CallCenterAnywhere™

Supervision Manager

User's Guide

Version 7.1.7

CallCenterAnywhere USER GUIDE

The software described in this book is furnished under a license agreement and may be used only in accordance with the terms of the agreement.

Released: 07/24/06 for CallCenterAnywhere 7.1 [R7M17S2]

The laws of the State of California will govern this Agreement. This Agreement may only be modified by a license addendum that accompanies this license or a written document that has been signed by both you and TELEPHONY@WORK, INC. Should you have any questions about this Agreement, or if you desire to contact TELEPHONY@WORK, INC. for any reason, please write: Telephony@Work, Inc. Customer Sales, 4225 Executive Square, Suite 600, La Jolla, CA 92037 or call 1-888-854-4224.

Contents

Figures

Tables

Introduction

What is Supervision Manager?

Supervision Manager is a browser-based program for managing Agents in a Call Center. From almost any computer, you can improve your overall customer service and reduce costs by managing agent activity, managing workflows, monitor real-time events, and creating quality recordings for later review.

This manual describes the features that are available to a Supervisor. To learn about Agent features (which, as a Supervisor, you can also access) see the *Interaction Manager User's Manual*.

To use Supervision Manager, you must have Internet Explorer, version 6.0 or above.

Features and Benefits

- A browser-based interface, which allows you to work *locally* (intranet) or *remotely* (Internet).
- *Conferencing* features allow you to participate with Agents on active Interactions.
- *Whisper Coaching* allows you to assist Agents without the caller hearing, when the agent is working **off-hook** only.

- The *Join Agent* feature allows you to immediately take over the Agent's Interaction with the customer.
- You can view agent screens in *real-time* to identify an agent status, interaction status, workgroup status, and interaction history.
- *Multiple Messaging Capabilities* let you broadcast a message to all agents or only to one agent.
- You can *take over* an Agent's connection to the call center and to the customer.
- You can *hang-up* and *log-off* agents.
- You can perform Workgroup-Level monitoring, by viewing workgroup interactions using the on-line *Reader Board*.
- Includes *Customizable Reports* and *Pre-configured Reports*, which you can generate and print for later analysis.
- You can review interaction histories, including chats, emails, notes, recordings, and more.

Types of Supervisor Accounts

Before you can use the Supervision Manager program, your Administrator must create an account for you. However, your Administrator can create Supervisor Accounts with different levels of access:

- Supervisor Account with limited or full access
- Guest Supervisor Account

Ask your Administrator if you are not sure which type of account you have.

Supervisor Account with Limited or Full Access

Supervisor accounts have access to every screen and feature in the Supervision Manager program.

1. If you have a **limited access** Supervisor account, you can monitor only the activity of Agents assigned to you your Administrator.

   a. **Agent Status** screen**/Agent Statistics** screen: Displays only Agents assigned to you.

   b. **Workgroups screen**: Displays all Workgroups that have completed an Interaction, even if the Agents in the Workgroups are not assigned to you.

   c. **Service Level Workgroups screen**: Displays all Workgroups, even if the Workgroup did not complete an Interaction and even if the Agents in the Workgroups are not assigned to you.

   d. **Interactions screen**: Displays interactions routed to agents assigned to you as well as all non-accepted interactions of non-assigned agents (such as queued interactions that were not yet accepted by any agent).

   e. **Review Recordings screen**: Displays only select Agents that are assigned to you.

   f. **Interaction History screen**: Displays only select Agents that are assigned to you.

2. **Full Access**: Allows additional information in the Workgroups screen and the Interactions screen.

   a. **Agent Status** screen, **Agent Statistics** screen, **Interaction Recording** screen, and **Interaction History** screen: Displays only the Agents assigned to you.

   b. **Workgroups screen** and the **Service Level Workgroups screen**: Displays all Workgroups.

   c. **Interactions screen**: Displays all Interactions.

Guest Supervisor Accounts

A Guest Supervisor account has the least amount of access to Supervision Manager features. A Guest Supervisor can:

- View the Agent Status screen, and see only their assigned Agents. See "Types of Supervisor Accounts" on page 1-2.

- Use the Listen feature on the Agent Status screen. See "Listening to an Agent" on page 3-5.

- Set Supervisor Alarms on the Agent Status screen. See "To Set Alarms for Agent Status" on page 2-10.

Supervision Manager Interface

In Supervision Manager (Figure 1-1), you have access to all of the features of the Interaction Manager program (just as do Agents), including the:

- Call Control tab
- Contact tab
- Chat tab
- Scripts tab
- Tasks tab
- Predictive tab (optional)

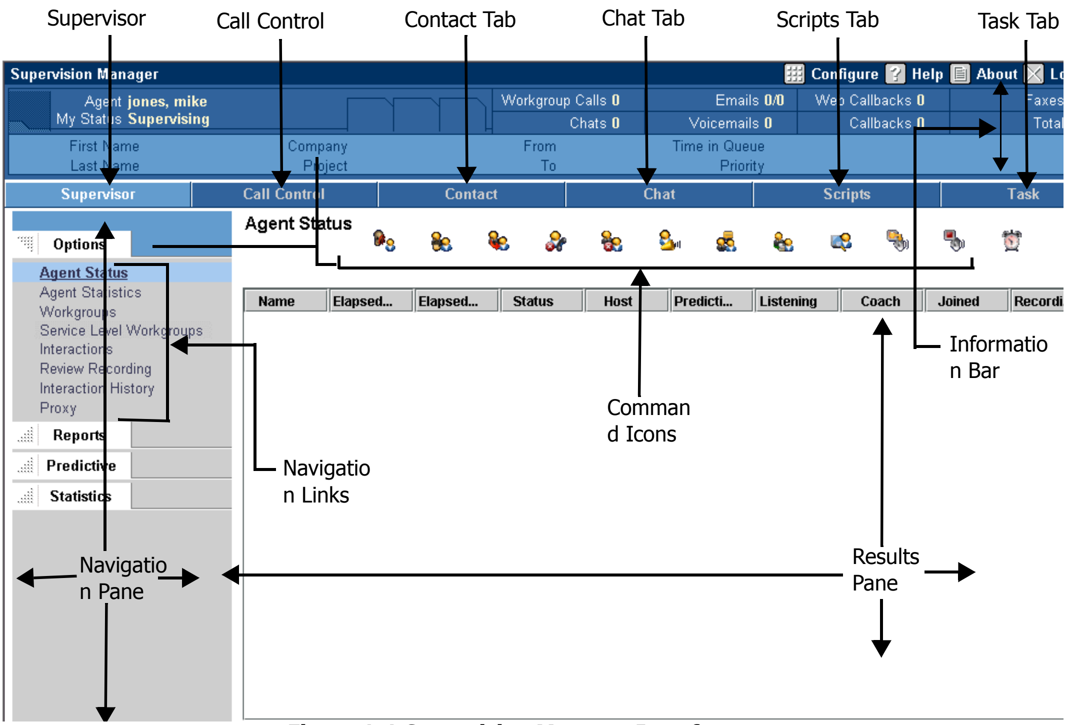


Figure 1-1 Supervision Manager Interface

Thus, you can access everything that an Agent can. (You can even login to Interaction Manager and work as an Agent.)

However, ***only*** supervisors can see and have access to the:

Supervisor tab (containing all of the supervisor features)

To Navigate to Within the Supervisor Screen

1. Click the **Supervisor** tab and then click one of the links in the Navigation Pane.

2. In the Results Pane, select an object and then click one of the Command icons (Figure 1-2) to perform a task.

Figure 1-2 Command Icons

For more specific about each command icon, refer to the associated link topics provided throughout this manual.

---

3. In the Results Pane, click the column headers (Figure 1-3) to sort the results by the contents of that column. (Click the same column a second time to reverse the sort direction.)

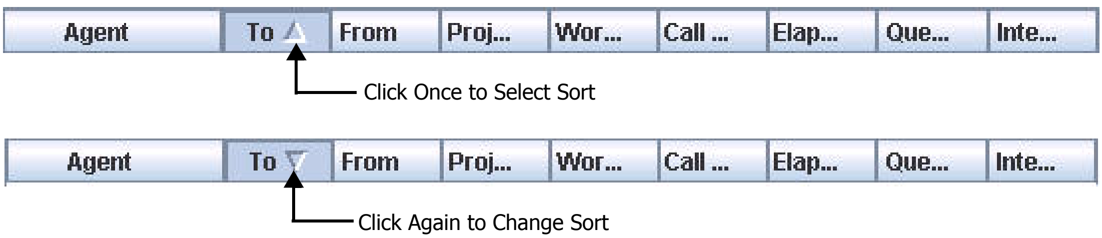


Figure 1-3 Column Sorting and Sort Direction

Getting Started

This chapter provides procedures for launching, logging into, and configuring Supervision Manager.

Starting and Logging In

The first time you use Supervision Manager, use your browser to open the Supervision Manager Welcome screen, much as you would load a typical Internet Website in a browser.

To Launch Supervision Manager the First Time

1. Start Internet Explorer, version 6.0 or above.
2. Enter the address for CallCenterAnywhere provided by your call center Administrator.

   The CallCenterAnywhere Welcome screen (Figure 2-1) opens.

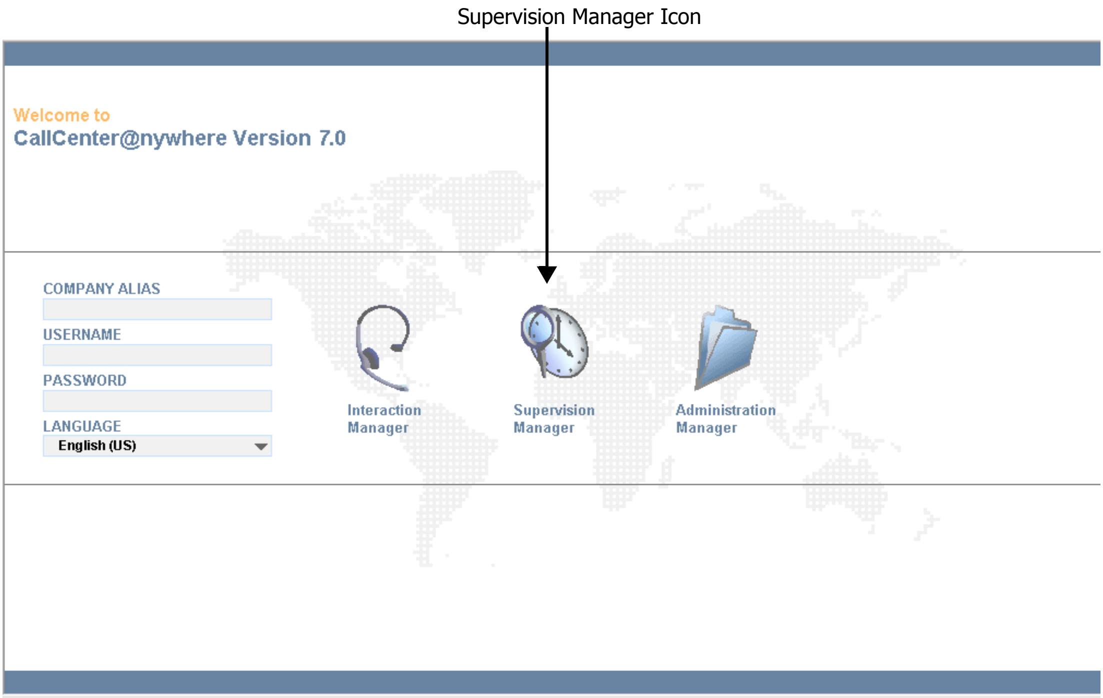


Figure 2-1 CallCenterAnywhere Welcome Screen

Add this page to your Internet Explorer Favorites menu.

3. Type:

   a. The Company's alias for the call center you supervise.

   b. Your user name.

   c. Your password.

If you do not know the Company alias, ask your CallCenterAnywhere Administrator.

4. Choose a language from the drop-down list box.

5. Click the **Supervision Manager** icon.

   The partition selection drop-down box (Figure 2-2) appears.

   A partition is a way for your Administrator to segment your call center operations into smaller, more manageable units. A unit is typically a set of projects and workgroups, and other information related to them (such as FAQs, scripts, reports, and so forth). Segmentation has two purposes; the first one is functional and the second one is security. For example, assigning agents to specific partitions means they are able to log in and work only on one of these partitions. From a security point-of-view, a supervisor can monitor and supervise only the partitions to which he belongs. This is very important, especially for a guest supervisor.

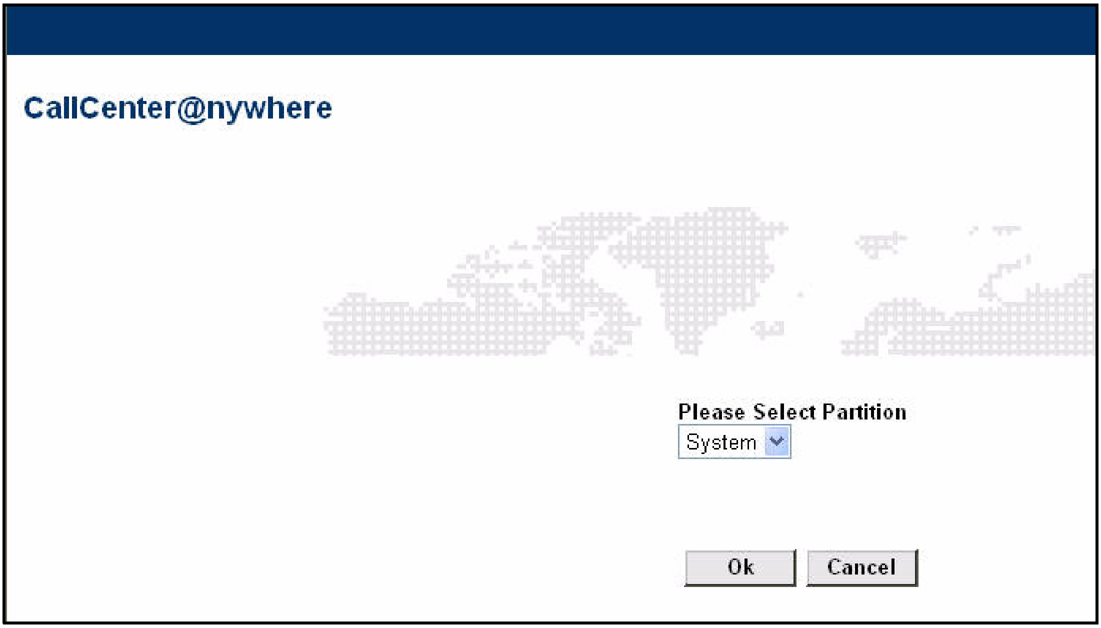


Figure 2-2 Select a Partition

6. Select a Partition from the drop-down box and then click **Ok**.

   The CallCenterAnywhere Supervision Manager screen (Figure 2-3) opens.

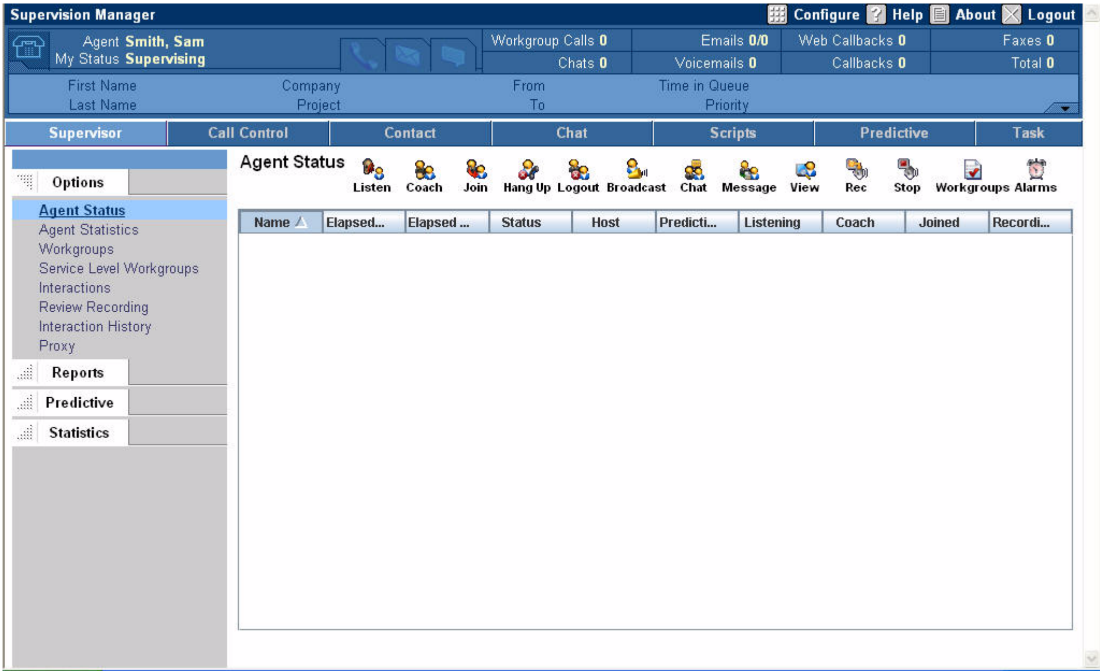


Figure 2-3 Supervisor Main Screen

If Supervision Manager does not appear, ask your System Administrator to confirm that you are using the correct URL, company alias, user name, and password.

