



# Reporting for Contact Center – Reports Explained

BCM  
Contact Center

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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. Information on getting help from Nortel is also provided.
<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 document.

### 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.



# Introduction

## 2

### Fundamental Concepts

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

#### 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:

- Answered Calls Report
- Abandoned Calls Report
- Abandoned Calling Line ID
- Call Average Report
- Agent Average Report
- Incoming Call Report
- Call Profile Report
- Summary Report
- Agent Profile Report
- Agent Activity Report
- Agent Average Report by Agent
- Agent Activity Report by Skillset

#### 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.

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.

**Note:** Reports may contain more information than requested. For example, a request for an Agent Profile report for Skillset 1 produces a report that lists all the Agents who were logged in to Skillset 1, including multi-Skillset Agents. The report also includes all Agent activity for each Skillset they were logged in to.

If the report is limited to the Agent activity for the requested Skillset only, you need to request the same report for each Skillset that each of the multi-Skillset Agents is logged in to in order to receive a complete report.

### **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 DN.

### **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 Control Directory Number (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 Direct Inward Dialing (DID), Auto Attendant (AA), or Custom Call Routing (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 date and time and an end date and time of a report.
- Report Created: The date and time that the report was created
- Data Timestamp: The date and time the Contact Center generated the report data
- Skillsets: The Skillsets included in the report

See Figure 1: Example Report Header.



Company Name	Danishmend Hotels
Report Title	Answered Calls Report
Report Period	27 Jul 2005 00:00 to 27 Jul 2005 11:03
Report Created	27 Jul 2005 16:01
Data Timestamp	27 Jul 2005 11:02
Skillsets	SKILL1, SKILL2, SKILL3

**Figure 1: Example Report Header**

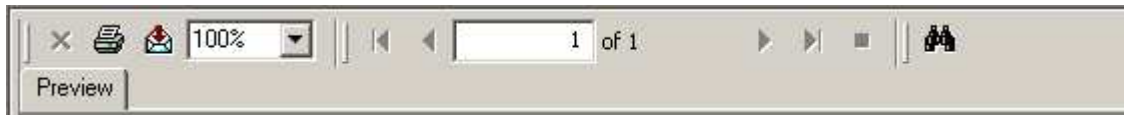
### Report Viewer Toolbar

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

The report viewer has a toolbar, shown in Figure 2: Report Viewer Toolbar. The toolbar allows you to:

- Print a report
- Export a report
- Magnify a report on screen

- Navigate through a multi-page report
- Perform a search within a report

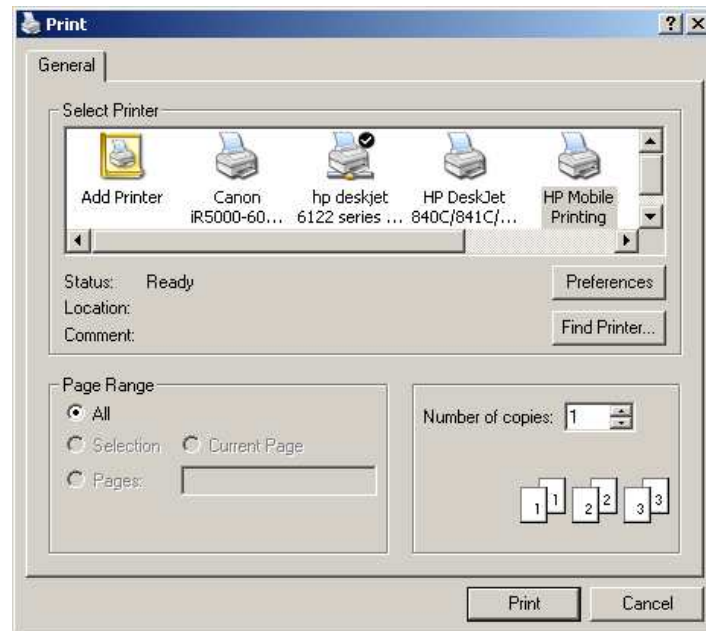


**Figure 2: Report Viewer Toolbar**

**Note:** The Preview tab indicates that you are viewing a print preview of the report.

## Printing a Report

Click the **Print Report** icon to view the printer window, as shown in Figure 3: Report Printer Selection Window.



**Figure 3: Report Printer Selection Window**

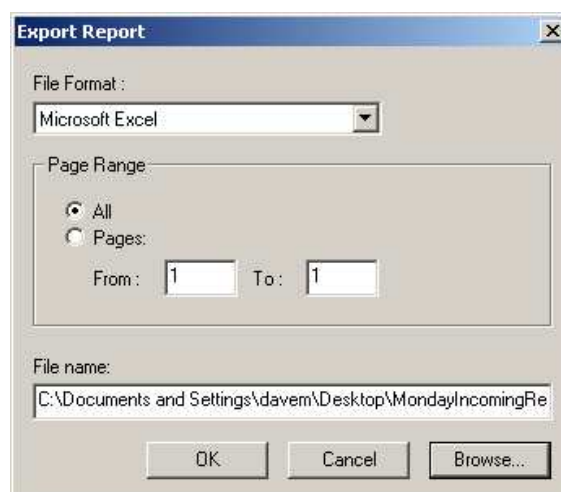
This window allows you to select a printer from the list of available printers. This is the printer that will generate the report.

You can specify the number of copies you want to print, and you can choose to print the whole report, the page you are currently viewing, or a selection of pages.

Click **Preferences** to specify settings, such as paper orientation and size.

## Exporting a Report

Click **Export Report** to view the Export Report window, shown in Figure 4: Export Report Window.



**Figure 4: Export Report Window**

## File Format

Select the desired format from the **File Format** list.

Table 1: The Available Report Export Formats shows the available formats.

Export Format Name	Extension	Required Viewer
Crystal Reports native format	.rpt	Crystal Reports
Microsoft Excel	.xls	Microsoft Excel or Microsoft Excel Viewer
Microsoft Excel (data only)	.xls	Same as Microsoft Excel format above, but in a format without the shading, highlighting, and other report formatting
Microsoft Word	.doc	Microsoft Word or Word Document Viewer
Rich Text Format	.rtf	Any RTF aware editor or file viewer
Adobe Acrobat	.pdf	Adobe Acrobat

**Table 1: The Available Report Export Formats**

## Exported File Name and Location

You must provide a file name or a file path for the exported report. If you do not specify a path in the file name, the file is placed on your desktop.

**Note:** An appropriate file extension is required to format the exported report and to select the application required to view it. Select the appropriate extension from Table 1: The Available Report Export Formats.

You can click **Browse** to browse to the location where you want to have the report exported.

**Note:** The **Browse** tool automatically provides a file extension unless you specified your own file extension.

## Page Range

You can specify to export the entire report or to export a page range. To export the entire report, select **All**. To specify a page range, select **Pages** and specify the start and end page of the section you wish to have exported, in the **From** and **To** fields.

**Note:** The **All** option and the **From** and **To** fields are unavailable if the report contains only a single page.

## Exporting the Report

After you select the settings, such as file name and file format, click **OK** to export the report. After the report is exported, Reporting for Contact Center will offer to open it, as shown in Figure 5: Report Viewer Export. Click **Yes** to view the report.



**Figure 5: Report Viewer Export**

**Note:** If you have not used the appropriate file extension for the selected file format or you do not have the appropriate viewer installed on your PC, then Reporting for Contact Center does not appear.

## Report Magnification

Select the required report magnification from the list.

## Report Navigation

Use the **Arrow** icons and the **Page** field to move forwards or backwards one page, directly to the first or last page, or directly to a specific page. Entering a page number into the **Page** field and pressing **Enter** moves you directly to that field. A tool tip appears if you position the mouse pointer over the navigation icons and wait for a moment.

## **Searching for Text within a Report**

To locate a string or phrase within the report, click **Search Text** (the binoculars). Enter your search text.

Use Searching for Text within a Report to look for a specific Agent in a large Agent Activity report or to locate a particular Calling Line Identification (CLID) in the Abandoned Calling Line ID report, for example.



---

# Reports Explained

## 3

### Overview

This chapter describes each report, 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. 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 2: Abbreviations for Formula Descriptions shows the abbreviations used in the formula descriptions.

Data Item Name	Abbreviation
Presented Calls Answered	AnC
Transactions Answered	AnCT
Transactions Answered by Agent	AnCTA
Transactions Answered by Voicemail	AnCTVM
Transactions Answered by Operator	AnCTO
Transactions Answered by Overflow Agent	AnCTOA
Transactions Answered by Non Agent	AnCTNA
Transactions Answered by Another Skillset	AnCTAS
Presented Calls Unstaffed	AnCUS
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
Break / Wrap Up	BkT
Activity Code Pegs	ACP
Indirect Calls	PreI
Direct Calls	PreD
Presented Calls	Pre (PreI + PreD)
Presented Calls Unstaffed	UsC
Presented Calls Disconnected	Dis

**Table 2: 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 end-point 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.

### 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. A layman would think of the direct calls as being the number of calls the contact center handles. A person phoning a Contact Center *once* 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 (by a poorly configured routing table, for example).

### Grade of Service

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

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

**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.

**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).

**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

### **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 is 2.

### **Transactions Answered by Agent**

The number of Transactions answered by an Agent or Agents.

### **Transactions Answered by Another Skillset**

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

### **Transactions Answered by Non Agent**

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

### **Transactions Answered by Operator**

The number of Transactions the Operator answers.

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

The number of Transactions the Overflow Agent answers.

### **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.

### **Unstaffed Calls**

Calls presented to a Skillset when no Agents are logged in 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.

### **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.

**Note:** 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 Time**

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

### **Incoming Non-Contact Center Call 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.

### **Internal Call Time**

The time an Agent spends on internal calls.

### **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.

The Not Ready State occurs when an Agent is accessing their voicemail or in a telset \*\*config session. Additionally, an Agent is in the Not Ready state when making an Outgoing call on a digital line until the call is answered, at which time the call becomes an outgoing 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.

### **Supervisor Monitor Time**

The time spent by a Supervisor to monitoring an Agent.

## Reports

This section describes reports and provides example reports.

### Answered Calls Report

Figure 6: Answered Calls Report shows an example of the Answered Calls report.

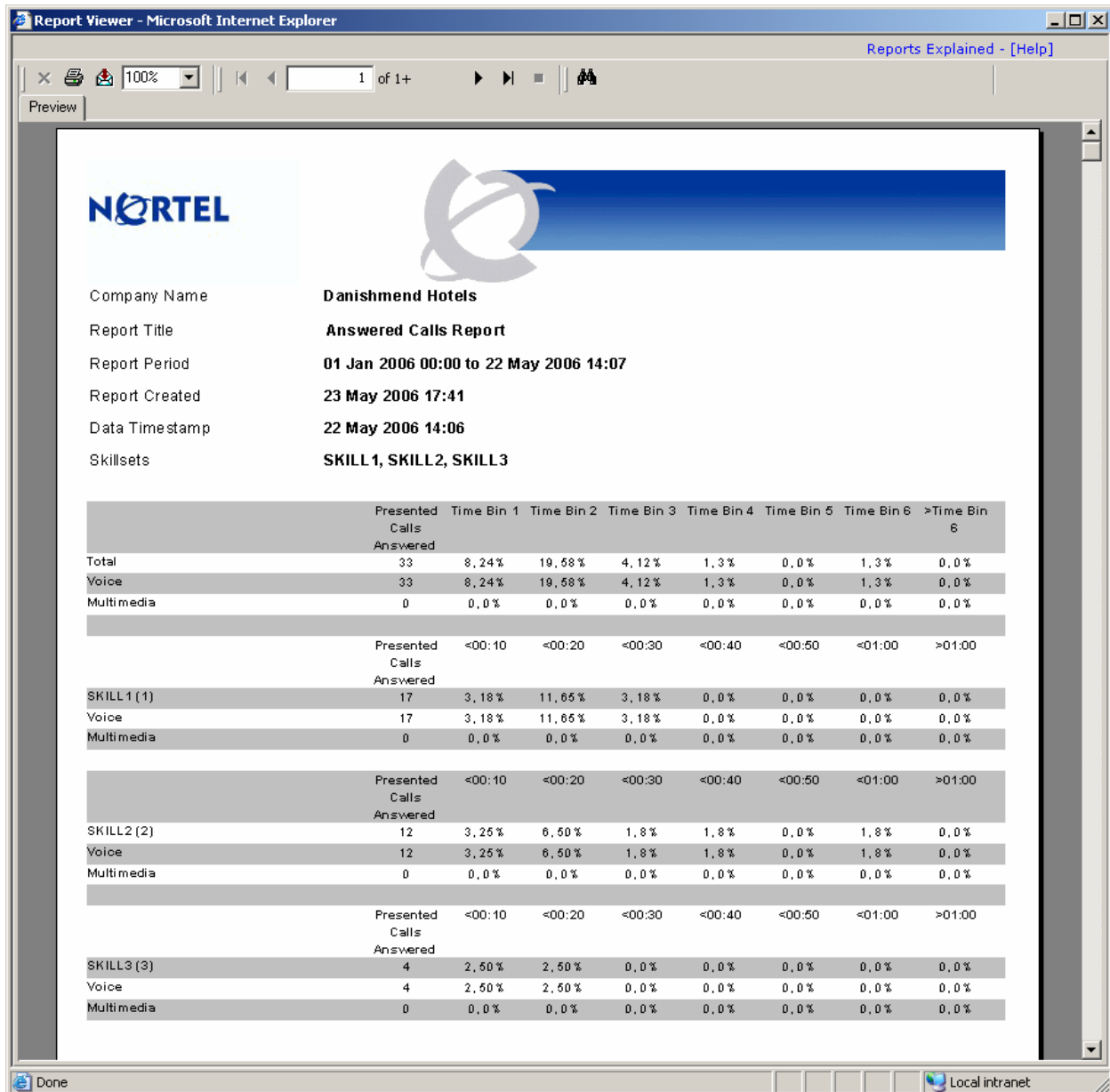


Figure 6: Answered Calls Report



**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 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 Report indicates the total number of Skillset answered calls included within the report.

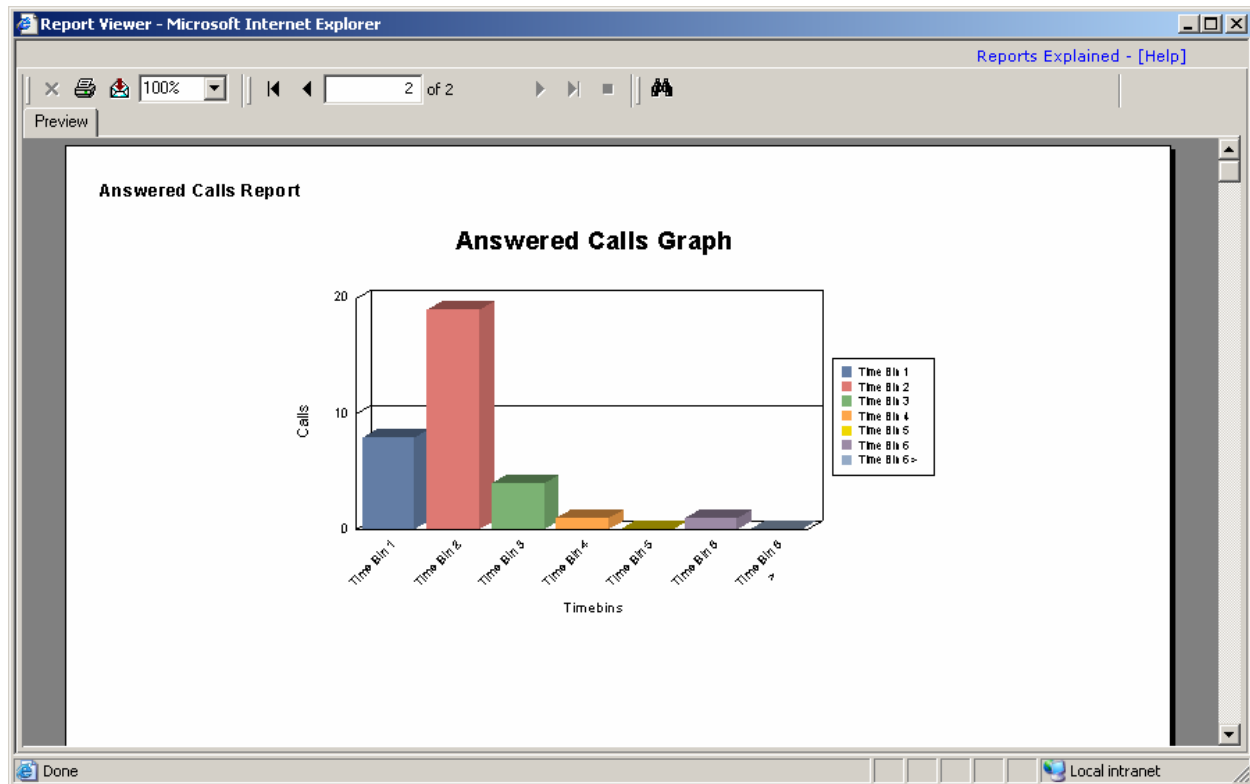
Transactions (see page 10) do not affect calls-based reports.

