

AltiReport™

Manual

12/2004 4510-0001-5.0A

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AltiReport

Introduction

Call detail records (CDR) are an important source of information for call centers running PBX systems. Previously, AltiGen relied on third party applications for advanced CDR reporting. In OE 5.0, the CDR database is re-designed with more information that can be accessed with AltiGen's own reporting application, AltiReport.

AltiReport is a web-based reporting application that can generate up to 40 detailed CDR reports, including personalized reports according to agent, workgroup, and DNIS. A report summary and analysis is also available for each report.

Requirements

AltiReport can be set up on a Microsoft Windows Operating System. There is no particular requirements for Client machine. Any computer with proper web browser can be used as client machine; please verify the client system has a suitable web browser (Microsoft Internet Explorer 6.0 or above) prior to installation of AltiReport.

Requirements

- System must have OE/ACC or ACM 5.0A installed
- Installation must have External Logger 5.0A with Update1 (or above) and external CDR DB (Microsoft SQL Server 2000) setup.
- Separate server for AltiReport—do not install on to OE or ACM system. Minimum system requirement:
 - Pentium 2G with 512 MB RAM (1G of memory recommended)

— 40G HD

--- Windows 2000/2003/XP

- AltiReport License— needs to be added to OE/ACC or ACM 5.0A system and registered.
- Java 2, Standard Edition (J2SE) SDK 1.4.2
- Tomcat 4.1.31

(The installation instructions are for Microsoft Windows OS only)

Important: If upgrading your system from 5.0 to 5.0A, whenever External Logger Service is installed, External Logger Service needs to be upgraded to the latest version (5.0A or above).

Installation

AltiReport requires the installation of Java 2, Standard Edition (J2SE) SDK 1.4.2, and Tomcat, before AltiReport can be installed. To begin installation of these applications, put the AltiReport CD into the CD-ROM, which will start the installation automatically. Or run the **AltiReport Installation** program (setup\AltiReportInstallation.exe) from the AltiReport CD.

1. Click the **Install J2SE 1.4.2_06** button to install Java 2, Standard Edition (J2SE) SDK 1.4.2.



Figure 1. AltiReport Installation Wizard - J2SE Installation

After successful installation of J2SE , the Tomcat installation is enabled.

2. Click the **Install Tomcat 4.1.31** button to install Tomcat 4.1.31.



Figure 2. AltiReport Installation Wizard

3. Before installing begins, the Tomcat License Agreement dialog box appears. Click **I Agree** to continue.

묽	Apache Tomcat 4.1 Setup: License Agreement
ļ	You must read the following license before installing:
	Apache License Version 2.0, January 2004 http://www.apache.org/licenses/
	TERMS AND CONDITIONS FOR USE, REPRODUCTION, AND DISTRIBUTION
	1. Definitions.
	"License" shall mean the terms and conditions for use, reproduction, and distribution as defined by Sections 1 through 9 of this document.
	"Licensor" shall mean the copyright owner or entity authorized by the convright owner that is granting the License.
	Cancel Nullsoft Install System v2.0 I Agree

Figure 3. Tomcat License Agreement

- 4. In the **Tomcat Setup Installation Options** dialog box, enable the checkboxes for:
 - Tomcat
 - -NT Service
 - *JSP Development Shell Extensions*
 - Tomcat Start Menu
 - Documentation and Examples

Then click Next.

💂 Apache Tomcat 4.1 Setup: Installation Options					
This will install the Apache 1	Fomcat 4.1 servlet container on your computer:				
Select the type of install:	Custom				
Or, select the optional components you wish to install:	Main Tomcat (required) (VT12kt/XP only) JSP Development Shell Extensions OTomcat Start Menu Group Occumentation and Examples Developer Resources				
Space required: 33.2MB					
Cancel Nullsoft Install S	iystem v2.0 < Back Next >				

Figure 4. Tomcat Setup Installation Options

5. In the **Tomcat Setup Basic Settings** dialog box, enter the **HTTP/1.1 Connector Port**, and Administrator login **User Name** and **Password**, then click **Finish**.

Reache Tomcat 4.1 Setup: Basic settin	gs 📃 🗙
HTTP/1.1 Connector Port	8080
Administrator Login	
User Name	admin
Password	
Cancel Nullsoft Install System v2.0	< Back Finish

Figure 5. Tomcat Setup Basic Settings

The HTTP Port defaults to 8080. If Port 8080 is not available, it can be changed to a different port, such as 80.

The User Name and Password are for Tomcat administration.

After successful installation of Tomcat 4.1.31, the AltiReport installation is enabled.

6. Click the **Install AltiReport 5.0A** icon to install AltiReport.

<u> AltiReport Installation</u>			×
		Information:	
JDK Info	ormation	Teen Baltagooti Installation Rocklage JOK Version: J25E 1.4.2_06 Package: D: VDK:Windows-V2sdk-1_4_2_06 windows-5506-p. exe	
Tomcat In	nformation	Torncal Version: Torncal 4.1.31 Package: D.\Torncal\Windows\ijakarta-torncal-4.1.31.exe AttRiepott	•
		Status:	
Install AltiRepo	rt 5.0A Release	Item Tomozt 4.1.31 installation is running Tomozt 4.1.31 installed	٦
	Install Alt	iReport 5.0A Release	
		4	
AltiGen Communications, Inc	<u>.</u>	SI Ext	

Figure 6. AltiReport Installation

7. After successful installation of AltiReport 5.0A, reboot the system. You are now ready to set up AltiReport.

Accessing AltiReports Remotely

If AltiReport must be accessed from outside of the company, TCP port (Default 8080) of the machine must be opened at firewall and NAT

AltiReport can be accessed by URL:

- http://<ip_address>:8080/altireport or
- http://<computer_name>:8080/altireport

Accessing AltiReports Remotely

Overview

When logging into AltiReport, you can login as an **Admin** role to access AltiReport administrative and configuration or as a **User** to access reports or settings.

Important: For security purposes, if the AltiReport window is idle for 15 minutes or longer, the application will timeout and you will need to re-login.

Administrator Login

The AltiReport Administration screen is only available for users with administrative rights. The administrative may perform the following functions: change and existing user profile, add a new user, delete a user, view server connection parameters and AltiReport registration settings.

To login as an admin user, in the AltiReport Login screen, select the role as **Admin** and enter the administrator **Login Name** and **Password**, then click the **Login** button.

AltiReport - Microsoft Internet Explorer					
File Edit View Favorites Tools Help					
← Back - → - 🕲 🗿 🚰 🕲 Search 📷 Favorites 🧐 Media 🧭 🖏 - 🚑 📨 🚍					
Address 🕘 http://firsthand.altigen.com/altireport/login.jsp 💽 🔗 Go					
Google - 💽 😚 Search Web - 🚿 🗗 901 blocked 🚡 Autoriti 🕒 🔩 Options 🥒					
AltiReport Login www.altperison					
AltiReport 5.0A					
Released: 09/27/2004					
Role: C Admin C User Login Name: admini Password:					
Login www.alligen.com					
Done					

Figure 1. AltiReport Admin Login

The administrative main menu includes the following configuration functions:

Administrator Login

- Administrator Profile
- CDR Database Registration
- AltiWare Registration
- User Management
- Mail Server Configuration
- Backup and Restore
- Log Configuration

Login Nam	e: admin Role: Administrator	Log out
Configuration	Admin Profile	
Administrator Profile	Administrator Account	admin
OR Database	Enail	tomlu@atigen.com
tegistration	Phone	(510)252-9712
Mt/Ware Registration	Company Name	AltiGen Communicatins, Inc
lser Management	Street Address	4555 Cushing Parkway
Aail Server	City	Fremont
Configuration	State or Province	CA
ackup & Restore	Zip	94536
on Configuration	Country	USA
og conngerenni		
		Edit

Figure 2. AltiReport Administration Menu Options

Administrator Profile

To enter or modify information for the administrator, click the **Edit** button to open the **Update Admin Profile** window.

Login Nar	e: admin Role: Administrator		Log out
Configuration	Update Admin Profile		
Administrator Profile	Administrator Account	admin	
CDR Database Registration	Old password		
AltiWare Registration	New password		
User Management	Confirm new Password		
Mail Server Configuration	Email	tomíu@akigen.com	
Backup & Restore	Phone	(510)252-9712	
Log Configuration	Company Name	AltiGen Communicatins, Inc	
	Street Address	4555 Cushing Parkway	
	City	Fremont	
	State or Province	CA	
	Zip	94536	
	Country	USA	
		Update	

Figure 3. Update Admin Profile Window

Note: The Administrator Account field is not editable.

When the necessary information has been entered, click the **Update** button to save the changes.

CDR Database Registration

Contiguration	Database R	Role: Administra	tor ist All Databa	ses			
Administrator Profile	Database Description	Database Server	DB Server Type	Database User Account	Database Name	Status	Action
CDR Database Registration	Annie	10.10.0.252	sqlserver	sa	EXTERNAL_CDR	Connected	[Edit]- [Remove]
AltiWare Registration User Management Mail Server Configuration	tion It [Add database]						
Backup & Restore							
			(www.altigen.co	<u>m</u>]			

Figure 4. CDR Database Registration

In order for AltiReport to access the external CDR database, the administrator must register a CDR database. To add a database, click the **Add Database** link in the CDR Database Registration window.

ALTIGEN			AltiReport
Login Nan	ne: admin Role: Administrator		Log out
Configuration	CDR Database Registration -> Add		
Administrator Profile	Database Description		
CDR Database Registration	Database Server IP Address		
AltiWare Registration	Database Server Type	SQL Server	
User Management	Database User Account		
Mail Server Configuration	Database User Password		
Backup & Restore	Database Name on the Server	EXTERNAL_CDR	
Log Configuration		Add	
	[oww.alliger	n.com]	

Figure 5. Add CDR Database Registration

In the Add Database Registration window, enter the necessary information in the blank fields for Database Description, Database Server IP Address, Database Server Type (SQL Server), Database User Account, Database User Password, and Database Name on the Server. Click the Add button when finished.

The status should show "*Connected*." If not, use "Edit" in the Action column to change the DB setting.

To edit or remove an existing CDR Database, use the "Edit" or "Remove" link in the Action column.

AltiWare Registration

Logn Name Ideal Role: Administrator L Configuration Attiware Registration -> List All AltiWare Systems Administrator Profile AttWare Description System IP Address CDR Database AttWare Manager Action Configuration Heavy-Metal 10.10.0.8 Annie 200 [Eait] - [Ren AttWare Registration Lead attiware Lead attiware Lead attiware Lead attiware	ALTIGEN					AltiReport www.altigen.com
Altiware Registration -> List All AltiWare Systems Administrator Profile AttWare Registration -> List All AltiWare Systems AttWare Manager Extension AttWare Manager AttWare Manager CDR Database Registration AttWare Description System IP Address CDR Database AttWare Manager Action AttWare Registration Heavy-Metal 10.10.08 Annie 200 East]- [Rem Unit Server Mail Server Heavy-Metal 10.10.08 Annie Server Server	Login Ner	ne: admin Role	Administrator			Log out
Administrator Profile AttWare Description System IP Address CDR Database AttWare Manager Extension AttWare Manager Action Registration Heavy-Metal 10:10:0.8 Annie 280 [Edit] - [Rem Version] RUMWare Registration [Add attivare]	Configuration	Altiware Registra	tion -> List All Alt	iWare Systems		
CORD Batabases Registration User Management Mail Server	Administrator Profile	AltiWare Description	System IP Address	CDR Database	Attiviare Manager Extension	Action
AttWare Registration (Add attiware) User Management Mail Server	CDR Database Registration	Heavy-Metal	10.10.0.8	Annie	280	[Edit] - [Remove]
Jeer Management	AltiWare Registration	[Add altiware]				
Mail Server	Jser Management					
comiguration	Mail Server Configuration					
Backup & Restore	Backup & Restore					
			[100000.a	tigen.com]		

Figure 6. AltiWare Registration Window

AltiReport will use information entered in the AltiWare Registration window to check if AltiGen server has AltiReport license entered and registered. Each AltiGen server needs to have one license.

To add an AltiWare, click the **Add AltiWare** link in the AltiWare Registration window.

Login Ner	ne: admin Role: Administrator	Log out
Configuration	Altiware Registration -> Add	
Administrator Profile	System Description	
CDR Database Registration	System IP Address	
AltiWare Registration	CDR Database	Annie 💌
User Management	Atti-Vare Manager Extension	
Mail Server Configuration	AblWare Manager Password	
Backup & Restore		Add
Log Configuration		

Figure 7. Add AltiWare Window

In the Add AltiWare window, enter the necessary information in the blank fields for System Description, System IP Address, select CDR Database, AltiWare Manager Extension, and AltiWare Manager Password. Click the Add button when finished.

