MiContact Center Enterprise

TECHNICAL DESCRIPTION REPORT MANAGER DESCRIPTION

Release 9.3 SP2

Mitel®

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Technical Description Report Manager
Description
Release 9.3 SP2 – April 2019

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INTRODUCTION

This document includes information about system templates and report categories and columns. User information about the Report Manager can be found in the Online Help.

SYSTEM TEMPLATES

This section describes the system templates that are shipped with your software. System templates can be viewed from the Report Explorer window; when you click the System link that is under the Templates panel, all the system templates will be listed in the Report Explorer window.

Table 1 System Templates lists the available system templates along with their names, Category type and Group By type. The figure that follows shows the general layout of the templates. See Chapter 3 Report Categories and Columns for a detailed description of the columns and sub-columns.

Table 1: System Templates

NAME OF TEMPLATE	CATEGORY TYPE	GROUP BY TYPE
Agent	Agent Activity	Agent
Agent Activities Allocation	Agent Activity	Day
Agent Availability	Agent Availability	Agent
Agent Call Allocation	Agent Activity	Agent
Agent Group Agent Availability	Agent Group Availability	Agent
Campaign Agent Summary	Campaign Agent Summary	Campaign
Campaign Customer Survey	Campaign Customer Survey	Campaign
Campaign Failure	Campaign Failure	Campaign
Campaign Statistics	Campaign Statistics	Campaign
Campaign Summary	Campaign Summary	Campaign
CQ by Agent	Call Qualification Code by Agent	Interval
CQ by Service Group	Call Qualification Code by Service Group	Interval
License Allocation	License	Interval
Service Access Call Distribution	Service Access	Service Access
Service Access Summary	Service Access	Interval
Service Access to SG	Service Access Call Distribution	Day
Service Group Abandoned Calls	Service Group	Day
*Service Group Abandoned Rates	Service Group	Service Group
Service Group Call Flow	Service Group	Interval
Service Group Handling Time	Service Group	Interval
Service Group Overflow	Service Group	Day

NAME OF TEMPLATE	CATEGORY TYPE	GROUP BY TYPE
Service Group Queue Info	Service Group	Interval
Service Group Resource	Service Group	Interval
Service Group Resources	Service Group	Service Group
*Service Group Response Rates	Service Group	Service Group
Supervisor Activity	Agent Activity	Agent
*Trend Report	Service Group	Day
*Trend Report on Abandoned	Service Group	Interval
*Trend Report on Offered	Service Group	Interval

* Indicates report is graphical only

Figure 1: Agent

Agent Activity By Agent

Agent	Service Group	# of Sessions	
		Offered (num)	Answered (num)

Figure 2: Agent Activities Allocation

Agent Activity By Day

Day	Duration					
	Logged In (hh:mm:ss)	Voice Ready (hh:mm:ss)	Voice Not Ready (hh:mm:ss)	Voice Idle (hh:mm:ss)	Voice Busy (hh:mm:ss)	Voice Non Service Call (hh:mm:ss)

Figure 3: Agent Availability

Agent Availability By Agent

Agent	Extension	Duration			Activity			
		Logged In (hh:mm:ss)	Voice Ready (hh:mm:ss)	Message Ready (hh:mm:ss)	Date	Time	Description	Media

Figure 4: Agent Call Allocation

Agent Activity By Agent

Agent	Service Group	# of Sessions					Assistance	
		Offered (num)	Answered (num)	Rejected (num)	Abandoned (num)	Alert Timed out (num)	Provided (num)	Received (num)

Figure 5: Agent Group Agent Availability

Agent Group Availability By Agent

Agent	Extension	Duration				Activity			
		Logged In (hh:mm:ss)	Voice Ready (hh:mm:ss)	Chat Ready (hh:mm:ss)	Message Ready (hh:mm:ss)	Date	Time	Description	Media

Figure 6: Campaign Agent Summary

Campaign Agent Summary by Campaign

Campaign	Agent	Customer Survey		Survey Time			
		Calls (num)	Percentage (%)	Average (hh:mm:ss)	Maximum (hh:mm:ss)	Minimum (hh:mm:ss)	Total (hh:mm:ss)

Figure 7: Campaign Customer Survey

Campaign Customer Survey by Campaign

Customer Name:
Customer Number:
Other numbers:
Agent:
Date/Time:
Call Duration (hh:mm:ss) :
Comments:
Question
Answer

Figure 8: Campaign Failure

Campaign Failure by Campaign

Campaign	Agent	Customer		Reason	Number of Attempts (num)	Last Called Time
		Name	Number			

Figure 9: Campaign Statistics

Campaign Statistics by Campaign

Campaign	Period		Customers					Total (num)	Failure		
	Start	Stop	Total (num)	Called (num)	Remaining (num)	Answered (num)	Answered (%)		Busy (num)	No Answer (num)	Other (num)

Figure 10: Campaign Summary

Campaign Summary by Campaign

Total Customers Called:
Total Agents Participating:
Total Survey Questions:
Question
Answer

Figure 11: CQ by Agent

Call Qualification Code By Agent By Interval

Interval	Call Qualification Code	# of Uses (num)

Figure 12: CQ by Service Group

Call Qualification Code By Service Group By Interval

Interval	Call Qualification Code	# of Uses (num)

Figure 13: License Allocation

License By Interval

Interval	Peak Allocated (num)	Failure (num)	Dedicated (num)

Figure 14: Service Access Call Distribution

Service Access By Service Access

Service Access	Received		Overflowed Out (num)	Session Summary		Handling Time (hh:mm:ss)
	Direct (num)	Overflowed In (num)		Abandoned (num)	Offered (num)	

Figure 15: Service Access Summary

Service Access By Interval

Interval	Received		# Abandoned at				Session Summary		Handling Time (hh:mm:ss)
	Direct (num)	Overflowed In (num)	Welcome Msg (num)	Selection Msg (num)	Caller Input Req (num)	Others (num)	Abandoned (num)	Offered (num)	

Figure 16: Service Access to SG

Service Access Call Distribution By Day

Day	Distributed to Service Group	
	Name	Number of Sessions (num)

Figure 17: Service Group Abandoned Calls

Service Group By Day

Day	Abandoned at				Session Summary			
	Callback Offer (num)	Playing Message (num)	Queuing (num)	Alerting (num)	Abandoned (num)	Offered (num)	Abandoned (%)	Service Level (%)

Figure 18: Service Group Abandoned Rates

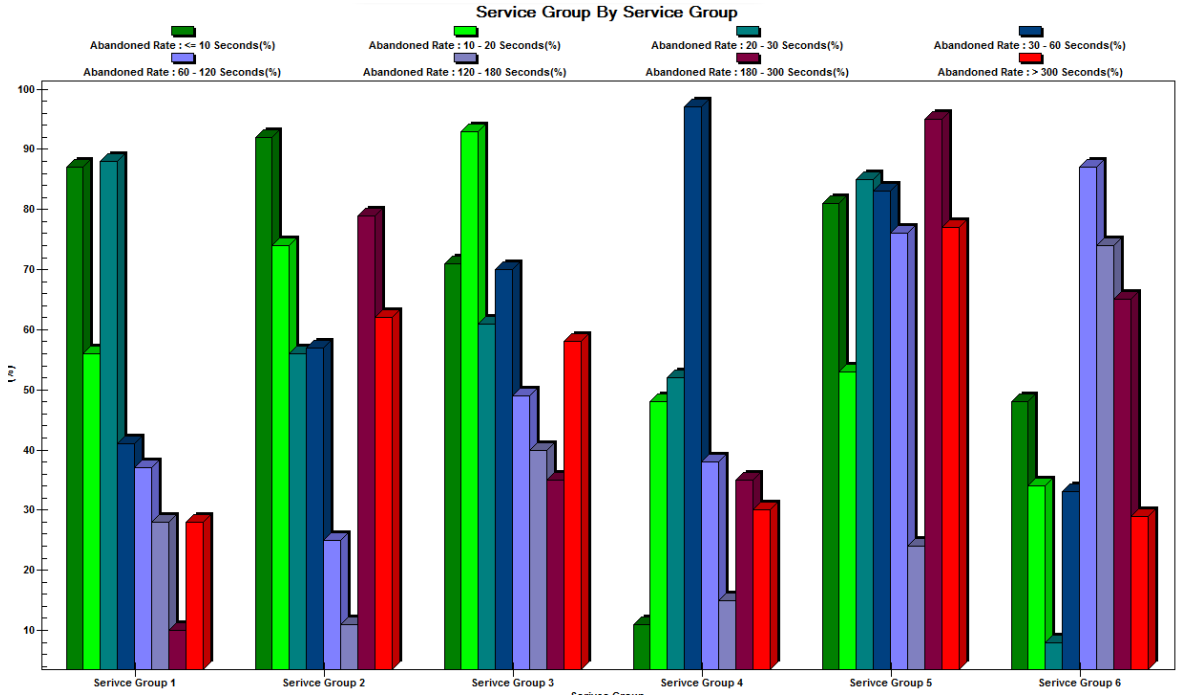


Figure 19: Service Group Call Flow

Service Group By Interval

Interval	Received		Session Summary						Service Level (%)
	Direct (num)	Overflowed In (num)	Abandoned (num)	Queuing (num)	Offered (num)	Answered (num)	Overflowed (num)	Overflw. Failed (num)	

Figure 20: Service Group Handling Time

Service Group By Interval

Interval	Average Time								
	Queued (mm:ss)	Alerting (mm:ss)	Servicing (mm:ss)	On Hold (mm:ss)	Clerical (mm:ss)	Wait (mm:ss)	Session (mm:ss)	Handling (mm:ss)	Abandoned (mm:ss)

Figure 21: Service Group Overflow

Service Group By Day

Day	Received		Overflowed Due to		Session Summary				
	Direct (num)	Overflowed In (num)	Pass Wait Time (num)	Group Closed (num)	Abandoned (num)	Offered (num)	Answered (num)	Overflowed (num)	Overflw. Failed (num)

Figure 22: Service Group Queue Info

Service Group By Interval

Interval	Received		Max Queue Size	Longest Queue Time		Service Access	Average Queue	
	Direct (num)	Overflowed In (num)	(num)	Answered (hh:mm:ss)	Abandoned (hh:mm:ss)	(hh:mm:ss)	Answered (hh:mm:ss)	Abandoned (hh:mm:ss)

Figure 23: Service Group Resource

Service Group By Interval

Interval	Average Time		Abandoned	Service Level
	Servicing (mm:ss)	Handling (mm:ss)	(%)	(%)

Figure 24: Service Group Resources

Service Group By Service Group

Service Group	Session Rate		Service Level
	Abandoned (%)	Queued (%)	(%)