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, which are specified in *Reporting for Contact Center Setup and Operations Guide* (NN40040-302) and also in this guide under the section Report Definitions. See Answered Time Bins on page 19.

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 7: Answered Calls Graph.



**Figure 7: Answered Calls Graph**

In this example, Time Bins 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 Report to determine how long the calls answered in Skillsets had to wait before they were answered.

The report example shows large data values in the first and second Time Bins, indicating that incoming callers are generally answered within 10, 20, or 30 seconds. Very few calls wait longer than 30 seconds to be answered. No callers are required to wait more than a minute.

For the average call length, refer to the Call Average Report (see page 40).

### 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 that Skillset/total

**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**

Not Applicable (N/A)

## Abandoned Calls Report

Figure 8: Abandoned Calls Report shows an example of an Abandoned Calls Report.

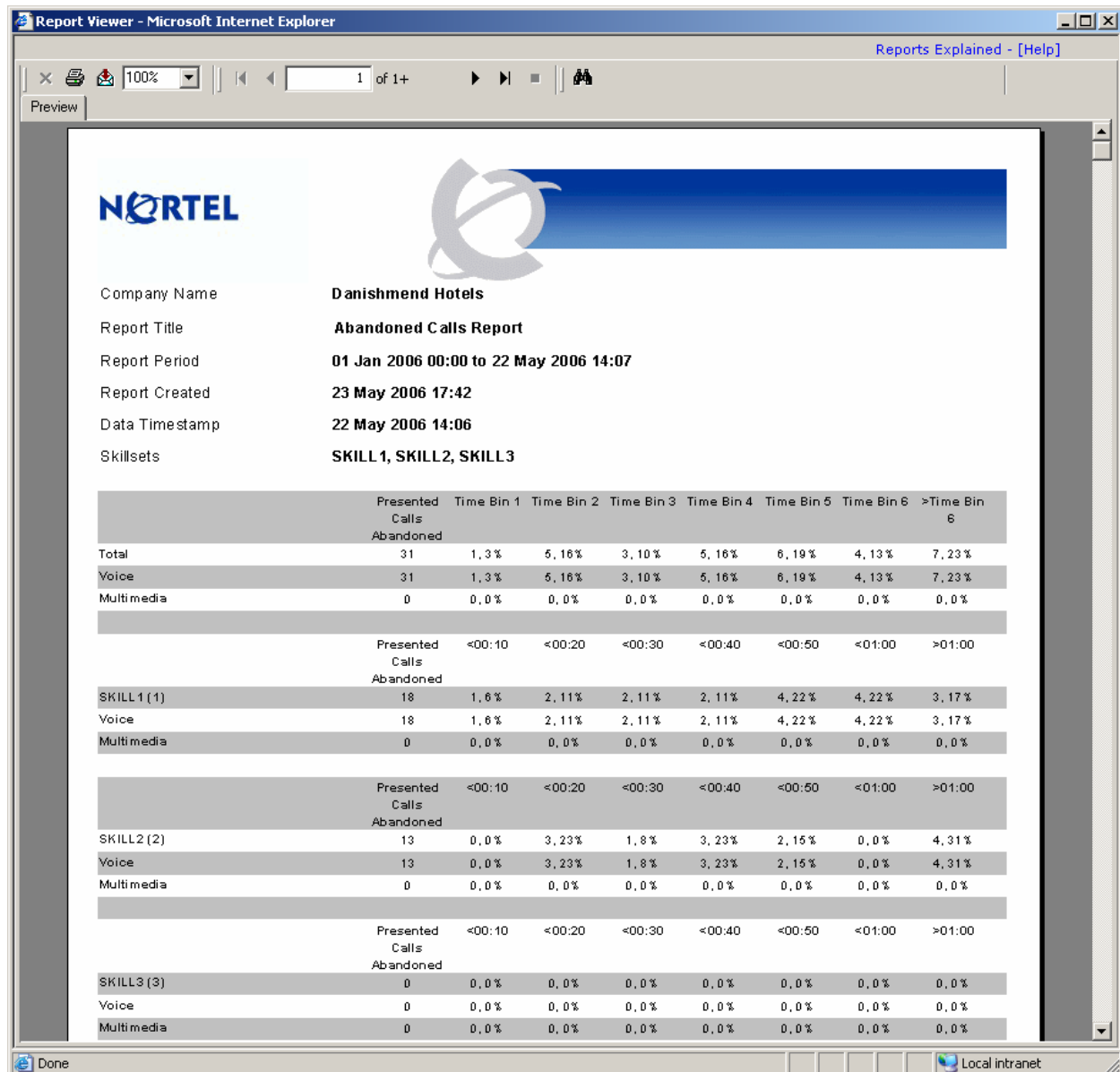


Figure 8: Abandoned Calls Report

### Summary

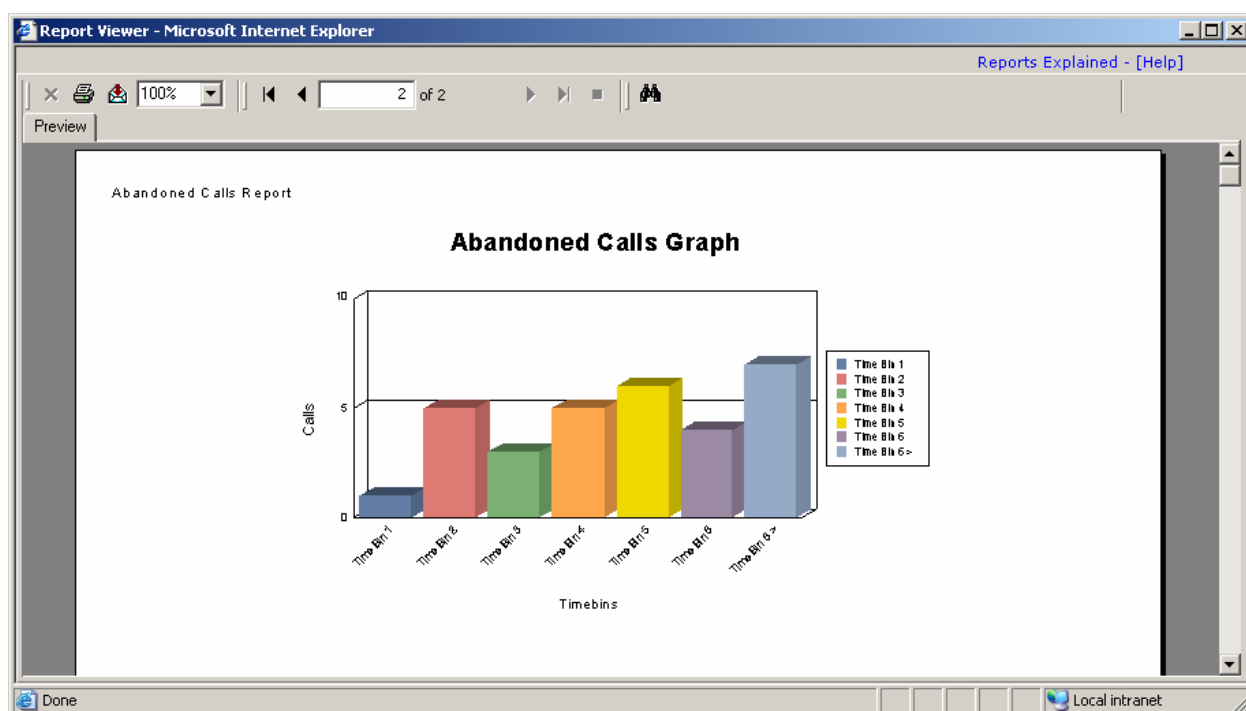
For each of the Skillsets included in the report, the total number of abandoned calls is displayed. Each Abandoned Call within a Time Bin is also displayed. This figure is also represented as a percentage of the total number of Abandoned Calls.

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, which are specified in the *Reporting for Contact Center Setup and Operations Guide* (NN40040-302) and also in this guide under the section Report Definitions. See Abandoned Time Bins on page 18.

In this example, Time Bins 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 9: Abandoned Calls Graph.



**Figure 9: Abandoned Calls Graph**

The graph in Figure 9: Abandoned Calls Graph depicts an ascending profile of wait periods from 10 seconds to 40 seconds, then descending through to one minute. An increased number of calls are assigned to the seventh Time Bin.

Callers who want to hold are represented in the seventh Time Bin category; that is, they have remained on hold and then abandoned after 1 minute.

The identity of some of the abandoned callers may be held in the Abandoned Calling Line ID Report (see page 31).

The Call Profile Report (see page 76) indicates Abandoned Calls throughout the day. 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 that Skillset / total

**Formula**

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

**Time Bins 1 - 6**

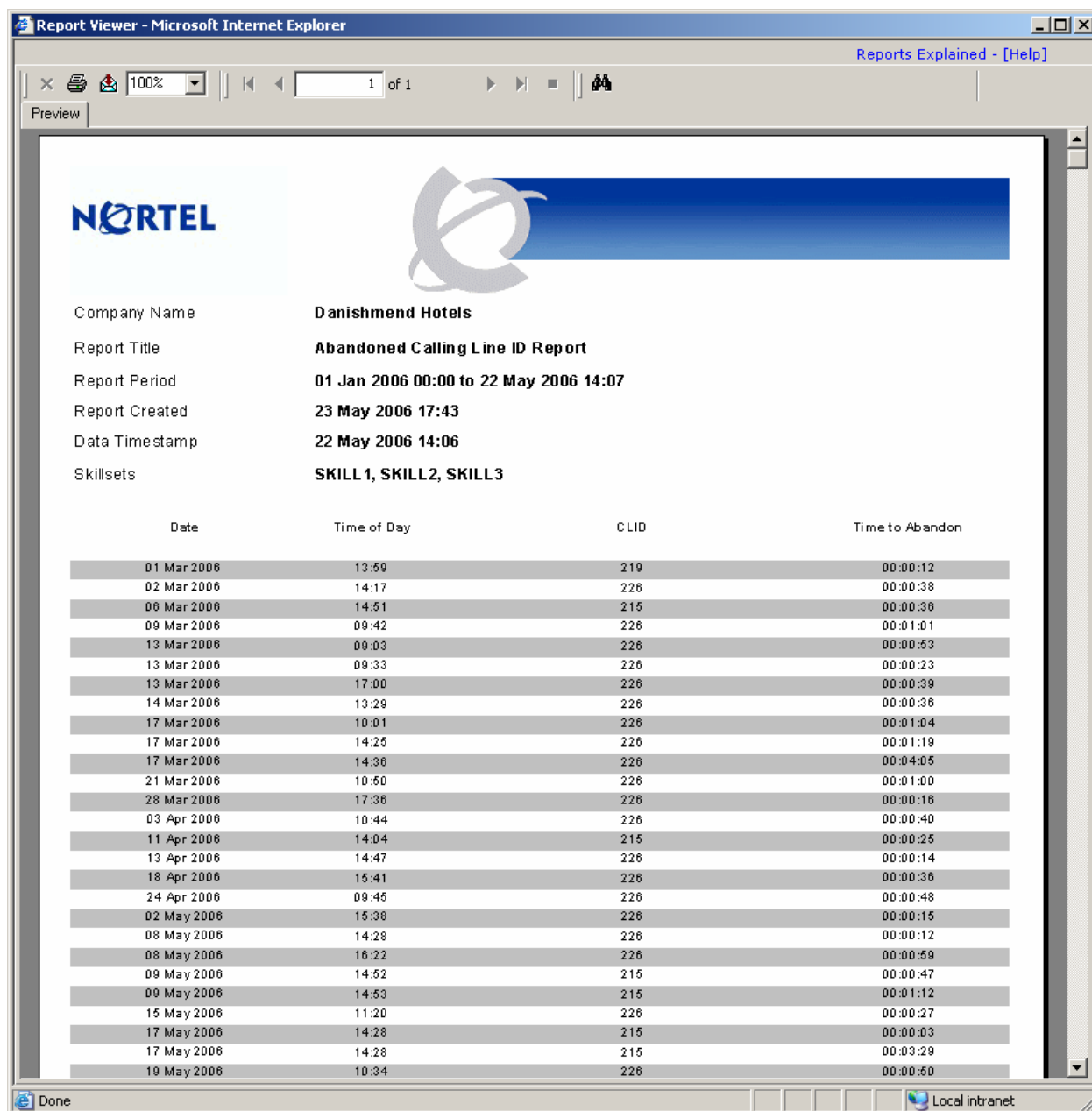
Each Presented Call that was abandoned within the time period stipulated in the relevant Time Bin is included in the figure and as a percentage of the total number of abandoned calls.

**Formula**

N/A

## Abandoned Calling Line ID Report

An example Calling Line ID Report is shown in Figure 10: Calling Line ID Report.



**Report Viewer - Microsoft Internet Explorer**

Reports Explained - [Help]

1 of 1

Preview

**NORTEL**

Company Name: **Danishmend Hotels**

Report Title: **Abandoned Calling Line ID Report**

Report Period: **01 Jan 2006 00:00 to 22 May 2006 14:07**

Report Created: **23 May 2006 17:43**

Data Timestamp: **22 May 2006 14:06**

Skillssets: **SKILL1, SKILL2, SKILL3**

Date	Time of Day	CLID	Time to Abandon
01 Mar 2006	13:59	219	00:00:12
02 Mar 2006	14:17	226	00:00:38
06 Mar 2006	14:51	215	00:00:36
09 Mar 2006	09:42	226	00:01:01
13 Mar 2006	09:03	226	00:00:53
13 Mar 2006	09:33	226	00:00:23
13 Mar 2006	17:00	226	00:00:39
14 Mar 2006	13:29	226	00:00:36
17 Mar 2006	10:01	226	00:01:04
17 Mar 2006	14:25	226	00:01:19
17 Mar 2006	14:36	226	00:04:05
21 Mar 2006	10:50	226	00:01:00
28 Mar 2006	17:36	226	00:00:16
03 Apr 2006	10:44	226	00:00:40
11 Apr 2006	14:04	215	00:00:25
13 Apr 2006	14:47	226	00:00:14
18 Apr 2006	15:41	226	00:00:36
24 Apr 2006	09:45	226	00:00:48
02 May 2006	15:38	226	00:00:15
08 May 2006	14:28	226	00:00:12
08 May 2006	16:22	226	00:00:59
09 May 2006	14:52	215	00:00:47
09 May 2006	14:53	215	00:01:12
15 May 2006	11:20	226	00:00:27
17 May 2006	14:28	215	00:00:03
17 May 2006	14:28	215	00:03:29
19 May 2006	10:34	226	00:00:50

Done Local intranet

**Figure 10: Abandoned Calling Line ID Report**

### Summary

This report displays the Calling Line Identification, if known, of Abandoned Calls.

The Abandoned Calling Line ID Report lists various items regarding the Abandoned Calls for the Skillsets included within the report.

The date and the time at which each call was abandoned is listed, together with the Calling Line ID of the call (when it is known) and the amount of time the caller waited before hanging up.

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

This report can be used as the basis for a call-back policy in which abandoned callers are called as a courtesy follow-up.

This could be done selectively, so that only the callers who held for the longest times before abandoning were called back (as they were the ones who were most determined to get through and to make use of your services). The report could also be checked for the Calling Line ID of Gold or preferred customers (remember that you can search through on-screen reports, see page 16).

This report can also be used to determine the number of abandoned calls before or after the Contact Center is closed, which can be used as an indicator of whether the Contact Center should be staffed for a longer period, perhaps by a reduced skeleton staff, on a rotational basis. Alternately, early and late callers could be advised of your hours of operation.

The Call Profile Report (see page 76) will also indicate where the peaks of the Abandoned Calls occur throughout the day. The Abandoned Calling Line ID report will also 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 Calling Line Identification (CLID), the report displays either the target line (or physical line, if that 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

**CLID**

Displays the 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

**Time to Abandon**

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

**Formula**

N/A

## Agent Capacity Report

Figure 11: Agent Capacity Report shows an example of the Agent Capacity Report.