To edit or remove an existing AltiWare, use the "Edit" or "Remove" link in the Action column.

User Management

ALTIGEN							Altil	Report Itigen.com
Login Name	admin	Role: 🗚	dministrato	r				Log out
Configuration	User Man	agement	-> All Use	ers				
Administrator Profile	Login Name	First Name	Last Name	Title	Emoil	Department Name	AltiMare	Action
CDR Database Registration	TSmith	Tom	Smith	Engineer	Tsmith@altigen.com	R&D	Heavy- Metal	[Edit]- [Remove]
AltiWare Registration	MJones	Marc	Jones		mjones@altigen.com	sales	Heavy- Metal	[Edt]- [Remove]
User Management Mail Server	ibrown	Jim	Brown		jbrown@altigen.com		Heavy- Metal	[Edit]- [Remove]
Configuration Backup & Restore	thomas	1	1	1	1	1	Heavy- Metal	[Edit]- [Remove]
Log Configuration	awhite	Anne	White	ts	awhite@altigen.com	support	Heavy- Metal	[Edt]- [Remove]
	[Add user]	1						
			[1000	w.altigen.com	<u>n</u>]			

Figure 8. User Management

The administrator can add users to AltiReport using the **User Management** window.

To add an AltiReport user, click the **Add User** link at the bottom of the page. Enter the **Login Name**, **Password**, **First Name**, **Last Name**, **Title** (optional), **Email**, and **Department Name** (Optional) for the user. In the **Permission** field, use the check box to select at least one AltiWare system that the user will be able to access for AltiReport. Then click the **Add** button.

Login Nam	e: admin Role: Administrator		Log out
Configuration	User Management -> Add		
Administrator Profile			
CDR Database	Login Name	Awhite	
Attablare Denistration	Password	5333X	
User Management	First Name	Anne	
Mail Server	Last Name	White	
Configuration	Title		
Backup & Restore	Emoil	awhite@altigen.com	
Log Configuration	Department Name	support	
	Permission	Heavy-Metal	
		Add	

Figure 9. Add User - User Management Window

Mail Server Configuration

The administrator can configure an email server in Mail Server Configuration. AltiReport will use this email information for auto delivery of reports.

Login Nam	e: admin Role: Administrator	Log out
Configuration	MailServer Config	
Administrator Profile	AltiReport Web Server Name (DNS name or IP address)	firsthand.atigen.com
CDR Database Registration	AltiReport Web Server or Torncal TCP Port	80
AltiWare Registration	Sender Email Address	tomlu@atigen.com
User Management	Outgoing Mail (SMTP) Server	meil.atigen.com
Mail Server	SMTP Server Requires Authentication	Yes
Configuration	SMTP Account Name	tiu
Backup & Restore		
	Send Test Message to this Email Address	tomlu@atigen.com

Figure 10. Mail Server Configuration Window

To add a mail server, click the **Edit** button on the Mail Server Configuration window to open the Mail Server Configuration Edit window.

ALTIGEN		AltiReport
Login Nam	e: admin (Role: Administrator	Log out
Configuration	MailServer Config	
dministrator Profile		
DR Database	AltiReport Server Name (DNS name or IP address)	dbreports.altigen.com
utiWare Registration	Web Server or Tomcat TCP Port	80
ser Management		
tail Server	Sender Email Address	dbreports@altigen.com
onfiguration	Outgoing Mail (SMTP) Server	dbreport altigen.com
ackup & Restore	SMTP Server Requires Authentication	N
og Configuration	SMTP Account Name	dbreport
	SMTP Password	23333333333333
	Send Test Message to this Email Address	dbreports@altigen.com
		update

Figure 11. Mail Server Configuration Edit Window

In the Mail Server Configuration Edit window, enter the necessary information in the blank fields for:

- AltiReport Server Name (DNS name or IP Address)
- Web Server or Tomcat TCP Port
- Sender Email Address
- Outgoing Mail (SMTP) Server
- SMTP Server Requires Authentication checkbox
- SMTP Account Name
- SMTP Password
- Send Test Message to Email Address

Click the Update button when finished.

Backup and Restore

Important: Uninstalling AltiReport or Tomcat will lose all configurations. If you need to uninstall AltiReport or Tomcat, back up configurations first. The backup and restore functions in AltiReport will backup and restore configuration and settings from the Administrator Profile, CDR Database Registration, AltiWare Registration, User Management, and Mail Server Configuration windows.



Figure 12. Backup and Restore Window

When **Backup** is selected, AltiReport will ask open a **File Download** dialog box, for you to open the AltiReport backup file (AltiReportYEAR/ MONTH/DAY.zip) or save the file to your computer.



Figure 13. AltiReport Back Up

When **Restore** is selected, you will be required to validate the Admin Password, then click **Enter** to restore all previous configurations from the Administrator Profile, CDR Database Registration, AltiWare Registration, User Management and Mail Server Configuration windows.

ALTIGEN		AltiReport
Login Name:	admin Role: Administrator	Log out
Configuration	Validate Admin Password	
Administrator Profile CDR Database Registration	Please erter AtliReport admin password	
AltiWare Registration	Erner	
User Management		
Configuration		
Backup & Restore		
Log Configuration		
	[verw.altigen.com]	

Figure 14. AltiReport Restore

Log Configuration

The **Download Log File** button in the **Log Configuration** window allows you to download the AltiReport file as a log file. Use the **Enable** button to to include debug information in the log file, then click **Apply**.

ALTIGEN		AltiReport
Login Na	ne: admin Role: Administrator	Log out
Configuration Administrator Profile CRB Database Registration AttiWare Registration User Management Mail Server Configuration Backup & Restore	Log Configuration Download Log As File Logging Debug Information C Enable Apply	
Log Configuration	(www.atligan.com)	

Figure 15. Log Configuration

User Login

The AltiReport User screen allows the user to generate up to 40 specific reports that can be printed or exported as a .CSV file.

To login as an general user, in the AltiReport Login screen, select the role as **User** and enter the administrator **Login Name** and **Password**, then click the **Login** button.

AltiReport - Microsoft Internet Explo	rer				_ [] X
File Edit View Favorites Tools I	telp				
	rch 🗟 Favorites 🎯 Media 🧭 🛃 🎒 🗐 🗐				
Address 🕘 http://firsthand.altigen.com/alt	report/login.jsp				▼ @Go
Google -	🏀 Search Web 🔹 🚿 🔤 901 blocked 🕞 Autoria	8	Options	ð	
ALTIGEN				AltiRe Log	aport E gin gen.com
	AltiReport 5.0A Released: 09/27/2004				
	Role: C Admin G User Login Name: 10m Password: 1111				
	Login www.atligen.com				
					J
E Done				Internet	

Figure 16. AltiReport User Login

Main Menu

The main menu displays when you are logged into AltiReport as a user. From here, you can access all aspects of the AltiReport reporting application based on the level of permissions or rights assigned to you by your AltiReport administrator.

The default window displayed when a user logs into AltiReport for the first time is the **User Profile** window. When reports are added to the Favorite Reports List, the **List All Favorite Reports** window will become the default window the *next* time the user logs into AltiReport.

The top of the window displays the **Login Name**, **Role**, and **Query Preference**. The main menu is divided into Group, Categories, and Sub-Categories.

TIGEN			AltiReport
Login Name: tom	Role: General User Qu	ery Preference: Quick (Heavy-metal)	Log out
avorite Report Age	nt Report 🛛 🖛 Workgroup	Report 🛛 🕶 DNIS Report 🛛 🖛 User Profile	About
	User Info	mation	
	Login Name	tom	
	First Name	Tom	
	Last Name	Liu	
	Title		
	Department Name		
	Email		
	Permission	Heavy-metal	
		[Edit]	
	Query Pre	ference	
	Query Preference	Quick (Heavy-metal)	
		[<u>Edit</u>]	

Figure 17. AltiReport Main Menu

Groups

Groups are tabs located at the top of the menu. Clicking on a tab allows you to access reporting tools for that group.

- Favorite Reports reports that are frequently run by the user.
- Agent Report reports on all or individual agents within a site or workgroup.
- Workgroup Report reports on all or individual workgroups within a particular site.
- **DNIS Report** reports on all or individual DNIS.
- About lists AltiGen contact information.

Categories

Categories are report parameters located as drop-down lists from the **Groups** tabs displayed in the main menu. Based on the group you select, selecting a category from the drop-down list allows you to further filter the category for the report you wish to run.

Favorite Report	Agent Report	Workgroup Report	DNIS Report	User Profile	About
Frequently- run reports	Detail -Activity Event -Call Detail Report Summary -Performance Summary -WG Calls & Direct Call Activity Summary Report -WG Inbound Calls Summary Report -WG Outbound Calls Summary Report -Direct Calls Summary Report Analysis -Call Volume Analysis -Average WG Call Handling Time Analysis -% Contribution to each WG (Inbound/Outbound) -WG Call Handling Time Distribution	Detail -Call Detail Report <u>Summary</u> -Agent(s) State -Agent(s) Performance Summary -Agent Call Activity Summary with % Analysis -Agent Call Activity Summary with % Analysis -Agent Call/Time Contribution % Comparison -Inbound/Outbound Call Summary Wait Time Summary -Inbound Call Handling Summary -Outbound Call Handling Summary -Outbound Call Handling Summary -Inbound Call Handling Summary -Outbound Call Handling Summary -Inbound Call Handling Summary -Inbound Call Handling Summary -Inbound Call Handling Summary -Inbound Call Handling -Inbound Call Handling Time -Inbound Call Priority -Cumulative Inbound/Call Wait Time -Cumulative Inbound Call Wait Time	Detail -Call Detail Report <u>Summary</u> -Call Summary	User info	AltiGen contact info
		Cumulative Outbound Call Handling Total & % Inbound Calls ANS/ABN/OFL Total & WG Inbound Calls in Q Average Call Handling Time Total Outbound Calls Total Outbound Calls Handling Time Daily Max Number of Calls in Q Daily Longest Queue Time Daily Real Time Service Level			

Figure 18. Reports Categories/Sub-Categories

Sub-Categories

Sub-categories are report names located as drop-down lists from the Categories parameters of each Group tab.

Agent Report

- Detail:
 - -1101 Activity Event
 - 1102 Call Detail Report
- Summary:
 - -1201 Performance Summary
 - 1202 WG Calls and Direct Call Activity Summary Report
 - -1203 State Summary Report
 - -1204 WG Inbound Calls Summary Report
 - 1205 WG Outbound Calls Summary Report
 - 1206 Direct Calls Summary Report
- Analysis:
 - 1301 Call Volume Analysis
 - 1302 Average WG Call Handling Time Analysis
 - -1303 % Contribution to each WG (Inbound/Outbound)
 - 1304 WG Call Handling Time Distribution

Workgroup Report

- Detail:
 - -2101 Call Detail Report
- Summary:
 - -2201 Agent(s) State
 - 2202 Agent(s) Performance Summary
 - 2203 Agent Call Activity Summary with % Analysis
 - 2204 Agent Call/Time Contribution % Comparison
 - 2205 Inbound/Outbound Call Summary with % Analysis
 - 2206 Inbound Calls Wait Time Summary
 - 2207 Inbound Call Handling Summary
 - 2208 Outbound Call Handling Summary
- Analysis:

- 2301 Inbound Answered Call Wait Time
- 2302 Inbound Abandoned Call Wait Time
- 2303 Inbound Overflowed/Redirected Calls Wait Time
- -2304 Inbound Calls Answering Time
- 2305 Outbound Call Handling Time
- -2306 Inbound Call Priority
- -2307 Cumulative Inbound/Outbound Call
- -2308 Cumulative Inbound Call Wait Time
- -2309 Cumulative Inbound Call Handling
- -2310 Cumulative Outbound Call Handling
- -2311 Total & % Inbound Calls ANS/ABN/OFL
- -2312 Total & % WG Inbound Calls in Queue
- -2313 Average Call Handling Time
- -2314 Total Outbound Calls
- -2315 Total Outbound Calls Handling Time
- -2316 Daily Max Number of Calls in Queue
- 2317 Daily Longest Queue Time
- 2318 Daily Real Time Service Level

DNIS Report

- Detail:
 - 3101 Call Detail Report
- Summary:
 - 3201 Call Summary

Reports

Navigation

To access a report:

1. From the AltiReport main menu, select a category report menu (Agent, Workgroup or DNIS), then use the side menu bar to highlight

and specify the type of report (**Detail**, **Summary** or **Analysis**), then use the side bar menu again to highlight and open the desired report.