The Supervision Manager screen shows Agents assigned to you. If no Agents appear, contact your Administrator. After your Administrator assigns Agents to you, the screen updates dynamically (meaning, there's no need to sign off and then sign back on again).

Configuring Supervision Manager

The following sections describe the configurable features of Supervision Manager:

- Alarms (Setting alarms for Interaction Status and Agent Status, for queued ACD interactions)
- Configuring Your Workstation to Accept Interactions
    - Setting Your Notification Mode (incoming Interactions, email program, welcome prompt, working off-hook, and automatic call acceptance)
    - Setting Your Project Billing (for outbound and inbound calls)
    - Changing Your Icon Display Settings
    - Phone Extension Options
- Regional Options (Time Zone and Date Formats)
- Email Options
- Voicemail Prompts (Recording Prompts)

Alarms

You can set two types of alarms for queued ACD interactions: Interaction Status and Agent Status.

If set, CallCenterAnywhere notifies you when a customer has been waiting for an Agent for longer than a time you specify (a queued ACD Interaction Status). When the length of wait time exceeds your limits, the Interaction's entry changes color in Supervision Manager.

You can also set Supervision Manager to notify you when an Agent holds the same status too long. When the Agent's status equals the time you set, the Agent's entry changes color in Supervision Manager.

To Set Alarms for Waiting Interactions

You can enable one or two alarms for queued ACD interactions:

- A Yellow Alarm is generally a warning. (When you are concerned, but not ready to take any action.)

- A Red Alarm is more serious. (Use red when you feel you must take some action.)

For example, for Outbound Calls you might set a Yellow Alarm for 5 minutes and a Red Alarm for 20 minutes. So that, If an Agent is on an Outbound Call for 5 minutes, the row for that Agent turns yellow.

If the Agent is on an Outbound call for 20 minutes, the row for that Agent turns red.

The alarms you set here pertain only to ACD Interactions in the queue. To time Interactions, you must set alarms on the Agent Status Alarms dialog box.

---

1. From the Supervisor tab, under **Options**, click the **Interactions** link.

   The Interactions screen (Figure 2-4) opens.

Figure 2-4 Interactions Screen

2. Click the **Alarms** icon  .

   The Supervisor (Interaction) Alarms dialog box (Figure 2-5) opens.

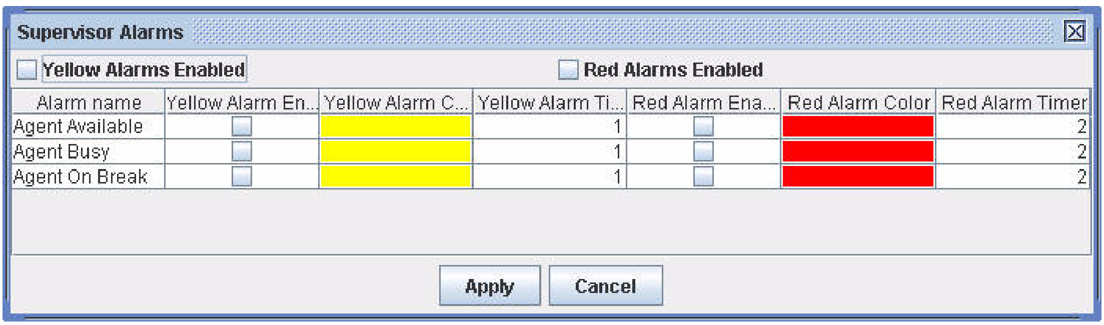


Figure 2-5 Supervisor (Interaction) Alarms Dialog Box

3. Table 2-1 shows which alarms you can set and describes how each works.

Table 2-1 Available Alarms and Descriptions

Alarm (Interaction)	Description
Inbound Call	Set a time limit for calls from outside numbers directly to an Agent. An Inbound Call includes any call that is routed directly to a specific Agent. (Either the caller knows the Agent's direct number or the Project is configured to route directly to a specific Agent.)
Outbound Call	Set a time limit for calls dialed by an Agent (using the Interaction Manager Dialer or their physical phone) to an external number.
Predictive Call	Set a time limit for calls made during Predictive dialing.
Inbound Extension	Set a time limit for calls from internal extensions directly to an Agent.
Outbound Extension	Set a time limit for calls dialed by an Agent to an internal extension.
Workgroup Call	Set a time limit for telephone-based customers.
Web Callback	Set a time limit for callback request Interactions (left by customers on your website) that are waiting in the queue.
Workgroup Callback	Set a time limit for callback requests (left by phone customers) that are waiting in the queue.
Chat	Set a time limit for chat Interactions that are waiting in the queue.
Workgroup Email	Set a time limit for email Interactions that are waiting in the queue.
Workgroup Voicemail	Set a time limit for Voicemail Interactions (left by phone customers) that are waiting in the queue.
Workgroup Fax	Set a time limit for Fax Interactions that are waiting in the queue.
Preview Call	Set a time limit for a call made during Preview dialing.

These general examples are provided in the following sections:

- To Set a Yellow Alarm
- To Set a Red Alarm
- To Change the Alarm Color

To Set a Yellow Alarm

1. From the Supervisor (Interactions) Alarms dialog box (Figure 2-5) (**Options** > **Interactions** > **Alarms** icon), click the **Yellow Alarms Enabled** check box (located in the top left corner).

2. Click the check box for the Interaction type.

   For example (Figure 2-6), click the check box next to Inbound Call in the **Yellow Alarm Enable** column.

3. Enter the amount of time (in seconds) for the alarm in the **Yellow Alarm Time** column.

   For example (Figure 2-6), in the Inbound Call row, enter **300** in the Yellow Alarm Timer column. Thus, if an Agent stays on an Inbound Call for more than 5 minutes (300 seconds) the Agent row turns yellow.

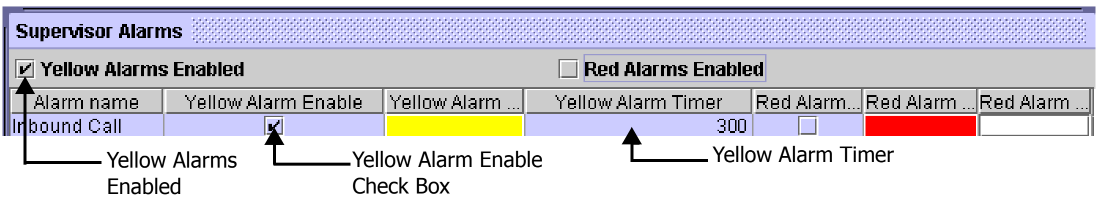


Figure 2-6 Example of Placing Yellow Alarm on Inbound Calls

To Set a Red Alarm

1. Click the **Red Alarms Enabled** check box (located on the top).

2. Click the check box for the Interaction type.

   For example, click the check box for Inbound Call in the **Red Alarm Enable** column.

3. Enter the amount of time (in seconds) for the alarm in the **Red Alarm Time** column.

   For example, in the Inbound Call row, enter **900** in the Red Alarm Timer column. If an Agent stays on an Inbound Call for more than 15 minutes (900 seconds) the Agent row turns red.

To Change the Alarm Color

Make the alarms any color by clicking the corresponding color check box in the Alarms dialog box:

1. From the Supervisor tab, click **Options** > **Interactions** > **Alarms** icon  .

2. Make sure the **Yellow Alarms Enabled** and **Red Alarms Enabled** check boxes are checked.

3. In the Alarms dialog box, double-click on any yellow or red cell ( or ).

   The color dialog box (Figure 2-7) appears.

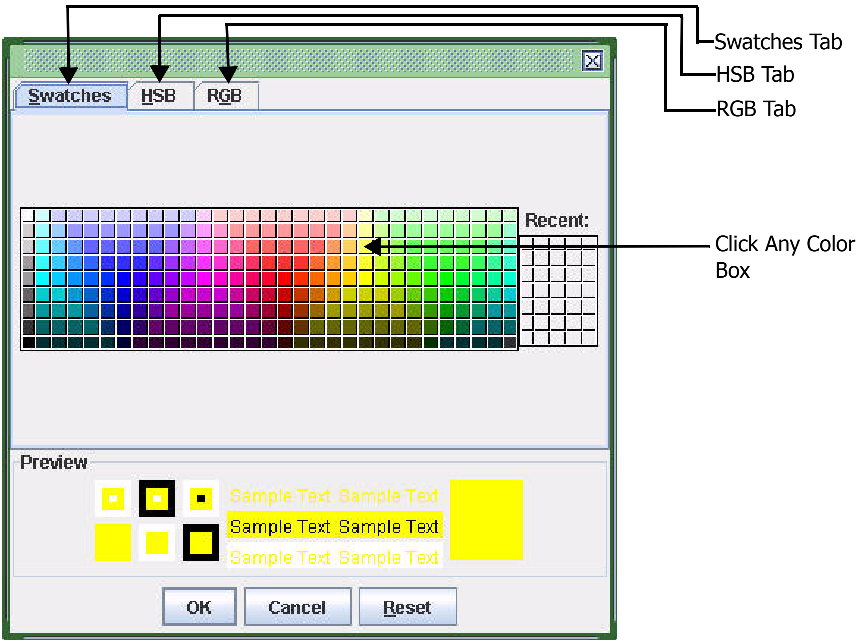


Figure 2-7 Color Dialog Box

4. Click a new color box for the Alarm from the **Swatches** tab, **HSB** tab, or the **RGB** tab. (Notice that the Preview colors match the colors you select.)

5. Click **OK** to close the color dialog box and save your changes.

   Click **Cancel** to close the color dialog box without saving your changes.

   Click **Reset** to restore the color dialog box to its original settings.

To Set Alarms for Agent Status

1. From the Supervisor tab, under **Options**, click **Agent Status**.

   The Agent Status Screen appears.

2. Click the Alarms icon  .

   The Agent Status Alarms dialog box (Figure 2-8) appears.

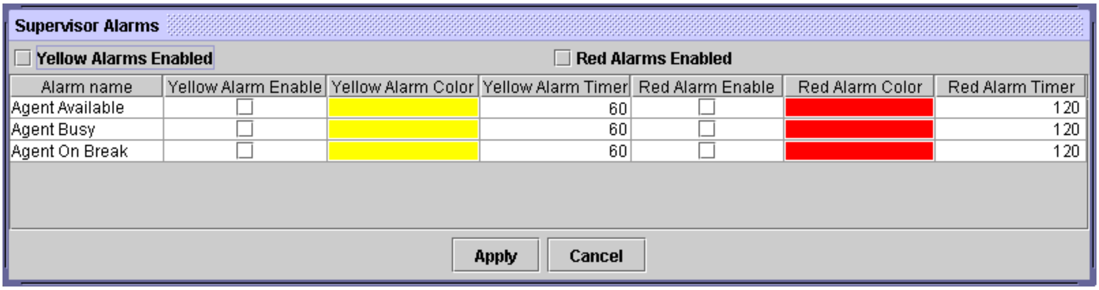


Figure 2-8 Agent Status Alarms Dialog Box

Table 2-2 shows the agent status types and describes the alarms you can set.

Table 2-2 Available Statuses and Alarms

Agent Status	Alarm Description
Available	Set a time alarm to route Interactions to this Agent.
On Break	Set a time alarm for how long a logged-in Agent will not receive Interactions.
Busy	Set a time alarm for how long the Agent spends handling the same Interaction.

To Set a Yellow Alarm (for an Agent Status)

1. From the Supervisor tab, select **Options** > **Agent Status** > **Alarms** icon.

   The Supervisor Alarms dialog box (Figure 2-9) opens.

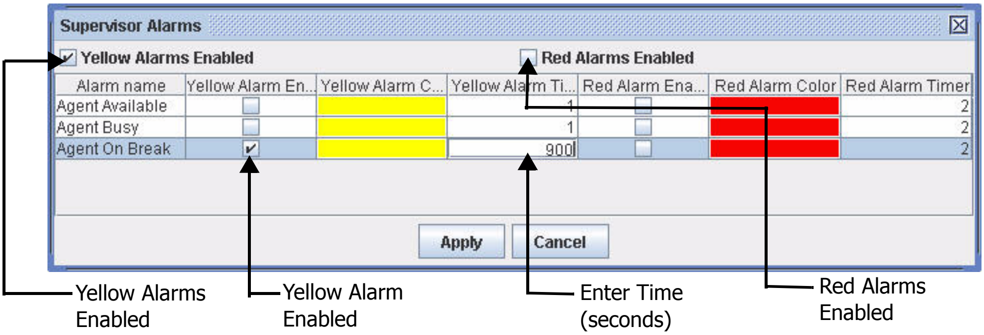


Figure 2-9 Example Setting an Alarm for an Agent Status

2. Click the **Yellow Alarms Enabled** check box (located in the upper left corner).

3. Click the Yellow Alarm Enable check box for a specific Status type.

   For example, click the check box for **Agent On Break** in the **Yellow Alarm Enable** column (Figure 2-9).

4. In the **Yellow Alarm Time** column, type the amount of time (in seconds) for the alarm.

   For example, in the **Agent On Break** row, type **900** in the Yellow Alarm Timer column (Figure 2-9). Thus, if an Agent remains on break for more than 15 minutes (900 seconds) the Agent row turns yellow.

To Set A Red Alarm (for an Agent Status)

1. From the Supervisor tab, click **Options** > **Agent Status** > **Alarms** icon.

   The Supervisor Alarms dialog box (Figure 2-9) opens.

2. Click the **Red Alarms Enabled** check box (located near the top).

3. Click the check box for a specific Status type.

   For example, click the check box for **Agent On Break** in the **Red Alarm Enable** column.

4. In the **Red Alarm Time** column, type the amount of time (in seconds) for the alarm.

   For example, in the **Agent On Break** row, type **1800** in the Red Alarm Timer column. Thus, if an Agent remains on break for more than 30 minutes (1800 seconds) the Agent row turns red.

To Change the Color of an Alarm (for an Agent Status)

You can change the alarm color to something other than yellow and red.

1. From the Supervisor tab, click **Options** > **Agent Status** > **Alarms** icon .

   The Supervisor Alarms dialog box (Figure 2-9) opens.

2. Make sure the **Yellow Alarms Enabled** and **Red Alarms Enabled** check boxes are checked.

3. In the Alarms dialog box (Figure 2-9), double-click any yellow or red cell (or).

   The color dialog box (Figure 2-7 on page 2-9) opens.

4. From the **Swatches** tab, **HSB** tab, or the **RGB** tab, click to select a new color for the Alarm.

5. Click **OK** to close the color dialog box and save your changes (or click **Cancel** to close the color dialog box without saving your changes, or click **Reset** to restore the color dialog box to its original settings).

Configuring Your Workstation to Accept Interactions

As a Supervisor you may not need to take Interactions (calls, email, web chat, and so forth) but it is a good idea to set your workstation so that you can, if necessary. Also, read the *Interaction Manager User's Manual* for a complete understanding of how to use it.

This section includes some important set up steps, such as configuring Supervision Manager to work with your phone extension and email program.