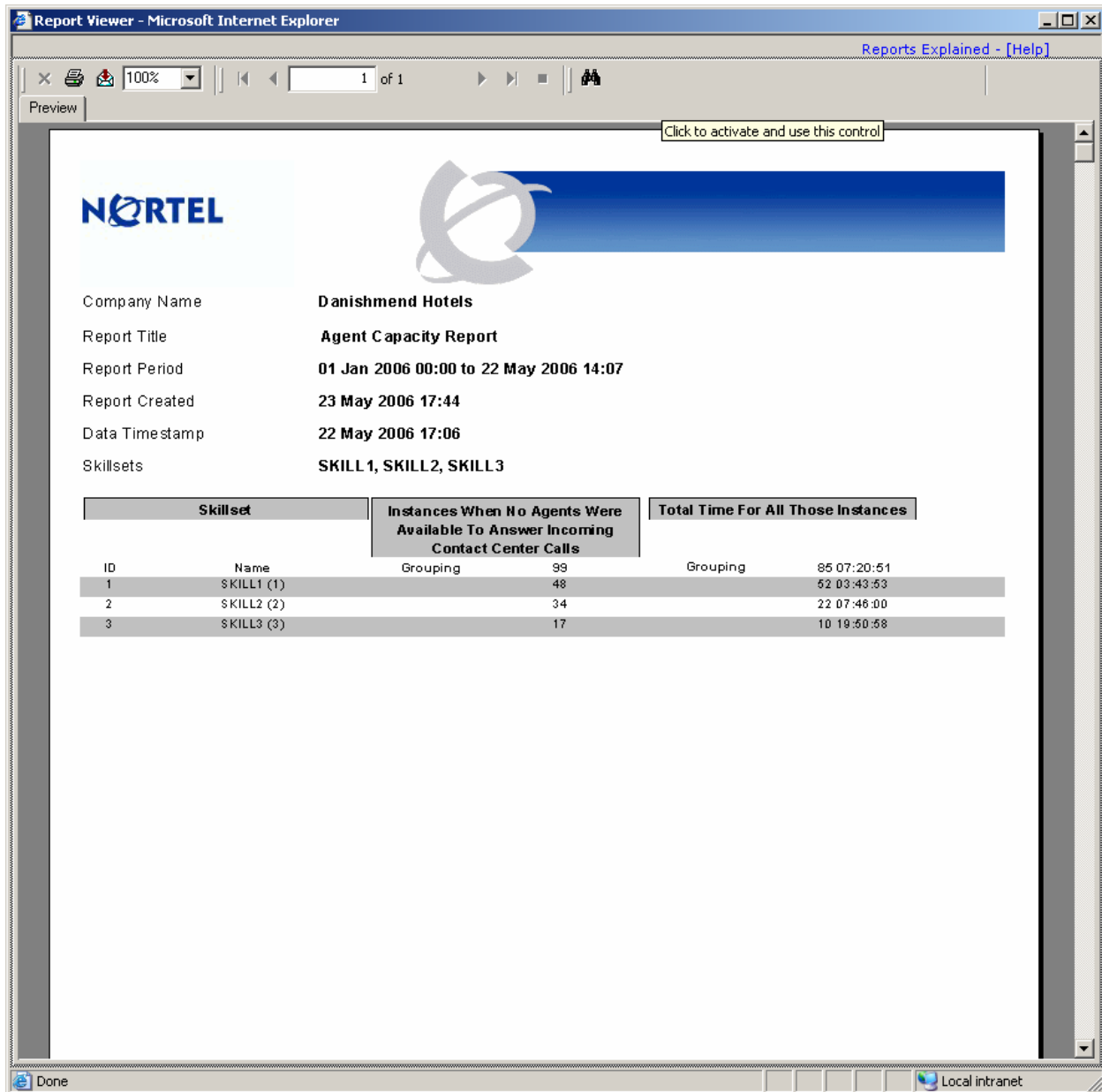


Figure 11: Agent Capacity Report

## Summary

This report displays the occasions when there were no logged in 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. Reasons that Agents are unavailable include they are already on an incoming or outgoing call or they are Not Ready.

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

The Agent Capacity Report does not consider instances when there were no Agents signed in; it only reflects staffed periods.

**Note:** If the Report includes more than one Skillset, the Grouping values represent the cumulative amount of time for those periods that all Agents were unavailable, totaled for all Skillsets, and the number of instances totaled for each Skillset.

### **Logic**

The time is noted when all logged-in 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.

### **Report Fields**

A description of each of the fields in the report.

#### **ID**

Skillset ID

#### **Formula**

N/A

#### **Name**

Name of Skillset

#### **Formula**

N/A

#### **Instances when No Agents were Available to Answer Incoming Contact Center Calls**

The number of separate occasions when there were no agents available to answer incoming Contact Center calls.

**Formula**

N/A

**Total time for all those instances**

The duration of all of the instances when no agents were available to answer an incoming Contact Center call.

**Formula**

N/A

## Help Request Report

Figure 12: Help Request Report shows an example of a Help Request report.

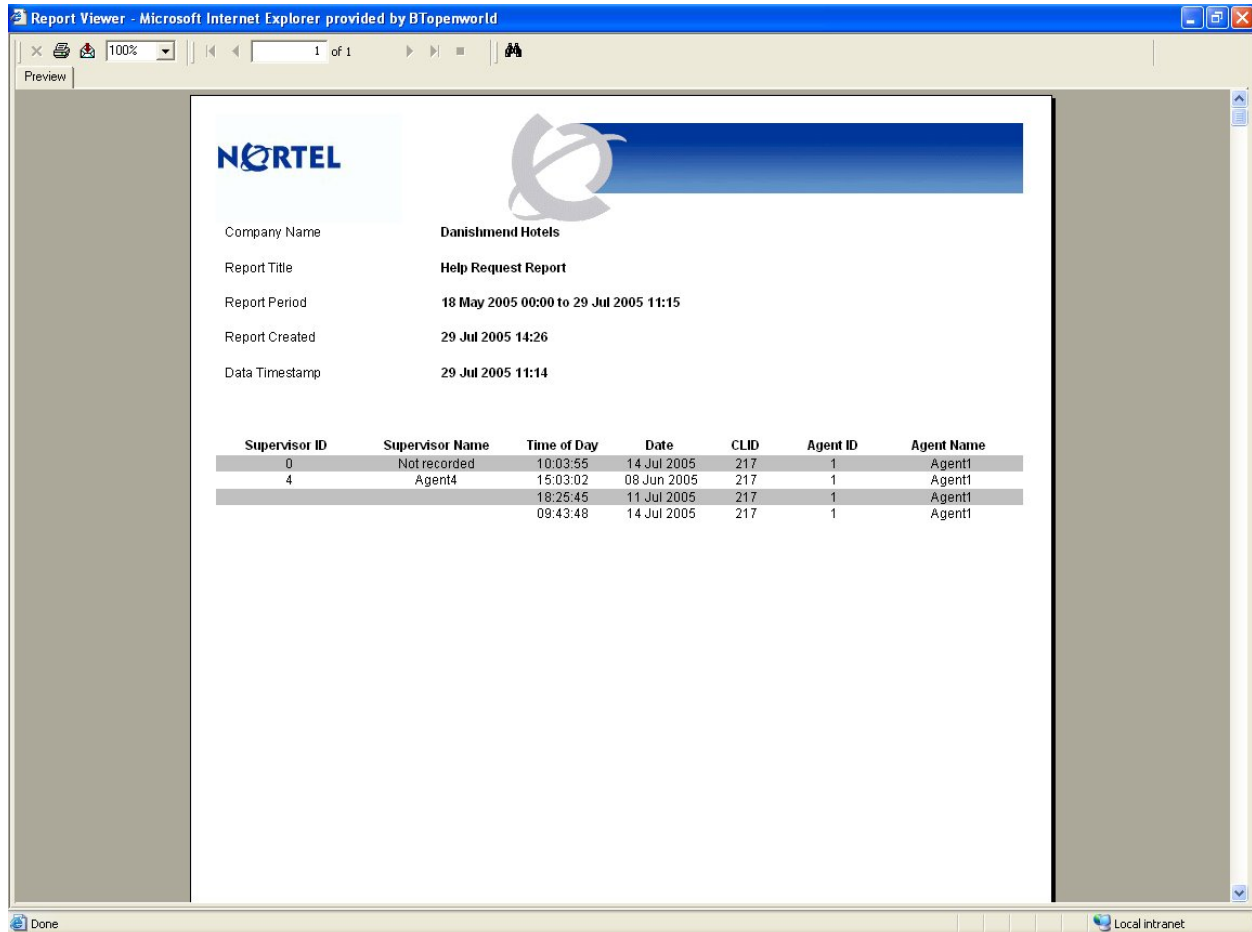


Figure 12: Help Request Report

### Summary

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

If the Calling Line ID is not shown, the line number is shown.

### Usage Example

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.

However, new Agents to your Contact Center will most likely use the Help feature more frequently during their initial training period. This report can be used to monitor the progress of new Agents, because over time, they should make fewer Help requests.

It can also be used to determine if a particular customer has complex or troublesome requirements.

The Calling Line ID (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**

Login 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**

Login 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

## Call Average Report

Figure 13: Call Average Report shows an example Call Average report.

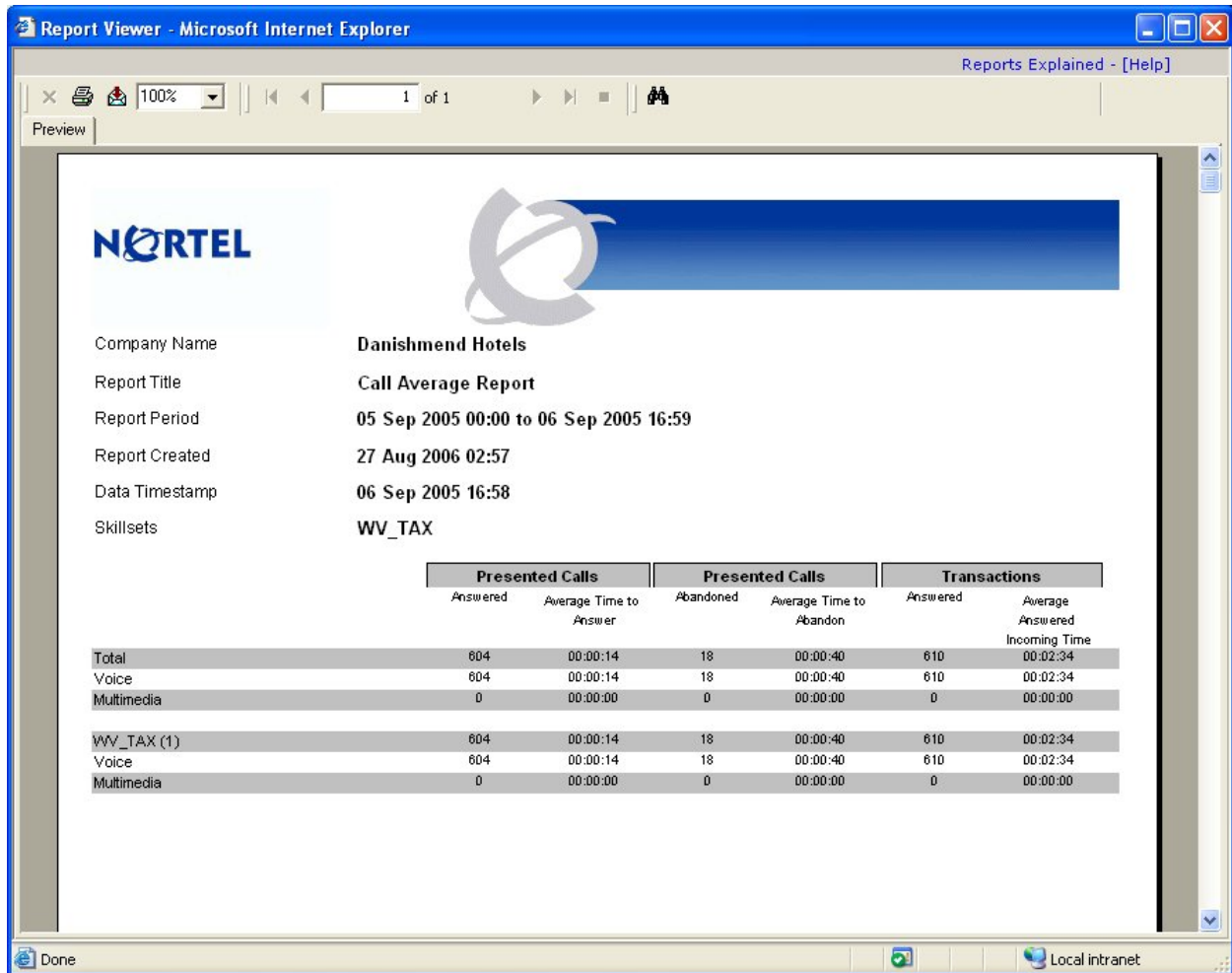


Figure 13: Call Average Report

### 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.

This example report shows that the Average Time to Abandon is higher than the Average Time to Answer. If the times were swapped over, wallboard alarms could be activated when a call had waited 10 seconds, for example, in the Skillset queue. This alarm would alert the Agent that a Call had been waiting for a period approaching the danger time, which in this Contact Center,



with the time values swapped round, would have been 14 seconds for the Average Time to Abandon.

### Usage Example

The report can also be used to determine the Average Incoming Call Duration. This can then be used to determine an appropriate Agent Alarm for Incoming Calls, so that an Agent who has a call which lasts longer than the average duration is highlighted on the Agent Details Real Time Screen. The Average Incoming Call Duration can also be compared with the values in the Agent Average Report (see page 44).

### 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 (average time to answer, to abandon, and the answered incoming call time) for the call type.

### FAQ

**Q) Why does 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 see Calls and Transactions on page 10.

**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 Report not the same as that in the Summary Report?**

A) The Average Time to Answer in the Call Average 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

### **(Transactions) Answered**

The number of Contact Center transactions.

#### **Formula**

(Transactions) Answered = AnCT

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

The average duration of a Contact Center call.

**Formula**

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

## Agent Average Report

Figure 14: Agent Average Report shows an example Agent Average report.

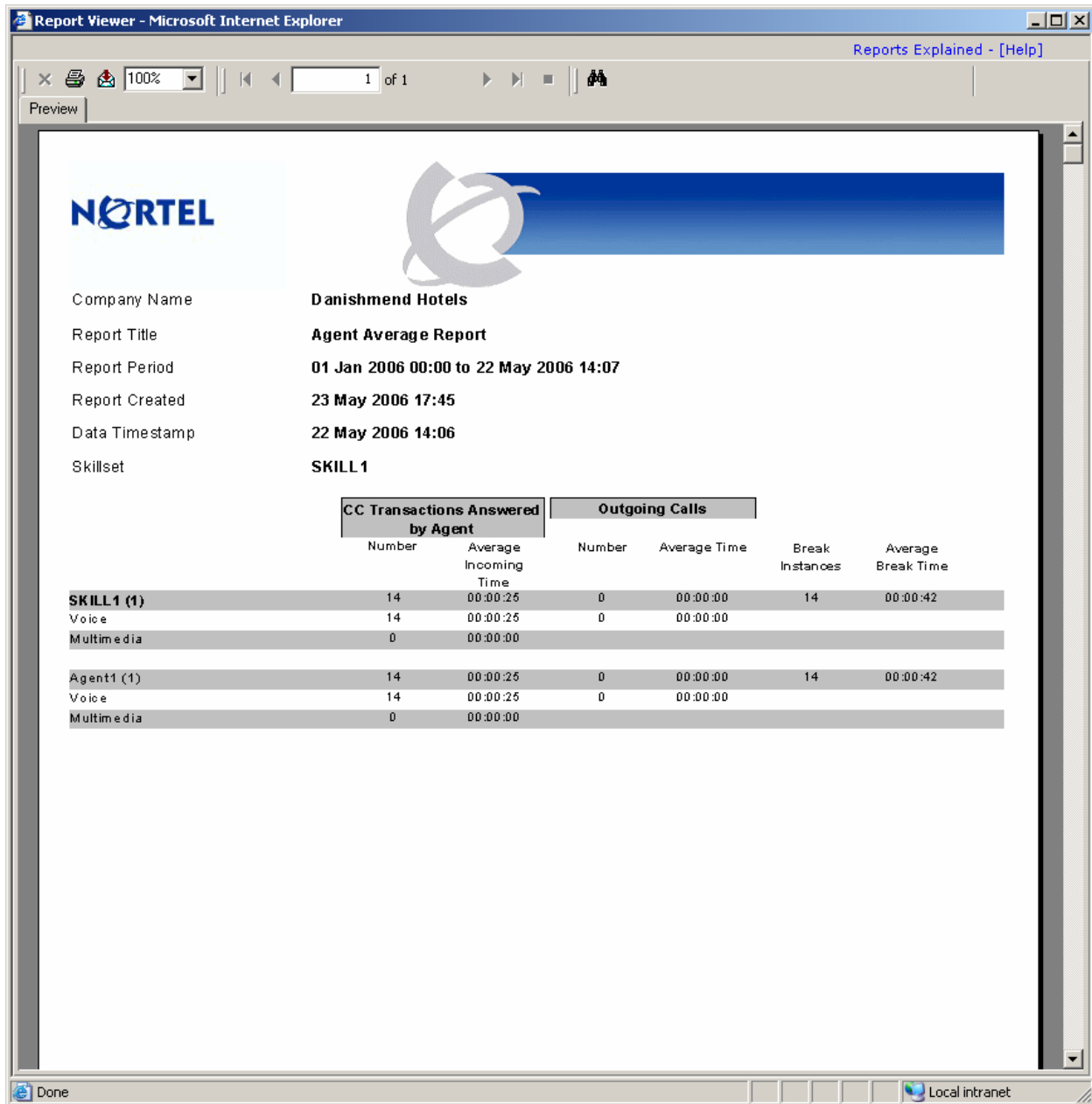


Figure 14: Agent Average Report

## Summary

The report displays the average durations of three Contact Center activities for each Agent.

These activities are Contact Center Transactions Average Incoming Time, the Average Outgoing Call Time, and the Average Break Time.

For the Incoming and Outgoing Call Times, the number of calls is also provided.

The average time for the number of Transactions for each Skillset, but grouped by Agent, includes incoming Contact Center calls, outgoing calls, and breaks.

The Agent Average Report facilitates Agent comparison.

The Agents' Average Incoming Transaction Time is listed.

