

# Inteliquent University

## UCaaS Call Center Guide 2022

Hosted Call Center Product Details

Setup in the Customer Administration Portal

Standard Call Queues

Premium Call Queues

Call Center Reports

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# Table of Contents

<b>Hosted Call Center</b>	<b>6</b>
Call Center Jargon	6
Call Center Licenses	8
License Summary	8
Call Center License Features	9
<b>Basic and Premium Call Queues</b>	<b>10</b>
Call Queue Features Table	10
Queue Feature Details	12
<b>Call Center Configuration Guide</b>	<b>14</b>
Call Center in the Customer Administration Portal	14
Call Center Statistics	14
Queue Statistics	14
Agent Statistics	15
Call Center	16
Adding a New Call Center	16
Call Center Settings (Global)	17
<b>Call Center (Standard)</b>	<b>20</b>
Queue Profile Tab	20
Agent Settings	21
Call Routing Tab	23
Users Tab	26
Announcement Tab	27
Thresholds Tab	30
<b>Call Center (Premium)</b>	<b>31</b>
Queue Profile Tab	31
Agent Settings	33
Call Routing Tab	34
Users Tab (Priority-Based Routing)	39
Users Tab (Skill-Based Routing)	40
Announcement Tab	41
Thresholds Tab	44
DNIS Tab	45

<b>Call Center Reporting Guide .....</b>	<b>49</b>
Report Types.....	49
Report Layout .....	49
<b>Abandoned Call Report.....</b>	<b>50</b>
Abandoned Calls Bar Chart.....	50
Abandoned Calls Table .....	50
Abandoned Calls Data .....	51
<b>Agent Call Report .....</b>	<b>52</b>
Agent Call Pie Chart.....	52
Number of Calls by Call Type Table .....	52
Number of Calls by Call Type Table Data .....	52
<b>Agent Call by Skill Report.....</b>	<b>54</b>
Number of Calls by Skill Pie Chart .....	54
Number of Calls by Skill Table .....	54
Number of Calls by Skill Table Data.....	54
<b>Agent Duration Report .....</b>	<b>55</b>
Call Duration by Call Type Bar Chart .....	55
Call Duration by Call Type Table.....	55
Call Duration by Call Type Table Data .....	55
<b>Agent Duration by Skill Report.....</b>	<b>57</b>
Call Duration by Skill Bar Chart.....	57
Call Duration by Skill Table .....	57
Average Call Duration by Skill Table.....	57
Call Duration by Skill Data .....	58
<b>Agent Call Detail Report .....</b>	<b>59</b>
Call Detail Table .....	59
Call Detail Data .....	59
Transfer Summary Bar Chart.....	61
<b>Agent Activity Report .....</b>	<b>62</b>
Activity Duration Bar Chart .....	62
Activity Duration Pie Chart.....	62
Agent Activity Counts Table .....	62
Activity Duration Table.....	63
Agent Activity Data.....	63
<b>Agent Activity Detail Report .....</b>	<b>65</b>
Agent Activity Detail Table .....	65
Agent Activity Detail Data .....	65
<b>Agent Summary Report .....</b>	<b>67</b>
Call Summary Bar Chart.....	67
Activity Summary Bar Chart .....	67
High Water Marks Bar Chart .....	67
Call Summary Table .....	67
Activity Summary Table.....	68
High Water Marks Table.....	68
Agent Summary Data .....	69

<b>Agent Unavailability Report</b>	<b>71</b>
Unavailable Codes Pie Chart	71
Unavailable Code Duration Pie Chart	71
Unavailable Codes Table	72
Unavailable Code Duration Table	72
<b>Agent Disposition Code Report</b>	<b>73</b>
Disposition Codes Pie Chart	73
Disposition Codes Table	73
<b>Agent Sign In Sign Out Report</b>	<b>74</b>
Sign In Sign Out Table	74
Average Staffed Duration Bar Chart	74
Sign In Sign Out Data	74
<b>Call Center Incoming Calls Report</b>	<b>75</b>
Inbound Calls to Call Center Pie Chart	75
Incoming Calls Table	75
Incoming Calls Data	75
<b>Call Center Report</b>	<b>77</b>
Call Center Activity by Answered Calls Pie Chart	77
Skill Level Pie Chart	77
Call Center Activity Bar Chart	77
Call Center Activity Table	77
High Water Marks Table	78
Call Center Data	78
<b>Call Center Presented Calls Report</b>	<b>81</b>
Call Center Activity by Presented Calls Pie Chart	81
Call Center Activity by Presented Calls Data	81
<b>Call Center Summary Report</b>	<b>83</b>
Call Center Summary Line Chart	83
Call Center Summary Table	83
Call Center Summary Data	83
<b>Service Level Report</b>	<b>85</b>
Service Level Deviation Line Chart	85
Service Level Average Bar Chart	85
Service Level Table	85
Number of Calls by Call Type Table Data	86
<b>Call Center Call Detail Report</b>	<b>87</b>
Call Detail Table	87
Call Detail Data	87
<b>Call Center Disposition Code Report</b>	<b>90</b>
Disposition Codes Pie Chart	90
Disposition Codes Table	90
<b>Call Center Overflow Matrix Report</b>	<b>91</b>
Overflow Matrix	91
<b>Appendix</b>	<b>92</b>

Performance Parameters .....	92
Call Types.....	93
Other Terms used in Statistics Measurements .....	95

## Hosted Call Center

Within the UCaaS offering is a powerful and customizable call center platform. With this you can set up a call center of one or more agents and have the algorithm queue them up to deliver the caller to an available agent, provide recorded announcements and comfort messages, and even set thresholds to automatically alert supervisors when certain marks are crossed. All of this is done in the Customer Administration Portal in the Call Center section, and licenses are assigned to users' seats in the Administration section.

## Call Center Jargon

There is a good deal of specialized language when it comes to call centers. Listed here are some very common terms.

**Abandoned Call:** A call that is accepted by the call center and placed in queue, but the caller disconnects before an agent handles the call. Within the full supervisor reporting features, abandoned calls can be explored in depth. If there are not enough agents present to handle the volume of incoming calls, they will end in either Abandon, Escape, or Overflow.

**ACD:** Automated Call Distribution - see Call Center below.

**Advanced Call Center:** This refers to a call center with enhanced features above and beyond the basic call centers. These are built in the Customer Admin Portal in the Call Center tab, and can allow more calls, better call handling, and other advanced features. Agents in the Advanced Call Center must have the Premium Call Center License.

**Agent:** A user seat that has a license that permits its inclusion in a call queue. Agent licenses are assigned in the Customer Admin Portal in the Administration section by the individual user.

**Agent Status:** This refers to the point in time which depicts the call center agent's work status i.e., busy, wrap, idle, available, unavailable, etc.

**Bounced Call:** A call that has been presented to an agent that appeared to be available to the algorithm of the call center, but the agent does not accept the call. A bounced call will return to the queue at the top of the stack, with preference to be presented to the next available agent.

**Call Center:** Also called a "call queue" or "ACD", this is the set of parameters used to define the treatment of incoming calls, what to do after a call exceeds certain boundaries, and the agents able to take these calls. These are created in the Customer Admin Portal in the Call Center section.

**Comfort Messages:** These are short, recorded messages that interrupt the message on hold at scheduled intervals to provide additional details. These are configured in the Announcements tab.

**Dashboard:** a web client, part of the Supervisor Console, which shows real-time metrics about queue and agent performance.

**DNIS:** Dialed Number Identification Service - Premium Call Queues can provide information to the agents about which number was dialed to reach them and can be tailored to provide special treatment for certain dialed numbers, including routing priority and customized announcement messages.

**Estimated Wait Messages:** Configured in the Announcements tab, these are vocalized messages that interrupt at planned intervals to provide data about position in queue or estimated wait time. These, along with the other messaging tools, can be optimized to encourage callers to remain on hold longer, reducing abandonment.

**Entrance Message:** A recorded message that is played to a caller upon entry into the queue. Mandatory messages will play regardless of the queue status, while those that are not mandatory will only play if the caller is to be placed on hold.

**Escape:** A call escapes the call center if it follows a preset digit while on hold. The administrator will set this in the Customer Admin Portal in the Call Center itself, in the Queue Profile tab.

**Metrics:** The data collected about the call center treatment and agent activities. High level metrics are visible in the Customer Administration Portal in the Call Center section, while more precise reports can be run with the Supervisor Console.

**Overflow:** A call in the queue will overflow if it exceeds some pre-set limits, such as number of calls in queue or time waiting. The administrator should designate a destination for overflow calls, and these are set per call center in the Customer Admin Portal in the Call Center section.

**RTA:** Real Time Adherence - a means to look at some call stats in real time in order to make decisions about staffing and agent performance. This is typically found in the Dashboard, which is a part of the Supervisor Console.

**Skills:** Premium call queues can offer skill-based routing, so that agents who exist on multiple queues can have the priority of their incoming calls determined by this skill level. Skill-based routing will supersede the global priorities for distribution across different queues.

**Stranded Call:** A call is stranded if it enters the call center queue and there are no agents logged in or available. Stranded calls should have some action assigned to them, which is configured in the Call Center in the Call Routing tab.

**Supervisor Client:** A web-based interface that allows a call center supervisor to see real time stats, agent status, and access an RTA dashboard as well as a robust reporting engine.

**Thresholds:** A set of parameters which, when met, will alert supervisors, manager, or others designated via email. These are set up per call center in the Thresholds tab.

## Call Center Licenses

	Call Center User	Advanced Call Center User	Agent Call Center Client	Supervisor Standard
Agent Presence in Basic Call Queues (any number)	✓	✓		✓
Agent Presence in Advanced Call Queues (any number)		✓		
Supervisor Presence in Call Queues (any number, any type)				✓
Call Center Client			✓	✓
Personal Reports			✓	✓
Queue Reports				✓
Agent Reports				✓
RTA Dashboard				✓
Direct Queue Management				✓
Click to Transfer Directories			✓	✓
Change Agent Status Remotely				✓

**Note:** The price of a call center license is in addition to the seat price for the user.

### License Summary

**Call Center User:** The basic call center license. Once attached to a user's seat, it permits the associated user to be a member of any number of basic call queues. The presence of at least one of these licenses in the PBX permits the Administrator to build any number of basic call queues.

**Advanced Call Center User:** This license functions exactly like the Call Center User license above, but also permits the associated user seat to be a member of any number of advanced queues and/or basic queues.



**Agent Call Center Client:** This is an add-on that can be attached to a user licence holder which permits access to a web-based client for additional visibility into the call center activity as it pertains to the agent.

**Supervisor Standard:** This is a bundle that includes a Call Center User license as well as Supervisor privileges to allow the user access to an online portal to monitor queues and agents.

## Call Center License Features

**Agent Presence in Call Queue:** Agents in call queues are offered calls per the distribution methodology defined in the Queue Profile found in the Customer Administration Portal. There is no limit to the number of queues of which an agent can be a member.

**Supervisor Presence in Call Queue:** Supervisors in call queues are able to see the queue details and agents present in all queues of which they supervise. There is no limit to the number of queues of which a supervisor can monitor.

**Call Center Client:** A web-based application that can assist the agent or supervisor with real-time activities.

**Personal Reports:** Run reports for specific time ranges that list key performance indicators for your individual activities.

**Queue Reports:** Reports about key performance indicators for call center queues can be run historically or scheduled in advance.

**Agent Reports:** Access KPI data for any number of agents in queues that you supervise either historically or scheduled for a future date.

**RTA Dashboard:** A real time adherence dashboard that shows queue status as well as agent performance factors. This opens in its own web page and can be moved to external monitors. Threshold alerts show in real time to indicate when metrics exceed pre-defined parameters.

**Direct Queue Management:** Ability to see the queues that you supervise, intercept calls, and change the queue order manually.

**Click to Transfer Directories:** Calls on your phone can be transferred easily to programmed directories within the web interface.

**Change Agent Status Remotely:** View agent available state, login status, and queue presence. Changes can be made by the supervisor remotely through the supervisor client interface.

## Basic and Premium Call Queues

The Hosted Contact Center service offers two types of queues. With the appropriate user license, basic and premium call queue can be set up in the Customer Administration Portal in the Call Center section.

- To have access to build call queues in the Customer Administration Portal, at least one seat must have a user with a license that allows agent privileges.
- A seat with a user with agent privileges can be assigned to any number of call queues. An advanced license can be assigned to both basic and advanced queues, while a basic license may only be assigned to basic queues.
- Users who are on multiple call queues can have those queues prioritized by wait time, queue priority, or skill level (advanced queue only for skill routing).
- The announcement services available to call queues are above and beyond what is typical for Music on Hold at the enterprise level.

**Call Queue Features Table**

	Basic Call Queue	Premium Call Queue	CAP Location
Maximum Queue Length	50	525	Queue Profile tab
Call Distribution Types	5	5	Queue Profile tab
Priority Based Routing for Multiple Queues	Yes	Yes	Call Center Settings
Skill Based Routing for Multiple Queues	No	Yes	Users tab
Automatically Answer Calls	No	Yes	Queue Profile tab
Allow Agents to Join and Leave Queues	Yes	Yes	Queue Profile tab
Automatically Set Agent State After Call	Yes	Yes	Queue Profile tab
Notification of Queue Status to Agent	No	Yes	Queue Profile tab
Distinctive Ring Pattern for Call Center Calls	Yes	Yes	Queue Profile tab
Call Disposition Codes	No	Yes	Queue Profile tab
Customizable Bounced Calls Settings	Yes	Yes	Call Routing tab
Customizable Overflow Settings	Yes	Yes	Call Routing tab

	Basic Call Queue	Premium Call Queue	CAP Location
Customizable Stranded Calls Settings	Yes	Yes	Call Routing tab
Customizable Comfort Message	Yes	Yes	Announcement tab
Comfort Message Bypass	No	Yes	Announcement tab
Forced Forwarding	No	Yes	Call Routing tab
Holiday/Night Service Settings	No	Yes	Call Routing tab
Scheduled Call Routing	Yes	Yes	Call Routing tab
Customizable Entrance Message	Yes	Yes	Announcement tab
Customizable Message on Hold	Yes	Yes	Announcement tab
Alternate Audio for Internal Calls	Yes	Yes	Announcement tab
Estimated Wait Messages	Yes	Yes	Announcement tab
Customizable Queue Threshold Alerts	Yes	Yes	Thresholds tab
DNIS Prioritization and Display	No	Yes	DNIS tab
Customizable Agent Threshold Alerts	Yes	Yes	Call Center Settings
Multiple Agent Threshold Profiles	Yes	Yes	Call Center Settings
Customizable Agent Unavailable Codes	Yes	Yes	Call Center Settings
Do Not Disturb Unavailable Activation	Yes	Yes	Call Center Settings
Not Reachable Unavailable Activation	Yes	Yes	Call Center Settings
Multiple Bounce Unavailable Activation	Yes	Yes	Call Center Settings

## Queue Feature Details

**Allow Agents to Join and Leave Queues:** When turned ON this feature will allow the agent's desktop phone and the softphone app to log in and out of the call center queues of which the agent is a member.

**Alternate Audio for Internal Calls:** The music on hold can be a different set of files when internal callers are on hold.

**Automatically Answer Calls:** (Premium only) When activated, the incoming call automatically is answered by an agent's endpoint after a set number of rings.

**Automatically Set Agent State After Call:** Agents can automatically enter a wrap-up or unavailable code for a set period of time after each call terminates.

**Call Disposition Codes:** (Premium only) A disposition code can be entered by an agent for the current call that is still ongoing or for the last call that has just ended. This is useful for reporting on call types.

**Call Distribution Types:** This setting defines how the ACD algorithm will search through the list of agents to find the next one to present the call.

**Comfort Message Bypass:** (Premium only) Allows the call queue to skip a planned comfort message if given parameters are set.

**Customizable Agent Unavailable Codes:** Unavailable codes place the agent in a state where the ACD algorithm still recognizes them but will not route calls until they become available again. Administrators can define specific purpose codes.

**Customizable Bounced Calls Settings:** Administrators can define the conditions that make a bounced call, such as the number of rings and how long a call can be on hold before it automatically bounces.

**Customizable Messages:** Administrators can upload custom .wav files for the various messages that are played to callers.

**Customizable Overflow Settings:** Administrators can define the conditions that determine overflow, such as queue length, time in queue, custom overflow message, and overflow path.

**Customizable Queue Threshold Alerts:** Administrators can define the metrics that will trigger yellow and red alerts. These alerts appear in the Supervisor Console and can be delivered via email to up to nine addresses.

**Customizable Stranded Calls Settings:** Calls are stranded when they reach the queue, and no agents are logged in. The action these calls take can be defined by an Administrator.

**Distinctive Ring Pattern for Call Center Calls:** A choice from four options can be chosen to be sent from the system to the agent so a distinctive ring will play depending on the call center.

**DNIS Prioritization and Display:** (Premium only) The premium call center can display the inbound number dialed to the agent, and it can use this inbound number to determine priority for the algorithm as it chooses an available agent.

**Do Not Disturb Unavailable Activation:** A given unavailable code can be triggered by the agent going into Do Not Disturb on the device.

**Estimated Wait Messages:** Vocalized alerts can be played for callers. Administrators can set the interval and the type of message.

**Forced Forwarding:** (Premium only) This feature can temporarily forward incoming calls.

**Holiday/Night Service Settings:** (Premium only) Administrators can set call routing in the event of night and holiday service.

**Minimum Queue Length:** The number of calls that can be handled by the ACD at any given time. Calls on hold + calls being handled must not exceed the set Queue Length or it will overflow.

**Multiple Agent Threshold Profiles:** agent thresholds can be set for different types of agents.

**Multiple Bounce Unavailable Activation:** Agent unavailability can be triggered by the agent bouncing calls a given number of times.

**Notification of Queue Status to Agent:** (Premium only) The end point (device or soft phone app) will give the agent status of the queue (calls in queue and queue length) at the beginning of every incoming call.

**Not Reachable Unavailable Activation:** A given unavailable code can be triggered by the agent being not reachable.

**Priority Based Routing for Multiple Queues:** This is a call-assignment strategy used to assign incoming calls to the most urgent queue, instead of simply choosing the next available agent.

**Scheduled Call Routing:** Calls can be routed away from the call center during set scheduled intervals.

**Skill Based Routing for Multiple Queues:** (Premium only) This is a call-assignment strategy used to assign incoming calls to the most suitable agent, instead of simply choosing the next available agent.

## Call Center Configuration Guide

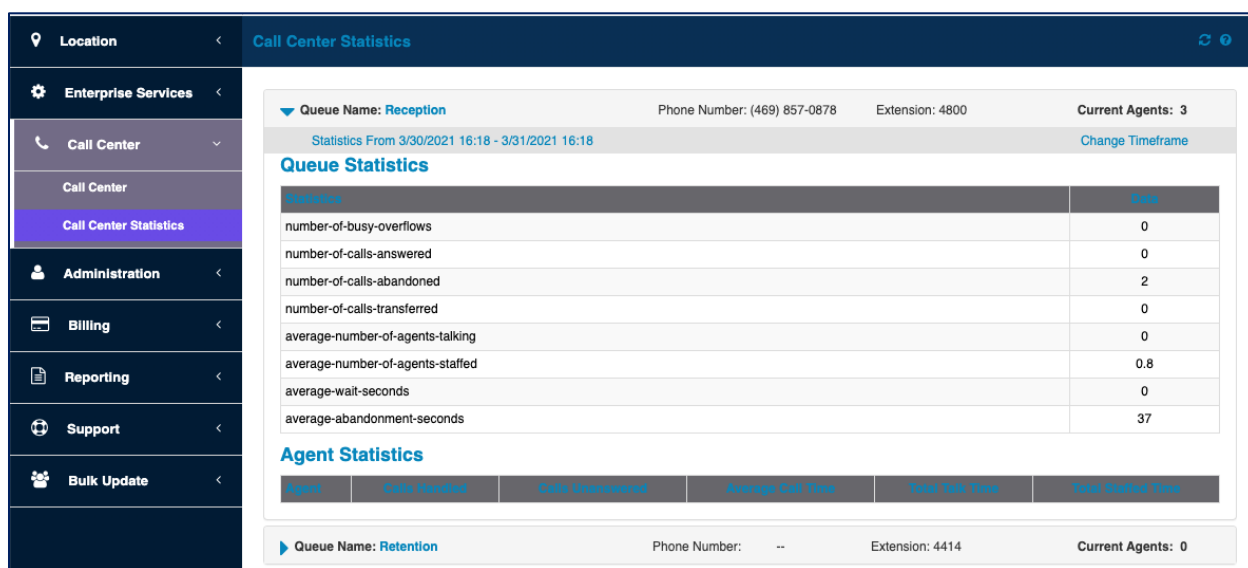
The Call Center product allows the CAP Administrator to manage call queues, which are Automated Call Distribution algorithms that allow callers to get directed to an agent, when one becomes available, while remaining engaged during the hold process.

### Call Center in the Customer Administration Portal

You can find the Call Center section in the Customer Administration Portal on the left-hand side. This will only appear when a call center license has been added to the PBX. The Call Center section has two sub-sections: Call Center Settings, where queues are created and managed, and Call Center Statistics, which will reveal some basic historical data.

### Call Center Statistics

Once call center queues are active and receiving calls, the Call Center Statistics subsection can show some basic metrics. You can change the range of the historical data with the [Change Timeline](#) link in the top right of the widget.



