Center but rather the Agent DN was dialed directly.

**Formula**

N/A

**(Agent Call Activity) (Non CC Transactions Answered by Agent) Total Time**

The total time an Agent spent on Non CC Transactions.

**Formula**

(Non CC Transactions Answered by Agent) Total Time

**(Agent Call Activity) (Non CC Conf. Transactions Answered by Agent) No.**

The total number of Non Contact Center Conference Transactions answered by an Agent.

**Formula**

N/A

**(Agent Call Activity) (Non CC Conf. Transactions Answered by Agent) Total Time**

The total time an Agent spent on Non Contact Center Conference Transactions.

**Formula**

(Non CC Conf. Transactions Answered by Agent) Total Time

**(Agent Call Activity) (Outgoing Calls) No.**

The total number of Outgoing Calls made by an Agent.

**Formula**

N/A

**(Agent Call Activity) (Outgoing Calls) Total Time**

The total time an Agent spent on Outgoing Calls.

**Formula**

(Outgoing Calls) Total Time

## Agent Profile by Agent (Legacy)

Figure 29: Agent Profile by Agent (Legacy) shows an example Agent Profile by Agent (Legacy) report.

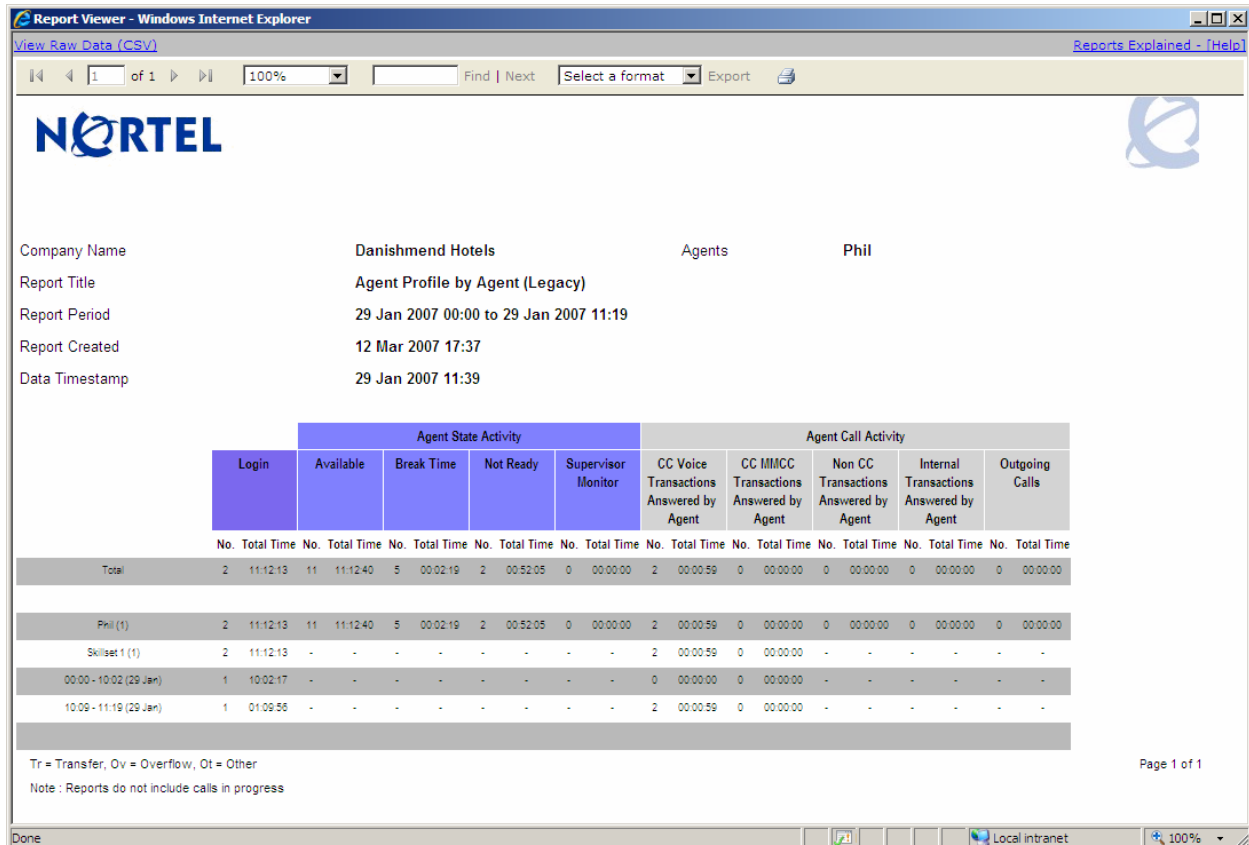


Figure 29: Agent Profile by Agent (Legacy)

## Summary

The report displays the instances and total durations of all Contact Center activities for each of the agents selected on the report generation screen.

As well as displaying the Login time an agent has 2 types of activity, agent state activity and agent call activity. Agent State Activities are non call states that are not applicable to a specific skillset, for example if Agent 1 is logged on to Skillsets 1 and 2 and they invoke Feature 908 Make Not Ready, they will be in the Not Ready state in all skillsets they are logged on to. The agent states include Available, Break Time, Not Ready and Supervisor Monitor. Agent Call Activities are call states, some of which are specific to a particular skillset, these are CC Voice Transactions Answered by Agent and CC MMCC Transactions Answered by Agent. The remaining agent call activities: Non CC Transactions Answered by Agent, Internal Transactions Answered by Agent and Outgoing Calls, are not specific to a particular skillset.



This report also displays when an agent has been borrowed into another skillset. The term borrowed applies to any situation where a call has been transferred (Tr), overflowed (Ov) or by some other method (Ot) passed to another agent who is then temporarily assisting that skillset.

For example: Agent 1 is logged on to Skillset 1 only, Agent 2 is logged on to Skillset 2 only. A call arrives at Skillset 1 and is answered by Agent 1 then, by pressing Feature 70, Agent 1 transfers the call to Agent 2. Agent 2 is not logged on to Skillset 1 but is temporarily borrowed into the skillset while they handle the call and is classed as borrowed into the skillset. In the report it will show Skillset 1 listed below Agent 2 but will be marked with the key (Tr) to indicate that Agent 2 was borrowed by way of transfer into Skillset 1. It will not display any Login information because Agent 2 did not actually log on to the skillset. It will also show borrowed agents in the preceding example for Agents within their own skillset. For example, Agent 1 and 2 are both logged on to Skillset 1, Agent 1 transfers a call to Agent 2 and although Agent 2 is also in Skillset 1 it will still be displayed as a Transferred call (Tr) against Skillset 1 even though they are logged on to that Skillset.

Such calls are displayed in this way to indicate to a Supervisor how calls are bounced around in their Contact Center. If, for example, Agent 2 has been transferred more calls to than anyone else it could be that Agent 2 is more experienced and other agents require training to bring them up to their standard. It will also show, for example, if Agent 1 is overflowed to from Skillset 2 continually that Skillset 2 is understaffed and their calls have to be answered by agents outside their skillset who potentially are not as well trained.

**Note:** If you request this report for an Agent, you will receive a report listing their activities across all skillsets that agent has logged on to for the period selected.

To view all Agent Activity, including Ringing, Not Available and All Calls Held, after an upgrade from RCC 2.4, see the Agent Profile by Agent report (page 73).

**Note:** This report is generated by agent selection, not skillset.

## Logic

The report will display the profile for Agent activity across all Skillsets into which they were logged on for the period of the report. It is broken down by Agent, then by skillset and finally each Login session is broken out.

**Note:** The report does not display all activity for an agent; therefore you cannot add up the totals in this report and expect them to match the total logged on time for the Agent.

## FAQ

- Q) Does the Agent Profile by Agent include activity for each Agent?**
- A) Yes, and it will include Agent Activity across all Skillsets they have logged on to.

**Note:** The activities in this report will not add up to the Login time and it is not meant to do this. This is because it is possible for an agent to perform activities outside of their Login session. The following sequence would demonstrate this:

1. Answer a call.
2. Logout.
3. Disconnect from the call 1 minute later.

**Note:** This report also does not include Ringing, Not Available or All Calls Held time.

### Report Fields

A description of each of the fields in the report.

**(Login) No.**

The instance total for Agent Login sessions.

**Formula**

N/A

**(Login) Total Time**

The total log on time for an Agent.

**Formula**

(Login) Total Time

**(Agent State Activity) (Available) No.**

The instance total for an Agent in the Available state.

**Formula**

N/A

**(Agent State Activity) (Available) Total Time**

The total Available time for an Agent.

**Formula**

(Available) Total Time

**(Agent State Activity) (Break Time) No.**

The instance total for an Agent in the Break Time state.

**Formula**

N/A

**(Agent State Activity) (Break Time) Total Time**

The total Break Time for an Agent.

**Formula**

(Break Time) Total Time

**(Agent State Activity) (Not Ready) No.**

The instance total for an Agent in the Not Ready state.

**Formula**

N/A

**(Agent State Activity) (Not Ready) Total Time**

The total Not Ready time for an Agent.

**Formula**

(Not Ready) Total Time

**(Agent State Activity) (Supervisor Monitor) No.**

The instance total for a Supervisor in the Supervisor Monitor state.

**Formula**

N/A

**(Agent State Activity) (Supervisor Monitor) Total Time**

The total Supervisor Monitor time for a Supervisor monitoring Agents.

**Formula**

(Supervisor Monitor) Total Time

**(Agent Call Activity) (CC Voice Transactions Answered by Agent) No.**

The total number of Voice Contact Center Transactions answered by an Agent.

**Note:** This is not the same as the number of Calls. For more information about the differences between calls and transactions, see Calls and Transactions (page 13).

**Formula**

N/A

**(Agent Call Activity) (CC Voice Transactions Answered by Agent) Total Time**

The total time an Agent spent on CC Voice Transactions.

**Formula**

(CC Voice Transactions Answered by Agent) Total Time

**(Agent Call Activity) (CC MMCC Transactions Answered by Agent) No.**

The total number of MMCC Contact Center Transactions answered by an Agent.

**Note:** This is not the same as the number of Calls. For more information about the differences between calls and transactions, see Calls and Transactions (page 13).

**Formula**

N/A

**(Agent Call Activity) (CC MMCC Transactions Answered by Agent) Total Time**

The total time an Agent spent on CC MMCC Transactions.

**Formula**

(CC MMCC Transactions Answered by Agent) Total Time

**(Agent Call Activity) (Non CC Transactions Answered by Agent) No.**

The total number of Non CC Transactions answered by an Agent, that is, the number of transactions answered by the agent where the call did not originate through the Contact Center but rather the Agent DN was dialed directly.

**Formula**

N/A

**(Agent Call Activity) (Non CC Transactions Answered by Agent) Total Time**

The total time an Agent spent on Non CC Transactions.

**Formula**

(Non CC Transactions Answered by Agent) Total Time

**(Agent Call Activity) (Internal Transactions Answered by Agent) No.**

The total number of Internal Transactions answered by an Agent, that is, the number of transactions answered by the agent where the call originated from within the Contact Center.

**Formula**

N/A

**(Agent Call Activity) (Internal Transactions Answered by Agent) Total Time**

The total time an Agent spent on Internal Transactions.

**Formula**

(Internal Transactions Answered by Agent) Total Time

**(Agent Call Activity) (Outgoing Calls) No.**

The total number of Outgoing Calls made by an Agent.

**Formula**

N/A

**(Agent Call Activity) (Outgoing Calls) Total Time**

The total time an Agent spent on Outgoing Calls.

**Formula**

(Outgoing Calls) Total Time

### Call Breakdown by Agent

Figure 30: Call Breakdown by Agent shows an example Call Breakdown by Agent report.

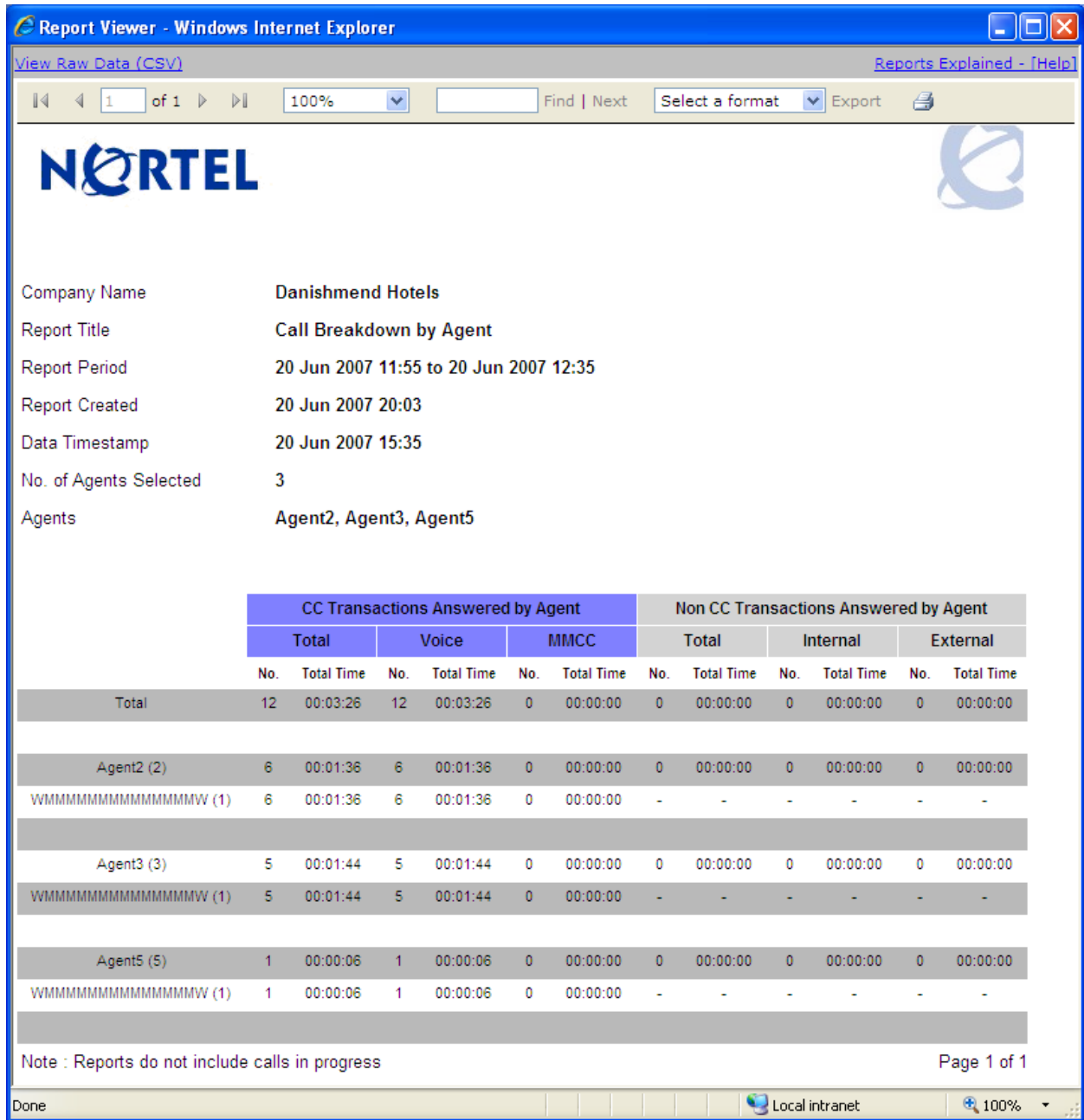


Figure 30: Call Breakdown by Agent

### Summary

The Call Breakdown by Agent report provides a break down of the CC Transactions and Non CC Transactions answered by Agents.

The report demonstrates the total number of transactions answered by an agent and breaks them down into either CC Transactions and then by Voice and MMCC, or Non CC Transactions and then by Internal or External. An Internal Non CC Transaction is a call that originates from within the Contact Center and an External Non CC Transaction originates from outside the Contact Center.

**Logic**

The report will display all the answered transactions for the Agent for all Skillsets into which they were logged on to for the period of the report. It is broken down by Agent, then by skillset.

**Report Fields**

A description of each of the fields in the report.

**(CC Transactions Answered by Agent) (Total) No.**

The total number of CC Transactions answered by an Agent, both Voice and MMCC.

**Formula**

AnCTA

**(CC Transactions Answered by Agent) (Total) Total Time**

The total time spent on CC Transactions answered by an Agent, both Voice and MMCC.

**Formula**

N/A

**(CC Transactions Answered by Agent) (Voice) No.**

The total number of Voice CC Transactions answered by an Agent.

**Formula**

N/A

**(CC Transactions Answered by Agent) (Voice) Total Time**

The total time spent on Voice CC Transactions answered by an Agent.

**Formula**

N/A

**(CC Transactions Answered by Agent) (MMCC) No.**

The total number of MMCC Transactions answered by an Agent.

**Formula**

N/A

**(CC Transactions Answered by Agent) (MMCC) Total Time**

The total time spent on MMCC Transactions answered by an Agent.

**Formula**

N/A

**(Non CC Transactions Answered by Agent) (Total) No.**

The total number of Non CC Transactions answered by an Agent, both Internal and External.

**Formula**

N/A

**(Non CC Transactions Answered by Agent) (Total) Total Time**

The total time spent on Non CC Transactions answered by an Agent, both Internal and External.

**Formula**

N/A

**(Non CC Transactions Answered by Agent) (Internal) No.**

The total number of Internal Non CC Transactions answered by an Agent.

**Formula**

N/A

**(Non CC Transactions Answered by Agent) (Internal) Total Time**

The total time spent on Internal Non CC Transactions answered by an Agent.

**Formula**

N/A



**(Non CC Transactions Answered by Agent) (External) No.**

The total number of External Non CC Transactions answered by an Agent.