Agent Report Image: Constraint of the second s	Survive Report Agent Report Image: Constraint of the summary of the summary of the summary report User Profile About Survive Report 1201 Performance Summary Summary Action Action Isme Analysis 1202 WGs and Direct Call Activity Summary Report Action 1203 State Summary Report 1204 WG hound Calls Summary Report Action 1204 WG hound Calls Summary Report 1205 WG outcound Calls Summary Report 1208 Direct Calls Summary Report 1208 Direct Calls Summary Report	Login Na	me:tom Role:Gen	neral User Query Pr	eference: Quick (Heavy	-Metal)	Log out
Defail • Summary 1201 Performance Summary ame Analysis 1202 W/s and Direct Call Aclivity Summary Report 2003 State Summary Report Action 1204 W/o hbound Calls Summary Report 1205 W/o Outbound Calls Summary Report	Defail • Summary 1201 Performance Summary Iame Analysis 1202 WGs and Direct Call Activity Summary Report 1203 State Summary Report Action 1204 WQ hound Calls Summery Report 1205 WG Octoound Calls Summary Report 1205 UP octoound Calls Summary Report 1205 UP octoound Calls Summary Report	Favorite Report	Agent Report 🛛 🖛	Workgroup Report	DNIS Report 🛛 🖛	User Profile	About
Summary 1201 Performance Summary anne Annalysis 1202 WOs and Direct Call Activity Summary Report Action 1203 State Summary Report 1204 WO Inbound Calls Summary Report 1204 WO Inbound Calls Summary Report 1205 WG Outbound Calls Summary Report 1205 WG Outbound Calls Summary Report 1205 WG Outbound Calls Summary Report	Summary 1201 Performance Summary Istme Analysis 1202 WGs and Direct Call Activity Summary Report Icol State Summary Report Action 1204 WG hound Calls Summary Report 1205 WG calculated Calls Summary Report 1205 Direct Calls Summary Report 1205 Direct Calls Summary Report		Detail	•			
iame Analysis 1202 WOs and Direct Call Activity Summary Report Action 1203 State Summary Report 1204 WO Inbound Calls Summary Report 1205 WG Outbound Calls Summary Report	Istree Analysis 1202 WGs and Direct Call Activity Summary Report Action 1203 State Summary Report 1204 WG hobund Calls Summary Report 1205 WG Outcound Calls Summary Report 1205 WG Outcound Calls Summary Report		Summary	1201 Performance Summary			
1203 State Summary Report 1204 WO Inbound Calls Summary Report 1205 WG Outbound Calls Summary Report	1203 State Summary Report 1204 W0 Inbound Calls Summary Report 1205 WG Outbound Calls Summary Report 1206 Direct Calls Summary Report	lame	Analysis	1202 WGs and Direct Call Act	livity Summary Report	Action	
1204 WO hibourd Calls Summary Report 1205 WG Outbourd Calls Summary Report	1204 VV0 hbound Cells Summary Report 1205 VVG Outbound Cells Summary Report 1206 Direct Cells Summary Report			1203 State Summary Report			
1205 WG Outbound Calls Summery Report	1205 VMG Outbound Cells Summary Report 1206 Direct Cells Summary Report			1204 WG Inbound Calls Summ	nary Report		
	1206 Direct Calls Summary Report			1205 VVG Outbound Calls Sur	nmary Report		
1206 Direct Calls Summary Report				1206 Direct Calls Summary R	eport		

Figure 19. Report Navigation

 Once the report is chosen, configure the parameters for this report, including the Time Range, Filtered By and Output options (HTML, XML or .CSV file).

ALTIGEN	AltiReport vervaliger.com
Login Name: tom Role: General User Home Page > 1206-Agent(s) - Direct Calls Summary Report > St	Ouery Preference: Quick (Heavy-Motal)
Please select one or more Agent(s)	Summery Interval
541 (conf-ext 2) 542 (conf-ext 2) 543 (conf-ext 2) 544 (conf-ext 3) 544 (conf-ext 3) 546 (conf-ext 3) 547 (conf-ext 3) 547 (conf-ext 3)	Report Range C Time Period Last V Week V From To To To Time Filtered by
548 (con-lext 3) 549 (con-lext 3) 591 (con-lext 1) 592 (con-lext 1) 593 (con-lext 1) 594 (con-lext 1)	Week Day Image
04b (CONFext I) 598 (CONFext I) 598 (Confext 2) 598 (confext 2) 599 (confext 2)	Output Format HTML Image: Comparison of the state of
	Next

Figure 20. Configure report parameters

3. After the parameters have been set, click the **Next** button and AltiReport will automatically generate the report results.

Web Pirt Wechesday, October 20, 2004 10:55:48 AM Add to Favorite															to Favo	rite
AGENT(S) - DIRECT CALLS SUMMARY REPORT																
sport ID: 1206 System ID: Heavy-Metal Summary Interval: Day																
The Range 10/0/2004 - 10/6/2004 Summary Itervite By, Original Summary Itervite Day																
00 (Front Desk) Direct libourd Cals Direct Outbourd Cals																
	Jeskj				D	irect Inbound	i Calls					Dire	ect Outbound	Calls		
Start Date	Agent	Calla	Answere	d	D	Hold	1 Calls	Calls	VM Tells		Cala	Dire Connecte	ect Outbound	Calls	Hold	_ 0.us
Start Date	Agent	Calis	Answere	d Avg	D Cals	irect Inbound Hold Talk	Avg	Cells	VM Talk	Avg	Cals	Dire Connecte Talk	ect Outbound d Avg	Calls	Hold	Avg
Stort Date 10/10/2004 10/11/2004	Agent 100	Calls 0 33	Answere Talk 0.59.53	d Avg - 0.01:48	Calls 0 21	Hold Hold Talk 0:D1:02	Avg 0:00:02	Cells 1 15	VM Talk 0:00:12 0:11:09	Avg 0.00:12 0.00:44	Calls 0 19	Dire Connecte Talk 0:26:50	d Avg 0:01:24	Cells Cells 0	Hold Talk	Αv
Start Date 10/10/2004 10/11/2004 10/12/2004	Agent 100 100	Calls 0 33 39	Answere Talk 	d Avg 0:01:48 0:00:46	D Calls 0 21 21	Hold Talk 0:D1:02 0.00:58	Avg 0:00:02 0:00:02	Cells 1 15 20	VM Telk 0:00:12 0:11:09 0:05:42	Avg 0:00:12 0:00:44 0:00:17	Calls D 19 8	Dire Connecte Talk 0:26:50 0:19:55	ct Outbound d Avg 0:01:24 0:02:29	Cells Cells 0 0	Hold Talk	Avg -
Start Date 10/10/2004 10/11/2004 10/12/2004 10/13/2004	Agent 100 100 100 100	Calls 0 33 39 29	Answere Talk 0:59:53 0:30:01 0:17:37	d Avg 0:01:48 0:00:46 0:00:36	D Calls 0 21 21 17	rect Inbound Hold Talk 0:01:02 0:00:58 0:01:40	Avg 0:00:02 0:00:02 0:00:05	Cells 1 15 20 20	VM Telk 0:00:12 0:11:09 0:05:42 0:05:15	Avg 0:00:12 0:00:44 0:00:17 0:00:15	Calls 0 19 8 15	Dire Connecte Talk 0.26:50 0.19:55 0.25:37	ct Outbound d Avg 0:01:24 0:02:29 0:01:42	Cells Cells 0 0 0 0	Hold Telk	Av
Start Date 10/10/2004 10/11/2004 10/12/2004 10/13/2004 10/14/2004	Agent 100 100 100 100 100	Cells 0 33 39 29 34	Answere Telk 0:59:53 0:30:01 0:17:37 0:14:42	d Avg 0:01:48 0:00:46 0:00:36 0:00:25	Calls 0 21 21 17 22	Hold Telk 0:01:02 0:00:58 0:01:40 0:04:45	Avg 0:00:02 0:00:02 0:00:05 0:00:13	Cells 1 15 20 20 23	VM Telk 0:00:12 0:11:09 0:05:42 0:05:15 0:05:48	Avg 0:00:12 0:00:44 0:00:17 0:00:15 0:00:17	Calls 0 19 8 15 19	Dire Connecte Talk 0:26:50 0:19:55 0:25:37 1:04:46	ed Outbound ed 0:01:24 0:02:29 0:01:42 0:03:24	Cells Cells 0 0 0 0 0 0	Hold Telk	Avg
Start Date 10/10/2004 10/1/2004 10/1/2004 10/13/2004 10/13/2004 10/15/2004	Agent 100 100 100 100 100 100	Cells 0 33 39 29 34 48	Answere Telk 0:59:53 0:30:01 0:17:37 0:14:42 0:29:01	d Avg 0:01:48 0:00:46 0:00:36 0:00:25 0:00:36	D Calls 0 21 21 17 22 28	Hold Hold Talk 0:01:02 0:00:58 0:01:40 0:04:45 0:01:48	Avg 0:00:02 0:00:02 0:00:02 0:00:05 0:00:03 0:00:03	Cells 1 15 20 23 16	VM Talk 0:00:12 0:11:09 0:05:42 0:05:15 0:05:48 0:04:30	Avg 0:00:12 0:00:44 0:00:17 0:00:15 0:00:17 0:00:16	Calls 0 19 8 15 19 23	Dire Connecte Talk 0:26:50 0:19:55 0:25:37 1:04:46 0:55:10	ct Outbound d 0.01:24 0.02:29 0.01:42 0.03:24 0.02:23	Cells Cells 0 0 0 0 0 0 0 0	Hold Talk	Av;

Figure 21. Report Results - HTML



Figure 22. Report Results - XML

licroso	ft Excel													
Edt	⊻iew]nsert	Figment]	ools Data y	gindow Help										
🔗 🖥	8 6	Q 7	X 🔁 🚯	NT = 🔍	Σ f= 2	1 🛍 🕑	20 Arial		- 10 -	B / 1	1 8 8	≡ 閉 9	% 🔄	H • 3
AL	+	= <	2xml version	="1.0" ence	dina="UT	F-8"?>				-				_
-	-													
101	206[1].csv													_
	A	B	C	D	E	F	G	н	1	J	K	L	M	N
1	xml vers</td <td>ion="1.0"</td> <td>encoding="</td> <td>UTF-8"?></td> <td></td>	ion="1.0"	encoding="	UTF-8"?>										
2														
3														
4			Agent(s) -	Direct Call:	s Summar	y Report								
5	Report ID:	1206		AltiWare II	D: Heavy-h	vietal								
6	Time Rang	e: 09/19/2	2004 - 09/25	/ Group By:	Agent									
7	Filter By:													
8														
9	119													
10							Direct In	bound Calls						
11	Start Date	Agent		Answered			Hold			VM			Connecte	ed
12			Calls	Talk	Avg	Calls	Talk	Avg	Calls	Talk	Avg	Calls	Talk	Avg
13	SubTotal		0) -			0.			0.		1	3.	
14														
15														
16														
17														
18														
19														
20														

Figure 23. Report Results - .CSV

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Favorite Reports

To add a report to Favorite Reports:,

1. After running a report, click on the blue **Add to Favorite** button in the top right corner of the report's window.

AGE		CTIVITY	EVENT REPORT	
9/29/2004 17:27:22				Add to Fevorite
eport ID: 1101 ime Range: 09/19/2004 - 09/2	5/2004		ŝ	ystem ID: Heavy-Metal Group By: Agent
ilter By:				
102 (Jimmin Yao)				
Time Stamp	Agent	Activity Type	Workgroup	Logout Reason
09/21/2004 19:25:35	102	DND/FWD	AI	
09/21/2004 19:25:35 09/22/2004 12:04:08	102	DND/FWD DND/FWD	AI	
09/21/2004 19:25:35 09/22/2004 12:04:08 09/22/2004 12:14:39	102 102 102	DND/FWD DND/FWD DND/FWD	AI AI AI	
09/21/2004 19:25:35 09/22/2004 12:04:08 09/22/2004 12:14:39 09/22/2004 13:51:23	102 102 102 102	DND/FWD DND/FWD DND/FWD DND/FWD	AI AI AI AI	
09/21/2004 19:25:35 09/22/2004 12:04:08 09/22/2004 12:14:39 09/22/2004 13:51:23 09/22/2004 13:51:36	102 102 102 102 102	DND/FWD DND/FWD DND/FWD DND/FWD DND/FWD	AI AI AI AI	
09/21/2004 19:25:35 09/22/2004 12:04:08 09/22/2004 12:14:39 09/22/2004 13:51:23 09/22/2004 13:51:36 09/22/2004 13:52:04	102 102 102 102 102 102 102	DND/FWD DND/FWD DND/FWD DND/FWD DND/FWD DND/FWD	AI AI AI AI AI	
09/21/2004 19:25:35 09/22/2004 12:04:08 09/22/2004 12:14:39 09/22/2004 13:51:23 09/22/2004 13:51:36 09/22/2004 13:52:04 09/22/2004 13:57:49	102 102 102 102 102 102 102 102	DND/FWD DND/FWD DND/FWD DND/FWD DND/FWD DND/FWD Error	AI AI AI AI AI AI	
09/21/2004 19:25:35 09/22/2004 12:04:08 09/22/2004 12:14:39 09/22/2004 13:51:23 09/22/2004 13:51:36 09/22/2004 13:52:04 09/22/2004 13:57:49 09/22/2004 13:57:53	102 102 102 102 102 102 102 102 102	DND/FWD DND/FWD DND/FWD DND/FWD DND/FWD DND/FWD Error Error	AI AI AI AI AI AI AI	