**Call Center Statistics**

Queue Name: **Reception** Phone Number: (469) 857-0878 Extension: 4800 Current Agents: 3

Statistics From 3/30/2021 16:18 - 3/31/2021 16:18 [Change Timeframe](#)

Metric	Value
number-of-busy-overflows	0
number-of-calls-answered	0
number-of-calls-abandoned	2
number-of-calls-transferred	0
average-number-of-agents-talking	0
average-number-of-agents-staffed	0.8
average-wait-seconds	0
average-abandonment-seconds	37

**Agent Statistics**

Agent	Calls Handled	Calls Unanswered	Average Call Time	Total Call Time	Total Staffed Time
[Empty Table]					

Queue Name: **Retention** Phone Number: -- Extension: 4414 Current Agents: 0

### Queue Statistics

This section offers high level stats, which are defined below:

- **number-of-busy-overflows:** this reveals the number of times in the given timeframe calls have been processed as an overflow. Overflow is detailed in the Queue Profile tab.
- **number-of-calls-answered:** this is the total number of unique calls that have come into the queue and answered by an agent.
- **number-of-calls-abandoned:** this is the number of unique calls that have entered the queue and then disconnected by the caller.
- **number-of-calls-transferred:** this is the number of calls taken by agents that have subsequently been transferred. This makes no differentiation whether the transfer was internal or external, blind or consultative.

- **average-number-of-agents-talking:** this is the number of agents talking in all of the intervals in the timeframe divided by the number of intervals. Unless you have a 24-hour call center with consistent staffing, pulling this from a timeframe longer than 8 hours or so may yield strange results
- **average-number-of-agents-staffed:** this is the number of agents staffed (logged into the queue) during every interval in the timeframe divided by the number of intervals. Like any averages, this may have rounding anomalies.
- **average-wait-seconds:** this is the amount of time that every caller in the timeframe had to wait to be answered by an agent or abandon the call, divided by the number of calls.
- **average-abandonment-seconds:** this is the amount of time that every abandoned call waited before disconnecting, divided by the number of abandoned calls.

### Agent Statistics

The section at the bottom will show details concerning the agents in the queue for the selected queue and timeframe:

- **Calls Handled:** the number of calls that were offered to the agent and answered by that agent.
- **Calls Unanswered:** the number of calls that were offered to the agent and not answered by that agent.
- **Average Call Time:** the amount of time the Total Talk Time divided by the number of Calls Handled.
- **Total Talk Time:** the amount of time the agent talked during the timeframe
- **Total Staffed Time:** the amount of time during the selecting time frame where the agent was staffed – meaning the agent was logged in and either available or on call.

While these high-level statistics are no match for the reporting available in the Supervisor Client, they are available without purchasing a supervisor license, and are very quick to view.

## Call Center

A Call Center provides a centralized way of answering and routing calls, typically in large volume. Calls routed to a particular group (queue) are temporarily held in the cloud when all users assigned to receive calls from the queue are unavailable. Call Centers provide an automated “answer” with customizable greetings, comfort messages, and hold music played to the caller. Queued calls are routed to an available agent when he/she is no longer on an active call. Each call queue is assigned a lead number, which is a telephone number outside callers can dial to reach the agents assigned to the call queue. Call Centers are also assigned an internal extension, which can be dialed internally to reach the agents assigned to the call queue.

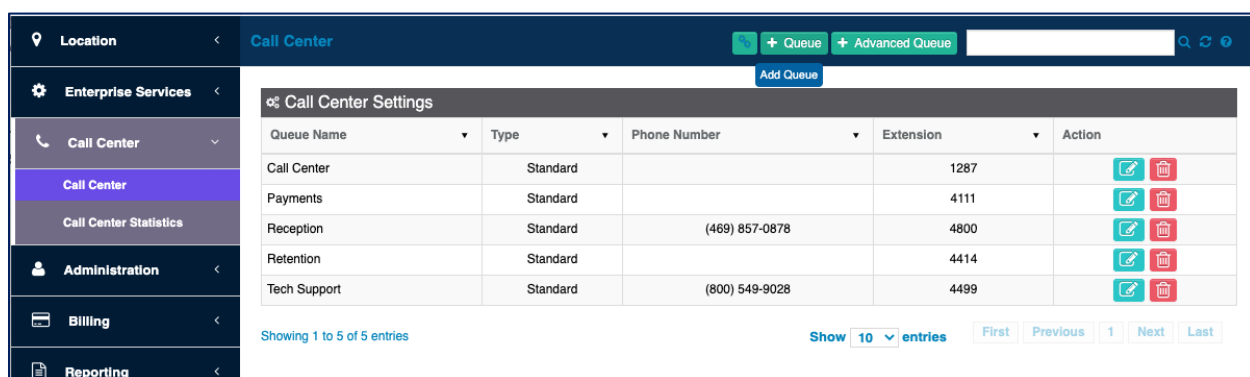
The queues can be created and managed in this subsection<sup>1</sup>. As long as the PBX contains at least one call center license of any type you can create queues. Like hunt groups, there is no practical limit to the number of call center queues (although they will need unique extensions and names). You can create new queues with the green button at the top labeled **+Queue**, which will open the dialog box to edit the new queue. For existent queues, the Action column allows you to **Edit** or **Delete** the queues with the appropriate icons.

Each call center has a unique extension but may also have one or more virtual numbers applied to them, as shown in the **Phone Number** column. If you have many queues, you may need to utilize the page functions at the bottom of the widget to select different pages to view, or you can search them, in the search field at the top.











## Adding a New Call Center

Press the **+Queue** button at the top to create a new Standard Call Center Queue or press the **+Advanced Queue** button to create a new Premium Call Center Queue. Premium Call Queues<sup>2</sup> are covered in a later section.

You can also press the link icon to see the web address of your call center client.



The screenshot shows the 'Call Center' settings page. On the left is a sidebar with navigation links: Location, Enterprise Services, Call Center (selected), Call Center Statistics, Administration, Billing, and Reporting. The main content area is titled 'Call Center Settings' and contains a table with the following data:

Queue Name	Type	Phone Number	Extension	Action
Call Center	Standard		1287	 
Payments	Standard		4111	 
Reception	Standard	(469) 857-0878	4800	 
Retention	Standard		4414	 
Tech Support	Standard	(800) 549-9028	4499	 

Below the table, it says 'Showing 1 to 5 of 5 entries'. At the bottom right, there are pagination controls: 'Show 10 entries' and buttons for 'First', 'Previous', '1', 'Next', and 'Last'.

<sup>1</sup> If your CAP does not have the Call Center section on the left-hand side, it means no valid license has been assigned to a user. This is done in the Administration section for the individual user.

<sup>2</sup> In order to add a Premium Call Queue, you will need the Advanced User license on your PBX. If you do not have one, contact your sales channel.



When you edit a queue or set up a new one, you will see the Edit Queue section. The tabs in this window remain consistent regardless of if you are setting up a new queue or editing an existing one.

Within the Standard Call Center section below, minimum requirements to quickly turn up a new call center are detailed after each tab. You should be able to configure and launch a provisioned call center queue within minutes.

## Call Center Settings (Global)

At the top of the list of call queues is the Call Center Settings area. Noted by the gear icon, this panel opens up the Call Center Settings menu, which affects the global settings for all call centers.

Call Center Settings

Call Routing Priorities

Longest Wait Time

Priority Order

Routing Priority

Priority	Queue	
1	Reception	
2	Tech Support	
3	Call Center	

Agent Threshold Profiles

Add Agent Threshold Profiles

Search:

Name	Description	Action
Default Agent Threshold Profile	Default Agent Threshold Profile	

Call Disposition Codes

Add Call Disposition Codes

Search:

Code	Description	Status	Action
33	Resolved	ON	
44	Escalated	ON	

Agent Unavailable Codes

ON

Add Agent Unavailable Codes

Search:

Code	Description	Status	Action
57	Break	ON	
58	Offline Work	ON	
97	Away from Desk	ON	

Min Time to Next Call

5

OFF

Force use of agent unavailable code with set default code

OFF

None

Customize Unavailable Settings

ON

Force agent to unavailable

on Do Not Disturb activation

ON

None

after 3 consecutive bounces

ON

None

on not reachable

OFF

None

on Personal calls

OFF

None

Save

Cancel

### Call Routing Priorities

This section allows you to set the priority that a waiting call is presented to an agent who is logged in and available in multiple queues. This can be by Longest Wait Time or by a Priority Order established

with the list below. You can move queues up and down on the list with the triable direction keys on the left side of each listing.

**Note:** If an agent is a member of a premium queue with skill-based routing, their individual priority may vary compared to this order.

### **Agent Threshold Profiles**

You can establish threshold for your agents that will alert when certain parameters are met or exceeded. These threshold profiles are established here, with the [Add Agent Threshold Profiles](#) button, but they are assigned to an individual agent in the Administration and Access section and the agent's profile.

The Threshold section the admin set up yellow and red alerts for any of the six metrics listed. The top three, Current Call State Idle Time, Current Call State On-Call Time, and Current Agent State Unavailable Time are gathered in real-time, while the other three are based on averages of averages over intervals throughout the day. The Average Busy In, Average Busy Out, and Average Wrap-Up will become more accurate as the day goes on and there are more data points with which to compute the averages.

If there is an active Supervisor Client Dashboard monitoring this call queue, it will discolor the particular metric according to the thresholds it has met.

You can also designate email addresses to receive yellow and red alert messages as they arise.

### **Call Disposition Codes (Premium Only)**

With disposition codes, agents in premium queues with the Agent Call Center Client feature, can manually select the reason for the call from a drop-down menu on the Call Console pane. You can define the Call Disposition Codes with the [Add Call Disposition Codes](#) button and manage them in the list below.

The Call Disposition codes established here are at the enterprise level, and available for all agents in premium call queues across the enterprise. Specific codes can also be established within the Queue Profile section of the premium queues, as well as setting default codes for those call centers.

### **Agent Unavailable Codes**

These are codes used to track the reason for agents' unavailability from the call queue. These can be selected by the softphone client or Agent Client interface, but a one can be designated for the DND button on the desktop phones themselves, as well as a default code when Unavailable is selected from the phone.

- **Add Agent Unavailable Codes:** You can use the [Add Agent Unavailable Codes](#) button to configure a new code. The new codes are added in the window and utilized in the list below. You can turn them on and off as desired, as well as editing their name and number and deleting them outright.
- **Min Time to Next Call:** When turned ON, this will set a length of time to pause between calls before the algorithm treats the agent as available again.
- **Force use of agent unavailable code with set default code:** When turned ON, this will set the default code used when the agent lists themselves as unavailable on their desktop phone.
- **Customize Unavailable Settings:** Turning this ON will enable the settings below.
- **Force agent to unavailable:** This will label the agent in the selected unavailable code on the following conditions.

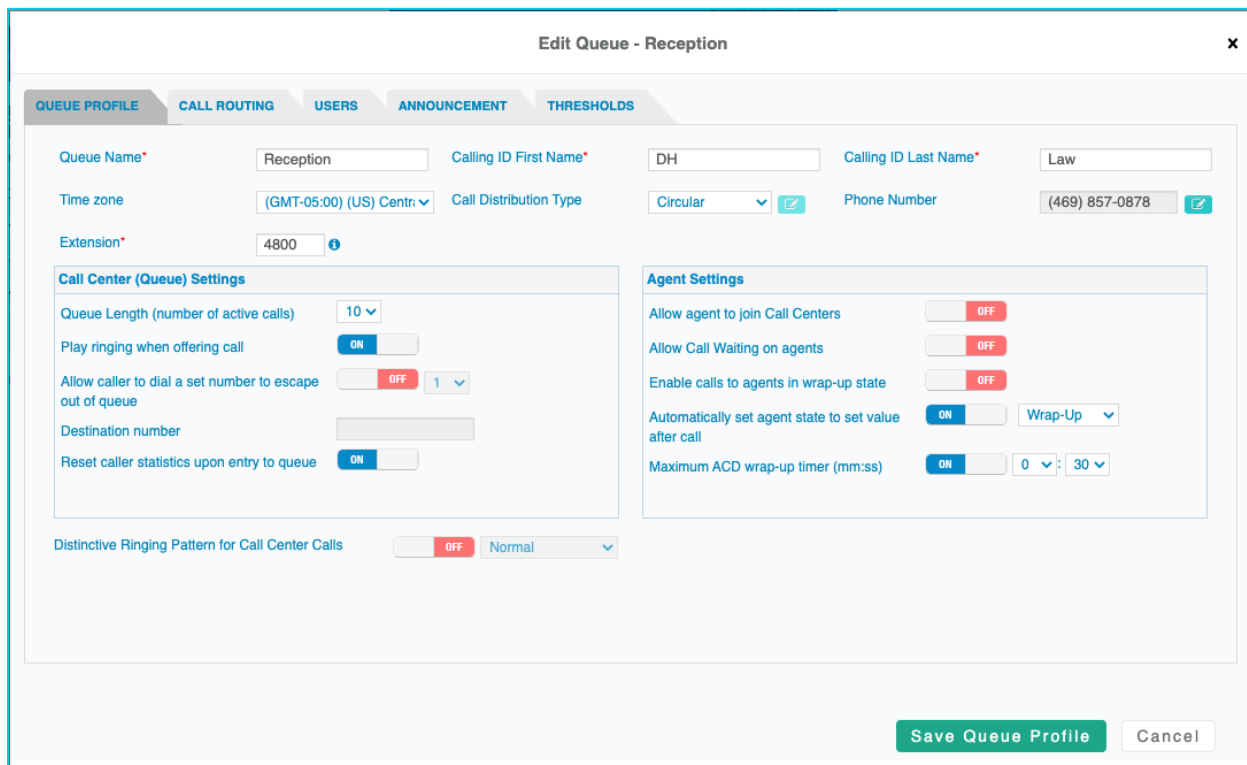
- **on Do Not Disturb activation:** When the agent selects DND or Do Not Disturb on their desktop phone or softphone client.
- **after xx consecutive bounces:** After an agent has been offered a queued call the given number of times, you can force them into an unavailable status in order to remove them from the list until action is taken.
- **on not reachable:** if the agent is not reachable because the cloud cannot detect any endpoint assigned to them.
- **on Personal calls:** if the agent is on a non ACD call, be in inbound or outbound, internal or external.

## Call Center (Standard)

Here are the tabs within the standard call center. While they are formed with some default values, it will be necessary to add some information to make the queue function. Every time you change tabs, if there are unsaved changes, the Customer Admin Portal will prompt you to save before continuing.

### Queue Profile Tab

The first tab within Edit Queue allows you to set up the basics of the call queue. These settings will be in a default mode when you make a new Queue.



The screenshot shows the 'Edit Queue - Reception' window with the 'QUEUE PROFILE' tab selected. The interface includes the following fields and settings:

- Queue Name:** Reception
- Calling ID First Name:** DH
- Calling ID Last Name:** Law
- Time zone:** (GMT-05:00) (US) Centr
- Call Distribution Type:** Circular
- Phone Number:** (469) 857-0878
- Extension:** 4800

Below these fields are two main sections:

- Call Center (Queue) Settings:**
  - Queue Length (number of active calls): 10
  - Play ringing when offering call: ON
  - Allow caller to dial a set number to escape out of queue: OFF (1)
  - Destination number: (empty field)
  - Reset caller statistics upon entry to queue: ON
- Agent Settings:**
  - Allow agent to join Call Centers: OFF
  - Allow Call Waiting on agents: OFF
  - Enable calls to agents in wrap-up state: OFF
  - Automatically set agent state to set value after call: ON (Wrap-Up)
  - Maximum ACD wrap-up timer (mm:ss): ON (0 : 30)

At the bottom, there is a 'Distinctive Ringing Pattern for Call Center Calls' set to OFF (Normal). The window concludes with 'Save Queue Profile' and 'Cancel' buttons.

### Profile Settings

At the top there is a section that lays out the identity of the call queue. Parameters such as Queue Name, Caller ID names, and Extension are definable. The Time Zone is most relevant for reporting and scheduled call routing (which is found in the Call Routing Tab).

Call Distribution Type will determine the order in which the agents are offered calls. Some of these are based on the order in which the agents are listed in the Users Tab, which will be covered later.

- **Circular:** this will offer calls to each agent, in order, and will continue this order on each successive call. This is a useful method to share offered calls amongst your agents.
- **Regular:** like Circular, it will follow the order of the agents to offer the call but will always start at the top of the list. This is great if you have one primary agent and then backups.
- **Simultaneous:** this method will offer calls to all available agents at the same time. This is a form used by sales teams and other groups that are self-motivated to answer the calls.

- **Uniform:** this method most closely resembles the classic call center protocol. It offers the agent with the longest idle (the one who has gone the longest without a call) first, then moved down the list if it is not answered.
- **Weighted Call Distribution:** this method is seldom used but has its purposes. Once selected, you can assign weights to each agent (in the Users Tab), so long as all the weights add up to 100.

### Call Center (Queue) Settings

On the left side, below, are Call Center (Queue) Settings, which help define certain features of the queue itself.

**Queue Length:** This is the maximum number of calls that can be handled by the queue (agents on active calls, plus calls on hold awaiting available agents) before new calls are handled as overflow (see Call Routing Tab). This will vary by the number of agents and types of calls they take, but a general rule of thumb is 2x the number of agents you expect to have staffed.

**Play ringing when offering call:** This tells the algorithm to play a ringing sound to the caller when the agent is being offered the call.

**Allow caller to dial a set number to escape the queue:** This activates a number, that if pressed anytime during the hold process, will engage the busy forward function. If there is a voicemail assigned to this call center, for example, it will route there.

**Reset caller statistics upon entry into the queue:** When enabled, the call length (the amount of time since the call was originated on this PBX) will be reset to 0 seconds. This comes into play in the Call Routing Tab later, specifically for “Overflow after a set amount of time” calculations.

**Distinctive Ringing Pattern for Call Center Calls:** You can enable and select a special ringing pattern with this selector.

### Agent Settings

On the right side is Agent Settings, which influence how the queue interacts with agents.

**Allow agent to join Call Center:** loads a tag onto the phone associated with the agent that allows them to use ASIGNIN and ASIGNOUT to log in and out of call centers, respectively. If this is OFF the agents are always signed into the queue.

**Allow Call Waiting on agents:** when activated, agents will be presented with calls from this queue even if the agent is currently on another call.

**Enable calls to agents in wrap-up state:** when enabled, this will allow the algorithm to send calls to the agent even though that agent is still in a wrap-up state.

**Automatically set agent state to set value after call:** an administrator can set what state the agent will enter immediately after the termination of a call center call. If Wrap-Up is selected, the next timer is important.

**Maximum ACD wrap-up timer (mm:ss):** this sets the amount of time the agent will remain in wrap-up as set above, unless they voluntarily exit that state early.

### **Queue Profile Minimum Set-up Expectations**

To set up a queue with the minimum number of steps, these steps will help.

- The required fields in the top portion must be set up before you can save the queue.
- You should ensure the time zone is correct.
- By default, the Call Distribution Type is set to Circular<sup>3</sup>.
- Increase the Queue Length<sup>4</sup> to a non-zero number.
- Ensure you Save your settings before moving on.

---

<sup>3</sup> Circular is a good way to spread out the calls evenly among all the agents, and if you do not have another one in mind, it is a fine setting to start with.

<sup>4</sup> If you do not have a Queue Length in mind, you can start at 2x the number of agents as a rule of thumb.

## Call Routing Tab

While the Queue Profile Tab covers the basics of routing and layout, and the Users Tab will assign agents, the Call Routing Tab deals with what to when the users cannot handle the volume. There are four handling features on this tab, to cover calls that Bounce, those that are Stranded, those that Overflow, and even how to handle calls outside of regular business hours.

Edit Queue - Reception

QUEUE PROFILE
CALL ROUTING
USERS
ANNOUNCEMENT
THRESHOLDS

Bounced Calls Settings

Bounce Calls:

After a set number of rings
ON
3

If agent becomes unavailable while routing the call
ON

After being held by agents for longer than a set time
OFF
60
(Range 30-600 seconds)

Overflow Settings

Action to Take on Overflow:

Perform busy treatment

Transfer to phone number
7777

Play ringing until caller hangs up

Play announcement before overflow processing
ON

Overflow after a call waits a set amount of time
ON
300
(Range 0-7200 seconds)

Custom audio file
OFF
Browse

Stranded Calls Settings

Actions to Take on Stranded Calls When:

All agents are signed out

Perform busy treatment

Transfer to phone number
7777

Leave in queue

All agents are unavailable, and

At least 0 agents have a set unavailable code
OFF
None

Perform busy treatment

Transfer to phone number
7777

Leave in queue

Scheduled Call Routing
OFF

New Rule

Rules

ON	Queue Closed	Schedule : After Hours	Forward to : 7777	
	Default Action	Schedule : Always	Forward to : 4800	

Save Call Routing
Cancel

### Bounced Calls Settings

At the top left is the Bounced Calls Settings. Bounced calls occur when a call is presented to an agent and it is not accepted. This of this as a “no Answer” situation. Bounced calls return to the queue at the highest priority, so they are the next call presented when an agent becomes available.

**After a set number of rings:** established how many rings should alert the agent’s device before it is considered bounced<sup>5</sup>.

<sup>5</sup> If the “Play ringing while offering the call” switch in the Queue Profile tab is ON, the caller will hear ringing while the call is being offered. If the nature of your call queue might involve multiple bounces, it might be best to turn this OFF.