Figure 25: Service Group Response Rates

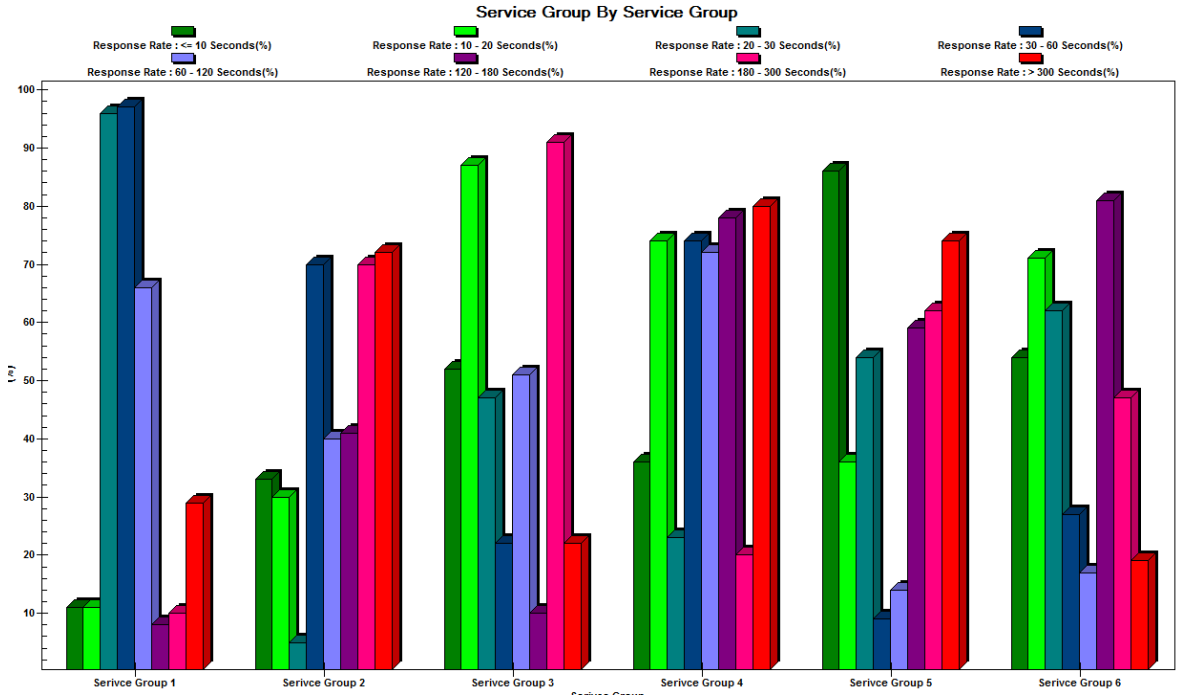
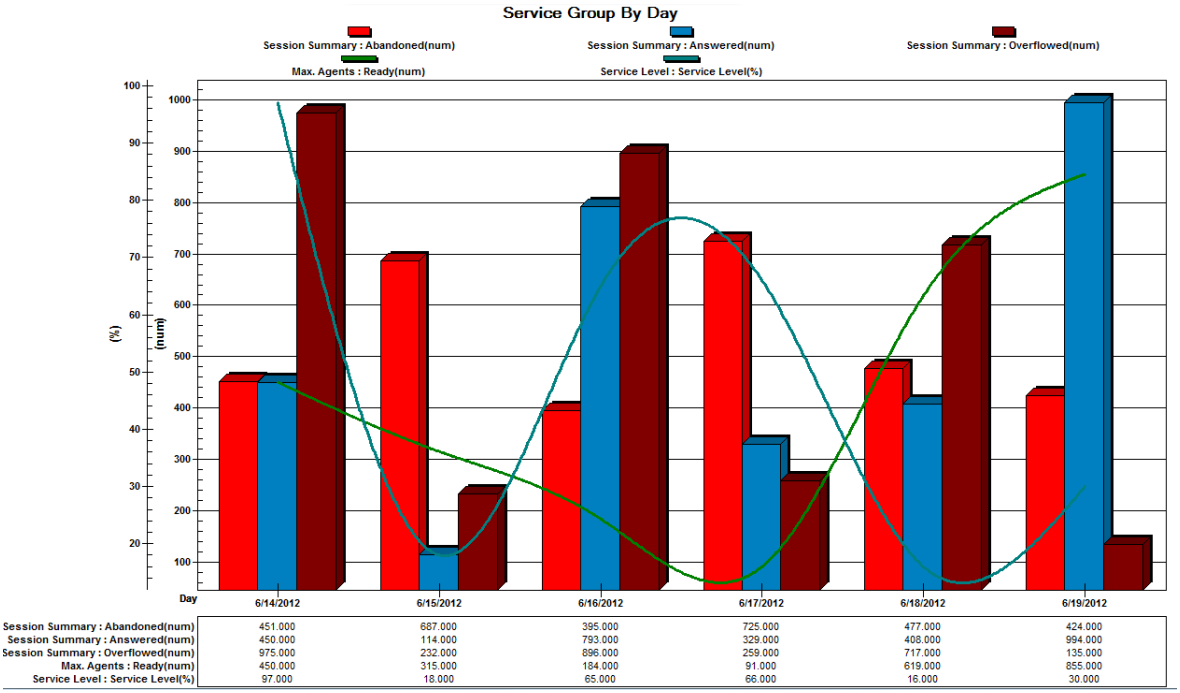


Figure 26: Supervisor Activity

Agent Activity By Agent

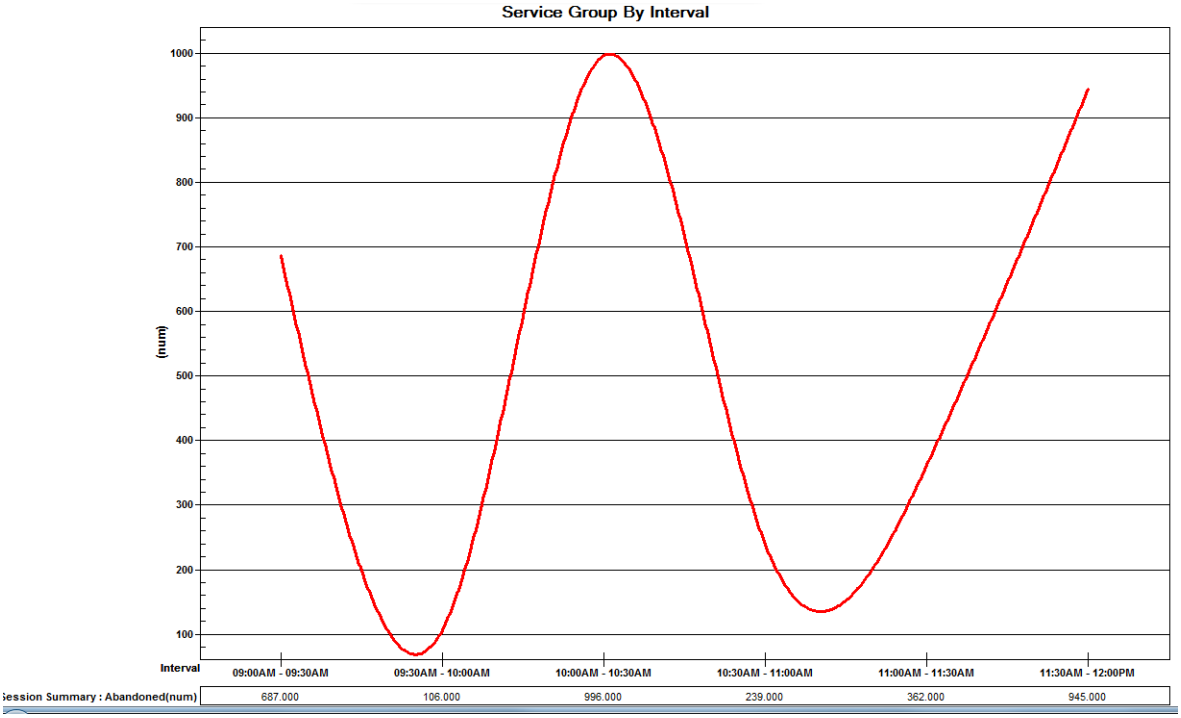
Agent	Provided (num)	Monitoring (num)	Agent Availability	
			Voice Ready (%)	Voice Not Ready (%)

Figure 27: Trend Report



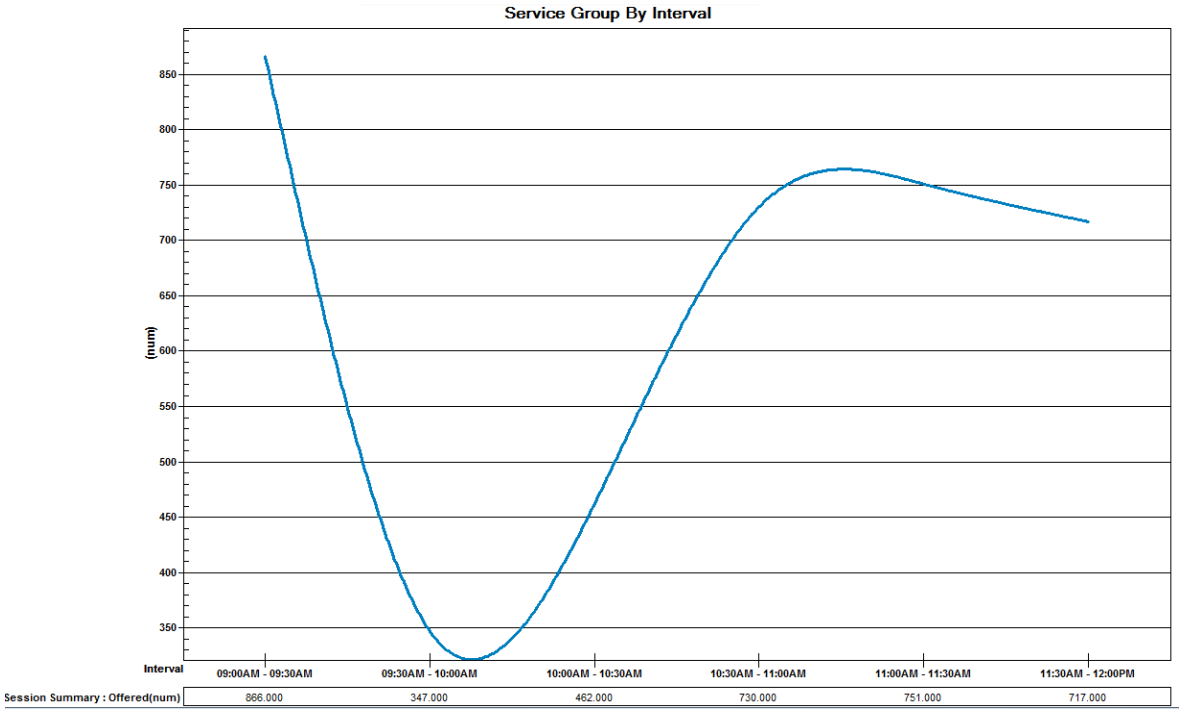
	6/14/2012	6/15/2012	6/16/2012	6/17/2012	6/18/2012	6/19/2012
Session Summary : Abandoned(num)	451.000	687.000	395.000	725.000	477.000	424.000
Session Summary : Answered(num)	450.000	114.000	793.000	329.000	408.000	994.000
Session Summary : Overflowed(num)	975.000	232.000	896.000	259.000	717.000	135.000
Max. Agents : Ready(num)	450.000	315.000	184.000	91.000	619.000	855.000
Service Level : Service Level(%)	97.000	18.000	65.000	66.000	16.000	30.000

Figure 28: Trend Report on Abandoned



	09:00AM - 09:30AM	09:30AM - 10:00AM	10:00AM - 10:30AM	10:30AM - 11:00AM	11:00AM - 11:30AM	11:30AM - 12:00PM
ession Summary : Abandoned(num)	687.000	106.000	996.000	239.000	362.000	945.000