Figure 24. Add to Favorite Report Window

2. In the Add Favorite Report window, enter a **Name** and **Description** for the report, then click **Add**.

a AltiReport - Microsoft Internet Explorer	
File Edit View Favorites Tools Help	1990 - Contra 19900 - Contra 19900 - Contra 19900 - Contra 19900 - Contra 1990 - Contr
← Back + → + ③ 🗗 🚰 ③ Search 😹 Favorites ③ Media 😏 🖏 + 🚑 🖼	
Address 🕘 http://firsthand.altigen.com/altireport/generaluser/addFavorte.jsp 💌 🄗 Go 🛛 Google 🗸	*
ALTIGEN	AltiReport
Login Name: tom Role: General User Query Preference: Quick (Heavy_Metal)	Log out
Add Favorite Report	
Name Agent 103 - Agent Call Detail Report	
Description Agent 103 - John Smith - Agent Call Detail Report	
Add	

Figure 25. Add Favorite Report Window

3. This will add the report to the **Favorite Reports** section, where it will be listed under **List All Favorite Reports**. You can then run this report directly from this window, instead of having to find the report in the category menus.

ALTIGEN			, w	AltiReport
Login Name: tom	Role: General User	Query Preference: Quick (Hea	avy-Metal)	Log out
worite Report Agent Re	port ∣▼ Workgroup Rep	ort - DNIS Report	▼ User Profile	About
	List A	ll Favorite Reports		
ame	Report Type	Scheduled	Action	
gent 103 - Agent Cell Detail Report	Agent Call Detail Report	not scheduled	edit remov	<u>/e</u>
	[una	saltigen.com)		

Figure 26. List all Favorite Reports Window

Note: When reports are added to the Favorite Reports List, the List All Favorite Reports window will be the default window the next time the user logs into AltiReport.

Scheduling Favorite Reports

After adding a report to the Favorite Reports list, you can click on the **edit** option in the **List All Favorite Reports** window to open up the **Update Favorite Report Window**, where you can set up a schedule and email for the report.

Login Name: tom	Role: General User Query Preferen	ce: Quick (Heavy-metal	0	Log out 💽	*
	Update	Favorite Report			
Name		Ext 119 - Agent Activity	Beport		
Report ID		1101			
Report Name		Agent Activity Event Rep	foot		
Description		Agent Activity Event Rep	port for Ext 119		
		Update			
⊡ Auto Si	chedule:				
C Schedule o	nce: MM/dd/yyyy HH:mm				
 Recurring 					
Start Date	12/1/2004				
(* Daily	Every 1 Day(s)				
C Wee	kly Every 1 Veek(s) S M T				
	C Day 1	of the Month			
C Mort	thly Every 1 Month(s) C First Day	of the Month			
Send rep	ort at: 16 💌 : 00 💌				
Send Report to:	(separate multiple email addresses with ',')				
1	GSupervisor≬altigen.com		×		
					-

Figure 27. Update Favorite Report Window

In the **Update Favorite Report** window, select a schedule for the favorite report. You can also configure an email address that AltiReport can send the report to.

Important: When setting up a report schedule for a specific time, the user must set the schedule at least 15 minutes before the current time or the report may not be generated/sent. For example, to run a report at 5:00 PM, you must set up the report schedule prior to 4:45 PM.

Printing Reports

To print a report, click on the **Web Print** button in the top left corner of the report's window.

Web Print	Wednesday, October 20, 2004 10:5
AGENT(S) - DIRECT CALLS
Report ID: 1206 Time Range: 10/10/2004 - 10/16/2004	System ID: Heavy-Me Filter By:
100 (Front Desk)	

Figure 28. Web Print Button

This opens a new web window.

	A 🗗 75%	▼ Hide Marg	ins Close					Alt
WG(s) -	Inbound Calls A	ANS/ABN/OFL An	alysis					Page 1 of 2
Fit port	10 : 2311 ang c: 11/14(2004 - 1	WG(S)	- INBOUN	D CALLS	ANS/AB	N/OFL AN	ALYSIS	Report Internat: Kour-of-Day Group by: Wookgroup
450 ((Tech Suppor	rt (New)) To bil his ound	Andwel	e d Cal	Abando	ned Call	Ouerslowe	d/Red inscied Call
	Hour of Day	Calls	Botcal	% of 0 all	BOTCHI	% of 0 all	#010ml	% of Call
	03:00-04:00	1	0	0.0%	0	0.0%	0	0.0%
	04:00-05:00	2	0	0.0%		0.0%	0	0.0%
	05:00-06:00	11	11	100.0%	0	800	٥	00%
	06:00-07:00	21	20	95.2%	1	4.2%	0	0.0%
	07:00-02:00	20	12	90.0%	z	10.0%	٥	00%
	02:00:00:00	30	30	76.9%	•	10.3%	з	7.2%
	09:00-10:00	51	36	74.5%	•	7.8%	5	92%
	10:00-11:00	36	T	22.9%	2	5.6%	0	0.0%
	12:00-12:00		31	100.0%	0	0.0%	1	2.2%
	1200-14100		77	50.6%	7	4.9%	é	14 6%
	1+:00-15:00	32	20	50.6%	1	3.1%	1	3.1%
	15:00-16:00	31	32	35.5%	3	8.1%	2	5.4%
	16:00-17:00	21	20	96.2%	1	+2%	0	0.0%
	17:00-18:00	12	z	16.7%	0	0.0%	1	83%
	18:00-19:00	1	0	0.0%	0	800	0	0.0%
	19:00-20:00	1	0	0.0%	0	0.0%	0	800
	20:00-21:00	1	0	0.0%	•	0.0%		800
		402	240	\$4.4%	20	6.0%	18	4.7 %
	Sub Total							
	Bub Total							

Figure 29. Web Print Window

The Web Print feature will automatically adjust paper print size, layout and orientation. You can also manually change the margins using the black margin icons at any corner of the web page. Also, you can use the menu and toolbar at the top of the window, which allows you to print, set up the page for printing, zoom in/out, hide margins, or close the window.

Important: Before using the Web Print feature, make sure the **Print background colors and images** checkbox is enabled in the Internet Options of Windows (Internet

Options>Advanced>Settings>Printing). Otherwise, the web report generated will be displayed, and subsequently printed, in black and white.



Figure 30. Print background colors and images checkbox - Internet Options

Saving Reports

To save a report outputted as an HTML format, use the **Save As** function in the Windows menu to save the web page.

Reports

For detailed information on database fields, refer to the CDR Manual.

Agent Reports

1101 - Agent Activity Event

The Agent Activity Event report displays the agent's activity.

Time Stamp	Agent	Activity Type	Workgroup	Logout Reason
11/29/2004 08:26:18	210	Login	450 (Tech Support (New))	
11/29/2004 08:45:50	210	Not-Ready	All	
11/29/2004 08:48:50	210	Ready	All	
	B	C)		E

Table

All data from Table AGENTACTIVITY

Columns

......

- a. AGENTACTIVITY.Time_Stamp
- b. AGENTACTIVITY.AgentNum
- c. AGENTACTIVITY.Activity
- d. AGENTACTIVITY.WGNum
- e. AGENTACTIVITY.Reason

1102 - Agent Call Detail Report

The Agent Call Detail Report displays the CDR records for an agent's inbound and outbound call.

mbo	und Cana																		
	Start		End					D	uration i	n Differei	nt Call St	ate		Start	Within	n	Exit	Session	Seq
Dir.	Time	1	lime	Ci	aller		WG	AAAVR	Queue	Ring	Talk	Hold	Rec	Priorit	y SLT		State	ID	ID
In	11/29/2004 10:58:08	11/2 10:	29/2004 :58:50	123	1234567			0.00.04	0:00:15	0.00.01	0:00:22	-		5	Y		Connected	110126929	1
In	11/29/2004 13:02:06	11/2 13:	9/2004 :02:32	123	1234567			0:00:06	-	0:00:20	•	-			Y		Hang up During Ring	110126952	5 1
A	В		с	0	и		E1	F	G	н	Т	J	к	L	м		N	0	Р
Outi	oound Calls																		
	Start			End				D	uration i	n Differe	nt Call St	ate			Start	Within	Exit	Session	Seq
Dir.	Time		1	line	Target	WG	AA	VIVR 0	Queue	Ring	Talk	Hol	ld R	ec P	riority	SLT	State	ID	D
Out	11/29/2004 10:	43:43	11/29/20	04 10:48:23	4 10:48:23 1234567 123					0:00:05	0:04:35					Y	Connected	1101269277	1
Out	11/29/2004 10:	58:09	11/29/20	04 10:58:13 1234567 123				-		0:00:04	-	•		•		Y	Hang up During Ring	1101269293	1
Α	В			с	D2 E2			F	G	н	1	J		ĸ	L	м	N	0	Р

Table

All Data from Table CDR Main

Columns

- a. Direction
- b. StartTime
- c. EndTime
- d. D1 CallerNum; D2 TargetNum
- e. E1 TargetWgNum; E2 OutGoingWG
- f. AADuration
- g. QueueDuration
- h. RingDuration
- i. TalkDuration
- j. HoldDuration
- k. RecordDuration
- 1. StartPriority
- m. AnswerWithinSLT
- n. ExitState
- o. SessionID
- p. SequenceID

1201 - Agent Performance Summary

The Agent Performance Summary report displays a summary of an agent's performance.

				AllWGs	and Dir	ect Calls (ink	ound & Ou		Total Non-Call Activities						
Start Date	Agent		Answere	ł		Hold			Wrap-Up		Performing	Calls	Other Activities During Login		
		Calls	Duration	Avg	Calls	Duration	Avg	Calls	Duration	Avg	Time	RNA	Not-Ready	DND/FVAD	Error
11/22/2004	210	41	4:39:16	0:06:48	4	0:00:13	0:00:03	40	0:14:30	0:00:21	4:53:59	0	1:33:00	-	0:00:06
11/23/2004	210	29	2:26:09	0:05:02	2	2 0:00:16 0:00:08			28 0:09:45 0:00:20		2:36:10	0	1:10:42	-	0:00:02
	B	C	Ð	Ð	(E)	ত	Ð	\square	Ð	(K)				\odot	P

Table

All data from **Table AGENTPERWGSUMMARY1**, **AGENTPERWGSUMMARY2**, **AGENTSUMMARY1**, **AGENTSUMMARY2**, **AGENTSUMMARY4**.

- $a. \quad AGENTPERWGSUMMARY1.StartTime = AGENTSUMMARY1.StartTime$
- b. AGENTPERWGSUMMARY1.AgentNum = AGENTSUMMARY1.AgentNum

- c. AGENTPERWGSUMMARY2.NumInWGAnswered + AGENTSUMMARY2.NumInDirCall + AGENTPERWGSUMMARY2.NumOutWGConnected + AGENTSUMMARY2.NumOutDirConnected
- d. AGENTPERWGSUMMARY2.DurInWGTalk + AGENTSUMMARY2.DurInDirTalk + AGENTPERWGSUMMARY2.DurOutWGTalk + AGENTSUMMARY2.DurOutDirTalk
- e. D / C
- f. AGENTPERWGSUMMARY2.NumInWGHold + AGENTSUMMARY2.NumInDirHold + AGENTPERWGSUMMARY2.NumOutWGHold + AGENTSUMMARY2.NumOutDirHold
- g. AGENTPERWGSUMMARY2.DurInWGHold + AGENTSUMMARY2.DurInDirHold + AGENTPERWGSUMMARY2.DurOutWGHold + AGENTSUMMARY2.DirOutDirHold
- $h. \quad G \ / \ F$
- i. AGENTPERWGSUMMARY2.NumInWGWrapUp + AGENTSUMMARY2.NumInDirWrapUp + AGENTPERWGSUMMARY2.NumOutWGWrapUp + AGENTSUMMARY2.NumOutDirWrapUp
- j. AGENTPERWGSUMMARY2.DurInWGWrapUp + AGENTSUMMARY2.DurInDirWrapUp + AGENTPERWGSUMMARY2.DurOutWGWrapUp + AGENTSUMMARY2.DirOutDirWrapUp
- k. J / I
- $l. \quad D+G+J$
- m. AGENTPERWGSUMMARY2.NumInWGRNA
- n. AGENTPERWGSUMMARY4.DurNotReady
- o. AGENTPERWGSUMMARY4.DurAgentDND + AGENTPERWGSUMMARY4.DurAgentFWD
- p. AGENTPERWGSUMMARY4.DurAgentError

1202 - WG Calls and Direct Call Activity Summary Report

The WG Calls and Direct Call Activity Summary Report displays a summary of an agent's workgroup and direct calls.