**If agent becomes unavailable while routing the call:** this bounces the call immediately when the agent is not available after the algorithm decides to present the call.

**After being held by agents for longer than a set time:** this will bounce the call back to the queue in the event of a long hold initiated by the agent.

### **Stranded Calls Settings**

To the right is the Stranded Calls Settings. Stranded calls are ones where there are no agents available despite the call reaching the queue. The Call Center Administrator can determine how to handle calls that are stranded due to no agents signed on, and a separate treatment for a not available situation. The options for both conditions are the same.

**Perform busy treatment:** this will follow the busy treatment of the call center, which is a busy signal by default, but may route to a dedicated shared voicemail box if one has been added to this service.

**Transfer to phone number:** this will send stranded calls to the phone number, extension, or voicemail box designated by the administrator.

**Leave in queue:** this setting does not route the call at all, and will continue the regular queue treatment even though there are no agents available or logged in.

Within the Unavailable portion, you can assign a code in the Call Center Settings that will permit even a single agent to “close” the queue by going into a specified status.

### **Overflow Settings**

On the left middle lies the rules for Overflow Settings. Overflow is a condition that occurs when the total number of current calls being handled and on hold exceeds the queue length that was assigned on the Queue Profile Tab.

The handling of the Overflow calls is assigned first.

**Perform busy treatment:** this will follow the busy treatment of the call center, which is a busy signal by default, but may route to a dedicated shared voicemail box if one has been added to this service.

**Transfer to phone number:** this will send stranded calls to the phone number, extension, or voicemail box designated by the administrator.

**Play ringing until caller hangs up:** this setting will present ringing to the caller indefinitely, even if the queue eventually opens back up. Once this call has been placed in overflow status, it is effectively out of the queue.

Below these settings are additional handling features.

**Play announcement before overflow processing:** when activated, this will either play a default message or a predefined one that can be uploaded below.



**Overflow after a call waits a set amount of time:** this will set another condition for overflow, specifically when the call timer exceeds the set time<sup>6</sup>.

**Custom audio file:** enabling this setting plays the selected audio file when the call is sent to overflow.

### **Scheduled Call Routing**

At the bottom of the tab lies the Scheduled Call Routing section, which can divert calls from the queue entirely if set scheduled conditions are met. Scheduled Call Routing must be enabled with the slider before any of the scheduled events will be followed. You can add new rules with the New Rule button on the right. There is no practical limit to the number of rules you can have in place, and they will be checked from top to bottom. Only when none of the active rule conditions listed have been satisfied will the call go into the queue. The fields that can be assigned for each rule are as follows.

**Name:** you can define a name for the rule, which makes troubleshooting easier.

**Schedule:** this drop-down allows you to select from the schedules that have been set up in the Customer Administration Portal under the Schedules section.

**Forward to:** this is the field where you will enter the extension or number to handle the call in place of the call center if the conditions of the schedule are satisfied.

**Edit:** there is an edit button (denoted by a pen and paper) to open the rule line for changes.

**Delete:** the delete button (marked by a red trashcan).

### **Call Routing Minimum Set-up Expectations**

To set up a queue with the minimum number of steps, these guides will help.

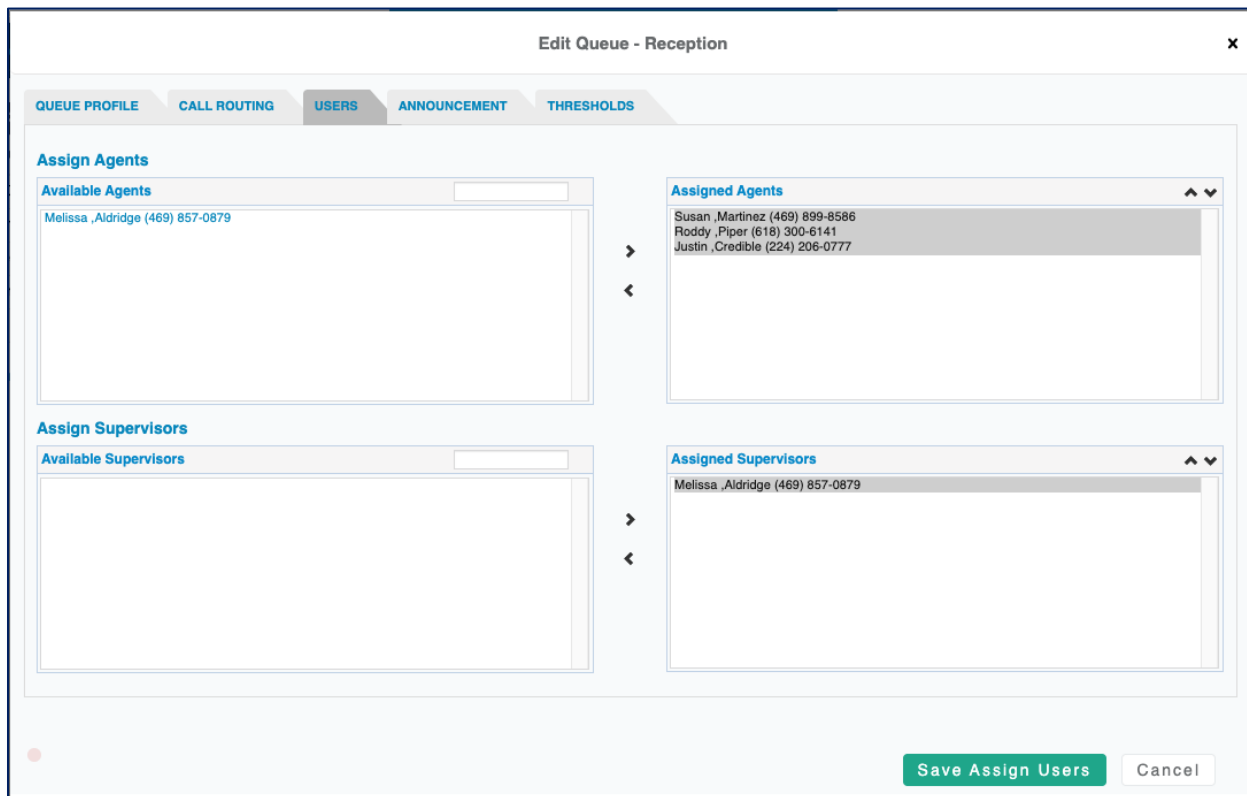
- You should check your overflow settings. By default, it is a very unfriendly “perform busy treatment”, which will play a busy signal if you do not have a standalone voicemail box attached.
- Bounced Calls has a default of 5 rings on the “After set number of rings” selector. This is often too long and may lead to abandoned calls, so it might be best to change this to ‘3’.

---

<sup>6</sup>This refers to the total length of the call from the time the PBX accepted it, unless Reset caller statistics upon entry into the queue has been enabled in the Queue Profile tab. If you are using the queue as an overflow, bear in mind that the call will come in with some age on it already.

## Users Tab

This tab is where an administrator assigns agents and supervisors to the call queue.



**Edit Queue - Reception**

**QUEUE PROFILE** **CALL ROUTING** **USERS** **ANNOUNCEMENT** **THRESHOLDS**

**Assign Agents**

**Available Agents**

Melissa, Aldridge (469) 857-0879

**Assigned Agents**

Susan, Martinez (469) 899-8586  
Roddy, Piper (618) 300-6141  
Justin, Credible (224) 206-0777

**Assign Supervisors**

**Available Supervisors**

**Assigned Supervisors**

Melissa, Aldridge (469) 857-0879

**Save Assign Users** **Cancel**

The available users with agent client licenses are listed in the Available Agents, while users with a supervisor license will appear under Available Agents as well as Available Supervisors. Those who have been assigned are found in the Assigned Agents and Assigned Supervisors sections. To move the assignments between the Available and Assigned sections, use the right facing and left facing arrows.

The order in which the assigned agents appear can be relevant, depending on the Call Distribution Method selected in the Queue Profile tab.

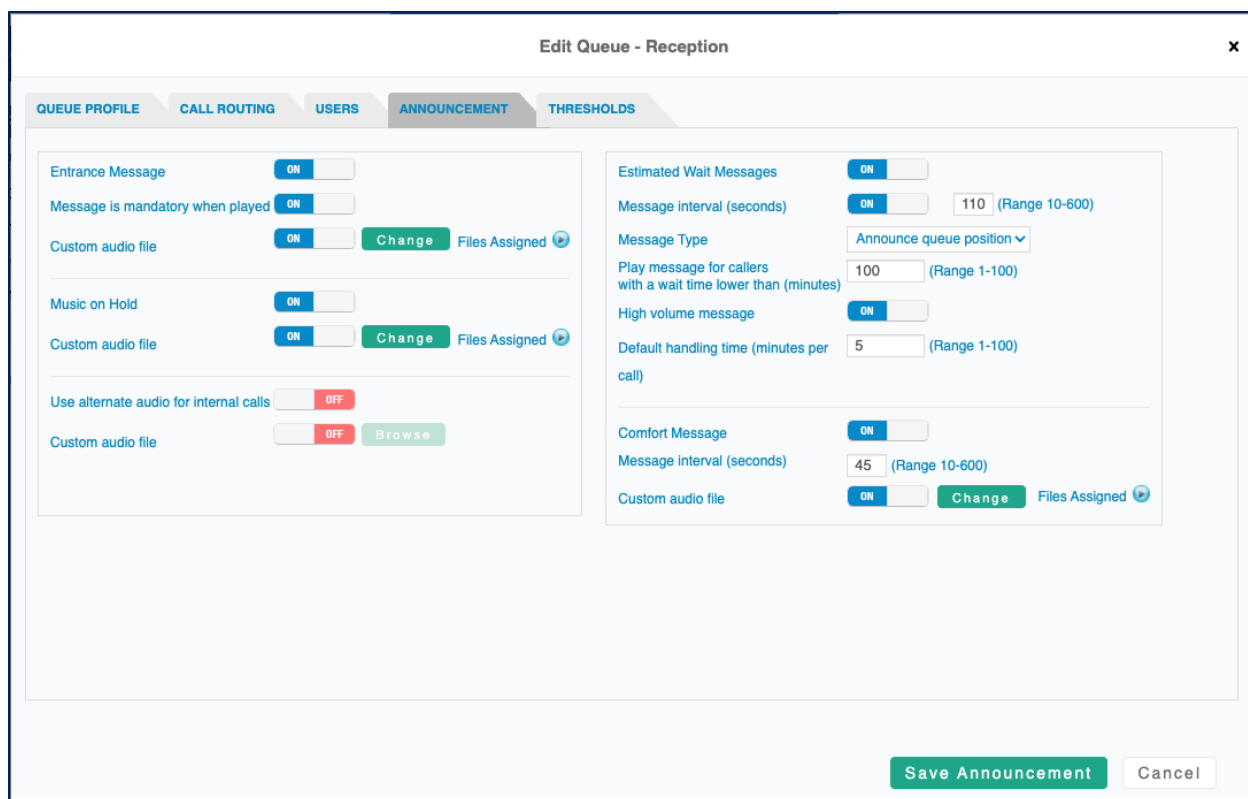
### Users Minimum Set-up Expectations

To set up a queue with the minimum number of steps, these guides will help.

- At least one user needs to be assigned to a queue for it to operate correctly. If you do not see any users, or the proper users, they will need their permissions set in the Administration and Access section for the individual user.

## Announcement Tab

Within the announcement tab the administrator can tailor the experience that the caller has while waiting for an available agent. The audio management tools are vastly improved over the one in the standard PBX, allowing an administrator to layer multiple .wav files to better provide a pleasant experience for your callers on hold.



### Entrance Message

Entrance Message can be enabled to play an announcement before the call comes to the hold music.

**Entrance Message:** This enables the entrance message.

**Message is mandatory when played:** Enabling this setting will force the entrance message to be played even if there are agents available and the call will not go on hold. This is useful to establish rules for the interaction "This call may be recorded..."

**Custom audio file:** if this is disabled, the entrance message is a default message. When enabled, clicking the Browse button will enable you to decide what message will be played from your audio library.

### Music on Hold

Music on hold controls the content of the on-hold file the caller will hear as they wait, either for an agent or once an agent has put the caller on hold.

**Music on Hold:** This enables the message on hold to be played when the caller is on hold. If disabled, dead air will be presented instead, which will almost certainly increase the number of calls that abandon the call.

**Custom audio file:** if this is disabled, the music on hold is played from a default file. When enabled, clicking the Browse button will enable you to decide what message will be played from your audio library.

### **Alternate Audio for Internal Calls**

Use alternate audio for internal calls can provide alternate on-hold music when the calls originate from a user within the PBX.

**Use alternate audio for internal calls:** This enables alternate audio handling.

**Custom audio file:** if this is disabled, the alternate audio is played from a default file. When enabled, clicking the Browse button will enable you to decide what message will be played from your audio library.

### **Estimated Wait Messages**

Estimated Wait Messages provides vocalized interrupts to remind the caller where they are in the queue or provide an estimated wait time. These messages have no custom audio selection because the messages will need to be generated on a case-by-case basis. The vocalization for these messages will be in English.

**Estimated Wait Messages:** this will enable these messages

**Message interval (seconds):** determines how often during the hold procedure the music on hold will be interrupted by the wait message vocalization

**Message type:** this drop-down will allow the administrator to decide between Announce Wait Time and Queue Position

**Play message to callers with a wait time lower than (minutes):** sets the upper limit of hold time where this will be presented. Callers on hold longer than this are treated to the **High volume message**, if enabled.

**Default handing time (minutes per call):** this helps the vocalization algorithm to more accurately estimate the wait time.

### **Comfort Messages**

Comfort messages are set to interrupt the music on hold at a given interval to play a message of empathy for the long hold time.

**Comfort message:** this enables the comfort message protocol.

**Message interval (seconds):** establishes the amount of time between each play of this message.

**Custom audio file:** if this is disabled, the comfort message is played from a default file. When enabled, clicking the Browse button will enable you to decide what message will be played from your audio library.

When you press a Browse button in Custom audio file in this tab, you will be presented with the Choose Custom Audio File window.

**Upload New Audio File:** this button lets you browse your local machine for an appropriate .wav file to upload. When a file has been uploaded, it will appear in the Uploaded Audio Files box.

**Uploaded Audio Files:** this box displays the names of all of the files that have been uploaded. Regardless of which Custom audio file section you used to upload the file, they are available to all categories. You can use the button at the top to trash (delete) any files you no longer want to use

**Assigned Audio Files:** lists the files that will be used in this section, in the order in which they will be played. Use the arrow buttons to move files from Uploaded to Assigned as desired.

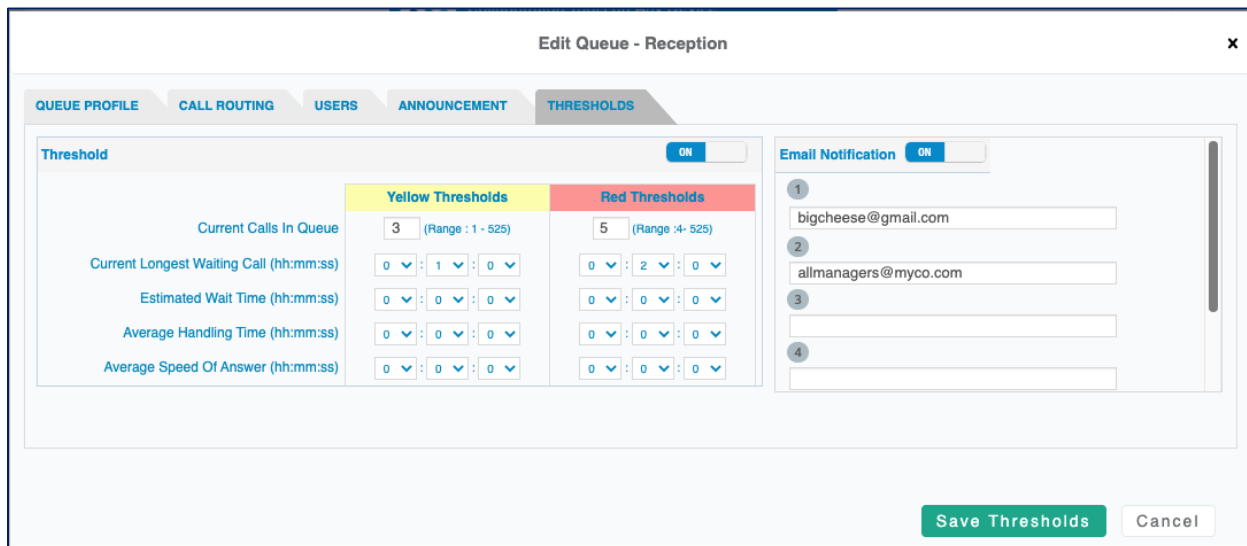
#### **Announcement Minimum Set-up Expectations**

To set up a queue with the minimum number of steps, these guides will help.

You should, at a minimum, enable Music on Hold, otherwise callers on hold will hear only dead air as they wait.

## Thresholds Tab

Thresholds allow the admin to set up real time alerts when certain parameters are met.



**Edit Queue - Reception**

QUEUE PROFILE CALL ROUTING USERS ANNOUNCEMENT **THRESHOLDS**

**Threshold**

	Yellow Thresholds	Red Thresholds
Current Calls In Queue	3 (Range : 1 - 525)	5 (Range : 4 - 525)
Current Longest Waiting Call (hh:mm:ss)	0 : 1 : 0	0 : 2 : 0
Estimated Wait Time (hh:mm:ss)	0 : 0 : 0	0 : 0 : 0
Average Handling Time (hh:mm:ss)	0 : 0 : 0	0 : 0 : 0
Average Speed Of Answer (hh:mm:ss)	0 : 0 : 0	0 : 0 : 0

**Email Notification**

- 1 bigcheese@gmail.com
- 2 allmanagers@myco.com
- 3
- 4

### Threshold

The Threshold section, on the left, lets the admin set up yellow and red alerts for any of the five metrics listed. The top two, Current Calls in Queue and Current Longest Waiting Call are gathered in real-time, while the other three are based on averages of averages over intervals throughout the day. The Estimated Wait Time, Average Handling Time, and Average Speed of Answer will become more accurate as the day goes on and there are more data points with which to compute the averages.

If there is an active Supervisor Client Dashboard monitoring this call queue, it will discolor the particular metric according to the thresholds it has met.

### Email Notification

On the right side is the Notification section, which sends out email alerts to up to 6 defined addresses as soon as the queue meets any given threshold. The email entry fields are open; they do not need to be associated with a user in the Customer Administration Portal. You can even place a distribution list address in one of these fields.

### Thresholds Minimum Set-up Expectations

To set up a queue with the minimum number of steps, these guides will help.

Thresholds will have no direct impact on the customer experience, so they are not required.

## Call Center (Premium)

Advanced, or Premium, call queues require at least one agent with a valid Premium license is present in the PBX. These are created here, in a similar way to standard call queues. Once again, the only limitation to the number of queues is they must have a unique extension number.

This guide will presume you are familiar with the standard call queue settings.

### Queue Profile Tab

The first tab within Edit Queue allows you to set up the basics of the call queue. These settings will be in a default mode when you make a new Queue. Compared to the

Add New Queue

QUEUE PROFILE

CALL ROUTING

USERS

ANNOUNCEMENT

THRESHOLDS

DNIS

Queue Name\*

Advanced

Calling ID First Name\*

Assistance

Calling ID Last Name\*

Advanced

Time zone

(GMT-05:00) (US) Centr. v

Call Distribution Type

Circular v

Phone Number

None

Extension\*

4980

Alternate Numbers :

Call Center (Queue) Settings

Queue Length (number of active calls)

20 v

Play ringing when offering call

OFF

Allow caller to dial a set number to escape out of queue

OFF

0 v

Destination number

Reset caller statistics upon entry to queue

OFF

Routing type

☒ Priority Based
 ☐ Skill Based

Automatically answer calls after waiting

OFF

1 v

Agent Settings

Allow agent to join Call Centers

OFF

Allow Call Waiting on agents

OFF

Enable calls to agents in wrap-up state

OFF

Automatically set agent state to set value after call

OFF

Available v

Maximum ACD wrap-up timer (mm:ss)

OFF

0 v

:

0 v

Queue Status Notification

Enable notification of queue status to agent devices

OFF

High volume notification thresholds

Number of calls in queue

OFF

(Max limit : 525)

Longest waiting time

OFF

(Max limit : 7200)

Distinctive Ringing

Distinctive Ringing Pattern for Call Center Calls

OFF

Normal v

Ring Pattern for Forced Delivered Call Center Calls

Normal v

Call Disposition Codes

Add Call Disposition Codes

Code	Description	Status	Action

Enable call disposition codes

OFF

Use enterprise codes in addition to call center codes

ON

Force use of call disposition codes with default code

OFF

None v

Save Queue Profile

Cancel

31

help.inteliquent.com

## Profile Settings

At the top there is a section that lays out the identity of the call queue. Parameters such as Queue Name, Caller ID names, and Extension are definable. The Time Zone is most relevant for reporting and scheduled call routing (which is found in the Call Routing Tab).

Call Distribution Type will determine the order in which the agents are offered calls. Some of these are based on the order in which the agents are listed in the Users Tab, which will be covered later.