**Formula**

N/A

**(Non CC Transactions Answered by Agent) (External) Total Time**

The total time spent on External Non CC Transactions answered by an Agent.

**Formula**

N/A

### Abandoned Calls by Skillset

Figure 31: Abandoned Calls by Skillset shows an example of an Abandoned Calls by Skillset report.

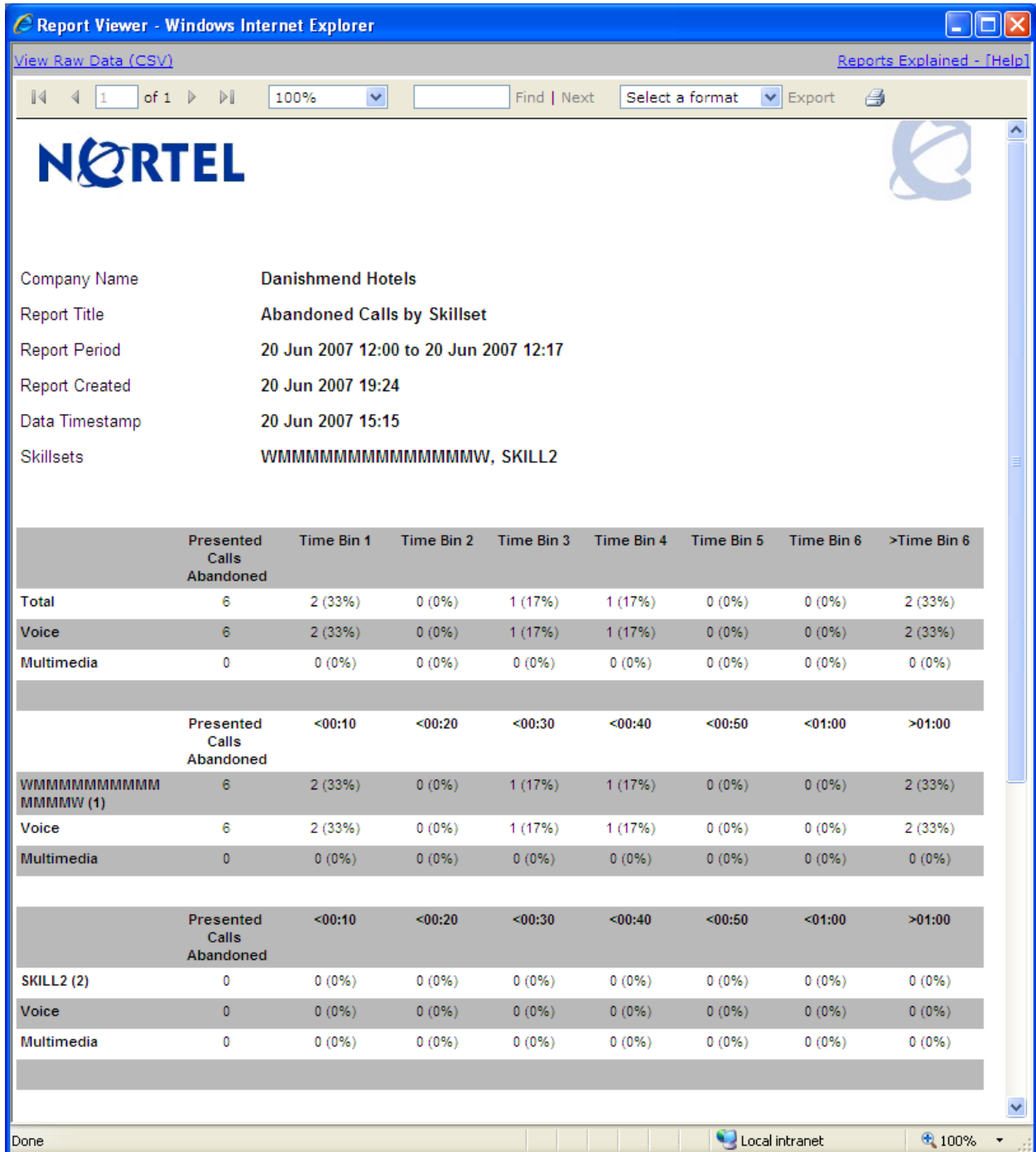


Figure 31: Abandoned Calls by Skillset

**Summary**

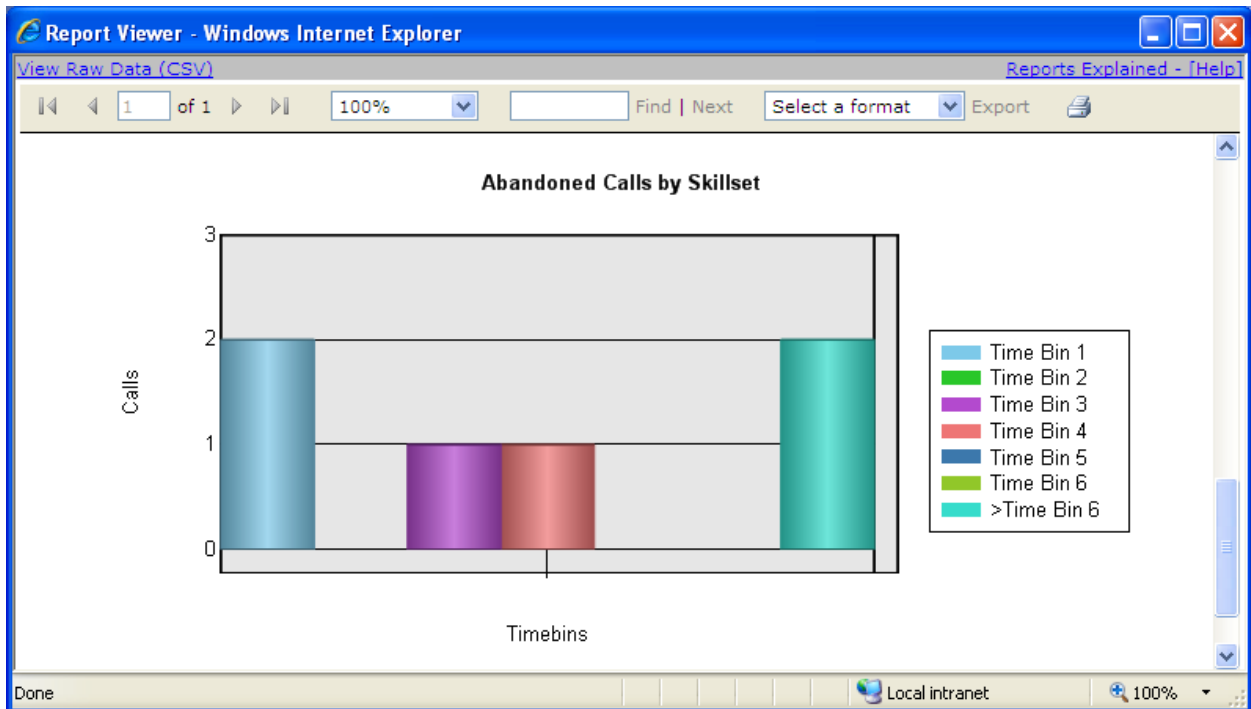
For each of the Skillsets included in the report, the total number of abandoned calls is displayed. Each Abandoned Call within a Time Bin is also displayed. This figure is also represented as a percentage of the total number of Abandoned Calls.

This report indicates the number of calls received and how long Abandoned Calls waited before they hung up.

Voice (PSTN) calls and Multimedia calls are listed separately and totaled for each Skillset and for the report total. Both figures and the percentages are provided.

The breakdown is based on Abandoned Time Bin values, see *Reporting for Contact Center Setup and Operations Guide* (NN40040-304) and also in this guide, see Abandoned Time Bins (page 30).

In this example, Time Bin increments range between 10 seconds and 1 minute. The seventh Time Bin captures any call that is abandoned after waiting more than 1 minute. See Figure 32: Abandoned Calls by Skillset graph.



**Figure 32: Abandoned Calls by Skillset graph**

For more information about the identity of some of the abandoned callers that may be held, see Abandoned CLID/DNIS report ( page 93).

For more information about abandoned calls throughout the day, see Call Profile report (page 106). Use this to plan your staffing levels.

### **Logic**

If a call is a Contact Center call while at the Control DN of the Skillset and the caller hangs up, the call is classified as Abandoned. This includes direct and indirect calls to a Skillset.

### **Report Fields**

A description of each of the fields in the report.

#### **Presented Calls Abandoned**

Number of presented calls abandoned for the Skillset totals and each Skillset selected.

#### **Formula**

Presented Calls Abandoned = AbC = AbC (direct) + AbC (indirect)

#### **Time Bins 1 - 6**

Each Presented Call that was abandoned within the time period stipulated in the relevant Time Bin is included in the figure and as a percentage of the total number of abandoned calls.

#### **Formula**

N/A

## Abandoned CLID/DNIS

An example CLID/DNIS Report is shown in Figure 33: Abandoned CLID/DNIS.



Figure 33: Abandoned CLID/DNIS

### Summary

This report displays the Calling Line Identification (CLID) (if known) and Dialed Number Identification Service (DNIS) of Abandoned Calls.

The Abandoned CLID/DNIS Report lists information regarding the Abandoned Calls for the Skillsets included within the report.

The date and the time of day at which each call was abandoned is listed, together with the unique Key identifier, CLID (when it is known) and DNIS of the call, the skillset, and the amount of time the caller waited before hanging up.

CLID is not always known. When Reporting for Contact Center does not know the CLID, it displays the channel or line number on which the call arrived.

The Call Profile report (page 106) will indicate where the peaks of the Abandoned Calls occur throughout the day. The Abandoned CLID/DNIS report will indicate those callers who abandoned.

### **Logic**

This report only includes Contact Center calls that incoming callers terminate while held on a Control DN and before they have reached an Agent. This includes direct and indirect calls to the Skillset. If there is no CLID, the report displays either the target line (or physical line, if the target line is not known) that carried the call.

### **Report Fields**

A description of each of the fields in the report.

#### **Date**

Date of Abandoned Call.

#### **Formula**

N/A

#### **Time of Day**

Time of Abandoned Call.

#### **Formula**

N/A

**Key**

Unique identification number of the Abandoned Call. This can be used in the Call Audit report to find the exact details of the call.

**Formula**

N/A

**CLID**

Displays the Calling Line Identification (CLID) of the caller. If the CLID is not available, then the Target Line number is displayed and if that is not available, then the Physical Line is displayed.

If the Call was a multimedia browser call only, the CLID is presented as the name that was specified in the Multimedia Contact Center Setup page within the MMCC.

**Formula**

N/A

**DNIS**

Displays the Dialed Number Identification Service (DNIS) of a call (the number the caller dialed to reach the Contact Center).

**Formula**

N/A

**Skillsets**

Displays the skillset the call belonged to before it was abandoned.

**Formula**

N/A

**Time to Abandon**

Time elapsed until the call was abandoned, in the format: hh:mm:ss.

**Formula**

N/A

### Answered Calls by Skillset

Figure 34: Answered Calls by Skillset shows an example of the Answered Calls by Skillset report.

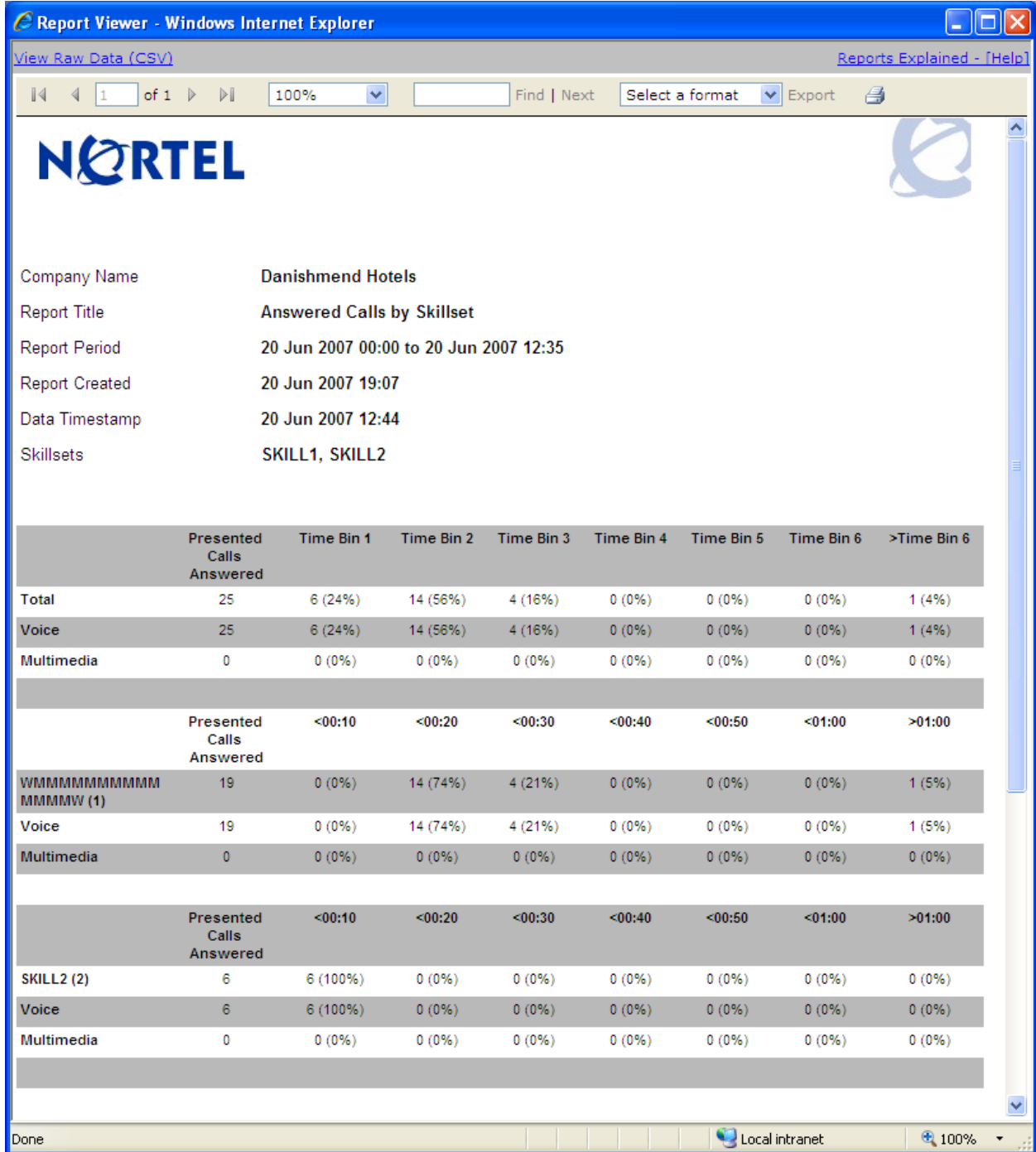


Figure 34: Answered Calls by Skillset



**Summary**

For each of the Skillsets in a report, the total number of answered calls is displayed. For each Time Bin, the number of calls answered within that Time Bin is displayed. This figure is also presented as a percentage of the total number of answered calls.

The Answered Calls by Skillset report shows how long calls wait before they are connected to an Agent. Voice calls and Multimedia calls are listed separately and totaled for each Skillset, and for the report total.

The Answered Calls by Skillset report indicates the total number of Skillset answered calls included within the report.

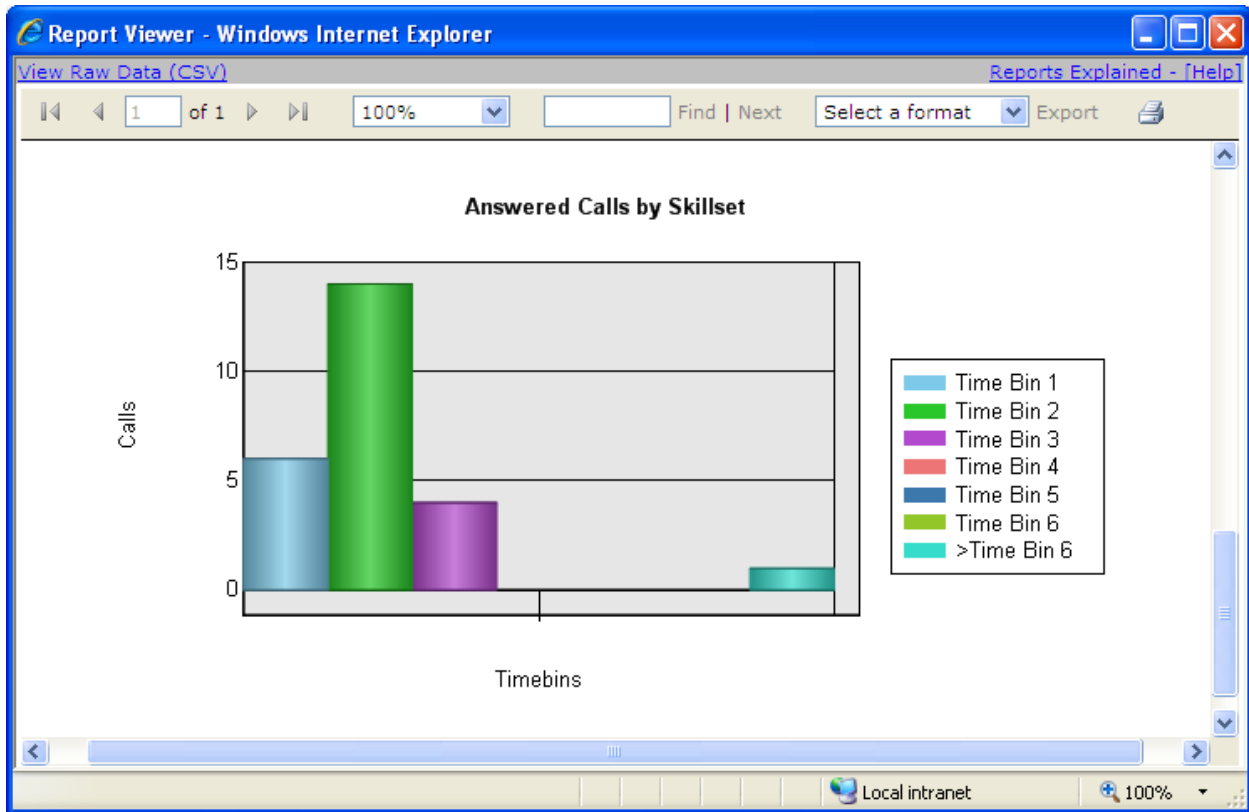
Transactions do not affect calls-based reports. For more information, see *Calls and Transactions* (page 13).

