

MiCollab Advanced Messaging TeamQ Reports Reference

For version 6.1 and above

Notice

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Preface

This guide provides references to the features and menus of the TeamQ Reports utility.

References

A catalog of technical documentation is included on the MiCollab AM Installation Media. If you are installing any advanced applications, such as Networking and Fax Server applications, you should refer to the appropriate technical documentation for application and installation information.

Documentation

The technical documentation is produced in the PDF format and requires the PDF reader to view it. The documentation set for this MiCollab AM includes the following documents and resources:

- **Developer Resources.** Contains programming guides and API references for developers for integrating the server clients and web applications with MiCollab AM.
- **Integration Technical Notes (ITN).** Contains a set of guides that describe the integration methods and instructions for a variety of phone systems to work with MiCollab AM. The ITNs are generally used by resellers or administrators who are experienced with MiCollab AM and familiar with the integration procedures and terminology.
- **Quick Reference Card (QRC).** Contains shortcuts and quick instructions telling subscribers how to access and use the messaging system.
- **Server Documentation.** Available as a PDF only. Contains administrative guides for administrators about installing, configuring, and administering the messaging system, and user guides for subscribers about accessing the messaging system and checking and sending messages.
- **Spare Parts Documentation.** Contains a set of guides that describe the instructions for installing and configuring hardware parts to work with MiCollab AM. These documents are written for Mitel certified MiCollab AM technicians who are experienced with MiCollab AM and familiar with the procedures and terminology.
- **Software Release Notice (SRN).** This notice introduces the new features, capabilities, and hardware/software requirements for the corresponding MiCollab AM version.

Documentation Updates

Documentation updates may be available from the following sources:

- Mitel certified technicians can view or download documents and program files from our partner web site: connect.mitel.com/connect

Help

The primary source of information about MiCollab AM is the online help available within any of its administrative utilities. You can access **Help** as follows:

- Click the **Help** button in the dialog box or window in which you are working
- Press the **F1** key at any time.

Document Conventions

The following conventions are used in this document:

- **Key Names.** Names of keys on the keyboard are shown in a box.

Example: **Enter**

When two keys must be pressed simultaneously, they are joined by a + sign.

Example: **Alt** + **Tab**

- **Reference to Document.** *Italics* fonts can also signify the titles of other documents.

Example: Refer to *System Installation Guide*.

- **UI Element Names.** Names of UI elements such as dialog windows, screens, menu items, tabs, buttons, icons, etc. are shown in bold.

Example: On the **Startup** screen, click the **Start** icon.

- **User Input.** Information required to be typed or spoken is shown in italics.

Example: Type the password *voicemail*.

- **Warning, Caution, Important, and Notes.** Text for the contents that require attention are shown as follows:

WARNING A warning paragraph advises you of circumstances that can result in the loss of data, harm to the system server platform, or personal harm.

CAUTION Failure to follow these recommendations can result in unauthorized access to the system and consequent loss of data.

IMPORTANT An important paragraph gives decision-making information or informs you of the order in which tasks need to be completed.

NOTE A note gives additional information, provides an explanation, or indicates an exception to the information in the preceding text.

TeamQ Overview

TeamQ® is an advanced application available for MiCollab Advanced Messaging (MiCollab AM) systems that works in conjunction with the UCConnect Computer Enabled Business Process (CEBP) software module.

Using a Windows desktop client and UCConnect call-flow script, TeamQ effectively adds call center style capabilities to the MiCollab AM system. Incoming calls can be queued for a team of agents, and the agents can view the calls and make call handling decisions from their desktop. While in queue, calls remain on MiCollab AM system ports. Automatic Call Distribution (ACD) or other special software on the telephone switch is not required.

While in queue, callers can be given the option of requesting a callback. Callback requests are managed through the same client interface and can retain the same position in queue as the original incoming call. When handling a callback, agents can take advantage of click-to-call functionality.

TeamQ is ideal for small call center or workgroup environments where multiple people are responsible for handling incoming calls, such as a customer service environment. With TeamQ, agents can identify who is calling and why before acting upon a queued call. They can view the information displayed for queued calls, and then instruct TeamQ how they would like to handle the call – answer it, take a message, ask the caller to hold, or send the call to another person or team – by simply clicking a button.

Using the TeamQ desktop client, agents can:

- See the status of all calls waiting in queue or being handled by another agent.
- See the status of all other agents in the team.
- Select specific calls to handle from the list of queued calls.
- Have the next available call automatically transferred to their telephone.
- Reserve a call that is in queue for that specific agent to take later.
- Perform other actions on calls in queue, such as re-routing the call to another team or extension or instructing the caller to leave a message.
- Access customized hyperlinks to display call-related information in an external program.
- Customize notifications related to incoming calls and calls that have been on hold for too long. A number of notification options are available, including customizable sounds, flashing program icon, and pop-up messages.
- Attach short notes to a call that can be seen by other agents and included in reports.
- Work locally using a telephone switch extension or remotely using an external telephone number.
- Be a member of multiple teams.

Detailed statistical data related to queued calls and agent activity is maintained by the application. Supervisors and administrators can view and manage this data from within the desktop client. In addition, TeamQ includes a Reports utility that allows pertinent activity and performance-related reports to be viewed, printed and saved in several different document formats.

TeamQ does not provide call control after a call has been transferred to an agent. When a call is transferred to an agent, control of the call shifts to the telephone switch environment in which the agent is operating. Thus, agents will use their regular, familiar telephone set operations to transfer or otherwise act upon connected calls.

The call flow presented to callers by the TeamQ UConnect script supports a number of customizable options. To gather pertinent call handling information, the script can ask callers to respond to a series of questions related to the call. The caller responses are then displayed to agents within the desktop client along with other call data.

The TeamQ UConnect script can:

- Play optional greeting and special notice phrases.
- Inform callers of their position in queue and estimated wait time.
- Ask callers to enter a callback telephone number.
- Ask callers to enter an identification number, such as an account number.
- Ask callers to indicate the reason for their call by selecting from a menu of options.
- Ask callers for two additional user-defined inputs.
- Play customized announcements or music to callers waiting in queue.
- Periodically give callers options such as leaving a message or remaining in queue.
- Direct queued calls to an overflow team based on wait time or the number of calls in queue.

Settings are configured by TeamQ administrators on a per-queue basis.

This document contains information related to the **TeamQ Reports** client application, including a detailed overview of the user interface and available reports.

First Time Configuration and Setup

After following installation instructions provided by your System Administrator, start and configure the TeamQ Reports program as follows:

- 1 From the Windows taskbar, select **Start > All Programs > MiCollab AM Desktop > TeamQ > TeamQ Reports**.
- 2 If the program requires configuration, the [Settings Dialog](#) will appear. Otherwise,
 - a If the [Logon Dialog](#) appears, click **Cancel**.
 - b In the **File** menu, click **Settings...**
- 3 In the **Connections** tab, enter the name of the MiCollab AM Server Connection in the **Server Name** box. See your System Administrator for this address.
- 4 In the **TeamQ Database Connection** section, enter the name of the TeamQ SQL Server database in the **Server Name** field. See your System Administrator for the database name or address.
- 5 If instructed to by your System Administrator, check the **Use Windows Authentication** box.
- 6 Enter your database username and password for the TeamQ database account in the **User Name** and **Password** fields. A password is not required if using Windows authentication. See your System Administrator for your database username and password.
- 7 Click **OK**.