- **Circular:** this will offer calls to each agent, in order, and will continue this order on each successive call. This is a useful method to share offered calls amongst your agents.
- **Regular:** like Circular, it will follow the order of the agents to offer the call but will always start at the top of the list. This is great if you have one primary agent and then backups.
- **Simultaneous:** this method will offer calls to all available agents at the same time. This is a form used by sales teams and other groups that are self-motivated to answer the calls.
- **Uniform:** this method most closely resembles the classic call center protocol. It offers the agent with the longest idle (the one who has gone the longest without a call) first, then moved down the list if it is not answered.
- **Weighted Call Distribution:** this method is seldom used but has its purposes. Once selected, you can assign weights to each agent (in the Users Tab), so long as all of the weights add up to 100.

## Call Center (Queue) Settings

On the left side, below, are Call Center (Queue) Settings, which help define certain features of the queue itself.

**Queue Length:** This is the maximum number of calls that can be handled by the queue (agents on active calls, plus calls on hold awaiting available agents) before new calls are handled as overflow (see Call Routing Tab). This will vary by the number of agents and types of calls they take, but a general rule of thumb is 2x the number of agents you expect to have staffed.

**Play ringing when offering call:** This tells the algorithm to play a ringing sound to the caller when the agent is being offered the call.

**Allow caller to dial a set number to escape the queue:** This activates a number, that if pressed anytime during the hold process, will engage the busy forward function. If there is a voicemail assigned to this call center, for example, it will route there.

**Reset caller statistics upon entry into the queue:** When enabled, the call length (the amount of time since the call was originated on this PBX) will be reset to 0 seconds. This comes into play in the Call Routing Tab later, specifically for “Overflow after a set amount of time” calculations.

**Routing type:** Toggle between Priority Based and Skill Based routing. When Skill Based is selected, the User Tab will be different, and the skills will override the priority routing enabled within the global settings.

**Automatically answer calls after waiting:** The queue can force the available agent to answer the call after the selected number of rings.



### Call Disposition Codes

Below the Call Center Settings is the ability to add additional call disposition codes that are unique to this call center. You can add new codes with the [Add Call Disposition Codes](#) button.

**Enable call disposition codes:** Enables the use of call disposition codes for this queue.

**Use enterprise codes in addition to call center codes:** Turning this ON will allow this call center to use the enterprise level disposition codes that were defined in the global Call Center Settings.

**Force use of call disposition codes with default code:** This will enable and select the default code for all calls that were not otherwise defined by the agent.

### Agent Settings

On the right side is Agent Settings, which influence how the queue interacts with agents.

**Allow agent to join Call Center:** loads a tag onto the phone associated with the agent that allows them to use ASIGNIN and ASIGNOUT to log in and out of call centers, respectively. If this is OFF the agents are always signed into the queue.

**Allow Call Waiting on agents:** when activated, agents will be presented with calls from this queue even if the agent is currently on another call.

**Enable calls to agents in wrap-up state:** when enabled, this will allow the algorithm to send calls to the agent even though that agent is still in a wrap-up state.

**Automatically set agent state to set value after call:** an administrator can set what state the agent will enter immediately after the termination of a call center call. If Wrap-Up is selected, the next timer is important.

**Maximum ACD wrap-up timer (mm:ss):** this sets the amount of time the agent will remain in wrap-up as set above, unless they voluntarily exit that state early.

### Queue Status Notification

The premium queue can notify the agent of queue status for calls in queue and/or waiting time. This appears as a push to the device that is visible on the display panel.

**Enable notification of queue status to agent devices:** Turn this ON to enable the notifications.

**Number of calls in queue:** set the threshold to alert the agent when the number of calls in queue exceeds this amount.

**Longest waiting time:** set the threshold for long wait calls.

### Distinctive Ringing

You can define a distinctive ring for the call queue here.

**Distinctive Ringing Pattern for Call Center Calls:** turning this ON and selecting the ring pattern enables this feature.

**Ring Pattern for Forced Delivered Call Center Calls:** select a different ring pattern for forced delivered calls.

## Call Routing Tab

While the Queue Profile Tab covers the basics of routing and layout, and the Users Tab will assign agents, the Call Routing Tab deals with what to do when the users cannot handle the volume.

Edit Queue - Advanced

QUEUE PROFILE

CALL ROUTING

USERS

ANNOUNCEMENT

THRESHOLDS

DNIS

Bounced Calls Settings

After a set number of rings

ON

5

Transfer to phone number

OFF

If agent becomes unavailable while routing the call

OFF

After being held by agents for longer than a set time

OFF

60

(Range 30-600 seconds)

Overflow Settings

Action to Take on Overflow

Perform busy treatme

Play announcement before overflow processing

OFF

Overflow after a call waits a set amount of time

OFF

30

(Range 0-7200 seconds)

Custom audio file

OFF

Browse

Comfort message bypass

Comfort message bypass

OFF

\* Bypass comfort message when estimated wait time is less than

30

(Range 1-120 seconds)

Play announcement after ringing for

OFF

10

(Range 0-120 seconds)

Custom Audio File

OFF

Browse

Forced Forwarding

Forced forwarding

OFF

Calls Forward to phone number

Allow feature access codes to configure forced forwarding

ON

Play announcement before forwarding

OFF

Custom Audio File

OFF

Browse

Stranded Calls Settings

Actions to Take on Calls When All agents are signed out

Leave in queue

Actions to Take on Calls When All agents are unavailable, and

At least

0

agents have a set unavailable code

OFF

None

Actions

Leave in queue

Holiday Service

Actions to Take on Holiday Service

Leave in queue

Holiday Schedule

None

Play announcement before holiday service action

OFF

Custom File

OFF

Browse

Night Service

Actions to Take on Night Service

Leave in queue

Force night service now regardless of business hours schedule

OFF

Business hours

Every Day All Day

Allow feature access codes to manually override night service

ON

Play announcement before night service action

OFF

Announcement to play in manual override mode

Normal announcem

Custom Audio File (Normal Mode)

OFF

Browse

Scheduled Call Routing

OFF

New Rule

Rules

Default Action	Schedule	Forward to
	Always	1974

Save Call Routing

Cancel

### Bounced Calls Settings

At the top left is the Bounced Calls Settings. Bounced calls occur when a call is presented to an agent and it is not accepted. This of this as a “no Answer” situation. Bounced calls return to the queue at the highest priority, so they are the next call presented when an agent becomes available.

**After a set number of rings:** established how many rings should alert the agent’s device before it is considered bounced.

**Transfer to phone number:** rather than returning to the top of the queue, the call can instead be forwarded to another number, extension, or voicemail with \*55[extension].

**If agent becomes unavailable while routing the call:** this bounces the call immediately when the agent is not available after the algorithm decides to present the call.

**After being held by agents for longer than a set time:** this will bounce the call back to the queue in the event of a long hold initiated by the agent.

### **Stranded Calls Settings**

To the right is the Stranded Calls Settings. The Call Center Administrator can determine how to handle calls that are stranded due to no agents signed on, and a separate treatment for a not available situation. The options for both conditions are the same.

**Perform busy treatment:** this will follow the busy treatment of the call center, which is a busy signal by default, but may route to a dedicated shared voicemail box if one has been added to this service.

**Transfer to phone number:** this will send stranded calls to the phone number, extension, or voicemail box designated by the administrator.

**Leave in queue:** this setting does not route the call at all, and will continue the regular queue treatment even though there are no agents available or logged in.

**Night Service:** when all agents meet the criteria set, the queue handles the call as if it were in night service as defined below.

**Play ringing until caller hangs up:** the caller will hear ringing until they hang up<sup>7</sup>.

**Play announcement until caller hangs up:** like play ringing above, the default announcement or a custom one that has been uploaded will play endless until the caller disconnects.

Within the Unavailable portion, you can assign a code in the Call Center Settings that will permit even a single agent to “close” the queue by going into a specified status.

### **Overflow Settings**

On the left middle lies the rules for Overflow Settings. Overflow is a condition that occurs when the total number of current calls being handled and on hold exceeds the queue length that was assigned on the Queue Profile Tab.

The handling of the Overflow calls is assigned first.

**Perform busy treatment:** this will follow the busy treatment of the call center, which is a busy signal by default, but may route to a dedicated shared voicemail box if one has been added to this service.

**Transfer to phone number:** this will send stranded calls to the phone number, extension, or voicemail box designated by the administrator.

---

<sup>7</sup> Once “ring until caller hangs up” has been initiated, the call is no longer part of the queue, and even if the queue status changes out of the condition that sent the call to this fate, it will not change the ringing.

**Play ringing until caller hangs up:** this setting will present ringing to the caller indefinitely, even if the queue eventually opens back up. Once this call has been placed in overflow status, it is effectively out of the queue.

Below these settings are additional handling features.

**Play announcement before overflow processing:** when activated, this will either play a default message or a predefined one that can be uploaded below.

**Overflow after a call waits a set amount of time:** this will set another condition for overflow, specifically when the call timer exceeds the set time.

**Custom audio file:** enabling this setting plays the selected audio file when the call is sent to overflow.

### **Holiday Service**

A holiday schedule can be linked to this queue, and special handling can occur during those scheduled times. Schedules are built in the Enterprise Services section of the Customer Administration Portal. Holiday Service can also be forced by a supervisor in the Supervisor Client.

**Actions to Take on Holiday Service:** use the drop-down here to select the desired action when Holiday Service has been activated.

**Holiday Schedule:** select the holiday schedule to link it to this queue.

**Play announcement before holiday service action:** turning this ON will play a message before the service action is taken.

**Custom File:** you can use a custom audio file from the Announcement Repository instead of the default holiday service message.

### **Comfort message bypass**

Comfort messages defined in the Announcement tab can be bypassed under certain conditions, as set in this section.

**Comfort message bypass:** turn this ON to enable these settings.

**\*Bypass comfort message when estimated wait time is less than:** define the estimated wait time<sup>8</sup> threshold to bypass the comfort message

**Play announcement after ringing for:** you can play a message if the call rings for the given amount of time.

**Custom audio file:** this will let you choose the audio file to play as directed above.

---

<sup>8</sup> The algorithm will do its very best to estimate the wait time, but it cannot be truly accurate.

## **Night Service**

Like Holiday Service above, Night Service can be used to customize the handling of calls during certain times. This mode can be scheduled or forced by a supervisor using the Supervisor Client.

**Actions to Take on Night Service:** choose how to handle calls in this mode with the drop-down.

**Force night service now regardless of business hours schedule:** turning this ON will enable night service despite the schedule defined<sup>9</sup>.

**Business hours:** select the schedule to be used as business hours. Night service is defined as times outside of business hours (and potentially outside holiday hours, if you are using Holiday Service above).

**Play announcement before night service action:** turning this ON will play a message before the action is taken.

**Announcement to play in manual override mode:** this drop-down will determine if the normal announcement or manual mode announcement will play when Night Service is forced with the selection above or the Supervisor Client.

**Custom Audio File (Manual Mode) or (Normal Mode):** this will allow you to choose the specific announcement from the Announcement Repository.

## **Forced Forwarding**

Calls can be forced to another channel by using a feature code or by the supervisor in the Supervisor Client.

**Forced Forwarding:** turning this ON enables the feature.

**Call Forward to phone number:** enter the extension, ten-digit external number, or voice portal code here.

**Allow feature access codes to configure forced forwarding:** turn this ON to permit feature access codes to activate (#72) and deactivate (#73) forced forwarding.

**Play announcement before forwarding:** turning this ON will play either the default announcement or a custom one below:

**Custom Audio File:** you can enable and select a custom announcement from the Announcement Repository.

---

<sup>9</sup> This allows a Customer Admin Portal admin to push the calls into night service, in case a supervisor is not available to do so.

### **Scheduled Call Routing**

At the bottom of the tab lies the Scheduled Call Routing section, which can divert calls from the queue entirely if set scheduled conditions are met. Scheduled Call Routing must be enabled with the slider before any of the scheduled events will be followed. You can add new rules with the New Rule button on the right. There is no practical limit to the number of rules you can have in place, and they will be checked from top to bottom. Only when none of the active rule conditions listed have been satisfied will the call go into the queue. The fields that can be assigned for each rule are as follows.

**Name:** you can define a name for the rule, which makes troubleshooting easier.

**Schedule:** this drop-down allows you to select from the schedules that have been set up in the Customer Administration Portal under the Schedules section.

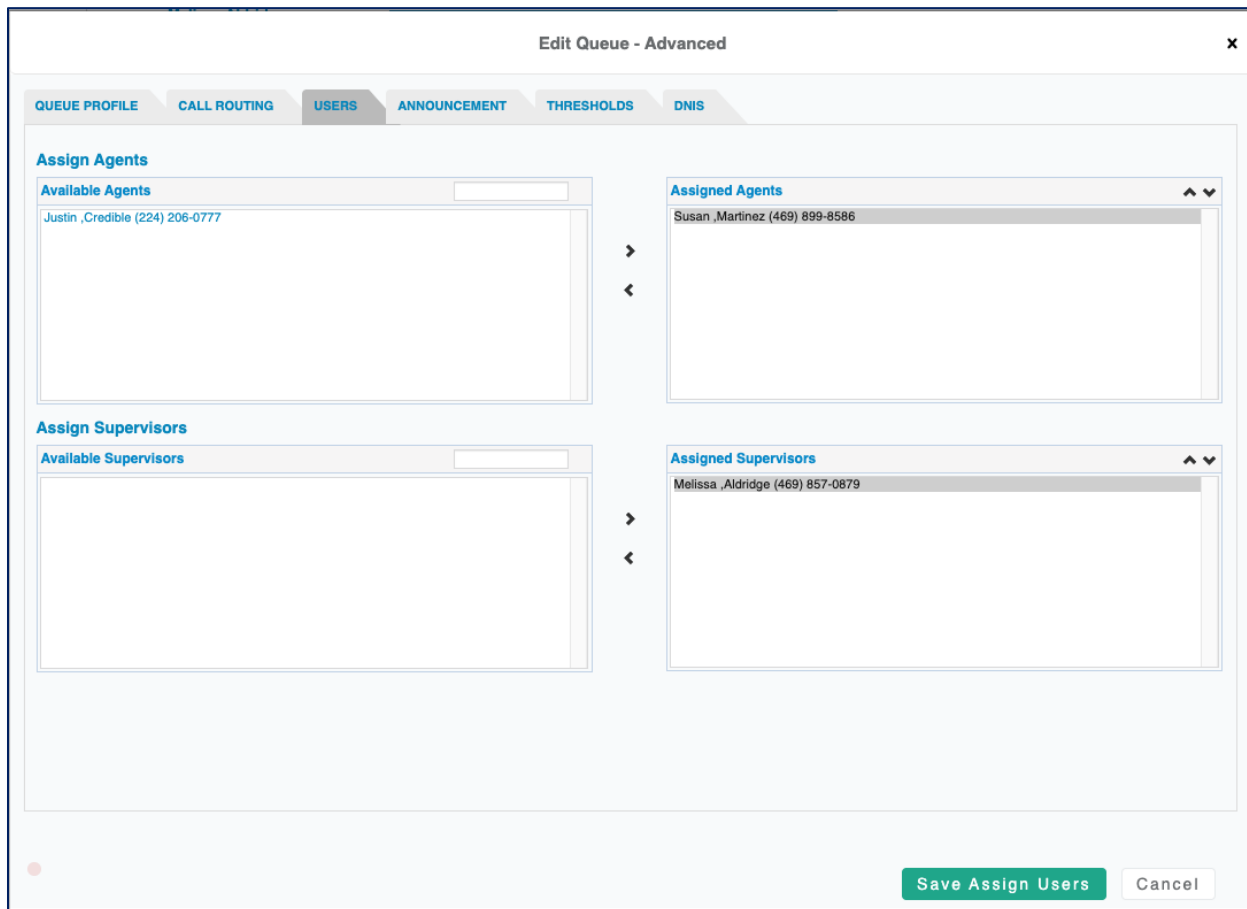
**Forward to:** this is the field where you will enter the extension or number to handle the call in place of the call center if the conditions of the schedule are satisfied.

**Edit:** there is an edit button (denoted by a pen and paper) to open the rule line for changes.

**Delete:** the delete button (marked by a red trashcan)

## Users Tab (Priority-Based Routing)

The Users Tab is where an administrator assigns agents and supervisors to the call queue. If the queue is set to Priority-Based Routing in the Queue Profile tab, you will see a menu exactly like the one in a Standard Call Center.



**Edit Queue - Advanced**

**Assign Agents**

Available Agents

Justin ,Credible (224) 206-0777

**Assigned Agents**

Susan ,Martinez (469) 899-8586

**Assign Supervisors**

Available Supervisors

**Assigned Supervisors**

Melissa ,Aldridge (469) 857-0879

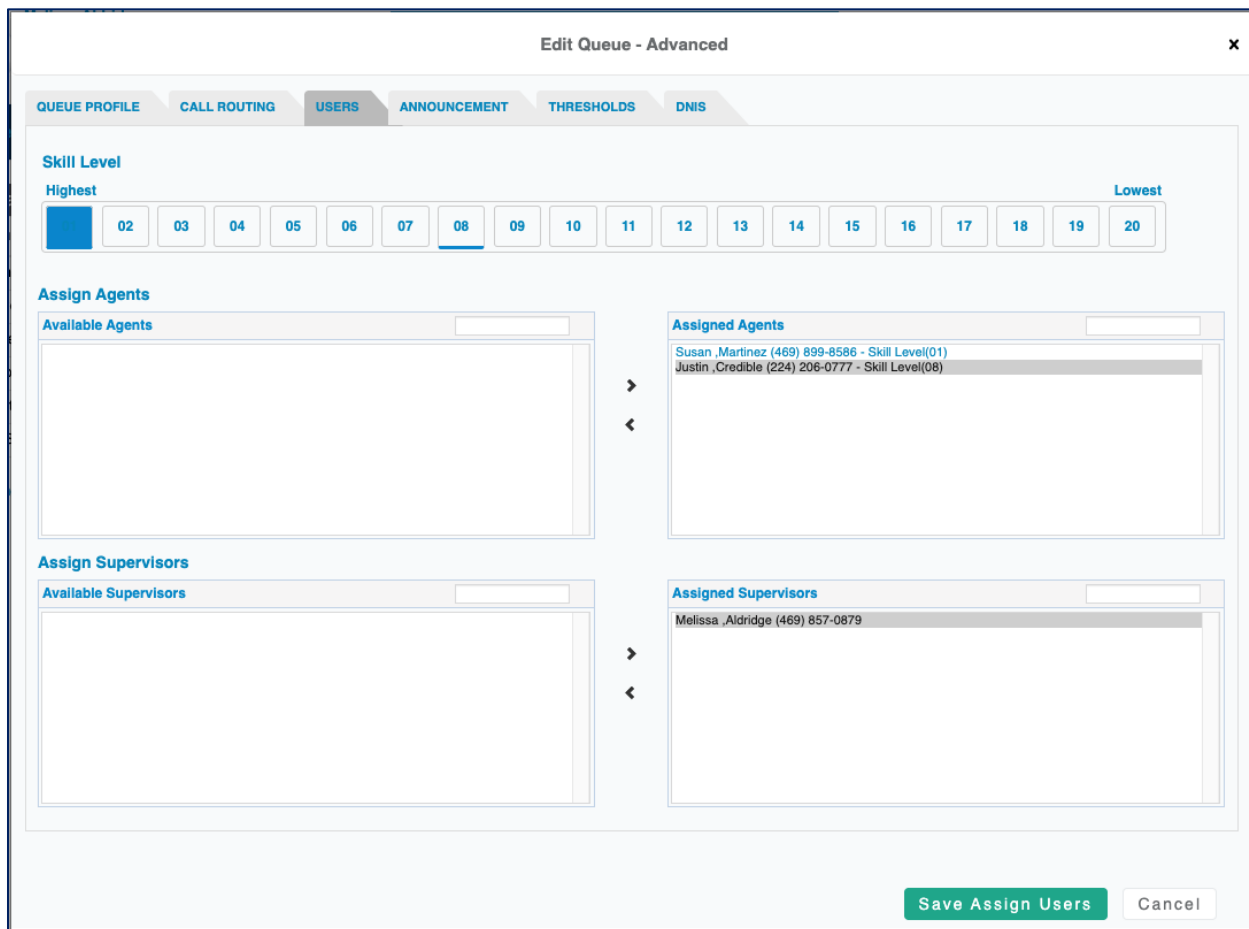
Save Assign Users Cancel

The available users with agent client licenses are listed in the Available Agents, while users with a supervisor license will appear under Available Agents as well as Available Supervisors. Those who have been assigned are found in the Assigned Agents and Assigned Supervisors sections. To move the assignments between the Available and Assigned sections, use the right facing and left facing arrows.

The order in which the assigned agents appear can be relevant, depending on the Call Distribution Method selected in the Queue Profile tab.

## Users Tab (Skill-Based Routing)

The Users Tab is where an administrator assigns agents and supervisors to the call queue. If the queue is set to Skill-Based Routing in the Queue Profile tab, you will have an opportunity to designate skill levels.



**Edit Queue - Advanced**

QUEUE PROFILE CALL ROUTING **USERS** ANNOUNCEMENT THRESHOLDS DNIS

**Skill Level**

Highest 01 02 03 04 05 06 07 08 09 10 11 12 13 14 15 16 17 18 19 20 Lowest

**Assign Agents**

Available Agents

Assigned Agents

- Susan\_Martinez (469) 899-8586 - Skill Level(01)
- Justin\_Credible (224) 206-0777 - Skill Level(08)

**Assign Supervisors**

Available Supervisors

Assigned Supervisors

- Melissa\_Aldridge (469) 857-0879

Save Assign Users Cancel

Skill-based routing may be provisioned at the call center level. Agents in these call centers are assigned a skill level (1-20, with 1 the highest) to indicate their ability to handle calls in that call center.