Voice (PSTN) calls and Multimedia calls are listed separately and totaled for each Skillset, and for the report total. Both figures and the percentages are provided.

The breakdown is based on Answer Time Bins values, see Answered Time Bins (page 31). For more information about Answered Time Bins, see *Reporting for Contact Center Setup and Operations Guide* (NN40040-304).

There are six Time Bins. A seventh Time Bin, which captures all values higher than the sixth Time Bin, is appended automatically.

A graphical representation of the number of calls in each of the Time Bins is also included in the report, as shown in Figure 35: Answered Calls by Skillset graph.



**Figure 35: Answered Calls by Skillset graph**

In this example, Time Bin increments range between 10 seconds and 1 minute. The seventh Time Bin captures any call that is answered after waiting more than one minute.

Any Skillset Supervisor can review the figures of an Answered Calls by Skillset report to determine how long the calls answered in Skillsets had to wait before they were answered.

For information about average call lengths, see Call Average by Skillset report (page 103).

### Logic

Calls that are transferred directly between Agent sets are not included in this report. This report covers only the time that calls waited in the Skillset queues before being answered. It includes Direct and Indirect Contact Center calls.

Each Skillset in the report is displayed with the Time Bins that are configured for that report.

**Report Fields**

A description of each of the fields in the report.

**Presented Calls Answered**

Number of presented calls answered for the Skillset totals and each Skillset selected.

**Formula**

Presented Calls Answered = AnC = AnC (direct) + AnC (indirect)

**Time Bins 1 - 6**

Each Presented Call that was answered within the time period stipulated in the relevant Time Bin is illustrated in the figure as a percentage of the total number of answered calls.

**Formula**

N/A

## Answered CLID/DNIS

An example CLID/DNIS Report is shown in Figure 36: Answered CLID/DNIS.

The screenshot shows a web browser window titled 'Report Viewer - Windows Internet Explorer'. The address bar contains the URL: [http://30.30.30.11/ReportServer\\$5QLEXPRESS5/Pages/ReportViewer.aspx?%2fReportBlueprint%2fReport9&rs:Command=Render&ReportTable=rptAnsdCL](http://30.30.30.11/ReportServer$5QLEXPRESS5/Pages/ReportViewer.aspx?%2fReportBlueprint%2fReport9&rs:Command=Render&ReportTable=rptAnsdCL). The page title is 'Reports Explained - [Help]'. The browser toolbar shows 'View Raw Data (CSV)', '1 of 1', '100%', 'Find | Next', 'Select a format', and 'Export'. The report content includes the Nortel logo and the following summary information:

Company Name	Danishmend Hotels
Report Title	Answered CLID/DNIS
Report Period	28 Feb 2007 00:00 to 28 Feb 2007 17:06
Report Created	28 Feb 2007 17:28
Data Timestamp	28 Feb 2007 17:24
Skillsets	Skillset 1, SKILL2

The main data table is as follows:

Date	Time of Day	Key	CLID	DNIS	Skillsets	Time to Answer
28 Feb 2007	14:31	56	P223	33598	SKILL2 (2)	00:00:29
28 Feb 2007	14:35	58	P223	33598	SKILL2 (2)	00:01:11
28 Feb 2007	14:37	59	P223	33598	SKILL2 (2)	00:01:22
28 Feb 2007	14:56	61	P223	33598	SKILL2 (2)	00:00:22
28 Feb 2007	14:56	61	P223	33598	SKILL2 (2)	00:02:43
28 Feb 2007	15:01	62	P223	33598	SKILL2 (2)	00:01:06
28 Feb 2007	15:04	63	P223	33598	SKILL2 (2)	01:17:33
28 Feb 2007	16:22	63	P223	33598	SKILL2 (2)	00:04:53
28 Feb 2007	16:27	63	P223	33598	SKILL2 (2)	00:00:35
28 Feb 2007	16:28	63	P223	33598	SKILL2 (2)	00:00:22

Figure 36: Answered CLID/DNIS

### Summary

This report displays the Calling Line Identification (CLID) and Dialed Number Identification Service (DNIS) (if known) of Answered Calls.

The Answered CLID/DNIS Report lists information regarding the Answered Calls for the Skillsets included within the report.

The date and the time of day at which each call was answered is listed, together with the unique Key identifier, CLID (when it is known) and DNIS of the call, the skillset, and the amount of time the caller waited before hanging up.

CLID is not always known. When Reporting for Contact Center does not know the CLID, it displays the channel or line number on which the call arrived.

**Logic**

This report includes direct and indirect calls to the Skillset.

If there is no CLID, the report displays either the target line (or physical line, if the target line is not known) that carried the call.

**Report Fields**

A description of each of the fields in the report.

**Date**

Date of Answered Call.

**Formula**

N/A

**Time of Day**

Time of Answered Call.

**Formula**

N/A

**Key**

Unique identification number of the Answered Call, this can be used in the Call Audit report to find the exact details of the call.

**Formula**

N/A

## **CLID**

Displays the Calling Line Identification (CLID) of the caller. If the CLID is not available, then the Target Line number is displayed and if that is not available, then the Physical Line is displayed.

If the Call was a multimedia browser call only, the CLID is presented as the name that was specified in the Multimedia Contact Center Setup page within the MMCC.

### **Formula**

N/A

## **DNIS**

Displays the Dialed Number Identification Service (DNIS) of a call (the number the caller dialed to reach the Contact Center).

### **Formula**

N/A

## **Skillsets**

Displays the skillset the call belonged to before it was answered.

### **Formula**

N/A

## **Time to Answer**

Time elapsed until the call was answered, in the format: hh:mm:ss.

### **Formula**

N/A

### Call Average by Skillset

Figure 37: Call Average by Skillset shows an example Call Average by Skillset report.

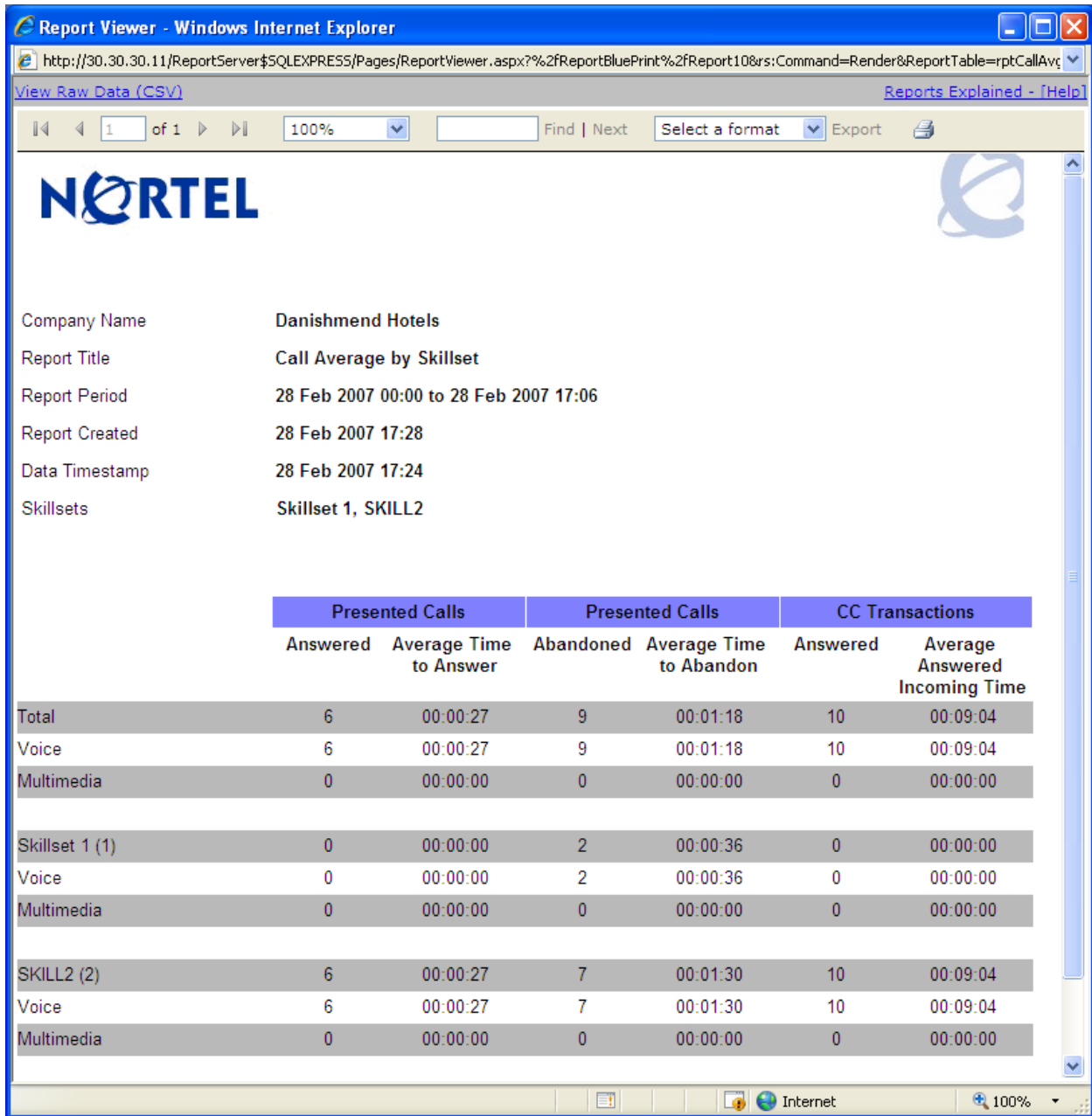


Figure 37: Call Average by Skillset

### Summary

This report indicates the number and the associated averages for answered and abandoned Contact Center calls, and for answered Transactions (that is, transferred calls).

The Average Time to Answer and Average Time to Abandon figures in this report can be used to determine the appropriate settings for the Primary and Secondary Alerts, or wallboard alarms.

### Logic

This report is devised based on Skillset. Each Skillset is shown on a separate line. Each line displays a total for the field and an average time (to answer, to abandon, and the answered incoming call time) for the call type.

### FAQ

**Q) Why do the number of Answered and Abandoned calls not equal the number of Incoming Call Transactions?**

A) The Incoming Call Transactions are the number of Answered Transactions and so does not include the number of Abandoned Transactions.

**Note:** Calls are different to Transactions. For a definition of Call Transactions, see Calls and Transactions (page 13).

**Q) Why does the number of Answered calls not equal the number of Answered Call Transactions?**

A) Each Agent handling a call is recorded as a separate transaction. If a call is answered by Agent A and transferred to Agent B, two transactions will be recorded for the same call. So the number of Answered Calls will be 1 but the number of Answered Call Transactions will be 2.

**Q) Why is the “Average Time to Answer” duration in the Call Average by Skillset report not the same as that in the Summary report?**

A) The “Average Time to Answer” in the Call Average by Skillset report is calls-based and is calculated by dividing the total time by the total number of calls answered. Whereas, the Summary report is transaction-based and calculates the “Average Time to Answer” by dividing the total time by the total number of transactions made. One call can comprise of one or more transactions, such as when a call answered by Agent 1 is transferred to and answered by Agent 2. Here two transactions occurred for one call made to the Contact Center.

### Report Fields

A description of each of the fields in the report.

**(Presented Calls) Answered**

The number of calls answered.



**Formula**

(Presented Calls) Answered = AnC

**(Presented Calls) Average Time to Answer**

The average time for a Contact Center call to be answered.

**Formula**

(Presented Calls) Average Time to Answer = (Total Time to Answer) / AnC

**(Presented Calls) Abandoned**

The number of Abandoned Calls.

**Formula**

(Presented Calls) Abandoned = AbC

**(Presented Calls) Average Time to Abandon**

The average time for a Contact Center call to be Abandoned.

**Formula**

(Presented Calls) Average Time to Abandon = (Total Time to Abandon) / AbC

**(CC Transactions) Answered**

The number of Contact Center transactions.

**Formula**

(CC Transactions) Answered = AnCT

**(CC Transactions) Average Answered Incoming Time**

The average duration of a Contact Center call.

**Formula**

(CC Transactions) Average Answered Incoming Duration = (Total Incoming Call Time) / AnCT

## Call Profile

Figure 38: Call Profile shows an example Call Profile report.

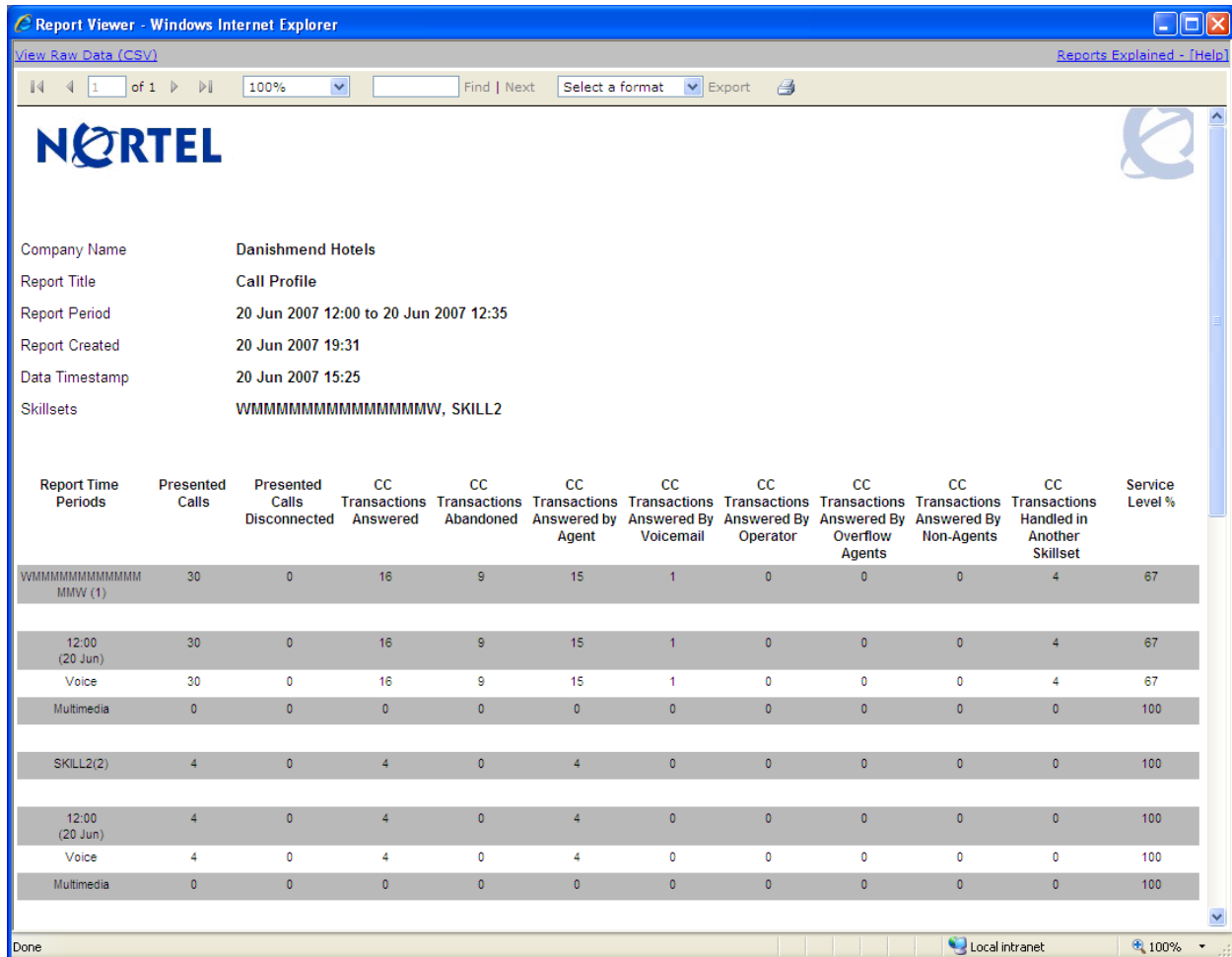


Figure 38: Call Profile

## Summary

This report provides a profile of the Transactions within the Contact Center, broken down into Hour, Day, and Month.

This report demonstrates numbers of calls presented to the Skillsets in the report, and the number Answered, Abandoned, Disconnected, Answered by: Agents, Voicemail, Operator, Overflow Agents, Non-Agents and Other Skillsets during a report period. It also presents the Service Level, expressed as a percentage.