Main Window

The main window of the **TeamQ Reports** program includes a menu strip and a client document area where report windows are created and displayed. Multiple report windows can be open simultaneously in the client document area. Access to reports and report data is limited to TeamQ administrators and team supervisors.

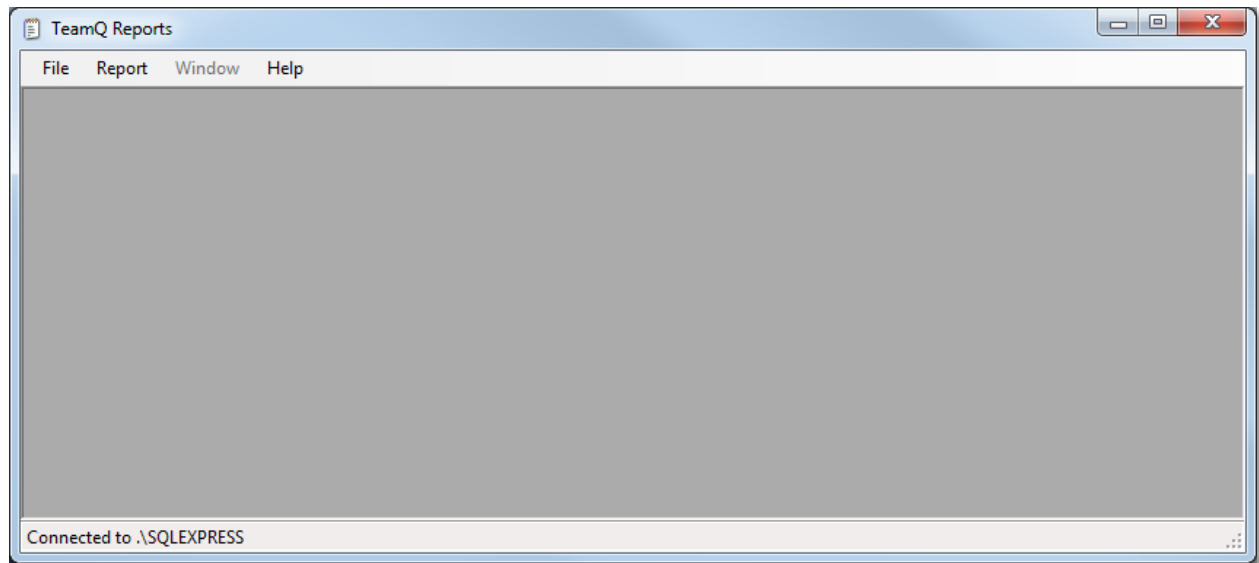


Figure 1. Main Window

Report Access Permissions

Access to reports and report data is limited to TeamQ administrators and team supervisors. Permissions are determined by the database user account specified on the [Connections Tab](#) of the [Settings Dialog](#) and, in the case of supervisors, by the TeamQ Role assigned to the MiCollab AM subscriber mailbox corresponding with the supervisor's Agent Mailbox ID.

Supervisors

- Can access report data limited to supervised teams and agents that are members of those teams.
- Must configure TeamQ Reports to connect to the TeamQ database using a TeamQ database user configured with supervisor permissions.
- Must logon to TeamQ Reports using an Agent Mailbox ID that corresponds to a MiCollab AM subscriber mailbox that has a TeamQ Role of Supervisor.

Administrators

- Can access report data for all teams and agents.
- Must configure TeamQ Reports to connect to the TeamQ database using a TeamQ database user configured with administrator permissions.
- Can logon to TeamQ Reports using an Agent Mailbox ID, or simply connect to the database by selecting **Connect** from the **File** menu.

Menu Strip

The program menu strip appears in the standard menu location below the title bar.

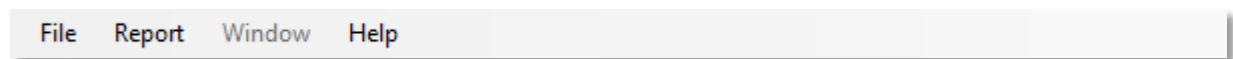


Figure 2. Menu Strip

Interaction with the menus can be performed using a mouse or by pressing the **Alt** key followed by the underlined letter of the menu option. In addition, some menu items have shortcut keys, which are displayed in menus following the menu item name.

File Menu

Table 1. File Menu

File Menu	Description
Connect	Establish a connection to the TeamQ database without logging on.
Disconnect	Terminate the TeamQ database connection.
Logon	Display the Logon Dialog .
Logoff	Logoff and disconnect from the database.
Settings	Display the Settings Dialog .
Exit	Exit the application.

Report Menu

Table 2. Report Menu

Report Menu	Description
Agent Reports	Provides access to the Agent Reports Menu .

Team Reports	Provides access to the Team Reports Menu .
Queue Reports	Provides access to the Queue Reports Menu .
Contact Reports	Provides access to the Contact Reports Menu .

Window Menu

Table 3. Window Menu

Window Menu	Description
Cascade	Arrange all open windows in an overlapped cascading arrangement starting at the top left of the document area.
Tile Horizontal	Resize all open report windows horizontally to the width of the document area and display from top to bottom.
Tile Vertical	Resize all open report windows vertically to the height of the document area and display from left to right.
Window List	Displays a list of all open report windows.

Agent Reports Menu

Table 4. Agent Reports Menu

Agent Reports Menu	Description
Agent Call Activity	Open a Report Window in order to run the Agent Call Activity report.
Agent Call Listing	Open a Report Window in order to run the Agent Call Listing report.
Agent Call Statistics	Open a Report Window in order to run the Agent Call Statistics report.
Agent Status Activity	Open a Report Window in order to run the Agent Status Activity report.

Team Reports Menu

Table 5. Team Reports Menu

Team Reports Menu	Description
Team Call Activity	Open a Report Window in order to run the Team Call Activity report.
Team Call Activity by Agent	Open a Report Window in order to run the Team Call Activity by Agent report.
Team Call Listing	Open a Report Window in order to run the Team Call Listing report.
Team Call Listing by Agent	Open a Report Window in order to run the Team Call Listing by Agent report.
Team Call Statistics	Open a Report Window in order to run the Team Call Statistics report.
Team Call Statistics by Agent	Open a Report Window in order to run the Team Call Statistics by Agent report.
Team Status Activity	Open a Report Window in order to run the Team Status Activity report.
Team Status Activity by Agent	Open a Report Window in order to run the Team Status Activity by Agent report.

Queue Reports Menu

Table 6. Queue Reports Menu

Queue Reports Menu	Description
Queue Call Activity	Open a Report Window in order to run the Queue Call Activity report.
Queue Call Activity by Team	Open a Report Window in order to run the Queue Call Activity by Team report.
Queue Call Listing	Open a Report Window in order to run the Queue Call Listing report.
Queue Call Listing by Team	Open a Report Window in order to run the Queue Call Listing by Team report.
Queue Call Statistics	Open a Report Window in order to run the Queue Call Statistics report.

report.