Setting Your Notification Mode

Tell CallCenterAnywhere how to notify you each time you receive a new Interaction. You can choose a visual notification, an audible notification, or both.

The notification mode only affects you if you decide to accept Interactions the same way as an Agent does.

To Set Your Interaction Notification Mode

1. Click the **Configure** link (Figure 2-10).

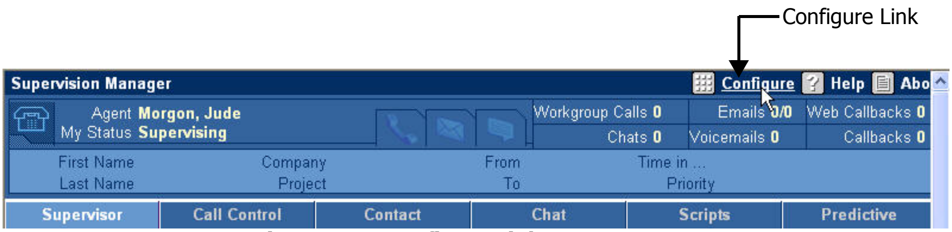


Figure 2-10 Configure Link

The Configuration dialog box (Figure 2-11) opens to the **General** tab.

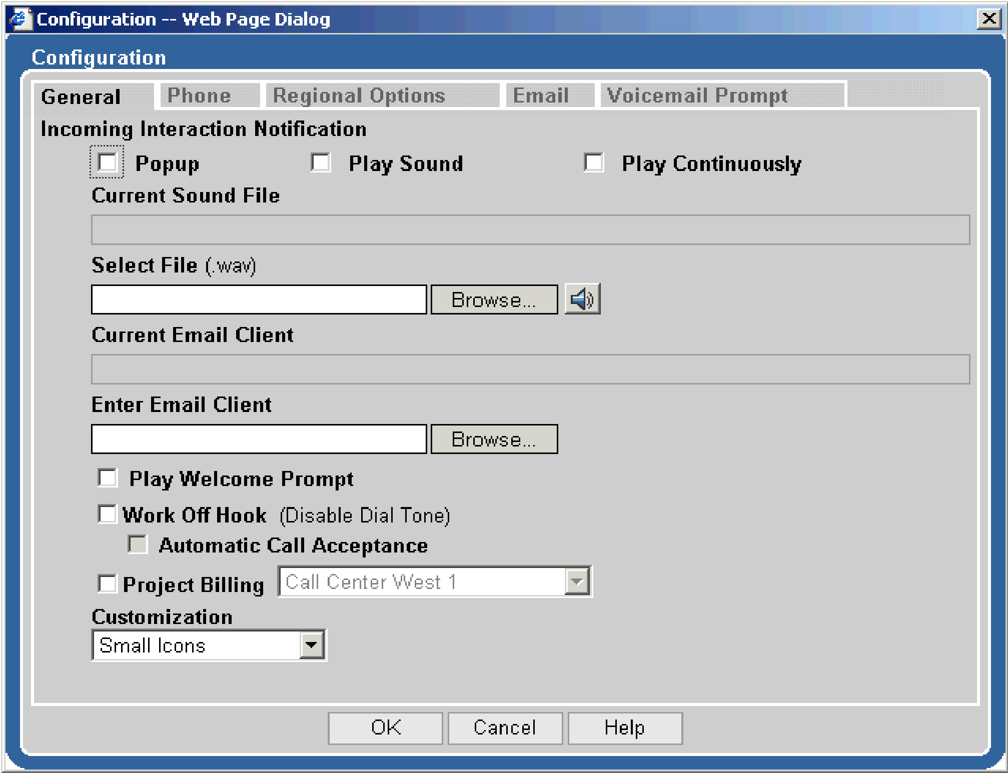


Figure 2-11 Configuration Dialog Box - General Tab

2. Choose an Incoming Interaction Notification mode:

   a. Select **Popup**: The Call Control screen automatically appears when you receive an Interaction. In Windows, the application icon at the bottom of your screen also flashes.

   b. Select **Play Sound**: Plays a sound one time when you receive an Interaction. To hear a sound, you must upload a .WAV file using the Configuration dialog:

      i. Under **Select File** (.wav), enter the name and location (path) of the sound file to use.

   or

ii. Click the **Browse** button, locate the sound (.wav) file on your computer or network, and click **Open**.

Also, if you want, click the sound icon to hear the sound file and verify that it is the correct file.

iii. Click **OK**.

You can load a sound file anytime. However, for the sound file to play, you *must* check the **Play Sound** option.

---

c. Select **Play Continuously**: Plays the sound (.wav) file you loaded in step b (above) repeatedly, until you accept the Interaction.

3. Click **OK** to save your configuration settings.

To Set Your Email Application

You can select the email program to use with Interaction Manager. Your email program automatically starts when you engage in email activities for your call center projects.

1. Click the **Configure** link (Figure 2-10 on page 2-13).

   The Configuration dialog box (Figure 2-11 on page 2-14) opens to the **General** tab.

2. Type the name and location of the email program to use with Interaction Manager in the **Enter email client** text box (or click **Browse...** to browse for the file on your computer or network).

3. Click **Accept** to save your configuration settings.

4. Click **OK**.

To Use a Welcome Prompt

You can choose to play a Welcome Prompt to the customer before they begin speaking. An example of a Welcome Prompt might be, "Hello, my name is John Smith. Please enter your account number."

Welcome prompts are useful in environments where the same greeting is given to each caller.

1. Click the **Configure** link (Figure 2-10 on page 2-13).

   The Configuration dialog box (Figure 2-11 on page 2-14) opens to the **General** tab.

2. Select the **Play Welcome Prompt** check box.

3. Click **OK**.

To create a Welcome Prompt, follow the same instructions as creating a voicemail prompt. See “Voicemail Prompts (Recording Prompts)” on page 2-28.

To Work Off-Hook

Working off-hook means that, instead of picking up the phone every time an Interaction arrives, all you do is click the **Accept Interaction** button.

1. Click the **Configure** link (Figure 2-10 on page 2-13).

   The Configuration dialog box (Figure 2-11 on page 2-14) opens to the **General** tab.

2. Select the **Work Off-hook** check box.

3. Click **OK**.

   The Call Control Screen (Figure 2-12) appears.

Connect To Server Button

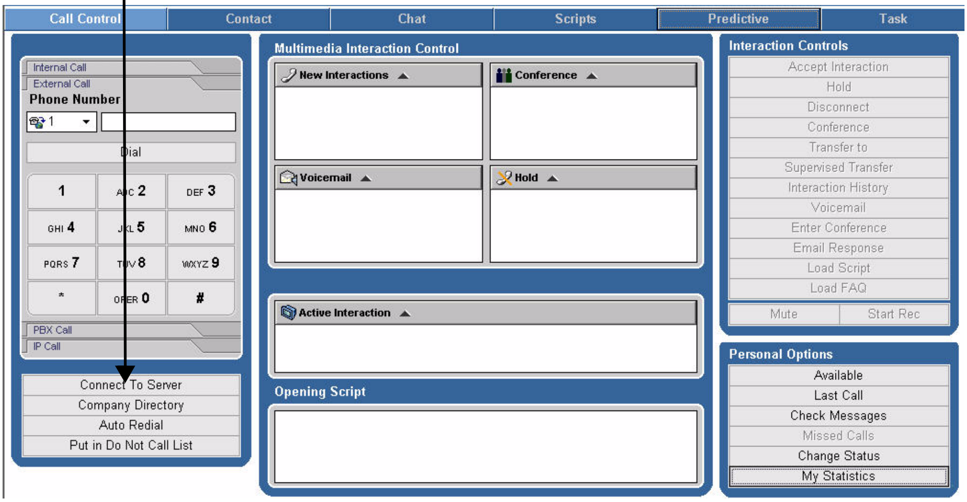


Figure 2-12 Call Control Screen

4. Click **Connect to Server** button (Figure 2-13) and wait for the phone to ring.

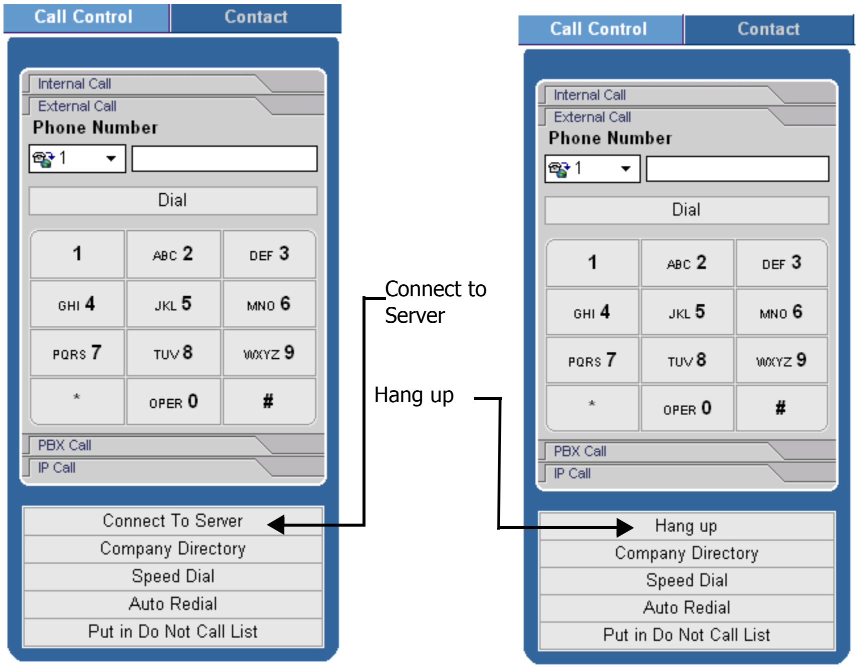


Figure 2-13 Call Control: Connect to Server

5. Pick up your telephone receiver to work off-hook.

   Notice that the **Connect to Server** option changes to **Hang up** (Figure 2-13), as a reminder to hang up the phone when you finish accepting all calls.

You must repeat these steps each time you physically hang up the phone.

To Use Automatic Call Acceptance

A feature of working off-hook is that you can automatically accept Automatic All Distribution (ACD) calls as soon as they arrive in Interaction Manager. When a call arrives, a tone plays and CallCenterAnywhere connects you to the caller.

1. Click the **Configure** link (Figure 2-10 on page 2-13).

   The Configuration dialog box (Figure 2-11 on page 2-14) opens to the **General** tab.

2. Select the **Work Off Hook** check box.

3. Then, select the **Automatic Call Acceptance** check box.

4. Click **OK**.

The Automatic Call Acceptance feature only works with ACD calls. Calls made directly to your phone number (direct inbound and extension-to-extension) are not accepted automatically.

Setting Your Project Billing

You must select a Project for billing to internal calls and, if your Call Center is configured to allow outbound calls, you must select a *Project* for billing outbound calls.

To Select a Project for Billing

1. Click the **Configure** link (Figure 2-10 on page 2-13).

   The Configuration dialog box (Figure 2-11 on page 2-14) opens to the **General** tab.

2. Select the **Project Billing** check box.

3. Select a Project from the list box.

   A list of available Projects opens (Figure 2-14).

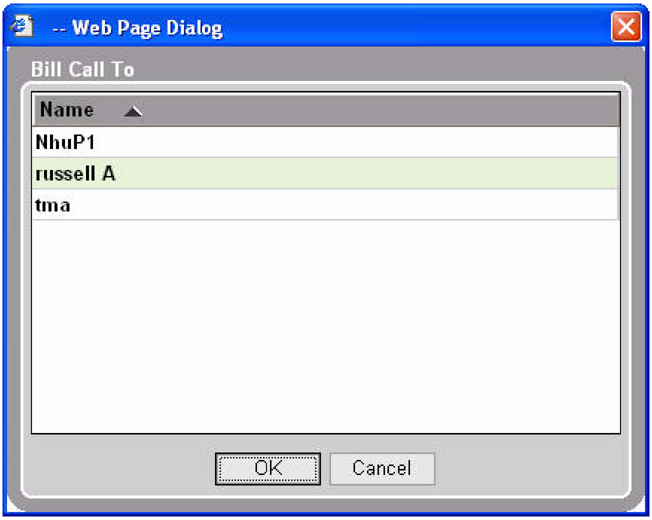


Figure 2-14 Example Bill To Project List

4. Select a Project from the list.

5. Click **OK**.

Changing Your Icon Display Settings

You can change the appearance of icons by making them small without text, larger, or small with text. Figure 2-15 shows an example of each type for the icons in the Contact tab.

Small Icons

Large Icons

Small Icons
With Text

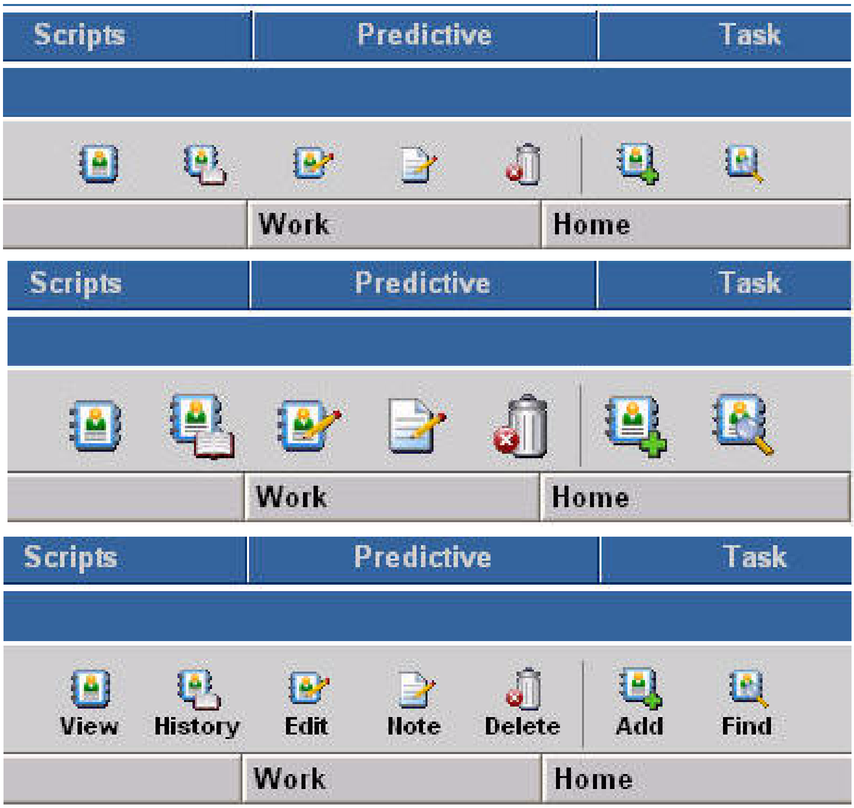


Figure 2-15 Example Icon Size Options

To Change the Appearance of Icons

1. Click **Configure**. The Configuration -- Web Page Dialog box opens to the General tab (Figure 2-11 on page 2-14).

2. From the **Customization** list box, select **Small Icons**, **Large Icons**, or **Small Icons with Text**.

3. Click **OK**.

Phone Extension Options

You must select the type of phone system that your company uses to route calls to you and enter your personal extension on that system.

If you work from multiple locations, you must configure Supervision Manager so that CallCenterAnywhere knows to route Interactions to your present location. For example, if you access the call center from both your home and your office location, you must configure Supervision Manager *each time* you change locations.

To Set Your Extension

1. Click the **Configure** link (located above the Information Bar). The Configuration -- Web Page Dialog box opens to the General tab (Figure 2-11 on page 2-14).

2. Click the **Phone** tab.

   The Configuration Dialog box, Phone tab screen (Figure 2-16) appears.