Figure 29: Trend Report on Offered



REPORT CATEGORIES AND COLUMNS

This section covers reports for contact center activities. It describes the columns and sub-columns that are available for each report category. The following information is provided by each table, which represents a report category:

- The columns and sub-columns that are available (The text in parentheses indicates the column name in its abbreviated form)
- The unit for each sub-column
- A description of the item in the sub-column
- Whether a total, average (avg), or maximum (max) value is available for the sub-column

CONTACT CENTER ACTIVITIES REPORTS

Depending on the Report Category that the user selects, report data will be grouped by the following criteria:

Table 2: Index

REPORT CATEGORY	GROUP BY	TABLE
Abandoned Call Number Log by Agent	Agent	Table 3: Abandoned Call Number Log by Agent
Abandoned Call Number Log by Service Access	Service Access	Table 4: Abandoned Call Number Log by Service Access
Abandoned Call Number Log by Service Group	Service Group	Table 5: Abandoned Call Number Log by Service Group
Agent Activity	Agent, Day and Interval	Table 6: Agent Activity
Agent Availability	Agent	Table 7: Agent Availability
Agent Group Activity	Agent, Agent Group, Day and Interval	Table 8: Agent Group Activity
Agent Group Availability	Agent and Agent Group	Table 9: Agent Group Availability
Call Qualification Code	Call Qualification Code, Day and Interval	Table 10: Call Qualification Code
Call Qualification Code by Agent	Agent, Day and Interval	Table 11: Call Qualification Code by Agent
Call Qualification Code by Service Group	Day, Interval and Service Group	Table 12: Call Qualification Code by Service Group
Callback Failure	Service Group	Table 13: Call Back Failure
Campaign Agent Summary	Campaign and Day	Table 14: Campaign Agent Summary
Campaign Customer Survey	Campaign and Day	Table 15: Campaign Customer Survey
Campaign Failure	Campaign and Day	Table 16: Campaign Failure

REPORT CATEGORY	GROUP BY	TABLE
Campaign Statistics	Campaign	Table 17: Campaign Statistics
Campaign Summary	Campaign and Day	Table 18: Campaign Summary
IVR Data	Day, Interval and IVR Data	Table 19: IVR Data
IVR Data by Service Access	Day, Interval and Service Access	Table 20: IVR Data by Service Access
License	Day, Interval, and License	Table 21: License
Service Access	Day, Interval and Service Access	Table 22: Service Access
Service Access Call Distribution	Day, Interval, Service Access and Service Group	Table 23: Service Access Call Distribution
Service Group	Day, Interval and Service Group	Table 24: Service Group

Only the measurable data is supported for graphical report type. The following report categories will not be available for graphical report type:

- Agent Group Availability
- Agent Availability
- Call Back Failure
- Abandoned Call Number Log
- Campaign Failure
- Campaign Summary
- Campaign Customer Survey

Table 3: Abandoned Call Number Log by Agent

COLUMN	SUB-COLUMN	UNIT	DESCRIPTION	TOTAL	AVE	MAX
Service Access	Service Access		Name of the Service Access.	No	No	No
Service Group	Service Group		Name of the Service Group.	No	No	No
Abandoned Call Number	Abandoned Call Number		The A-number of the abandoned call.	No	No	No
Time Stamp	Time Stamp		The date and time that call was abandoned.	No	No	No

Table 4: Abandoned Call Number Log by Service Access

COLUMN	SUB-COLUMN	UNIT	DESCRIPTION	TOTAL	AVE	MAX
Service Group	Service Group		Name of the Service Group.	No	No	No
Agent	Agent		Name of the agent.	No	No	No
Abandoned Call Number	Abandoned Call Number		The A-number of the abandoned call.	No	No	No
Time Stamp	Time Stamp		The date and time that call was	No	No	No

abandoned.

Table 5: Abandoned Call Number Log by Service Group

COLUMN	SUB-COLUMN	UNIT	DESCRIPTION	TOTAL	AVE	MAX
Service Access	Service Access		Name of the Service Access.	No	No	No
Agent	Agent		Name of the agent.	No	No	No
Abandoned Call Number	Abandoned Call Number		The A-number of the abandoned call.	No	No	No
Time Stamp	Time Stamp		The date and time that call was abandoned.	No	No	No

Table 6: Agent Activity

COLUMN	SUB-COLUMN	UNIT	DESCRIPTION	TOTAL	AVE	MAX
Agent Group			Agent group to which the agent belonged.	No	No	No
Service Group			Name of service group that the agents serve.	Yes	Yes	No
# of Sessions	Offered	(num)	Number of service group calls, chats or messages offered to this agent(s) phone. Offered calls = Sum of service calls, chats or messages answered + service calls, chats or messages rejected + service calls abandoned ring + service calls alert timeout counter	Yes	Yes	No
	Answered	(num)	Number of service calls, chats or messages answered by the agent.	Yes	Yes	No
	Rejected	(num)	Number of calls or messages rejected by the agent.	Yes	Yes	No
	Abandoned	(num)	Number of service calls or chats abandoned while the telephone was alerting before being answered by the agent.	Yes	Yes	No
	Alert Timed out	(num)	Number of calls re-queued due to alert time-out.	Yes	Yes	No
	Deleted Messages	(num)	Number of deleted e-mail or SMS by the agent	Yes	Yes	No
Callback	Offered	(num)	Number of Callback calls offered to the agent.	Yes	Yes	No
	Accepted	(num)	Number of Callback calls accepted by the agent. Callback Accepted calls = Callback offered – Callback rejected by agent – Callback time out while alerting agent	Yes	Yes	No

COLUMN	SUB-COLUMN	UNIT	DESCRIPTION	TOTAL	AVE	MAX
	Completed	(num)	Numbers of Callback calls that were completed. Callback Completed = Callback offered – Callback time out – Callback rejected – Callback failed			
	Failed	(num)	Number of failed Callback calls made by the agent.	Yes	Yes	No
	Rejected	(num)	Number of Callback calls rejected by the agent.	Yes	Yes	No
	Timed out	(num)	Number of Callback calls rejected due to system time out on the agent.	Yes	Yes	No
Assistance	Provided	(num)	Number of calls or messages when this agent was assisting another agent.	Yes	Yes	No
	Received	(num)	Number of calls or messages when another agent was assisting this agent.	Yes	Yes	No
Monitored	Monitoring	(num)	Number of calls when this agent was monitoring other agents.	Yes	Yes	No
	Monitored	(num)	Number of calls when this agent was being monitored.	Yes	Yes	No
Average Time	Alerting	(mm:ss)	The average time that the service call or chat had to alert before answered by the agent. Average Alert time = Total service group alert call or chat duration / Service group answered call or chat counter	No	Yes	No
	Servicing	(mm:ss)	The average servicing time for incoming service calls, chats or messages answered by the agent. Average Servicing time = (Total service group answered call, chat or message duration) / (Service group answered call, chat or message counter)	No	Yes	No
	On Hold	(mm:ss)	The average parked time for incoming service calls answered by the agent. Average On Hold time = Total service group parked call duration / Service group answered call counter	No	Yes	No
	Clerical	(mm:ss)	The average time the agent engaged in clerical activities after completing a service call or	No	Yes	No

COLUMN	SUB-COLUMN	UNIT	DESCRIPTION	TOTAL	AVE	MAX
			message. Average Clerical time = Total service group clerical call or message duration / Service group answered call or message counter			
	Handling	(mm:ss)	The average amount of time that the agent spent handling incoming service calls, chats or messages for this service group. Average Handling Time = (Sum of service group answered call, chat or message duration + service group parked call duration + service group clerical call or message duration) / Service group answered call or message counter	No	Yes	No
	Callback Setup	(mm:ss)	The average time the agent spent in setting up the Callback call. Average Callback Setup Time = Service group Callback Setup duration / Number of callbacks	No	Yes	No
Duration	Logged In	(hh:mm:ss)	The total duration that the agent was logged on.	Yes	Yes	No
	Voice Ready	(hh:mm:ss)	The total duration that the agent was ready for service calls	Yes	Yes	No
	Voice Not Ready	(hh:mm:ss)	The total duration that the agent was not ready for service calls.	Yes	Yes	No
	Voice Idle	(hh:mm:ss)	The total duration that the agent was idle for service calls.	Yes	Yes	No
	Voice Busy	(hh:mm:ss)	The total duration that the agent was busy handling service calls.	Yes	Yes	No
	Voice Non Service Call	(hh:mm:ss)	The total duration that the agent was busy handling non-service calls.	Yes	Yes	No
	Chat Ready	(hh:mm:ss)	The total duration that the agent was ready for chat session.	Yes	Yes	No
	Chat Not Ready	(hh:mm:ss)	The total duration that the agent was not ready for chat session.	Yes	Yes	No
	Chat Idle	(hh:mm:ss)	The total duration that the agent was not handling any chat sessions.	Yes	Yes	No
	Chat Busy	(hh:mm:ss)	The total duration that the agent was busy handling one or more chats.	Yes	Yes	No

COLUMN	SUB-COLUMN	UNIT	DESCRIPTION	TOTAL	AVE	MAX
	Chat Take Over Session	(hh:mm:ss)	The total duration that the agent was busy handling with take over chat session	Yes	Yes	No
	Message Ready	(hh:mm:ss)	The total duration that the agent was ready for e-mail or SMS.	Yes	Yes	No
	Message Not Ready	(hh:mm:ss)	The total duration that the agent was not ready for e-mail or SMS.	Yes	Yes	No
	Message Idle	(hh:mm:ss)	The total duration that the agent was not handling e-mail or SMS.	Yes	Yes	No
	Message Busy	(hh:mm:ss)	The total duration that the agent was busy handling one or more messages.	Yes	Yes	No
	Open Media Ready	(hh:mm:ss)	The total duration that the agent was ready open media.	Yes	Yes	No
	Open Media Not Ready	(hh:mm:ss)	The total duration that the agent was not ready for open media.	Yes	Yes	No
	Open Media Idle	(hh:mm:ss)	The total duration that the agent was not handling open media.	Yes	Yes	No
	Open Media Busy	(hh:mm:ss)	The total duration that the agent was busy handling one or more open media.	Yes	Yes	No
Agent Availability	Voice Ready	(%)	The percentage of time during which the agent was marked as ready for Voice. % Voice Ready = Duration that agent was Ready for Voice / Total agent logon duration	No	Yes	No
	Voice Not Ready	(%)	The percentage of time spent by the agent when the agent was idle for Voice but ready to serve service calls. % Voice Not Ready = (Agent logon duration – Duration that agent was marked as Ready for Voice) / Total agent logon duration	No	Yes	No
	Chat Ready	(%)	The percentage of time during which the agent was marked as ready for Chat. % Chat Ready = Duration that agent was Ready for Chat / Total agent logon duration	No	Yes	No
	Chat Not Ready	(%)	The percentage of time spent by the agent when the agent was idle for Chat but ready to serve chat sessions. % Chat Not Ready = (Agent logon	No	Yes	No