		Total	Total	Avg		All WGs Inbound				All WGs OutBound				Direct Inbound				Direct Outbound			
Start Date	Agent	Call	Talk	Talk	Calls	%	Talk	AvgTak	Calls	%	Talk	AvgTalk	Calls	%	Tak	AvgTak	Calls	%	Talk	AvgTalk	
11/22/2004	210	41	4:39:16	0:06:48	24	58.5%	3:22:23	0:08:25	16	39.0%	1:16:35	0:04:47	1	2.4%	0:00:18	0:00:18	0	0.0%			
11/23/2004	210	29	2:26:09	0:05:02	15	51.7%	1:51:18	0:07:25	9	31.0%	0:18:06	0:02:00	1	3.4%	0:00:18	0:00:18	4	13.8%	0:16:27	0:04:06	
A	В	С	D	E	F	G	н	1	J	к	L	M	N	0	P	Q	R	S	T	U	

Table

All data from Table AGENTPERWGSUMMARY1, AGENTPERWGSUMMARY2, AGENTSUMMARY1, AGENTSUMMARY2.

Columns

- a. AGENTPERWGSUMMARY1.StartTime = AGENTSUMMARY1.StartTime
- $b. \quad AGENTPERWGSUMMARY1.AgentNum = AGENTSUMMARY1.AgentNum \\$
- c. F+J
- d. H+L
- e. D / C
- f. AGENTPERWGSUMMARY2. NumInWGAnswered
- g. F / C
- h. AGENTPERWGSUMMARY2. DurInWGTalk.
- i. H / F
- j. AGENTPERWGSUMMARY2. NumOutWGConnected
- k. J / C
- 1. AGENTPERWGSUMMARY2. DurOutWGTalk
- m. L / J
- n. AGENTSUMMARY2. NumInDirAnswered
- o. N / C
- p. AGENTSUMMARY2. DurInDirTalk
- q. P / N
- r. AGENTSUMMARY2. NumOutDirConnected
- s. R / C
- t. AGENTSUMMARY2.DurOutDirTalk
- u. T / R

1203 - Agent State Summary Report

The Agent State Summary Report displays a summary of an agent's state.

					D	uration in differe	ent state while logo	n		
Start Date	Agent	Logoff	Logon	WG Idle	WG Busy	Wrap-Up	Not-Ready	DND/FV/D	Error	Direct Call Duration
11/22/2004	210	17:21:29	6:38:31	0:11:44	4:39:11	0:14:30	1:33:00	-	0:00:06	0:00:18
11/23/2004	210	19:59:57	4:00:03	0:29:54	2:09:40	0:09:45	1:10:42	-	0:00:02	0:16:45
A		\odot		Ð	Ð	G	- E	θ	Θ	<u> </u>

Table

All data from Table AGENTPERWGSUMMARY1, AGENTPERWGSUMMARY2, AGENTSUMMARY1, AGENTSUMMARY2, AGENTSUMMARY3, AGENTSUMMARY4.

Columns

- $a. \quad AGENTPERWGSUMMARY1.StartTime = AGENTSUMMARY1.StartTime$
- $b. \quad AGENTPERWGSUMMARY 1. AgentNum = AGENTSUMMARY 1. AgentNum \\$
- c. "Summary Duration (24:00:00 for daily)" D
- d. AGENTSUMMARY3.DurLogon
- e. D-F-G-H-I-J
- f. AGENTPERWGSUMMARY2.DurInWGTalk + AGENTPERWGSUMMARY2.DurOutWGTalk + AGENTPERWGSUMMARY2.DurInWGHold + AGENTPERWGSUMMARY2.DurOutWGHold
- $g. \quad AGENTSUMMARY2. Dur In Wrap Up + AGENTSUMMARY2. Dur Out Wrap Up \\$
- h. AGENTSUMMARY4. DurNotReady.
- $i. \quad AGENTSUMMARY4. \ DurAgentDND + AGENTSUMMARY4. \ DurAgentFWD$
- j. AGENTSUMMARY4. DurAgentError
- k. AGENTSUMMARY2.DurInDirTalk + AGENTSUMMARY2.DurOutDirTalk + AGENTSUMMARY2.DurInDirHold + AGENTSUMMARY2.DurOutDirHold

1204 - Agent WG Inbound Calls Summary Report

The Agent WG Inbound Calls Summary Report displays an agent's inbound workgroup calls.

						Answere	d			Hold			Wrap-Up	
Start Dat	e WG	Calls Offered	RNA	Calls	Talk	AvgTak	Ring	AvgRing	Calls	Total	Avg	Calls	Total	Avg
11/22/200	14 450	24	0	24	3:22:23	0:08:25	0:02:14	0:00:05	3	0.00:11	0.00.03	22	0:15:58	0:00:43
11/23/200	450	15	0	15	1:51:18	0:07:25	0:01:16	0:00:05	1	0:00:01	0:00:01	15	0:11:10	0:00:44
	B	\rightarrow \odot		E	Ð	্ত	Ð	\oplus	J	⊂ K ⊃	\square	<m></m>	\bigcirc	\odot

Table

All data from Table **AGENTPERWGSUMMARY1**, **AGENTPERWGSUMMARY2**.

- a. AGENTPERWGSUMMARY1.StartTime
- b. AGENTPERWGSUMMARY1.WGNum
- c. AGENTPERWGSUMMARY2.NumInWGCall
- d. AGENTPERWGSUMMARY2.NumInWGRNA

- e. AGENTPERWGSUMMARY2.NumInWGAnswered
- f. AGENTPERWGSUMMARY2.DurInWGTalk
- g. F / E
- h. AGENTPERWGSUMMARY2.DurInWGAnsRing
- i. H / E
- j. AGENTPERWGSUMMARY2.NumInWGHold
- k. AGENTPERWGSUMMARY2.DurInWGHold
- 1. K / J
- m. AGENTPERWGSUMMARY2.NumInWGWrapUp
- n. AGENTPERWGSUMMARY2DurInWGWrapUp
- o. N / M

1205 - Agent WG Outbound Calls Summary Report

The Agent WG Outbound Calls Summary Report displays an agent's outbound workgroup calls.

			Connected			Hold			Wrap-Up	
Start Date	WG	Calls	Talk	Avg	Calls	Total	Avg	Calls	Total	Avg
11/22/2004	450	16	1:16:35	0:04:47	1	0:00:02	0:00:02	18	0:09:33	0:00:31
11/23/2004	450	9	0:18:06	0:02:00	1	0:00:15	0:00:15	13	0:05:10	0:00:23
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Table

All data from Table **AGENTPERWGSUMMARY1**, **AGENTPERWGSUMMARY2**.

- a. AGENTPERWGSUMMARY1.StartTime
- b. AGENTPERWGSUMMARY1.WGNum
- c. AGENTPERWGSUMMARY2.NumOutWGConnected
- d. AGENTPERWGSUMMARY2.DurOutWGTalk
- e. D / C
- f. AGENTPERWGSUMMARY2.NumOutWGHold
- g. AGENTPERWGSUMMARY2.DurOutWGHold
- h. G / F
- i. AGENTPERWGSUMMARY2.NumOutWGWrapUp
- j. AGENTPERWGSUMMARY2DurOutWGWrapUp
- k. J / I

1206 - Agent Direct Calls Summary Report

The Agent Direct Calls Summary Report displays an agent's direct inbound and outbound call.

					D	irect Inbound	Calls					Din	ect Outb	ound Cal	ls	
Start Date	Agent		Answered	ł		Hold			VM		Co	nnecte	d		Hold	
		Calls	Talk	Avg	Calls	Talk	Avg	Calls	Tak	Avg	Calls	Tak	Avg	Calls	Talk	Avg
11/29/2004	210	2	0:07:46	0:03:53	0		-	1	0:01:02	0:01:02	0	-		0		
11/30/2004	210	9	0:18:40	0:02:04	2	0:00:32	0:00:16	1	0:01:07	0:01:07	0	-	-	0	-	-
	B	\odot		Ð	(F)	G	< ₽	\square	\ominus) M		\odot	P	0

Table

All data from Table AGENTSUMMARY1, AGENTSUMMARY2.

- a. AGENTSUMMARY1.StartTime
- b. AGENTSUMMARY1.AgentNum
- c. AGENTSUMMARY2.NumInDirAnswered
- d. AGENTSUMMARY2.DurInDirTalk
- e. D / C
- f. AGENTSUMMARY2.NumInDirHold
- g. AGENTSUMMARY2.DurInDirHold
- h. G/F
- i. AGENTSUMMARY2.NumInDirVM
- j. AGENTSUMMARY2.DurInDirVM
- k. J / I
- 1. AGENTSUMMARY2.NumOutDirConnected
- m. AGENTSUMMARY2.DurOutDirTalk
- n. M / L
- o. AGENTSUMMARY2.NumOutDirHold
- p. AGENTSUMMARY2.DurOutDirHold
- q. P / O

1301 - Agent Call Volume Analysis

The Agent Call Volume Analysis report displays an agent's call volume.

Hour-of-Day	All WG(s) Inbound Call	All WG(s) Outbound Call	Direct Inbound Call	Direct Outbound Call
08:00-09:00	5	0	0	0
09:00-10:00	9	2	6	0
10:00-11:00	9	5	1	0
11:00-12:00	14	4	3	0
12:00-13:00	14	1	1	0
13:00-14:00	11	7	3	0
14:00-15:00	8	4	2	0
15:00-16:00	5	0	0	0
	B	\bigcirc		E

Table

All data from Table AGENTPERWGSUMMARY1, AGENTPERWGSUMMARY2, AGENTSUMMARY1, AGENTSUMMARY2.

Columns

- a. Time, Not from database
- b. AGENTPERWGSUMMARY2.NumInWGAnswered
- c. AGENTPERWGSUMMARY2.NumOutWGConnected
- d. AGENTSUMMARY2.NumInDirAnswered
- e. AGENTSUMMARY2.NumOutDirConnected

1302 - Agent Average WG Call Handling Time Analysis

The Agent Average WG Call Handling Time Analysis report displays an agent's average workgroup call handling time for inbound and outbound calls.

Hour-of-Day	Average Workgroup Call Handling Time (In & Out)
09:00-10:00	0:04:43
10:00-11:00	0:05:48
11:00-12:00	0:05:26
12:00-13:00	0:11:21
13:00-14:00	0:04:20
14:00-15:00	0:04:20
15:00-16:00	0:11:26
	В

Table

All data from Table **AGENTPERWGSUMMARY1**, **AGENTPERWGSUMMARY2**.

Columns

- a. Time, Not from database
- b. (AGENTPERWGSUMMARY2.DurInWGTalk+ AGENTPERWGSUMMARY2.NumOutWGConnected+ AGENTPERWGSUMMARY2.DurInWGWrapUp+ AGENTPERWGSUMMARY2.DurOutWGWrapUp+ AGENTPERWGSUMMARY2.DurInWGHold+ AGENTPERWGSUMMARY2.DurOutWGHold) / (AGENTPERWGSUMMARY2.NumInWGAnswered+ AGENTPERWGSUMMARY2.NumOutWGConnected)

1303 - Agent % Contribution to each WG (Inbound/ Outbound)

The Agent % Contribution to Each WG report displays the percentage of calls answered by agent for each workgroup the agent belongs to.