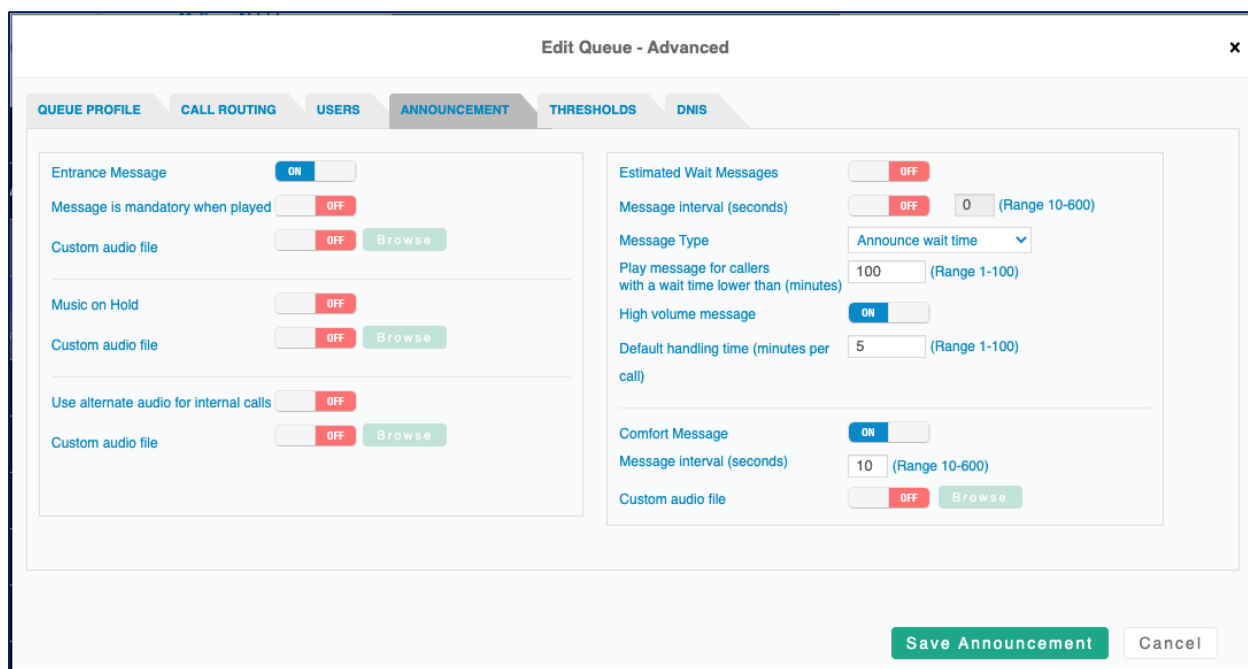
If one or more call centers in a group/enterprise is skill-based, the routing policy for the group/enterprise is also said to be “skill-based”. In this case, call centers that are not explicitly defined as skill-based are considered to have all assigned agents at skill level 1 (the highest). Therefore, if an agent belongs to both skill-based and non-skill-based queues, his skill level is assumed to be 1 (highest) in the non-skill-based queues<sup>10</sup>.

<sup>10</sup> Like priority-based queues, if calls are queued on multiple call centers and an agent becomes available, bounced calls take precedence. If no bounced calls are queued, the agent’s skill level in each queue is examined; a call from the queue where the agent is most skilled is delivered. If the agent is equally skilled in more than one call center, the priority routing policy is applied.



## Announcement Tab

Within the announcement tab the administrator can tailor the experience that the caller has while waiting for an available agent<sup>11</sup>. This is the same window and settings you have within the Standard Call Queues.



**Edit Queue - Advanced**

**ANNOUNCEMENT**

Entrance Message ☒ ON

Message is mandatory when played ☐ OFF

Custom audio file ☐ OFF [Browse](#)

Music on Hold ☐ OFF

Custom audio file ☐ OFF [Browse](#)

Use alternate audio for internal calls ☐ OFF

Custom audio file ☐ OFF [Browse](#)

Estimated Wait Messages ☐ OFF

Message interval (seconds) ☐ OFF 0 (Range 10-600)

Message Type [Announce wait time](#)

Play message for callers with a wait time lower than (minutes) 100 (Range 1-100)

High volume message ☒ ON

Default handling time (minutes per call) 5 (Range 1-100)

Comfort Message ☒ ON

Message interval (seconds) 10 (Range 10-600)

Custom audio file ☐ OFF [Browse](#)

[Save Announcement](#) [Cancel](#)

### Entrance Message

Entrance Message can be enabled to play an announcement before the call comes to the hold music.

**Entrance Message:** This enables the entrance message.

**Message is mandatory when played:** Enabling this setting will force the entrance message to be played even if there are agents available and the call will not go on hold. This is useful to establish rules for the interaction “This call may be recorded...”

**Custom audio file:** if this is disabled, the entrance message is a default message. When enabled, clicking the Browse button will enable you to decide what message will be played from your audio library.

<sup>11</sup> Alternate messaging is available to DNIS calls. See the DNIS Tab for more details.

### **Music on Hold**

Music on hold controls the content of the on-hold file the caller will hear as they wait, either for an agent or once an agent has put the caller on hold.

**Music on Hold:** This enables the message on hold to be played when the caller is on hold. If disabled, dead air will be presented instead, which will almost certainly increase the number of calls that abandon the call.

**Custom audio file:** if this is disabled, the music on hold is played from a default file. When enabled, clicking the Browse button will enable you to decide what message will be played from your audio library.

### **Alternate Audio for Internal Calls**

Use alternate audio for internal calls can provide alternate on-hold music when the calls originate from a user within the PBX.

**Use alternate audio for internal calls:** This enables alternate audio handling.

**Custom audio file:** if this is disabled, the alternate audio is played from a default file. When enabled, clicking the Browse button will enable you to decide what message will be played from your audio library.

### **Estimated Wait Messages**

Estimated Wait Messages provides vocalized interrupts to remind the caller where they are in the queue or provide an estimated wait time. These messages have no custom audio selection because the messages will need to be generated on a case-by-case basis. The vocalization for these messages will be in English.

**Estimated Wait Messages:** this will enable these messages

**Message interval (seconds):** determines how often during the hold procedure the music on hold will be interrupted by the wait message vocalization

**Message type:** this drop-down will allow the administrator to decide between Announce Wait Time and Queue Position

**Play message to callers with a wait time lower than (minutes):** sets the upper limit of hold time where this will be presented. Callers on hold longer than this are treated to the **High volume message**, if enabled.

**Default handing time (minutes per call):** this helps the vocalization algorithm to more accurately estimate the wait time.

## **Comfort Messages**

Comfort messages are set to interrupt the music on hold at a given interval to play a message of empathy for the long hold time.

**Comfort message:** this enables the comfort message protocol.

**Message interval (seconds):** establishes the amount of time between each play of this message.

**Custom audio file:** if this is disabled, the comfort message is played from a default file. When enabled, clicking the Browse button will enable you to decide what message will be played from your audio library.

When you press a Browse button in Custom audio file in this tab, you will be presented with the Choose Custom Audio File window.

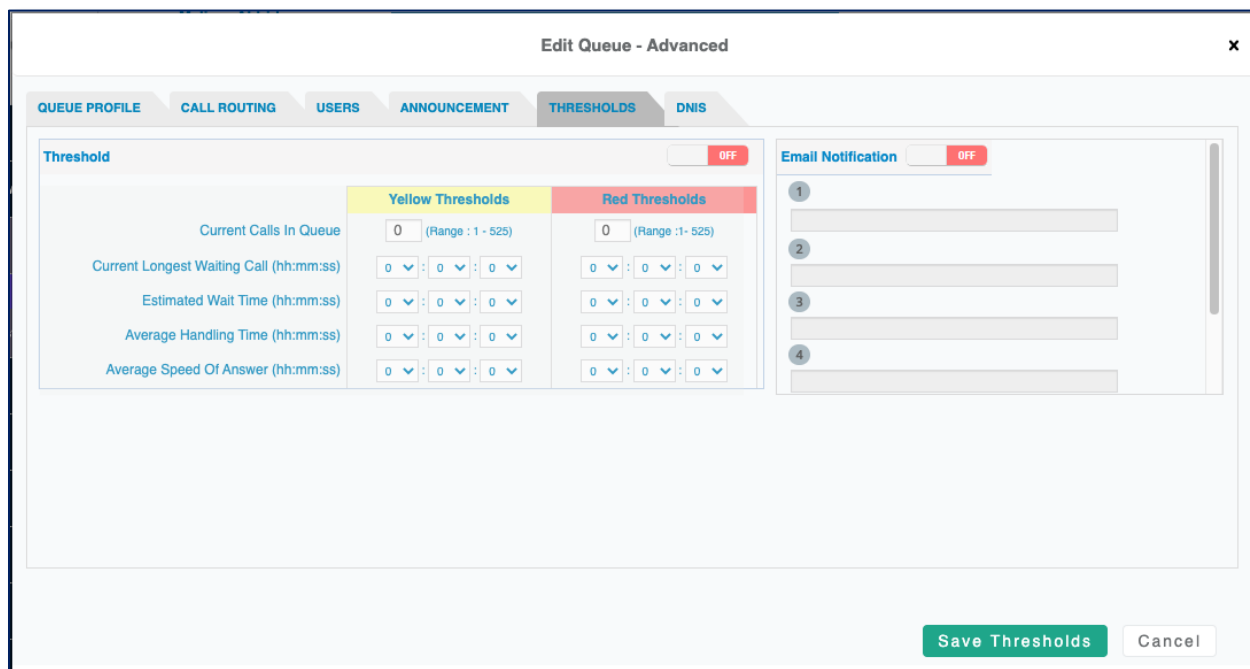
**Upload New Audio File:** this button lets you browse your local machine for an appropriate .wav file to upload. When a file has been uploaded, it will appear in the Uploaded Audio Files box.

**Uploaded Audio Files:** this box displays the names of all of the files that have been uploaded. Regardless of which Custom audio file section you used to upload the file, they are available to all categories. You can use the button at the top to trash (delete) any files you no longer want to use

**Assigned Audio Files:** lists the files that will be used in this section, in the order in which they will be played. Use the arrow buttons to move files from Uploaded to Assigned as desired.

## Thresholds Tab

This tab is identical to the one found in the standard queues.



**Edit Queue - Advanced**

QUEUE PROFILE CALL ROUTING USERS ANNOUNCEMENT **THRESHOLDS** DNIS

**Threshold** ☐ OFF

	Yellow Thresholds	Red Thresholds
Current Calls In Queue	0 (Range : 1 - 525)	0 (Range : 1 - 525)
Current Longest Waiting Call (hh:mm:ss)	0 : 0 : 0	0 : 0 : 0
Estimated Wait Time (hh:mm:ss)	0 : 0 : 0	0 : 0 : 0
Average Handling Time (hh:mm:ss)	0 : 0 : 0	0 : 0 : 0
Average Speed Of Answer (hh:mm:ss)	0 : 0 : 0	0 : 0 : 0

**Email Notification** ☐ OFF

- 
- 
- 
- 

**Save Thresholds** **Cancel**

### Threshold

The Threshold section, on the left, lets the admin set up yellow and red alerts for any of the five metrics listed. The top two, Current Calls in Queue and Current Longest Waiting Call are gathered in real-time, while the other three are based on averages of averages over intervals throughout the day. The Estimated Wait Time, Average Handling Time, and Average Speed of Answer will become more accurate as the day goes on and there are more data points with which to compute the averages.

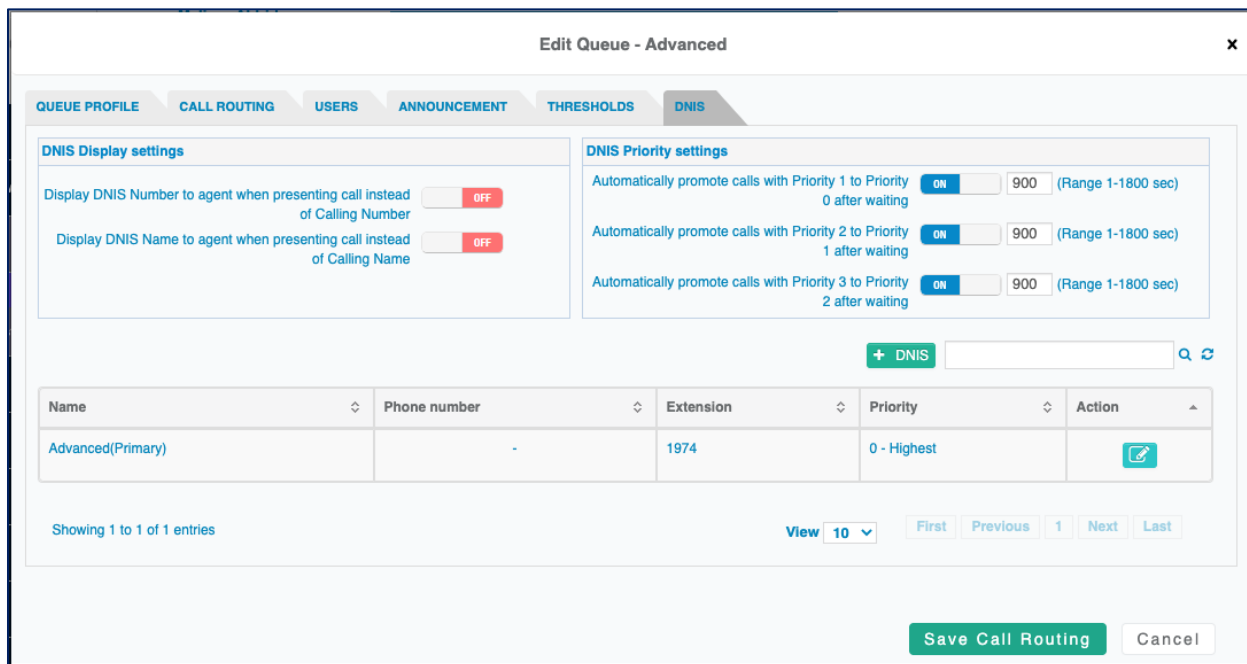
If there is an active Supervisor Client Dashboard monitoring this call queue, it will discolor the particular metric according to the thresholds it has met.

### Email Notification

On the right side is the Notification section, which sends out email alerts to up to 6 defined addresses as soon as the queue meets any given threshold. The email entry fields are open; they do not need to be associated with a user in the Customer Administration Portal. You can even place a distribution list address in one of these fields.

## DNIS Tab

DNIS, or Dialed Number Inbound Service, is a telephony term that refers to the called or dialed number. Within the call center application, it is used only to refer to the case where multiple dialed numbers have been associated with a single queue or call center. The call center application allows an administrator to configure up to 64 DNIS numbers to a single queue. When they are configured, someone calls into a call center and is ultimately directed to a particular DNIS number within a queue. They hear entrance messages associated with that DNIS and the agent receiving the call sees that DNIS name when the call is delivered.



**Edit Queue - Advanced**

QUEUE PROFILE | CALL ROUTING | USERS | ANNOUNCEMENT | THRESHOLDS | **DNIS**

**DNIS Display settings**

Display DNIS Number to agent when presenting call instead of Calling Number ☐ OFF

Display DNIS Name to agent when presenting call instead of Calling Name ☐ OFF

**DNIS Priority settings**

Automatically promote calls with Priority 1 to Priority 0 after waiting ☒ 900 (Range 1-1800 sec)

Automatically promote calls with Priority 2 to Priority 1 after waiting ☒ 900 (Range 1-1800 sec)

Automatically promote calls with Priority 3 to Priority 2 after waiting ☒ 900 (Range 1-1800 sec)

[+ DNIS](#)  [Q](#) [R](#)

Name	Phone number	Extension	Priority	Action
Advanced(Primary)	-	1974	0 - Highest	<a href="#">Edit</a>

Showing 1 to 1 of 1 entries

View  [First](#) [Previous](#) [1](#) [Next](#) [Last](#)

[Save Call Routing](#) [Cancel](#)

### DNIS Display settings

This section allows the call center to mask the name and/or number of the incoming call to show it is part of the DNIS priority.

**Display DNIS Number to agent when presenting call instead of Calling Number:** overrides the incoming caller ID number for the caller to the DNIS number instead.

**Display DNIS Name to agent when presenting call instead of Calling Name:** overrides the incoming caller ID name for the caller to the DNIS name instead.

### DNIS Priority settings

This section will enable the DNIS calls to promote themselves to a higher priority after waiting a given amount of time.

### DNIS table

The DNIS numbers you have defined are shown here. You can edit them with the Edit action. To create new ones, press the [+DNIS](#) button, which will open the Modify DNIS window.

**Modify DNIS**
x

**Configure DNIS**

\*DNIS Name

Phone Number

Extension  ⓘ

Priority 0 - Highest ▼

Calling Line ID

Use custom Calling Line name settings ☐ OFF

Calling Line ID Last Name

Calling Line ID First Name

Use custom DNIS announcement settings ☐ OFF

Allow outgoing call center call ☐ OFF

**Entrance Message**

Entrance Message ☒ ON

Message is mandatory when played ☐ OFF

Custom audio file ☐ OFF Browse

**Music on Hold**

Music on Hold ☐ OFF

Custom audio file ☐ OFF Browse

**Call Whisper Message**

Call Whisper Message ☒ ON

Custom audio file ☐ OFF Browse

**Estimated Wait Message**

Estimated Wait Messages ☐ OFF

Message interval (seconds) ☐ OFF  (Range 10-600)

Message Type Announce wait time ▼

Play message for callers with a wait time lower than (minutes)  (Range 1-100)

High volume message ☒ ON

Default handling time (minutes per call)  (Range 1-100)

**Comfort Message**

Comfort Message ☒ ON

Message interval (seconds)  (Range 10-600)

Custom audio file ☐ OFF Browse

Update DNIS
Cancel

## Configure DNIS

This section defines the DNIS number. The DNIS Name is the only required field.

**DNIS Name:** The unique name of this DNIS number.

**Phone Number:** The phone number which will trigger these DNIS functions.

**Extension:** The extension which will trigger these functions.

**Priority:** The priority of the incoming DNIS number in relation to other call queues. This will prioritize these calls over others for agents who can take multiple types of calls.

**Calling Line ID:** Labels the DNIS for internal display.

**Use custom Calling Line name settings:** Enables the system to override the inbound CLID with a custom label.

**Calling Line ID Last Name:** The custom DNIS Caller ID last name field

**Calling Line ID First Name:** The custom DNIS Caller ID first name field

**Use custom DNIS announcement settings:** Enables the use of the custom message settings below.

**Allow outgoing call center call:** Enables agents to make outbound calls using the Call Center Caller ID number in place of their own caller ID number.

### Entrance Message

Entrance Message can be enabled to play an announcement before the call comes to the hold music.

**Entrance Message:** This enables the entrance message.

**Message is mandatory when played:** Enabling this setting will force the entrance message to be played even if there are agents available and the call will not go on hold. This is useful to establish rules for the interaction “This call may be recorded...”

**Custom audio file:** if this is disabled, the entrance message is a default message. When enabled, clicking the Browse button will enable you to decide what message will be played from your audio library.

### Music on Hold

Music on hold controls the content of the on-hold file the caller will hear as they wait, either for an agent or once an agent has put the caller on hold.

**Music on Hold:** This enables the message on hold to be played when the caller is on hold. If disabled, dead air will be presented instead, which will almost certainly increase the number of calls that abandon the call.

**Custom audio file:** if this is disabled, the music on hold is played from a default file. When enabled, clicking the Browse button will enable you to decide what message will be played from your audio library.

### Call Whisper Message

When enabled, a message will be played to the agent when the call is accepted to alert them of the importance of this type of call.

**Call Whisper Message:** This enables the message.

**Custom audio file:** if this is disabled, the entrance message is a default message. When enabled, clicking the Browse button will enable you to decide what message will be played from your audio library.

### Estimated Wait Messages

Estimated Wait Messages provides vocalized interrupts to remind the caller where they are in the queue or provide an estimated wait time. These messages have no custom audio selection because the messages will need to be generated on a case-by-case basis. The vocalization for these messages will be in English.

**Estimated Wait Messages:** this will enable these messages

**Message interval (seconds):** determines how often during the hold procedure the music on hold will be interrupted by the wait message vocalization

**Message type:** this drop-down will allow the administrator to decide between Announce Wait Time and Queue Position

**Play message to callers with a wait time lower than (minutes):** sets the upper limit of hold time where this will be presented. Callers on hold longer than this are treated to the **High volume message**, if enabled.

**Default handing time (minutes per call):** this helps the vocalization algorithm to estimate the wait time more accurately.

### **Comfort Messages**

Comfort messages are set to interrupt the music on hold at a given interval to play a message of empathy for the long hold time.

**Comfort message:** this enables the comfort message protocol.

**Message interval (seconds):** establishes the amount of time between each play of this message.

**Custom audio file:** if this is disabled, the comfort message is played from a default file. When enabled, clicking the Browse button will enable you to decide what message will be played from your audio library.



## Call Center Reporting Guide

The reports detailed here are requested from the Call Center Supervisor Client.

### Report Types

Reports templates are divided into two main categories: Agent and Call Center.