COLUMN	SUB-COLUMN	UNIT	DESCRIPTION	TOTAL	AVE	MAX
			duration – Duration that agent was marked as Ready for Chat) / Total agent logon duration			
	Message Ready	(%)	The percentage of time during which the agent was marked as ready for Message. % Message Ready = Duration that agent was Ready for Message / Total agent logon duration	No	Yes	No
	Message Not Ready	(%)	The percentage of time spent by the agent when the agent was idle for Message but ready to serve messages.	No	Yes	No
	Open Media Ready	(%)	The percentage of time during which the agent was marked as ready for Open Media. % Open Media Ready = Duration that agent was Ready for Open Media / Total agent logon duration	No	Yes	No
	Open Media Not Ready	(%)	The percentage of time spent by the agent when the agent was idle for Open Media but ready to serve messages. % Open Media Not Ready = (Agent logon duration – Duration that agent was marked as Ready for Open Media) / Total agent logon duration	No	Yes	No
Agent State Alloc.	Voice Idle	(%)	The percentage of time during which the agent was idle for Voice and available to serve service group calls. % Voice Idle = Agent idle duration for Voice/ agent logon duration	No	Yes	No
	Voice Busy	(%)	The percentage of time spent by the agent to serve the calls. % Voice Busy = (Total duration that agent was busy handling the service group calls) / Agent logon duration	No	Yes	No
	Voice Non Service Call	(%)	The percentage of time during which the agent spent handling incoming-outgoing non-service calls. % Voice Non Service Call = (Total duration that agent was busy handling non service calls) / Agent logon duration	No	Yes	No

COLUMN	SUB-COLUMN	UNIT	DESCRIPTION	TOTAL	AVE	MAX
	Chat Idle	(%)	The percentage of time during which the agent was idle for Chat and available to serve service group chats. % Voice Idle = Agent idle duration for Chat/ agent logon duration	No	Yes	No
	Chat Busy	(%)	The percentage of time spent by the agent to serve the chats. % Chat Busy = (Total duration that the agent was busy handling service group chats) / Agent logon duration	No	Yes	No
	Chat Take Over Session	(%)	The percentages of time spent by the agent with take over chat session. % Chat Take Over Session = Agent Take Over Session duration/agent logon duration	No	Yes	No
	Message Idle	(%)	The percentage of time during which the agent was idle for Message and available to serve service group messages. % Message Idle = Agent idle duration for Message/ agent logon duration	No	Yes	No
	Message Busy	(%)	The percentage of time spent by the agent to serve messages. % Message Busy = (Total duration that the agent was busy handling service group messages) / Agent logon duration	No	Yes	No
	Open Media Idle	(%)	The percentage of time during which the agent was idle for Open Media and available to serve service group open media sessions. % Open Media Idle = Agent idle duration for Open Media/ agent logon duration	No	Yes	No
	Open Media Busy	(%)	The percentage of time spent by the agent to serve open media. % Open Media Busy = (Total duration that the agent was busy handling service group open media) / Agent logon duration	No	Yes	No
Session State Alloc.	Alerting	(%)	The percentage of time during which a service call, chat or message was alerting to and agent	No	Yes	No

COLUMN	SUB-COLUMN	UNIT	DESCRIPTION	TOTAL	AVE	MAX
			before being answered. Includes calls abandoned while alerting and Callback calls for Voice. % Alert = (Sum of alert duration + Callback call setup duration) / Agent logon duration			
	Servicing	(%)	The percentage of time during which the agent(s) was in the Servicing state for service calls, chats or messages. % Servicing = Sum of servicing duration / Agent logon duration	No	Yes	No
	On Hold	(%)	The percentage of time during which the agent(s) had service calls in Parked state. % On Hold = Sum of parked time for this service group answered by this agent / Agent logon duration	No	Yes	No
	Clerical	(%)	The percentage of time during which the agent(s) involved in clerical activities after finishing service calls, chats or messages. % Clerical = Sum of clerical time for the service calls, chats or messages answered by agents / Agent logon duration	No	Yes	No
	Idle	(%)	The percentage of time during which the agent(s) was in the Idle state. % Idle = 100% - (Sum of service call or chat alert duration + service call, chat or message serving duration + service call parked duration + service call or message clerical duration + service group call Callback Setup duration + service call Callback duration)/ agent logon duration	No	Yes	No
	Callback Setup	(%)	The percentage of time during which the agent(s) was in the Callback Setup state for service calls. % Callback Setup = Sum of Callback Setup duration / agent logon duration	No	Yes	No
Outgoing	Calls	(num)	Number of outgoing non-service calls initiated by the agent.	Yes	Yes	No
	Duration	(hh:mm:ss)	The personal outgoing duration that	Yes	Yes	No

COLUMN	SUB-COLUMN	UNIT	DESCRIPTION	TOTAL	AVE	MAX
			agent had spent			
	Average Time	(mm:ss)	The average time for outgoing calls made by the agent. Average Outgoing Time = Personal outgoing duration / Personal outgoing call counter	No	Yes	No
Incoming Non Service	Calls	(num)	Number of incoming non-service calls answered by the agent.	Yes	Yes	No
	Duration	(hh:mm:ss)	The incoming non service call duration that agent has spent.	Yes	Yes	No
	Average Time	(mm:ss)	The average time for incoming non-service calls answered by the agent. Average Incoming Time = Personal incoming duration / Personal incoming call counter	No	Yes	No
Outgoing E-mail	Outgoing E-mail	(num)	Number of outgoing e-mail messages sent by the agent.	Yes	Yes	No
Outgoing SMS	Outgoing SMS	(num)	Number of outgoing SMS messages sent by the agent.	Yes	Yes	No
Session State Duration	Alerting	(hh:mm:ss)	Total service group alert call or chat duration before answered by the agent	Yes	Yes	No
	Servicing	(hh:mm:ss)	Total time that the agent spent on answering the service group call, chat or message.	Yes	Yes	No
	On Hold	(hh:mm:ss)	Total parked time for incoming service group calls answered by the agent.	Yes	Yes	No
	Clerical	(hh:mm:ss)	Total clerical time that the agent engaged in clerical activities.	Yes	Yes	No
	Handling	(hh:mm:ss)	Total time that the agent spent handling this service call, chat or message. Handling duration = Sum of service group answered call, chat or message duration + service group parked call duration + service group clerical duration)	Yes	Yes	No
	Callback Setup	(hh:mm:ss)	Total time the agent spent in setting up the Callback call.	Yes	Yes	No
Highest # of concurrent	Chat	(num)	Highest number of concurrent chats.	No	No	Yes
	Message	(num)	Highest number of concurrent e-mail or SMS.	No	No	Yes

COLUMN	SUB-COLUMN	UNIT	DESCRIPTION	TOTAL	AVE	MAX
	Open Media	(num)	Highest number of concurrent open media sessions.	No	No	Yes
Short call	Total	(num)	Total number of short calls.	Yes	Yes	No
	Percentage	(%)	The percentage of calls that are counted as short calls.	Yes	No	Yes
Preferred Agent	Offered	(num)	Number of preferred calls or messages offered to this agent's phone.	Yes	Yes	No
	Answered	(num)	Number of preferred calls or messages answered by this agent.	Yes	Yes	No
	Rejected	(num)	Number of preferred calls or messages rejected by the agent.	Yes	Yes	No
	Abandoned	(num)	Number of preferred calls abandoned while the telephone was alerting before being answered by the agent.	Yes	Yes	No
	Alert Timed Out	(num)	Number of preferred calls requeued due to alert time-out.	Yes	Yes	No
	Deleted Messages	(num)	Number of preferred SMS deleted by this agent.	Yes	Yes	No

Table 7: Agent Availability

COLUMN	SUB-COLUMN	UNIT	DESCRIPTION	TOTAL	AVE	MAX
Agent	Extension		The extension number that the agent was logged on.	No	No	No
Duration	Logged In	(hh:mm:ss)	The total duration that the agent was logged on for that agent extension.	Yes	Yes	No
	Voice Ready	(hh:mm:ss)	The total duration that the agent was ready for service calls.	Yes	Yes	No
	Chat Ready	(hh:mm:ss)	The total duration that the agent was ready for chat session	Yes	Yes	No
	Message Ready	(hh:mm:ss)	The total duration that the agent was ready for e-mail or SMS session.	Yes	Yes	No
	Open Media Ready	(hh:mm:ss)	The total duration that the agent was ready for open media session.	Yes	Yes	No
Activity	Date		The date of activity.	No	No	No
	Time	(hh:mm:ss)	The time of activity.	No	No	No

COLUMN	SUB-COLUMN	UNIT	DESCRIPTION	TOTAL	AVE	MAX
	Description		The type of activity. Possible activities include Logon, Logoff, Ready and Not Ready.	No	No	No
	Reason		The type of reason when the status of agent was changed (this is entered from Desktop Manager).	No	No	No
	Media		Media type: Voice, Chat, Message or Open Media	No	No	No
Activity Summary	Total Time	(hh:mm:ss)	Total time of the activity.	No	No	No
	Description		The type of activity. Possible activities include only Ready and Not Ready.	No	No	No
	Reason		The type of reason when the status of agent was changed. (Done from Desktop Manager)	No	No	No
	Media		Media type; Voice, Chat, Message or Open Media	No	No	No

Table 8: Agent Group Activity

COLUMN	SUB-COLUMN	UNIT	DESCRIPTION	TOTAL	AVE	MAX
Agent (Not present if the Group By category is Agent)	Agent		Name of the Agent. This column is not available if grouping is agent.	No	No	No
Service Group	Service Group		Name of service group that the agents serve.	Yes	Yes	No
# of Sessions	Offered	(num)	Number of service group calls, chats or messages offered to this agent(s) phone. Offered calls = Sum of service calls, chats or messages answered + service calls, chats or messages rejected + service calls abandoned ring + service calls alert timeout counter	Yes	Yes	No
	Answered	(num)	Number of service calls, chats or messages answered by the agent.	Yes	Yes	No
	Rejected	(num)	Number of calls or messages rejected by the agent.	Yes	Yes	No
	Abandoned	(num)	Number of service calls or chats abandoned while the telephone was alerting before being answered by the agent.	Yes	Yes	No

COLUMN	SUB-COLUMN	UNIT	DESCRIPTION	TOTAL	AVE	MAX
	Alert Timed out	(num)	Number of calls re-queued due to alert time-out.	Yes	Yes	No
	Deleted Messages	(num)	Number of deleted e-mail or SMS by the agent	Yes	Yes	No
Callback	Offered	(num)	Number of Callback calls offered to the agent.	Yes	Yes	No
	Accepted	(num)	Number of Callback calls accepted by the agent. Callback Accepted calls = Callback offered – Callback rejected by agent – Callback time out while alerting agent	Yes	Yes	No
	Completed	(num)	Numbers of Callback calls that were completed. Callback Completed = Callback offered – Callback time out – Callback rejected – Callback failed			
	Failed	(num)	Number of failed Callback calls made by the agent.	Yes	Yes	No
	Rejected	(num)	Number of Callback calls rejected by the agent.	Yes	Yes	No
	Timed out	(num)	Number of Callback calls rejected due to system time out on the agent.	Yes	Yes	No
Assistance	Provided	(num)	Number of calls or messages when this agent was assisting another agent.	Yes	Yes	No
	Received	(num)	Number of calls or messages when another agent was assisting this agent.	Yes	Yes	No
Monitored	Monitoring	(num)	Number of calls when this agent was monitoring other agents.	Yes	Yes	No
	Monitored	(num)	Number of calls when this agent was being monitored.	Yes	Yes	No
Average Time	Alerting	(mm:ss)	The average time that the service call or chat had to alert before answered by the agent. Average Alert time = Total service group alert call or chat duration / Service group answered call or chat counter	No	Yes	No
	Servicing	(mm:ss)	The average servicing time for incoming service calls, chats or messages answered by the agent. Average Servicing time = (Total service group answered call, chat or message duration) / (Service group	No	Yes	No