**Note:** This report covers incoming Transactions, not only Direct and Indirect Incoming Calls (see page 10).

### **Usage Example for Average Incoming Transaction Time**


If an Agent is exceeding the average on Incoming calls, the following factors may exist:

- Perhaps the Agent requires additional training.
- Perhaps the Agent is adept in dealing with difficult or complex calls and the other Agents are transferring these calls to this Agent because of the Agent's expertise.
- Perhaps the Agent is more attentive to the incoming callers.
- If an Agent is taking far less than average time to deal with their Incoming Calls, perhaps they have developed their speed are simply fast, or they are less attentive to the incoming caller, or perhaps they are transferring their calls to other Agents.

The Average Break Time indicates which Agents are taking full breaks and which Agents are not.

### **Usage Example for Average Break Time**

If some Agents are, on average, taking 30 seconds and everyone else is taking 15 seconds then perhaps the Break Time for everyone could be reduced to 20 seconds, and then, after a period of acclimatization, reduced to 15 seconds.

	<p><b>Note:</b> If you request this report for Skillset 1, you receive a report listing all the Agents who were logged in to Skillset 1, including multi-Skillset Agents. The report will include all the activity of those Agents, regardless of the Skillset of the call they answered.</p> <p>If the report is limited to the Agent activity for the requested Skillset only, you need to run the same report for each Skillset that each of the multi-Skillset Agents was logged into, to receive a complete report of their activity.</p>
---	--

## Logic

The report is broken down by Skillset and then grouped by Agent.

Activity conducted by any Agent logged in to any of the Skillsets included within the report is shown for all Skillsets in which they were logged, not just the requested Skillsets, during the report time period.

The report, therefore, shows the activity for multi-Skillset agents for all of the Skillsets into which they were logged into during the report time period.

## FAQ

- Q) Why is the number of “CC Transactions Answered by Agent” in this report not the same as the number of “Transactions Answered” in the Call Average Report?**
- A) The main difference between both of the reports is that the Call Average Report displays calls placed in that particular Skillset only, whereas the Agent Average Report displays all Call Transactions for the Agent regardless of what Skillset they have logged into. The Call Average report also reports on calls handled by devices other than an agent for example Voicemail. The advantage of this is that the Agent Average Report enables the User to view Agent activity regardless of what Skillset they were logged in to without having to generate a report for each Skillset. You can use the Agent Average Report by Agent to view a break down for each Skillset only.
- 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 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.
- Q) Why sometimes can the “Break Time” instances field be higher than the number of “CC Transactions Answered by Agent”?**

- A) Break Time instances are not linked with calls in this report and will still be counted even though the call may have entered the system before the report period. For example a call can enter the system at 07:55 be handled by an agent at 08:01 and disconnected at 08:05 the agent then has 30 seconds break time. If the report is generated from 08:00 to 12:00 the report will not show the call because it originated before the report period at 07:55, but it will still display the Break Time the agent took from that call because the break time occurred after 08:00.

The Agent Activity Report by Skillset and Agent Average Report by Agent do link break time with the preceding call, so in the scenario above not only would you not see the call but you also wouldn't see the break time associated with that call. If you wish to see this then generate these reports instead.

## Report Fields

A description of each of the fields in the report.

### **(CC Transactions Answered by Agent) Number**

The instance total for an Agent on a Transaction, this includes all calls including Transfers and overflows.

#### **Formula**

(CC Transactions Answered by Agent) Number = AnCTA

### **(CC Transactions Answered by Agent) Average Incoming Time**

The average call time for an Agent on a Transaction, this includes all calls including Transfers and overflows.

#### **Formula**

(CC Transactions Answered by Agent) Average Incoming Time = (Total Incoming Call Time) / AnCTA

### **(Outgoing Calls) Number**

The instance total for an Agent on an outgoing call.

#### **Formula**

(Outgoing Calls) Number = Out

### **(Outgoing Calls) Average Time**

The average call time for an Agent on an outgoing call

**Formula**

(Outgoing Calls) Average Time = (Total Outgoing Call Time) / Out

**Break Instances**

The instance total for an Agent on break (wrap-up) time.

**Formula**

Break Instances = BkT

**Average Break Time**

The average time for an Agent on break (wrap-up) time.

**Formula**

Average Break Time = (Total Break Time) / BkT



## Agent Profile Report

Figure 15: Agent Profile Report shows an example Agent Profile report.

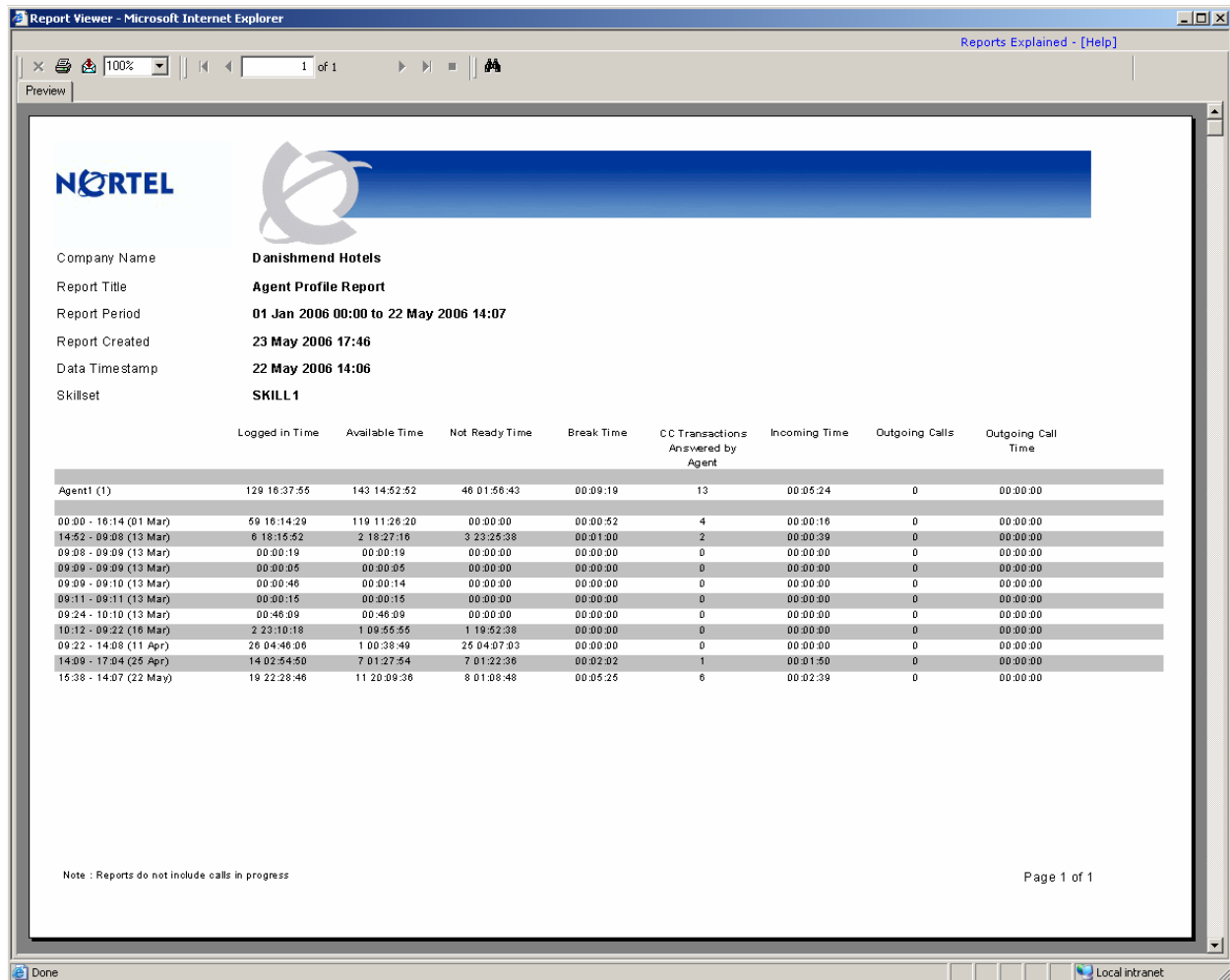



Figure 15: Agent Profile Report

### Summary

This report displays the activity profile, actual figures and durations (not averages), of the Agents logged in to a Skillset for the report period. There is a separate entry for each logged in session for the Agents.

The report includes all major activities of each Agent over the period included in the report.

	<p><b>Note:</b> If you request this report for Skillset 1, you will receive a report listing all of the Agents who were logged into Skillset 1, including multi-Skillset Agents. The report will include all of the activity of those Agents, irrespective of the Skillset of the call they answered.</p> <p>If the report is limited to the Agent activity for the requested Skillset only, you need to run the same report for each Skillset that each of the multi-Skillset Agents was logged into to receive a complete report of their activity.</p>
---	---

### Logic


The report is generated for a single Skillset, but will display the profile for any Agent activity from any Skillset into which they were logged for the period of the report, even if they were not a multi-Skillset Agent.

This activity is displayed for the length of time that an Agent is logged into the selected Skillset.

**Note:** This report does not display all activity for an Agent, therefore totaling all of the Agent activity times will not equal the logged-in time.

Certain times can overlap. For example, an Agent with an answered call on hold who is also making an outgoing call will accrue incoming and outgoing durations simultaneously. Furthermore, an Agent may log out while on an incoming call. They can, therefore, accrue incoming time beyond their logged in session.

Additionally, other activities not included in the report are Ringing State and Not Available state. Ringing State is when calls are ringing on the Agent's handset and Not Available, or Busy, state is the time when Agents are not available to take calls. These activities do not form part of the logged in time, nor the total logged in time.

	<p><b>You CANNOT add up the totals in this report and expect them to match the total logged-in time for the Agent.</b></p>
---	--

### FAQ

**Q) Does the Agent Profile Report include activity for each Agent?**

A) Yes, and it will include Agent Activity across all Skillsets they have logged in to. See FAQ under Agent Average Report, on page 46, for an explanation of why the report does this.

**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. 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 Supervisor Monitoring time.

**Q) If statistics like CC Transactions Answered by Agent and Outgoing Calls are for all Skillsets, which reports should be generated to view individual statistics for the Agents versus the Skillset, for a multi-Skillset Agent?**

A) For individual statistics for an Agent view the Agent Average Report by Agent. For statistics on individual Skillsets, view the Agent Activity Report by Skillset.

**Q) Why are Outgoing Calls sometimes less than in other reports?**

A) The Agent Profile Report displays activity for the Agent between the login periods displayed in the report for all the Skillsets they are logged into, not the entire report period selected for the report. For example, Agent Helen logs into Skillset Sales at 9:00 and makes 5 outgoing calls till 10:00. When she logs into Skillset Performance she then makes a further 5 outgoing calls until 11:00 when she logs out of both skillsets. If you generate this report for the day for the Performance Skillset it will show her login activity for the Performance Skillset only but the activity shown will be across all her Skillsets. Between 10:00 and 11:00 (the time she was logged into Performance) she made 5 outgoing calls, this is what will be displayed in the report. If, for example, you generate an Agent Average Report it is not reporting on the login activity of any particular Skillset and will simply display all call activity between the report selection dates across all Skillsets.

## Report Fields

A description of each of the fields in the report.

### **(Agent) Logged-in time**

Total logged-in time for the Agent in the selected Skillset.

#### **Formula**

N/A

### **(Agent) Available Time**

Time available in the selected Skillset.

#### **Formula**

N/A

**(Agent) Not Ready Time**

Total Not Ready time of the logged-in time for the selected Skillset.

**Formula**

N/A

**(Agent) Break Time**

The total break time for the logged-in time for the selected Skillset.

**Formula**

N/A

**CC Transactions Answered by Agent**

Number of Transactions answered during the total logged-in time for the selected Skillset.

**Formula**

AnCT

**(Agent) Incoming Time**

The total incoming Contact Center call time recorded during the total logged-in time for the selected Skillset.

**Formula**

N/A

**(Agent) Outgoing Calls**

Number of outgoing call instances during the total logged-in time for the selected Skillset.

**Formula**

Out

**(Agent) Outgoing Call Time**

The total outgoing call time recorded during the total logged-in time for the selected Skillset.

**Formula**

N/A

## Agent Activity Report

Figure 16: Agent Activity Report shows an example Agent Activity report.

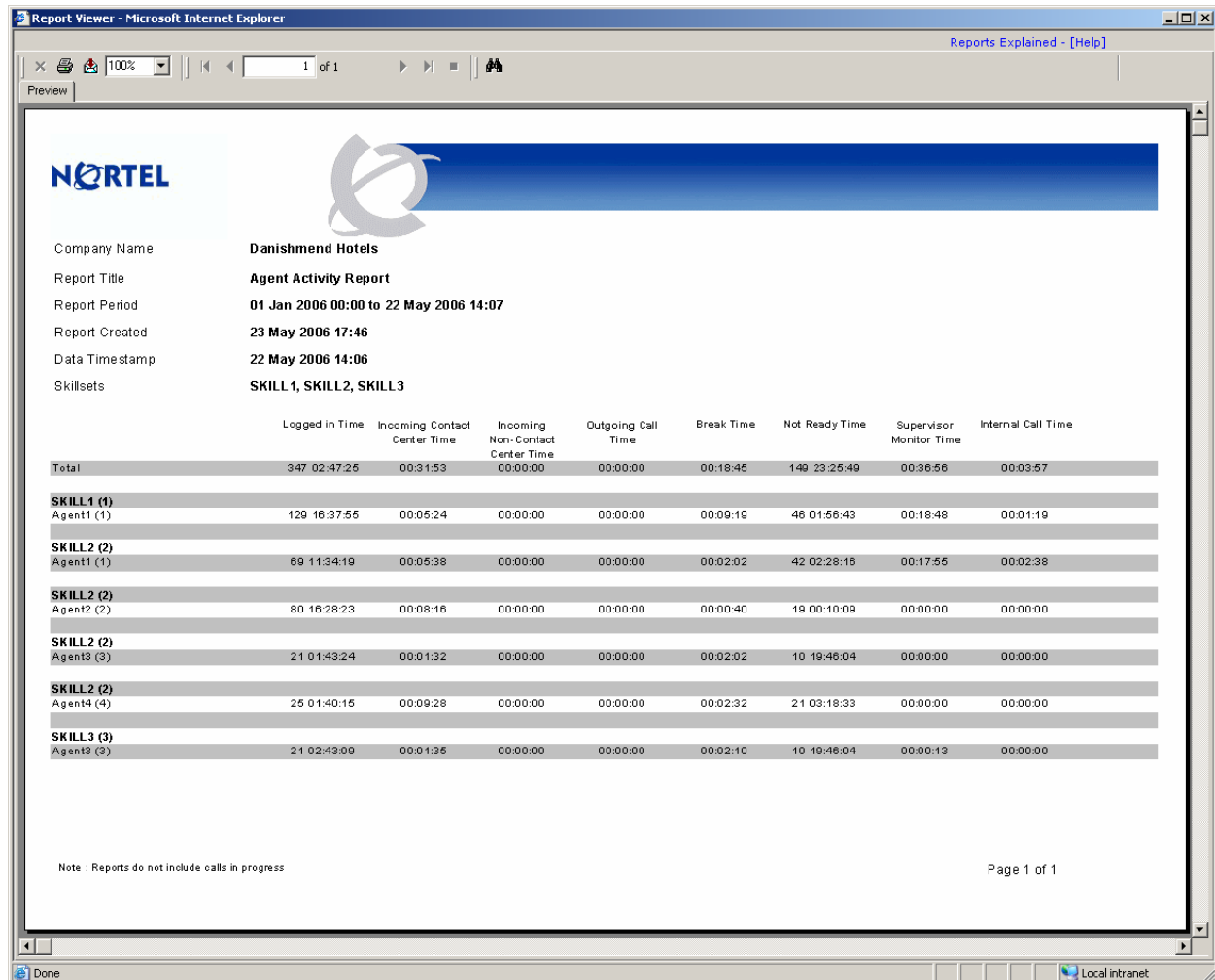



Figure 16: Agent Activity Report

## Summary

The Agent Activity report displays the activity of Agents grouped by Skillset. It is further broken down based on Agent.

This report shows the durations of the range of activities that Agents have performed for the report period. (This list differs from the list in the Agent Profile Report, see page 49.)

	<p><b>Note:</b> If you request this report for Skillset 1, you will receive a report listing all of the Agents who were logged into Skillset 1, including multi-Skillset Agents. The report will also include all of the activity of those Agents, irrespective of the Skillset of the call they answered.</p> <p>If the report is limited to the Agent activity for the requested Skillset only, you need to run the same report for each Skillset that each of the multi-Skillset Agents was logged into to receive a complete report of their activity.</p>
---	--

## Logic


The report is generated based on Skillset, but displays Agent activity for other Skillsets they have logged into and not only the selected Skillset in the report generation screen, even if they were not a multi-Skillset Agent.

**Note:** This report does not display all activity for an Agent, therefore totaling all of the Agent activity times will not equal the logged-in time.

Certain times can overlap. For example, an Agent with an answered call on hold while making an outgoing call will accrue incoming and outgoing durations simultaneously.

Furthermore, an Agent may log out while on an incoming call. They can, therefore, accrue incoming time beyond their logged in session.