Table

All data from Table AGENTPERWGSUMMARY1, AGENTPERWGSUMMARY2

Call Number

AGENTPERWGSUMMARY2.NumInWGAnswered+ AGENTPERWGSUMMARY2.NumOutWGConnected

Duration

```
AGENTPERWGSUMMARY2.DurInWGTalk +
AGENTPERWGSUMMARY2.NumOutWGConnected +
AGENTPERWGSUMMARY2.DurInWGWrapUp +
AGENTPERWGSUMMARY2.DurOutWGWrapUp +
AGENTPERWGSUMMARY2.DurInWGHold +
AGENTPERWGSUMMARY2.DurOutWGHold
```

1304 - Agent WG Call Handling Time Distribution

The Agent WG Call Handling Time Distribution report displays a chart of an workgroup agent's inbound and outbound calls, including length of call (in minutes).

Table

All data from Table CDRMAIN

Duration

TalkDuration + HoldDuration

Workgroup Reports

2101 - Workgroup Call Detail Report

The Workgroup Call Detail Report displays call detail reporting for the specified workgroup(s).

Inbound	Calls														
	Start	End				Durat	ion in Dif	ferent Ci	all State		Start	Within	Exit	Session	Seq
Dir.	Time	Time	Caller	Agent	AAIV	R Queue	e Ring	Talk	Hold	Rec	Priority	SLT	State	D	ID
In	12/01/2004 14:15:00	12/01/2004 14:17:28	7027968880 (CUTLER L	LC) 210 (TechSupp Ogabian)	ort 0:00:0	з.	0:00:0	8 0:02:17	-	0:02:16	5	Y	Connected	1101272231	2
In	12/01/2004 14:22:39	12/01/2004 14:22:41	100 (Front Desk)	450 (Tech Supp (New))	iort -				•	•	5	Y	Transfer Destination Unvailable	1101272242	3
	\bigcirc	<u> </u>	্ৰে>	্র	Œ	>CF	<u> </u>) (H)		Ð	ĸ				•
Outbour	nd Calls														
	Start	End			Du	ration in	Differen	it Call Sta	te	Start	Within		Exit	Session ID	Seq
Dir.	Time	Time	Target	Agent	AA/IVR G	ueue F	ting 1	'alk Hol	d Rec	Priority	SLT		State	ID	ID
Out	12/01/2004 14:05:49	12/01/2004 14:06:20	206 (William Gaynor)	277 (Support Coucoulas)		- 0:0	10:21			5	۷	Goto V Vo	M without Leaving sice Message	1101272220	1
Out	12/01/2004 14:08:48	12/01/2004 14:14:37	210 (TechSupport Ogabian)	277 (Support Coucoulas)	-	- 0:0	0.02 0.0	05:47 -	0:05:4	5 5	Υ		Connected	1101272223	1
	$\overline{\mathbf{A}}$	Э	<u>C2</u>	<u> </u>	Ē	Т×	<u> </u>	нхт	T	K	Ð	,			•

Table

All data from Table CDRMAIN

- a. StartTime
- b. EndTime
- c. C1 CallerNum; C2 TargetNum
- d. D1 TargetNum; D2 CallerNum
- e. AADuration
- f. QueueDuration
- g. RingDuration
- h. TalkDuration
- i. HoldDuration
- j. RecordDuration
- k. StartPriority
- l. AnswerWithinSLT
- m. ExitState
- n. SessionID

o. SequenceID

2201 - Workgroup Agent(s) State

The Workgroup Agent State report displays the state for specified workgroup agent(s).

Start Date	Agent	Login Duration	Not-Ready	DND/FWD	Error
11/29/2004	210 (TechSupport Ogabian)	-	2:31:44	-	-
11/30/2004	210 (TechSupport Ogabian)	-	1:05:06	-	-
	B	C		E	(F)

Table

All data from Table AGENTPERWGSUMMARY1, AGENTPERWGSUMMARY3, AGENTSUMMARY1, AGENTSUMMARY4.

Columns

```
AGENTPERWGSUMMARY1.StartTime
AGENTPERWGSUMMARY1.AgentNum
AGENTPERWGSUMMARY3.DurLogin
AGENTSUMMARY4.DurNotReady
AGENTSUMMARY4.DurAgentDND+AGENTSUMMARY4.DurAgentFWD
AGENTSUMMARY4.DurAgentError
```

2202 - Workgroup Agent(s) Performance Summary

The Workgroup Agent(s) Performance Summary report displays a performance summary of the specified workgroup agent(s).

				Workgrou	up and D	irect Calls (Inbound & C	Dutbound	i)		Total		Non+Call /	Activities	
Start Date	Agent		Answere	:d		Hold			Wrap-U)	Performing	Calls	Other Activ	/ities During Log	ain 🛛
		Calls Total Avg			Calls	Total	Avg	Calls	Total	Avg	Time	RNA	Not-Ready	DND/FV/D	Error
11/29/2004	210	2	0:07:46	0:03:53	0			40	0:25:28	0:00:38	0:33:14	0	2:31:44		-
11/30/2004	210	9	0:18:40	0:02:04	2	0:00:32	0:00:16	45	0:28:45	0:00:38	0:47:57	0	1:05:06		-
	B	$\langle \mathbb{C} \rangle$		Œ	E	G	(H)	Þ	\bigcirc	⊂K⊃				\odot	P

Table

All data from Table AGENTPERWGSUMMARY1, AGENTPERWGSUMMARY2, AGENTSUMMARY1, AGENTSUMMARY2, AGENTSUMMARY4.

- a. AGENTPERWGSUMMARY1.StartTime
- b. AGENTPERWGSUMMARY1.AgentNum

- c. AGENTPERWGSUMMARY 2.NumInWGAnswered + AGENTPERWGSUMMARY 2.NumOutWGConnected + AGENTSUMMARY2.NumInDirAnswered+AGENTSUMMARY2.NumOutDirC onnected
- d. AGENTPERWGSUMMARY 2.DurInWGTalk + AGENTPERWGSUMMARY 2.DurOutWGTalk + AGENTSUMMARY2.DurInDirTalk+AGENTSUMMARY2.DurOutDirTalk
- e. D/C
- f. AGENTPERWGSUMMARY 2.NumInWGHold + AGENTPERWGSUMMARY 2.NumOutWGHold + AGENTSUMMARY2.NumInDirHold+AGENTSUMMARY2.NumOutDirHold
- g. AGENTPERWGSUMMARY2.DurInWGHold +AGENTPERWGSUMMARY2.DurOutWGHold + AGENTSUMMARY2.DurInDirHold+AGENTSUMMARY2.DurOutDirHold
- h. G/F
- i. AGENTSUMMARY2.NumInWrapUp+AGENTSUMMARY2.NumOutWrapUp
- j. AGENTSUMMARY2.DurInWrapUp+AGENTSUMMARY2.DurOutWrapUp
- k. J/I
- l. D+G+J
- m. AGENTPERWGSUMMARY2.NumInWGRNA
- n. AGENTSUMMARY4.DurNotReady
- $o. \ \ AGENTSUMMARY4. Dur AgentDND + AGENTSUMMARY4. Dur AgentFWD$
- p. AGENTSUMMARY4.DurAgentError

2203 - Workgroup Agent Call Activity Summary with % Analysis

The Workgroup Agent Call Activity Summary with % Analysis report displays call activity for the specified workgroup agent(s).

			All Calls			Workgr	oup Inbour	nd		Workgro	up Outbou	ind		Direc	t Inbound		Di	rect Ou	tboun	d
Start Date	Agent	Calls	Talk	Avg	Calls	%	Talk	Avg	Calls	%	Talk	Avg	Calls	%	Talk	Avg	Calls	%	Tak	Avg
11/29/2004	210	42	4:02:25	0:05:46	32	76.2%	3:45:58	0:07:03	8	19.0%	0:08:41	0:01:05	2	4.8%	0:07:46	0:03:53	0	0.0%	-	-
11/30/2004	210	53	4:00:34	0:04:32	31	58.5%	3:29:21	0:06:45	13	24.5%	0:12:33	0:00:57	9	17.0%	0:18:40	0:02:04	0	0.0%	-	-
	B	C		D	E	CC)	(H)	\square	Ð	K	\bigcirc			\odot	<u> </u>	\odot	R	S	CT3	Ð

Table

All data from Table AGENTPERWGSUMMARY1, AGENTPERWGSUMMARY2, AGENTSUMMARY1, AGENTSUMMARY2.

Columns

- a. AGENTPERWGSUMMARY1.StartTime
- b. AGENTPERWGSUMMARY1.AgentNum
- c. F+J+N+R
- d. G+K+O+S
- e. D/C
- f. AGENTPERWGSUMMARY2.NumInWGAnswered
- g. (F/C)*100%
- h. AGENTPERWGSUMMARY2.DurInWGTalk
- i. H/F
- j. AGENTPERWGSUMMARY2.NumOutWGConnected
- k. (J/C)*100%
- 1. AGENTPERWGSUMMARY2.DurOutWGTalk
- m. L/J
- n. AGENTSUMMARY2.NumInDirAnswered
- o. (N/C)*100%
- p. AGENTSUMMARY2.DurInDirTalk
- q. P/N
- r. AGENTSUMMARY2.NumOutDirConnected
- s. (R/C)*100%
- t. AGENTSUMMARY2.DurOutDirTalk
- u. T/R

2204 - Workgroup Agent Call/Time Contribution % Comparison

The Workgroup Agent Call/Time Contribution % Comparison report displays all calls, including inbound workgroup, outbound workgroup, direct inbound and direct outbound calls, for the specified workgroup agent(s).

			Al	Calls			Workgro	up Inbour	nd	1	Workgrou	up OutBou	und		Direc	Inbound			Direct	Outbound	k
Start Date	Agent	Calls	%	Tak	%	Calls	%	Tak	%	Calls	%	Tak	%	Calls	%	Talk	%	Calls	%	Tak	%
11/30/2004	196	36	40.4%	1:53:00	32.0%	27	46.6%	1:39:53	32.3%	7	35.0%	0:08:56	41.6%	1	10.0%	0:04:08	18.1%	1	100.0%	0:00:03	100.0%
11/30/2004	210	53	59.6%	4:00:34	68.0%	31	53.4%	3:29:21	67.7%	13	65.0%	0:12:33	58.4%	9	90.0%	0:18:40	81.9%	0	0.0%	-	0.0%
	B	C	Þ	Ð	Ē	G	Ð	Ð	Ð	K	Ð			0	P	0		S	Ð	J	$\overline{\nabla}$

Table

All data from Table AGENTPERWGSUMMARY1, AGENTPERWGSUMMARY2, AGENTSUMMARY1, AGENTSUMMARY2

- a. AGENTPERWGSUMMARY1.StartTime
- a. AGENTPERWGSUMMARY1.AgentNum
- b. G+K+O+S
- c. C / <TOTAL> *100 %
- d. I+M+Q+U
- e. E / <TOTAL> *100 %
- f. AGENTPERWGSUMMARY2.NumInWGAnswered
- g. G / <TOTAL> *100 %
- h. AGENTPERWGSUMMARY2.DurInWGTalk
- i. I / <TOTAL> *100 %
- j. AGENTPERWGSUMMARY2.NumOutWGConnected
- k. K / <TOTAL> *100 %
- 1. AGENTPERWGSUMMARY2.DurOutWGTalk
- m. N / <TOTAL> *100 %
- n. AGENTSUMMARY2.NumInDirAnswered
- o. O / <TOTAL> *100 %
- p. AGENTSUMMARY2.DurInDirTalk
- q. Q / <TOTAL> 100 %
- r. AGENTSUMMARY2.NumOutDirConnected
- s. S / <TOTAL> *100 %
- t. AGENTSUMMARY2.DurOutDirTalk
- u. U / <TOTAL> *100 %

2205 - Workgroup Inbound/Outbound Call Summary with % Analysis

The Workgroup Inbound/Outbound Call Summary with % Analysis report displays all inbound (answered/abandoned/overflowed) calls and outbound connected calls for the specified workgroup agent(s).

						Inbou	nd Calls					Connecte	:d	Total
Start Time	Workgroup	Total		A	nswered		Aba	ndoned	Overflowe	d/Redirected		Outbound C	Calls	WG
		Calls	Calls	%	Talk	Avg	Calls	%	Calls	%	Calls	Talk	Avg	Calls
11/29/2004	450	83	69	83.1%	7:07:56	0:06:12	13	15.7%	1	1.2%	45	1:25:22	0:01:53	128
11/30/2004	450	123	99	80.5%	9:47:59	0:05:56	16	13.0%	8	6.5%	39	1:42:19	0:02:37	162
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Table

All data from Table WGSUMMARY

- a. StartTime
- b. WGNum
- c. NumInWGCall
- d. NumInAnswered
- e. D/C * 100%
- f. DurInTalk
- g. F/C
- $h. \quad NumInAbnInQ + NumInAbnDuringRing$
- i. H/C * 100%
- j. NumInOverflow + NumInAbnVmMsg + NumInAbnVmNoMsg NumInAbnToApp + NumInAbnToOthers
- k. J/C * 100%
- l. NumOutConnected
- m. DurOutTalk
- n. M/L
- o. C+L

2206 - Workgroup Inbound Calls Wait Time Summary

The Workgroup Inbound Calls Wait Time Summary report displays the wait time for total inbound calls, including calls answered, abandoned and overflowed, for the specified workgroup.