Queue Call Statistics by Team	Open a Report Window in order to run the Queue Call Statistics by Team report.
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Contact Reports Menu

Table 7. Contact Reports Menu

Queue Reports Menu	Description
Listing by Callback Number	Open a Report Window in order to run the Listing by Callback Number report.
Listing by Calling Party (ANI)	Open a Report Window in order to run the Listing by Calling Party (ANI) report.
Listing by Identification Number	Open a Report Window in order to run the Listing by Identification Number report.

Logon Dialog

The **Logon** dialog is presented when logging onto TeamQ Reports. Agent credentials supplied in the dialog are verified against the corresponding MiCollab AM subscriber mailbox in the MiCollab AM system. Because MiCollab AM subscriber mailbox credentials are used, security code changes are accomplished by changing the security code for the subscriber mailbox within the MiCollab AM system.

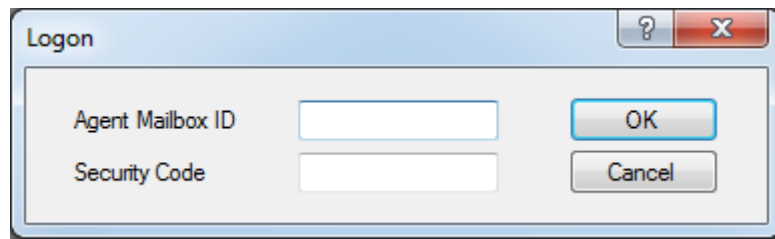


Figure 3. Logon Dialog

Table 8. Logon Dialog

Options	Description
Agent Mailbox ID	Agent ID corresponding to MiCollab AM subscriber mailbox.
Security Code	Security code for MiCollab AM subscriber mailbox.

Settings Dialog

The **TeamQ Report** program **Settings** dialog includes one tab page containing settings related to external program connections.

Connections Tab

The **Connections** tab contains settings related to program connections to the MiCollab AM server and TeamQ database.

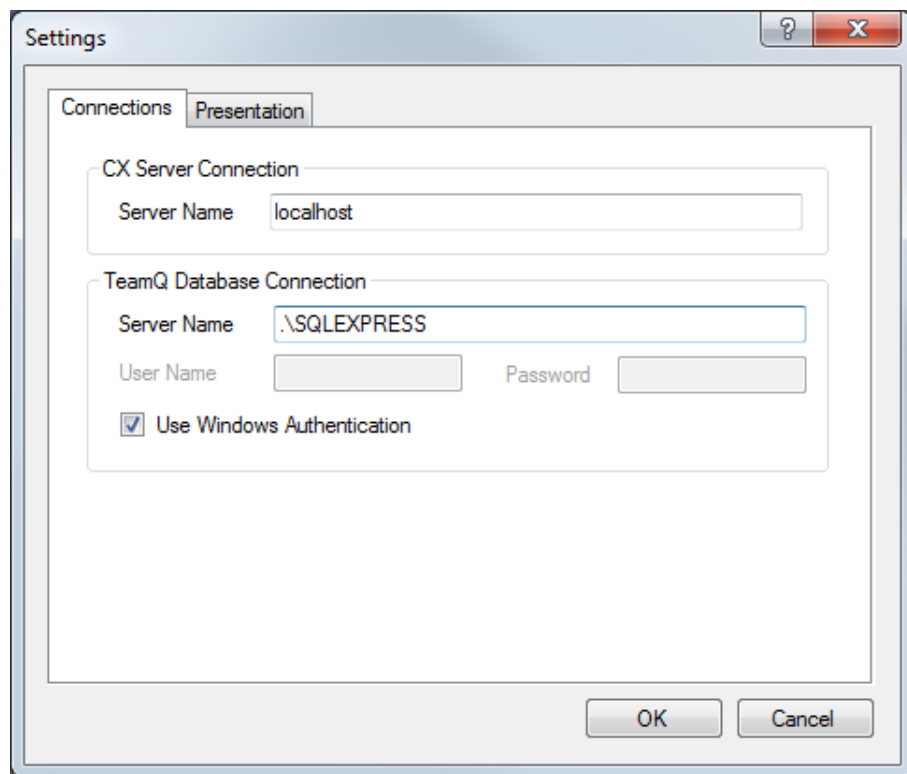


Figure 4. Connections Tab

MiCollab AM Server Connection

Table 9. Server Connection

Option	Description
Server Name	Name or IP address of the MiCollab AM server. A port number, preceded by a colon, can be included following the name or address

if necessary.

TeamQ Database Connection

Table 10. TeamQ Database Connection

Option	Description
Server Name	Server or instance name for the TeamQ SQL Server database. Standard SQL Server naming conventions apply.
User Name	User name for the database account used to establish the connection.
Password	Password for the database account user name.
Use Windows Authentication	Whether to use the credentials of the currently logged on Windows user instead of the specified database user account.
Change Password	Displays a dialog allowing the account password to be changed. Button is only enabled for database user accounts, and only when not connected to the database.

Presentation Tab

The **Presentation** tab contains settings related to the presentation of reports.

The screenshot shows the 'Presentation' tab of a settings dialog. At the top, there are two tabs: 'Connections' and 'Presentation'. The 'Presentation' tab is active. Below the tabs, there is a section titled 'User Field Labels'. This section contains a grid of 10 text input fields, arranged in two columns and five rows. The first column is labeled 'User Field 0:' through 'User Field 4:', and the second column is labeled 'User Field 5:' through 'User Field 9:'. The input fields contain the following text: 'Account Num', 'Category', 'User Field 2', 'User Field 3', 'User Field 4' in the first column, and 'User Field 5', 'User Field 6', 'User Field 7', 'User Field 8', 'User Field 9' in the second column.

User Field Labels	
User Field 0:	Account Num
User Field 1:	Category
User Field 2:	User Field 2
User Field 3:	User Field 3
User Field 4:	User Field 4
User Field 5:	User Field 5
User Field 6:	User Field 6
User Field 7:	User Field 7
User Field 8:	User Field 8
User Field 9:	User Field 9

Figure 5. Presentation Tab

User Field Labels

The **User Field Labels** group contains settings that can be used to customize the labels for user-defined fields that are displayed in several reports. Typically, these would be set to correspond to the column header text displayed to agents in the desktop client. For additional information, refer to the **Configure Columns Dialog** section in the **TeamQ Desktop Client Reference**.

Table 11. Input Item Labels

Option	Description
User Field 0	Text displayed as the label for user-defined field 0.
User Field 1	Text displayed as the label for user-defined field 1.
User Field 2	Text displayed as the label for user-defined field 2.
User Field 3	Text displayed as the label for user-defined field 3.
User Field 4	Text displayed as the label for user-defined field 4.
User Field 5	Text displayed as the label for user-defined field 5.
User Field 6	Text displayed as the label for user-defined field 6.
User Field 7	Text displayed as the label for user-defined field 7.
User Field 8	Text displayed as the label for user-defined field 8.
User Field 9	Text displayed as the label for user-defined field 9.