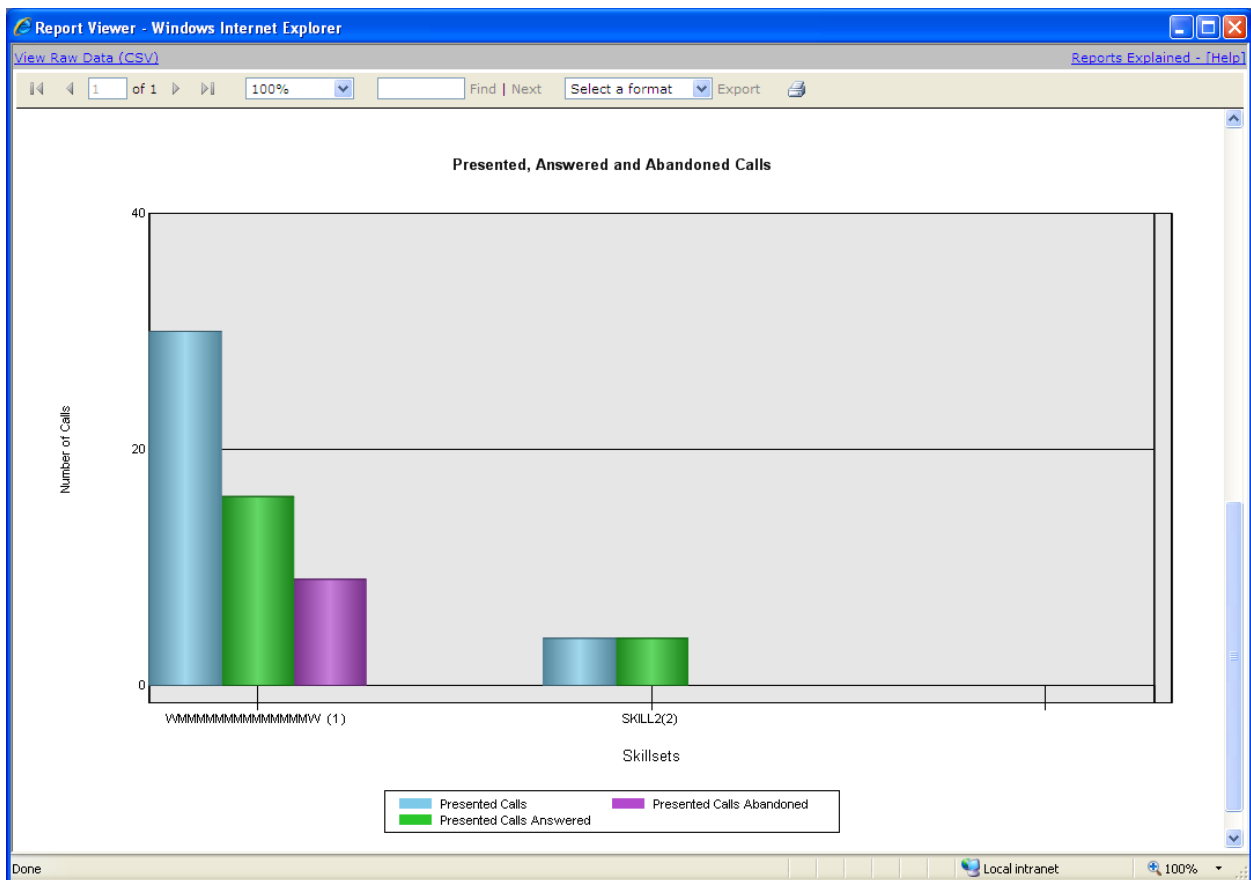
This report can be used to determine the fate of calls profiled in a report. A Call Profile report can indicate the number of calls in various time slots and if calls are Answered by Agents in a Skillset, for example.

The Call Profile report can also be used to help determine staffing levels and call peaks on a particular day or for a particular period.

A Call Profile report that spans several weeks will identify whether a call peak is a general trend in an average week, and may indicate a need for higher staff availability on certain days.

A Call Profile report can also be used to judge the effectiveness of a marketing campaign. A report covering one period for a number of previous years can be compared with a report for the year of the marketing campaign.

An example of a Call Profile report graph page is shown in Figure 39: Call Profile graph.



**Figure 39: Call Profile graph**

The Call Profile report Graph displays the number of calls that were Presented, Answered and Abandoned for the report time period selected.

**Logic**

The Call Profile report is generated for a range of selected Skillsets.

Depending on the selected date range, the report is broken down into one of the following periods: Hourly, if the report period is less than 48 hours; Daily, if the report period is less than one month; and Monthly, if the report period is longer than one month.

Each line of data represents a total of each statistic within the Contact Center for the selected report period.

## **FAQ**

### **Q) How does Voicemail answer calls in the Contact Center?**

A) Voicemail calls are answered if a call has overflowed or transferred to Voicemail, or if the call is transferred to the Auto Attendant after it has been answered by the Contact Center, that is, the CCR Tree.

### **Q) How does a non-Agent answer a call?**

A) A non-Agent is someone who is not logged on to the Contact Center. A non-Agent answers a call that has arrived directly to their DN either through the routing table, or by F70 transfer.

### **Q) Are “CC Transactions Handled in Another Skillset” calls transferred from one Agent to another or internal transfers?**

A) These are call transactions that have been handled in another Skillset regardless of whether it has been answered or not. This can include transferring to a Skillset CDN either through the routing table, or by manual F70 transfer.

### **Q) Which Skillsets answer the Transactions in the CC Transactions Answered column?**

A) The call transactions in this report include all transactions answered in the each of the Skillsets. Remember that a transferred call borrows the Agent in to that Skillset even if they are not logged on to it. For example, Agent A transfers a call from Skillset 1 to Agent B who is not logged on to that Skillset (they are logged on to Skillset 2 only), they are temporarily borrowed into this Skillset (Skillset 1) and the Call Transactions Answered by Agent field is incremented by 2 for each answered transaction of the call.

## **Report Fields**

A description of each of the fields in the report.

### **Presented Calls**

Total presented calls (both direct and indirect) to the Contact Center for the selected Skillsets and time period.

**Formula**

Pre

**Presented Calls Disconnected**

Total Disconnected calls for the selected Skillsets and time period.

**Formula**

Dis

**CC Transactions Answered**

Total Answered Transactions (this includes transferred calls) in the Contact Center for the selected Skillsets and time period (this statistic is not the same as answered Contact Center calls).

**Formula**

AnCT

**CC Transactions Abandoned**

Total Abandoned Transactions in the Contact Center for the selected Skillsets and time period.

**Formula**

AbC

**CC Transactions Answered by Agents**

Total Agent answered Transactions for the selected Skillset and time period.

**Formula**

AnCTA

**CC Transactions Answered by Voicemail**

Total Voicemail Transactions for the selected Skillset and time period.

**Formula**

AnCTVM

### **CC Transactions Answered by Operator**

Total operator Answered Transactions for the selected Skillset and time period.

#### **Formula**

AnCTO

### **CC Transactions Answered by Overflow Agent**

Total Transactions an Agent answered that arrived at the Agent through the action of the overflow rules configured in CallPilot Manager (although the Agent is part of another Skillset the call still belongs to the original Skillset).

#### **Formula**

AnCTOA

### **CC Transactions Answered by Non-Agent**

Total non-Agent (someone not logged on) answered Transactions for the selected Skillset and time period.

#### **Formula**

AnCTNA

### **CC Transactions Handled in Another Skillset**

Total Transactions handled in another Skillset, including those moved to another Skillset through a routing table.

#### **Formula**

AnCTAS

### **Service Level %**

Service Level for the time slot within the selected Skillsets and time period.

#### **Formula**

$((\text{Pre} - \text{AnCS} - \text{AbC}) / \text{Pre}) * 100$

**Note:**  $(\text{AnCTA} + \text{AnCTVM} + \text{AnCTO} + \text{AnCTOA} + \text{AnCTNA}) = \text{AnCT}$

## Incoming Call by Skillset

Figure 40: Incoming Call by Skillset shows an example Incoming Call by Skillset report.

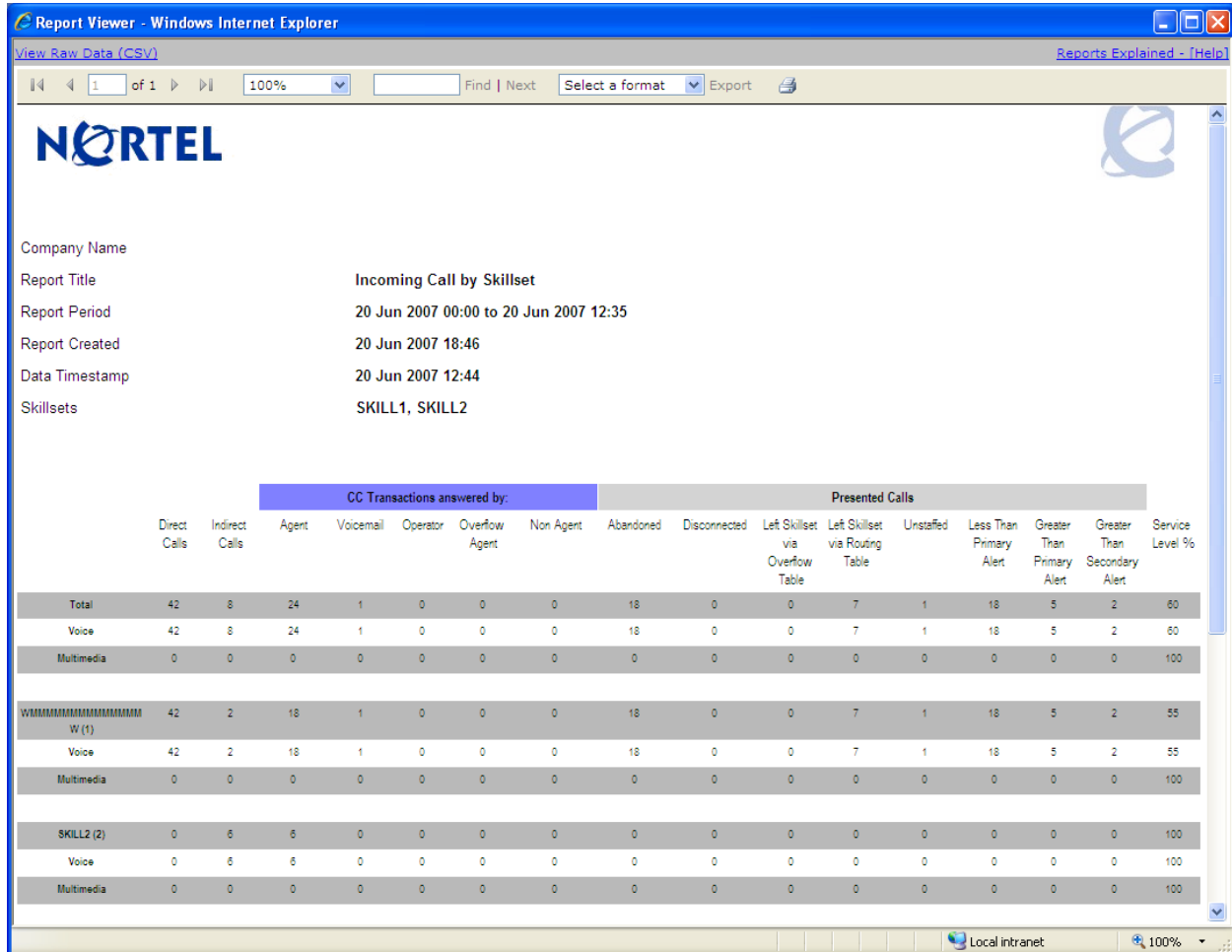


Figure 40: Incoming Call by Skillset

### Summary

This report provides an overview of the incoming calls into the Contact Center, for a selection of Skillsets.

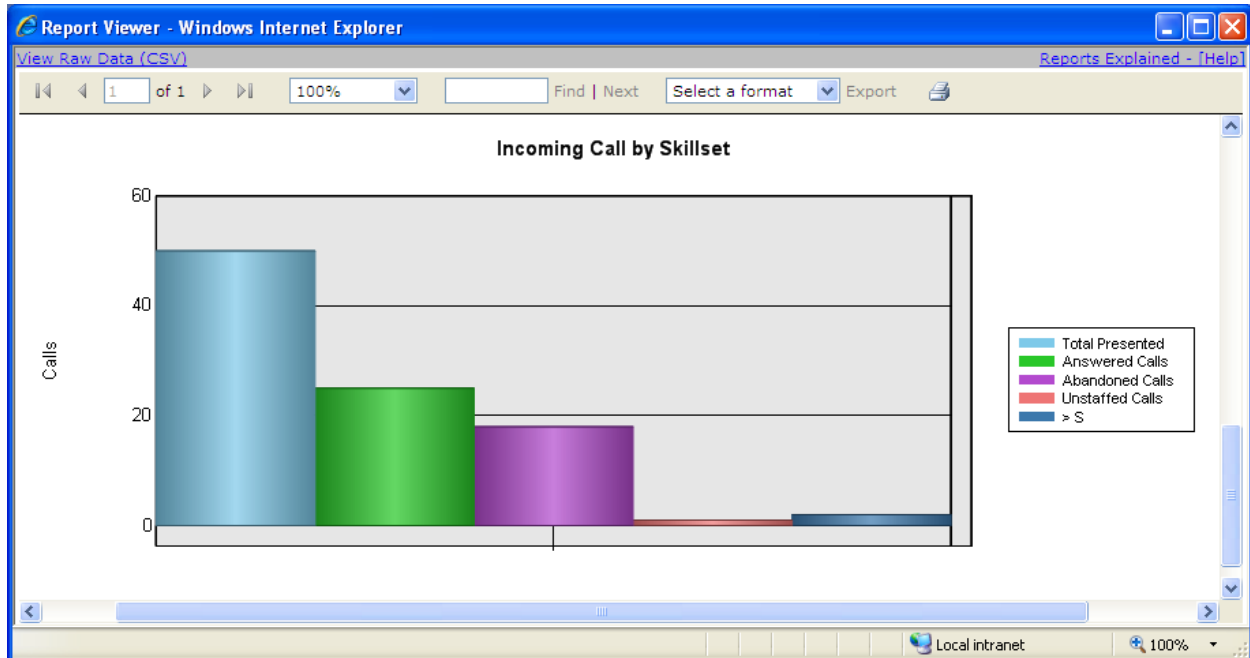
The Incoming Call by Skillset report relates to Incoming Direct and Indirect Calls, not Transactions. For more information, see Transactions and Direct and Indirect Calls (page 13).

This report provides a consolidated one-line summary of the call traffic into the Skillsets included in the report, and the call handling of that traffic.

This report can be used to determine how many calls (Direct and Indirect) were presented to the Skillsets, and how many were Answered and Abandoned.

Location and Agent answering calls, calls answered before the Primary Alert (<P), calls answered after the Primary Alert, but before the Secondary Alert (>P), and calls answered beyond the Secondary Alert (>S) can also be determined.

An example of an Incoming Call by Skillset report graph page is shown in Figure 41: Incoming Call by Skillset graph.



**Figure 41: Incoming Call by Skillset graph**

The Incoming Call by Skillset report Graph shows the Total Presented calls for the Skillsets selected as well as the number of calls Answered, Abandoned, the number of Unstaffed calls (that is, calls presented to the Skillset when no Agents are logged on), and calls answered after the Secondary Alert.

### Logic

The Incoming Call by Skillset report is generated for a range of selected Skillsets.

Each line of data shows the number of incoming direct and indirect calls, and the other columns show the treatment those calls received. Treatments include being answered by Agent, by Overflow Agent, by Voicemail and calls that left the Skillset by means of the routing table.

This report's main focus is on Contact Center calls not transactions.

### FAQ

**Q) Where do Direct Calls come from?**



A) Direct Calls are calls placed directly to the Skillset. That is, these calls have not arrived through any other method like F70 transfer to Skillset CDN, or transferred or moved in the routing table.

**Q) Are Indirect Calls handled by another Skillset Agent?**

A) No, these are Contact Center calls that have arrived to a Skillset by some other method. That is, these calls have arrived through some other method like F70 transfer to Skillset CDN, or transferred or moved in the routing table.

**Q) Why is the number of Agent calls displayed less than those stated in other reports? Also, the number of Voicemail calls is 0 but the Call Profile report shows a number of calls answered by Voicemail.**

A) This report does not include manually transferred calls only calls directly presented to an Agent.

**Q) Which skillsets handled the calls in the "Left Skillset via Overflow Table" column?**

A) The report does not say which Skillset eventually handled these calls. However, if you look at your overflow table you can find out which Skillset these went to, based on the rules.

**Report Fields**

A description of each of the fields in the report.

**Direct Calls**

Total Direct Calls for a Skillset in the selected Skillsets and time period.

**Formula**

PreD

**Indirect Calls**

Total Indirect Calls for a Skillset in the selected Skillsets and time period.

**Formula**

PreI

**(CC Transactions Answered by:) Agent**

Total Agent answered Transactions answered for the selected Skillsets and time period.

**Formula**

AnCTA

**(CC Transactions Answered by:) Voicemail**

Total Voicemail Answered Transactions for the selected Skillsets and time period.

**Formula**

AnCTVM

**(CC Transactions Answered by:) Operator**

Total operator Answered Transactions for the selected Skillsets and time period.

**Formula**

AnCTO

**(CC Transactions Answered by:) Overflow Agent**

Total Transactions an Agent answered that were sent through the actions of the overflow rules configured in CallPilot Manager (the Agent maybe part of another Skillset, but the call still belongs to the original Skillset).

**Formula**

AnCTOA

**(CC Transactions Answered by:) Non Agent**

Total non Agent answered Transactions for the selected Skillsets and time period. In all cases this will be a call transferred to a non Agent through the actions of the routing table either through the CCR Tree or Caller input rules.

**Formula**

AnCTNA

**(Presented Calls) Abandoned**

Total Presented Calls abandoned in the Skillset for the selected Skillset and time period.

**Formula**

AbC

**(Presented Calls) Disconnected**

Total Presented Calls disconnected for the selected Skillsets and time period.