Additionally, other activities not included in the report are Ringing State and Not Available state. Ringing State is when calls are ringing on the Agent's handset. Not Available (or Busy) state is the time when Agents are not available to take calls. These activities do not form part of the logged in time nor the total logged in time.

	<p><b>You CANNOT add up the times in this report up and expect them to match the total logged-in time for the Agent.</b></p>
---	--

## FAQ

**Q) Does the Agent Activity Report include all Agent activity for whatever Skillset they logged in to?**

A) No the Agent Activity Report does not include Available, Ringing or Not Available Time.

**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, or the Contact Center placing the Agents in the

Not Ready state because the Agent did not answer a call or is active on an internal call.

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

A) Break time will be extended when the Agent adds Prompted Activity Codes during their break time.

**Report Fields**

A description of each of the fields in the report.

**(Agent) Logged-in time**

Total logged-in time for the Agent in that Skillset.

**Formula**

N/A

**(Agent) Incoming Contact Center Time**

Total time spent on incoming Contact Center calls for the logged-in time of that Skillset.

**Formula**

N/A

**(Agent) Incoming Non-Contact Center Time**

Total time spent on incoming non-Contact Center calls for the logged-in time of that Skillset and period selected.

**Formula**

N/A

**(Agent) Outgoing Call Time**

Total time spent on outgoing calls for the logged-in time of that Skillset.

**Formula**

N/A



**(Agent) Break Time**

Total time spent on break (wrap-up) time for the logged-in time of that Skillset.

**Formula**

N/A

**(Agent) Not Ready Time**

Total time spent in a Not Ready state for the logged-in time of that Skillset.

**Formula**

N/A

**Supervisor Monitor Time**

Total time spent monitoring Agents for the logged-in time of that Skillset.

**Formula**

N/A

**(Agent) Internal Call Time**

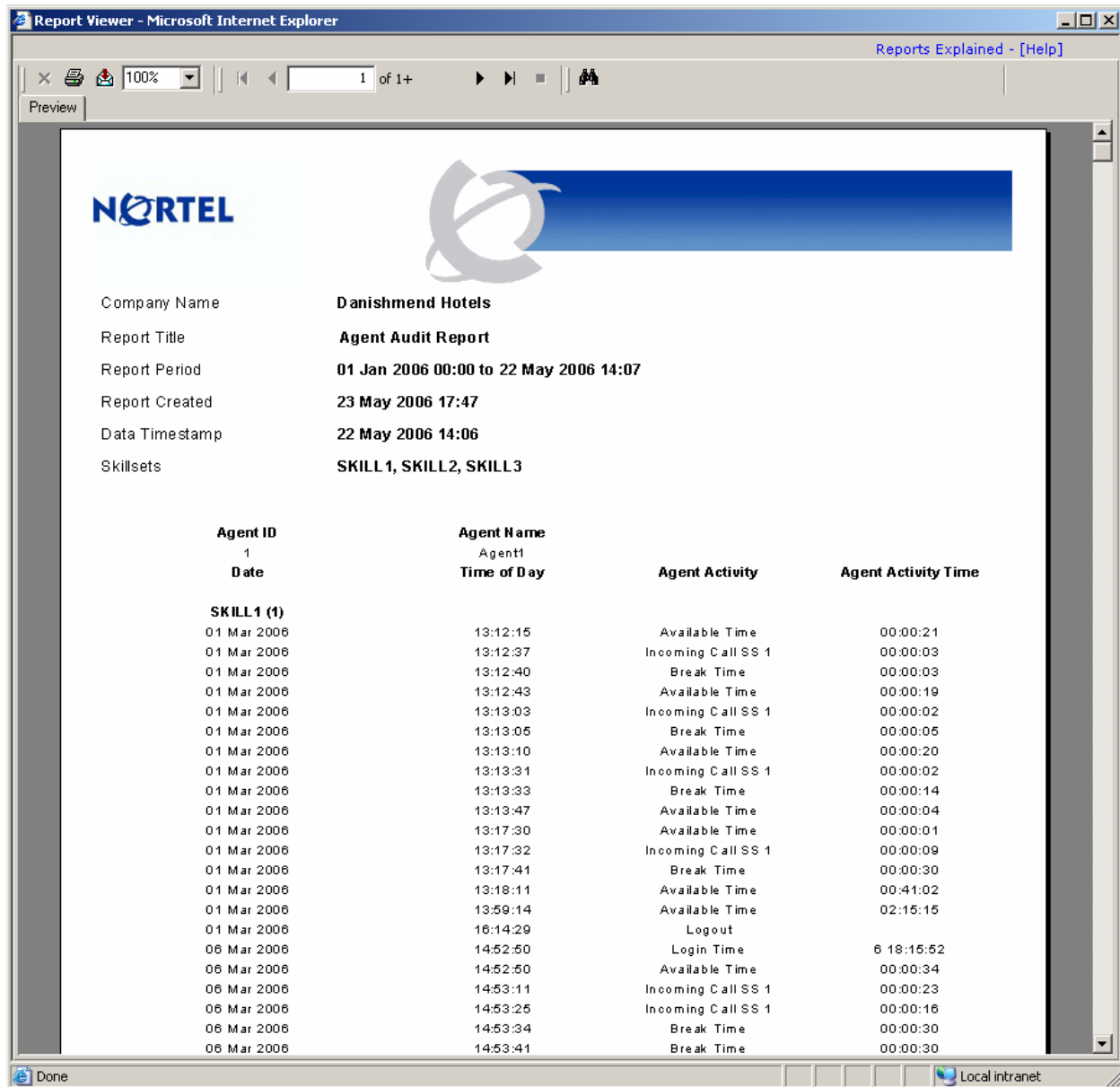
Total time spent on internal calls for the logged-in time of that Skillset.

**Formula**

N/A

## Agent Audit Report

Figure 17: Agent Audit Report shows an example Agent Audit report.



**Report Viewer - Microsoft Internet Explorer**

Reports Explained - [Help]

100% 1 of 1+

Preview

**NORTEL**

Company Name: **Danishmend Hotels**

Report Title: **Agent Audit Report**

Report Period: **01 Jan 2006 00:00 to 22 May 2006 14:07**

Report Created: **23 May 2006 17:47**

Data Timestamp: **22 May 2006 14:06**

Skillsets: **SKILL1, SKILL2, SKILL3**

Agent ID	Agent Name	Agent Activity	Agent Activity Time
1	Agent1		
<b>Date</b>	<b>Time of Day</b>		
<b>SKILL1 (1)</b>			
01 Mar 2006	13:12:15	Available Time	00:00:21
01 Mar 2006	13:12:37	Incoming Call SS 1	00:00:03
01 Mar 2006	13:12:40	Break Time	00:00:03
01 Mar 2006	13:12:43	Available Time	00:00:19
01 Mar 2006	13:13:03	Incoming Call SS 1	00:00:02
01 Mar 2006	13:13:05	Break Time	00:00:05
01 Mar 2006	13:13:10	Available Time	00:00:20
01 Mar 2006	13:13:31	Incoming Call SS 1	00:00:02
01 Mar 2006	13:13:33	Break Time	00:00:14
01 Mar 2006	13:13:47	Available Time	00:00:04
01 Mar 2006	13:17:30	Available Time	00:00:01
01 Mar 2006	13:17:32	Incoming Call SS 1	00:00:09
01 Mar 2006	13:17:41	Break Time	00:00:30
01 Mar 2006	13:18:11	Available Time	00:41:02
01 Mar 2006	13:59:14	Available Time	02:15:15
01 Mar 2006	16:14:29	Logout	
06 Mar 2006	14:52:50	Login Time	6 18:15:52
06 Mar 2006	14:52:50	Available Time	00:00:34
06 Mar 2006	14:53:11	Incoming Call SS 1	00:00:23
06 Mar 2006	14:53:25	Incoming Call SS 1	00:00:16
06 Mar 2006	14:53:34	Break Time	00:00:30
06 Mar 2006	14:53:41	Break Time	00:00:30

Done Local intranet

Figure 17: Agent Audit Report

## 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 who were active in the selected Skillsets for the duration of the report, and is grouped by Agent.

**Note:** Certain time frames can overlap. For example, an Agent with a call on hold who is making an outgoing call will accrue incoming and outgoing durations simultaneously.

Furthermore, an Agent may log out while on an incoming call. They can, therefore, accrue incoming time beyond their logged in session.

Additionally, other activities not included in the report are Ringing State and Not Available state. Ringing State is when calls are ringing on the Agent's handset. Not Available (or Busy) state is the time when Agents are not available to take calls. These activities do not form part of an Agent's logged in session, therefore, they have not been included as an Agent Activity in the report.

	<p><b>You CANNOT add up the times in this report and expect them to match the total logged-in time for the Agent.</b></p>
---	---

### FAQ

**Q) Does the Agent Audit Report include all Agent activity for multiple Skillsets?**

A) Yes, the Agent Audit Report will break down the activity for each Skillset. If more Skillsets are selected, the Agent's activities are broken down for those Skillsets too.

### Report Fields

A description of each of the fields in the report.

**Agent ID**

The login 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**

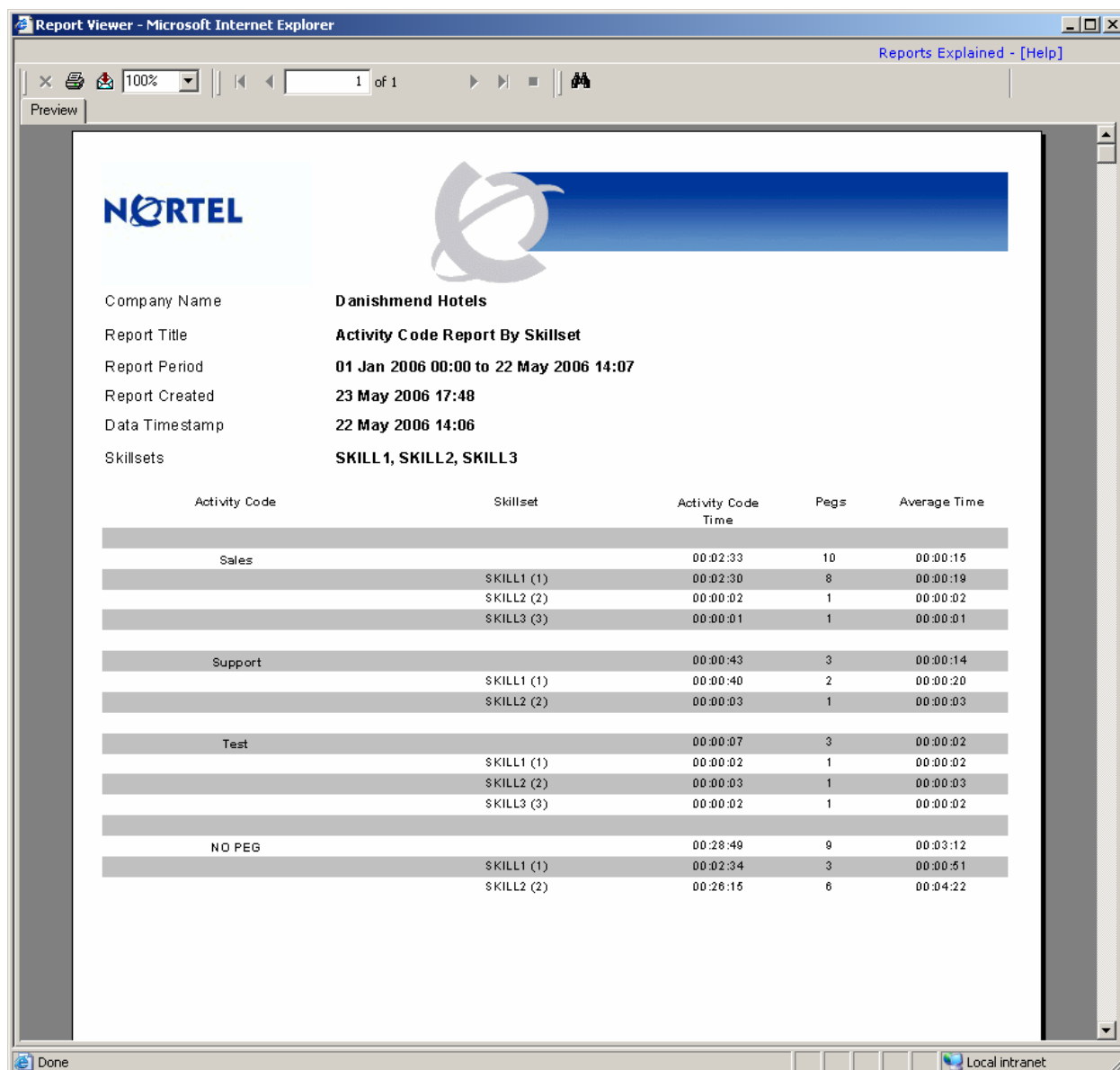
Duration of the activity, with the exception of Logout, which does not have a duration associated with it.

**Formula**

N/A

## Activity Code Report by Skillset

Figure 18: Activity Code Report by Skillset shows an example Activity Code Report by Skillset.



**Figure 18: Activity Code Report by Skillset**

## Summary

The Activity Code Report by Skillset 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 Catalogue Posted, and so on.

### **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. 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 Activity Code was used.

**Formula**

ACP

**Average Time**

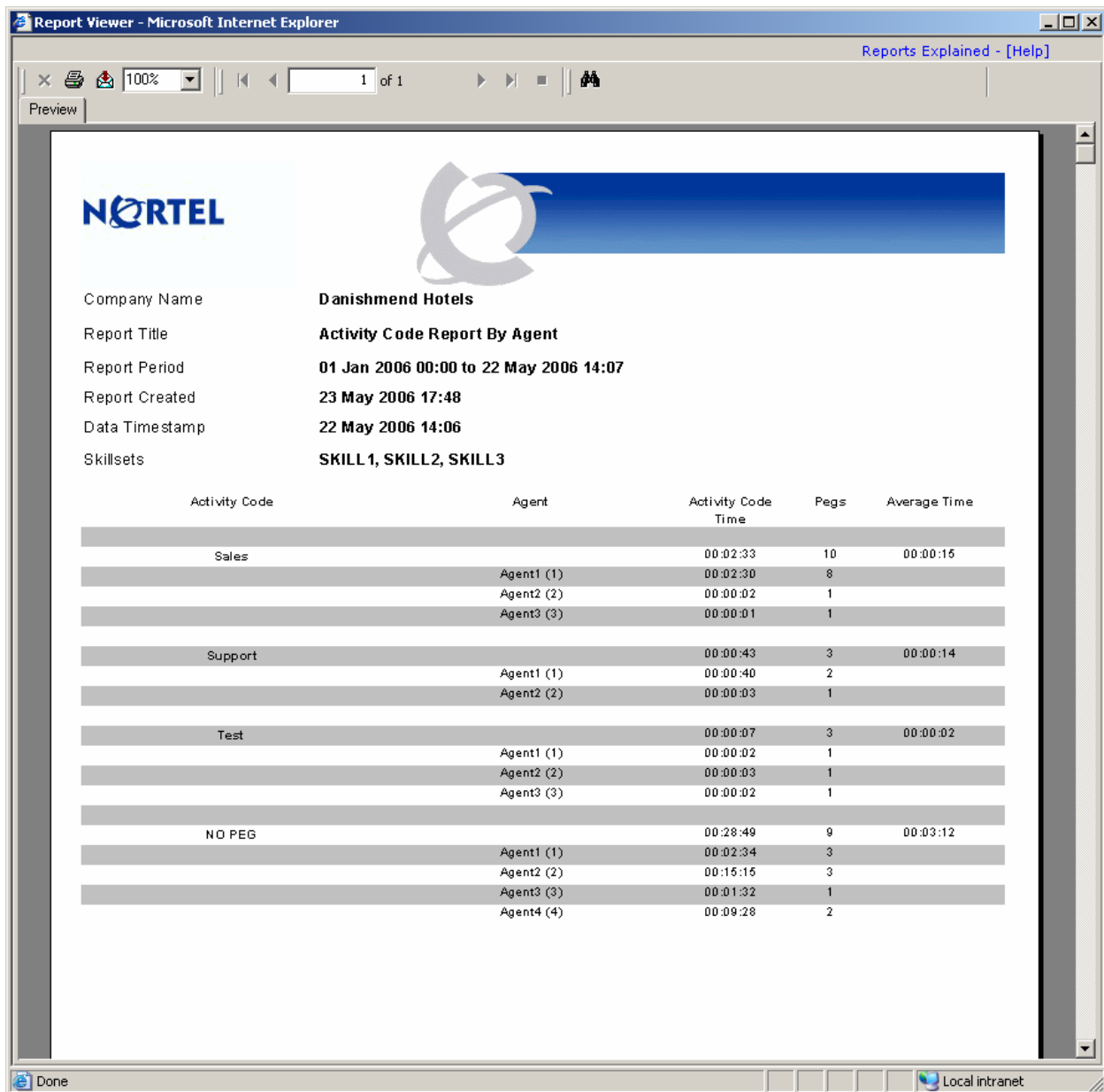
Average call time associated with that peg within that Skillset.

**Formula**

(Total Time for each peg) / ACP

## Activity Code Report by Agent

Figure 19: Activity Code Report by Agent shows an example Activity Code Report by Agent.