**Agent Report** templates allow you to generate reports containing statistical information about one or more agents.

**Call Center Report** templates allow you to generate reports that include statistics related to one or more call centers or one or more Dialed Number Identification Services (DNISs) for a selected call center.

In addition, reports can be real-time or historical and they can be interval-based or not interval-based.

- A real-time report includes statistics for a period that has a start date and time, but no end date and time.
- A historical report includes statistics for a specified time period in the past.
- A real-time report template can be used to generate both real-time and historical reports.
- A historical report template can only be used to generate historical reports.
- An interval-based report template is a template that is used to generate reports that include interval statistics.

### Report Layout

The report template defines the layout and to a certain extent the contents of a report.

A report contains a header, an introduction section, a body section, and a footer.

The introduction section consists of the following elements:

**Title** This is the title of the report.

**Time frame** This is the start date and start time, and optionally the end date and end time of the reporting period. The end date and end time are conditional and are only included for historical reports.

**Time zone** This is the time zone used when generating the report, in a localized display format, for example, "(GMT-04:00) (US) Eastern Time".

*NOTE: The offset from Greenwich Mean Time (GMT) is computed at the time of report generation and not necessarily in relation to the requested time frame.*

**Date run** This is the date and time at which the report was run.

**Agent, call center, or DNIS information** This information is conditional and only included when an Agent Report is run for a single agent or when a Call Center Report is run for a single call center or DNIS.

## Abandoned Call Report

*This report is used to probe into abandoned calls for a given call center or centers. Abandoned calls represent a potential missed opportunity and are actualized as callers who chose not to wait until either an agent answered the call, or it was overflowed to another channel.*

The Abandoned Call Report template is a real-time report template that can be used by administrators and supervisors to request real-time and historical reports. This is an interval-based report template.

The report provides information related to calls that are abandoned by callers.

## Abandoned Calls Bar Chart

The Abandoned Calls bar chart shows the number of calls queued and the number of calls abandoned for the various thresholds provided in the report request for the reporting period.

## Abandoned Calls Table

The Abandoned Calls table displays a column for each counter described in the following table. The Inbound Calls table includes a row per interval for each call center or DNIS that is active over the interval. It also includes the following summary rows:

An interval summary row is provided for each interval if multiple DNISs or queues have been selected.

- For counters, the summary row represents the sum of the counter values for all agents reported in that interval.
- For percentages, the following formula is used to compute the interval summary:

---


$$\frac{\sum (\text{Number of calls abandoned within threshold for all call centers or DNISs in the time interval})}{\sum (\text{Occurrences for all call centers or DNISs in the time interval})}$$


---

A call center or DNIS summary row is provided for each call center or DNIS over all intervals if multiple call centers or DNISs have been selected.

- For counters, the summary row represents the sum of the counter values for the agent reported over all intervals.
- For percentages, the following formula is used to compute the call center or DNIS summary:

---


$$\frac{\sum (\text{Number of calls abandoned within threshold for the call center or DNIS over all time intervals})}{\sum (\text{Occurrences for the call center or DNIS over all time intervals})}$$


---

A report summary row is provided for all intervals and all call centers or DNISs.

- For counters, the summary row represents the sum of the counter values for all agents reported over all intervals.
- For percentages, the following formula is used to compute the report summary:

---


$$\frac{\Sigma (\text{Number of calls abandoned within threshold for all call centers or DNISs over all time intervals})}{\Sigma (\text{Occurrences for all for all call centers or DNISs over all time intervals})}$$


---

## Abandoned Calls Data

The following data sets appear in the chart and report:

### Calls Queued

This is the number of incoming calls that were queued.

### Calls Abandoned

This is the number of calls that were removed from the queue as a result of the caller hanging up.

### %Calls Abandoned

This is the percentage of queued calls that were abandoned.

### Calls Abandoned in [xx] secs<sup>12</sup>

This is the number of calls that were abandoned within [xx] seconds.

### Calls Abandoned before Entrance Message Completes

This is the number of calls that were abandoned before the entrance message finished playing.

### % Calls Abandoned before Entrance Message Completes

This is the percentage of queued calls that were abandoned before the entrance message finished playing.

### Calls Abandoned after Entrance Message Completes

This is the number of calls that were abandoned after the entrance message finished playing. This is the difference between “Calls Abandoned” and “Calls Abandoned before Entrance Message Completes”. Abandoned calls that are not played the entrance message are included under this heading.

### %Calls Abandoned after Entrance Message Completes

This is the percentage of queued calls that were abandoned after the entrance message finished playing.

### Longest Wait Abandoned

This is the maximum amount of time a caller waited (including any preserved wait time from other queues) before abandoning the call for this reporting period.

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<sup>12</sup> When multiple intervals are set, it is possible for an abandoned call to become counted in multiple columns. For example, a call that abandons within 10 seconds counts as an abandoned call for any time greater than 10 seconds as well,

## Agent Call Report

*You can use this report to see what types of calls a given agent or agents has taken during the time period. This will display inbound and outbound calls by type.*

The Agent Call Report template is a real-time report template that can be used by administrators, agents, and supervisors to request real-time or historical reports. This is an interval-based report template.

The report provides information about the number of calls handled by agents, reported by call type.

## Agent Call Pie Chart

The Number of Calls by Call Type pie chart shows the percentage and counts for each type of call handled by the agent(s) for the reporting period.

## Number of Calls by Call Type Table

The Number of Calls by Call Type table displays a column for each counter described in the following table. The Number of Calls by Call Type table includes a row per interval for each agent who is active over the interval. It also includes the following summary rows:

- An interval summary row is provided for each interval if multiple agents have been selected. For all counters, the summary row represents the sum of the counter values for all agents reported in that interval.
- An agent summary row is provided for each agent over all intervals if multiple agents have been selected. For all counters, the summary row of an agent represents the sum of the counter values over all intervals for that agent.
- A report summary row is provided for all intervals and all agents. For all counters, the report summary row represents the sum of the counter values over all intervals for all agents reported.

## Number of Calls by Call Type Table Data

The following data sets appear in the chart and report:

### Calls Presented

This is the number of ACD calls presented to the agent. A presented call is a call that is routed from a call center to an agent (rings the agent or attempts to ring the agent).

### ACD Calls

This is the number of Automatic Call Distribution (ACD) calls received by the agent(s). Only answered calls are counted.

### Outbound ACD Calls

This is the number of outbound ACD calls made by the agent(s). Only answered calls are counted.

### Route Point Calls

This is the number of route point calls received by the agent(s). Only answered calls are counted.

### Outbound Route Point Calls

This is the number of outbound route point calls made by the agent(s). Only answered calls are counted.

**Inbound Calls**

This is the number of inbound calls (non-ACD/route point calls outside the company) received by the agent(s). Only answered calls are counted.

**Outbound Calls**

This is the number of outbound calls (non-ACD/route point calls outside the company) made by the agent(s). Only answered calls are counted.

**Internal Calls**

This is the number of internal calls (non-ACD/route point calls within the company) made or received by the agent(s). Only answered calls are counted.

## Agent Call by Skill Report

*This report will show the skill level of calls received by a given agent. Since only premium call centers can utilize skill-based routing, this report will only be useful for agents within premium queues.*

The Agent Call by Skill Report template is a real-time report template that can be used by administrators, agents, and supervisors to request real-time or historical reports. It is an interval-based report template.

The report provides information about the number of ACD calls an agent has received at different skill levels.

## Number of Calls by Skill Pie Chart

The Number of Calls by Call Type pie chart shows the percentage and counts for each type of call handled by the agent(s) for the reporting period.

## Number of Calls by Skill Table

The Number of Calls by Skill table displays a column for each skill level. The Number of Calls by Skill table includes a row per interval for each agent who is active during that interval. It also includes the following summary rows:

- An interval summary row is provided for each interval if multiple agents have been selected. For all counters, the summary row represents the sum of the counter values for all agents reported in that interval.
- An agent summary row is provided for each agent over all intervals if multiple agents have been selected. For all counters, the summary row of an agent represents the sum of the counter values over all intervals for that agent.
- A report summary row is provided for all intervals and all agents. For all counters, the report summary row represents the sum of the counter values over all intervals for all agents reported.

## Number of Calls by Skill Table Data

The following data sets appear in the chart and report:

### No Skill

Number of ACD calls answered by agents from priority-based call centers.

### Skill X, X = 1..20

Number of ACD calls answered by agents at skill level "X".

## Agent Duration Report

*This report is used to show the duration of calls for a selected agent or agents by call type. It is used to quickly see the distribution of labor your agent spends on any given type of call.*

The Agent Duration Report template is a real-time report template that can be used by administrators, agents, and supervisors to request real-time or historical reports. This is an interval-based report template.

The report provides information related to the duration of calls handled by agents.

## Call Duration by Call Type Bar Chart

The Call Duration by Call Type bar chart shows the amount of time spent by the agent(s) on calls of specific call types for the reporting period.

## Call Duration by Call Type Table

The Call Duration by Call Type table contains a column for each counter described in the following table. The Call Duration by Call Type table includes a row per interval for each agent who is active over the interval. It also includes the following summary rows:

- An interval summary row is provided for each interval if multiple agents have been selected. For all counters, the summary row represents the sum of the counter values for all agents reported in that interval.
- An agent summary row is provided for each agent over all intervals if multiple agents have been selected. For all counters, the summary row of an agent represents the sum of the counter values over all intervals for that agent.
- A report summary row is provided for all intervals and all agents. For all counters, the report summary row represents the sum of the counter values over all intervals for all agents reported.

## Call Duration by Call Type Table Data

The following data sets appear in the chart and report:

### ACD Calls

This is the total call time of ACD calls received by the agent(s). Only answered calls are counted.

### Outbound ACD Calls

This is the total call time of outbound ACD calls made by the agent(s). Only answered calls are counted.

### Route Point Calls

This is the total call time of route point calls received by the agent(s). Only answered calls are counted.

### Outbound Route Point Calls

This is the total call time of outbound route point calls made by the agent(s). Only answered calls are counted.

### Inbound Calls

This is the total call time of inbound calls (non-ACD/route point calls outside the company) received by the agent(s). Only answered calls are counted.

**Outbound Calls**

This is the total call time of outbound calls (non-ACD/route point calls outside the company) made by the agent(s). Only answered calls are counted.

**Internal Calls**

This is the total call time of internal calls (non-ACD/route point calls within the company) made or received by the agent(s). Only answered calls are counted.



## Agent Duration by Skill Report

*This report will show the duration of skill-based calls received by a given agent. Since only premium call centers can utilize skill-based routing, this report will only be useful for agents within premium queues.*

The Agent Duration by Skill Report template is a historical report template that can be used by administrators, agents, and supervisors to request historical reports. This is an interval-based report template.

The report provides the time agents spent on ACD calls answered at different skill levels

## Call Duration by Skill Bar Chart

The Number of Calls by Call Type pie chart shows the percentage and counts for each type of call handled by the agent(s) for the reporting period.

## Call Duration by Skill Table

The Call Duration by Skill table contains a column for each counter described in the table below. The Call Duration by Skill table includes a row per interval for each agent who is active over the interval. It also includes the following summary rows:

- An interval summary row is provided for each interval if multiple agents have been selected. For all counters, the summary row represents the sum of the counter values for all agents reported in that interval.
- An agent summary row is provided for each agent over all intervals if multiple agents have been selected. For all counters, the summary row of an agent represents the sum of the counter values over all intervals for that agent.
- A report summary row is provided for all intervals and all agents. For all counters, the report summary row represents the sum of the counter values over all intervals for all agents reported.

## Average Call Duration by Skill Table

The Average Call Duration by Skill table contains a column for each counter described in the following table. The Average Call Duration by Skill table includes a row per interval for each agent who is active over the interval. It also includes the following summary rows:

- An interval summary row is provided for each interval if multiple agents have been selected. For all counters, the summary row represents the sum of the counter values for all agents reported in that interval.
- An agent summary row is provided for each agent over all intervals if multiple agents have been selected. For all counters, the summary row of an agent represents the sum of the counter values over all intervals for that agent.
- A report summary row is provided for all intervals and all agents. For all counters, the report summary row represents the sum of the counter values over all intervals for all agents reported.

## Call Duration by Skill Data

The following data sets appear in the chart and report:

### No Skill

Average ACD call time for calls answered by agents from priority-based call centers, calculated as follows:

---

$$\frac{\sum (\text{ACD call time [talk time + hold time] for calls from priority-based call centers to all agents for all time periods})}{\sum (\text{Answered ACD calls from priority-based call centers to all agents for all time periods})}$$

---

### Skill X, X = 1..20

Average ACD call time for calls answered by agents at skill level "X", calculated as follows:

---

$$\frac{\sum (\text{ACD call time [talk time + hold time] for calls answered at skill level "X" for all agents for all time periods})}{\sum (\text{ACD calls answered at skill level "X" for all agents for all time periods})}$$

---

## Agent Call Detail Report

*This report provides a lot of detail about the calls an agent takes. Some of the fields (such as skill level) will only populate for those in premium queues.*

The Agent Call by Skill Report template is a real-time report template that can be used by administrators, agents, and supervisors to request real-time or historical reports. It is an interval-based report template.

The report provides information related to calls made or received by agents, whether or not they were answered.

## Call Detail Table

The Call Detail table shows the details for each call made or received by the agent(s) for the reporting period. Only completed calls are shown in this report. A call is completed when the following conditions are met:

- Agent releases or transfers a non-ACD call.
- Agent releases or transfers an ACD call and the call completion timer expires. The purpose of the call completion timer is to allow the agent to make a transition to the Wrap-Up state following the end of an ACD call. The completion timer is a system option that is configured by the system administrator. The completion timer's default value is 5 seconds.
- Agent makes a transition out of the Wrap-Up state following the end of an ACD call.

*NOTE: The agent may re-enter the Wrap-Up state following the completion of a call and the agent may enter additional disposition codes. In such cases, reports run at different times may provide different details for a given call, specifically the wrap-up time of the call and the disposition codes entered for that call.*

## Call Detail Data

The following data sets appear in the report:

**Call Start Time** The call with the agent started at this time. This corresponds to the time the call was answered by the agent or remote party.

### Call End Time

The call with the agent ended at this time. This corresponds to the time that the call was released by the agent or remote party, or the time that the call was transferred by the agent.

## Call Type

This is the call type, and can be any of the following values:

- Inbound ACD
- Outbound ACD
- Inbound Route Point
- Outbound Route Point
- Inbound
- Outbound
- Internal

**Skill Level**

If an Inbound ACD call is answered by an agent from a skill-based call center, this field is populated with the skill level of the agent in that call center. If an Inbound ACD call is answered by an agent from a priority-based call center, this field is not populated. If the call is of any type other than Inbound ACD, the field is not populated.

**Callers/Called Number**

This is the number calling the agent or the number the agent called.

**Number Called**

This is the DNIS or call center number called by the caller for an ACD call. This value is only present for ACD calls.

**Wait Time in Queue**

This is the wait time in queue for an ACD call, including preserved wait time. The value corresponds to the wait time recorded the moment the call was presented to the agent. This value is only present for ACD calls.

**Staffed**

This indicates whether the agent was signed in (that is in any state except signout) the moment the agent made or received a call.

**Talk Time**

This is the talk time of the call. This does not include the time that the agent put the caller on hold.

**Call Start Time**

The call with the agent started at this time. This corresponds to the time the call was answered by the agent or remote party.

**Hold Time**

This is the hold time for the call. Specifically, this is the amount of time that the agent put the caller on hold.

**Wrap Up Time**

This is the wrap-up time for an inbound or outbound ACD call. This is the time that the agent spent in Wrap-Up state (in association with this call). This value is only present for inbound or outbound ACD calls. If there is no wrap-up time associated with the ACD call, then the value is set to "0".

**Transfer Number**

This indicates whether the agent initiated a transfer by including the transfer destination.

## Transfer Location

This indicates the transfer destination type. This can be any of the following values:

- Call Center
- Call Center – Long Hold
- Outside Enterprise
- Within Enterprise

## Disposition Codes

This lists all disposition codes entered by the agent during the call or during the subsequent wrap-up period.

*NOTE: Disposition codes entered by agents in the context of a route point call are not reported.*

In a scenario in which a default disposition code is configured for a call center, the default code is listed in the report as long as the agent does not explicitly enter a code during the call or during a subsequent wrap-up period.

For example, if the agent does not enter a code during a call or in the subsequent wrap-up period, the default code appears in the report for the entry corresponding to the call. The agent may decide to return to the wrap-up state and enter one or more disposition codes. If this occurs, when the report is generated again, the entered disposition code(s) replaces the default code for the entry corresponding to the call.

## Transfer Summary Bar Chart

The Transfer Summary bar chart displays a bar for each of the top 10 transfer destinations. Underneath the bar chart, the number of ACD calls and the number of ACD calls transferred for the reporting period are also displayed. The bar chart is not displayed when there are no ACD calls transferred during the reporting interval.

## Agent Activity Report

*This report shows the different states and activity the agent undertakes as a summary of those states. For additional detail, use the Agent Activity Detail Report.*

The Agent Activity Report template is a real-time report template that can be used by administrators, agents, and supervisors to request real-time or historical reports. This is an interval-based report template.

The report provides information related to the activity of agent(s), such as the time that an agent spends in various states.

The report requires the following performance parameters: Call Completion and Short Duration

## Activity Duration Bar Chart

The Activity Duration bar chart shows the amount of time spent by the agent(s) in various states for the reporting period.

## Activity Duration Pie Chart

The Availability Duration pie chart shows the percentage and amount of time spent by the agent(s) in the Available, Unavailable, and Wrap-Up states for the reporting period.

## Agent Activity Counts Table

The Agent Activity Counts table displays a column for each counter described in the following table. The values of the Call Completion and Short Duration performance parameters are shown at the top of the table as Service Level and Short Call Threshold respectively.

The Agent Activity Counts table includes a row per interval for each agent who is active over the interval. It also includes the following summary rows:

- An interval summary row is provided for each interval if multiple agents have been selected. For all counters, the summary row represents the sum of the counter values for all agents reported in that interval.
- An agent summary row is provided for each agent over all intervals if multiple agents have been selected. For all counters, the summary row of an agent represents the sum of the counter values over all intervals for that agent.
- A report summary row is provided for all intervals and all agents. For all counters, the report summary row represents the sum of the counter values over all intervals for all agents reported.

## Activity Duration Table

The Activity Duration table displays a column for each duration counter. The table includes a row per interval for each agent who is active over the interval. It also includes the following summary rows:

- An interval summary row is provided for each interval if multiple agents have been selected. For all counters, the summary row represents the sum of the counter values for all agents reported in that interval.
- An agent summary row is provided for each agent over all intervals if multiple agents have been selected. For all counters, the summary row of an agent represents the sum of the counter values over all intervals for that agent.
- A report summary row is provided for all intervals and all agents. For all counters, the report summary row represents the sum of the counter values over all intervals for all agents reported.

## Agent Activity Data

The following data sets appear in the charts and reports:

### Available

This is the total time that the agent spent in the Available state.

### Unavailable

This is the total time that the agent spent in the Unavailable state.

### ACD Calls

This is the number of ACD calls made or received by the agent.

### Wrap Up

This is the total that the agent spent in the Wrap-Up state, specifically for ACD calls.

### Talk

This is the total time that the agent spent talking, for ACD calls. This does not include ring time or hold time.

### Hold

This is the total time that the agent spent holding the remote party for ACD calls.

### Idle

This is the total time that the agent was in the Available state and not on a call. This does not include ring time or the time during which the whisper announcement was playing for an answered ACD call.

### Staffed

This is the total time that the agent was signed in (that is, in any state except Sign-Out).

### Short Duration Calls

This is the number of short duration ACD calls received by the agent. This value depends on the value of the Short Duration performance parameter provided by the user when requesting the report. A call is a short duration call if the call time (that is, talk time + hold time) is less than the value of the performance parameter provided by the user.

**Calls Completed in Service Level**

This is the number of ACD calls completed within the requested service level. This value depends on the value of the Call Completion performance parameter provided by the user in the report request. A call is completed in service level if the call time (that is, talk time + hold time) is less than the value of the performance parameter provided by the user.

**Bounced Calls**

This is the number of ACD calls that were presented to the agent and bounced. A bounced call is a call that was presented to the agent but for some reason was not answered by the agent and remained in the queue.

**Transferred Calls**

This is the number of ACD calls made or received by the agent that were transferred to a new destination.

**Long Hold Bounced Calls**

This is the number of ACD calls received by the agent, which were transferred back to the call center after being held too long. Note that these types of transferred calls are not accounted for under the Transferred Calls column.

**Escalated Calls**

This is the number of non-emergency escalations performed by the agent.

**Emergency Calls**

This is the number of emergency escalations performed by the agent.



## Agent Activity Detail Report

*Use this report for comprehensive details about all phone activities your agent or agents take, even if they are not logged in to take ACD calls.*

The Agent Activity Detail Report template is a historical report template that can be used by administrators, agents, and supervisors to request historical reports. This is a non-interval-based template.

The report provides details related to the activity of agent(s) including all State, Disposition, and Call activity.

## Agent Activity Detail Table

The Activity Detail table can be run for single or multiple agents. An agent may only run the report against himself, while an administrator or supervisor may run the report for one or many of the agents within their scope. Every agent activity is captured as a row in the table. An activity has a start time and captures details about one of the following:

- State changes including Sign-in, Sign-out, Available, Unavailable, or Wrap-up.
- Disposition code changes including the disposition code used.
- Call details such as the type of call, calling/called number, and transfer information.