**Formula**

Dis

**(Presented Calls (that)) Left Skillset via Overflow Table**

Total Presented Calls that have left the Skillset due to a rule in the overflow table, for example, move to Skillset rule, for the selected Skillset and time period.

**Formula**

LSSOT

**(Presented Calls (that)) Left Skillset via Routing Table**

Total Presented Calls that have left the Skillset due to a rule in the call routing table for the selected Skillset and time period. The rule includes Move to Skillset and Transfer to Skillset Control DN only; all other scenarios, Transfer to Extension and Transfer to External remain within the Skillset and will not affect this field.

**Formula**

LSSRT

**(Presented Calls) Unstaffed**

Total Presented Calls that came into a Skillset when there were no agents logged on to the Skillset for the selected Skillsets and time period.

**Formula**

UsC

**(Presented Calls) Less than Primary Alert**

Total Presented Calls answered before the primary alert threshold for the selected Skillsets and time period.

**Formula**

AnCLP

**(Presented Calls) Greater than Primary Alert**

Total Presented Calls answered after the primary alert threshold, but before the secondary alert threshold for the selected Skillsets and time period.

**Formula**

AnCGP

**(Presented Calls) Greater than Secondary Alert**

Total Presented Calls answered after the secondary alert threshold for the selected Skillsets and time period.

**Formula**

AnCS

**Service Level %**

Service Level for the selected Skillsets and time period.

**Formula**

$((\text{Pre} - \text{AnCS} - \text{AbC}) / \text{Pre}) * 100$

## Summary report

Figure 42: Summary report shows an example Summary report.

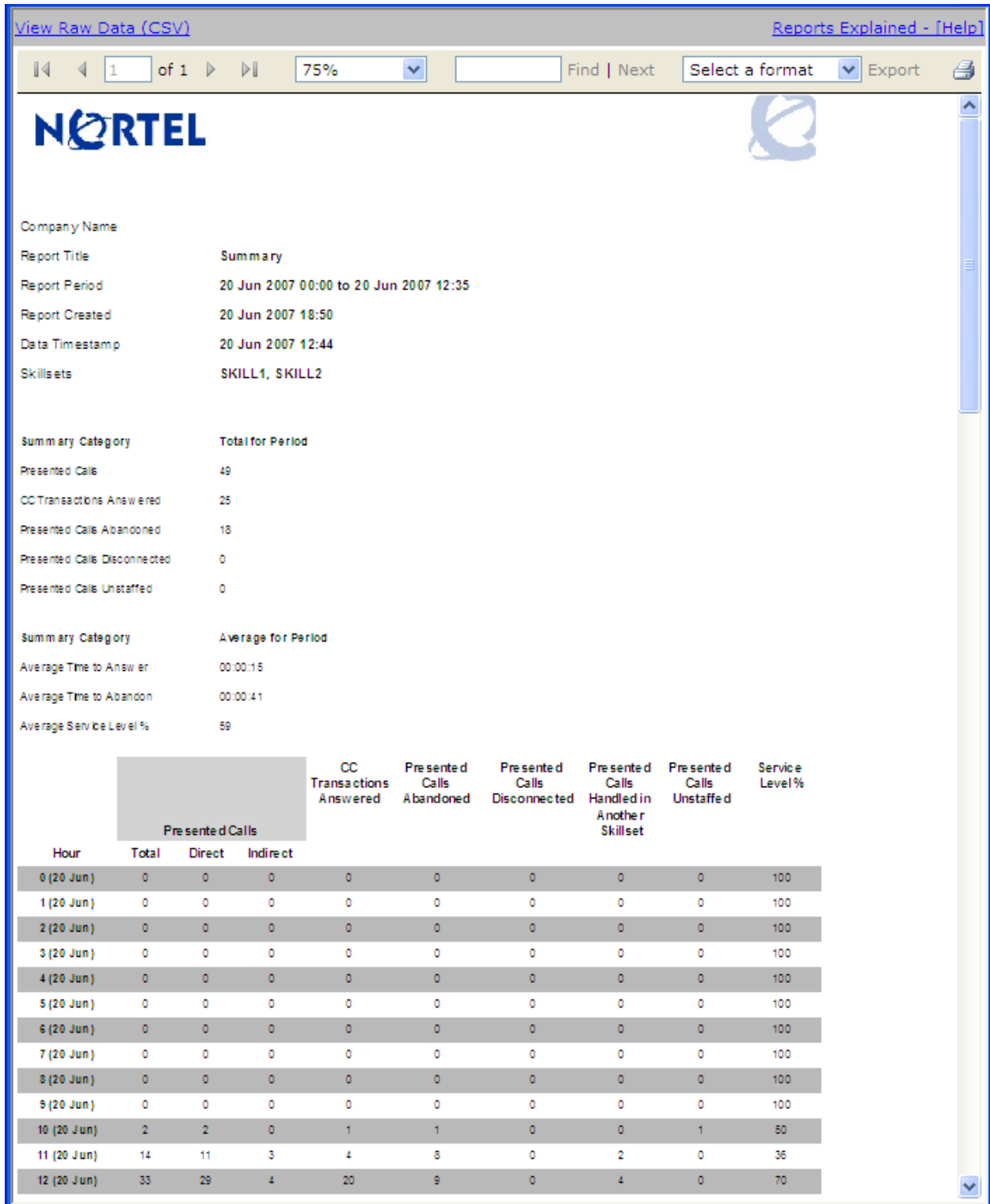


Figure 42: Summary report

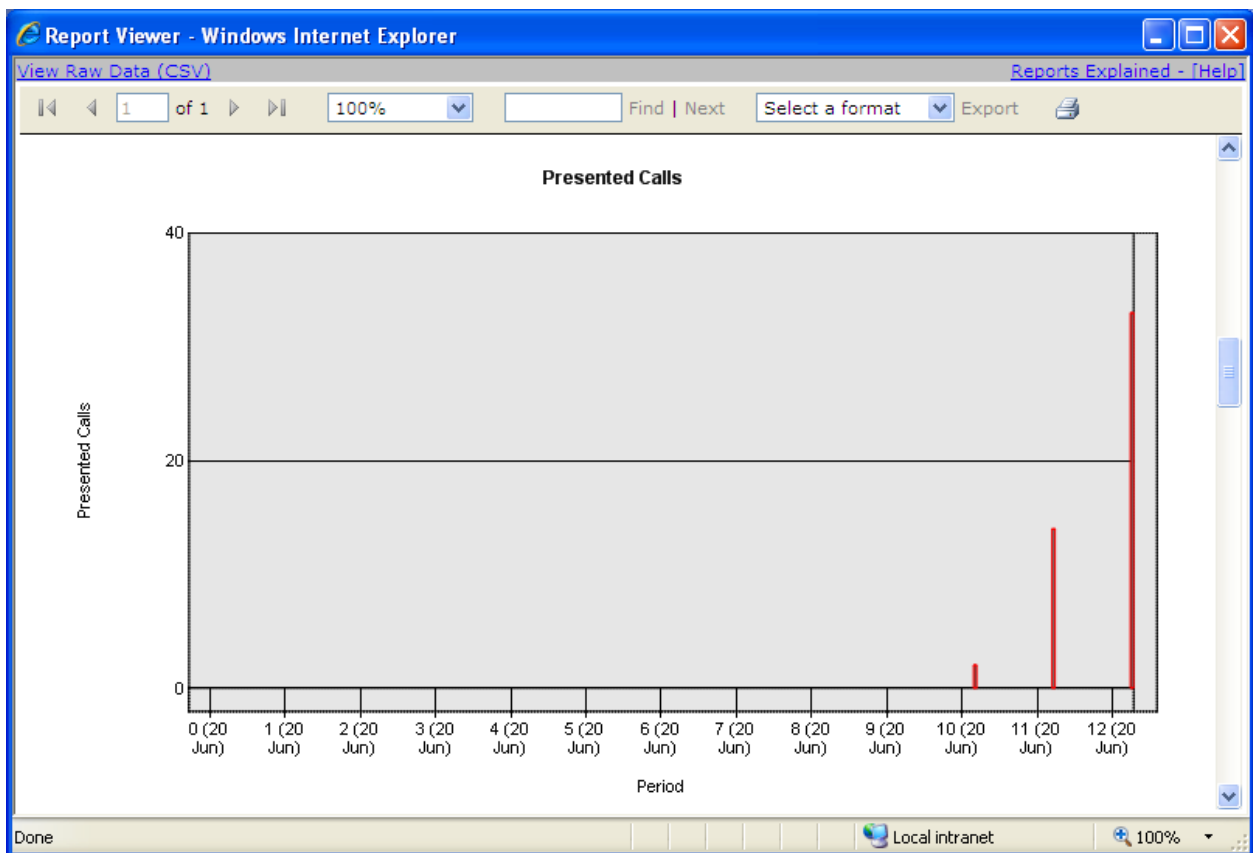
## Summary

This report displays a summary of key Contact Center statistics over the period of the report, broken down into one Hour, Day, and Month time slots.

The Summary report provides a quick, one-report summation of the performance and activity of the Skillsets it includes.

A figure-based and an average-based table are provided above a profile, which spans the report period. For each unit, the number of Incoming Calls, Answered Calls, Abandoned Calls, Calls Handled in Another Skillset, and Unstaffed Calls are shown, together with the Service Level, expressed as a percentage.

The Summary report includes five graphs, as shown in the following figures: Figure 43: Summary report graph – Presented Calls; Figure 44: Summary report graph – Presented Calls Answered; Figure 45: Summary report graph – Presented Calls Abandoned; Figure 46: Summary report graph – Presented Calls Handled in Another Skillset; and Figure 47: Summary report graph – Service Level %.