Report Window

The **Report** window of the **TeamQ Reports** program includes a tool strip that is used to input parameter values for the report and a report viewer section that provides access to the rendered report and operations such as navigation, printing and exporting.

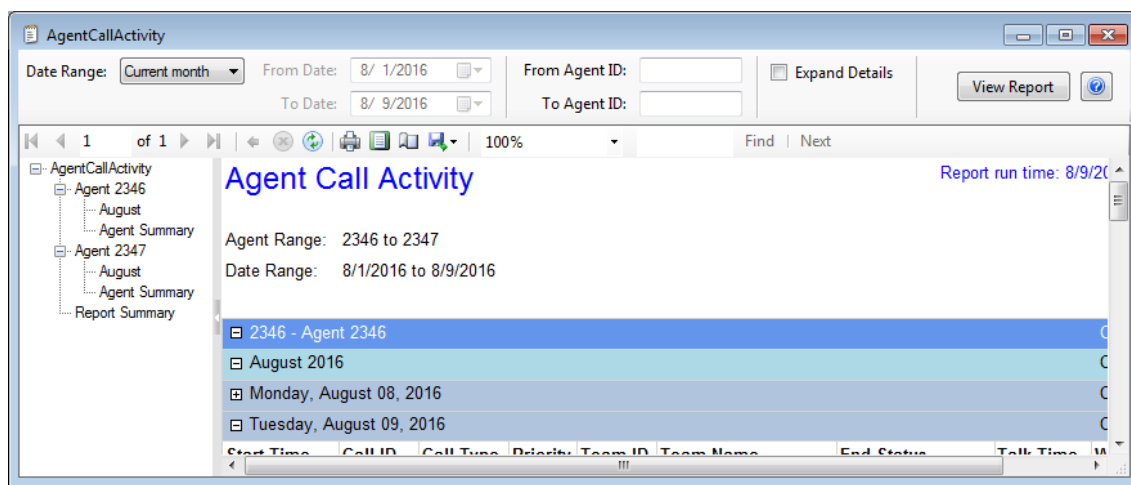


Figure 6. Report Window

Multiple report windows can be open in the [Main Window](#) client document area simultaneously. The report window title bar contains icons for minimizing, restoring, maximizing and closing the window. The TeamQ Reports [Window Menu](#) can be used to arrange all open report windows or activate a specific report window.

Parameters Tool Strip

The **Parameters** tool strip provides several controls that allow users to limit the data included in reports to certain dates, teams or agents. The tool strip is similar for all reports. To run a report, users can enter the desired values and click on the **View Report** button.

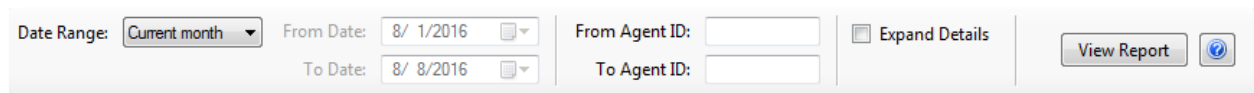


Figure 7. Parameters Tool Strip

Table 12. Parameters Tool Strip Elements

Element	Description
Date Range	Provides a drop-down list of common date ranges, as well as an

option for “Custom Dates” that can be selected.

From Date	The earliest date in the range of dates to include in the report. Enabled only for the “Custom Dates” date range.
To Date	The latest date in the range of dates to include in the report. Enabled only for the “Custom Dates” date range.
From ID	The lowest ID number in a range of ID numbers to include in the report. Depending on the report, can refer to Agent, Team or Queue ID numbers.
To ID	The highest ID number in a range of ID numbers to include in the report. Depending on the report, can refer to Agent, Team or Queue ID numbers.
Expand Details	Whether to initially expand lower-level report detail sections. If not selected, detail sections can be expanded manually within the report.
View Report Button	Initiates the report creation and rendering process.
Help Button	Opens TeamQ Reports online help and displays the page relating to the corresponding report.

Filter Parameter

In some reports, the **From ID** and **To ID** range parameters are replaced by a single filter parameter appropriate for the particular report.

For example, the contact [Listing by Callback Number](#) report displays a field for entering a callback telephone number filter parameter.

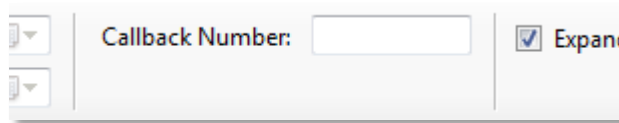


Figure 8. Filter Parameter Tool Strip Element

Filter parameter entries can consist of specific values and can also contain wildcard characters.

- The % character can be used to match any number of characters
- The _ character can be used to match any single character.

For example, entering a filter parameter of 425% will match all records where the corresponding data field begins with 425.

Report Viewer

The **Report Viewer** area of the **Report** Window displays the rendered report output and includes tools for navigating and otherwise interacting with the report output. The **Report Viewer** area includes a toolbar, a document map, and the report output.

Toolbar

The Report Viewer toolbar provides access to a variety of functions including page navigation, enlarging or shrinking the report output view, searching the report for specific text, exporting the report to Excel, PDF or Word format, and printing the report using the print functionality of the client operating system.

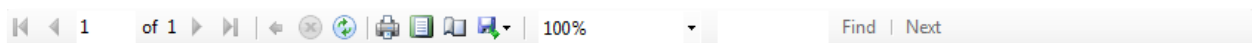




Figure 9. Report Viewer Toolbar

Table 13. Report Viewer Toolbar Elements

Icon	Element	Description
	Page Navigation	Move forward or backward through pages, directly to the first or last page, or to a specific page in the report.
	Back	Navigate back to the parent report from a child drill-through report.
	Stop Rendering	Cancel the report rendering process.
	Refresh	Trigger the report rendering process.
	Print	Display the print dialog in order to print some or all pages of the report.
	Print Layout	Toggle the report display between print layout mode and interactive mode.
	Page Setup	Display the page setup dialog to specify page dimensions to be used for print output.
	Export	Export the report to a Excel, PDF, or Word file format.

	Zoom	Enlarge or shrink the report output.
	Find	Search for text within the report output.

Search Notes

To search for content in the report, users can type a target word or phrase into the search field and click **Find**. When performing search, note the following:

- The search is case-insensitive and begins at the page that is currently displayed.
- Wildcards and Boolean search operators are not supported.
- Only visible content is included in a search operation.
- If the report uses show/hide functionality, hidden content is not searched.
- To search for subsequent occurrences of the same value, click **Next**.

