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CALL CENTER STATISTICS
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Revision History

The following represents the revision history of this publication:

Revision Number	Date Completed	Point of Contact	Description
002	11/18/11	Bev Marsh	New document for R17.0
003	01/07/13	Bev Marsh	Changes and Additions
004	05/22/13	Bev Marsh	R19.0
005	08/2014	Velvet Moore	Updates for R20.

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1   Summary of Changes

This section describes the changes to this document for each release and document version.

1.1   Changes for Release 20.0, Document Version 1

This version of the document includes the following changes:

■   Updated document for Release 20.0.

1.2   Changes for Release 19.0, Document Version 1

This version of the document includes the following changes:

■   Removed CCRS statistics for the Remove CCRS Support Feature Description (EV 154550).

1.3   Changes for Release 18.0, Document Version 1

This version of the document includes the following changes:

■   Updated document for Release 18.0.

2 Introduction

The Clearspan Call Center solution offers two options for queue and agent statistics collection and reporting:

- The basic option offers a limited set of statistics, which can be viewed by the administrators, on a per-call-center basis, by specifying the start and end time of the period for which statistics are requested. Alternatively, a reporting function can be enabled such that e-mail reports are sent on a daily basis. These reports provide statistics with a granularity as small as 15 minutes. The statistics are collected on the Application Server and kept for a minimum of 48 hours. However, the Application Server may also be configured to use a centralized database as the source of statistical data.

- The enhanced option is implemented using a centralized database. It offers a large set of statistics and enhanced reporting capabilities, which include canned and customized templates and scheduled reports. This option is introduced in parallel with the existing options to allow customers to migrate from one solution to another over time.

This document describes Call Center statistics collected for the basic option.

> **NOTE**: Generally, a Call Center consists of multiple queues and a set of agents that are allocated to one or more queues. On the Clearspan Application Server and in related documentation, the terms "Automatic Call Distribution (ACD)", "call center" or "call center instance" are often designated to represent a queue. In this document, these terms are used interchangeably.

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3 Basic Option

This section describes the basic statistics that are accumulated and provided by the Application Server.

The statistics described in this section are provided for the time interval that is inherent to the interface used for display and/or retrieval.

- If the statistics are retrieved through the web portal, then the statistics are provided for the time period specified by the user.

- If the statistics are retrieved through the reporting interface, then the statistics are reported on a daily basis (at midnight) to one or two e-mail recipients.

The queue statistics are provided for specific time intervals (15, 30, or 60 minutes) for the day ending at midnight. The agent statistics are provided for the 24-hour period ending at midnight when the report is generated.

3.1 Statistics Definitions

The following table shows the queue statistics. These statistics are listed in the order in which they are displayed in the files in a statistics report as well as on the web interface.

Statistic	Description
Number of busy overflows	This is the number of calls that came in after the queue limit was exceeded. Such calls are likely forwarded to voice mail.
Number of calls answered	This is the total number of calls answered handled by an agent.
Number of calls abandoned	This is the total number of calls for which the caller has hung up or selected to leave a message before an agent became available.
Number of calls transferred	This is the total number of calls that are transferred out of the Call Center queue. Typically, a call is transferred from a given Call Center queue to another Call Center queue using a client application (for example, using the Clearspan Supervisor client).
Number of calls timed out	This is the total number of calls that remain unanswered and that are forwarded out of the Call Center queue upon timeout.
Average wait time	This is the average amount of time that callers spend waiting for the next available agent to answer the call.
Average abandonment time	This is the average time that callers spend waiting for an agent before hanging up or selecting the option to leave a message.
Average number of agents staffed	This is the average number of agents staffed during the period for this Call Center instance. An agent who has joined the Call Center campaign and who is not in the *sign-out* state is considered as staffed.

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Statistic	Description
Average number of agents talking	This is the average number of agents who were in the *talking* state during the period for this Call Center instance.

Table 1 Basic Option – Queue Statistics

The following table shows the agent statistics. Agent statistics are available on a per-queue basis. If an agent is assigned to multiple queues, then agent statistics are independently maintained and provided for each queue. These statistics are listed in the order in which they are displayed in the files in a statistics report as well as on the web interface.