COLUMN	SUB-COLUMN	UNIT	DESCRIPTION	TOTAL	AVE	MAX
			answered call, chat or message counter)			
	On Hold	(mm:ss)	The average parked time for incoming service calls answered by the agent. Average On Hold time = Total service group parked call duration / Service group answered call counter	No	Yes	No
	Clerical	(mm:ss)	The average time the agent engaged in clerical activities after completing a service call or message. Average Clerical time = Total service group clerical call or message duration / Service group answered call or message counter	No	Yes	No
	Handling	(mm:ss)	The average amount of time that the agent spent handling incoming service calls, chats or messages for this service group. Average Handling Time = (Sum of service group answered call, chat or message duration + service group parked call duration + service group clerical call or message duration) / Service group answered call or message counter	No	Yes	No
	Callback Setup	(mm:ss)	The average time the agent spent in setting up the Callback call. Average Callback Setup Time = Service group Callback Setup duration / Number of callbacks	No	Yes	No
Duration	Logged In	(hh:mm:ss)	The total duration that the agent was logged on.	Yes	Yes	No
	Voice Ready	(hh:mm:ss)	The total duration that the agent was ready for service calls	Yes	Yes	No
	Voice Not Ready	(hh:mm:ss)	The total duration that the agent was not ready for service calls.	Yes	Yes	No
	Voice Idle	(hh:mm:ss)	The total duration that the agent was idle for service calls.	Yes	Yes	No
	Voice Busy	(hh:mm:ss)	The total duration that the agent was busy handling service calls.	Yes	Yes	No
	Voice Non Service Call	(hh:mm:ss)	The total duration that the agent was busy handling non-service calls.	Yes	Yes	No
	Chat Ready	(hh:mm:ss)	The total duration that the agent was ready for chat session.	Yes	Yes	No
	Chat Not	(hh:mm:ss)	The total duration that the agent was	Yes	Yes	No

COLUMN	SUB-COLUMN	UNIT	DESCRIPTION	TOTAL	AVE	MAX
	Ready		not ready for chat session.			
	Chat Idle	(hh:mm:ss)	The total duration that the agent was not handling any chat sessions.	Yes	Yes	No
	Chat Busy	(hh:mm:ss)	The total duration that the agent was busy handling one or more chats.	Yes	Yes	No
	Chat Take Over Session	(hh:mm:ss)	The total duration that the agent was busy handling take over chat session.	Yes	Yes	No
	Message Ready	(hh:mm:ss)	The total duration that the agent was ready for e-mail or SMS.	Yes	Yes	No
	Message Not Ready	(hh:mm:ss)	The total duration that the agent was not ready for e-mail or SMS.	Yes	Yes	No
	Message Idle	(hh:mm:ss)	The total duration that the agent was not handling e-mail orSMS	Yes	Yes	No
	Message Busy	(hh:mm:ss)	The total duration that the agent was busy handling one or more messages.	Yes	Yes	No
	Open Media Ready	(hh:mm:ss)	The total duration that the agent was ready open media.	Yes	Yes	No
	Open Media Not Ready	(hh:mm:ss)	The total duration that the agent was not ready open media.	Yes	Yes	No
	Open Media Idle	(hh:mm:ss)	The total duration that the agent was not handling open media.	Yes	Yes	No
	Open Media Busy	(hh:mm:ss)	The total duration that the agent was busy handling open media.	Yes	Yes	No
Agent Availability	Voice Ready	(%)	The percentage of time during which the agent was marked as ready for Voice. % Voice Ready = Duration that agent was Ready for Voice / Total agent logon duration	No	Yes	No
	Voice Not Ready	(%)	The percentage of time spent by the agent when the agent was idle for Voice but ready to serve service calls. % Voice Not Ready = (Agent logon duration – Duration that agent was marked as Ready for Voice) / Total agent logon duration	No	Yes	No
	Chat Ready	(%)	The percentage of time during which the agent was marked as ready for Chat. % Chat Ready = Duration that agent was Ready for Chat / Total agent logon duration	No	Yes	No

COLUMN	SUB-COLUMN	UNIT	DESCRIPTION	TOTAL	AVE	MAX
	Chat Not Ready	(%)	The percentage of time spent by the agent when the agent was idle for Chat but ready to serve chat sessions. % Chat Not Ready = (Agent logon duration – Duration that agent was marked as Ready for Chat) / Total agent logon duration	No	Yes	No
	Message Ready	(%)	The percentage of time during which the agent was marked as ready for Message. % Message Ready = Duration that agent was Ready for Message / Total agent logon duration	No	Yes	No
	Message Not Ready	(%)	The percentage of time spent by the agent when the agent was idle for Message but ready to serve messages.	No	Yes	No
	Open Media Ready	(%)	The percentage of time during which the agent was marked as ready for open media. % Open Media Ready = Duration that agent was Ready for Open Media / Total agent logon duration	No	Yes	No
	Open Media Not Ready	(%)	The percentage of time spent by the agent when the agent was idle for open media but ready to serve open media. % Open Media Not Ready = (Agent logon duration – Duration that agent was marked as Ready for Open Media) / Total agent logon duration	No	Yes	No
Agent State Alloc.	Voice Idle	(%)	The percentage of time during which the agent was idle for Voice and available to serve service group calls. % Voice Idle = Agent idle duration for Voice/ agent logon duration	No	Yes	No
	Voice Busy	(%)	The percentage of time spent by the agent to serve the calls. % Voice Busy = (Total duration that agent was busy handling the service group calls) / Agent logon duration	No	Yes	No
	Voice Non Service Call	(%)	The percentage of time during which the agent spent handling incoming-outgoing non-service calls.	No	Yes	No

COLUMN	SUB-COLUMN	UNIT	DESCRIPTION	TOTAL	AVE	MAX
			% Voice Non Service call = (Total duration that agent was busy handling non service calls) / Agent logon duration			
	Chat Idle	(%)	The percentage of time during which the agent was idle for Chat and available to serve service group chats. % Chat Idle = Agent idle duration for Chat/ agent logon duration	No	Yes	No
	Chat Busy	(%)	The percentage of time spent by the agent to serve the chats. % Chat Busy = (Total duration that the agent was busy handling service group chats) / Agent logon duration	No	Yes	No
	Chat Take Over Session	(%)	The percentages of time spent by the agent with take over chat session. % Chat Take Over Session = Agent Take Over Session duration/agent logon duration	No	Yes	No
	Message Idle	(%)	The percentage of time during which the agent was idle for Message and available to serve service group messages.	No	Yes	No
			% Message Idle = Agent idle duration for Message/ agent logon duration			
	Message Busy	(%)	The percentage of time spent by the agent to serve the Messages.	No	Yes	No
	Open Media Idle	(%)	The percentage of time during which the agent was idle for Open Media and available to serve service group messages. % Open Media Idle = Agent idle duration for Open Media / agent logon duration	No	es	No
	Open Media Busy	(%)	The percentage of time spent by the agent to serve the Open Media. % Open Media Busy = (Total duration that the agent was busy handling open media) / Agent logon duration	No	Yes	No
Session State Alloc.	Alerting	(%)	The percentage of time during which a service call, chat or message was alerting to and agent before being answered. Includes calls abandoned while alerting and Callback calls for	No	Yes	No

COLUMN	SUB-COLUMN	UNIT	DESCRIPTION	TOTAL	AVE	MAX
			Voice. % Alert = (Sum of alert duration + Callback call setup duration) / Agent logon duration			
	Servicing	(%)	The percentage of time during which the agent(s) was in the Servicing state for service calls, chats or messages. % Servicing = Sum of servicing duration / Agent logon duration	No	Yes	No
	On Hold	(%)	he percentage of time during which the agent(s) had service calls in Parked state. % On Hold = Sum of parked time for this service group answered by this agent / Agent logon duration	No	Yes	No
	Clerical	(%)	The percentage of time during which the agent(s) involved in clerical activities after finishing service calls, chats or messages. % Clerical = Sum of clerical time for the service calls, chats or messages answered by agents / Agent logon duration	No	Yes	No
	Idle	(%)	The percentage of time during which the agent(s) was in the Idle state. % Idle = 100% - (Sum of service call or chat alert duration + service call, chat or message serving duration + service call parked duration + service call or message clerical duration + service group call Callback Setup duration + service call Callback duration)/ agent logon duration	No	Yes	No
	Callback Setup	(%)	The percentage of time during which the agent(s) was in the Callback Setup state for service calls. % Callback Setup = Sum of Callback Setup duration / agent logon duration	No	Yes	No
Outgoing	Calls	(num)	Number of outgoing non-service calls initiated by the agent.	Yes	Yes	No
	Duration	(hh:mm:ss)	The personal outgoing duration that agent had spent	Yes	Yes	No
	Average Time	(mm:ss)	The average time for outgoing calls made by the agent. Average Outgoing Time = Personal outgoing duration / Personal outgoing	No	Yes	No

COLUMN	SUB-COLUMN	UNIT	DESCRIPTION	TOTAL	AVE	MAX
			call counter			
Incoming Non Service	Calls	(num)	Number of incoming non-service calls answered by the agent.	Yes	Yes	No
	Duration	(hh:mm:ss)	The incoming non service call duration that agent has spent.	Yes	Yes	No
	Average Time	(mm:ss)	The average time for incoming non-service calls answered by the agent. Average Incoming Time = Personal incoming duration / Personal incoming call counter	No	Yes	No
Outgoing E-mail	Outgoing E-mail	(num)	Number of outgoing e-mail messages sent by the agent.	Yes	Yes	No
Outgoing SMS	Outgoing SMS	(num)	Number of outgoing SMS messages sent by the agent.	Yes	Yes	No
Session State Duration	Alerting	(hh:mm:ss)	Total service group alert call or chat duration before answered by the agent	Yes	Yes	No
	Servicing	(hh:mm:ss)	Total time that the agent spent on answering the service group call, chat or message.	Yes	Yes	No
	On Hold	(hh:mm:ss)	Total parked time for incoming service group calls answered by the agent.	Yes	Yes	No
	Clerical	(hh:mm:ss)	Total clerical time that the agent engaged in clerical activities.	Yes	Yes	No
	Handling	(hh:mm:ss)	Total time that the agent spent handling this service call, chat or message. Handling duration = Sum of service group answered call, chat or message duration + service group parked call duration + service group clerical duration)	Yes	Yes	No
	Callback Setup	(hh:mm:ss)	Total time the agent spent in seting up the Callback call.	Yes	Yes	No
Highest # of concurrent	Chat	(num)	Highest number of concurrent chats.	No	No	Yes
	Message	(num)	Highest number of concurrent e-mail or SMS.	No	No	Yes
	Open Media	(num)	Highest number of concurrent open media.	No	No	Yes
Short call	Total	(num)	Number of Short calls	Yes	Yes	No
	Percentage	%	The Percentage of calls that are counted as short calls	No	Yes	No
Preferred	Offered	(num)	Number of preferred calls or messages	Yes	Yes	No