**Figure 43: Summary report graph – Presented Calls**

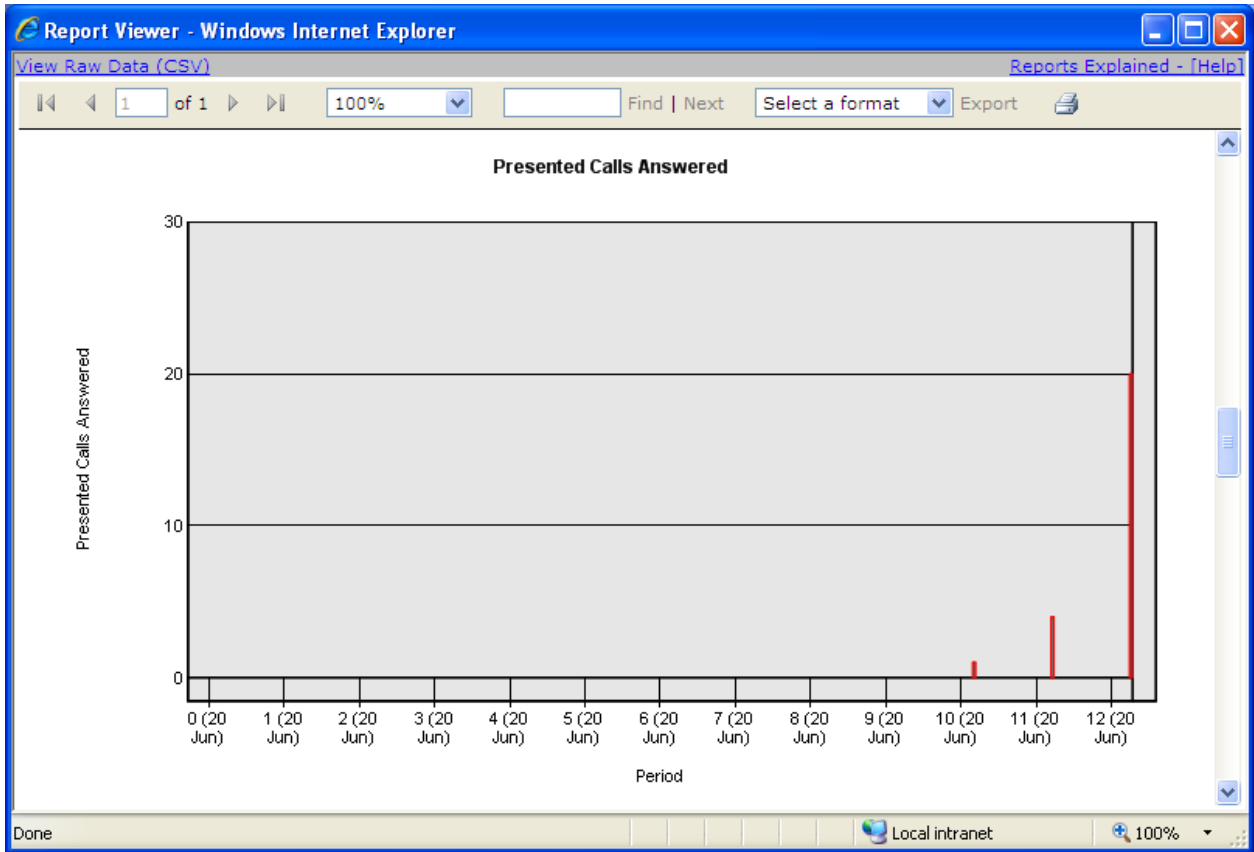


Figure 44: Summary report graph – Presented Calls Answered

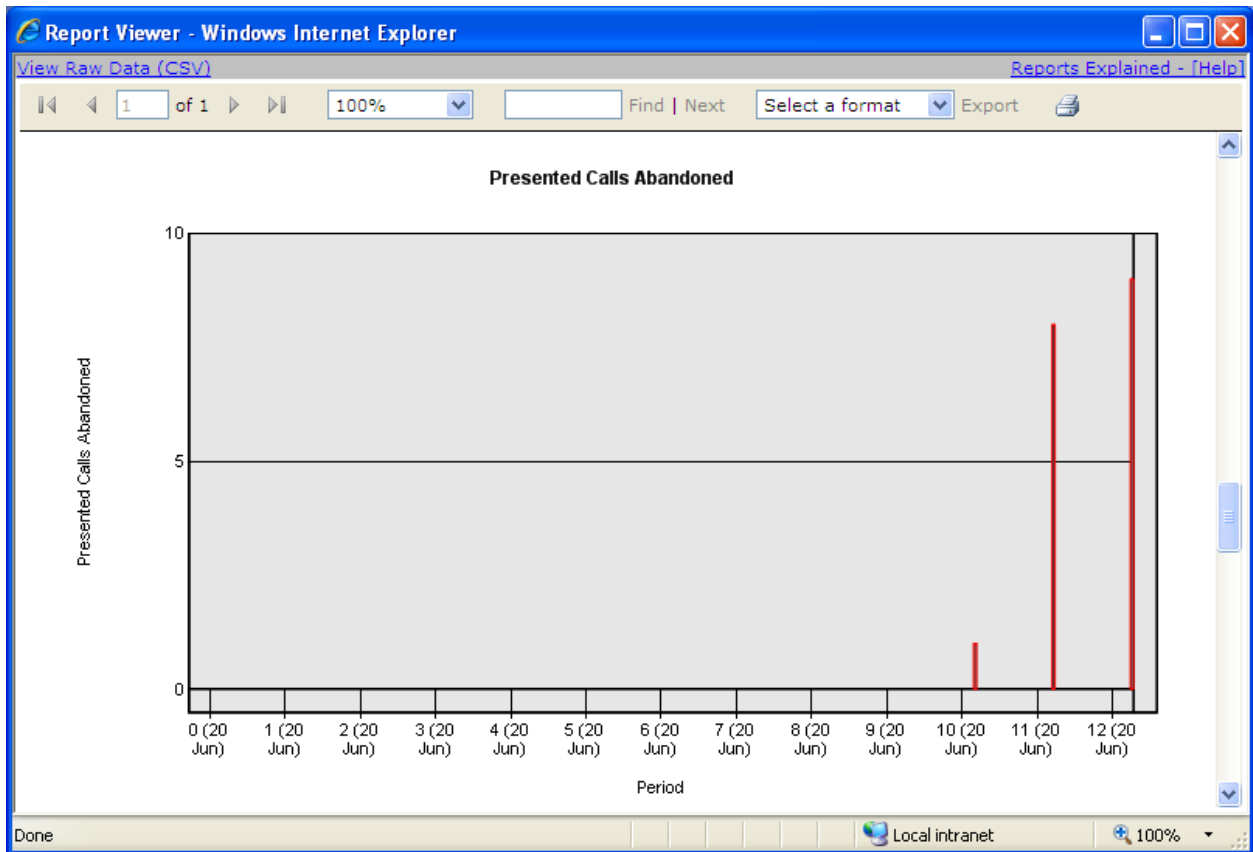
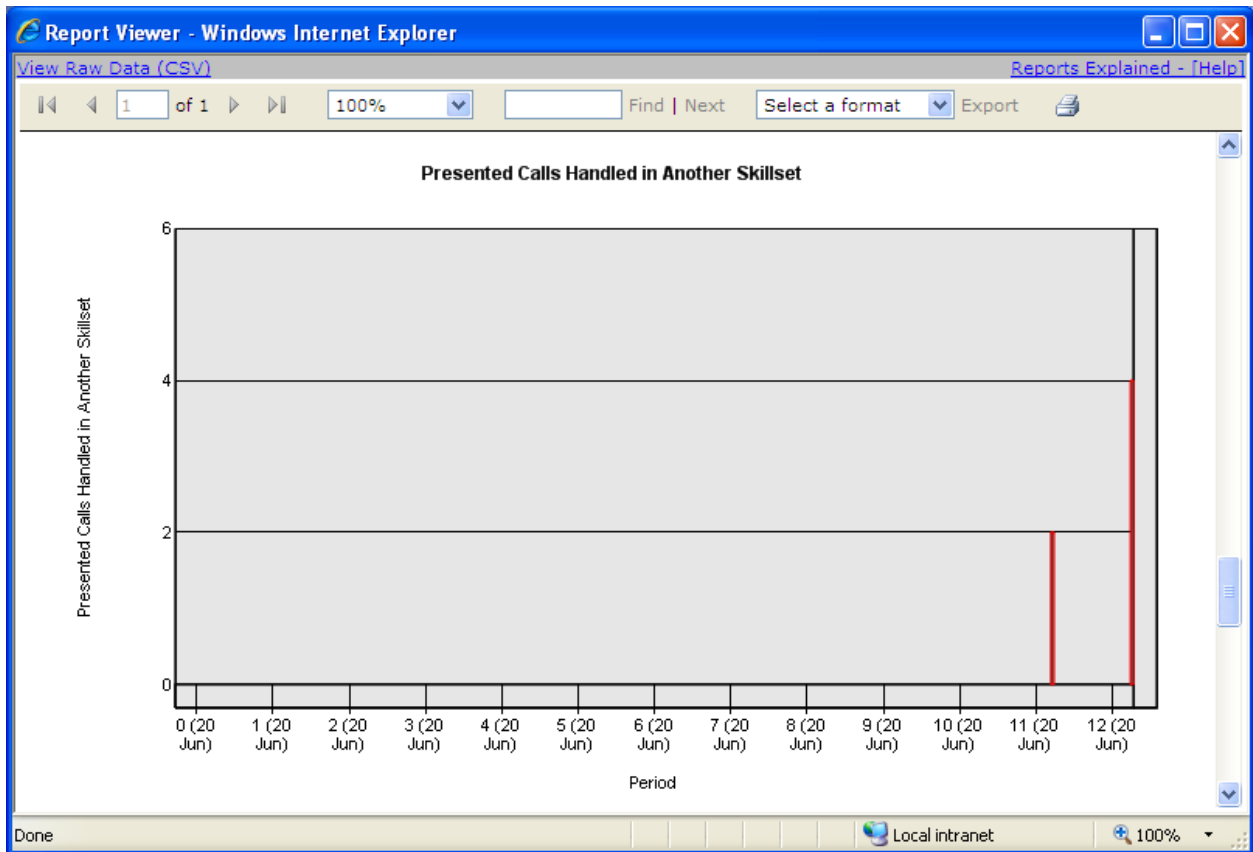
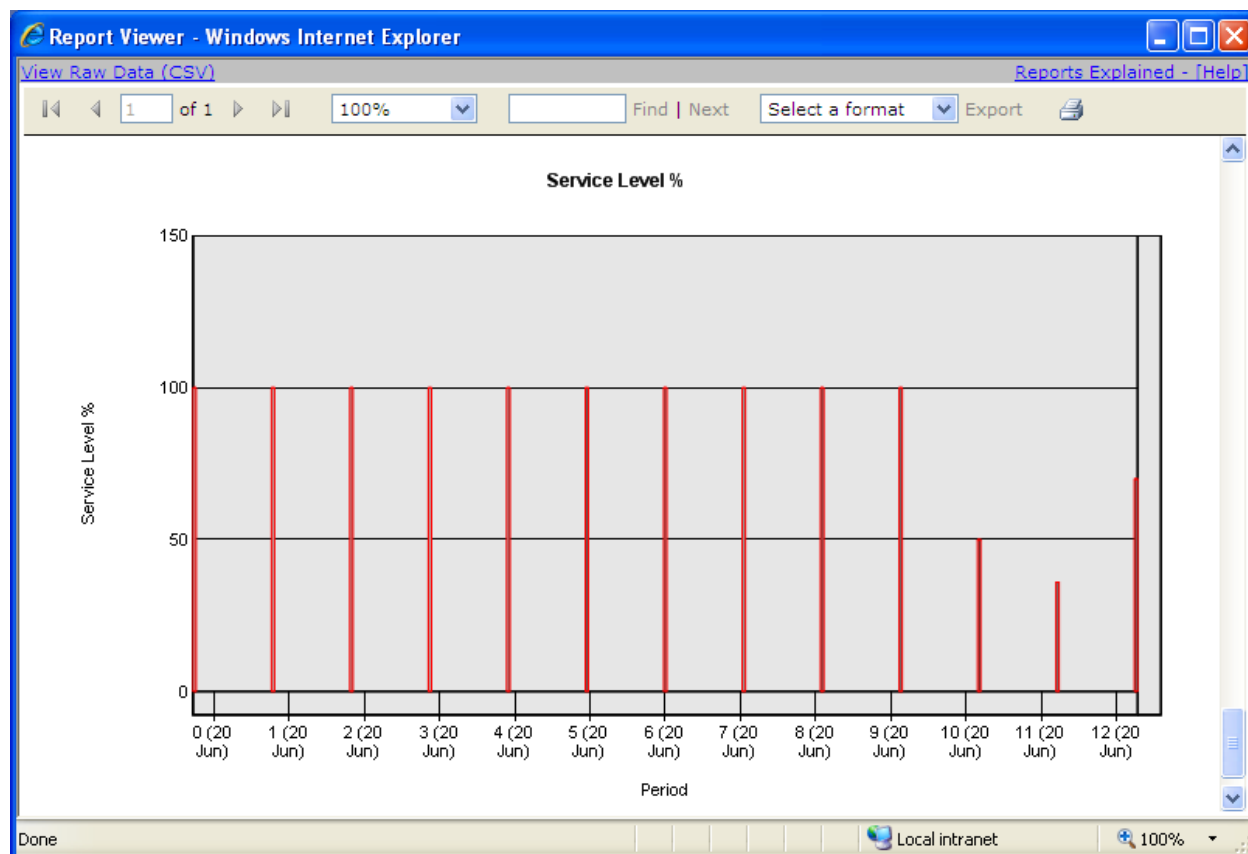


Figure 45: Summary report graph – Presented Calls Abandoned





**Figure 46: Summary report graph – Presented Calls Handled in Another Skillset**



**Figure 47: Summary report graph – Service Level %**

Each graph is a bar chart profile of the report period. These graphs allow data correlations to be highlighted and then investigated using other, more detailed reports.

### Logic

The summary report is generated for selected Skillsets.

Depending on the date range, the report is broken down into one of the following periods: Hourly, if the report period is less than 48 hours; Daily, if the report period is less than one month; and Monthly, if the report period is longer than one month.

A summary of the totals of certain call types and an average of call lengths and levels of service is also provided.

### FAQ

- Q) Why is the “Presented Calls Handled in Another Skillset” different to the “CC Transactions Handled In Another Skillset” in the Call Profile report?**
- A) The Calls Handled in Another Skillset column in the Summary report does not include Manual Transfer to Skillsets when already answered. This column is only interested in

calls that have been answered the first time, not when the calls have already been answered.

**Q) Which Skillsets answer the Transactions in the CC Transactions Answered column?**

A) The call transactions in this report include all transactions answered in the each of the Skillsets. Remember that a transferred call borrows the Agent in to that Skillset even if they are not logged on to it. For example, Agent A transfers a call from Skillset 1 to Agent B who is not logged on to that Skillset (they are logged on to Skillset 2 only), they are temporarily borrowed into this Skillset (Skillset 1) and the Call Transactions Answered by Agent field is incremented by 2 for each answered transaction of the call.

**Q) Why is the Average Time to Answer duration in the Call Average by Skillset report not the same as that in the Summary report?**

A) The Average Time to Answer in the Call Average by Skillset report is calls-based and is calculated by dividing the total time by the total number of calls answered. Whereas, the Summary report is transaction-based and calculates the Average Time to Answer by dividing the total time by the total number of transactions made. One call can comprise of one or more transactions, such as when a call answered by Agent 1 is transferred to and answered by Agent 2. Here 2 transactions occurred for one call made to the Contact Center.

**Report Field**

A description of each of the fields in the report.

**Presented Calls**

Total presented calls (both direct and indirect) within that time slot and within the selected Skillset and time period.

**Formula**

Pre

**CC Transactions Answered**

Total answered Transactions (including transferred calls) within the Contact Center for the selected Skillsets and time period (this statistic is not the same as answered Contact Center calls).

**Formula**

AnCT

### **Presented Calls Abandoned**

Total abandoned calls within the Contact Center for the selected Skillsets and time period.

#### **Formula**

AbC

### **Presented Calls Disconnected**

Total disconnected calls in the selected Skillsets and time period.

#### **Formula**

Dis

### **Presented Calls Unstaffed**

Total number of calls that came into a Skillset when there were no Agents logged on to the Skillset for the selected Skillsets and time period.

#### **Formula**

UsC

### **Average Time to Answer**

Average time for calls to be answered in the selected Skillsets and time period.

#### **Formula**

(Total Time To Answer) / AnC

### **Average Time to Abandon**

Average time for calls to be abandoned in the selected Skillsets and time period.

#### **Formula**

(Total Time to Abandon) / AbC

**Average Service Level %**

Average level of service for Contact Center calls in the selected Skillsets and time period.

**Formula**

$(\text{Total (Pre - AnCS - AbC)} / \text{Total Pre}) * 100$

**(Presented Calls) Total**

Total presented calls (both direct and indirect) the Contact Center received for the selected Skillsets and time period.

**Formula**

Pre

**(Presented Calls) Direct**

Calls that were presented to the Contact Center that were directly received for the selected Skillsets and time period.

**Formula**

PreD

**(Presented Calls) Indirect**

Calls that were presented to the Contact Center that were indirectly received for the selected Skillsets and time period.

**Formula**

PreI

**CC Transactions Answered**

Total answered Transactions for that time slot and within the selected Skillset and time period.

**Formula**

AnCT

### **Presented Calls Abandoned**

Total abandoned calls for that time slot and within the selected Skillset and time period.

#### **Formula**

AbC

### **Presented Calls Disconnected**

Total disconnected calls within the Contact Center for the selected Skillsets and time period.

#### **Formula**

Dis

### **Presented Calls Handled in Another Skillset**

Total calls that arrived into a Skillset, but were moved to another Skillset through the actions of the routing table or transferred to another Skillset Control DN.

#### **Formula**

AnCOS

### **Presented Calls Unstaffed**

Total calls that came into a Skillset when there were no agents logged on to the Skillset for the time slot within the selected Skillsets and time period.

#### **Formula**

UsC

### **Service Level %**

Service Level for the time slot within the selected Skillsets and time period.

#### **Formula**

$((\text{Pre} - \text{AnCS} - \text{AbC}) / \text{Pre}) * 100$

**Note:**  $\text{PreD} + \text{PreI} = \text{Pre}$

## Activity Code by Agent

Figure 48: Activity Code by Agent shows an example Activity Code by Agent report.

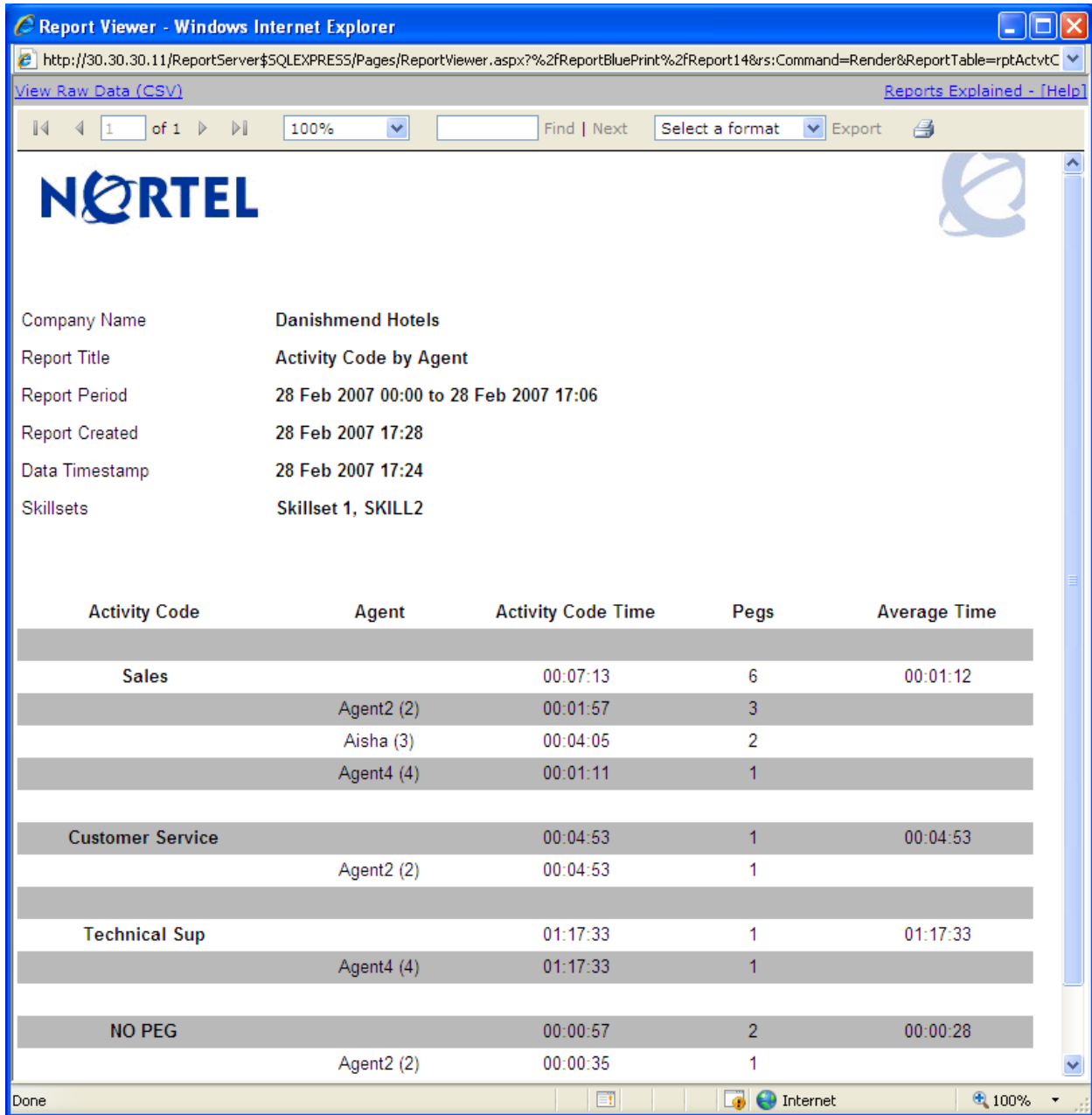


Figure 48: Activity Code by Agent

## Summary

This report displays the usage of Activity Codes, known as pegs, which are grouped by activity and broken down into each Agent’s Activity Code pegging.

Agents who have entered each Activity Code are listed, together with the average call duration, the number of pegs each Agent has entered, and the accumulated time of all the calls that were associated with each Activity code, per Agent.

This report can be used to determine which Agents have answered certain calls, or performed certain call-related activities, such as performing a credit search or requesting a catalog dispatch.

### **Logic**

This report displays the Activity Code usage for those agents who entered any of the selected Activity Codes over the period of the report.

Each line of data is the total Activity Code pegs entered over the period selected in the report.

### **Report Fields**

A description of each of the fields in the report.

#### **Activity Code**

Name of the Activity Code as entered in the CallPilot Manager.

#### **Formula**

N/A

#### **Agent**

Agent that entered the Activity Code.

#### **Formula**

N/A

#### **Activity Code Time**

The portion of the call when pegging was selected. Time is allocated to a peg proportionally dependent on the number of pegs entered at one time. For example, if 2 pegs are entered at the same time, the Activity Code Time for those 2 pegs will be the length of the call divided by 2. If one peg is entered, call time is recorded and another peg is then entered. The first peg will record activity time up to the point that the second peg is entered. The remainder of call time is allocated to the second peg.

#### **Formula**

N/A



**Pegs**

Number of times that peg was used.

**Formula**

ACP

**Average Time**

Average call time associated with that peg for that Agent.

**Formula**

(Total Time for each peg) / ACP

## Activity Code by Pegs

Figure 49: Activity Code by Pegs shows an example Activity Code by Pegs report.