Document Map

The document map is a navigation area that contains a list of links in outline form that users can click to navigate to a specific area of the report. It is contained in a collapsible split box on the left side of the report view area

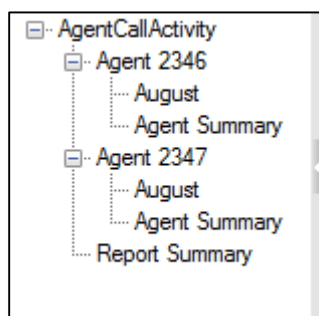


Figure 10. Report Viewer Document Map

A vertical separator bar divides the document map and report output. The separator bar can be moved to the left or the right by clicking and dragging using the left mouse button. In addition, the document map can be expanded and collapsed by clicking on the triangular arrow icon appearing on the separator bar.

Report Output

The **Report Output** area displays the rendered TeamQ report. When the report is initially rendered it is displayed in interactive mode.

In interactive mode, the show/hide toggle symbols (☐/☐) appearing on the left side of the report section headings can be clicked to show or hide the details in the report section.

In addition, the toolbar zoom functionality can be used to enlarge or shrink the displayed output and a preview of printed output can be displayed by clicking the toolbar print layout button.

Agent Call Activity Report run time: 8/9/2016

Agent Range: 2346 to 2347
Date Range: 8/1/2016 to 8/9/2016

☐ 2346 - Agent 2346
☐ August 2016
☐ Monday, August 08, 2016
☐ Tuesday, August 09, 2016

Start Time	Call ID	Call Type	Priority	Team ID	Team Name	End Status	Talk Time
4:15:36 PM	2919	Incoming	0	1234	Help Desk	AgentTransfer	2:03
4:17:43 PM	2921	Callback	0	1234	Help Desk	CallbackRequested	0:00
4:18:00 PM	2922	Incoming	1	1234	Help Desk	AgentTransfer	0:59
4:19:18 PM	2924	Incoming	0	1234	Help Desk	MessageTaken	0:00
4:19:45 PM	2923	Callback	0	1234	Help Desk	AgentTransfer	4:49

☐ Agent 2346 Summary

Status	Incoming	Callback	Total
Connected	4	1	5

Figure 11. Report Viewer Report Output

Select TeamQ reports include elements that provide access to child drill-through reports containing additional information. Report elements that provide access to a child drill-through report are displayed in hyperlink format; underlined and normally in a different font color.

Child drill-through reports are accessed by clicking on the linked report element.

For example: Clicking on a **Call ID** element will display a [Call History](#) or [Call Detail](#) child report.

When viewing a child drill-through report, the **Back** toolbar button can be used to navigate back to the previous report.

Agent Reports

Agent Call Activity

The **Agent Call Activity** report contains a data record for each call the agent was involved with, as well as a summary section containing aggregated data for each agent and for the entire report. The report is organized by agent, and call data records are grouped by month and day.

Table 14. Agent Call Activity Detail Fields

Field	Description
Start Time	Time of day at which the call started.
Call ID	Unique ID number for the call. Clicking on the value in the field will display the Call History or Call Detail report.
Call Type	Type of call associated with the data row (see Call Type Values).
Priority	Numeric priority value assigned to the call.
Team ID	ID of the team for which the call was queued.
Team Name	Name of the team for which the call was queued.
End Status	Status under which the TeamQ script caller interaction ended (see Call End Status Values).
Talk Time	Amount of time the call was connected to an agent.
Wrap Time	Amount of time the agent was in WrapUp status after the conclusion of the call.

Table 15. Agent Call Activity Summary Rows

Row	Description
Connected	Counts of calls connected to agents.
Message	Counts of calls that left a message.
Redirected	Counts of calls that were redirected.
Callback Requested	Counts of calls that ended with a callback request.

Average Connect Time	Average amount of time a call was connected to the agent.
Longest Connect Time	Maximum amount of time a call was connected to the agent.
Average Wrap-Up Time	Average amount of time the agent spent in wrap-up status after completing a call.
Longest Wrap-Up Time	Maximum amount of time the agent spent in wrap-up status after completing a call.

Agent Call Listing

The **Agent Call Listing** report contains a data record for each call the agent was involved with. Fields displayed in the report relate to caller-specific data as opposed to call handling data. The report is organized by agent, and call data records are grouped by month and sorted ascending by date and time.

Table 16. Agent Call Listing Detail Fields

Field	Description
Date/Time	Date and time at which the call started.
Call ID	Unique ID number for the call. Clicking on the value in the field will display the Call History or Call Detail report.
Call Type	Type of call associated with the data row (see Call Type Values).
End Status	Status under which the TeamQ script caller interaction ended (see Call End Status Values).
ANI	Calling party telephone number as provided by the telephone switch. Clicking on the value in the field will display the Listing by Calling Party (ANI) report.
Callback #	Callback telephone number entered by the caller. Clicking on the value in the field will display the Listing by Callback Number report.
Identification	Identification number entered by the caller. Clicking on the value in the field will display the Listing by Identification Number report.
Selection	Multiple choice option selected by the caller.
User Field 0	User-defined multi-digit input field.
User Field 1	User-defined menu selection input field.
User Field 2-9	Additional data fields available for use by TeamQ Data Link queries.

NOTE Display of User Fields 2 through 9 can be toggled using the **More Data Fields** expand/collapse control within the report.

Agent Call Statistics

The **Agent Call Statistics** report contains several aggregated statistics related to agent call handling. The report for each agent includes three categories: **Counts**, **Durations** and **Performance**. The report is organized by agent, and includes a summary for the entire range of agents included in the report.

Table 17. Agent Call Statistics Counts Fields

Field	Description
Call Type	Type of call associated with the data row (see Call Type Values). The <i>All</i> section contains aggregated data for all call types.
End Status	Status under which the TeamQ script caller interaction ended (see Call End Status Values).
Count	Total count for Call Type and End Status combination.

Table 18. Agent Call Statistics Durations Fields

Field	Description
Call Type	Type of call associated with the data row (see Call Type Values). The <i>All</i> section contains aggregated data for all call types.
Metric	Name of the measured value for the row.
Total	Total time duration.
Average	Average time duration.
Longest	Longest single time duration.

Table 19. Agent Call Statistics Performance Fields

Field	Description
Call Type	Type of call associated with the data row (see Call Type Values). The All section contains aggregated data for all call types.
Duration Columns	Column headers contain a time duration in minutes and seconds. Data consists of a total count of calls where the talk time fell

between the column duration and the previous column duration.

Last Duration Column	Last column shows a total of calls that had talk time exceeding the last duration.
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Agent Status Activity

The **Agent Status Activity** report contains a data record for each agent status change, as well as a summary section containing aggregated data for each agent and for the entire report. The report is organized by agent, and agent status data records are grouped by month and day.

Table 20. Agent Status Activity Detail Fields

Field	Description
Start Time	Time of day at which the agent entered the status.
Agent Status	Status that was entered (see Agent Status Values).
Team Name	Name of the team for which the call was queued.
Call ID	Clicking on the value in the field will display the Call History or Call Detail report.
Call Type	Type of call associated with the status (see Call Type Values).
Busy Reason	Description associated with Busy status.
Duration	Length of time the agent was in the status.