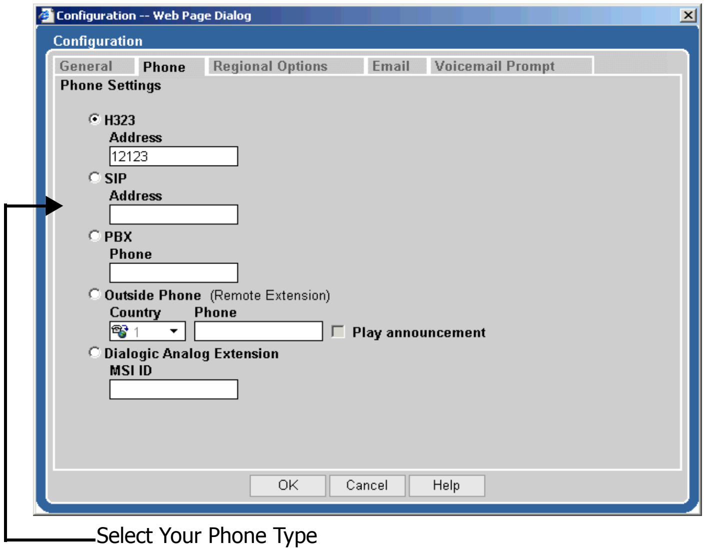


Figure 2-16 Configuration Dialog Box: Phone Tab

3. Choose your extension type. If you are not sure which type of extension you are using, ask your call center Administrator.

- If you choose **H323**, enter the IP address in the corresponding **address** box.

- If you choose **SIP**, enter the IP address in the corresponding **address** box.

- If you chose **PBX**, enter your extension number in the corresponding **phone** box.

- If you work remotely, for example, if you work at home or at a site that is different from the call center:

  i. Click **Outside Phone** (Figure 2-17).

  ii. Then, select your Country Code and enter your phone number.

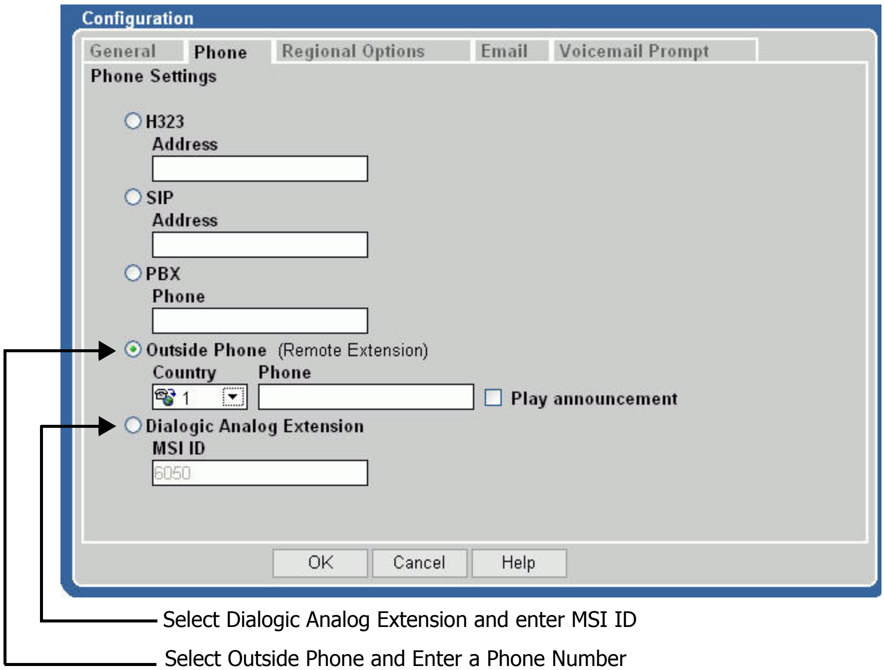


Figure 2-17 Configuration: Phone Tab - Remote

If you select the Outside Phone radio button, you can also select the **Play Announcement** check box. When selected, the system plays a recorded message telling you there is a phone interaction waiting to be connected and provides the option of *accepting* or *declining* the phone Interaction.

- If you chose **Dialogic Analog Extension**, supply your MSI Identification number in the **MSI ID** box.

If you have an MSI extension, you can also choose to work off-hook. See "To Work Off-Hook" on page 2-16 for more information.

4. Click **OK** to save your configuration settings.

To Set an Outside Phone Number

If you plan to travel from one workstation to another, then before you leave:

1. From the Call Control Screen (under Personal Options), click the **Last Call** button (Figure 2-18).

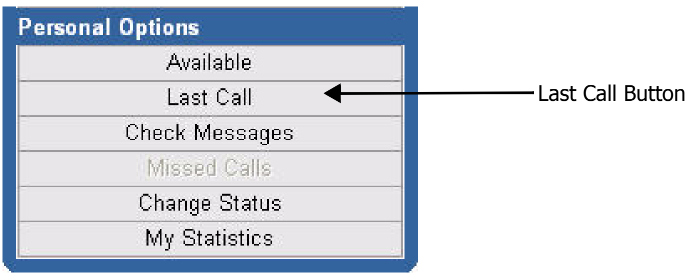


Figure 2-18 Call Control: Last Call Button

2. Click **Configure**. The Configuration -- Web Page Dialog box opens to the General tab (Figure 2-11 on page 2-14).

3. Click the **Phone** tab (Figure 2-17 on page 2-23) and check **Outside Phone**.

4. Select the Country (from the drop-down list box) and enter the phone number that you will use at the other location.

5. Click **OK**.

6. Logout of Interaction Manager.

When you login at the other location, you will be ready to receive Interactions.

Regional Options (Time Zone and Date Formats)

You can set the time zone and date format for your Interaction Manager workstation. If you work in a different time zone than most of your customers, or different than your company headquarters, you can configure your settings to match their time zone and date format.

To Set Your Time Zone and Date Format

1. Click **Configure**. The Configuration -- Web Page Dialog box opens to the General tab (Figure 2-11 on page 2-14).

2. Select the **Regional Options** tab (Figure 2-19).

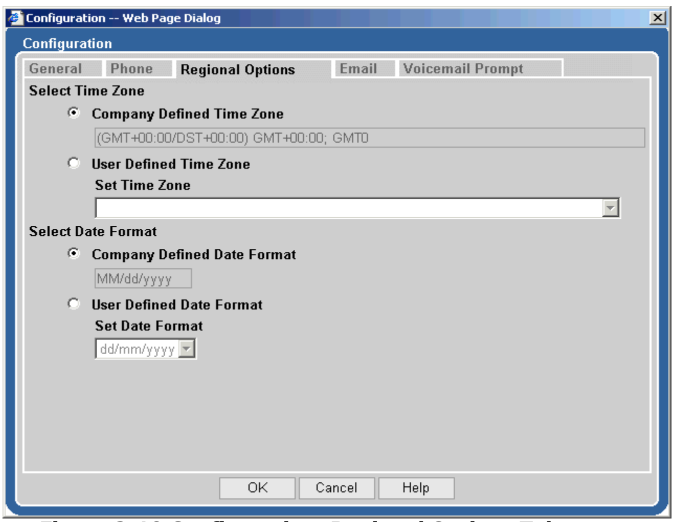


Figure 2-19 Configuration: Regional Options Tab

3. To set your time zone to the same time zone defined for your company, choose **Company Defined Time Zone**.

   To set a different time zone, click **User Defined Time Zone** and then choose a time zone from the **Set Time Zone** drop-down list.

4. To set the date format, select the **Company Defined Date Format**

   or

   Select **User Defined Date Format** and then select a date format from the drop-down list.

5. Click **OK** to save your configuration settings.

All Interaction Manager screens now display times and dates in the time zone and format you selected.

Email Options

To receive mail:

- There must be a server on your network that distributes mail (the POP3 server)

  and

- You must have an account on that mail server with your username and password

In most cases, your Administrators sets up your mail account and you will never need to change anything. However, if your call center requires you to change your POP3 login information, here's how.

To Set Your Email Options

1. Click **Configure**. The Configuration -- Web Page Dialog box opens to the General tab (Figure 2-11 on page 2-14).

2. Select the **Email** tab (Figure 2-20).

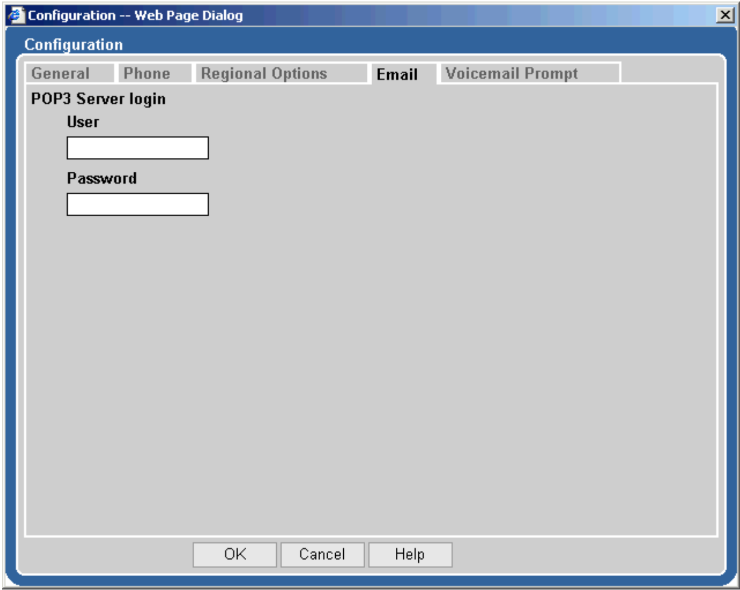


Figure 2-20 Configuration: Email Tab

3. Edit the User and Password fields. Enter the new POP3 login information at any time. If you are not sure what to enter, contact your Supervisor or Administrator.

If you click the mouse in the **User** and **Password** fields but you cannot edit the fields, it means that your Administrator has not yet entered your ***initial*** POP3 information in the Administration Manager program. Contact your Administrator for more information.

Voicemail Prompts (Recording Prompts)

You can personalize the recorded message that a customer hears just before you pick up the phone and before they leave a voicemail message.

Use your phone to record these messages or use existing messages. (Existing messages must be created in a specific format. (See "Use a Pre-recorded Prompt Format" on page 2-29.)

To Record Prompts with your Phone

1. Click **Configure**. The Configuration -- Web Page Dialog box opens to the General tab (Figure 2-11 on page 2-14).
2. Click the **Voicemail Prompt** tab, which opens to the **Record Prompts** tab (Figure 2-21).

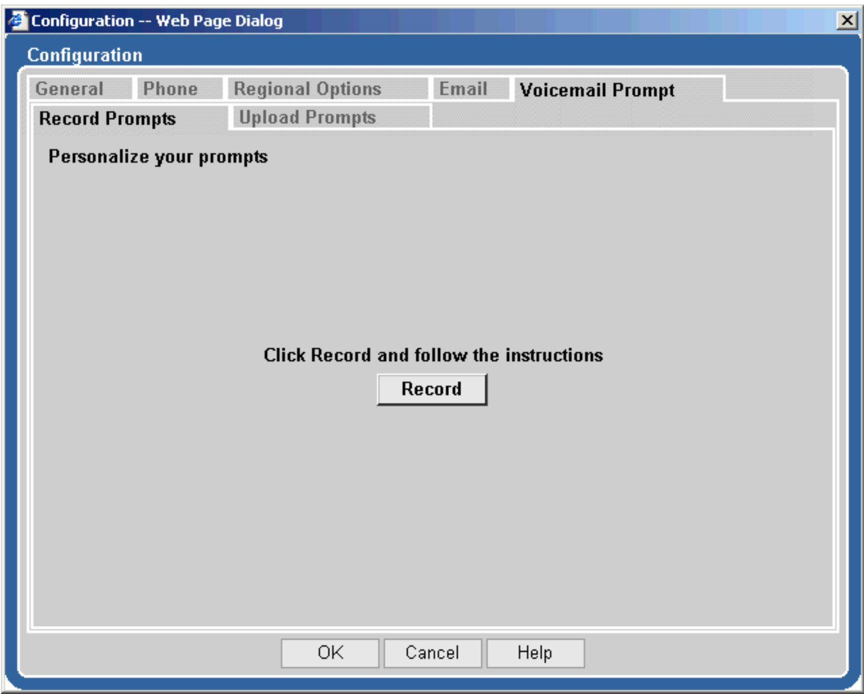


Figure 2-21 Configuration: Voicemail Prompt - Record Prompts

3. Click the **Record** button.

The Record Voicemail Instructions screen (Figure 2-22) opens.

Figure 2-22 Record Voicemail Instructions

4. When your phone rings, pick it up, and follow the instructions you hear over your telephone hand set.

5. When you finish recording your message, press the **star** button on the phone or hang up.

6. Click the **Close** button.

7. Click **OK**.

Use a Pre-recorded Prompt Format

Before you can select a pre-recorded message, you must first create one. (See "To Record Prompts with your Phone" on page 2-28.) You can have up to three different recorded greetings:

1. One recording states your name (such as "Jane Smith").

2. One recording instructs the customer to leave a message for you (for example, "I'm sorry I'm not available to take your call. Please leave a message and I will return your call as soon as possible.")

3. One recording greets the customer when they are routed to you (such as "This is Jane Smith. How may I help you today?")

To ensure compatibility with CallCenterAnywhere, your recordings are automatically saved in files with the following characteristics:

Format: Windows PCM
Compression:uLaw
Sampling Rate:8,000 Khz (800 Mhz)
Resolution:8 bits

To Use (Upload) Your Pre-recorded Prompts

1. Click **Configure**. The Configuration -- Web Page Dialog box opens to the General tab (Figure 2-11 on page 2-14).

2. Click the **Voicemail Prompt** tab and then the **Upload Prompts** tab (Figure 2-23).

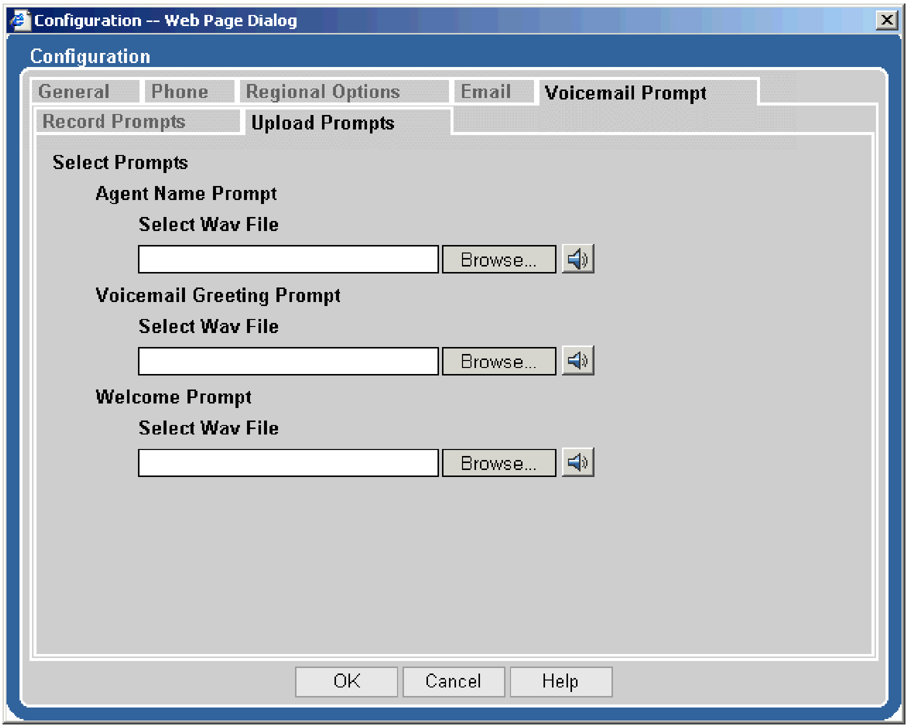


Figure 2-23 Configuration: Voicemail Prompt - Upload Prompts

3. Under **Agent Name Prompt**:

    a. To select a sound (.wav) file, click the **Browse** button and select the pre-recorded prompt containing your name.

    b. Click to listen to the recording to verify that it is correct.

4. Under **Voicemail Greeting Prompt**:

    a. To select a sound (.wav) file, click the **Browse** button and select the pre-recorded prompt that instructs the customer to leave you a message.

    b. Click to listen to the recording to verify that it is correct.

5. Under **Welcome Prompt**:

    a. To select a sound (.wav) file, click the **Browse** button and select the pre-recorded prompt that greets the customer before you pick up the phone.

    b. Click to listen to the recording to verify that it is correct.