COLUMN	SUB-COLUMN	UNIT	DESCRIPTION	TOTAL	AVE	MAX
Agent			offered to this agent(s) phone.			
	Answered	(num)	Number of preferred calls or messages answered by the agent.	Yes	Yes	No
	Rejected	(num)	Number of preferred calls or messages rejected by the agent.	Yes	Yes	No
	Abandoned	(num)	Number of preferred calls abandoned while the telephone was alerting before being answered by the agent.	Yes	Yes	No
	Alert Timed out	(num)	Number of preferred calls requeued due to alert time-out.	Yes	Yes	No
	Deleted messages	(num)	Number of preferred SMS deleted by this agent.	Yes	Yes	No

Table 9: Agent Group Availability

COLUMN	SUB-COLUMN	UNIT	DESCRIPTION	TOTAL	AVE	MAX
Agent	Name (Not present if the Group By category is Agent)		Name of the agent. This field is not available if grouping is agent.	No	No	No
	Extension		The extension number that the agent was logged on.	No	No	No
Duration	Logged In	(hh:mm:ss)	The total duration that the agent was logged on for that agent extension.	Yes	Yes	No
	Voice Ready	(hh:mm:ss)	The total duration that the agent was available for service calls.	Yes	Yes	No
	Chat Ready	(hh:mm:ss)	The total duration that the agent was ready for chat session	Yes	Yes	No
	Message Ready	(hh:mm:ss)	The total duration that the agent was ready for e-mail or SMS session.	Yes	Yes	No
	Open Media Ready	(hh:mm:ss)	The total duration that the agent was ready open media session.	Yes	Yes	No
Activity	Date		The date of activity.	No	No	No
	Time	(hh:mm:ss)	The time of activity.	No	No	No
	Description		The type of activity. Possible activities include Logon, Logoff, Ready and Not Ready.	No	No	No
	Reason		The type of reason when the status of agent was changed (this is entered from Desktop Manager).	No	No	No
	Media		Media type: Voice, Chat, Message or Open Media	No	No	No

Table 10: Call Qualification Code

COLUMN	SUB-COLUMN	UNIT	DESCRIPTION	TOTAL	AVE	MAX
# of Uses	# of Uses	(num)	The number of times the call qualification code was used.	Yes	Yes	No
Service Group	Service Group		The service group name that the agent served.	No	No	No
Agent	Agent		The name of the agent who entered the call qualification code.	No	No	No

Table 11: Call Qualification Code by Agent

COLUMN	SUB-COLUMN	UNIT	DESCRIPTION	TOTAL	AVE	MAX
Call Qualification Code	Call Qualification Code		The name of the call qualification code.	No	No	No
# of Uses	# of Uses	(num)	The number of times the call qualification code was used.	Yes	Yes	No

Table 12: Call Qualification Code by Service Group

COLUMN	SUB-COLUMN	UNIT	DESCRIPTION	TOTAL	AVE	MAX
Call Qualification Code	Call Qualification Code		The name of the call qualification code.	No	No	No
# of Uses	# of Uses	(num)	The number of times the call qualification code was used.	Yes	Yes	No

Table 13: Call Back Failure

COLUMN	SUB-COLUMN	UNIT	DESCRIPTION	TOTAL	AVE	MAX
Time	Initiated		Callback initiated by the caller.	No	No	No
	Setup		Callback set up by the agent.	No	No	No
Agent	Agent		The name of the agent who handled the Callback.	No	No	No
Duration	Service Access	(mm:ss)	The duration that the original call was handled by service access.	Yes	Yes	No
	Off-hook Queue	(mm:ss)	The duration that the original call spent in Off-hook Queue state.	Yes	Yes	No
	On-hook Queue	(mm:ss)	The duration that the original call spent in On-hook Queue state.	Yes	Yes	No
	Agent	(mm:ss)	The duration that the agent spent in	Yes	Yes	No

		handling the Callback call.			
Reason	Reason	The reason of the Callback failure.	No	No	No
Telephone number	Telephone number	The Callback telephone number.	No	No	No

***Note**: For Web Callback call, the values for the **Service Access duration and off-hook queue duration** columns will be zero.*

Table 14: Campaign Agent Summary

COLUMN	SUB-COLUMN	UNIT	DESCRIPTION	TOTAL	AVE	MAX
Agent	Agent		The name of the agent who handle the campaign call	No	No	No
Customer Survey	Call	(num)	The number of survey calls that handled by the agent.	Yes	Yes	No
	Percentage	(%)	The percentage of survey calls handled by the agent.	No	Yes	No
Survey Time	Average	(hh:mm:ss)	Average duration that agent spent in serving the campaign call.	No	Yes	No
	Maximum	(hh:mm:ss)	Maximum duration that agent spent in serving the campaign call.	No	No	Yes
	Minimum	(hh:mm:ss)	Minimum duration that agent spent in serving the campaign call.	No	No	No
	Total	(hh:mm:ss)	Total duration that agent spent in serving the campaign call.	Yes	Yes	No

Table 15: Campaign Customer Survey

COLUMN	DESCRIPTION
Customer Name	Name of the customer that has participated in this campaign survey.
Customer Number	Customer's phone number.
Other numbers	Other phone numbers and types (Home, Mobile, Office or Other)
Agent	Name of the agent who served this customer.
Date/Time	Date and time the survey took place.
Call Duration (hh:mm:ss)	Total duration that agent has spent with this customer.
Number of Attempts	Number of call attempts made to this customer.
Comments	Comments from the agent for this customer.
Survey question and answer	Customer's response to the campaign question.

Only main columns are available in this report and no sub-footer.

Table 16: Campaign Failure

COLUMN	SUB-COLUMN	UNIT	DESCRIPTION	TOTAL	AVE	MAX

Agent	Agent	The agent name that handled the campaign calls	No	No	No
Customer	Name	Name of the customer	No	No	No
	Number	Customer phone number	No	No	No
Reason	Reason	The reason of the campaign failure	No	No	No
Number attempts	Number attempts (num)	The number of times attempts to call this customer	Yes	Yes	No
Last called time	Last called time	The last called timestamp	No	No	No

Table 17: Campaign Statistics

COLUMN	SUB-COLUMN	UNIT	DESCRIPTION	TOTAL	AVE	MAX
Period	Start		The starting time of the campaign	No	No	No
	Stop		The stop time of the campaign	No	No	No
Customers	Total	(num)	The total number of customers in the campaign	Yes	Yes	Yes
	Called	(num)	The number of customers called	Yes	Yes	Yes
	Called	(%)	The percentage of customers called	No	Yes	No
	Remaining	(num)	The number of customers remaining to be called	Yes	Yes	Yes
	Remaining	(%)	The percentage of customers remaining to be called	No	Yes	No
	Answered	(num)	The number of customers that have answered	Yes	Yes	Yes
	Answered	(%)	The percentage of customers that have answered	No	Yes	No
Unsuccessful	Total	(num)	The total number of unsuccessful customers	Yes	Yes	Yes
	Total	(%)	The percentage of unsuccessful customers	No	Yes	No
	Complete	(num)	The number of complete customers	Yes	Yes	Yes
	Complete	(%)	The percentage of complete customers	No	Yes	No
	Incomplete	(num)	The number of incomplete customers	Yes	Yes	Yes
	Incomplete	(%)	The percentage of incomplete customers	No	Yes	No
Failure	Busy	(num)	The number of customers that are busy	Yes	Yes	Yes
	Busy	(%)	The percentage of customers that are busy	No	Yes	No
	No Answer	(num)	The number of customers that have not answered	Yes	Yes	Yes
	No Answer	(%)	The percentage of customers that have	No	Yes	No

COLUMN	SUB-COLUMN	UNIT	DESCRIPTION	TOTAL	AVE	MAX
			not answered			
	Other	(num)	The number of customers failed for other reasons	Yes	Yes	Yes
	Other	(%)	The percentage of customers failed for other reasons	No	Yes	No

Table 18: Campaign Summary

COLUMN	DESCRIPTION
Total Customer called	Total number of campaign calls
Total Agents Participating	Total number of agents participating in this campaign.
Total Survey Questions	Total number of survey questions for this campaign.
Survey Question and Answers	Summary of response for each question. The questions provided in the detail analysis only include those with Yes/No or List answer type. Free response text, numeric and data type responses are not listed in the details.

Only main columns are available for this report and no sub-footer.

Table 19: IVR Data

COLUMN	SUB-COLUMN	UNIT	DESCRIPTION	TOTAL	AVE	MAX
# of Uses	# of Uses	(num)	The number of times the IVR script was used.	Yes	Yes	No
Service Access	Service Access		The service access name served this IVR script.	No	No	No

Table 20: IVR Data by Service Access

COLUMN	SUB-COLUMN	UNIT	DESCRIPTION	TOTAL	AVE	MAX
IVR Data	IVR Data		The description and data of the IVR Data.	No	No	No
# of Uses	# of Uses	(num)	The number of times the IVR script was used.	Yes	Yes	No

Table 21: License

COLUMN	SUB-COLUMN	UNIT	DESCRIPTION	TOTAL	AVE	MAX
Peak Allocated	Peak Allocated	(num)	The maximum number of licenses allocated.	No	Yes	Yes
Failure	Failure	(num)	The number of allocation failures.	Yes	Yes	Yes
Dedicated	Dedicated	(num)	The number dedicated licenses assigned.	No	Yes	Yes

Table 22: Service Access

COLUMN	SUB-COLUMN	UNIT	DESCRIPTION	TOTAL	AVE	MAX
Received	Direct	(num)	Number of calls, chats or messages offered to this service access originally.	Yes	Yes	No
	Overflowed In	(num)	Number of calls offered to this service access that were originally offered to another service access.	Yes	Yes	No
Overflowed Out	Overflowed Out	(num)	Number of calls overflowed out to another service access. Available only if Script Manager is used.	Yes	Yes	No
Messages	Welcome	(num)	Number of times the Welcome message has been played.	Yes	Yes	No
	Selection	(num)	Number of times the Selection message has been played.	Yes	Yes	No
Selection Menu	Name		Name of the selection distributed. It consists of the selection choice number and name (for example '1' – Sales, '2' – Service, '3' – Shipping, '4' – Marketing).	No	No	No
	Number	(num)	Number of times the selection choice has been selected.	Yes	Yes	No

COLUMN	SUB-COLUMN	UNIT	DESCRIPTION	TOTAL	AVE	MAX
	Input	(num)	Number of calls that the caller has input for this service access.	Yes	Yes	No
# Time-out	Selection Msg	(num)	Number of calls that timed out while waiting for the user to make a selection choice.	Yes	Yes	No
	Caller Input	(num)	Number of calls that timed out while waiting for the caller to input a digit.	Yes	Yes	No
# Abandoned at	Welcome Msg	(num)	Number of calls that abandoned this service access while the Welcome message was being played.	Yes	Yes	No
	Selection Msg	(num)	Number of calls that abandoned this service access while the Selection message was being played.	Yes	Yes	No
	Caller Input Req	(num)	Number of calls that abandoned this service access while being asked to input a digit.	Yes	Yes	No
	Others	(num)	Number of calls that abandoned this service access during other states. For Script Manager's SA, this will be the number of calls that hung up in the middle of the script if the SetCallResult block is used to report the call result as abandoned call. Otherwise, it will report as completed call.	Yes	Yes	No
Session Summary	Abandoned	(num)	The total number of abandoned calls or chats in this service access. Total abandoned calls or chats = Sum of calls or chats abandoned during (Welcome Msg + Selection Msg + Request for Caller Input + Others)	Yes	Yes	No
	Offered	(num)	The total number of calls, chats or messages offered to this service access. Total Offered calls, chats or messages = Sum of direct in calls, chats or messages + Sum of overflowed in calls	Yes	Yes	No
Handling Time	Handling Time	(hh:mm:ss)	Duration used to handle calls, chats or messages for this service access.	Yes	Yes	No
Handled	Handled	(num)	The number of calls handled by this service access.	Yes	Yes	Yes