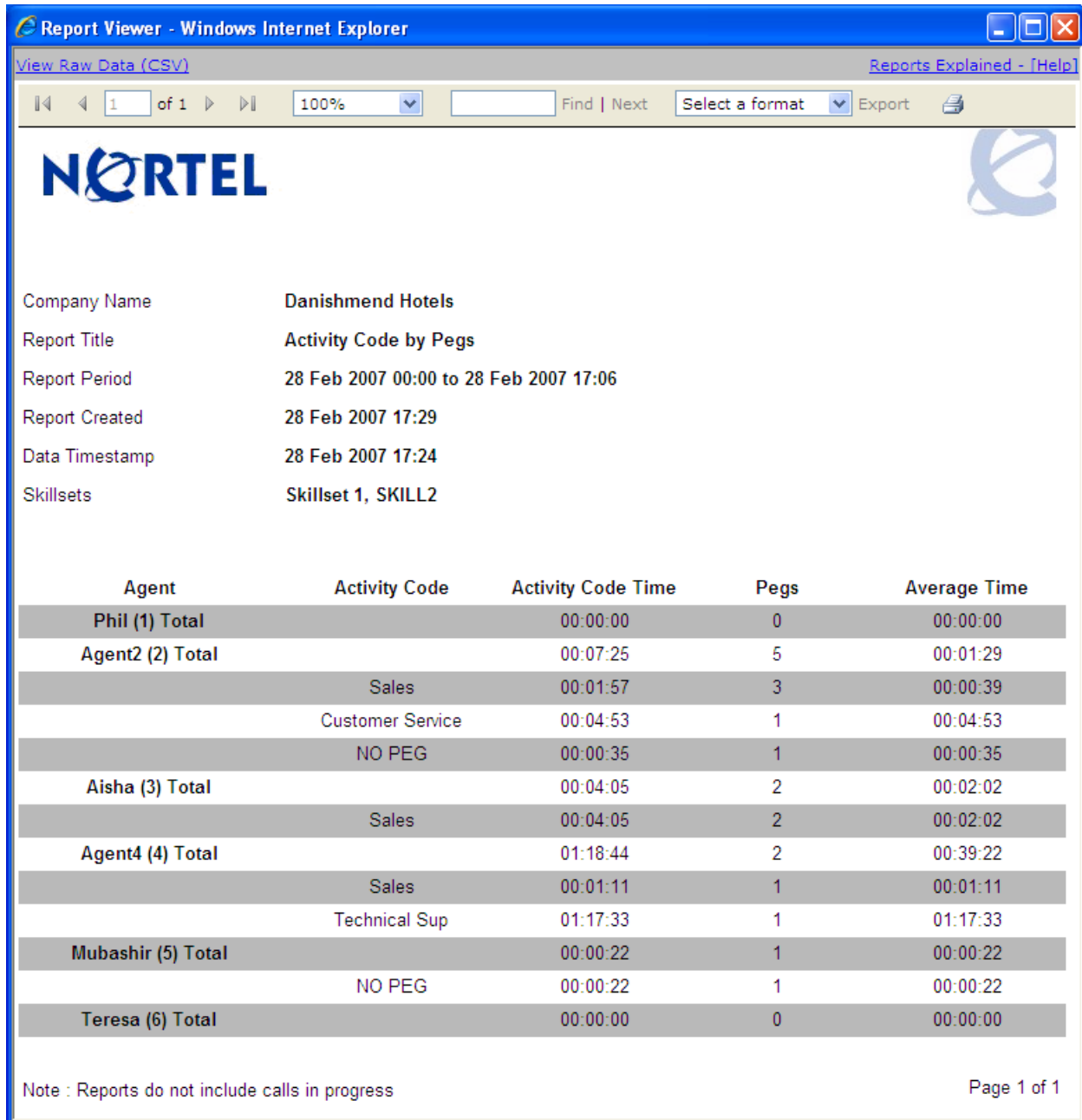


Figure 49: Activity Code by Pegs

## Summary

This report illustrates the usage Activity Codes (pegging) grouped by Agent and broken down for each Activity Code, ranked according to their usage by each Agent within each Skillset.

Each Agent’s Activity Codes are listed, in descending order of use, together with the average call duration time, the number of pegs entered, and the accumulated time of all the calls that were associated with each Activity Code.

The data can be used to determine which activities or call types each Agent spends the most time on or has been most frequently involved with.

**Logic**

This report is generated for the selected Skillsets.

It groups the Activity Code usage of each Agent who entered Activity Codes in the period covered by the report, and then lists the Activity Codes together with their peg count and total durations.

Each line of data is a total of Activity Code pegs for a single Activity Code, for a single Agent over the period selected for the report.

**Report Fields**

A description of each of the fields in the report.

**Agent**

Agent that entered the Activity Code.

**Formula**

N/A

**Activity Code**

Activity Codes used by the Agent. If this is blank, then the Agent does not have any pegs recorded against them.

**Formula**

N/A

**Activity Code Time**

The portion of the call when pegging was selected. See Activity Code Time (page 128).

**Formula**

N/A

**Pegs**

Number of times a peg was used.

**Formula**

ACP

**Average Time**

Average call time associated with that peg for that Agent.

**Formula**

(Total Time for each peg) / ACP

### Activity Code by Skillset

Figure 50: Activity Code by Skillset shows an example Activity Code by Skillset report.

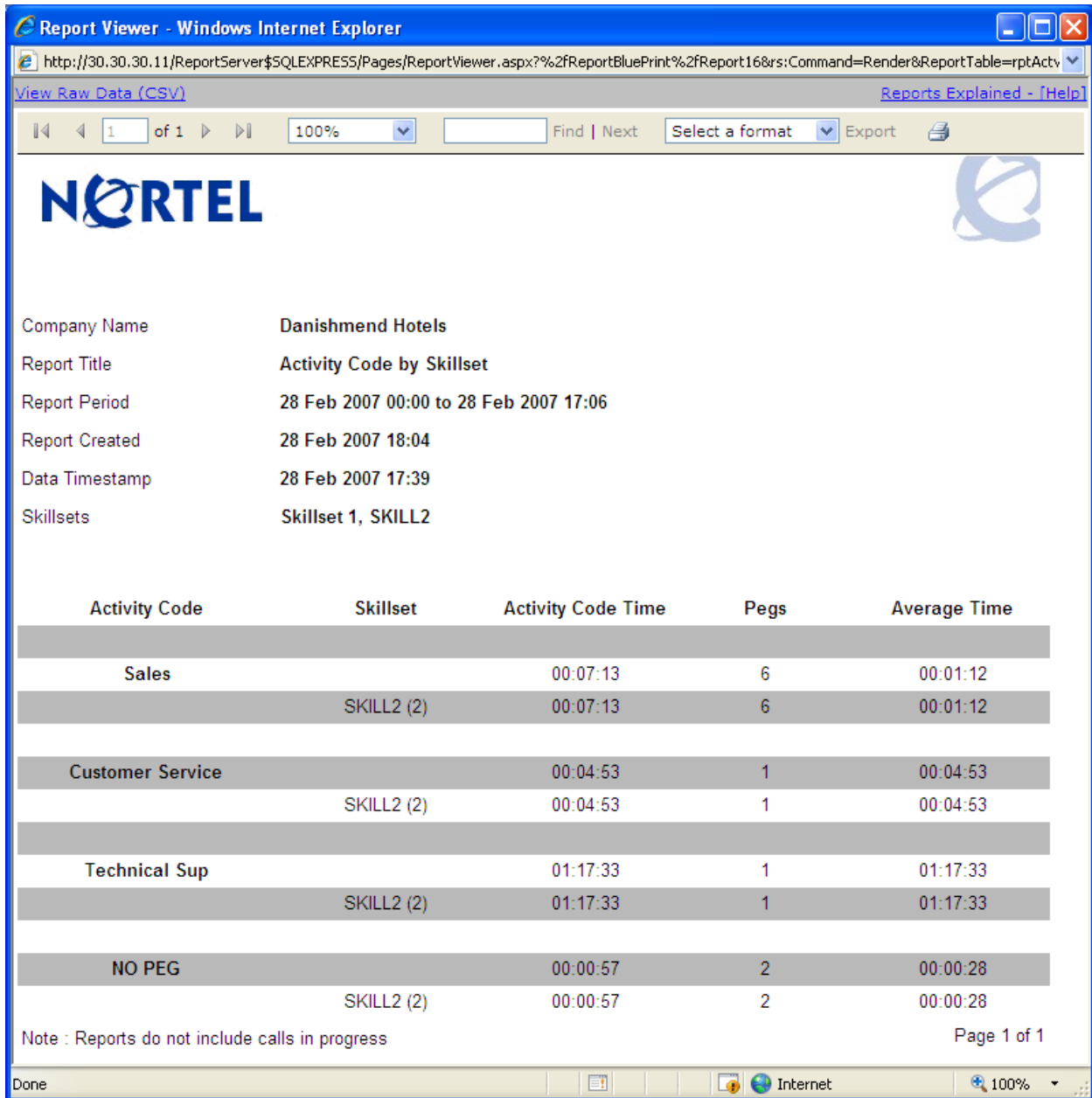


Figure 50: Activity Code by Skillset

### Summary

The Activity Code by Skillset report displays the usage of grouped Activity Codes, known as *pegs*) that are broken down into each Skillset.

This report shows the Activity Code that has been entered on calls for each Skillset included in the report.

For each Skillset, the Activity Codes are presented in alphabetical order, with the average call duration time, the number of pegs, and the actual accumulated time of all the calls that were associated with each Activity Code.

Activity Codes can be used to determine different things. If an Activity Code represented each magazine or publication in which advertisements had been placed and each incoming caller was asked to indicate where they saw the advertisement they were responding to, this data can be used to indicate which publications are the most effective advertising vehicles.

Activity Codes can be used to identify different types of calls. For example, a Help Desk could have Activity Codes for different products that they support. The data can then be examined to determine which products generate the most calls, or which product support calls have the highest average talk time.

Activity Codes can be used to represent Agent activity as a result of a call. For example, Activity Codes could be established to represent Credit Account Application Letter Sent, or, say, Catalog Posted.

### **Logic**

This report displays Activity Code usage grouped by Activity Codes and grouped again for each included Skillset.

Each line of data is a total of Activity Code pegs that were entered over the period selected in the report generation.

### **Report Fields**

A description of each of the fields in the report.

#### **Activity Code**

Name of the Activity Code as entered in the CallPilot Manager.

#### **Formula**

N/A

#### **Skillset**

Skillset the peg is recorded against.

#### **Formula**

N/A

**Activity Code Time**

The portion of the call when pegging was selected. See Activity Code Time (page 128).

**Formula**

N/A

**Pegs**

Number of times that Activity Code was used.

**Formula**

ACP

**Average Time**

Average call time associated with that peg within that Skillset.

**Formula**

(Total Time for each peg) / ACP

## Help Request by Supervisor

Figure 51: Help Request by Supervisor shows an example of a Help Request by Supervisor report.

Report Viewer - Windows Internet Explorer  
 http://30.30.30.11/ReportServer\$SQLSERVER/Pages/ReportViewer.aspx?%2fReportBlueprint%2fReport17&rs:Command=Render&ReportTable=rptH1

View Raw Data (CSV) Reports Explained - [Help]

1 of 1 100% Find | Next Select a format Export

**NORTEL**

Company Name: Danishmend Hotels  
 Report Title: Help Request by Supervisor  
 Report Period: 28 Feb 2007 00:00 to 28 Feb 2007 17:06  
 Report Created: 28 Feb 2007 18:04  
 Data Timestamp: 28 Feb 2007 17:39

Supervisor ID	Supervisor Name	Time of Day	Date	CLID	Agent ID	Agent Name
2	Agent2	14:35:27	28 Feb 2007	P223	4	Agent4
		14:57:43	28 Feb 2007	P223	3	Aisha

Note : Reports do not include calls in progress Page 1 of 1

Done Internet 100%

Figure 51: Help Request by Supervisor

### Summary

The Help Request by Supervisor report lists the instances of each help request that a supervisor answered. A rejected request is rejected on an Unanswered Help Request by Agent report.

If the CLID is not shown, the line number is shown.

The Contact Center Supervisory Help feature is intended for use in emergency situations when an Agent is on a call and urgently requires the help of a Supervisor without alerting the caller



that a supervisor is being called in. It is not intended for routine consultations or when the Agent is not on a Contact Center call.

The CLID (where known) is displayed and associated with each Help Request. This provides a record of who phoned into the Contact Center and the Agent who requested the additional help.

### **Logic**

Every help request a supervisor answers is recorded within the reports database.

### **Report Fields**

A description of each of the fields in the report.

#### **Supervisor ID**

Logon ID of the supervisor who answered the help request.

#### **Formula**

N/A

#### **Supervisor Name**

Name of the supervisor who answered the help request.

#### **Formula**

N/A

#### **Time of Day**

Time at which the help request was made.

#### **Formula**

N/A

#### **Date**

Date on which the help request was made.

#### **Formula**

N/A

**CLID**

Calling Line Identification of the caller, if this is not available then the Target Line number is displayed, if that is not available then the Physical Line number is displayed.

**Formula**

N/A

**Agent ID**

Logon ID of the Agent who issued the help request.

**Formula**

N/A

**Agent Name**

Name of the Agent who issued the help request.

**Formula**

N/A

### Supervisor Monitor by Agent

Figure 52: Supervisor Monitor by Agent shows an example Supervisor Monitor by Agent report.

**Report Viewer - Windows Internet Explorer**

View Raw Data (CSV) Reports Explained - [Help]

1 of 1 100% Find | Next Select a format Export

**NORTEL**

Company Name: **Danishmend Hotels**  
 Report Title: **Supervisor Monitor by Agent**  
 Report Period: **29 Jan 2007 00:00 to 29 Jan 2007 11:19**  
 Report Created: **12 Mar 2007 17:47**  
 Data Timestamp: **29 Jan 2007 11:39**  
 No. of Agents Selected: **1**  
 Agents: **Phil**

Supervisor	Agent	Start Date and Time	End Date and Time
Phil (1)	Monitor Session	2007/01/29 10:18:41	2007/01/29 10:19:14
	Monitor Session	2007/01/29 10:19:18	2007/01/29 10:19:22
	Monitor Session	2007/01/29 10:23:35	2007/01/29 10:25:13
	Monitor Call Agent2 (2)	2007/01/29 10:24:14	2007/01/29 10:24:40
	Monitor Session	2007/01/29 11:06:46	2007/01/29 11:08:24
	Monitor Agent2 (2)	2007/01/29 11:07:35	2007/01/29 11:07:41
	Monitor Call Agent2 (2)	2007/01/29 11:07:36	2007/01/29 11:07:42
	Monitor Agent2 (2)	2007/01/29 11:08:05	2007/01/29 11:08:21
	Monitor Session	2007/01/29 11:13:12	2007/01/29 11:16:15
	Monitor Agent2 (2)	2007/01/29 11:13:29	2007/01/29 11:14:51
	Monitor Call Agent2 (2)	2007/01/29 11:14:22	2007/01/29 11:14:51
	Monitor Agent2 (2)	2007/01/29 11:15:16	2007/01/29 11:16:12
Agent2 (2)	Monitor Session	2007/01/29 10:26:42	2007/01/29 10:27:09
	Monitor Phil (1)	2007/01/29 10:26:49	2007/01/29 10:27:01
	Monitor Session	2007/01/29 11:17:44	2007/01/29 11:18:08
	Monitor Phil (1)	2007/01/29 11:17:48	2007/01/29 11:18:07

Note : Reports do not include calls in progress Page 1 of 1

Done Local intranet 100%

**Figure 52: Supervisor Monitor by Agent**

## Summary

The Supervisor Monitor by Agent report lists the instances when the Supervisor entered a monitoring session (**Start Date and Time**), left the monitoring session (**End Date and Time**) and the details of each agent monitored during that session.

Each Supervisor Monitor Session is displayed against a gray background and the corresponding Agents monitored in that session are displayed against a white background directly following the Supervisor Monitor Session in the report.

## Logic

The report is generated by agent. If the agent selected is a supervisor it will list all the agents they have monitored plus any other supervisors that may have monitored them. If the agent selected for the reports are not supervisors then it will list the supervisors that may have monitored them.

This includes monitoring sessions activated through Feature 905 Supervisor Monitoring and any Feature 906 Help Requests made to that supervisor. If a help request is accepted and the supervisor monitors the call it will be shown in this report. If the help request is declined, a monitoring session will be displayed but no activity within that session will be shown.

## Report Fields

A description of each of the fields in the report.

### Supervisor

The supervisor name and Logon ID of the supervisor monitoring the agent(s).

#### Formula

N/A

### Agent

The agent name and Logon ID of the agent being monitored.

#### Formula

N/A

**Start Date and Time**

The start date and time of the monitoring session. This is either the entire monitoring session in the case of the supervisor, or the individual session for the agent monitored.

**Formula**

N/A

**End Date and Time**

The end date and time of the monitoring session. This is either the entire monitoring session in the case of the supervisor, or the individual session for the agent monitored.

**Formula**

N/A

## System Configuration

Figure 53: System Configuration shows an example System Configuration report.

The screenshot shows a web browser window titled "Report Viewer - Windows Internet Explorer". The address bar shows "View Raw Data (CSV)" and "Reports Explained - [Help]". The browser interface includes navigation buttons, a page indicator "1 of 3", a zoom level of "100%", and a search box. The main content area displays the Nortel logo and a system configuration report for "Danishmend Hotels".

**Company Name:** Danishmend Hotels  
**Report Title:** System Configuration  
**Report Created:** 12 Mar 2007 17:48

**Schema Version**

Schema Version	2.1.5.0
App Server Platform	Unix
App Server Version	2.2.0.0
Contact Centre Platform	M_50
Contact Centre Version	CallCenter_30.00.71.16_01_10_2007

**Contact Centre Connection**

IP Address/Network name	30.30.30.6:8088
Make historical data requests every	15 Minutes
Connection Security	HTTPS
Select an IP Address	30.30.30.10
Wallboard and Real Time Refresh Interval	1 Second(s)

**Logging**

Status	Log Started
Log files location	C:\Program Files\Nortel\Reporting for Contact Center\Logs\

**User Admin**

First name	System Manager
Surname	Admin
RCC Username	admin
Language	United Kingdom English

The browser status bar at the bottom shows "Done", a local intranet icon, and a zoom level of "100%".

Figure 53: System Configuration

## **Summary**

The System Configuration report provides a means to view and print settings that have been configured for your system together with some other information that can assist support personnel.

This report can also be used to manually re-configure an installation of Reporting for Contact Center, if it must be re-installed on another PC due to hardware failure.

## Unanswered Help Request by Agent

Figure 54: Unanswered Help Request by Agent shows an example Unanswered Help Request by Agent report.

Report Viewer - Windows Internet Explorer  
 http://30.30.30.11/ReportServer\$SQLEXPRESS/Pages/ReportViewer.aspx?%2fReportBlueprint%2fReport19&rs:Command=Render&ReportTable=rptUnA  
 View Raw Data (CSV) Reports Explained - [Help]  
 1 of 1 100% Find | Next Select a format Export

**NORTEL**

Company Name: Danishmend Hotels  
 Report Title: Unanswered Help Request by Agent  
 Report Period: 28 Feb 2007 00:00 to 28 Feb 2007 17:06  
 Report Created: 28 Feb 2007 18:04  
 Data Timestamp: 28 Feb 2007 17:39

Agent ID	Agent Name	Date	Time of Day	CLID
3	Aisha	14:38:00	28 Feb 2007	P223
3	Aisha	14:38:25	28 Feb 2007	P223

Note : Reports do not include calls in progress Page 1 of 1

Done Internet 100%

**Figure 54: Unanswered Help Request by Agent**

### Summary

This report displays the instances of each unanswered help request, where the supervisor declined an Agent's request for help.