6. Click **OK** to upload your prompts.

Supervisor Options

From the **Supervisor** tab > **Options** link, you can access the following links to perform various supervisory tasks:

Agent Status

- To Listen to an Agent
- To Coach an Agent
- To Join an Agent's Interaction
- To Disconnect an Agent's Interaction
- To Log Out an Agent
- To Broadcast a Message to All of Your Agents
- To Send a Message to One Agent
- To Chat with an Agent
- To View or Take Over an Agent's Screen
- To Record an Agent's Interaction
- View all workgroups to which the Agent belongs

Agent Statistics

- To View Agent Statistics

Workgroups

- To View Workgroups Statistics
- To Change Which Statistics Appear in the Columns

Service Level Workgroups

- To View Service Level Workgroups

Interactions

- To View Interaction Statistics
- To Change Which Statistics Appear in the Columns

Review Recording

- To Find Recordings
- To Listen to a Recording

Interaction History

- To Search by User, Project, or Workgroup
- To Search by Interaction ID (Number)
- To Search for a Client Using an Email Address or Telephone Number
- To Search by a Date (From and To)
- To View an Interaction History Record
- To Print an Interaction Record
- To Add a Note to an Interaction History Record

Proxy

- To return to viewing an Agent's screen while performing other tasks

Agent Status

The **Supervisor** tab > **Options** > **Agent Status** link opens the Agent Status screen (Figure 3-1), which is where you will do most of your Agent monitoring and supervisory tasks.

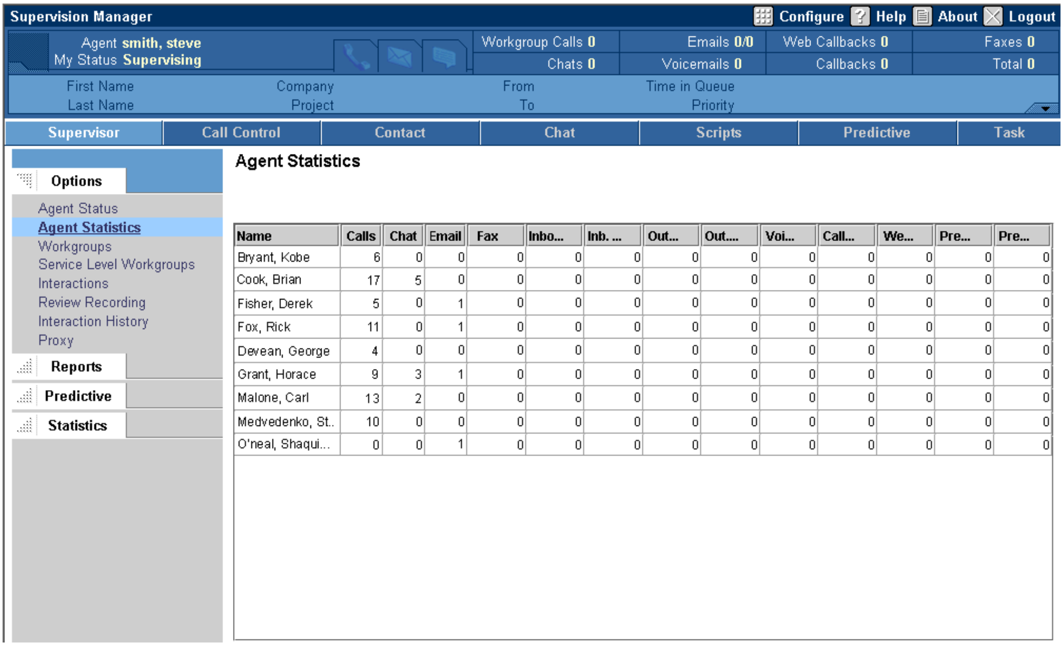


Figure 3-1 Agent Status Screen

The columns in the Agent Status screen (Figure 3-1) show basic information about the Agents you are supervising.

To Modify Columns of Information

You can modify these columns in several ways:

- **Resize** the columns by placing the mouse cursor between two columns and dragging the column the size that you want.

- **Sort** the table by clicking on any of the column titles.

Understanding the Agent Status Display

Table 3-1 lists the columns in the Agent Status screen and their corresponding meanings.

Table 3-1 Agent Status Columns

Column	Meaning
Name	The name of the Agent who is assigned to you by your Administrator. The Agent's name only appears in the table if the Agent is logged in.
Elapsed Login Time	The amount of time since the Agent logged in.
Elapsed Status Time	The amount of time the Agent has been in the current status. For example, if the Agent's status is *Available* and the Elapsed Status Time is 00:15:00, then the Agent has been *available* for 15 minutes.
Status	The Agent's current status.
Host	The IP address of the Agent's workstation.
Predictive	If checked, then the Agent is receiving predictive calls.
Listening	The Listening icon appears when you are listening to an Agent. See "Listening to an Agent" on page 3-9.
Coaching	The Coaching icon appears If you are Coaching an Agent. See "Coaching an Agent" on page 3-10.
Joined	The Join icon appears if you have joined an Agent. See "To Join an Agent's Interaction" on page 3-11.
Recording	The Recording icon appears if you are recording an Agent. See "Recording an Agent's Interaction" on page 3-22.

Understanding Predefined System Statuses

Table 3-2 lists the predefined system statuses, the condition that triggers the status, and whether Agents can receive new Interactions while they are set to the status.

Table 3-2 Predefined System Statuses

Status	Meaning	Condition
ACD Call	Busy	Agent is handling a call.

Table 3-2 Predefined System Statuses

Status	Meaning	Condition
ACD Callback	Busy	Agent is handling a callback request.
ACD Chat	Busy	Agent is handling a chat Interaction.
ACD Email	Busy	Agent is handling an email Interaction.
ACD Fax	Busy	Agent is handling a fax Interaction.
ACD Status Outbound Email	Busy	Agent used Interaction Manager (Contact tab) to initiate an Outbound email.
ACD Voicemail	Busy	Agent is responding to a voicemail Interaction.
ACD Web Callback	Busy	Agent is handling a Web Callback request.
Available	Available	Agent is not presently handling an Interaction. Note: The Agent can manually select this status or automatically receives this status after completing an Interaction (depending upon your configuration).
Busy	Busy	Agent is not available to receive any other ACD Interactions.
Direct Chat	Busy	A Supervisor and an Agent are chatting.
Last Call	Busy	Indicates that the Agent will not take another Interactions after completing the current Interaction. (Set by Agent.)
Login	Available	Reserved for future use.
Logout	On Break	Agent has logged out of Interaction Manager. (Appears in the Company Directory.)
New Inbound Call	Busy	Agent has accepted a call made directly to their number from a number outside the call center.

Table 3-2 Predefined System Statuses

Status	Meaning	Condition
New Inbound Extension	Busy	Agent has accepted a call made directly to their number from an internal extension.
New Outbound Call	Busy	Agent has directly dialed a number outside the call center.
New Outbound Extension	Busy	Agent has directly dialed a company extension.
New Predictive Call	Busy	Agent has accepted a Predictive Call.
New Preview Call	Busy	Agent has accepted a Preview Call.
No Answer	On break	Agent did not answer a Workgroup call after the maximum allowed number of rings.
On Break	On break	Agent is not available to receive Interactions. (Set by Agent.)
Selecting Outcome	Busy	Agent disconnected from the last Interaction, but is still selecting an Outcome for that Interaction.
Supervising	Busy	A user has logged into Supervision Manager and is not available to receive ACD Interactions.
Wrap Up	Busy	Agent is wrapping up an Interaction. (Agent status becomes *Available* automatically upon expiration of wrap-up time.)

Your Administrator may have added additional statuses that control Agent availability. Consult your Administrator for a description of custom statuses.

To Change Which Statistics Appear in the Columns

Figure 3-2 Agent Status Icons

Click one of the icons (Figure 3-2) at the top of the Agent Status screen to do the following (Table 3-3):

Table 3-3 Agent Statistics Icons

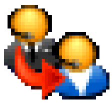
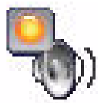
	**Listen** allows you to listen to the active phone Interaction for any Agent you supervise. The Agent does not know when you are listening. (See "To Listen to an Agent" on page 3-9.)
	**Coach** allows you to talk to the Agent while they are handling an Interaction. The Agent can hear you, but the client (customer) cannot. (See "To Coach an Agent" on page 3-10.)
	**Join** allows you to join the Agent similar to a conference call. Both the Agent and the client (customer) can hear you. (See "To Join an Agent's Interaction" on page 3-11.)
	**Hang up** allows you to disconnect a caller from the Agent. The Agent an caller are immediately disconnected and the Agent's status returns to Available. (See "To Disconnect an Agent's Interaction" on page 3-14.)
	**Logout** allows you to log the Agent out of the call center and change their password to prevent them from accessing the call center. (See "To Log Out an Agent" on page 3-14.)
	**Broadcast** allows you to send a message to all of the Agents you supervise. A message box appears on each Agent's screen showing your text message. (See "To Broadcast a Message to All of Your Agents" on page 3-16.)
	**Chat** allows you to start a text-based chat with any Agent you supervise. The Agent does not need to be handling an Interaction and you can chat with multiple Agents at the same time. (See "To Chat with an Agent" on page 3-18.)
	**Message** allows you to send a message to one Agent. (See "To Send a Message to One Agent" on page 3-17.)

Table 3-3 Agent Statistics Icons

	**View** allows you to view what is happening on an Agent's computer without the Agent knowing you are watching (providing users are working on Windows workstations). (See "To View or Take Over an Agent's Screen" on page 3-20.)
	**Rec** allows you to record an Agent's active (current) phone Interaction and save the recording for later review. (See "To Record an Agent's Interaction" on page 3-22.)
	**Stop** allows you to stop recording an Agent's active (current) Interaction. The recording is saved for later review. (See "To Stop Recording an Agent's Interaction" on page 3-23.)
	**Workgroups** shows you the workgroup(s) assigned to agent you select.
	**Alarms** allows you to set alarms for waiting Interactions and set alarms based on an Agent's status. (See "To Set Alarms for Waiting Interactions" on page 2-5 and "To Set Alarms for Agent Status" on page 2-10.)

Supervisory Tasks

You can perform the following supervisory tasks from the **Supervisor** tab > **Options** > **Agent Status** link:

- Listening to an Agent
- Coaching an Agent
- Pushing CRM Information
- Hanging Up or Logging Out an Agent
- Sending Messages (Broadcast or Selected)
- Chatting with an Agent
- Viewing and Taking Over an Agent's Workstation
- Recording an Agent's Interaction

The data appearing on the Agent Status screen varies, depending on whether you have a ***Full*** or ***Limited*** Access Supervisor account. See "Types of Supervisor Accounts" on page 1-2 for more information.

Listening to an Agent

You can listen to the active phone Interaction for any Agent you supervise. The Agent will not know when you are listening.

To Listen to an Agent

1. From the Supervisor tab, click **Options** > **Agent Status**.

2. Select the Agent to which you will listen.

3. Click the **Listen** icon  .

   Notice the phone icon in the upper left of your screen begins "ringing."

4. Pick up your telephone and begin listening.

a. The Listen icon appears in the Listening column (Figure 3-3).

Figure 3-3 Listening Icon Appears in Column

b. Your handset is muted so neither the client (customer) nor the Agent can hear you.

To Stop Listening to an Agent

1. Hang up your phone.

   or

2. Click the **Call Control** tab and then click the **Hang Up** button under the Dialer. (The button changes to display *Connect To Server*.)

Coaching an Agent

Whisper Coaching allows you to talk to the Agent while they are working **off-hook**. The Agent will hear you, but the client (customer) will not.

To Coach an Agent

1. From the Supervisor tab, click **Options** > **Agent Status**.

2. Select the Agent to coach.

3. Click the **Coaching** icon .

   Notice the phone icon in the upper left of your screen begins "ringing."

4. Pick up your telephone and begin talking to the Agent.

   The Coaching icon appears in the Coaching column (Figure 3-4).

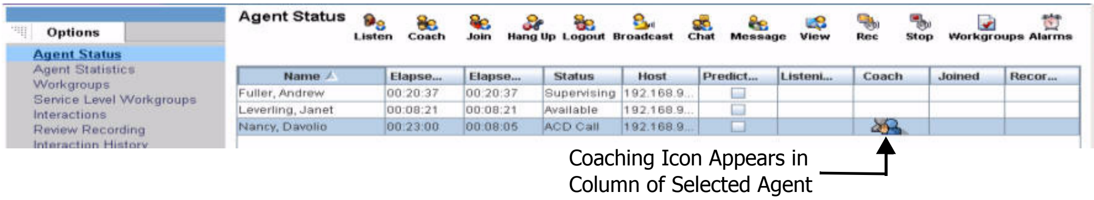


Figure 3-4 Whisper Coaching Icon Appears in Column

   Remember, the Agent must be working off-hook to hear you, and the client (customer) cannot.

To Stop Coaching an Agent

1. Hang up your phone.

   or

2. Click the **Call Control tab** and then click the **Hang Up** button under the Dialer. (The button changes to display *Connect To Server*.)

To Join an Agent’s Interaction

Joining an Agent is similar to a conference call. Both the Agent and the client (customer) will hear you.

1. From the Supervisor tab, click **Options** > **Agent Status**.

2. Click the Agent to Join.

3. Click the **Join** icon .

   Notice the phone icon in the upper left of your screen begins “ringing.”

4. Pick up your telephone and begin speaking.

   The Join icon appears in the Joined column (Figure 3-5).

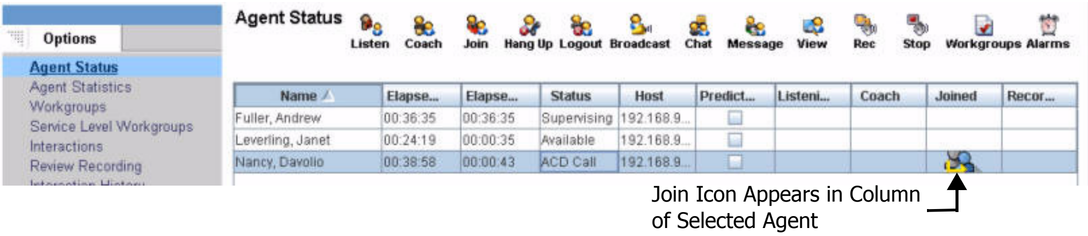


Figure 3-5 Join Icon Appears in Column

Remember both the Agent and the client (customer) can hear you.

5. You can remain on the line until the end of the call or hang up and allow the agent to continue the call.

   You can also disconnect the interaction or provide additional information using the CRM custom tab. (See "To Disconnect an Agent's Interaction" on page 3-14 and "Pushing CRM Information" below.)

To Remove Yourself from the Joined Interaction

1. Hang up your phone.

   or

2. Click the **Call Control** tab and then click the **Hang Up** button under the Dialer. (The button changes to display *Connect To Server*.)

Pushing CRM Information

After you joined an Interaction with an agent, a client (customer), or both, you can push custom information to them using the Open CRM icon.

To Push Custom Information Using the Open CRM Icon

1. From the Supervisor tab > **Options**, click the **Interactions** link.

2. Select the Agent who is to receive the information you want to push.

3. Click the **Open CRM** icon.

   The Push (URL) Library dialog box (Figure 3-6) opens.

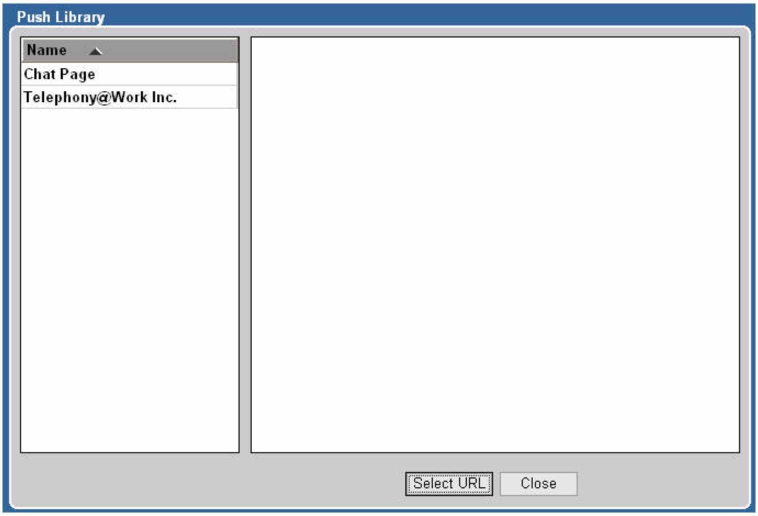


Figure 3-6 Push (URL) Library

4. Select the library resource (under Name).

   The page opens in the right frame for you to preview before sending.