**Figure 19: Activity Code Report by Agent**

## Summary

This report displays the usage of Activity Codes or 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 catalogue 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 (see Activity Code Time under the report explanation of the Activity Code Report by Agent).

#### **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 Report by Number of Pegs

Figure 20: Activity Code Report by Number of Pegs shows an example Activity Code Report by Number of Pegs.

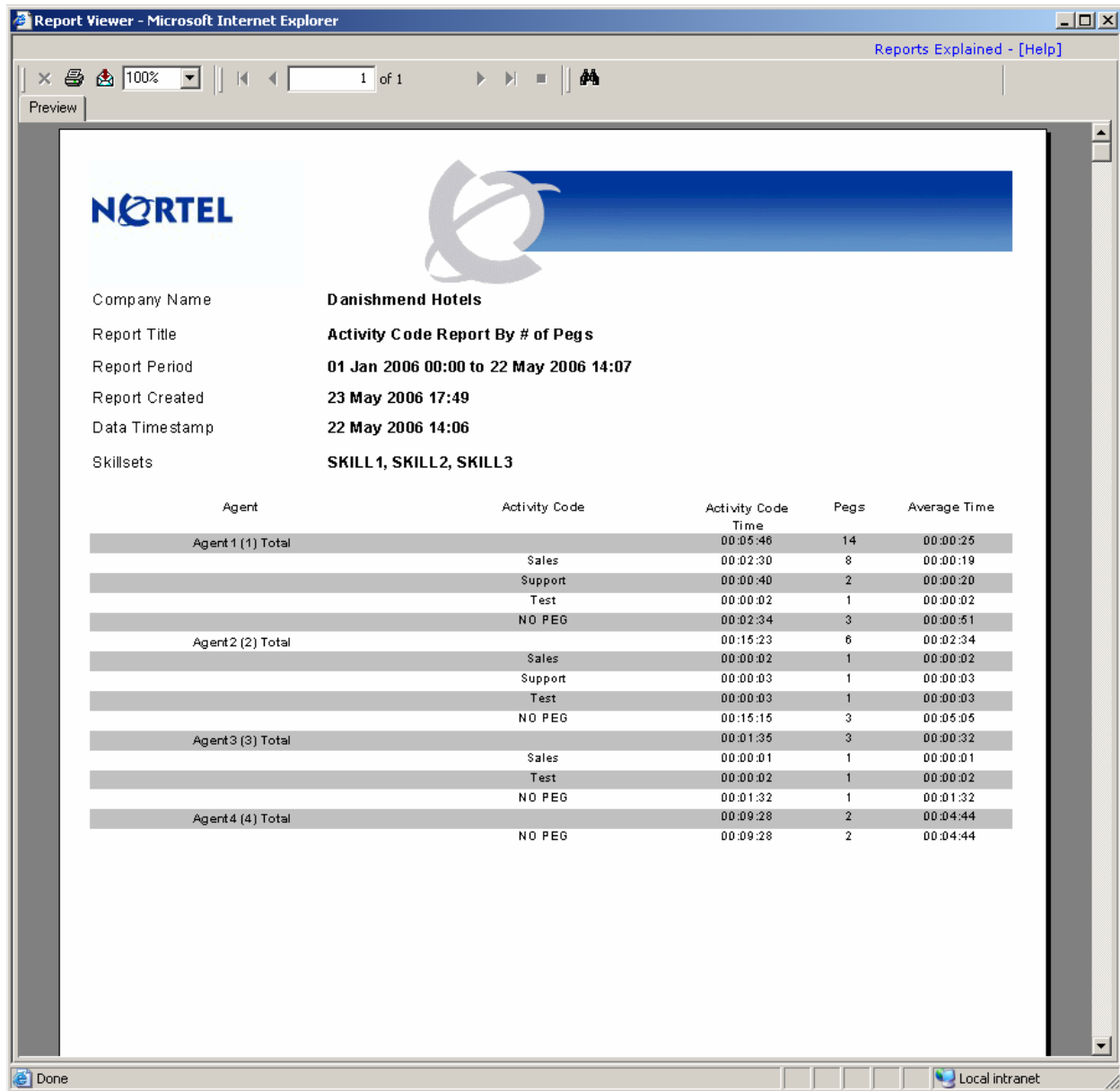


Figure 20: Activity Code Report by Number of Pegs

## 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 a select number of 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 under the report explanation of the Activity Code Report by Agent).

#### **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

## Summary Report

Figure 21: Summary Report shows an example Summary Report.

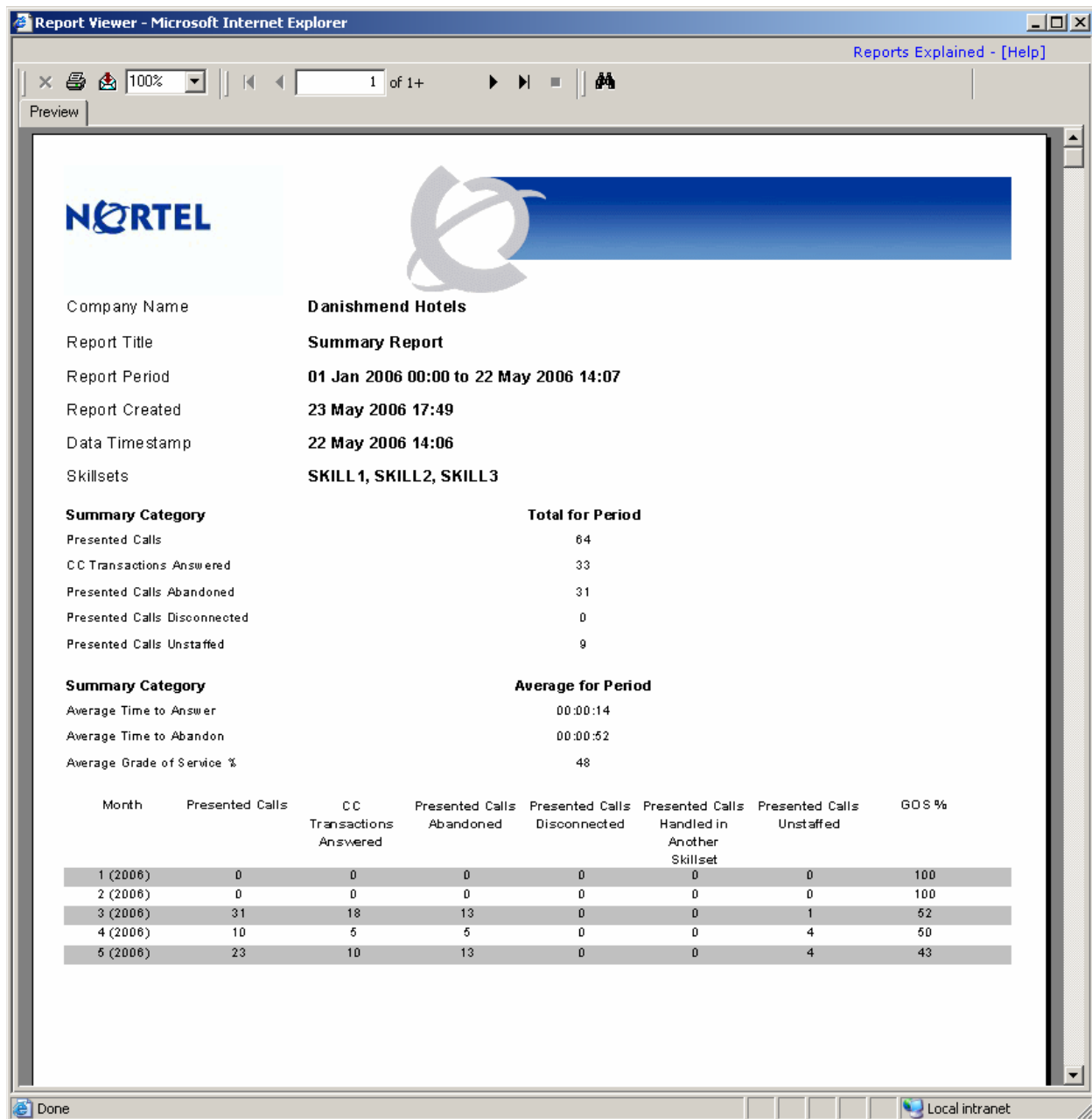


Figure 21: Summary Report

## 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 Grade of Service, expressed as a percentage.

The Summary Report includes five graphs, shown in Figure 22: Summary Report Graphs Page.

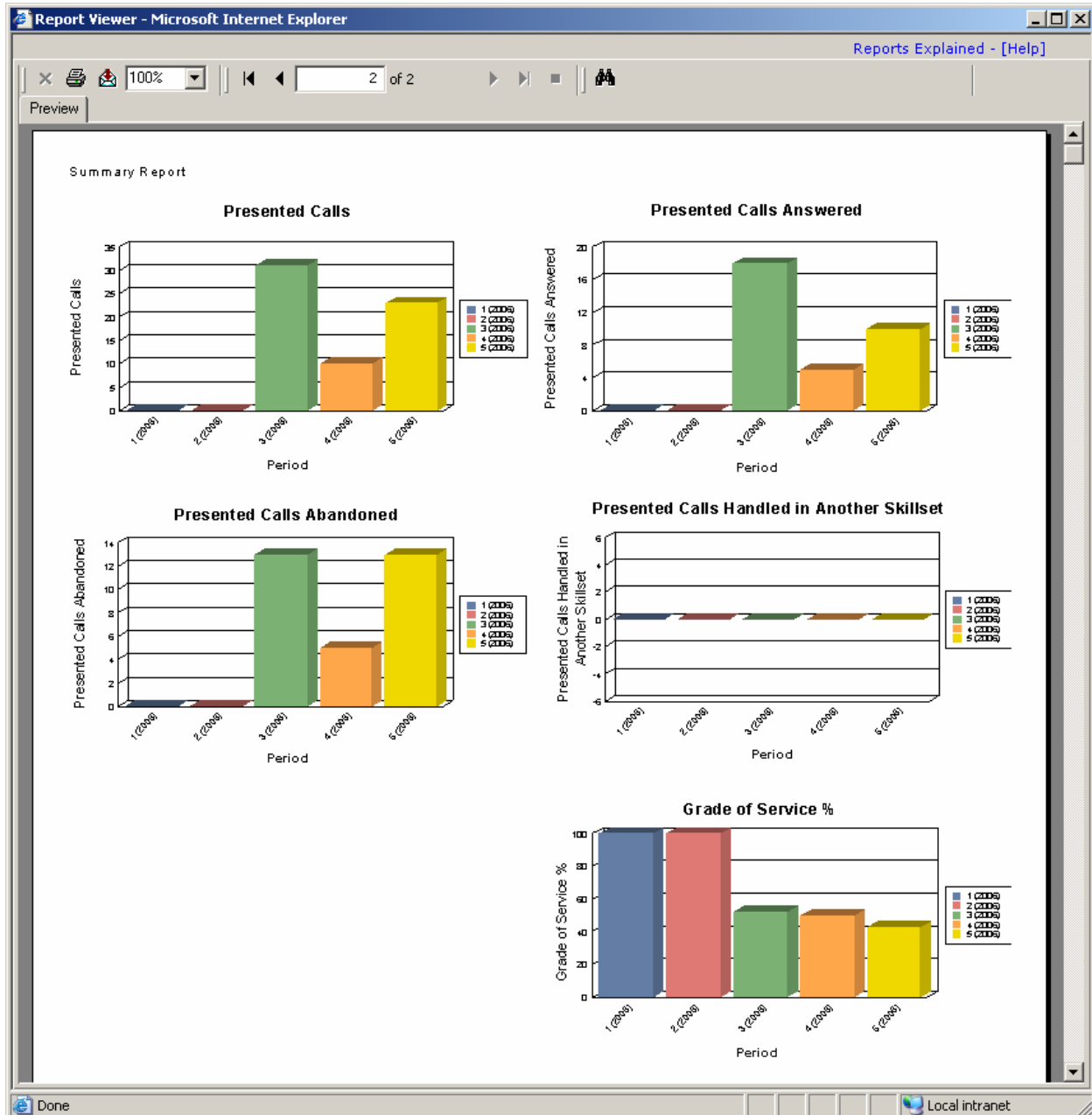


Figure 22: Summary Report Graphs Page

Each graph is a bar chart profile of the report period. This graph allows 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 grades 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 in to it. For example, Agent A transfers a call from Skillset 1 to Agent B who is not logged in to that Skillset (they are logged into 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 Report not the same as that in the Summary Report?**

A) The Average Time to Answer in the Call Average 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) the Contact Center received for the selected Skillsets 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 into 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**

$(\text{Total Time To Answer}) / \text{AnC}$

**Average Time to Abandon**

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

**Formula**

$(\text{Total Time to Abandon}) / \text{AbC}$

**Average Grade of Service %**

Average grade 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 (Direct and Indirect)**

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 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 into the Skillset for the time slot within the selected Skillsets and time period.

**Formula**

UsC

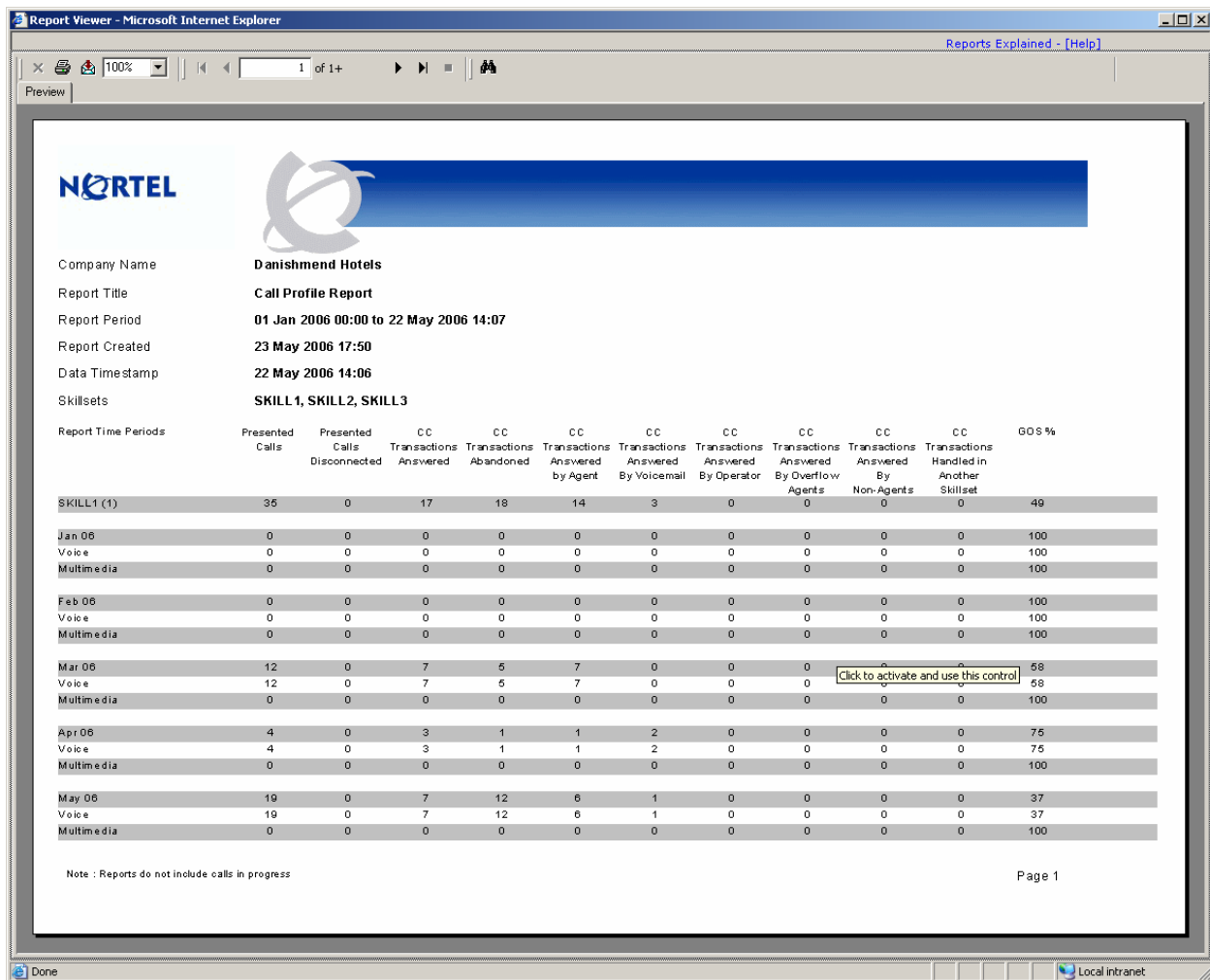
**GOS %**

Grade of service for the time slot within the selected Skillsets and time period.

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

## Call Profile Report

Figure 23: Call Profile Report shows an example Call Profile report.