		Total			Answered				A	andone	rd (ABN)		Ove	erflowed/Redir	ected
Start Time	Workgroup	Inbound				VVth	in SLT	Hangu	pin		Total AE	N			
		Calls	Calls	WT	Avg WT	Calls	%	Queue	Ring	Calls	WT	Avg WT	Calls	WT	Avg WT
11/29/2004	450	83	69	5:38:25	0:04:54	68	98.6%	13	0	13	0:34:46	0:02:40	1	0:14:25	865
11/30/2004	450	123	99	7:21:13	0:04:27	98	99.0%	16	0	16	0:32:22	0:02:01	8	0:36:08	271
$\langle \mathbf{A} \rangle$	B	\odot		\odot	Ð	G	\odot	\bigcirc		(K)	\bigcirc	\overline{M}	\bigcirc	\odot	P

Table

All data from Table WGSUMMARY

- a. StartTime
- p. WGNum
- b. NumInWGCall
- c. NumInAnswered
- d. DurInAnsQ + DurInAnsRing
- e. E/D
- f. NumInAnsWithinSLT
- g. G/D * 100%
- h. NumInAbnInQ
- i. NumInAbnDuringRing
- j. I + J
- k. DurInAbnInQ + DurInAbnInQ_RingTime + DurInAbnDuringRing + DurInAbnDuringRing_RingTime
- l. L/K
- $m. \ NumInOverflow + NumInAbnVmMsg + NumInAbnVmNoMsg + \\ NumInAbnToOpp + NumInAbnToOthers$
- n. DurInOverflowQ + DurInOverflowRing + DurInAbnVmMsg + DurInAbnVmMsg_RingTime + DurInAbnVmNoMsg + DurInAbnVmNoMsg_RingTime + DurInAbnToApp + DurInAbnToApp_RingTime + DurInAbnToOthers + DurInAbnToOthers_RingTime
- o. O/N

2207 - Workgroup Inbound Call Handling Summary

The Workgroup Inbound Call Handling Summary report displays call handling for all inbound calls, including answered calls, abandoned calls and overflowed calls, for the specified workgroup.

		Total			Ansv	vered Calls				Abandor	ned Calls		Overt	lowed	Num	Total
Start Time	Workgroup	# of	#of	% of	Talk	Avg	Handle	Avg	# of	% of	Hangu	pln	# of	% of	Of	Calls in
		Calls	Calls	Calls	Time	Talk	Time	Handle	Calls	Calls	Queue	Ring	Calls	Calls	VM	Queue
11/29/2004	450	83	69	83.1%	7:07:56	0:06:12	7:59:38	0:06:57	13	15.7%	13	0	1	1.2%	1	69
11/30/2004	450	123	99	80.5%	9:47:59	0:05:56	11:47:00	0:07:08	16	13.0%	16	0	8	6.5%	7	105
	B	C	θ	\odot	Ð	্ত	Θ	\square	θ	⊂ K ⊃	θ			\bigcirc	P	٩

Table

All data from Table WGSUMMARY

- a. StartTime
- b. WGNum
- c. D + J + N
- d. NumInWGCall
- e. D/C * 100%
- f. DurInTalk
- g. F/D
- $h. \quad DurInTalk + DurInHold + DurInWrapUp$
- i. H/D
- j. L + M
- k. J/C * 100%
- l. NumInAbnInQ
- m. NumInAbnInDuringRing
- n. NumInOverflow + NumInAbnVmMsg + NumInAbnVmNoMsg + NumInAbnToApp + NumInAbnToOthers
- o. N/C * 100%
- p. NumInAbnVmMsg
- q. NumInCallInQ

2208 - Workgroup Outbound Call Handling Summary

The Workgroup Outbound Call Handling Summary report displays call handling information for connected calls for the specified workgroup.

Start Date	Workgroup	Total Connected Calls	Total Talk Time	Avg Talk Time	Total Handling Time	Avg Handling Time	# of Xfer
11/29/2004	450	45	1:25:22	0:01:53	2:01:09	0:02:41	0
11/30/2004	450	39	1:42:19	0:02:37	2:24:40	0:03:42	0
$\langle \mathbf{A} \rangle$	B	C		(E)	Ē	<u> </u>	H

Table

All data from Table WGSUMMARY.

Columns

- a. StartTime
- b. WGNum
- c. NumOutConnected
- d. DurOutTalk
- e. D/C
- $f. \quad DurOutHold + DurOutTalk + DurOutWrapUp$
- g. F/C
- h. NumOutXfer

2301 - Workgroup Inbound Answered Call Wait Time

The Workgroup Inbound Answering Call Wait Time report displays answered calls wait time (queue time + ring time) for the specified workgroup.

	Total					Answer	ed Calls W	ait Time (Queue + Ri	ng) Withir	n (seconds)				
Start Date	Call	0	-30	31	-60	61	-90	91-	120	12	1-150	151	-180	>	181
	Answered	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%
11/29/2004	69	15	21.7%	2	2.9%	4	5.8%	3	4.3%	1	1.4%	5	7.2%	39	56.5%
11/30/2004	99	23	23.2%	7	7.1%	8	8.1%	2	2.0%	4	4.0%	4	4.0%	51	51.5%
12/01/2004	69	15	21.7%	1	1.4%	3	4.3%	1	1.4%	10	14.5%	5	7.2%	34	49.3%

Table

All data from Table CDRMAIN

Filter

TalkDuration > 0; TargetWGNum

Group

TargetWGNum, WGSessionID

Value

QueueDuration+RingDuration

2302 - Workgroup Inbound Abandoned Call Wait Time

The Workgroup Inbound Abandoned Call Wait Time report displays total abandoned calls and abandoned call wait time (queue time + ring time) for the specified workgroup.

	Total				A	bandone	d Calls Wa	nit Time (G	tueue + Rin	ng) Withir	i (seconda)			
Start Date	Call	()-30	3	1-60	61	-90	91-	120	121	-150	15	1-180	>	181
	Abandoned	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%
11/29/2004	13	4	30.8%	1	7.7%	0	0.0%	0	0.0%	1	7.7%	1	7.7%	6	46.2%
11/30/2004	16	6	37.5%	1	6.2%	1	6.2%	1	6.2%	1	6.2%	2	12.5%	4	25.0%
12/01/2004	20	6	30.0%	4	20.0%	1	5.0%	0	0.0%	0	0.0%	0	0.0%	9	45.0%

Table

All data from Table CDRMAIN

Filter

TalkDuration = 0 AND AbnTargetType = 8; TargetWGNum

Group

TargetWGNum, WGSessionID

Value

QueueDuration+RingDuration

2303 - Workgroup Inbound Overflowed/Redirected Calls Wait Time

The Workgroup Inbound Overflowed/Redirected Calls Wait Time report displays Inbound Overflowed and Redirected Calls Wait Time statistics for the specified workgroup.

	Total					Over	low/Redirec	t Calls VV	ait Time (Que	sue + Ring) Within				
Start Date	Call	C	1-30	3.	1-60	6	1-90	91	-120	121	-150	15	1-180		>181
	OV/RED	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%
11/29/2004	1	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	100.0%
11/30/2004	8	0	0.0%	0	0.0%	0	0.0%	1	12.5%	0	0.0%	1	12.5%	6	75.0%
12/01/2004	8	2	25.0%	2	25.0%	1	12.5%	0	0.0%	0	0.0%	0	0.0%	3	37.5%

Table

All data from Table CDRMAIN

Filter

```
TalkDuration = 0 AND (ExitState NOT IN (2,3,7) OR AbnTargetType BETWEEN 1 AND 7); TargetWGNum
```

Group

TargetWGNum, WGSessionID

Value

QueueDuration+RingDuration

2304 - Workgroup Inbound Calls Answering Time

The Workgroup Inbound Calls Answering Time report displays inbound calls answered time statistics for the specified workgroup.

	Total					Call /	Answering T	ime (Talk	+ Hold) W	thin (sec	onds)				
Start Date	Call	0	-120	12	1-240	24	1-360	361	-480	481	-600	60	1-720	>	721
	Answered	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%
11/29/2004	69	21	30.4%	16	23.2%	10	14.5%	5	7.2%	1	1.4%	7	10.1%	9	13.0%
11/30/2004	99	29	29.3%	29	29.3%	11	11.1%	6	6.1%	5	5.1%	6	6.1%	13	13.1%
12/01/2004	69	21	30.4%	21	30.4%	8	11.6%	5	7.2%	4	5.8%	1	1.4%	9	13.0%

Table

All data from Table CDRMAIN

Filter

TalkDuration > 0; TargetWGNum

Group

TargetWGNum, WGSessionID

Value

TalkDuration + HoldDuration

2305 - Workgroup Outbound Call Handling Time

The Workgroup Outbound Call Handling Time report displays outbound call handing for all workgroup connected calls for the specified workgroup.

	Total				Co	nnected	Calls Handlin	g Time (Ta	alk + Hold)	Within (s	econds)				
Start Date	Call	0-	120	12	1-240	24	1-360	361	-480	481	-600	601	-720	>7	21
	Connected	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%
11/29/2004	45	31	68.9%	7	15.6%	6	13.3%	1	2.2%	0	0.0%	0	0.0%	0	0.0%
11/30/2004	39	25	64.1%	10	25.6%	1	2.6%	0	0.0%	1	2.6%	0	0.0%	2	5.1%
12/01/2004	49	35	71.4%	7	14.3%	4	8.2%	1	2.0%	2	4.1%	0	0.0%	0	0.0%

Table

All data from Table CDRMAIN

Filter

TalkDuration > 0; OutGoingWG

Group

TargetWGNum, WGSessionID

Value

TalkDuration + HoldDuration

2306 - Workgroup Inbound Call Priority

The Workgroup Inbound Call Priority report displays inbound call statistics, sorted by call priority, for the specified workgroup.

	Total		P1 alls %					Priori	ty Level						
Start Date	Call	F	71	F	2	F	3	F	24		P5	F	²⁶	Oth	iers
	Answered	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%
11/29/2004	69	0	0.0%	0	0.0%	0	0.0%	1	1.4%	68	98.6%	0	0.0%	0	0.0%
11/30/2004	99	2	2.0%	1	1.0%	2	2.0%	0	0.0%	94	94.9%	0	0.0%	0	0.0%
12/01/2004	69	2	2.9%	2	2.9%	0	0.0%	3	4.3%	62	89.9%	0	0.0%	0	0.0%

Table

All data from Table CDRMAIN

Filter

TalkDuration > 0; OutGoingWG

Group

TargetWGNum, WGSessionID

Value

TalkDuration + HoldDuration

2307 - Workgroup Cumulative Inbound/Outbound Call

The Workgroup Cumulative Inbound/Outbound Call report displays total inbound and outbound call statistiscs for the specified workgroup.

					Inbou	nd Calls					Connecte	d	Total
Hour-of-Day	Total		A	Inswered		Aba	ndoned	Overflow	/ed/Redirected	1	Outbound C	alls	WG
	Calls	Calls % Talk A/ 30 93.8% 2:44:53 0:05			Avg	Calls	%	Calls	%	Calls	Talk	Avg	Calls
09:00-10:00	32	30	93.8%	2:44:53	0:05:29	1	3.1%	1	3.1%	20	0:29:30	0:01:28	52
10:00-11:00	22	18	81.8%	1:31:12	0:05:04	3	13.6%	1	4.5%	11	0:12:02	0:01:05	33
11:00-12:00	48	36	75.0%	3:30:11	0:05:50	8	16.7%	4	8.3%	15	0:37:38	0:02:30	63
	B	\odot	\bigcirc	E	Ð	<u></u>	(H)	θ	Ð	K	\square	(M)	\bigcirc

Table

All data from Table WGSUMMARY

Columns

- a. StartTime
- b. NumInWGCall
- c. NumInAnswered
- d. C/B * 100%
- e. DurInTalk
- f. E/C
- g. NumInAbnInQ+NumInAbnDuringRing
- h. G/B * 100%
- i. NumInOverflow + NumInAbnVmMsg + NumInAbnVmNoMsg + NumInAbnToOpp + NumInAbnToOthers
- j. I/B * 100%
- k. NumOutConnected
- l. DurOutTalk
- m. L/K
- n. B+K

2308 - Workgroup Cumulative Inbound Call Wait Time

The Workgroup Cumulative Inbound Call Wait Time report displays cumulative call waiting time for all inbound calls for the specified workgroup.