5. Click the **Select URL** button to push the selected page to the agent.

   The address of the page appears in the Agent's Message Display and a new window opens, showing the contents of the pushed page (or a Windows task bar button blinks in the Windows task bar on the Agent's desktop.)

Hanging Up or Logging Out an Agent

You can disconnect an Agent from a caller or disconnect both the Agent and the caller, log the Agent out of the call center, and change the Agent's password to prevent the Agent from accessing the call center.

To Disconnect an Agent's Interaction

1. From the Supervisor tab, click **Options** > **Agent Status**.
2. Click the Agent whose call you want to disconnect.
3. Click the **Hang Up** icon .
4. Click **OK**.
   a. The Agent and the caller are immediately disconnected.
   b. The Agent's status returns to *Available*.

To Log Out an Agent

1. From the Supervisor tab, click **Options** > **Agent Status**.
2. Click the Agent to log out.
3. Click the **Log Out** icon . The Logout Agent dialog box (Figure 3-7) pops up.

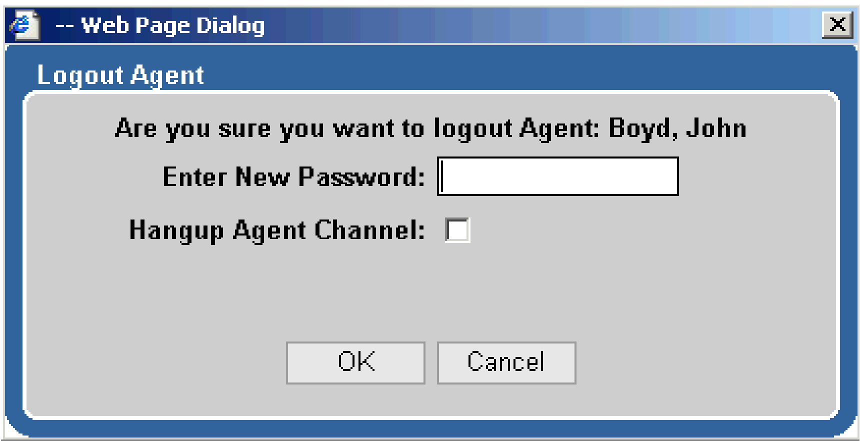


Figure 3-7 Logout Agent Dialog Box

a. If you do not enter any information into the Logout Agent dialog box and just click **OK**, then:

   i. The system logs the Agent out of Interaction Manager and displays a message (Figure 3-8) on the Agent's screen.

Figure 3-8 Forced Logout Message (on Agent's screen)

   ii. The Agent can log back in again using the Agent's normal password.

   iii. If the Agent was on a call, the call is still connected.

b. If you enter a new password in the dialog box, but do not click the **Hang-up Agent Channel** check box, then:

   i. The system logs the Agent out of Interaction Manager and displays a message (Figure 3-8) on the Agent's screen.

   ii. The Agent cannot login again until you give the Agent a new password.

   iii. If the Agent was on a call, the call is still connected.

c. If you enter a new password in the dialog box, **and** click the **Hang-up Agent Channel** check box, then:

i. The system logs the Agent out of Interaction Manager and displays a message (Figure 3-8) on the Agent's screen.

ii. The Agent and cannot login again until you give the Agent a new password.

iii. If the Agent was on a call, the call disconnects.

4. Click **OK**.

Sending Messages (Broadcast or Selected)

The Broadcast feature lets you send a message to all of the Agents you supervise.

- A message text box appears on each Agent's screen showing your text message.

The Select Message feature lets you send a message to one Agent only.

- A message text box appears only on the screen of the Agent you select.

To Broadcast a Message to All of Your Agents

1. From the Supervisor tab, click **Options** > **Agent Status**.

2. Click the **Broadcast** icon .

   The message text box (Figure 3-9) appears.

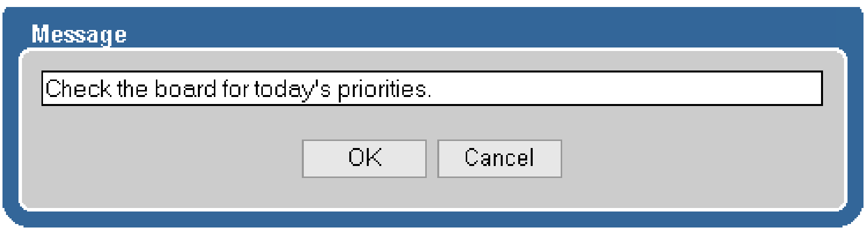


Figure 3-9 Example Message Text Box

3. Type your message in the text box (up to 255 characters) and click the **OK** button.

A pop-up message box (Figure 3-10) containing the text you typed appears on the screen of every Agent you supervise and who is logged into CCA.

Figure 3-10 Example Pop-up Message Box

The message remains on the Agent's screen until the Agent click **OK**.

To Send a Message to One Agent

1. From the Supervisor tab, click **Options** > **Agent Status**.
2. Select the Agent to receive the message.
3. Click the **Message** icon . The message text box (Figure 3-9) appears.
4. Type your message in the text box and click the **OK** button.

   Only the Agent that you selected sees the pop-up message (Figure 3-10).

Chatting with an Agent

You can start a real-time, text-based chat with any Agent you supervise. Only the Agent you select can see the message and only that Agent can reply.

Chatting with an agent does not affect the agent's current Interaction(s).

Agents do not need to be handling an Interaction for you to chat with them.

To Chat with an Agent

1. Click **Options** > **Agent Status**. The Agent Status dialog box opens, as shown in Figure 3-1 on page 3-3.
2. Click the Agent to start a Chat.
3. Click the **Chat** icon .
   a. The Chat tab opens to the Chat screen (Figure 3-11).

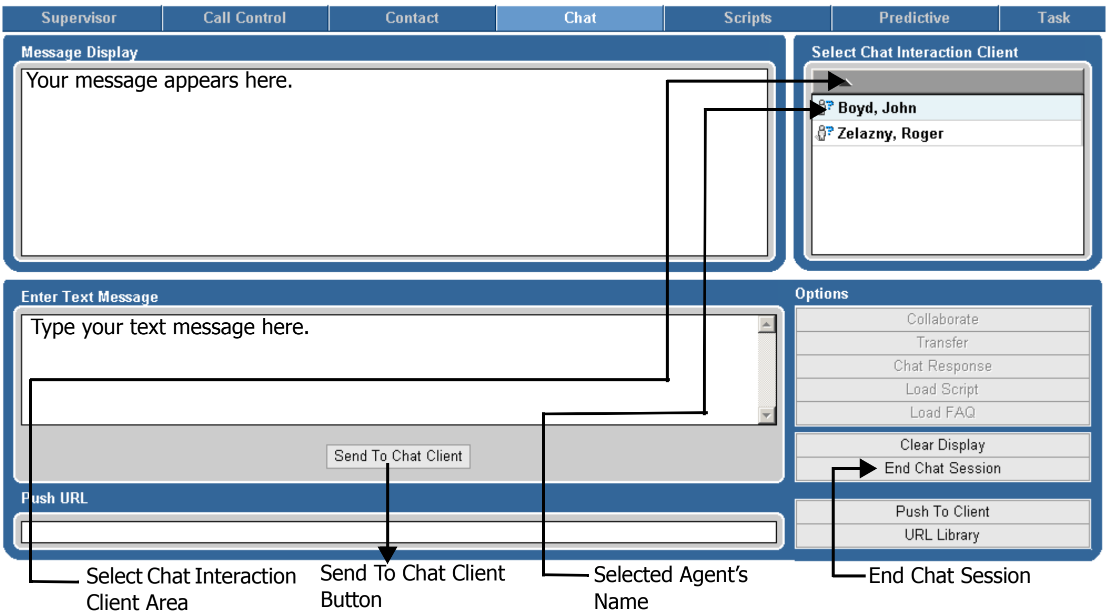


Figure 3-11 Chat Screen

   b. The name of the Agent you selected appears in the **Select Chat Interaction Client** area.

4. Type your message in the **Enter Text Message** box.

5. Click the **Send to Chat Client** button (or press the **Enter** key on your keyboard).

   Your message moves to the Message Display area on your screen, along with your first name (which appears in red).

   The first time you send a chat message, the Agent’s screen automatically changes to the Chat screen, displaying your message in the Message Display area along with your full name (which appears in red).

   After the first message, if either you or the agent changes to another screen while chatting, then when another chat message is sent, the Chat tab blinks, indicating a chat message is waiting for you.

To End a Chat Session

In the Chat screen Options area (lower-right), click the **End Chat Session** button (Figure 3-11 on page 3-18).

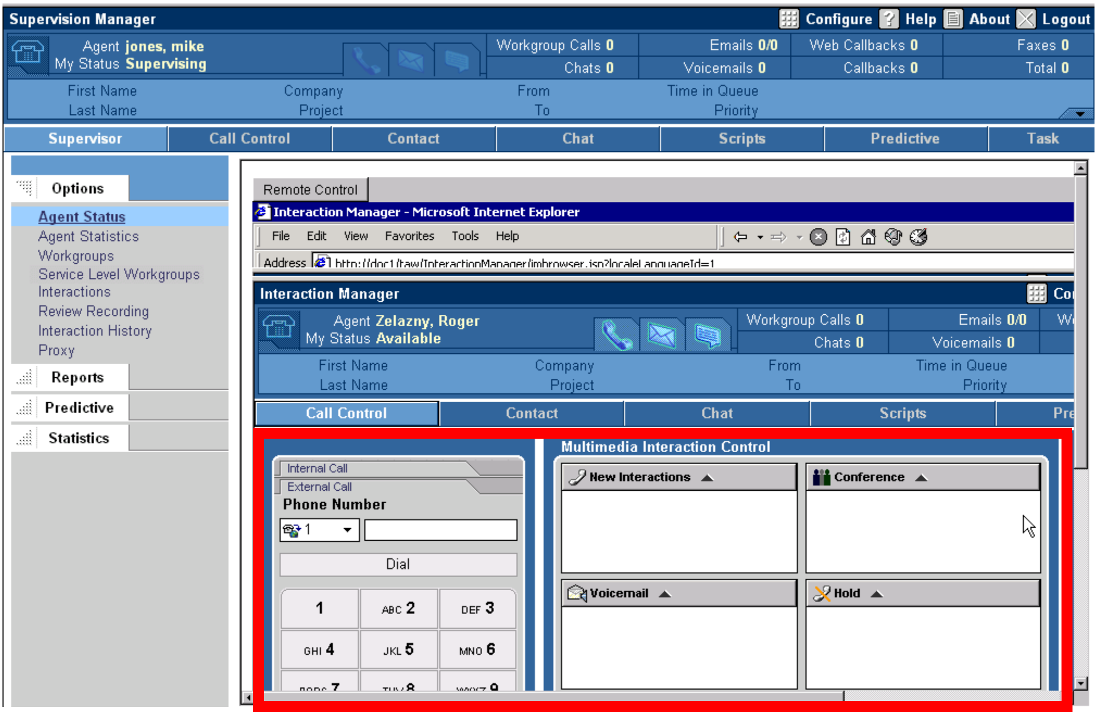
Your chat messages disappears from your screen as well as the Agent’s screen.

While chatting with an Agent, if the Agent logs out, the chat interaction will be terminated and CCA will alert you.

Viewing and Taking Over an Agent’s Workstation

If you are working on a Windows workstation, then Supervision Manager allows you to view what is happening on an Agent’s computer without the Agent knowing that you are watching. You can simply observe the Agent’s activity to see exactly how Interaction are being handled, or (if available) you can take over the Agent’s machine and help manage the Agent.

Figure 3-12 shows an example of how your screen looks when viewing an Agent’s workstation.



What is Currently Displayed on the Agent’s Screen

Figure 3-12 Viewing an Agent’s Workstation

For the remote view and control features to work, Agents may need additional software components installed on their workstations. Contact your Administrator if you are not able to use these features.

To View or Take Over an Agent’s Screen

1. From the Supervisor tab, click **Options** > **Agent Status**. The Agent Status dialog box opens, as shown in Figure 3-1 on page 3-3.

2. Select the Agent to view.

3. Click the **View** icon .

   The Agent’s screen appears in your Results Pane (Figure 3-13). You can see everything that is happening on the Agent’s computer.

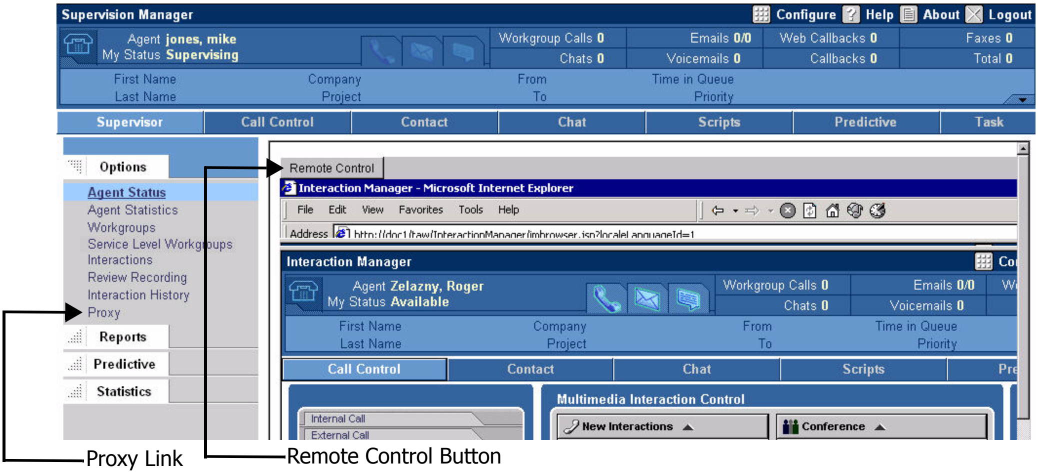


Figure 3-13 Remote Control Button

4. Click the **Remote Control** button to take over the Agent’s mouse. You can move the mouse and take over the Agent’s computer as though you were sitting in front of it.

   For example, you could start typing the Agent’s response to a chat session with the receiver never realizing anyone other than the Agent is involved.

5. If you navigate to another screen (for example, the **Options** > **Workgroups** screen), you can return to watching or taking over the Agent’s computer by clicking the **Options** > **Proxy** link.

To Stop Viewing or Taking Over an Agent’s Screen

1. To go back to just viewing the Agent’s screen, click the **View Only** button.

2. To return to the normal Agent Status view, click the **Options** > **Agent Status** link again.

Recording an Agent's Interaction

For quality assurance, you can record two types of Agent Interactions:

1. An Agent's conversation with a client (customer), if you previously recorded it.

2. A sample of randomly recorded Agent Interactions, if you previously requested it from your CallCenterAnywhere Administrator. Your Administrator can:

    a. Set the "Enable Automatic Recording of Agent" feature for each Agent you supervise.

    b. Record a percentage of calls for an Agent. (Which means that over time, a number of calls for the Agent are recorded and you can listen to them at any time.)

Calls recorded with the automatic recording feature do NOT include Agent to Agent calls.

To Record an Agent's Interaction

Make sure that unannounced recording of conversations is permitted by law in your area, the Agent's area, and the client's (customer's) area.

---

1. From the Supervisor tab, click **Options** > **Agent Status**.The Agent Status dialog box opens, as shown in Figure 3-1 on page 3-3.

2. Select the Agent to supervise.

3. Click the **Rec** icon .

    a. A cassette icon appears in the Recording column for the Agent you selected.

    b. Supervision Manager begins recording the call.

To Stop Recording an Agent's Interaction

Click the **Stop** icon  to stop recording. CallCenterAnywhere saves the recording for later review. (See "To Find Recordings" on page 3-39.)