This report should be read in conjunction with the Help Request by Supervisor report to establish the total number of Help Requests an Agent makes. See Help Request by Supervisor (page 136).

This report can also be used to determine if a Supervisor is refusing too many Help Requests.



## Report Fields

A description of each of the fields in the report.

### Agent ID

ID of the Agent whose help request was denied.

#### Formula

N/A

### Agent Name

Name of the Agent requesting help.

#### Formula

N/A

### Date

Date of the request.

#### Formula

N/A

### Time of Day

Time of the request.

#### Formula

N/A

### CLID

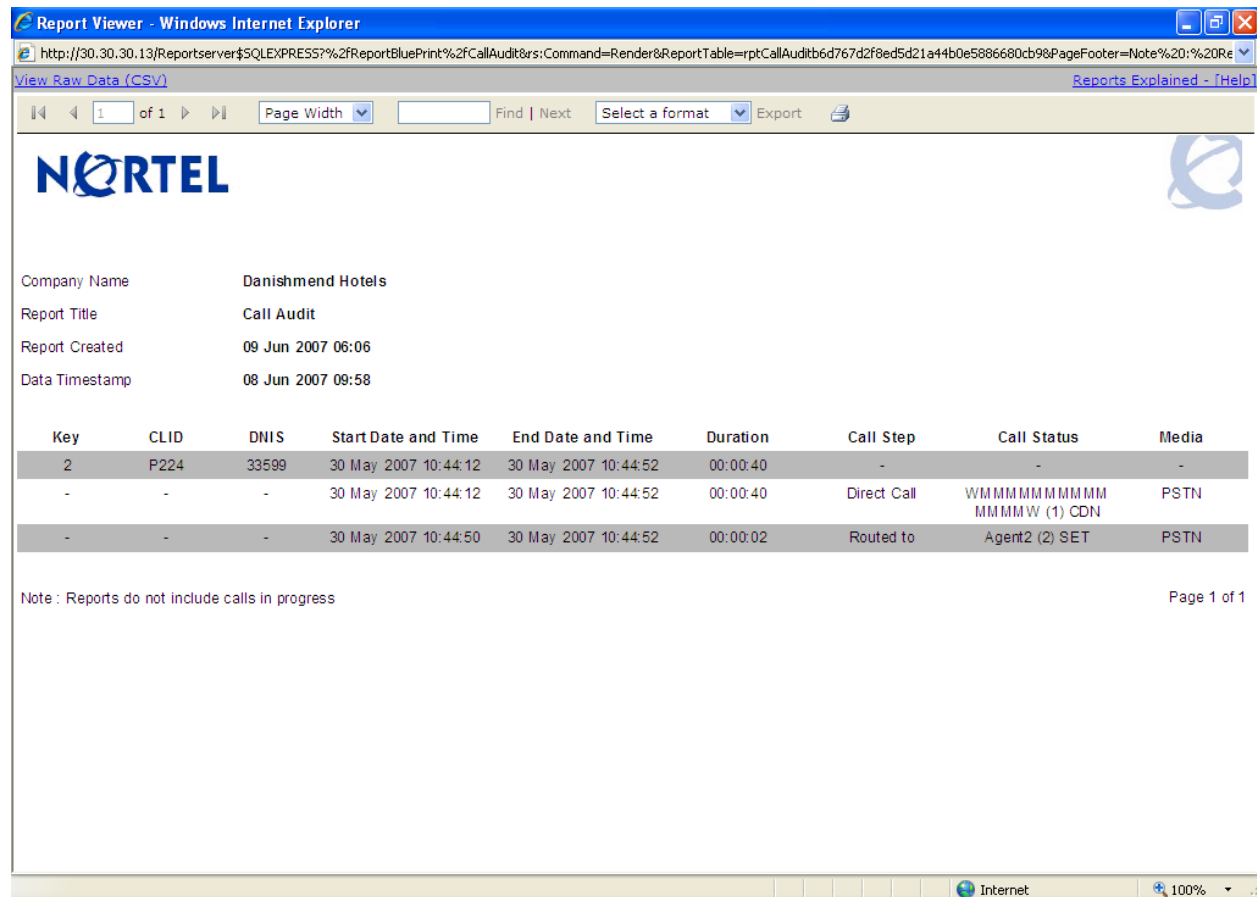
Calling Line Identification of the caller.

#### Formula

N/A

## Call Audit

Figure 55: Call Audit shows an example Call Audit report.



Report Viewer - Windows Internet Explorer  
 http://30.30.30.13/Reportserver/\$SQLEXPRESS?%2fReportBlueprint%2fCallAudit&rs:Command=Render&ReportTable=rptCallAuditb6d767d2f8ed5d21a44b0e5886680cb98PageFooter=Note%20:%20Re

View Raw Data (CSV) Reports Explained - [Help]

Page Width Find | Next Select a format Export

**NORTEL**

Company Name Danishmend Hotels  
 Report Title Call Audit  
 Report Created 09 Jun 2007 06:06  
 Data Timestamp 08 Jun 2007 09:58

Key	CLID	DNIS	Start Date and Time	End Date and Time	Duration	Call Step	Call Status	Media
2	P224	33599	30 May 2007 10:44:12	30 May 2007 10:44:52	00:00:40	-	-	-
-	-	-	30 May 2007 10:44:12	30 May 2007 10:44:52	00:00:40	Direct Call	WMMMMMMMMMM MMMMW (1) CDN	PSTN
-	-	-	30 May 2007 10:44:50	30 May 2007 10:44:52	00:00:02	Routed to	Agent2 (2) SET	PSTN

Note : Reports do not include calls in progress Page 1 of 1

Internet 100%

Figure 55: Call Audit

**Note:** You must generate this report exclusively, that is, it must be generated by itself. When selecting this report all other report check boxes that have been selected will be cleared and disabled.

**Note:** You cannot schedule this report to print through the daily, weekly or monthly scheduled reports. You can neither print this report by way of the **Print** button on the Reports and Schedules report generation page. However, you can print the report from the Report Viewer window.

## Summary

This report shows transactional information for a single call; its main purpose is to serve as a *cradle to grave* report on exactly how that call entered the Contact Center, how it moved around the system and how it ended. A supervisor may use this report to track down problematic calls, for example, a complaint from a caller that they waited on the phone too long and once it was

answered they were transferred all over the place, or they may want to see in practice how their routing tables are working.

The Call Audit report is generated from the Reports and Schedules report generation page as a selectable report, see Figure 56: Call Audit report check box. However, if this report is selected it will be generated exclusively, that is, all other report check boxes will be cleared and appear dimmed until the Call Audit report check box has been cleared.



**Figure 56: Call Audit report check box**

After selecting the Call Audit report check box and clicking the **View** button the Call Audit Search by Call Criteria page will open, see Figure 57: Call Audit Search by Call Criteria. There are 2 methods for generating the Call Audit report from this page: Search by Key, and Search by Call Parameters method.

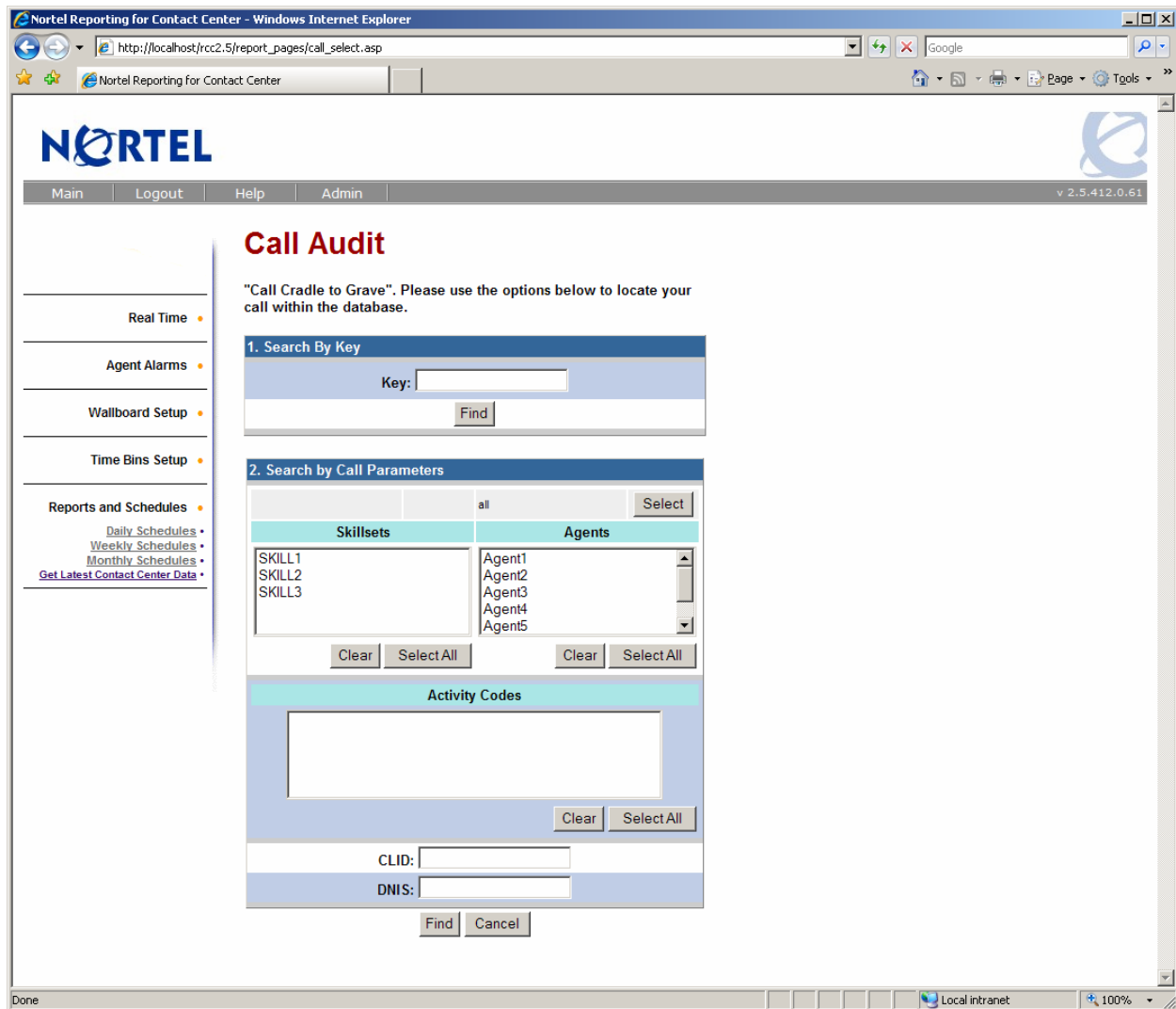


Figure 57: Call Audit Search by Call Criteria page

## 1. Search by Key

- a. In the **Key** box, type a unique call key. The unique call key can also be found in the Answered CLID/DNIS, or Abandoned CLID/DNIS report.
- b. Click **Find**.
- c. If the key is valid, the Call Audit report for that Call will be generated. If the key is not valid, an error message will be displayed prompting the user to enter a valid key.

## 2. Search by Call Parameters

- a. Search for a call by entering a combination of Skillset(s), Agent(s), Activity Codes, CLID, or DNIS.
- b. Click **Find** to open the Call Audit Search Results page.
- c. A list of all the calls that match the search criteria will be displayed, see Figure 58: Call Audit Search Results page. For each call the search results will display the Key, CLID, DNIS, Start Date and Time, End Date and Time, and the Media type (for example, MMCC, or PSTN) that the call was initially presented to.

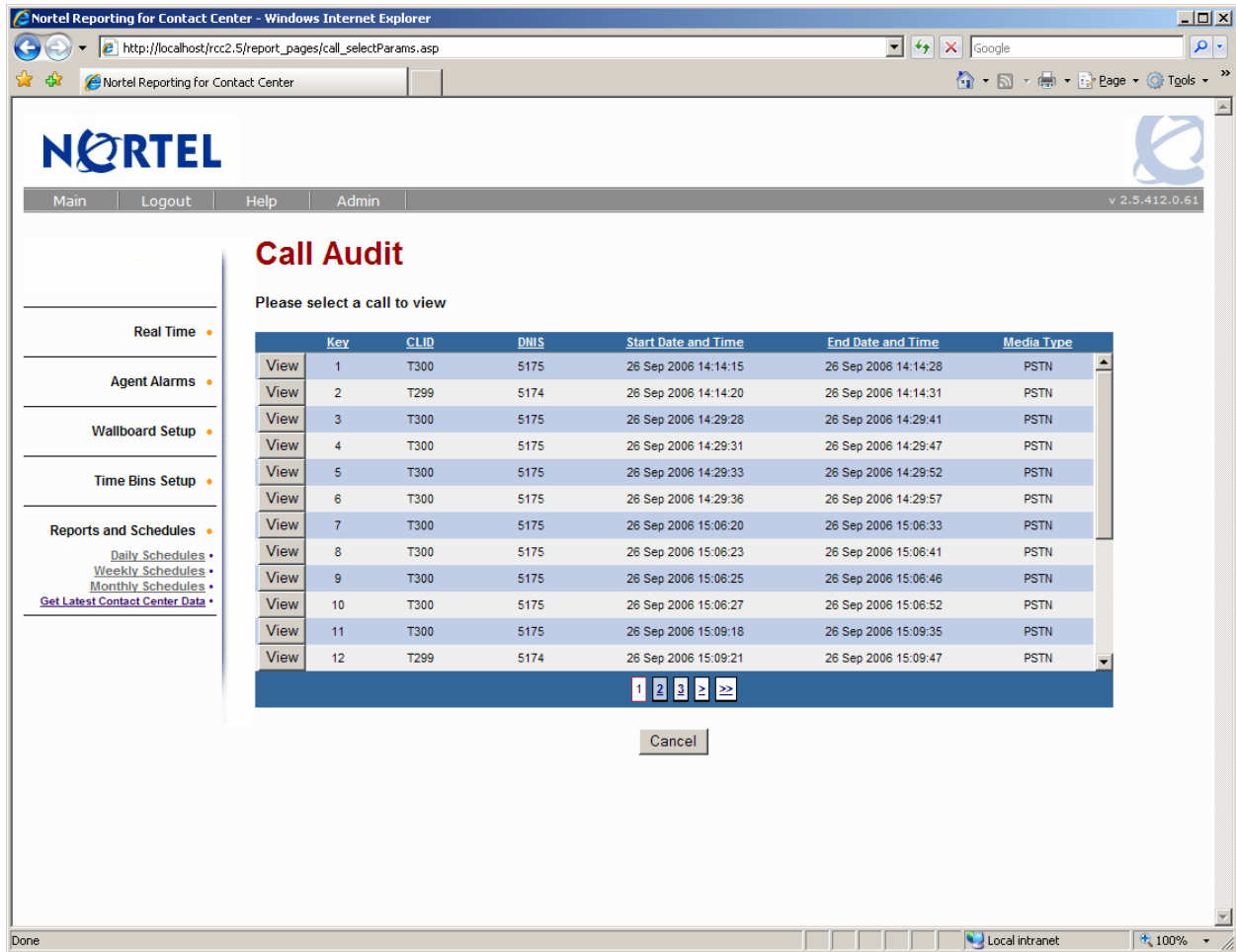


Figure 58: Call Audit Search Results page

- d. A **View** button is displayed next to each call. Click **View** to show the Call Audit report for that call. See Figure 55: Call Audit for an example of the Call Audit report.

**Note:** You can print the report from the Report Viewer window by clicking the **Print Report** icon.

**Report Fields**

**Key**

This is a unique reference number of a call, the same as the Abandoned CLID/DNIS, or Answered CLID/DNIS report.

**Formula**

N/A

## **CLID**

The Caller Line Identification (CLID) of the Caller.

### **Formula**

N/A

## **DNIS**

The number the caller dialed, Dialed Number Identification Service (DNIS).

### **Formula**

N/A

## **Start Date and Time**

The start date and time in the following format dd mmm yyyy hh:mm:ss of the call transaction. However, the first bolded row is a summary of the whole call, in this case the Start Date & Time is the start date and time the call entered the system.

### **Formula**

N/A

## **End Date and Time**

The end date and time in the following format dd mmm yyyy hh:mm:ss of the call transaction. However, the first bolded row is a summary of the whole call, in this case the End Date & Time is the end date and time the call left the system or terminated.

### **Formula**

N/A

## **Duration**

The duration of the call transaction, or in the case of the first record, the duration of the whole call.

### **Formula**

N/A

**Call Step**

The routing step of the call, for example, Direct Call, Overflow, or Transfer.

**Formula**

N/A

**Call Status**

Where the call is currently being held for that step. For example “Skill1 (1) CDN” this is the Queue for Skillset 1, “Agent2 (2) Set” means the call has been answered and it is at the agent’s handset (or PC for Multimedia Browser calls).

**Formula**

N/A

**Media**

The media type of the call, for example, MMCC is a multimedia call, and PSTN is a voice only call.

**Formula**

N/A

## References

- 1 *Business Communications Manager 50 3.0 Reporting for Contact Center Feature Description (F<x.x.>-FD-I-2.7-BCM50 3.0)*
- 2 *Reporting for Contact Center Setup and Operations Guide (NN40040-304)*



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