## Agent Activity Detail Data

The following data sets appear in the chart:

### Agent Name

This is the first and last name of the agent.

### Activity Time

This is the time when the agent performed the call, state, or disposition activity.

### Activity Type

This is the type of activity that occurred on the agent's behalf. The valid range of values for this column are as follows:

- State
- Disposition
- Call

### Activity Detail

This is the detail of the activity.

The valid range of values for "State" activity type are as follows:

- Sign-In
- Sign-Out
- Available
- Unavailable <unavailable code>
- Wrap-up

If the Activity Type column is set to "Disposition and contains the disposition code used by the agent for the call.

The valid range of values for “Call” activity type are as follows:

- Call Answered
- Call Placed
- Call Held
- Call Retrieved
- Call Released
- Call Transferred

### **Call Type**

This is the call type of the call. This can be any of the following values:

- Inbound ACD
- Outbound ACD
- Route Point
- Outbound Route Point
- Incoming (non-ACD/route point outside the company)
- Outgoing (non-ACD/route point outside the company)
- Internal (non-ACD/route point inside the company)

This column is only populated for “Call” activity type. Otherwise, this column is empty.

### **Callers/Called Number**

This is the number calling the agent or the number the agent called. This column is only populated for “Call” activity type. Otherwise, this column is empty.

### **Number Called**

This is the Dialed Number Identification Service (DNIS) or call center number called by the caller for an ACD call.

This value is only present for inbound ACD calls.

This column is only populated for “Call” activity type. Otherwise, this column is empty.

### **Transfer Number**

This indicates whether the agent has initiated a transfer by including the transfer destination. This column is only populated for “Call” activity type. Otherwise, this column is empty.

### **Transfer Location**

This indicates the transfer destination type. This can be any of the following values:

- Call Center
- Call Center – Long Hold
- Outside Enterprise
- Within Enterprise

This column is only populated for “Call” activity type. Otherwise, this column is empty.

## Agent Summary Report

*For an overview of agent performance, including averages and high-water marks, use this report.*

The Agent Summary Report template is a historical report template that can be used by administrators and supervisors to request historical reports. This is an interval-based report template.

The report provides summary information related to the performance of the agent(s), including the average and longest times spent on various types of calls and in various states.

## Call Summary Bar Chart

The Call Summary bar chart shows the average amount of time spent by the agent(s) on calls of various types for the reporting period.

## Activity Summary Bar Chart

The Activity Summary bar chart shows the average amount of time spent by the agent for the various agent and call states for the reporting period.

## High Water Marks Bar Chart

The High Water Marks bar chart shows the longest amount of time spent by the agent on calls of various call types for the reporting period. The duration of calls used to determine the high water mark is captured in the interval in which the call is ended.

## Call Summary Table

The Call Summary table displays a column for each counter described below. The Call Summary table includes a row per interval for each agent who is active over the interval. It also includes the following summary rows:

- An interval summary row is provided for each interval if multiple agents have been selected. The following formula is used to compute the interval summary:  $\Sigma (\text{Time for all agents in the time interval}) / \Sigma (\text{Occurrences for all agents in the time interval})$
- An agent summary row is provided for each agent over all intervals if multiple agents have been selected. The following formula is used to compute the agent summary:  $\Sigma (\text{Time for the agent over all intervals}) / \Sigma (\text{Occurrences for the agent over all time intervals})$
- A report summary row is provided for all intervals and all agents:  $\Sigma (\text{Time for all agents over all intervals}) / \Sigma (\text{Occurrences for all agents over all time intervals})$

## Activity Summary Table

The Activity Summary table displays a column for each duration counter described below. The Activity Summary table includes a row per interval for each agent who is active over the interval. It also includes the following summary rows:

- An interval summary row is provided for each interval if multiple agents have been selected. The following formula is used to compute the interval summary:

---


$$\frac{\sum (\text{Time for all agents in the time interval})}{\sum (\text{Occurrences for all agents in the time interval})}$$


---

- An agent summary row is provided for each agent over all intervals if multiple agents have been selected. The following formula is used to compute the agent summary:

---


$$\frac{\sum (\text{Time for the agent over all intervals})}{\sum (\text{Occurrences for the agent over all time intervals})}$$


---

- A report summary row is provided for all intervals and all agents:

---


$$\frac{\sum (\text{Time for all agents over all intervals})}{\sum (\text{Occurrences for all agents over all time intervals})}$$


---

## High Water Marks Table

The High Water Marks table displays a column for each duration counter. The table includes a row per interval for each agent who is active over the interval. It also includes the following summary rows:

- An interval summary row is provided for each interval if multiple agents have been selected. This represents the maximum value for all agents in that interval.
- An agent summary row is provided for each agent over all intervals if multiple agents have been selected. This represents the maximum value for that agent over all intervals.
- A report summary row is provided for all intervals and all agents. This represents the maximum value for all agents over all intervals.

The duration counters included in the report are described in the following table. The duration of calls used to determine the high water mark is captured in the interval in which the call is ended.

## Agent Summary Data

The following data sets appear in the charts and reports:

### Average ACD Duration

This is the  $\Sigma$  (ACD call time [that is, talk time + hold time] for all agents for all time periods)/ $\Sigma$  (Answered ACD calls for all agents for all time periods).

### Average Outbound ACD Duration

This is the  $\Sigma$  (Outbound ACD call time [that is, talk time + hold time] for all agents for all time periods)/ $\Sigma$  (Outbound ACD calls for all agents for all time periods).

### Average Route Point Duration

This is the  $\Sigma$  (Route point call time [that is, talk time + hold time] for all agents for all time periods)/ $\Sigma$  (Answered route point calls for all agents for all time periods).

### Average Outbound Route Point Duration

This is the  $\Sigma$  (Outbound route point call time [that is, talk time + hold time] for all agents for all time periods)/ $\Sigma$  (Outbound route point calls for all agents for all time periods).

### Average Inbound Duration

This is the  $\Sigma$  (Inbound call time [that is, talk time + hold time] for all agents for all time periods)/ $\Sigma$  (Inbound calls for all agents for all time periods).

### Average Outbound Duration

This is the  $\Sigma$  (Outbound call time [that is, talk time + hold time] for all agents for all time periods)/ $\Sigma$  (Outbound calls for all agents for all time periods).

### Average Internal Duration

This is the  $\Sigma$  (Internal call time [that is, talk time + hold time] for all agents for all time periods)/ $\Sigma$  (Internal calls for all agents for all time periods).

### Average Staffed Time

This is the  $\Sigma$  (Sign-in time for all agents for all time periods)/ $\Sigma$  (Number of sign-ins for all agents for all time periods).

### Average Wrap-Up Time

This is the  $\Sigma$  (Wrap-up time for ACD calls for all agents for all time periods)/ $\Sigma$  (Number of times an agent was in Wrap-Up state for ACD calls for all agents for all time periods).

### Average Unavailable Time

This is the  $\Sigma$  (Unavailable time for all agents for all time periods)/ $\Sigma$  (Number of times an agent was in Unavailable state for all agents for all time periods).

### Average Talk Time

This is the  $\Sigma$  (Total talk time for all agents for all time periods)/ $\Sigma$  (ACD calls for all agents for all time periods).

**Average Hold Time**

This is the  $\Sigma$  (Total hold time for all agents for all time periods)/ $\Sigma$  (ACD calls for all agents for all time periods).

**Average Handle Time**

This is the  $\Sigma$  (Total talk time for all agents for all time periods) +  $\Sigma$  (Total hold time for all agents for all time periods) +  $\Sigma$  (Wrap-up time for ACD calls for all agents for all time periods)/ $\Sigma$  (ACD calls for all agents for all time periods).

**Longest ACD Call**

This is the longest amount of time spent on an ACD call.

**Longest Outbound ACD Call**

This is the longest amount of time spent on an outbound ACD call.

**Longest Route Point Call**

This is the longest amount of time spent on a route point call.

**Longest Outbound Route Point Call**

This is the longest amount of time spent on an outbound route point call.

**Longest Inbound Call**

This is the longest amount of time spent on an inbound call (non-ACD/route point outside company).

**Longest Outbound Call**

This is the longest amount of time spent on an outbound call (non-ACD/route point outside company) by the agent for that interval.

**Longest Internal Call**

This is the longest amount of time spent on an internal call (non-ACD/route point within company) by the agent for that interval.

## Agent Unavailability Report

*This report is useful to show the amount of time an agent or agents spend in given unavailable codes. These codes are defined using the global parameters in the Customer Administration Portal. If the agent is not using either a softphone client or the agent client portal, they will be quite limited in their ability to select specific unavailable codes.*

The Agent Unavailability Report template is a historical report template that can be used by administrators and supervisors to request historical reports. This is an interval-based report template.

The report provides information related to the unavailability codes used by agents when setting their state to Unavailable. Unavailable codes are defined in the Customer Administration Portal.

### Unavailable Codes Pie Chart

The Unavailable Codes pie chart shows the number of times that a particular unavailability code is used for the reporting period.

Each label represents one of the top 10 codes used.

- For a single agent report, these are the top 10 codes used by the agent.
- For a multiple agent report, these are the top 10 codes used by all agents.

In addition, the Other label is displayed (when applicable) and represents the sum of all other codes. The No Code label is displayed (when applicable) and represents the sum of all times where an unavailability code was not used.

### Unavailable Code Duration Pie Chart

The Unavailable Code Duration bar chart shows the amount of time that an unavailability code is used for the reporting period.

Each label represents one of the top 10 codes used.

- For a single agent report, these are the top 10 codes used by the agent.
- For a multiple agent report, these are the top 10 codes used by all agents.

In addition, the Other label is displayed (when applicable) and represents the sum of all other codes and the No Code label is displayed (when applicable) and represents the sum of all times that an unavailability code was not used. The bars are first ordered by size and then by name. The bars Other and No Code, when applicable, are always displayed to the far right, in that order. The bar chart is not displayed when there are no unavailability codes used during the reporting interval.

## Unavailable Codes Table

The Unavailable Codes table displays a column for each of the top 10 codes used. The table includes a row per interval for each agent who is active over the interval. It also includes the following summary rows:

- An interval summary row is provided for each interval if multiple agents have been selected. For all columns, the summary row represents the sum of the counter values for all agents reported in that interval.
- An agent summary row is provided for each agent over all intervals if multiple agents have been selected. For all columns, the summary row of an agent represents the sum of the counter values over all intervals for that agent.
- A report summary row is provided for all intervals and all agents. For all columns, the report summary row represents the sum of the counter values over all intervals for all agents reported.

Each column represents one of the top 10 codes used.

- For a single agent report, these are the top 10 codes used by the agent.
- For a multiple agent report, these are the top 10 codes used by all agents.

In addition, the Other column is displayed (when applicable) and represents the sum of all other codes and a No Code column is displayed (when applicable) and represents the sum of all times that an unavailability code was not used. The columns are first ordered by the size of the report summary row, that is, the values in the last row of the table, and then when the values are the same, by the code name. The Other and No Code columns, when applicable, are always displayed to the far right, in that order.

## Unavailable Code Duration Table

The Unavailable Code Duration table displays a column for each of the top 10 codes used.

The table includes a row per interval for each agent who is active over the interval. It also includes the following summary rows:

- An interval summary row is provided for each interval if multiple agents have been selected. For all columns, the summary row represents the sum of the duration values for all agents reported in that interval.
- An agent summary row is provided for each agent over all intervals if multiple agents have been selected. For all columns, the summary row of an agent represents the sum of the duration values over all intervals for that agent.
- A report summary row is provided for all intervals and all agents. For all columns, the report summary row represents the sum of the duration values over all intervals for all agents reported.

Each column represents one of the top 10 codes used.

- For a single agent report, these are the top 10 codes used by the agent.
- For a multiple agent report, these are the top 10 codes used by all agents.

In addition, an Other column is displayed (when applicable) and represents the sum of all other codes and a No Code column is displayed (when applicable) and represents the sum of all times that an unavailability code was not used. The columns are first ordered by the size of the report summary row, that is, the values in the last row of the table, and then when the values are the same, by the code name. The Other and No Code columns, when applicable, are always displayed to the far right, in that order.



## Agent Disposition Code Report

*This report will show the disposition codes used by the given agent or agents. Since disposition codes are only available to agents in premium call queues and those using the agent client portal, this report will not show information under many instances.*

The Agent Disposition Code Report template is a historical report template that can be used by administrators and supervisors to request historical reports. This is an interval-based report template.

The report provides information related to disposition codes used by agents.

### Disposition Codes Pie Chart

The Disposition Codes pie chart shows the number of times that a particular disposition code is used for the reporting period.

Each label represents one of the top 10 codes used.

- For a single agent report, these are the top 10 codes used by the agent.
- For a multiple agent report, these are the top 10 codes used by all agents.

In addition, the Other label is displayed (when applicable) and represents the sum of all other codes.

### Disposition Codes Table

The Disposition Codes table includes a row per interval for each agent who is active over the interval. It also includes the following summary rows:

- An interval summary row is provided for each interval if multiple agents have been selected. For all columns, the summary row represents the sum of the counter values for all agents reported in that interval.
- An agent summary row is provided for each agent over all intervals if multiple agents have been selected. For all columns, the summary row of an agent represents the sum of the counter values over all intervals for that agent.
- A report summary row is provided for all intervals and all agents. For all columns, the report summary row represents the sum of the counter values over all intervals for all agents reported.

Each column represents one of the top 10 codes used.

- For a single agent report, these are the top 10 codes used by the agent.
- For a multiple agent report, these are the top 10 codes used by all agents.

In addition, the Other column (when applicable) represents the sum of all other codes.

The columns are first ordered by the size of the report summary row, that is, the values in the last row of the table, and then when the values are the same, by the code name. The Other column, when applicable, is displayed to the far right.

## Agent Sign In Sign Out Report

*This report shows the sign in and sign out activity of a selected agent or agents. This can be useful if you use sign in and sign out to track agents breaks and lunches.*

The Agent Sign In Sign Out Report template is a historical report template that can be used by administrators, agents, and supervisors to request historical reports. This is a non-interval-based template.

The report provides information related to the sign-in and sign-out events of agents.

### Sign In Sign Out Table

The Sign In Sign Out table displays a column for each value described in the following table. There is one Sign In Sign Out table per agent, if multiple agents have been selected.

A row is included in this report for each agent sign-in that occurs within the requested time frame of the report.

### Average Staffed Duration Bar Chart

The Average Staffed Duration bar chart is only included for multiple agent reports and shows the average staffed time for each agent for the reporting period.

Each label represents an agent and displays the average staffed time period. The average staffed duration is computed as the total staffed duration divided by the number of sign-ins for the agent during the reported period. The labels are presented in alphabetical order (last name, first name).

### Sign In Sign Out Data

The following data sets appear in the chart and report:

#### Sign In Date/Time

This is the date/time that the agent signed in (that is, the agent's ACD state was set to any value other than "sign-out").

#### Sign Out Date/Time

This is the date/time that the agent signed out (that is, the agent's ACD state was set to "sign-out").

If the sign-in time is during the time frame of the report and the sign-out time occurs after the time frame of the report but before the report generation time, the sign-out time is shown in the report.

#### Staffed Duration

This is the amount of time that the agent was signed in. This is the time elapsed between the sign-in date/time and the sign-out date/time.

## Call Center Incoming Calls Report

*Use this report to view the incoming calls to a selected queue or queues. Much of the information gathered is only useful for premium call centers, but the basic info still applies to standard queues.*

The Call Center Incoming Calls Report template is a real-time report template that can be used by administrators and supervisors to request real-time or historical reports. This is an interval-based report template.

The report provides information related to how incoming calls are handled by call centers, whether they are queued or handled by policy prior to being queued.

## Inbound Calls to Call Center Pie Chart

The Inbound Calls To Call Center pie chart shows the count and percentage for each action that can occur for an incoming call to a call center or DNIS for the reporting period.

## Incoming Calls Table

The Inbound Calls table displays a column for each counter included. The Inbound Calls table includes a row per interval for each call center or DNIS that is active over the interval.

It also includes the following summary rows:

- An interval summary row is provided for each interval if multiple DNISs or queues were selected. For all counters, the summary row represents the sum of the counter values for all call centers or DNISs reported in that interval.
- A call center or DNIS summary row is provided for each call center or DNIS over all intervals if multiple call centers or DNISs were selected. For all counters, the row is the sum of the counter values for the call center or DNIS reported over all intervals.
- A report summary row is provided for all intervals and all call centers or DNISs. For all counters, the summary row represents the sum of the counter values for all call centers or DNISs reported over all intervals.

## Incoming Calls Data

The following data sets appear in the chart and report:

### Calls Queued

This is the number of calls that were placed in the queue.

### Calls Overflowed – Size

This is the number of calls that were handled according to the Overflow policy based on size.

### Force Forwarding Applied

This is the number of calls that were handled according to the Forced Forwarding policy.

### Night Service Applied

This is the number of calls that were handled according to the Night Service policy.

### Holiday Service Applied

This is the number of calls that were handled according to the Holiday Service policy.

**Calls Received**

This is the number of calls received by the call center. This is the sum of “Calls Queued”, “Calls Overflowed – Size”, “Forced Forwarding Applied”, “Night Service Applied”, and “Holiday Service Applied”.

**Received via Overflow**

This is the number of calls received by the call center via overflow. Specifically, this is the number of calls that have triggered the Overflow policy in a call center within the company and where the Overflow policy was configured to redirect the call to this call center.

## Call Center Report

The Call Center Report template is a real-time report template that can be used by administrators and supervisors to request real-time or historical reports. This is an interval-based report template.

The report provides information related to how calls are handled by call centers once they have been queued.

### Call Center Activity by Answered Calls Pie Chart

The Call Center Activity by Answered Calls pie chart shows the percentage and count for each action that can occur once a call has been queued to a call center or DNIS for the reporting period.

### Skill Level Pie Chart

The Skill Level pie chart shows the percentage and number of calls answered by agents at a particular skill level for the reporting period. The pie chart is not shown if:

- The set of call centers selected for the report contains only those that were priority-based for the duration of the reporting interval.
- The set of call centers selected for the report includes call centers that were skill-based at some point in the reporting interval, but no calls were answered in those call centers.

### Call Center Activity Bar Chart

The Call Center Activity bar chart shows the counts for each action that can occur once a call has been queued in a call center or DNIS for the reporting period.

### Call Center Activity Table

The Call Center Activity table displays a column for each counter described in the following table.

The table includes a row per interval for each call center or DNIS that is active over the interval. It also includes the following summary rows:

- An interval summary row is provided for each interval if multiple DNISs or queues have been selected. For counters, the summary row represents the sum of the counter values for all agents reported in that interval. For percentages, the following formula is used to compute the interval summary:

---


$$\frac{\sum (\text{Number of calls answered in service level for all call centers or DNISs in the time interval})}{\sum (\text{Occurrences for all call centers or DNISs in the time interval})}$$


---

- A call center or DNIS summary row is provided for each call center or DNIS over all intervals if multiple call centers or DNISs have been selected. For counters, the summary row represents the sum of the counter values for the agent reported over all intervals. For percentages, the following formula is used to compute the call center or DNIS summary:

---


$$\frac{\Sigma (\text{Number of calls answered in service level for the call center or DNIS over all time intervals})}{\Sigma (\text{Occurrences for the call center or DNIS over all time intervals})}$$


---

- A report summary row is provided for all intervals and all call centers or DNISs. For counters, the summary row represents the sum of the counter values for all agents reported over all intervals. For percentages, the following formula is used to compute the report summary:

---


$$\frac{\Sigma (\text{Number of calls answered in service level for all call centers or DNISs})}{\Sigma (\text{Occurrences for all for all call centers or DNISs over all time intervals})}$$


---

## High Water Marks Table

The High Water Marks table displays a column for each counter described in the following table.

The High Water Marks table includes a row per interval for each call center or DNIS that is active over the interval. It also includes the following summary rows:

- A summary row is provided for each interval if multiple DNISs or queues have been selected. This represents the maximum value for all call centers or DNISs in that interval.
- A summary row is provided for each call center or DNIS over all intervals if multiple call centers or DNISs have been selected. This represents the maximum value for the call center or DNIS over all intervals.
- A summary row is provided for all intervals and all call centers or DNISs. This represents the maximum value for all call centers or DNISs over all intervals.

## Call Center Data

The following data sets appear in the charts and reports:

### Calls Queued

This is the number of incoming calls that were queued.

### Calls Escaped

This is the number of calls that were removed from the queue as a result of the caller dialing the escape key.

### Calls Abandoned

This is the number of calls that were removed from the queue as a result of the caller hanging up.

### Calls Presented

This is the number of calls that were offered to an agent, which were either bounced, answered, or overflowed after being offered. Note that while a call is queued, it may be offered multiple times to an agent. This counter is incremented each time the call is offered to an agent.

*NOTE 1: A call may be presented to an agent, and then the overflow timer can expire and cause the call to be overflowed without being bounced or answered.*

*NOTE 2: If the Simultaneous Distribution policy is used, a call may be offered to several agents simultaneously. Such a case is counted as a single call offer, and consequently, a single bounce if none of the alerted agents answered the call.*

#### **Calls Transferred**

This is the number of calls that were transferred out of the queue by supervisor action.

#### **Calls Answered**

This is the number of calls that were answered by an agent.