Viewing Agent Workgroups

1. Select the desired agent.
2. Click the **Workgroup** icon .

   A new window opens showing a list of the workgroups to which the selected agent belongs.

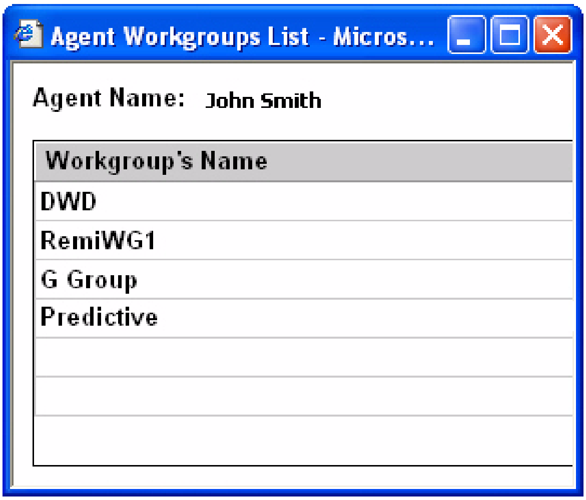


Figure 3-14 Agent Workgroup List

Viewing Alarms

Click the Alarms icon  to view the current alarm settings.

For more information, (See "To Set Alarms for Waiting Interactions" on page 2-5 and "To Set Alarms for Agent Status" on page 2-10.)

Agent Statistics

CallCenterAnywhere lets you view real-time Agent statistics for your call center.

In addition to real-time statistics, you can view reports created by your CallCenterAnywhere Administrator. See Chapter 4, "CallCenterAnywhere Reports." for more information.

The data appearing on the various statistics screens varies, depending on whether you have a *Full* or *Limited* Access Supervisor account.

See "Types of Supervisor Accounts" on page 1-2 for more information.

Real-Time Agent Statistics

The Agent Statistics screens shows the number of each type of Interaction each Agent in the Call Center has handled since 12:00 AM of the current day. (This Interaction counter resets every day at Midnight.)

To View Agent Statistics

1. From the Supervisor tab, click **Options**, and then click the **Agents Statistics** link.

   The Agent Statistics screen (Figure 3-15) appears.

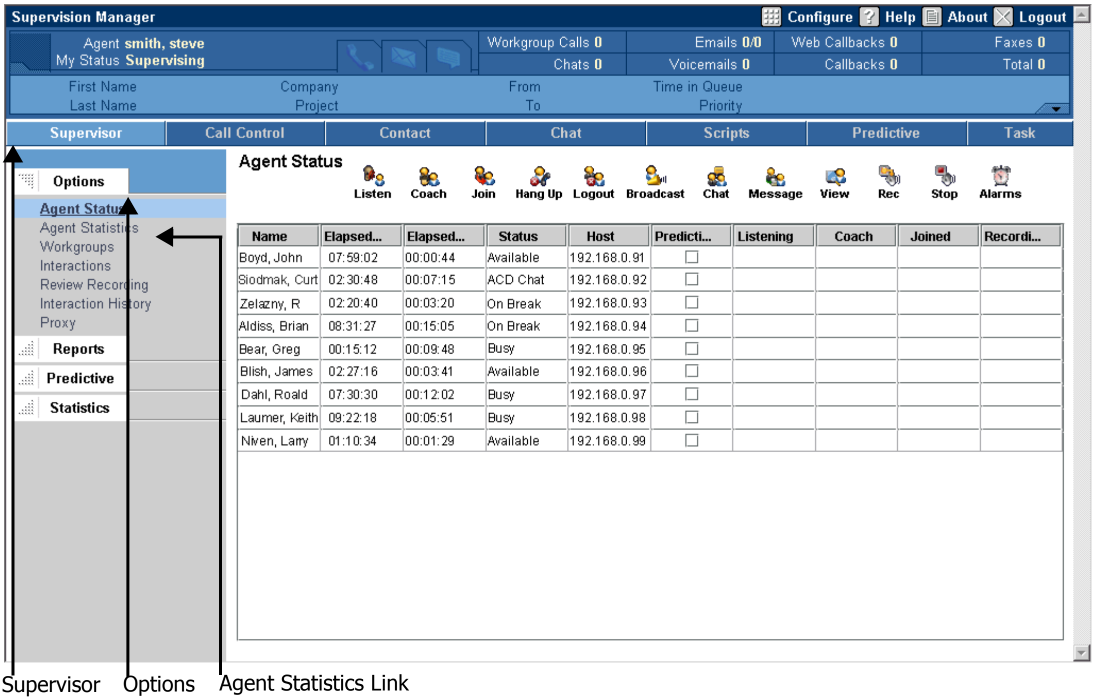


Figure 3-15 Agent Statistics Screen

2. **Resize** the columns by placing the mouse cursor between two columns and dragging the column the size that you want.

3. **Sort** the table by clicking on any of the column titles.

Table 3-4 shows the columns in the Agent Statistics screen and provides a description of each.

Table 3-4 Agent Statistics Screen Columns

Column	Description
Name	The first and last name of the Agent.
Calls	Number of calls (handled by the Agent) that reached the Agent through a Project queue.

Table 3-4 Agent Statistics Screen Columns

Column	Description
Chat	Number of Chat Interactions handled by the Agent.
Email	Number of email Interactions handled by the Agent.
Fax	Number of Fax Interactions handled by the Agent.
Inbound	Number of calls that the Agent received that originated outside the company and: • dialed directly to the Agent’s number, or • routed directly to the Agent by a Project.
Inbound Ext.	Number of calls from internal extensions directly to an Agent.
Outbound	Number of calls made by an Agent to outside numbers.
Outbound Ext.	Number of calls made by an Agent to internal company extensions.
Voicemail	Number of Workgroup Voicemail Interactions handled by the Agent.
Callbacks	Number of callback requests (originating from callers opting not to wait in a Workgroup queue) handled by the Agent.
Web Callback	Number of Web Callback Requests handled by the Agent.
Preview	Number of Preview Project calls handled by the Agent.
Predictive	Number of Predictive Project calls handled by the Agent.

Workgroups

CallCenterAnywhere lets you view real-time Workgroup statistics for your call center.

In addition to real-time statistics, you can view reports created by your CallCenterAnywhere Administrator. See Chapter 4, “CallCenterAnywhere Reports,” for more information.

The data appearing on the various statistics screens varies, depending on whether you have a *Full* or *Limited* Access Supervisor account.

See “Types of Supervisor Accounts” on page 1-2 for more information.

Workgroups Statistics

The Workgroups Statistics screen shows the number of each type of Interaction each Workgroup in the Call Center has received since 12:00 AM of the current day. This Interaction counter resets every day at Midnight.

To View Workgroups Statistics

1. From the Supervisor tab, click **Options**, and then click the **Workgroups** link.

   The Workgroups Statistics Screen (Figure 3-16) appears.

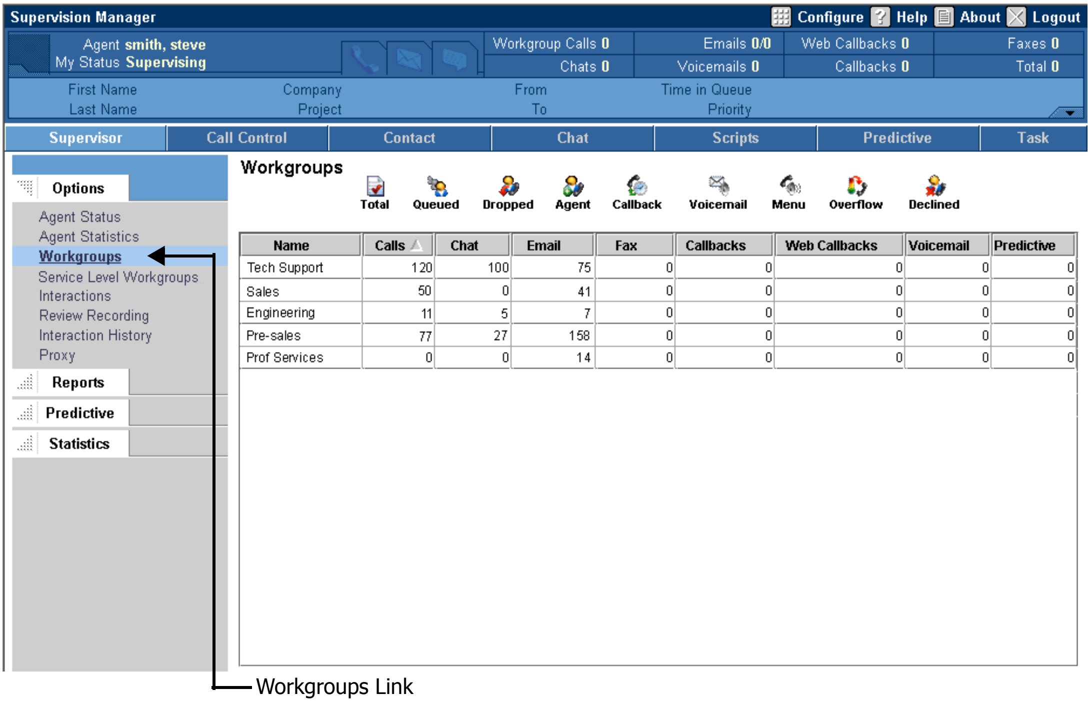


Figure 3-16 Workgroups Statistics Screen

2. Resize and sort the columns, as described in "Supervisor Options" on page 3-1.

   Table 3-5 shows the Workgroup Statistics Screen fields along with their descriptions.

Table 3-5 Workgroup Statistics Screen Fields

Column	Description
Name	The name of the Workgroup.
Calls	Number of telephone Interactions received** by the Workgroup.
Chat	Number of chat Interactions received** by the Workgroup.
Email	Number of email Interactions received** by the Workgroup.
Fax	Number of fax Interactions received** by the Workgroup.

Table 3-5 Workgroup Statistics Screen Fields

Column	Description
Callback	Number of callback requests (made by callers waiting in the Workgroup queue) received** by the Workgroup.
Web Callback	Number of Web callback requests received** by the Workgroup.
Voicemail	Number of voicemail Interactions received by the Workgroup.
Predictive	Number of Predictive calls received by the Workgroup.
** Depending on which screen you are viewing, this column reflects Interactions either received, currently queued, answered by agent, answered by callback, answered by voicemail, answered by menu, answered by overflowed, droppped, or declined.	

To Change Which Statistics Appear in the Columns

On the Workgroups screen, click one of the icons (Table 3-6) at the top (Figure 3-16 on page 3-28).

The screen changes, showing the information you selected.

Table 3-6 Statistics Icons

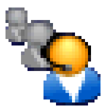
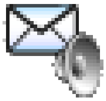
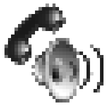
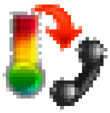
	**Total** shows all Interactions that were handled by each Workgroup since 12:00 AM this morning.
	**Queued** shows all Interactions that are currently in the queue for each Workgroup.
	**Dropped** shows the number of Interactions that were dropped (a caller entered the queue, but hung up or was disconnected) by each Workgroup.
	**Answered** shows the number of Interactions of any type that were answered by an Agent.

Table 3-6 Statistics Icons

	**Callback** shows the number of ACD calls that were answered by Callback. For example, a client (customer) calls the Call Center and requests a callback. Some time later, the system successfully reaches the client (customer).
	**Voicemail** shows the number of ACD calls that went to voicemail.
	**Menu** shows the number of ACD calls that were routed to a menu. For example, an ACD call reaches a Project. The Project has been configured to route the call to a menu.
	**Overflow** shows the number of ACD Interactions which overflowed into a second workgroup.
	**Declined** shows the number of Interactions of any type, ACD or direct, that were declined by Agents.
	**Agents** shows which agents are assigned to which workgroups.

To View Workgroups For an Agent

1. From the Supervisor tab, click **Options**, and then click the **Workgroups** link.

   The Workgroups Statistics Screen (Figure 3-16 on page 3-28) appears.

2. Select an Agent.

3. Click the **Workgroups** button.

   All workgroups that the Agent belongs to appears, as shown in the example in Figure 3-17.

Figure 3-17 Example of the Agent's Workgroup

Service Level Workgroups

CallCenterAnywhere lets you view real-time statistics for your call center.

In addition to real-time statistics, you can view reports created by your CallCenterAnywhere Administrator. See Chapter 4, "CallCenterAnywhere Reports," for more information.

The data appearing on the various statistics screens varies, depending on whether you have a *Full* or *Limited* Access Supervisor account.

See "Types of Supervisor Accounts" on page 1-2 for more information.

Service Level Workgroups Statistics

A Workgroup Service Level lets a Supervisor monitor whether online and offline Interactions are being accepted at a specified rate. For example, the managers of a call center may want:

- 50% of all online Interactions to be accepted by an Agent in one minute or less.
- 50% of all offline Interactions to be accepted by an Agent in three minutes or less.

In this case, an Administrator, using Administration Manager, sets the Online Service Level to 30 seconds and the OffLine Service Level to 180 seconds.

Then, when a Supervisor looks at the Service Level Workgroups screen (Figure 3-18), the Supervisor sees what percentage of online and offline Interactions (since 12:00:00 AM today) meet those requirements.

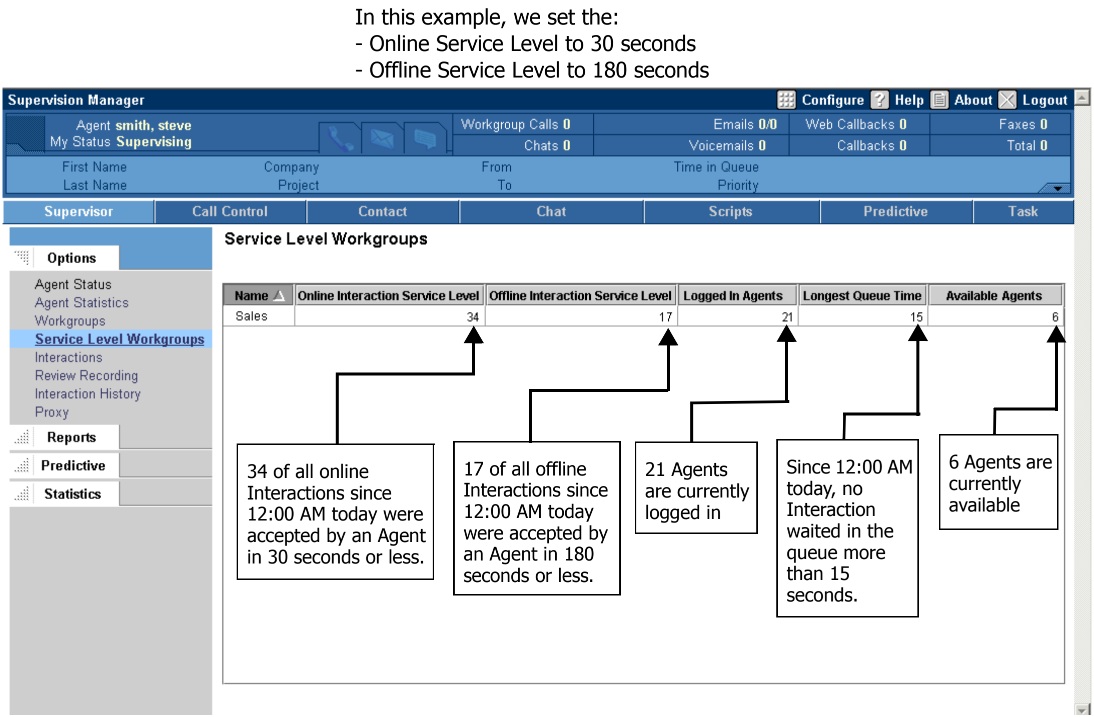


Figure 3-18 Service Level Workgroups Screen

Refer to Table 3-7 for a description of the Service Level Workgroup Statistics screen fields.