Table 21. Agent Status Activity Summary Fields

Field	Description
Call Type	Type of call associated with the status (see Call Type Values). The Unassigned section contains data for statuses that are not directly related to a call.
Agent Status	Agent status being summarized in the row (see Agent Status Values).
Count	Total count for Call Type and Agent Status combination.
Duration	Total time duration for Call Type and Agent Status combination. A row containing the total time for all durations is also included.
Average	Average time duration for Call Type and Agent Status combination.

Longest	Longest single time duration for Call Type and Agent Status combination.
Percent	Percentage of total signed-in time for the Call Type and Agent Status .

Team Reports

Team Call Activity

The **Team Call Activity** report contains a data record for each call that entered queue for the team, as well as a summary section containing aggregated data for each team and for the entire report. The report is organized by team, and call data records are grouped by month and day.

Table 22. Team Call Activity Detail Fields

Field	Description
Start Time	Time of day at which the call started.
Call ID	Unique ID number for the call. Clicking on the value in the field will display the Call History or Call Detail report.
Call Type	Type of call associated with the data row (see Call Type Values).
Priority	Numeric priority value assigned to the call.
End Status	Status under which the TeamQ script caller interaction ended (see Call End Status Values).
Agent Name	Name of the agent that handled the call.
Hold Time	Amount of time the caller waited in queue for the team.
Talk Time	Amount of time the call was connected to the agent.
Wrap Time	Amount of time the agent was in WrapUp status after the conclusion of the call.

Table 23. Team Call Activity Summary Rows

Row	Description
Connected	Counts of calls connected to agents.
Message	Counts of calls that left a message.
Redirected	Counts of calls that were redirected.
Callback Requested	Counts of calls that ended with a callback request.

Disconnected	Counts of calls that exited the queue prior to being handled or making a specific request.
No Agents	Counts of calls that attempted to enter the queue when no agents were available to take calls.
Overflowed	Counts of calls that overflowed to another team.
Terminated	Counts of calls that were forcibly terminated by an administrator.
Average Hold Time	Average amount of time that callers waited in queue for the team.
Longest Hold Time	Maximum amount of time that a caller waited in queue for the team.
Average Connect Time	Average amount of time a call was connected to an agent.
Longest Connect Time	Maximum amount of time a call was connected to an agent.
Average Wrap-Up Time	Average amount of time that agents spent in wrap-up status after completing a call.
Longest Wrap-Up Time	Maximum amount of time that agents spent in wrap-up status after completing a call.

Team Call Activity by Agent

The **Team Call Activity by Agent** report is a variation of the [Team Call Activity](#) report that includes a sub-section for each agent in the team. The report is organized by team, and by agents within the team. Call data records within the agent sub-sections are grouped by month and day.

The report includes an agent sub-section labeled **Agent None** for each team. This section contains call data records for the team that are not attributable to a specific agent.

Team Call Listing

The **Team Call Listing** report contains a data record for each call that entered queue for the team. Fields displayed in the report relate to caller-specific data as opposed to call handling data. The report is organized by agent, and call data records are grouped by month and sorted ascending by date and time.

Table 24. Team Call Listing Detail Fields

Field	Description
Date/Time	Date and time at which the call started.
Call ID	Unique ID number for the call. Clicking on the value in the field will

display the [Call History](#) or [Call Detail](#) report.

Call Type	Type of call associated with the data row (see Call Type Values).
End Status	Status under which the TeamQ script caller interaction ended (see Call End Status Values).
ANI	Calling party telephone number as provided by the telephone switch. Clicking on the value in the field will display the Listing by Calling Party (ANI) report.
Callback #	Callback telephone number entered by the caller. Clicking on the value in the field will display the Listing by Callback Number report.
Identification	Identification number entered by the caller. Clicking on the value in the field will display the Listing by Identification Number report.
Selection	Multiple choice option selected by the caller.
User Field 0	User-defined multi-digit input field.
User Field 1	User-defined menu selection input field.
User Field 2-9	Additional data fields available for use by TeamQ Data Link queries.

NOTE Display of User Fields 2 through 9 can be toggled using the **More Data Fields** expand/collapse control within the report.

Team Call Listing by Agent

The **Team Call Listing by Agent** report is a variation of the [Team Call Listing](#) report that includes a sub-section for each agent in the team. The report is organized by team, and by agents within the team. Call data records within the agent sub-sections are grouped by month and sorted ascending by date and time.

The report includes an agent sub-section labeled **Agent None** for each team. This section contains call data records for the team that are not attributable to a specific agent.

Team Call Statistics

The **Team Call Statistics** report contains several aggregated statistics related to team call handling. The report for each team includes three categories: **Counts**, **Durations** and **Performance**. The report is organized by team, and includes a summary for the entire range of teams included in the report.

Table 25. Team Call Statistics Counts Fields

Field	Description
Call Type	Type of call associated with the data row (see Call Type Values). The <i>All</i> section contains aggregated data for all call types.
End Status	Status under which the TeamQ script caller interaction ended (see Call End Status Values). The All section contains aggregated data for all End Status values.
Count	Total count for Call Type and End Status combination.

Table 26. Team Call Statistics Durations Fields

Field	Description
Call Type	Type of call associated with the data row (see Call Type Values). The All section contains aggregated data for all call types.
End Status	Status under which the TeamQ script caller interaction ended (see Call End Status Values). The All section contains aggregated data for all End Status values.
Metric	Name of the measured value for the row.
Total	Total time duration.
Average	Average time duration.
Longest	Longest single time duration.

Table 27. Team Call Statistics Performance Fields

Field	Description
End Status	Status under which the TeamQ script caller interaction ended (see Call End Status Values).
Duration Columns	Column headers contain a time duration in minutes and seconds. Data consists of a total count of calls where the wait time fell between the column duration and the previous column duration.
Last Duration Column	Last column shows a total of calls that had wait time exceeding the last duration.

Team Call Statistics by Agent

The **Team Call Statistics by Agent** report is a variation of the [Team Call Statistics](#) report that includes a sub-section for each agent in the team. The report is organized by team, and by agents within the team.

The report includes an agent sub-section labeled **Agent None** for each team. This section contains statistics for the team that are not attributable to a specific agent.

Team Status Activity

The **Team Status Activity** report contains a data record for each status change by an agent in the team, as well as a summary section containing aggregated data for each team and for the entire report. The report is organized by team, and agent status data records are grouped by month and day.

Table 28. Team Status Activity Detail Fields

Field	Description
Start Time	Time of day at which the agent entered the status.
Agent Status	Status that was entered (see Agent Status Values).
Agent Name	Name of the agent associated with the status.
Call ID	Clicking on the value in the field will display the Call History or Call Detail report.
Call Type	Type of call associated with the status (see Call Type Values).
Busy Reason	Description associated with Busy status.
Duration	Length of time the agent was in the status.

Table 29. Team Status Activity Summary Fields

Field	Description
Call Type	Type of call associated with the status (see Call Type Values). The Unassigned section contains data for statuses that are not directly related to a call.
Agent Status	Agent status being summarized in the row (see Agent Status Values).
Count	Total count for Call Type and Agent Status combination.
Duration	Total time duration for Call Type and Agent Status combination. A row containing the total time for all durations is also included.