#### **Calls Answered in [xx] secs**

This is the number of calls that were answered by an agent within [xx] seconds.

#### **% Calls Answered in Service Level**

This is the percentage of “queued” calls that were answered by an agent within the service level specified in the report request.

The determination of the type of calls that are counted as “queued” calls for this calculation depends on the input parameters to the report request. For more information regarding the types of calls included for this calculation, see Appendix: Performance Parameters.

#### **% Answered Calls Answered in Service Level**

This is the percentage of answered calls that were answered by an agent within the service level specified in the report request.

#### **Calls Overflowed – Time**

This is the number of calls that were removed from the queue as a result of triggering the Overflow-Time policy.

**Calls Bounced** This is the number of calls that bounced and remained in the queue, which were presented to agents.

*NOTE: If the context is the Simultaneous Distribution policy, a call may be offered to multiple agents simultaneously. Such cases are counted as a single call offer, and consequently, a single bounce if none of the alerted agents answered the call.*

#### **Calls Bounced – Transferred**

This is the number of calls that were transferred out of the queue as a result of triggering the Bounced policy.

#### **Calls Stranded**

This is the number of calls that were removed from the queue as a result of triggering the Stranded policy.

Notice that these bounced calls are not accounted under the “Calls Bounced” column.

#### **Calls Stranded – Unavailable**

This is the number of calls that were removed from the queue as a result of triggering the Stranded – Unavailable policy.

#### **No Skill**

Number of calls answered by agents from priority-based call centers.

**Skill X, X = 1..20**

Number of calls answered by agents at skill level “X”.

**Longest Wait Time**

This is the maximum amount of time a caller waited in the queue (including any preserved wait time from other queues). Depending on the Call Center Queuing policy, the waiting time may be reset to “0” when a call is transferred to another queue or it may be preserved in the new queue.

**Longest Answer Time**

This is the maximum amount of time a caller waited before the call was answered for this reporting period. This is the waiting time plus the ringing time before answer.

**Longest Wait Abandoned**

This is the maximum amount of time a caller waited (including any preserved wait time from other queues) before abandoning the call for this reporting period.



## Call Center Presented Calls Report

*This report shows information about calls once they reach the call center queue.*

The Call Center Presented Calls report template is a real-time report template that can be used by administrators and supervisors to request real-time or historical reports. This is an interval-based report template.

The report provides information on how calls are handled by call centers once they have been queued.

The report requires the Service Level performance parameter.

## Call Center Activity by Presented Calls Pie Chart

The Call Center Activity by Presented Calls pie chart shows the percentage and count for each action that can occur once a call has been queued for the reporting period. The percentage is also based on the sum of calls queued and calls presented to agents.

## Call Center Activity by Presented Calls Data

The following data sets appear in the chart:

### Calls Escaped

This is the number of calls that were removed from the queue as a result of the caller dialing the escape key.

### Calls Abandoned

This is the number of calls that were removed from the queue as a result of the caller hanging up.

### Calls Transferred

This is the number of calls that were transferred out of the queue by supervisor action.

### Calls Answered

This is the number of calls that were answered by an agent.

### Calls Overflowed – Time

This is the number of calls that were removed from the queue as the result of triggering the Overflow – Time policy.

### Calls Bounced – Transferred

This is the number of calls that were transferred out of the queue as a result of triggering the Bounced policy.

### Calls Stranded

This is the number of calls that were removed from the queue as a result of triggering the Stranded policy.

### Calls Stranded – Unavailable

This is the number of calls that were removed from the queue as a result of triggering the Stranded – Unavailable policy.

## Calls Bounced

This is the number of calls that bounced. A bounced call is a call that was presented to an agent but for some reason the call was not answered by the agent and remained in the queue.

*NOTE: If the context is the Simultaneous Distribution policy, a call may be offered to multiple agents simultaneously. Such a case is counted as a single call offer, and consequently, a single call bounce if none of the alerted agents answered the call.*

## Call Center Summary Report

*This report is used to view high level information about the selected call center or call centers.*

The Call Center Summary Report template is a historical report template that can be used by administrators and supervisors to request historical reports. This is an interval-based report template.

The report provides summary information related to call center or DNIS performance, including average statistics for wait time, speed of answer, abandonment time, and staffed time.

## Call Center Summary Line Chart

The Call Center Summary line chart shows specific averages related to a call center or DNIS for the reporting period.

## Call Center Summary Table

The Call Center Summary table displays a column for each counter described in the following table. The Inbound Calls table includes a row per interval for each call center or

DNIS that is active over the interval. It also includes the following summary rows:

- An interval summary row is provided for each interval if multiple DNISs or queues have been selected. The following formula is used to compute the interval summary:

---


$$\Sigma (\text{Time for all call centers or DNISs for the interval}) / \Sigma (\text{Occurrences for all call centers or DNISs for the time interval})$$


---

- A call center or DNIS summary row is provided for each call center or DNIS over all intervals if multiple call centers or DNISs have been selected. The following formula is used to compute the call center or DNIS summary:

---


$$\Sigma (\text{Time for the call center or DNIS over all intervals}) / \Sigma (\text{Occurrences for the call center or DNIS over all time intervals})$$


---

## Call Center Summary Data

The following data sets appear in the chart and report:

### Average Wait Time

This is the total wait time for the calls answered during the interval divided by the number of calls answered during the interval.

### Average Speed of Answer

This is the total wait time plus the total ring time for the calls answered during the interval divided by the number of calls answered during the interval.

**Average Abandonment Time**

This is the total abandonment time for the calls abandoned during the interval divided by the number of calls abandoned during the interval.

**Average Staff**

This is the average number of agents staffing the call center(s) during the reporting period interval. This is the total staff time divided by the interval period.

## Service Level Report

*Use this report to determine the number and percentage of calls handled within a given service level.*

The Service Level Report template is a historical report template that can be used by administrators and supervisors to request historical reports. This is an interval-based report template.

This report requires the following performance parameters: Service Level, Service Level Objective

### Service Level Deviation Line Chart

The Service Level Deviation line chart shows the number of calls to a call center or DNIS that were answered within the provided service levels for the reporting period.

Each label represents one of the service levels provided in the request.

If the Service Level Objective parameter is not provided in the request, then it is not shown on the chart. In addition, when a report contains a large number of data points, the values listed on the x-axis are presented vertically. Moreover, although all values are plotted on the line chart, values on the Date/Time axis (that is, the x-axis) are skipped to maintain readability.

### Service Level Average Bar Chart

The Service Level Average bar chart shows the percentage of calls to a call center or DNIS that were answered within the provided service levels for the reporting period.

Each label represents one of the service levels provided in the request.

### Service Level Table

The Service Level table displays a column for each value described in the following table. The Service Level table includes a row per interval for each call center or DNIS that is active over the interval. It also includes the following summary rows:

- An interval summary row is provided for each interval if multiple DNISs or queues have been selected. The following formula is used to compute the averages or percentages of the interval summary:

---


$$\frac{\sum (\text{Time/number of calls for all call centers or DNISs for the interval})}{\sum (\text{Occurrences for all call centers or DNISs for the time interval})}$$


---

- A call center or DNIS summary row is provided for each call center or DNIS over all intervals if multiple call centers or DNISs have been selected. The following formula is used to compute the averages or percentages of the call centers or DNIS summary:

---


$$\frac{\sum (\text{Time/number of calls for the call center or DNIS over all intervals})}{\sum (\text{Occurrences for the call center or DNIS over all time intervals})}$$


---

- A report summary row is provided for all intervals and all call centers or DNISs. The following formula is used to compute the averages or percentages of the report summary:

---


$$\frac{\Sigma (\text{Time/number of calls for all call centers or DNISs over all intervals})}{\Sigma (\text{Occurrences for all call centers or DNISs over all time intervals})}$$


---

## Number of Calls by Call Type Table Data

The following data sets appear in the chart and table:

### Average Wait Time

This is the total wait time divided by the number of calls answered.

### Average Speed of Answer

This is the total wait time plus the total ring time, divided by the number of calls answered.

### Calls Answered within [xx] secs

This is the number of calls answered within [xx] seconds.

### % Within [xx] secs

This is the percentage of queued calls answered within [xx] seconds.

The determination of the type of calls that are counted as “queued” calls for this calculation depends on the input parameters to the report request. For more information regarding the types of calls included for this calculation, see Appendix: Performance Parameters.

## Call Center Call Detail Report

*You can use this report to show details about activity within a given call center or call centers.*

The Call Center Call Detail Report template is a historical report template that can be used by administrators and supervisors to request historical reports. This is a non-interval-based template.

The report provides information related to calls received by the call center or DNIS.

### Call Detail Table

The Call Detail table shows the details for each call received by the call center or DNIS for the reporting period.

Only completed calls are shown in this report. A call is completed when the following conditions are met:

- The incoming call to the call center or DNIS is abandoned, transferred, or has a policy applied to it such that the call is no longer present in the queue.

-or-

- The incoming call to the call center or DNIS is offered to and answered by an agent, and:
  - The agent releases or transfers the call and the call completion timer expires (the purpose of the call completion timer is to allow the agent to make a transition to the Wrap-Up state following the end of an ACD call).

-or-

- The agent makes a transition out of Wrap-Up state following the end of an ACD call.

*NOTE: The agent may re-enter the Wrap-Up state following the completion of a call and the agent may enter additional disposition codes. In such a case, reports run at various times may provide different details for a given call, and more specifically, the wrap-up time of the call and the disposition codes entered for that call.*

### Call Detail Data

The following data sets appear in the table:

#### Call Center Name

This is the name of the call center. It is only present if the report request is for multiple call centers.

#### DNIS Name

This is the name of the DNIS. It is only present if the report request is for multiple DNISs.

#### DNIS Number

This is the number of the DNIS. It is only present if the report request is for multiple DNISs.

#### Call Start Time

This is the time that the call entered the queue or was processed by a policy prior to being queued.

#### Call Answer Time

This is the time that the call was answered by the agent. This field is only populated if the Call Result column is set to "Answered".

**Call End Time**

This is the time that the call ended with the agent, the time that the call was removed from the queue for non-answered calls, or the time that the call was processed by a policy prior to being queued.

In a scenario in which an agent answered the call, this corresponds to the time that the call was released by the agent or remote party, or the time that the call was transferred by the agent.

**Agent Name**

This is the name of the agent (last name, first name).

**Agent Number/Extension**

This is the phone number/extension of the agent.

**Caller's Number**

This is the number of the calling party.

**Policy Applied**

This indicates whether a policy was applied to the call prior to the call being queued. The possible values for this column are Night Service, Holiday Service, Forced Forwarding, and Overflow – Size.

**Call Result**

This indicates the result of the call once it has been queued.

The possible values are Escaped, Abandoned, Answered, Overflow – Time, Stranded, Stranded-Unavailable, Transferred, and Bounced Transferred. Wait Time This is the call's wait time in the queue. (It is empty if forwarded by Night Service, Holiday Service, Forced Forwarding, or Overflow policy). The wait time includes any preserved wait time if the call was in other queues.

**Transfer Number**

This captures the transfer destination if a supervisor transferred the call out of the queue.

**Number of Bounces**

This indicates the number of times that a call bounced.

**Bounced Transfer Number**

This captures the transfer destination if the call was transferred out of the queue according to the Bounced Calls policy.

**Talk Time**

This is the time an agent spends talking on a call. This does not include the time the caller is on hold. Note that this is only the talk time for an agent servicing this queue and does not include talk time as a result of transfer.

**Hold Time**

This is the total time the call was put on hold by the answering agent. Note that this is only the hold time for an agent servicing this queue.



**Wrap Up Time**

This is the time spent, in seconds, in Wrap-Up state, by the agent who answered the call. If there is no wrap-up time associated with the call, then the value is set to "0".

**Agent Transfer Number**

This captures the transfer destination if the agent transferred the call after answering it.

**Disposition Codes**

This captures the list of disposition codes that were applied to the call or in the subsequent wrap-up period by the answering agent.

In a scenario in which a default disposition code is configured for a call center, the default code is listed in the report as long as the agent does not explicitly enter a code during the call or during a subsequent wrap-up period.

For example, if the agent does not enter a code during a call or in the subsequent wrap-up period, then the default code appears in the report for the entry corresponding to the call. The agent may decide to return to the wrap-up state and enter one or more disposition codes. If the report is generated again, the entered disposition code(s) replaces the default code for the entry corresponding to the call.

## Call Center Disposition Code Report

*Use this report to reveal details about the call disposition codes used for the selected queue or queues. Since only premium call centers can utilize call disposition codes, this report will not have any information for standard queues.*

The Agent Call Report template is a real-time report template that can be used by administrators, agents, and supervisors to request real-time or historical reports. This is an interval-based report template.

The report provides information about the number of calls handled by agents, reported by call type.

### Disposition Codes Pie Chart

The Disposition Codes pie chart shows the number of times that a particular disposition code is used for the reporting period.

Each label represents one of the top 10 codes used.

- For a single call center or DNIS report, these are the top 10 codes used by the agent.
- For a multiple call center or DNIS report, these are the top 10 codes used by all agents.

In addition, the Other label is displayed (when applicable) and represents the sum of all other codes.

### Disposition Codes Table

The Disposition Codes table includes a row per interval for each call center or DNIS that is active over the interval. It also includes the following summary rows:

- An interval summary row is provided for each interval if multiple call centers or DNISs have been selected. For all columns, the summary row represents the sum of the counter values for all call centers or DNISs reported in that interval.
- An agent summary row is provided for each agent over all intervals if multiple call centers or DNISs have been selected. For all columns, the summary row of an agent represents the sum of the counter values over all intervals for that call center or DNIS.
- A report summary row is provided for all intervals and all call centers or DNISs. For all columns, the report summary row represents the sum of the counter values over all intervals for all call centers or DNISs reported.

Each column represents one of the top 10 codes used.

- For a single call center or DNIS report, these are the top 10 codes used on calls for the call center or DNIS.
- For a multiple call center or DNIS report, these are the top 10 codes used on calls for all call centers or DNISs.

In addition, the Other column, which represents the sum of all other codes, is displayed. The columns are first ordered by the size of the report summary row, that is, the values in the last row of the table, and then when the values are the same, by the code name. The Other column, when applicable, is displayed to the far right.

## Call Center Overflow Matrix Report

*This report will show a summary of the calls that overflow from a selected call queue or queues.*

The Call Center Overflow Matrix Report template is a historical report template that can be used by administrators and supervisors to request historical reports. This is an interval-based report template.

The report provides information related to calls that overflow from one call center or DNIS to another within the same company, in relation to the Overflow policy (size or time).

## Overflow Matrix

The Overflow Matrix provides a summary of the number of calls that overflow from one call center of a company to another call center within the same company.

## Appendix

This section is meant to further provide clarity on the metrics found in the reports.

### Performance Parameters

The following lists the performance parameters you may be required to provide when scheduling or running a report.

*NOTE: the parameter names may differ depending on the interface you use to request the report.*

#### Call Completion

This setting is used to count the number of ACD calls an agent has completed within a service level during the specified interval. The Call Completion service level can be set to “1” through “7200” seconds.

#### Short Duration

This setting is used to count the number of ACD short duration calls completed by an agent during an interval. You can set the maximum length of a short duration call to “1” through “7200” seconds.

#### Service Level

This setting allows you to provide up to five service levels, used to perform service-level calculations for each call center or DNIS per interval service level threshold. Each service-level threshold can be set to “1” through “7200” seconds.

Service levels are usually a function of the number of answered calls:

- A call is said to be within the service level if it is answered within the provided threshold value in seconds.
- The % in service level is usually calculated as the number of calls answered within the provided threshold value divided by the number of answered calls.

Other types of calls may (optionally) be included for the calculation of the % in service-level value:

- Transfers due to time overflow (calls removed from the queue according to the Overflow-Time policy)
- Other transfers (calls removed from the queue according to the Bounced or Stranded Calls policy due to a supervisor transfer or a caller escape)
- Abandoned calls – Choice between:
  - Ignore all abandoned calls
  - Include all abandoned calls
  - Include calls abandoned after the entrance message has finished playing
  - Include calls abandoned after the specified time interval: 1 through 7200 seconds

For example, if transfers due to time overflow are included, then the formula to obtain the % in service level is as follows:

---

$$\% \text{ in service level} = (\text{Number of calls answered within the provided threshold}) \text{ divided by } (\text{Number of calls answered} + \text{number of calls transferred due to time overflow})$$

---

## Service Level Objective

This provides an indicator for the service-level objective, expressed as a percentage value.

### Abandoned Call

This parameter is used to count the number of calls abandoned within a specified time. Up to four thresholds can be specified, resulting in up to four different counts. Each threshold can be set to “1” through “7200”

## Call Types

This section defines different types of calls measured in call center statistics.

### Abandoned Call

This is an ACD call that entered the queue, but the caller hung up before the call was answered or transferred.

### ACD Call

This is an inbound call received by an agent from an ACD queue.

### Answered Call

This is an ACD call that was answered by an agent.

### Bounced Call

This is an ACD call that was offered to an agent but remained in the queue because it was not answered by the agent in the specified time.

### Escalated Call

This is an ACD call that an agent escalated to a supervisor using a nonemergency escalation procedure.

### Escaped Call

This is an ACD call that entered the queue but was removed from the queue because the caller dialed the escape key.

### Emergency Call

This is an ACD call that an agent escalated to a supervisor using an emergency escalation procedure.

### Held Call

This is an ACD call that was placed on hold by an agent. Each time an agent places a call on hold, it is counted as a held call.

### Inbound Call

This is a non-ACD or route point call outside the company received by the agent.

### **Internal Call**

This is a non-ACD or route point call within the company made or received by the agent.

### **Long Hold Bounced Call**

This is an ACD call (received by an agent) that was transferred back to the queue after being held too long.

### **Outbound ACD Call**

This is an outbound call initiated by an agent using the call center or DNIS number.

### **Outbound Call**

This is a non-ACD or route point call outside the company made by the agent.

### **Outbound Route Point Call**

This is a call initiated by an agent using the identity of a route point.

### **Overflowed Call**

This is an ACD call that was received, but immediately transferred to another destination due to exceeding the configured maximum queue size or the configured maximum wait time.

### **Presented Call**

This is an ACD call that is routed from a call center to an agent (rings the agent or attempts to ring the agent).

### **Queued Call**

This is an ACD call that is not immediately diverted using the Night Service, Holiday Service, Forced Forwarding, or Overflow Size policy, and goes to the queue to be distributed to an agent or to wait for an available agent.

### **Received Call**

This is an ACD call that was received in the queue. The call can be queued, presented to an agent, or diverted using the Night Service, Holiday Service, Forced Forwarding, or Overflow Size policy.

### **Route Point Call**

This is a call received by an agent from a route point.

### **Short Duration Call**

An ACD call is a short duration call if the call time (that is, talk time + hold time) is less than the value of the Short Duration performance parameter specified in the report request.

### **Stranded Call**

This is an ACD call that is in the queue after all agents assigned to the queue have moved to the Sign-Out ACD state.

### **Transferred Call**

This is an ACD call that was transferred to a new destination.

## Other Terms used in Statistics Measurements

This section defines various terms used in call center statistics measurements.

### Agents Staffed

This is the number of agents that are in the ACD states of Sign-In, Available, Unavailable, and Wrap-Up. Agents that are only “Joined” to a call center and cannot set their ACD state are not counted as Agents Staffed.

### Hold Time

This is the amount of time that the agent has put the caller on hold. Note that this is only the hold time for an agent answering the call and does not include hold time if this call was answered by other agents.

### Ring Time

This is the ringing time for a call that is actually answered by an agent. If the call was previously offered to an agent and then bounced, the ringing time associated with the bounced call is accounted for as wait time and is not included. The time during which the whisper message (if enabled) is playing is accounted for as ring time and is included.

### Service Level

This is the time limit, in seconds, during which an ACD call should be answered. A call is completed within the service level if the call time (that is, talk time + hold time) is less than the value of the Service Level performance parameter specified when requesting a report.

### Speed of Answer

This is the amount of time a caller waits before being answered.

---

$$\text{Speed of Answer} = \text{Wait Time} + \text{Ring Time}$$

---

### Staffed Time

This is the amount of time an agent spent in an ACD state other than Sign-Out.

---

$$\text{Staffed Time} = \text{Sign-In} + \text{Available} + \text{Unavailable} + \text{Wrap-Up Time}$$

---

### Talk Time

This is the amount of time the agent spent on an ACD call, excluding the hold time. Note that this is only the talk time by the answering agent and does not include talk time as a result of transfer.

### Wait Time

This is the time spent by the caller in a call center queue, including preserved wait time from other queues. The value corresponds to the wait time recorded from the moment the call was presented to the agent.

Depending on the Call Center Queuing policy, the waiting time may be reset to “0” when a call is transferred to another queue or it may be preserved in the new queue. For a call that is answered by the agent, the wait time never includes the ringing time.

- If the call was previously offered to an agent and then bounced, the ringing time associated with the bounced call is accounted for as wait time and is included regardless of whether the call is answered, abandoned, or transferred out of the queue by a supervisor or by a policy.
- If a call is offered to an agent and is abandoned or transferred out of the queue by a supervisor or by a policy, then the ringing time is accounted for as wait time and is included.

The time during which the whisper message (if enabled) is playing is accounted for as ring time and is not included.

Abandoned calls and transferred calls are not included.

### **Wrap-up Time**

This is the time that the agent spent in the Wrap-Up state, in association with an ACD call.