**Figure 23: Call Profile Report**

## 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 Grade of Service, expressed as a percentage.

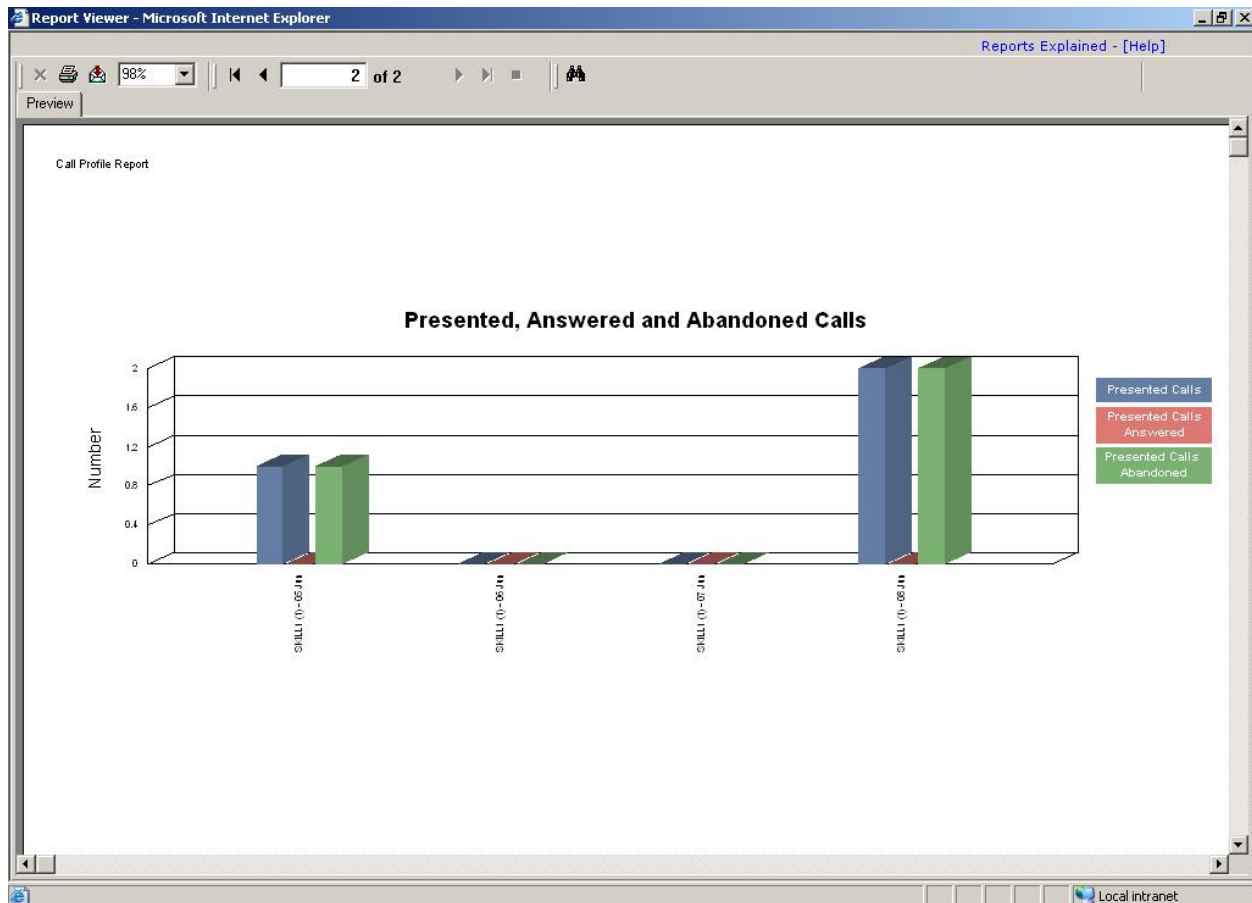
This report can be used to determine the fate of calls profiled in a report. A Call Profile report can indicate the number of calls in various time slots and if calls are Answered by Agents in a Skillset, for example.

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 24: Call Profile Report Graph Page. This graph displays the number of Presented, Answered and Abandoned calls



**Figure 24: Call Profile Report Graph Page**

## 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 into 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 in to it. For example, Agent A transfers a call from Skillset 1 to Agent B who is not logged in to that Skillset (they are logged into 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.

### **Calls Presented to Skillset (Direct/Indirect)**

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

#### **Formula**

Pre

### **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

### **Presented Calls Disconnected**

Total Disconnected calls for the selected Skillsets and time period.

#### **Formula**

Dis

### **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 in) 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



**GOS %**

Grade of service 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 Report

Figure 25: Incoming Call Report shows an example Incoming Call report.

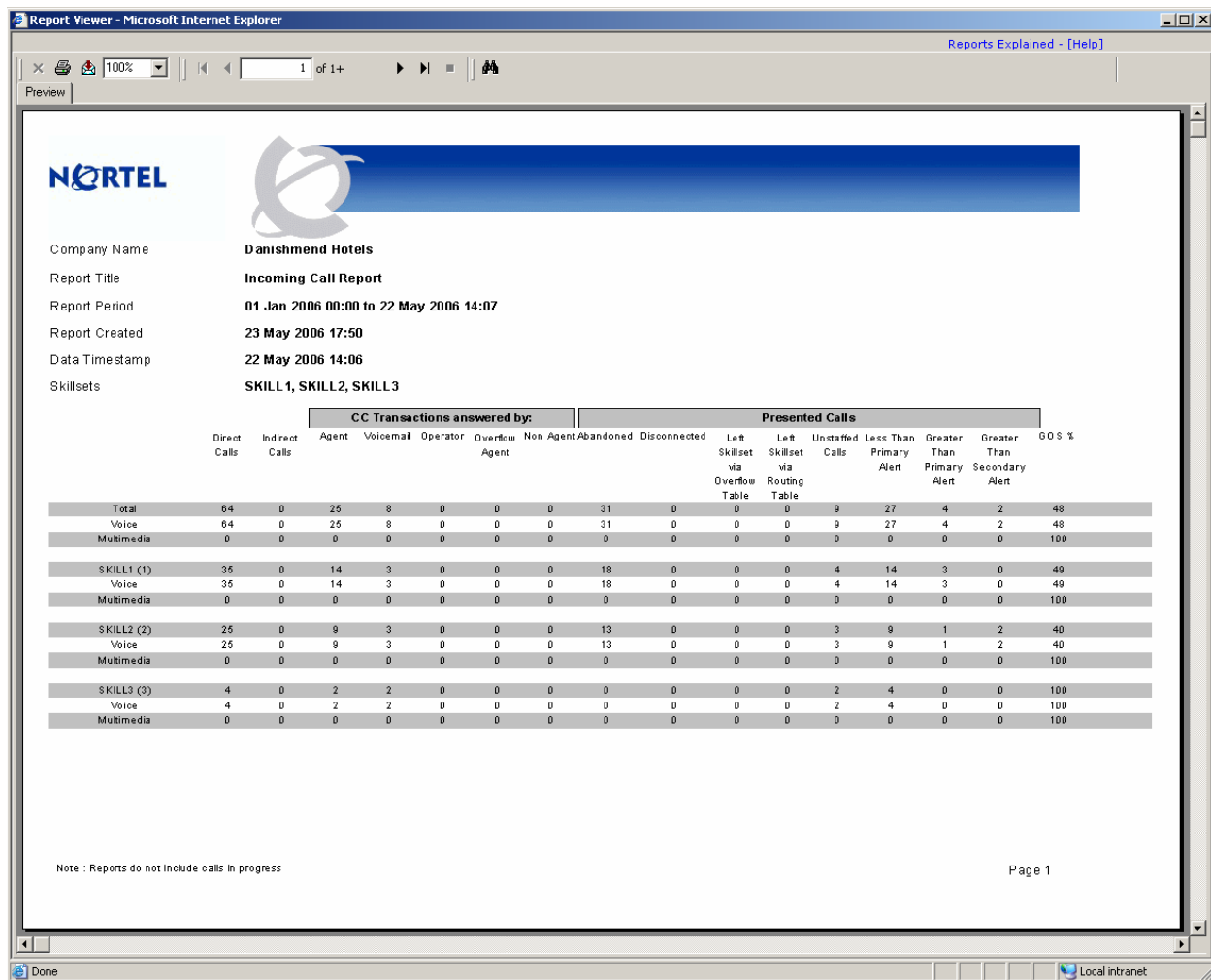


Figure 25: Incoming Call Report

## Summary

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

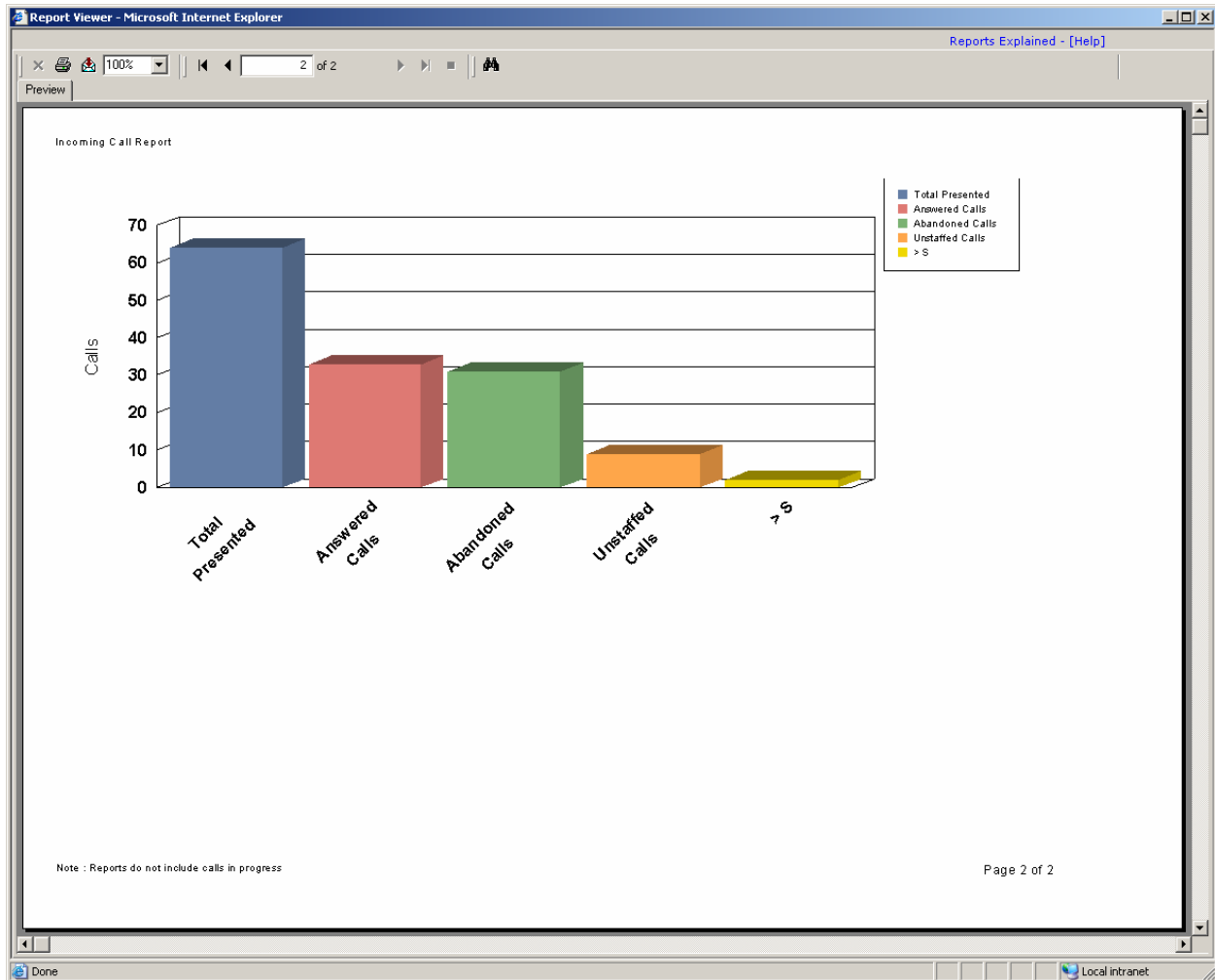
The Incoming Call Report relates to Incoming Direct and Indirect Calls, not Transactions (see page 10).

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 Report graph page is shown in Figure 26: Incoming Call Report Graph Page.



**Figure 26: Incoming Call Report Graph Page**

The Incoming Call 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 in), and calls answered after the Secondary Alert.

## Logic

The Incoming Call 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 into the Skillset for the selected Skillsets and time period.

**Formula**

AnCUS

**(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

**GOS%**

Grade of service for the selected Skillsets and time period.

**Formula**

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

## Unanswered Help Request Report

Figure 27: Unanswered Help Request Report shows an example Unanswered Help Request report.

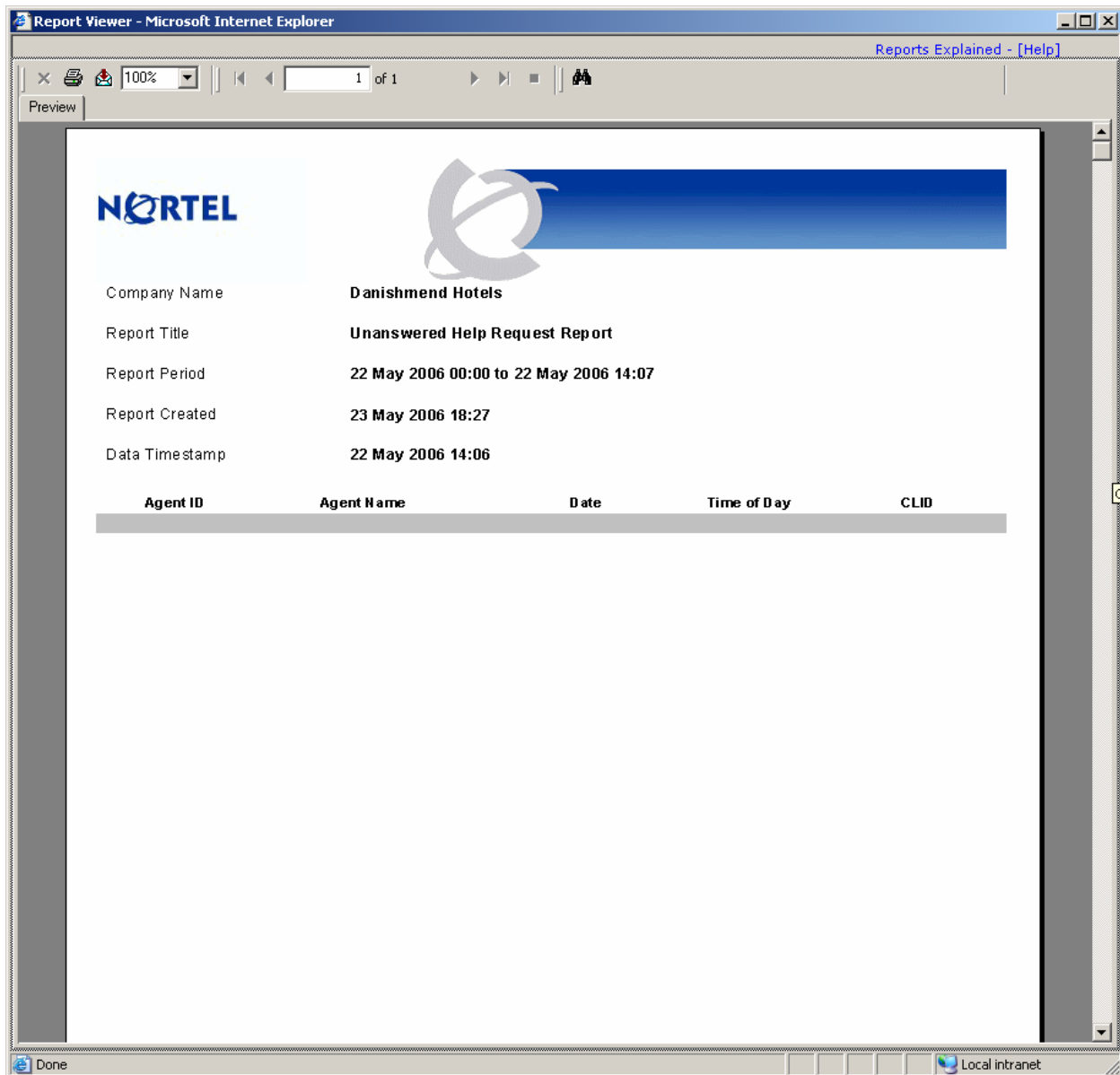


Figure 27: Unanswered Help Request Report

## 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 Report (see page 37) to establish the total number of Help Requests an Agent makes.

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**

CLID of the caller.

##### **Formula**

N/A

## Agent Average Report by Agent

Figure 28: Agent Average Report by Agent shows an example Agent Average Report by Agent.