Average	Average time duration for Call Type and Agent Status combination.
Longest	Longest single time duration for Call Type and Agent Status combination.
Percent	Percentage of total signed-in time for the Call Type and Agent Status .

Team Status Activity by Agent

The **Team Status Activity by Agent** report is a variation of the [Team Status Activity](#) report that includes a sub-section for each agent in the team. The report is organized by team, and by agents within the team. Call data records within the agent sub-sections are grouped by month and day.

Queue Reports

Queue Call Activity

The **Queue Call Activity** report contains a data record for each call that entered the queue, as well as a summary section containing aggregated data for each queue and for the entire report. The report is organized by queue, and call data records are grouped by month and day.

Table 30. Queue Call Activity Detail Fields

Field	Description
Start Time	Time of day at which the call started.
Call ID	Unique ID number for the call. Clicking on the value in the field will display the Call History or Call Detail report.
Call Type	Type of call associated with the data row (see Call Type Values).
Priority	Numeric priority value assigned to the call.
End Status	Status under which the TeamQ script caller interaction ended (see Call End Status Values).
Team Name	Name of the team that the call was queued for.
Hold Time	Amount of time the caller waited in queue.
Talk Time	Amount of time the call was connected to an agent.
Wrap Time	Amount of time the agent was in WrapUp status after the conclusion of the call.

Table 31. Queue Call Activity Summary Rows

Row	Description
Connected	Counts of calls connected to agents.
Message	Counts of calls that left a message.
Redirected	Counts of calls that were redirected.
Callback Requested	Counts of calls that ended with a callback request.
Disconnected	Counts of calls that exited the queue prior to being handled or making a specific request.

No Agents	Counts of calls that attempted to enter the queue when no agents were available to take calls.
Overflowed	Counts of calls that overflowed to another team.
Terminated	Counts of calls that were forcibly terminated by an administrator.
Average Hold Time	Average amount of time that callers waited in queue.
Longest Hold Time	Maximum amount of time that a caller waited in queue.
Average Connect Time	Average amount of time a call was connected to an agent.
Longest Connect Time	Maximum amount of time a call was connected to an agent.
Average Wrap-Up Time	Average amount of time that agents spent in wrap-up status after completing a call.
Longest Wrap-Up Time	Maximum amount of time that agents spent in wrap-up status after completing a call.

Queue Call Activity by Team

The **Queue Call Activity by Agent** report is a variation of the [Queue Call Activity](#) report that includes a sub-section for each team assigned to the queue. The report is organized by queue, and by teams within the queue. Call data records within the team sub-sections are grouped by month and day.

Queue Call Listing

The **Queue Call Listing** report contains a data record for each call that entered the queue. Fields displayed in the report relate to caller-specific data as opposed to call handling data. The report is organized by agent, and call data records are grouped by month and sorted ascending by date.

Table 32. Queue Call Listing Detail Fields

Field	Description
Date/Time	Date and time at which the call started.
Call ID	Unique ID number for the call. Clicking on the value in the field will display the Call History or Call Detail report.
Call Type	Type of call associated with the data row (see Call Type Values).
End Status	Status under which the TeamQ script caller interaction ended (see Call End Status Values).

ANI	Calling party telephone number as provided by the telephone switch. Clicking on the value in the field will display the Listing by Calling Party (ANI) report.
Callback #	Callback telephone number entered by the caller. Clicking on the value in the field will display the Listing by Callback Number report.
Identification	Identification number entered by the caller. Clicking on the value in the field will display the Listing by Identification Number report.
Selection	Multiple choice option selected by the caller.
User Field 0	User-defined multi-digit input field.
User Field 1	User-defined menu selection input field.
User Field 2-9	Additional data fields available for use by TeamQ Data Link queries.

NOTE Display of User Fields 2 through 9 can be toggled using the **More Data Fields** expand/collapse control within the report.

Queue Call Listing by Team

The **Queue Call Listing by Team** report is a variation of the [Queue Call Listing](#) report that includes a sub-section for each team assigned to the queue. The report is organized by queue, and by teams within the queue. Call data records within the team sub-sections are grouped by month and sorted ascending by date and time.

Queue Call Statistics

The **Queue Call Statistics** report contains several aggregated statistics related to queue call handling. The report for each queue includes three categories: **Counts**, **Durations** and **Performance**. The report is organized by queue, and includes a summary for the entire range of queues included in the report.

Table 33. Queue Call Statistics Counts Fields

Field	Description
Call Type	Type of call associated with the data row (see Call Type Values). The All section contains aggregated data for all call types.
End Status	Status under which the TeamQ script caller interaction ended (see Call End Status Values). The All section contains aggregated data for all End Status values.
Count	Total count for Call Type and End Status combination.

Table 34. Queue Call Statistics Durations Fields

Field	Description
Call Type	Type of call associated with the data row (see Call Type Values). The All section contains aggregated data for all call types.
End Status	Status under which the TeamQ script caller interaction ended (see Call End Status Values). The All section contains aggregated data for all End Status values.
Metric	Name of the measured value for the row.
Total	Total time duration.
Average	Average time duration.
Longest	Longest single time duration.

Table 35. Queue Call Statistics Performance Fields

Field	Description
End Status	Status under which the TeamQ script caller interaction ended (see Call End Status Values).
Duration Columns	Column headers contain a time duration in minutes and seconds. Data consists of a total count of calls where the wait time fell between the column duration and the previous column duration.
Last Duration Column	Last column shows a total of calls that had wait time exceeding the last duration.

Queue Call Statistics by Team

The **Queue Call Statistics by Team** report is a variation of the [Queue Call Statistics](#) report that includes a sub-section for each team assigned to the queue. The report is organized by queue, and by teams within the queue.

Contact Reports

Listing by Callback Number

The **Listing by Callback Number** report contains data for calls where the data in the callback number field matches the specified callback number filter (see [Filter Parameter](#)). Fields displayed in the report relate to caller-specific data as opposed to call handling data. The report is organized by callback number. Call records are grouped by month and sorted ascending by date and time.

Table 36. Listing by Callback Number Detail Fields

Field	Description
Date/Time	Date and time at which the call started.
Call ID	Unique ID number for the call. Clicking on the value in the field will display the Call History or Call Detail report.
Call Type	Type of call associated with the data row (see Call Type Values).
End Status	Status under which the TeamQ script caller interaction ended (see Call End Status Values).
Team Name	Name of the team for which the call was queued.
ANI	Calling party telephone number as provided by the telephone switch. Clicking on the value in the field will display the Listing by Calling Party (ANI) report.
Identification	Identification number entered by the caller. Clicking on the value in the field will display the Listing by Identification Number report.
Selection	Multiple choice option selected by the caller.
User Field 0	User-defined multi-digit input field.
User Field 1	User-defined menu selection input field.
User Field 2-9	Additional data fields available for use by TeamQ Data Link queries.

NOTE Display of User Fields 2 through 9 can be toggled using the **More Data Fields** expand/collapse control within the report.