***Note**: If Script Manager is used for this service access, the values for the **Messages, Selection Menu, # Time-out and # Abandoned** at columns (in printed reports) will be zero.*

Table 23: Service Access Call Distribution

COLUMN	SUB-COLU MN	UNIT	DESCRIPTION	TOTAL	AVE	MAX

Distributed To Service Group	Name (Present only if the Group By category is not a Service Group)		Name of the service group	No	No	No
	Number of Sessions	(num)	Number of calls/chats/messages distributed to this service group.	Yes	Yes	No

Table 24: Service Group

COLUMN	SUB-COLUMN	UNIT	DESCRIPTION	TOTAL	AVE	MAX
Received	Direct	(num)	Number of calls, chats or messages offered to this service group originally.	Yes	Yes	No
	Overflowed In	(num)	Number of calls offered to this service group that were originally offered to another service group.	Yes	Yes	No
Overflowed Due to	Pass Wait Time	(num)	Number of calls offered to this service group and then overflowed out to another service group or destination due to expiration of the Estimated Waiting Time (EWT) or Actual Waiting Time.	Yes	Yes	No
	Group Closed	(num)	Number of calls offered to this service group and then overflowed out to another service group or destination when all the agents serving this service group become Not Ready while the calls are waiting in queue.	Yes	Yes	No
	Forwarded	(num)	Number of calls offered to this service group and then forwarded to another service group.	Yes	Yes	No
Callback	Offered	(num)	Number of Callback calls offered to the caller. Does not apply to abandoned calls.	Yes	Yes	No
	Accepted	(num)	Number of Callback calls accepted by the caller.	Yes	Yes	No
	Completed	(num)	Number of Callback calls offered to the caller less the number of Callback calls that had failed.	Yes	Yes	No
	Failed	(num)	Number of Callback calls that had failed.	Yes	Yes	No
Abandoned at	Callback Offer	(num)	Number of calls that were abandoned in queue during Callback offer.	Yes	Yes	No
	Playing Message	(num)	Number of calls that were abandoned in queue while a message was being played.	Yes	Yes	No
	Queuing	(num)	Number of calls or chats that were abandoned in queue.	Yes	Yes	No

COLUMN	SUB-COLUMN	UNIT	DESCRIPTION	TOTAL	AVE	MAX
	Alerting	(num)	Number of calls or chats that were abandoned while alerting.	Yes	Yes	No
Session Summary	Abandoned	(num)	The total number of abandoned calls or chats in this service group. Total abandoned calls or chats = Sum of calls or chats abandoned during (Queuing + Alerting)	Yes	Yes	No
	Queuing	(num)	The total number of queue calls or chats in this service group. Total queue calls or chats = Sum of calls or chats (abandoned in queue + queue calls or chats that have been answered). All calls including callbacks queued for the service group are included.	Yes	Yes	No
	Offered	(num)	The total number of calls, chats, or messages offered to this service group. Total of Offered Calls, Chats or Messages = Sum of direct in calls, chats or messages + overflowed in calls	Yes	Yes	No
	Answered	(num)	Total number of answered calls, chats or messages.	Yes	Yes	No
	Overflowed	(num)	Total number of overflowed out calls.	Yes	Yes	No
	Overflw. Failed	(num)	Total number of overflowed calls that had failed.	Yes	Yes	No
	Deleted Messages	(num)	Total number of deleted e-mail or SMS messages.	Yes	Yes	No
	Short Call	(num)	Number of short calls	Yes	Yes	No
Max Queue Size	Max Queue Size	(num)	Maximum number of calls, chats or messages waiting in the queue. This value is the maximum queue size at any point within the specified time range and is not dependent on when the calls terminate.	No	No	Yes
Longest Queue Time (Longest Queue)	Answered	(hh:mm:ss)	Longest waiting time before the call, chat or message was answered	No	No	Yes
	Abandoned	(hh:mm:ss)	Longest waiting time before the call or chat was abandoned	No	No	Yes
Handling Time	Service Access	(hh:mm:ss)	Handling time from all service accesses, including IVR Queue Handling, before being distributed to this service group. Note: For an e-mail that had been rejected and re-routed to another agent, this applies only to the agent that actually handled the e-mail.	Yes	Yes	No

COLUMN	SUB-COLUMN	UNIT	DESCRIPTION	TOTAL	AVE	MAX
	Total	(hh:mm:ss)	Total handling time of this service session. Total handling time = handling time in service access + (sum of service group answered call, chat or message duration + service group parked call duration + service group clerical call duration)	Yes	Yes	No
# Sessions Abandoned within	<= 10 Seconds	(num)	Number of abandoned sessions in this group within 10 seconds.	Yes	Yes	No
	10 - 20 Seconds	(num)	Number of abandoned sessions in this group between 10 and 20 seconds.	Yes	Yes	No
	20 - 30 Seconds	(num)	Number of abandoned sessions in this group between 20 and 30 seconds.	Yes	Yes	No
	30 - 60 Seconds	(num)	Number of abandoned sessions in this group between 30 and 60 seconds.	Yes	Yes	No
	60 - 120 Seconds	(num)	Number of abandoned sessions in this group between 60 and 120 seconds.	Yes	Yes	No
	120 - 180 Seconds	(num)	Number of abandoned sessions in this group between 120 and 180 seconds.	Yes	Yes	No
	180 – 300 Seconds	(num)	Number of abandoned sessions in this group between 180 and 300 seconds.	Yes	Yes	No
	> 300 Seconds	(num)	Number of abandoned sessions in this group exceeding 300 seconds. (301 seconds and up).	Yes	Yes	No
# Sessions Abandoned within (Cumulative)	<= 10 Seconds	(num)	Number of abandoned sessions in this group within 10 seconds.	Yes	Yes	No
	<= 20 Seconds	(num)	Number of abandoned sessions in this group within 20 seconds.	Yes	Yes	No
	<= 30 Seconds	(num)	Number of abandoned sessions in this group within 30 seconds.	Yes	Yes	No
	<= 60 Seconds	(num)	Number of abandoned sessions in this group within 60 seconds.	Yes	Yes	No
	<= 120 Seconds	(num)	Number of abandoned sessions in this group within 120 seconds.	Yes	Yes	No
	<= 180 Seconds	(num)	Number of abandoned sessions in this group within 180 seconds.	Yes	Yes	No
	<= 300 Seconds	(num)	Number of abandoned sessions in this group within 300 seconds.	Yes	Yes	No
	> 300 Seconds	(num)	Number of abandoned sessions in this group exceeding 300 seconds. (301 seconds and up).	Yes	Yes	No
Sessions	In Service	(num)	Number of sessions answered within	Yes	Yes	No

COLUMN	SUB-COLUMN	UNIT	DESCRIPTION	TOTAL	AVE	MAX
Answered	Level		the specified minutes and seconds (service level time).			
	Ovr Service Level	(num)	Number of sessions answered out of the specified minutes and seconds (service level time).	Yes	Yes	No
# Sessions Answered within	<= 10 Seconds	(num)	Number of answered sessions in this group within 10 seconds.	Yes	Yes	No
	10 - 20 Seconds	(num)	Number of answered sessions in this group between 10 and 20 seconds.	Yes	Yes	No
	20 - 30 Seconds	(num)	Number of answered sessions in this group between 20 and 30 seconds.	Yes	Yes	No
	30 - 60 Seconds	(num)	Number of answered sessions in this group between 30 and 60 seconds.	Yes	Yes	No
	60 - 120 Seconds	(num)	Number of answered sessions in this group between 60 and 120 seconds.	Yes	Yes	No
	120 - 180 Seconds	(num)	Number of answered sessions in this group between 120 and 180 seconds.	Yes	Yes	No
	180 – 300 Seconds	(num)	Number of answered sessions in this group between 180 and 300 seconds.	Yes	Yes	No
	> 300 Seconds	(num)	Number of answered sessions in this group exceeding 300 seconds. (301 seconds and up).	Yes	Yes	No
# Sessions Answered within (Cumulative)	<= 10 Seconds	(num)	Number of answered sessions in this group within 10 seconds.	Yes	Yes	No
	<= 20 Seconds	(num)	Number of answered sessions in this group within 20 seconds.	Yes	Yes	No
	<= 30 Seconds	(num)	Number of answered sessions in this group within 30 seconds.	Yes	Yes	No
	<= 60 Seconds	(num)	Number of answered sessions in this group within 60 seconds.	Yes	Yes	No
	<= 120 Seconds	(num)	Number of answered sessions in this group within 120 seconds.	Yes	Yes	No
	<= 180 Seconds	(num)	Number of answered sessions in this group within 180 seconds.	Yes	Yes	No
	<= 300 Seconds	(num)	Number of answered sessions in this group within 300 seconds.	Yes	Yes	No
	> 300 Seconds	(num)	Number of answered sessions in this group exceeding 300 seconds. (301 seconds and up).	Yes	Yes	No
Average	Logged On	(num)	The average numbers of agents there were logged on.	No	Yes	No

COLUMN	SUB-COLUMN	UNIT	DESCRIPTION	TOTAL	AVE	MAX
Agents	Ready	(num)	The average number of agents that were available to answer service calls, chats or messages.	No	Yes	No
Max. Agents	Logged On	(num)	The maximum number of agents that were logged on.	No	No	Yes
	Ready	(num)	The maximum number of agents that were available to answer service calls, chats or messages.	No	No	Yes
Skill Choice	1	(num)	Number of calls, chats or messages that were routed to the first choice skill level.	Yes	Yes	No
	2	(num)	Number of calls, chats or messages that were routed to the second choice skill level.	Yes	Yes	No
	3	(num)	Number of calls, chats or messages that were routed to the third choice skill level.	Yes	Yes	No
Play Msg Failed	Play Msg Failed	(num)	Number of times that a message had failed to play.	Yes	Yes	No
Average Queue	Answered	(hh:mm:ss)	Average time that a calls, chats or messages was queued in this service group before being answered by an agent. Average Queue time answered = (Total answered queue calls, chats or messages duration) / Answered queue counter Note: For an e-mail that had been rejected, this includes the time that the e-mail was actually waiting in the service group queue, as well as any time spent sitting in an agent's Call window until the agent eventually rejected it.	No	Yes	No
	Abandoned	(hh:mm:ss)	Average time that a call or chat was queued to this service group queue before being abandoned by the caller or by a queue time-out. Average Queue time abandoned = (Total abandoned queue call or chat duration) / (Number of abandoned queue calls or chat)	No	Yes	No
Average Time	Queued	(mm:ss)	Average amount of time that a call or chat was queued in this service group queue before being presented to an agent. Average Queue time = (Total answered queue call or chat duration) /	No	Yes	No