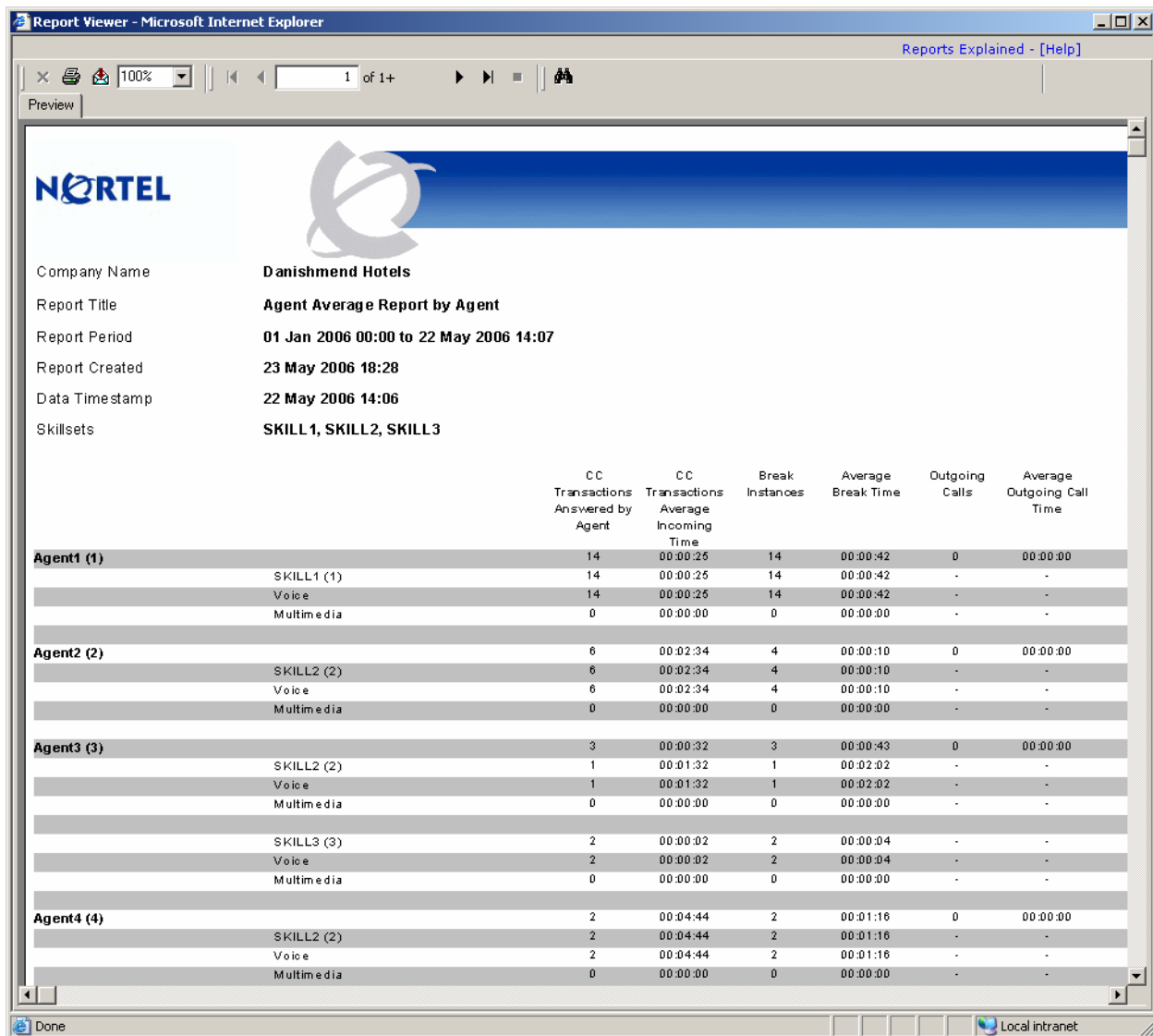


Figure 28: Agent Average Report by Agent

## Summary

This report displays Agent activity, grouped by Agent then broken down by Skillset.

This report reviews the work each Agent has performed in each Skillset they have logged into. A report may include a single Skillset or multiple Skillsets.

If an Agent is logged into more than one Skillset and those Skillsets are included in the Report, then the activities of the Agent are segregated so that the work in each Skillset is separately displayed.

### Logic

The Agent Average Report by Agent is generated for a selection of Skillsets.

Each group of data represents Agent activity in a certain Skillset calculated into averages.

This report displays the activity of agents who logged into the selected Skillset during the period of the report.

**Note:** If an Agent was not logged into one of the selected Skillsets, they may still have activity associated with one of the selected Skillsets. For example, they may have received overflow calls or received a call manually transferred to them from an Agent in one of the selected Skillsets, or for any other transfer of call method that temporarily borrows the Agent into the Skillset for the duration of the transferred call.

### FAQ

**Q) Why are the “CC Transactions Answered by Agent” values different to the “Transactions Answered” in the Call Average Report?**

A) This report displays Agent-based statistics. Whereas the Call Average report is Skillset-based, thus displaying additional transactions coming in to the Contact Center, like Answered by Voicemail.

**Q) Why does the Agent Average Report by Agent report display two transferred calls when the Agent Activity Report by Skillset report only shows one transfer?**

A) The Agent Average Report by Agent report displays all activity for all Agents who have logged into the Skillset. However, the Agent Activity Report by Skillset report displays activity for that Skillset only, hence only one transfer because that’s all the transferred calls in that Skillset.

**Q) Why do the “Break Instances” and “Break Time” fields contain different values compared to the Agent Average Report, Agent Profile Report and Agent Activity Report.**

A) The Agent Average Report by Agent calculates break time for break time instances that immediately follow a call rather than the total break time for the agent in that period unlike the Agent Average Report, Agent Activity Report and Agent Profile Report. For example, following a call that enters the system at 07:55:00 and ends at 08:05:00, the Agent has 30 seconds of break time from 08:05:00 to 08:05:30. As the Agent Average Report by Agent associates this break time with the Call that preceded it when generating a report between 08:00 and 12:00 the call and break time will not be displayed. Conversely, the Agent Average Report, Agent Activity Report and

Agent Profile Report will display the activity because it does not associate this activity with the call but rather as a separate activity for the agent.

## **Report Fields**

A description of each of the fields in the report.

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

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

#### **Formula**

AnCT

### **CC Transactions Average Incoming Time**

Average duration of a Transaction for the selected Skillsets and time period.

#### **Formula**

(Total Incoming Time) / AnCT

### **Break Instances**

Total breaks taken for the selected Skillsets and time period.

#### **Formula**

BkT

### **Average Break Time**

Average duration of a break for the selected Skillsets and time period.

#### **Formula**

(Total Break Time) / BkT

### **Outgoing Calls**

Number of outgoing calls made in the selected time period.

#### **Formula**

Out

### **Average Outgoing Call Time**

Average duration of an outgoing call during the selected time period.

#### **Formula**

$(\text{Total Outgoing Time}) / \text{Out}$

## Agent Activity Report by Skillset

Figure 29: Agent Activity Report by Skillset shows an example Agent Activity Report by Skillset.

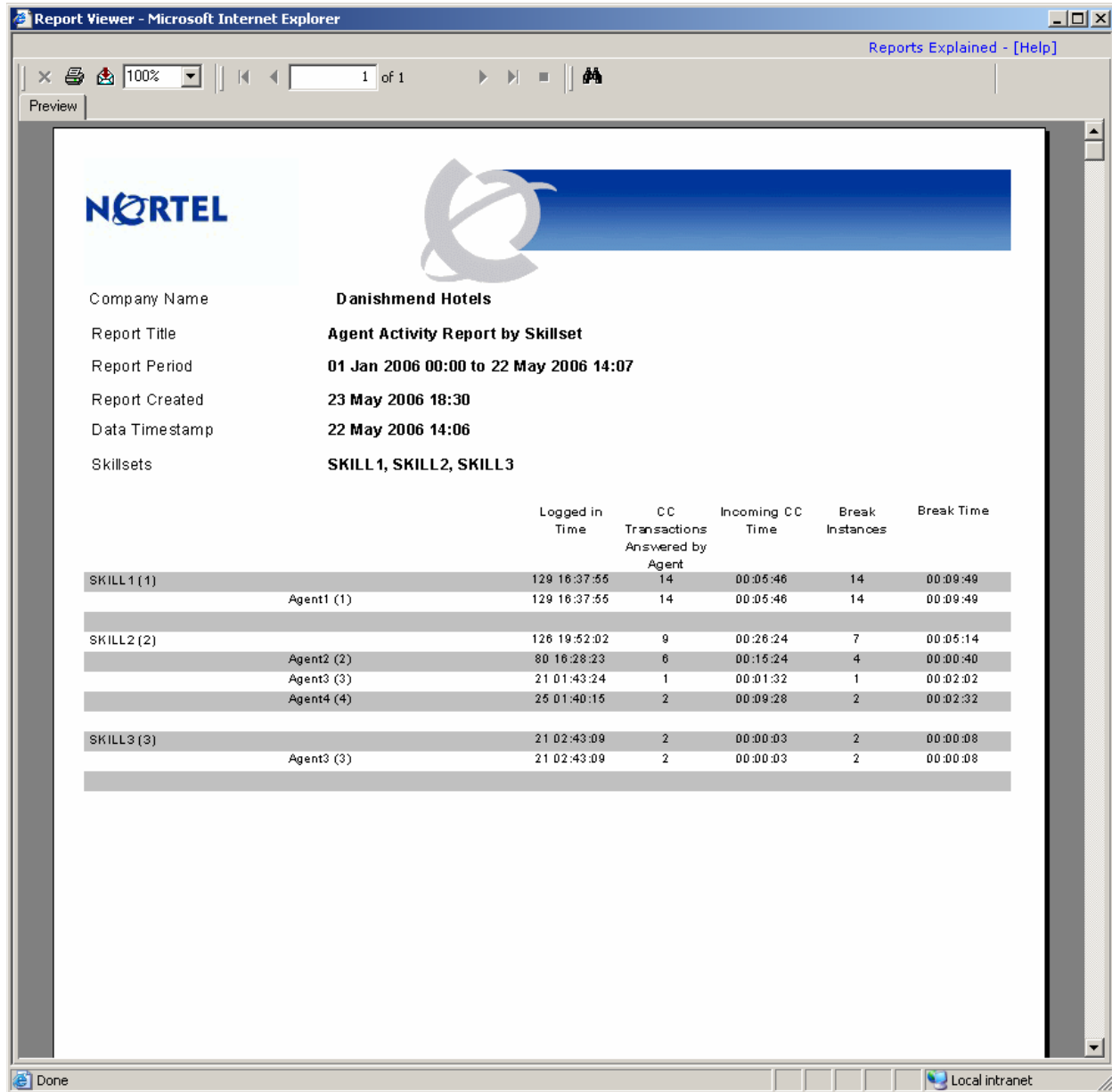


Figure 29: Agent Activity Report by Skillset

## Summary

This report displays Agent activity for a selection of Skillsets grouped by Agent.

This report enables a review of the work in each Skillset. All the Agents who have logged in to the Skillsets included in the report are reviewed. Only the activity directly related to the appropriate Skillsets is displayed.

In the example in the figure, Agent 4 has been logged into Skillset 1, Skillset 2, and Skillset 3, and so the report reviews Agent 4's activity for each of these Skillsets.

### Logic

For each Skillset, the average durations of six Contact Center statistics are displayed for each Agent, in turn.

For calls that have been transferred to the Agent, **Transferred** appears at the start of the line for that Agent. Likewise, if the Transaction was for an overflowed call, **Overflow** appears at the start of the line for that Agent. **Other** will be shown for any other transfer call method that temporarily borrowss the Agent into the Skillset for the duration of the transferred call.

### FAQ

**Q) Does the Agent Activity Report By Skillset include transferred calls from other Agents?**

A) Yes.

**Q) Why does the Agent Average Report by Agent report display two transferred calls when the Agent Activity Report by Skillset report only shows one transfer?**

A) The Agent Average Report by Agent report displays all activity for all Agents who have logged into the Skillset. However, the Agent Activity Report by Skillset report displays activity for that Skillset only, hence only one transfer because that's all the transferred calls in that Skillset.

**Q) Why are the times in this report different from other reports like the Agent Activity Report?**

A) The Agent Activity Report by Skillset includes activity from the full logged in time, say, for example, from 07:58 to 17:04, as opposed to the Agent Activity Report which caps all activity at the requested time. Using the example, the capped time would be from 08:00 to 17:00.

**Q) Why do the "Break Instances" and "Break Time" fields contain different values compared to the Agent Average Report, Agent Profile Report and Agent Activity Report.**

A) The Agent Activity Report by Skillset calculates break time for break time instances that immediately follow a call rather than the total break time for the agent in that period unlike the Agent Average Report, Agent Activity Report and Agent Profile Report. For example, following a call that enters the system at 07:55:00 and ends at

08:05:00, the Agent has 30 seconds of break time from 08:05:00 to 08:05:30. As the Agent Activity Report by Skillset associates this break time with the Call that preceded it when generating a report between 08:00 and 12:00 the call and break time will not be displayed. Conversely, the Agent Average Report, Agent Activity Report and Agent Profile Report will display the activity because it does not associate this activity with the call but rather as a separate activity for the agent.

## **Report Fields**

A description of each of the fields in the report.

### **Logged-in time**

Total time an Agent is logged into the Skillset (not applicable to agents borrowed into the Skillset) for the selected Skillset and time period.

#### **Formula**

N/A

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

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

#### **Formula**

AnCT

### **Incoming CC Time**

Total time of incoming Contact Center calls for the Agent within that Skillset and for the selected Skillsets and time period.

#### **Formula**

N/A

### **Break Instances**

Total break instances recorded for the Agent while taking calls for that Skillset for the selected Skillsets and time period.

#### **Formula**

BkT



**Break Time**

Total time an Agent spent on breaks while taking calls for that Skillset for the selected Skillsets and time period.

**Formula**

N/A

## System Configuration Report

Figure 30: System Configuration Report shows an example System Configuration report.

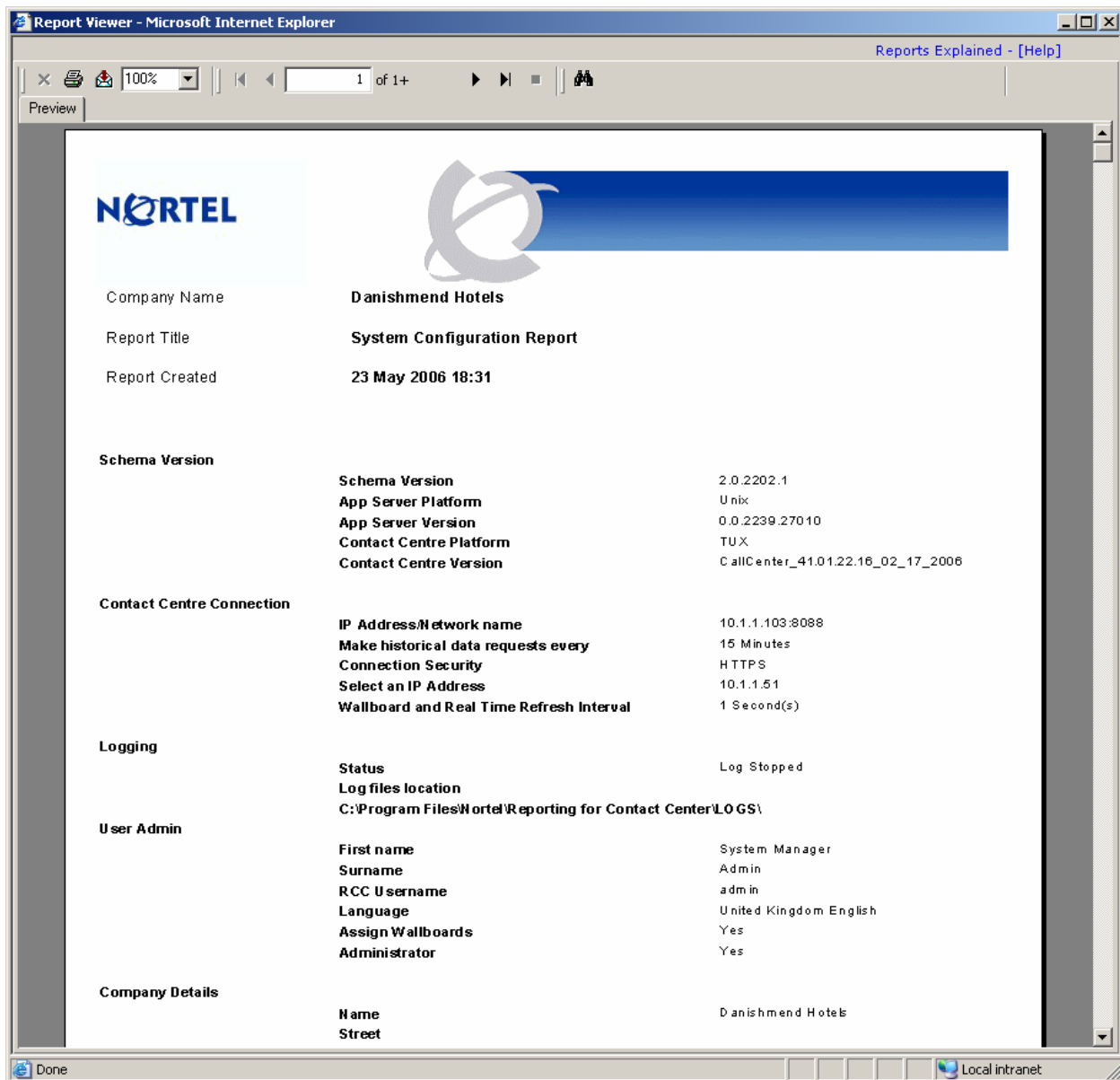


Figure 30: System Configuration Report

## 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.

## References

- 1     *Reporting for Contact Center Setup and Operations Guide* (NN40040-302), Document Version 05.01
- 2     *FD updates11*, 2005

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