Listing by Calling Party (ANI)

The **Listing by Calling Party (ANI)** report contains data for calls where the data in the calling party (ANI) field matches the specified calling party filter (see [Filter Parameter](#)). Fields displayed in the report relate to caller-specific data as opposed to call handling data. The report is organized by calling party. Call records are grouped by month and sorted ascending by date and time.

Table 37. Listing by Calling Party (ANI) Detail Fields

Field	Description
Date/Time	Date and time at which the call started.
Call ID	Unique ID number for the call. Clicking on the value in the field will display the Call History or Call Detail report.
Call Type	Type of call associated with the data row (see Call Type Values).
End Status	Status under which the TeamQ script caller interaction ended (see Call End Status Values).
Team Name	Name of the team for which the call was queued.
Callback #	Callback telephone number entered by the caller. Clicking on the value in the field will display the Listing by Callback Number report.
Identification	Identification number entered by the caller. Clicking on the value in the field will display the Listing by Identification Number report.
Selection	Multiple choice option selected by the caller.
User Field 0	User-defined multi-digit input field.
User Field 1	User-defined menu selection input field.
User Field 2-9	Additional data fields available for use by TeamQ Data Link queries.

NOTE Display of User Fields 2 through 9 can be toggled using the **More Data Fields** expand/collapse control within the report.

Listing by Identification Number

The **Listing by Identification Number** report contains data for calls where the data in the identification field matches the specified identification number filter (see [Filter Parameter](#)). Fields displayed in the report relate to caller-specific data as opposed to call handling data. The report is organized by identification number. Call records are grouped by month and sorted ascending by date and time.

Table 38. Listing by Identification Number Detail Fields

Field	Description
Date/Time	Date and time at which the call started.
Call ID	Unique ID number for the call. Clicking on the value in the field will display the Call History or Call Detail report.
Call Type	Type of call associated with the data row (see Call Type Values).
End Status	Status under which the TeamQ script caller interaction ended (see Call End Status Values).
Team Name	Name of the team for which the call was queued.
ANI	Calling party telephone number as provided by the telephone switch. Clicking on the value in the field will display the Listing by Calling Party (ANI) report.
Callback #	Callback telephone number entered by the caller. Clicking on the value in the field will display the Listing by Callback Number report.
Selection	Multiple choice option selected by the caller.
User Field 0	User-defined multi-digit input field.
User Field 1	User-defined menu selection input field.
User Field 2-9	Additional data fields available for use by TeamQ Data Link queries.
NOTE Display of User Fields 2 through 9 can be toggled using the More Data Fields expand/collapse control within the report.	

Call Detail Reports

Call History

The **Call History** report displays data records for related calls and access to the [Call Detail](#) report for those calls. Calls that are initiated as the direct result of other calls, such as an incoming call and subsequent callback, are considered related.

Table 39. Related Calls Fields

Field	Description
Call ID	Unique ID number for the call. Clicking on the value in the field will display the Call Detail report.
Start Time	Time of day at which the call started.
Pty	Numeric priority value assigned to the call.
Call Type	Type of call associated with the data row (see Call Type Values).
End Status	Status under which the TeamQ script caller interaction ended (see Call End Status Values).
Queue	ID number of the queue that processed the call.
Team	ID number of the team that the call was queued for.
Agent	ID number of the agent associated with the call.
Hold	Amount of time the caller waited in queue.
Talk	Amount of time the call was connected to an agent.

Call Detail

The **Call Detail** report shows all data fields for the call, including any call notes. Links to a parent or child call appear below the **Call Data** section, and are enabled if a parent or child call exists. Clicking on the link will display the **Call Detail** report for the respective call.

Table 40. Call Data Fields

Field	Description
Call ID	Unique ID number for the call.
Call Type	Type of call associated with the data row (see Call Type Values).
Priority	Numeric priority value assigned to the call.
Start Time	Time of day at which the call started.
Handled Time	Time of day at which the call was handled.
End Time	Time of day at which the call ended.
Line Number	MiCollab AM line number on which the call was processed.
Queue ID	ID number of the queue that processed the call.
Queue Name	ID number of the queue that processed the call.
Team ID	ID number of the team that the call was queued for.
Team Name	ID number of the team that the call was queued for.
Agent ID	ID number of the agent associated with the call.
Agent Name	ID number of the agent associated with the call.
Hold Seconds	Number of seconds the call was in queue before being acted upon.
Connect Seconds	Number of seconds the call was connected to an agent.
Wrap Seconds	Number of seconds the agent was in WrapUp status after the conclusion of the call.
Total Seconds	Sum of Hold , Connect and Wrap seconds values.
End Status	Status under which the TeamQ script caller interaction ended (see Call End Status Values).
ANI	Calling party telephone number as provided by the telephone switch.
DNIS	Called party number as provided by the telephone switch.
Callback Number	Callback telephone number entered by the caller.
Identification	Identification number entered by the caller.

Selection	Multiple choice option selected by the caller.
User Field 0	User-defined multi-digit input field.
User Field 1	User-defined menu selection input field.
User Field 2-9	Additional data fields available for use by TeamQ Data Link queries.

Table 41. Call Note Fields

Field	Description
Created	Date and time that the note was created.
Owner Name	Name of the agent that created the note.
Note Text	Text of the call note.

Common Report Values

Agent Status Values

Table 42. Agent Status Values

Agent Status Values	Description
Busy	Agent is busy and is not handling calls.
Connected	Agent is connected to a caller.
Forced	Agent has been forced unavailable because a transferred call was not answered.
Idle	Agent is not on a call, and is in pull mode.
Monitoring	Agent is monitoring the queue; not actively taking calls.
Pending	Agent in a push mode team has signed in but not started accepting calls.
Reconnecting	Desktop client is reconnecting to the database (visible only to affected client).
SignedOut	Agent is signed out.
Taking	Call is in the process of being transferred to the agent.
TransferAborted	Call transfer to agent was aborted because it was unsuccessful.
Waiting	Agent is not on a call, and is waiting for a call in push mode.
WrapUp	Agent has finished a call and is performing call wrap-up tasks.

Call End Status Values

Table 43. Call End Status Values

Call End Status Value	Description
Disconnect	Interaction with the TeamQ script ended for a reason other than those listed below. For example, the caller disconnected or chose not to remain in queue.

Agent	Call was connected to an agent.
Message	Caller was been asked to leave a voice message.
Redirect	Call was been redirected by an agent to an alternate extension or team.
CallBack	Callback was requested.
NoAgents	No agents were available in the team.
Terminated	Call was forcibly terminated by an administrator.
Overflowed	Call was overflowed to a different team

Call Type Values

Table 44. Call Type Values

Call Type Value	Description
Callback	Call placed in response to a callback request.
Incoming	Outside caller placed in queue.

Reports Program Trace Files

The **TeamQ Reports** program can write diagnostic information to an application trace file. Diagnostic information is useful for troubleshooting application issues.

Application trace files are named **TeamQReports_YYMMDD.txt**, where **YYMMDD** is the year, month and day on which the file was generated, and are located in a user profile folder for the Windows user logged onto the desktop and running the client program.

Trace file folder:

```
C:\Users\<UserName>\AppData\Local\AVST\TeamQ\<TeamQ Version>
```