COLUMN	SUB-COLUMN	UNIT	DESCRIPTION	TOTAL	AVE	MAX
			(Number of answered calls or chats) Note: For an e-mail that had been rejected, this includes the time that the e-mail was actually waiting in the service group queue, as well as any time spent sitting in an agent's Call window until the agent eventually rejected it.			
	Alerting	(mm:ss)	Average amount of time that a call or chat was alerting an agent before being answered. Average Alert time = Total Alert duration / (Number of answered calls or chats)	No	Yes	No
	Servicing	(mm:ss)	Average time agents spent servicing calls, chats or messages for this service group. Average Service time = Total servicing duration / (Number of answered calls/chats)	No	Yes	No
	On Hold	(mm:ss)	Average amount of time that calls were in the Parked stated for this service group. Average On Hold time = Total On Hold duration / Number of answered calls	No	Yes	No
	Clerical	(mm:ss)	Average amount of time that agents spent on clerical activities after finishing calls or messages for this service group. Average Clerical time = Total Clerical duration / (Number of answered calls or messages)	No	Yes	No
	Wait	(mm:ss)	Average amount of time that calls, chats or messages spent waiting before being answered for this service group. Average Waiting time = (Sum of answered queue calls, chats or messages duration + alert duration) / (Number of answered calls, chats or messages)	No	Yes	No
	Session	(mm:ss)	Average session duration from the time the session was queued to the time it was terminated. Average Session time = (Sum of answered queue calls, chats or messages duration + alert duration + total conversation duration + total on hold duration) / (Number of answered calls, chats or messages)	No	Yes	No
	Handling	(mm:ss)	Average time agents spent servicing calls, chats or messages for this	No	Yes	No

COLUMN	SUB-COLUMN	UNIT	DESCRIPTION	TOTAL	AVE	MAX
			service group. Average Handling time = (Sum of conversation duration + on hold duration + clerical duration) / (Number of answered calls, chats or messages)			
	Abandoned	(mm:ss)	Average time before the call or chat was abandoned. Average time of abandoned call or chat = (Total abandoned call or chat duration) / Sum of calls or chats abandoned during (Callback Offering + Playing Message + Queuing + Alerting)	No	Yes	No
Session Rate	Abandoned	(%)	Percentage of the abandoned rate. Abandoned Rate(%) = Sum of calls or chats abandoned during (Callback Offering + Playing Message + Queuing + Alerting) / (Sum of directed in and overflowed in calls)	No	Yes	No
	Queued	(%)	Percentage of the queue rate. Queue Rate(%) = Sum of calls, chats or messages (abandoned in queue + abandoned in queue during Callback offer + abandoned in queue while a message is being played + queue calls that have been answered) / (Sum of directed in and overflowed in calls)	No	Yes	No
Service Level	Service Level	(%)	Service level for the calls, chats or messages offered to this service group. Service level (%) = Calls, chats or messages answered within service level time / (Sum of answered session + abandoned in queue + abandoned in alert)	No	Yes	No
Response Rate	<= 10 Seconds	(%)	Percentage of Response Rate within 10 seconds. Response Rate (%) = answered sessions / (sum of directed in + overflowed in sessions).	No	Yes	No
	10 - 20 Seconds	(%)	Percentage of Response Rate between 10 and 20 seconds. Response Rate (%) = answered sessions / (sum of directed in + overflowed in sessions).	No	Yes	No
	20 - 30 Seconds	(%)	Percentage of Response Rate between 20 and 30 seconds. Response Rate (%) = answered sessions / (sum of directed in + overflowed in sessions).	No	Yes	No
	30 - 60 Seconds	(%)	Percentage of Response Rate between 30 and 60 seconds.	No	Yes	No

COLUMN	SUB-COLUMN	UNIT	DESCRIPTION	TOTAL	AVE	MAX
			Response Rate (%) = answered sessions / (sum of directed in + overflowed in sessions).			
	60 - 120 Seconds	(%)	Percentage of Response Rate between 60 and 120 seconds. Response Rate (%) = answered sessions / (sum of directed in + overflowed in sessions).	No	Yes	No
	120 - 180 Seconds	(%)	Percentage of Response Rate between 120 and 180 seconds. Response Rate (%) = answered sessions / (sum of directed in + overflowed in sessions).	No	Yes	No
	180 – 300 Seconds	(%)	Percentage of Response Rate between 180 and 300 seconds. Response Rate (%) = answered sessions / (sum of directed in + overflowed in sessions).	No	Yes	No
	> 300 Seconds	(%)	Percentage of Response Rate exceeding 300 seconds. (301 seconds and up). Response Rate (%) = answered sessions / (sum of directed in + overflowed in sessions).	No	Yes	No
Response Rate (Cumulative)	<= 10 Seconds	(%)	Percentage of Response Rate within 10 seconds. Response Rate (%) = answered sessions / (sum of directed in + overflowed in sessions).	No	Yes	No
	<= 20 Seconds	(%)	Percentage of Response Rate within 20 seconds. Response Rate (%) = answered sessions / (sum of directed in + overflowed in sessions).	No	Yes	No
	<= 30 Seconds	(%)	Percentage of Response Rate within 30 seconds. Response Rate (%) = answered sessions / (sum of directed in + overflowed in sessions).	No	Yes	No
	<= 60 Seconds	(%)	Percentage of Response Rate within 60 seconds. Response Rate (%) = answered sessions / (sum of directed in + overflowed in sessions).	No	Yes	No
	<= 120 Seconds	(%)	Percentage of Response Rate within 120 seconds. Response Rate (%) = answered sessions / (sum of directed in + overflowed in sessions).	No	Yes	No
	<= 180 Seconds	(%)	Percentage of Response Rate within 180 seconds. Response Rate (%) = answered sessions / (sum of directed in + overflowed in sessions).	No	Yes	No
	<= 300 Seconds	(%)	Percentage of Response Rate within 300 seconds. Response Rate (%) =	No	Yes	No

COLUMN	SUB-COLUMN	UNIT	DESCRIPTION	TOTAL	AVE	MAX
			answered sessions / (sum of directed in + overflowed in sessions).			
	> 300 Seconds	(%)	Percentage of Response Rate exceeding 300 seconds. Response Rate (%) = answered sessions / (sum of directed in + overflowed in sessions).	No	Yes	No
Abandoned Rate	<= 10 Seconds	(%)	Percentage of Abandoned Rate within 10 seconds. Response Rate (%) = abandoned sessions / (sum of directed in + overflowed in sessions).	No	Yes	No
	10 - 20 Seconds	(%)	Percentage of Abandoned Rate between 10 and 20 seconds. Response Rate (%) = abandoned sessions / (sum of directed in + overflowed in sessions).	No	Yes	No
	20 - 30 Seconds	(%)	Percentage of Abandoned Rate between 20 and 30 seconds. Response Rate (%) = abandoned sessions / (sum of directed in + overflowed in sessions).	No	Yes	No
	30 - 60 Seconds	(%)	Percentage of Abandoned Rate between 30 and 60 seconds. Response Rate (%) = abandoned sessions / (sum of directed in + overflowed in sessions).	No	Yes	No
	60 - 120 Seconds	(%)	Percentage of Abandoned Rate between 60 and 120 seconds. Response Rate (%) = abandoned sessions / (sum of directed in + overflowed in sessions).	No	Yes	No
	120 - 180 Seconds	(%)	Percentage of Abandoned Rate between 120 and 180 seconds. Response Rate (%) = abandoned sessions / (sum of directed in + overflowed in sessions).	No	Yes	No
	180 – 300 Seconds	(%)	Percentage of Abandoned Rate between 180 and 300 seconds. Response Rate (%) = abandoned sessions / (sum of directed in + overflowed in sessions).	No	Yes	No
	> 300 Seconds	(%)	Percentage of Abandoned Rate exceeding 300 seconds. (301 seconds and up). Response Rate (%) = abandoned sessions / (sum of directed in + overflowed in sessions).	No	Yes	No
Abandoned Rate (Cumulative)	<= 10 Seconds	(%)	Percentage of Abandoned Rate within 10 seconds. Response Rate (%) = abandoned sessions / (sum of directed in + overflowed in sessions).	No	Yes	No

COLUMN	SUB-COLUMN	UNIT	DESCRIPTION	TOTAL	AVE	MAX
	<= 20 Seconds	(%)	Percentage of Abandoned Rate within 20 seconds. Response Rate (%) = abandoned sessions / (sum of directed in + overflowed in sessions).	No	Yes	No
	<= 30 Seconds	(%)	Percentage of Abandoned Rate within 30 seconds. Abandoned Rate (%) = abandoned sessions / (sum of directed in + overflowed in sessions).	No	Yes	No
	<= 60 Seconds	(%)	Percentage of Abandoned Rate within 60 seconds. Response Rate (%) = abandoned sessions / (sum of directed in + overflowed in sessions).	No	Yes	No
	<= 120 Seconds	(%)	Percentage of Abandoned Rate within 120 seconds. Response Rate (%) = abandoned sessions / (sum of directed in + overflowed in sessions).	No	Yes	No
	<= 180 Seconds	(%)	Percentage of Abandoned Rate within 180 seconds. Response Rate (%) = abandoned sessions / (sum of directed in + overflowed in sessions).	No	Yes	No
	<= 300 Seconds	(%)	Percentage of Abandoned Rate within 300 seconds. Response Rate (%) = abandoned sessions / (sum of directed in + overflowed in sessions).	No	Yes	No
	> 300 Seconds	(%)	Percentage of Abandoned Rate exceeding 300 seconds. Response Rate (%) = abandoned sessions / (sum of directed in + overflowed in sessions).	No	Yes	No
Queue Duration	Answered	(hh:mm:ss)	Total duration that a call, chat or message was queue d in this service group before being answered by an agent	Yes	Yes	No
	Abandoned	(hh:mm:ss)	Total duration that a call or chat was queued to this service group queue before being abandoned by the caller or by a queue time-out	Yes	Yes	No
Session State Duration	Alerting	(hh:mm:ss)	The duration that a call or chat was alerting to an agent before being answered.	Yes	Yes	No
	Servicing	(hh:mm:ss)	The duration that agents spent servicing call, chat or message for this service group.	Yes	Yes	No
	On Hold	(hh:mm:ss)	The duration that calls was in the Parked stated for this service group.	Yes	Yes	No
	Clerical	(hh:mm:ss)	The duration that agents spent on clerical activities after finishing calls or messages for this service group.	Yes	Yes	No

COLUMN	SUB-COLUMN	UNIT	DESCRIPTION	TOTAL	AVE	MAX
	Wait	(hh:mm:ss)	The duration that calls, chats or messages spent waiting before being answered for this service group.	Yes	Yes	No
	Total Session	(hh:mm:ss)	Total session duration from the time the call, chat or message was queued to the time it was terminated. Total Session duration = Sum of answered queue call, chat or message duration + alert duration + total conversation duration + total on hold duration	Yes	Yes	No
	Handling	(hh:mm:ss)	Total time agents spent servicing calls, chats or message for this service group. Total Handling duration = sum of conversation duration + on hold duration + clerical duration	Yes	Yes	No
	Abandoned	(hh:mm:ss)	Total duration before the call or chat was abandoned.	Yes	Yes	No
Outgoing SMS		(num)	Number of outgoing SMS messages for this Service Group	Yes	Yes	No
Outgoing E-mail		(num)	Number of outgoing e-mail messages for this Service Group	Yes	Yes	No

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