	Total			Answere	ed			Abandoned (A	JEN)	0	verflowed/Red	rected
Hour-of-Day	Inbound Calls	Calls	Wait Time	Avg WT	Within SLT	SLT %	Calls	Wait Time	Avg WT	Calls	Wait Time	Avg WT
09:00-10:00	32	30	2:01:25	0:04:02	30	100.0%	1	0:00:41	0:00:41	1	0:00:09	0:00:09
10:00-11:00	22	18	1:06:18	0:03:41	18	100.0%	3	0:01:28	0:00:29	1	0:08:03	0:08:03
11:00-12:00	48	36	2:14:22	0:03:43	36	100.0%	8	0:10:16	0:01:17	4	0:06:30	0:01:37
	B	\odot		Œ	E	G	(H)	\square	\ominus	K	\square	<m></m>

Table

All data from Table WGSUMMARY

Columns

- a. StartTime
- b. NumInWGCall
- c. NumInAnswered
- d. DurInAnsQ + DurInAnsRing
- e. D/C
- f. NumInAnsWithinSLT
- g. F/C * 100%
- h. NumInAbnInQ+NumInAbnDuringRing
- i. DurInAbnInQ + DurInAbnInQ_RingTime + DurInAbnDuringRing + DurInAbnDuringRing_RingTime
- j. I/H
- $k. \quad NumInOverflow + NumInAbnVmMsg + NumInAbnVmNoMsg + \\ NumInAbnToOpp + NumInAbnToOthers$
- DurInOverflowQ + DurInOverflowRing + DurInAbnVmMsg + DurInAbnVmMsg_RingTime + DurInAbnVmNoMsg + DurInAbnVmNoMsg_RingTime + DurInAbnToApp + DurInAbnToApp_RingTime + DurInAbnToOthers + DurInAbnToOthers_RingTime
- m. L/K

2309 - Workgroup Cumulative Inbound Call Handling

The Workgroup Cumulative Inbound Call Handling report displays inbound calls handling statistics for the specified workgroup.

	Total			Ansv	vered Calls				Ab	andoned Calls	:	Overflowed	d/Redirected	Total	#	#
Hour-of-Day	# of	# of	% of	Talk	Avg	Handle	Avg	# of	% of	Hangup In	Hangup In	#of	% of	Calls in	of	of
	Calls	Calls	AVG	Time	Talk	Time	Handle	Calls	Avg	Queue	Ring	Calls	Calls	Queue	VM	Xfer
09:00-10:00	32	30	93.8%	2:44:53	0:05:29	3:09:14	0:06:18	1	3.1%	1	0	1	3.1	25	0	4
10:00-11:00	22	18	81.8%	1:31:12	0:05:04	1:43:49	0:05:46	3	13.6%	3	0	1	4.5	19	1	1
11:00-12:00	48	36	75.0%	3:30:11	0:05:50	4:01:42	0:06:42	8	16.7%	8	0	4	8.3	44	3	10
	B	6		Ð	\odot	G	(I)		J			<u>(M</u>)		\odot	P	0

Table

All data from Table WGSUMMARY

- a. StartTime
- b. NumInWGCall

- c. NumInAnswered
- d. C/B * 100%
- e. DurInTalk
- f. E/C
- g. DurInTalk+DurInWrapUp+DurInHold
- h. G/C
- i. NumInAbnInQ+NumInAbnDuringRing
- j. I/B * 100%
- k. NumInAbnInQ
- 1. NumInAbnDuringRing
- $\label{eq:minimum} \begin{array}{ll} m. & NumInOverflow + NumInAbnVmMsg + NumInAbnToApp + NumInAbnToOthers \end{array}$
- n. M/B * 100%
- o. NumInCallInQ
- p. NumInAbnVmMsg
- q. NumInXfer

2310 - Cumulative Outbound Call Handling

The Cumulative Outbound Call Handling report displays statistics for outbound calls handled by the specified workgroup.

Hour-of-Day	Total Connected Calls	Total Talk Time	Avg Talk Time	Total Handling Time	Avg Handling Time	# of Xfer
09:00-10:00	20	0:29:30	0:01:28	0:47:01	0:02:21	0
10:00-11:00	11	0:12:02	0:01:05	0:20:29	0:01:51	0
11:00-12:00	15	0:37:38	0:02:30	1:03:05	0:04:12	0
	в	C			Ē	G

Table

All data from Table WGSUMMARY

- a. StartTime
- b. NumOutConnected
- c. DurOutTalk
- d. C/B
- $e. \quad DurOutHold + DurOutTalk + DurOutWrapUp$
- f. E/B
- g. NumOutXfer

2311 - Total & % Inbound Calls ANS/ABN/OFL

The Total & % Inbound Calls ANS/ABN/OFL report displays totals and percentages of inbound calls, including calls answered, abandoned and overflowed.

	Total Inbound	Answe	ered Call	Abando	oned Call	Overflowed/Redirected Call			
Hour-of-Day	Calls	# of Call	% of Call	#ofCall %ofCall		# of Call	% of Call		
09:00-10:00	32	30	93.8%	1	3.1%	1	3.1%		
10:00-11:00	22	18	81.8%	3	13.6%	1	4.5%		
11:00-12:00	48	36	75.0%	8	16.7%	4	8.3%		
A	в	\odot	Ð	Ð	Ð	G	E		

Table

All data from Table WGSUMMARY

Columns

- a. StartTime
- b. NumInWGCall
- c. NumInAnswered
- d. C/B *100%
- e. NumInAbnInQ+NumInAbnDuringRing
- f. E/B *100%
- g. NumInOverflow + NumInAbnVmMsg + NumInAbnVmNoMsg + NumInAbnToApp + NumInAbnToOthers
- h. G/B *100%

2312 - Total & % WG Inbound Calls in Queue

The Total & % WG Inbound Calls in Queue report displays totals and percentages for workgroup inbound calls in queue.

	Total Inbound	Calls i	n Queue	Calls with	nout Queue		
Hour-of-Day	Calls	# of Call	% of Call	# of Call	% of Call		
09:00-10:00	32	25	78.1%	7	21.9%		
10:00-11:00	22	19	86.4%	3	13.6%		
11:00-12:00	48	44	91.7%	4	8.3%		
A	B	C	D	Ð	Ð		

Table

All data from Table WGSUMMARY

- a. StartTime
- b. NumInWGCall
- c. NumInCallInQ

- d. C/B *100%
- e. B-C
- f. E/B *100%

2313 - Average Call Handling Time

The Average Call Handling Time report displays average call handling time, including total talk time, average talk time and total handling time for the specified workgroup.

Hour-of-Day	Total Answered Calls	Total Talk Time	Avg Talk Time	Total Handling Time	Avg Handling Time
09:00-10:00	30	2:44:53	0:05:29	3:09:14	0.06:18
10:00-11:00	18	1:31:12	0:05:04	1:43:49	0:05:46
11:00-12:00	36	3:30:11	0:05:50	4:01:42	0.06:42
	B	C		Ð	Ð

Table

All data from Table WGSUMMARY

Columns

- a. StartTime
- b. NumInAnswered
- c. DurInTalk
- d. C/B
- e. DurInHold + DurInTalk + DurInWrapUp
- f. E/B

2314 - Total Outbound Calls

The Total Outbound Calls report displays total outbound calls for the specified workgroup.

Hour-of-Day	Total Outbound Call
09:00-10:00	20
10:00-11:00	11
11:00-12:00	15
	B

Table

All data from Table WGSUMMARY

- a. StartTime
- b. NumOutConnected

2315 - Total Outbound Calls Handling Time

The Total Outbound Calls Handling Time report displays the total/average talk time and total/average handling time, for outbound calls for the specified workgroup.

Hour-of-Day	Total Connected Outgoing Calls	Total Talk Time	Avg Talk Time	Total Handling Time	Avg Handling Time
09:00-10:00	20	0:29:30	0:01:28	0:47:01	0:02:21
10:00-11:00	11	0:12:02	0:01:05	0:20:29	0:01:51
11:00-12:00	15	0:37:38	0:02:30	1:04:35	0:04:18
	в	C)		Ð	Ð

Table

All data from Table WGSUMMARY

Columns

- a. StartTime
- b. NumOutConnected
- c. DurOutTalk
- d. C/B
- $e. \quad DurOutHold + DurOutTalk + DurOutWrapUp$
- f. E/B

2316 - Daily Max Number of Calls in Queue

The Daily Max Number of Calls in Queue report displays the daily maximum number of workgroup calls in queue, in a line chart format.

Table

All data from Table WGRTSUMMARY

Horizontal Axis

StartTime

Vertical Axis

IntvMaxQLength

2317 - Daily Longest Queue Time

The Daily Longest Queue Time report displays the longest queue time by hour, for workgroup calls, in a line chart format.

Table

All data from Table WGRTSUMMARY

Horizontal Axis

StartTime

Vertical Axis

IntvMaxLongestQTime

2318 - Daily Real Time Service Level

The Daily Real Time Service Level report displays the daily lowest real time service level for a workgroup, in a line chart format.

Table

All data from Table WGRTSUMMARY

Horizontal Axis

StartTime

Vertical Axis

CurServiceLevel

DNIS Reports

3101 - DNIS Call Detail Report

The DNIS Call Detail Report displays call detail information for the specified DNIS number.

Start	End		Duration in Different Call State S						Start	Within	Exit	Session	Seq	
Time	Time	Caller	Agent	AA/IVR	Queue	Ring	Talk	Hold	Rec	Priority	SLT	State	D	D
11/29/2004 07:04:54	11/29/2004 07:05:00	8476622100 (INACOMP)	410 (Tech Support)	0:00:06			-				۷	Forward	1101269020	1
11/29/2004 07:05:00	11/29/2004 07:07:23	8476622100 (INACOMP)	196 (Monique's IPphone)	0:00:02	0:01:14	0:00:01	0:01:05		0:01:03	5	Υ	Connected	1101269020	2
\frown	B	C	Ð	Ð	Ð	G	(H)		Ð	(K)	Ð) (M)		•

Table

All data from Table CDRMAIN

Columns

- a. StartTime
- b. EndTime
- c. CallerNum
- d. TargetName
- e. AADuration
- f. QueueDuration
- g. RingDuration
- h. TalkDuration
- i. HoldDuration
- j. RecordDuration
- k. StartPriority
- l. AnswerWithinSLT
- m. ExitState
- n. SessionID
- o. SequenceID

3201 - DNIS Call Summary

The DNIS Call Summary report displays call summary information for the specified DNIS number.

		Total		Answered						Ab	Over	rflowed	#	# of	#		
DNIS	Start Date		# of	% of	Talk	Avg	Hold	Avg	# of	% of	Hangs In	Hangs In	# of	% of	of	Calls	of
		Calls	Calls	Calls	Time	Talk	Time	Hold	Calls	Calls	Gueue	Ring	Calls	Calls	VM.	In Q	Xfer
2529712	11/29/2004	132	71	53.8%	6:03:32	0:05:07	0:11:00	0:00:30	5	3.8%	5	0	56	42.4%	33	26	77
2529712	11/30/2004	120	69	57.5%	6:51:31	0:05:57	0:13:32	0:00:58	6	5.0%	5	1	45	37.5%	21	26	64
$\langle \mathbf{A} \rangle$	B	\odot		Ð	Œ	G	Ð	\bigcirc		K	\bigcirc	M		0	P	0	R

Table

All data from Table CDRMAIN

- a. DNIS
- b. StartTime
- c. D + J + N
- d. Count if (TalkDuration > 0)
- e. D/C * 100%
- f. TalkDuration
- g. F/D
- h. HoldDuration

- i. H/D
- $j. \quad L+M$
- k. J/C * 100%
- 1. Count if (TalkDuration = 0 AND ExitState <> 32 AND AbnTargetType = 8)
- m. Count if (TalkDuration = 0 AND ExitState = 32 AND AbnTargetType = 8)
- n. Count if (ExitState = "Queue Overflow" || ABNTargetType BETWEEN 1 AND 7);
- o. N/C * 100%
- p. Count if (VMDuration > 0)
- $q. \quad Count \ if \ (QueueDuration > 0 \)$
- r. Count if (ExitState IN ("Redirect", "Forward", "Xfer"))

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