Statistic	Description
Number of calls handled	This is the total number of calls that the agent has handled.
	This statistic accounts for all Call Center calls that are released by the agent during the specified period.
Average call time	This is the average time that an agent spends on calls from the Call Center instance.
	This statistic accounts for all Call Center calls that are released or transferred by the agent during the specified period.
	If the agent transfers a call (for example, to another queue), then the call time only accounts for the time spent on the call by the agent prior to the call transfer. In previous releases, the call time after the call transfer would be allocated to both the redirecting agent and the agent answering the call from the other queue. This behavior is changed upon upgrade and is not activatable.
Number of calls unanswered	This is the total number of calls extended to the agent that are not answered (for any reason other than because the agent is busy).
	Note that for a single call to a Call Center instance, an agent may be rung multiple times as the call can be placed in the queue and presented to the agent again. Therefore, this statistic may be incremented more than once for a given call to the Call Center instance.
Total Talk Time	The amount of time that the agent was busy handling calls for this Call Center instance.
Total staffed time	The amount of time that the agent has joined the Call Center instance and was not in the *sign-out* state.

Table 2 Basic Option – Agent Statistics

3.2 Statistics Report

Statistics reporting is configured by providing one or two destination e-mail addresses and specifying a sampling interval. The sampling interval can have one of the following values: 15, 30, or 60 minutes. A statistics report is generated at the end of each day using the time zone of the Call Center instance as the time reference.

The statistics report is sent to the specified e-mail addresses with two file attachments encoded in ASCII comma separated value (CSV) format:

`YYYYMMDD_group_statistics` and `YYYYMMDD_agent_statistics`,

where YYYY is the year, MM the month, and DD the day.

The e-mail includes the following details, which identify the Call Center and provide other information about the focus of the attached reports.

```
FROM: CallCenterStats@yourcorp.com
TO: <call center destination email address>
SUBJECT: <call center name>
BODY:
  Report generated on: <date and time, ex: Tue, July 20, 2003 at 00:17
(EST)>
  For: Group name: <group name>
       Department name: <department name>
  On Application Server: <host name>
```

3.2.1 Important Information about Generating Statistics Reports

The following is important information regarding report generation:

- The report generation time is set just before the report e-mail is actually sent and uses the time zone of the group that owns the Call Center.

- If the Call Center does not belong to a specific department, the Department name field is empty.

- Even if there are no agents defined in the Call Center, an agent file is still sent.

- If a report cannot be generated, an e-mail is still sent but no files are attached.

- If an e-mail cannot be sent, there is no attempt to retry sending.

- When a report has been sent successfully to the destination e-mail address, the Application Server increments a performance measurement.

3.2.2 Report Examples

3.2.2.1 Call Center Statistics Report

The following file is an example of a small part of a Call Center Statistics Report, which includes the statistics described in this document.

```
timestamp,num. busy overflows,num. calls answered,num. calls
abandoned ,num. calls transferred ,num. calls timed out ,avg. num.
agents talking ,avg. num. agents staffed ,avg. wait time ,avg.
abandonment time
200905250015,0,0,0,0,0,0.0,0.0,0:00,0:00
...
200905251100,4,65,3,5,4,5.6,9.0,2:34,4:01
200905251115,1,70,6,2,1,5.6,8.5,2:50,4:56
...
200905260000,0,0,0,0,0,0.0,0.0,0:00,0:00
```

3.2.2.2 Agent Statistics Report

The following file is an example of a small part of an Agent Statistics Report, which includes the statistics described in this document.

```
agent name,num. calls handled ,num. calls unanswered ,avg. call
time ,total talk time ,total staffed time
...
John Smith,43,6,2:56,2:06:08,7:58:12
Bill Johnson,48,2,3:14,2:35:23,7:55:23
...
```

3.2.3 Exporting Statistics to Microsoft Excel

To export the statistics to Microsoft Excel:

1) Import the data into an Excel sheet from a comma separated value (CSV) file.

2) Insert a column to the right of the *Timestamp* column.

3) Select the *Timestamp* column, and then go to Data → Text to columns.

   - In step 1, choose *Fixed Width*.

   - In step 2, keep only one line in Data Preview (between date and time).

   - In step 3, select *Date*, *MDY* from drop-down list.

This results in data being separated into two columns, that is, date and time.

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References

[1] Aastra USA Inc. 2013. *CS Hosted Thin Call Center Agent/Supervisor User Guide R19.0.* Available from the Aastra Technical Publications website at http://www.aastrausa.com/support.htm, TechPubs Website.

[2] Aastra USA Inc. 2013. *Clearspan Call Center Solution Guide R19.0.* Available from the Aastra Technical Publications website at http://www.aastrausa.com/support.htm, TechPubs Website.

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