Table 3-7 Service Level Workgroup Statistics Screen Fields

Column	Description
Name	The name of the Workgroup.
Online Interaction Service Level	The number of all online Interactions since 12:00 AM today that were accepted by an Agent in 30 seconds or less.
Offline Interaction Service Level	The number of all offline Interactions since 12:00 AM today that were accepted by an Agent in 180 seconds or less.
Logged In Agents	The number of Agents are currently logged into CCA.
Longest Queue Time	Since 12:00 AM today, the number of Interactions that waited in the queue more than 15 seconds.
Available Agents	The number of Agents that are currently available.
This report depends upon the settings. For example, in the above example, we set the: - Online Service Level to 30 seconds - Offline Service Level to 180 seconds	

When referring to Service Levels, *online* and *offline* Interactions are defined as follows:

Online: ACD Phone, ACD Voicemail, ACD Callback, Web Callback, and Chat

Offline: ACD Fax and ACD Email

To View Service Level Workgroups

1. The timer for calculating service levels starts when an Interaction reaches the call center. The timer stops when an Agent accepts the Interaction. Service Levels therefore, not only include time that the client (customer) spent waiting in a queue, but also, for example, the amount of time the client (customer) spent listening to prompts.

2. As a Supervisor, you cannot change the Service Levels, but you can monitor them and take appropriate action, if the Workgroups are not meeting the Service Levels.

3. The data in the Service Level Workgroups screen refreshes every five seconds, but network activity can influence the refresh rate.

4. Three columns reset every day at 12:00:00 AM:

   a. **Online Activities**

   b. **Offline Activities**

   c. **Longest Queue Time**

5. The other two columns (**Logged In Agents** and **Available Agents**) are simple real-time statistics, reflecting the current Agent login and availability.

Interactions

CallCenterAnywhere lets you view real-time statistics for all active Interactions in your call center, including:

- Agent Statistics
- Workgroup Statistics
- Service Level Workgroup Statistics

In addition to real-time statistics, you can view reports created by your CallCenterAnywhere Administrator. See Chapter 4, “CallCenterAnywhere Reports,” for more information.

The data appearing on the various statistics screens varies, depending on whether you have a *Full* or *Limited* Access Supervisor account. (See “Types of Supervisor Accounts” on page 1-2 for more information.)

Agent and Workgroup Statistics

The Interactions screen (Figure 3-19) shows the number of each type of Interaction each Agent and each Workgroup is currently handling.

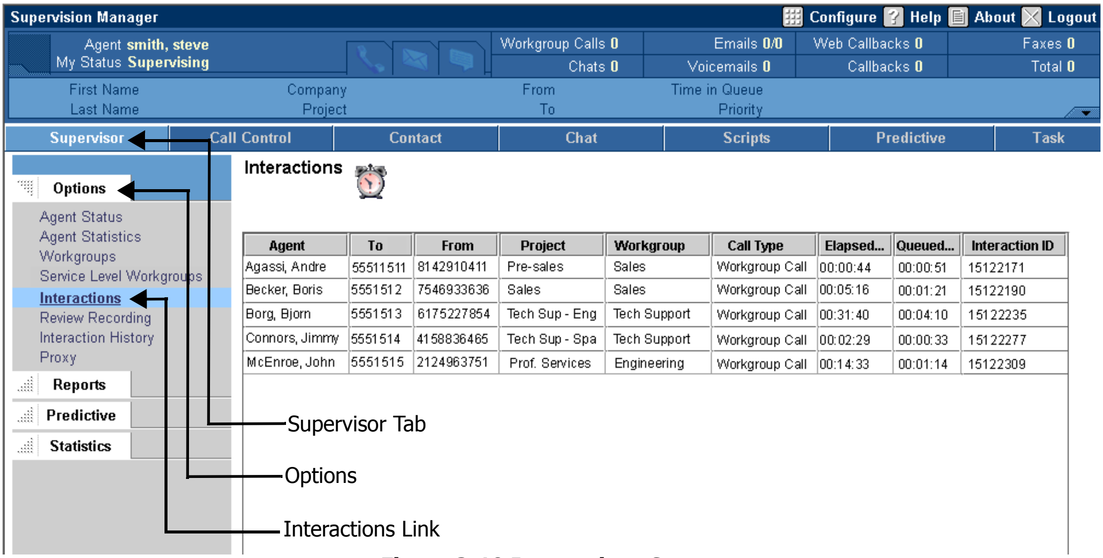


Figure 3-19 Interactions Screen

You can also use this screen to set Interaction Alarms. See “To Set Alarms for Waiting Interactions” on page 2-5.

To View Interaction Statistics

1. From the Supervisor tab, click **Options**, and then click the **Interactions** link.

   The Interactions Statistics screen (Figure 3-19) opens.

2. Use Table 3-8 to identify each column and its meaning.

Table 3-8 Interaction Statistics Screen Fields and Descriptions

Column	Description
Agent	The Agent who is handling the Interaction. Note: **Unknown** may appear until the Interaction routes to an agent.
To	The client’s (customer’s) the telephone number (or Project email address) used to reach the call center.

Table 3-8 Interaction Statistics Screen Fields and Descriptions

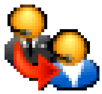
Column	Description
From	The client's (customer's) the telephone number (or email address), as acquired by the Automatic Number Identification (ANI) system.
Project	The name of the Project handling this Interaction.
Workgroup	The name of the Workgroup handling this Interaction.
Call Type	The Interaction type: - Chat - Inbound Call - Inbound Chat - Inbound Extension - Outbound Call - Outbound Extension - Predictive Call - Preview Call - New Inbound Chat - Workgroup Call - Workgroup Callback - Workgroup Email - Workgroup Fax - Workgroup Voicemail - Web Callback
Elapsed Time	The length of the Interaction (in HH:MM:SS).
Queued Time	The length of time the Interaction spent in the queue before it was handled.
Interaction ID	The ID of the Interaction.

To Change Which Statistics Appear in the Columns

Figure 3-20 Agent Status Icons

Click one of the icons (Table 3-9) at the top of the Agent Status screen (Figure 3-2):

Table 3-9 Agent Statistics Icons

	**Hang up** allows you to disconnect a caller from the Agent. The Agent an caller are immediately disconnected and the Agent's status returns to Available. (See "To Disconnect an Agent's Interaction" on page 3-14.)
	**Join** allows you to join the Agent similar to a conference call. Both the Agent and the customer can hear you. (See "To Join an Agent's Interaction" on page 3-11.)
	**Open CRM** allows you to send customized information to an agent, a customer, or both if you joined an interaction. (See "Pushing CRM Information" on page 3-12.)
	**Alarms** allows you to set alarms for waiting Interactions and set alarms based on an Agent's status. (See "To Set Alarms for Waiting Interactions" on page 2-5 and "To Set Alarms for Agent Status" on page 2-10.)

What Supervisor's Can Do With Interactions

As a supervisor, you can select an interaction and then:

- Disconnect it. (See "To Disconnect an Agent's Interaction" on page 3-14).
- Join the Interaction in conference. (See "To Join an Agent's Interaction" on page 3-11.)
- View additional information using the CRM custom tab. (See "To Push Custom Information Using the Open CRM Icon" on page 3-12.)
- Set alarms. (See "To Set Alarms for Waiting Interactions" on page 2-5.)

Review Recording

If you previously recorded an Interaction or if there is an existing recording you would like to hear, you must first find the recorded Interaction.

To Find Recordings

Recordings are stored in a database. Find recordings by choosing an agent and then entering a specific recording date range.

1. From the Supervisor tab, click **Options**, and then click the **Review Recording** link.

   The Review Recording screen (Figure 3-21) opens.

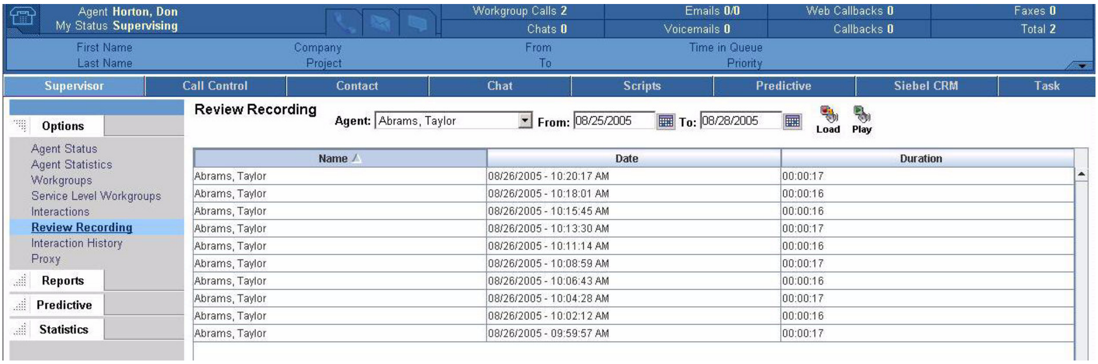


Figure 3-21 Review Recording Screen

2. From the **Agent** list box (Figure 3-22), select the Agent you recorded.

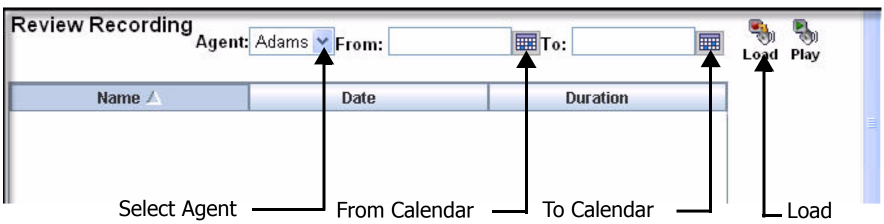


Figure 3-22 Review Recording - Select Agent

3. Click the date field, which opens the a Calendar (Figure 3-23). Select a date from the calendar for the **From** text box. (The calendar is based on your workstation's clock.)

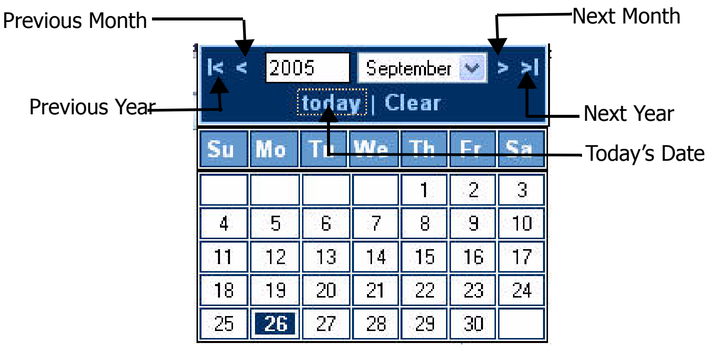


Figure 3-23 Calendar

   a. On the calendar, click a day to identify the first day when to search for the recording (or click **today** for today's date).

   b. Click **>** or **<** to advance or roll back the calendar one **month**, respectively.

   c. Click **>>** or **<<** to advance or roll back the calendar one **year**, respectively.

   d. Choose the search start date by clicking a day in the calendar, (or click **today** for today's date).

4. In the To text box, repeat step 4 to identify the last day to search for recordings.

5. Click the **Load** icon .

   Supervision Manager shows all of the recordings you made of the Agent between the dates you specified.

To Listen to a Recording

1. To listen to a recording, first you must find it. (See "To Find Recordings" on page 3-39.)

2. From the Review Recording screen (Figure 3-22 on page 3-39), select the recording to hear.

3. Click the **Play** icon .

Supervision Manager launches the default audio application that your system associates with the .wav or .mp3 files and plays the recording.

Interaction History

Every time a client (customer) reaches a call center, some information about the client's (customer's) progress through the call center is recorded, such as:

- The project and workgroup where the system routed the client (customer).
- The Agent who was offered and accepted the interaction.
- Whether the client (customer) was transferred and to whom.

CallCenterAnywhere saves this information as the **Interaction History Record**. The Interaction History Record can also have attachments, such as:

- Notes made by agents or supervisors.
- Recordings of phone conversations.
- Transcripts of chat conversations.

Agents and Supervisors can view the Interaction History Record for the current Interaction and they can view Interaction History Records that were appended to a Contact. However, only Supervisors can:

- Find Interaction History Records by user, project, workgroup, Interaction ID, originator (email address or telephone number), or date range.
- Find and view Interaction History Records even if the Interaction was not assigned to a contact.

Finding, Viewing, and Printing Interaction History Records

1. From the Supervisor tab, click **Options**, and then click the **Interaction History** link (Figure 3-24).

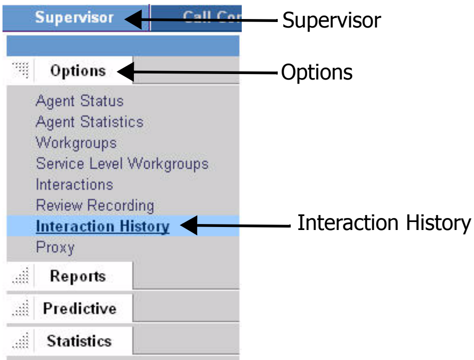


Figure 3-24 Interaction History Link

The Interaction History screen (Figure 3-25) opens.

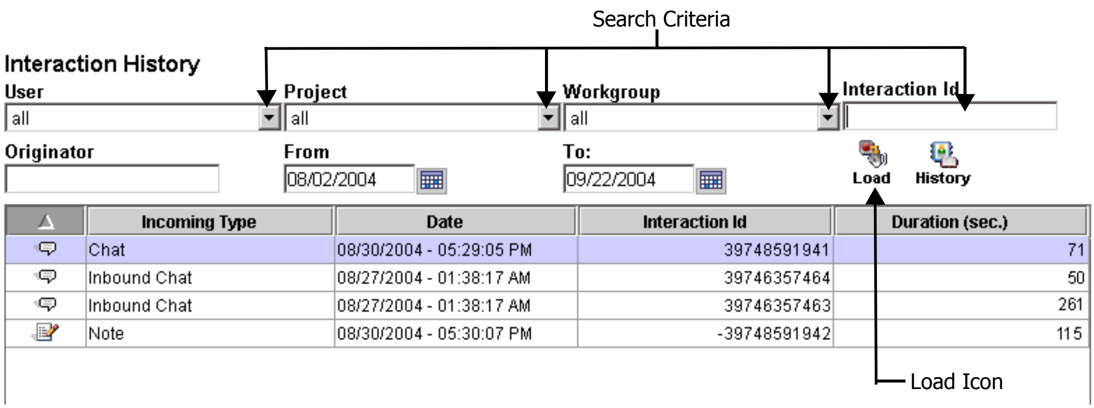


Figure 3-25 Interaction History Screen

2. Enter your search criteria.

   a. See "To Search by User, Project, or Workgroup" on page 3-43.

   b. See "To Search by Interaction ID (Number)" on page 3-43.

c. See “To Search for a Client Using an Email Address or Telephone Number” on page 3-44.

d. See “To Search by a Date (From and To)” on page 3-44.

3. Enter an **Interaction ID** or select a **From** and **To** search date.

4. To narrow your search, you can also enter a time (in military format with a 24-hour clock) for each date.

5. Click the **Load** icon .

   A list of up to 500 Interaction History records matching your search criteria appears in the results area.

To Search by User, Project, or Workgroup

Select one or more of the following:

1. From the **User** drop-down list, select a specific Agent or **All** for all agents.

2. From the **Project** drop-down list, select a specific project or **All** for all projects.

3. From the **Workgroup** drop-down list, select a specific workgroup or **All** for all workgroups.

4. Enter an **Interaction ID** or select a **From** and **To** search date from the calendar.

5. To narrow your search, you can also enter a time (in military format with a 24-hour clock) for each date.

6. Click the **Load** icon .

To Search by Interaction ID (Number)

1. In the Interaction ID text box, type the full Interaction ID <u>number</u>.

You ***cannot*** use wildcards (asterisks *) in the Interaction ID text box.

---

2. Click the **Load** icon .

To Search for a Client Using an Email Address or Telephone Number

1. In the Originator text box, type the client's full email address or telephone number, as it appears in the contact record.

You ***cannot*** use wildcards (asterisks *) in the Originator text box.

For example, if the client's email is rsmith@yahoo.com, you cannot enter just "r*." There is no substring searching or wildcard searching.

---

2. You must either:

   a. Type an Interaction ID number in the Interaction ID text box

      or

   b. Select search **From** and **To** dates in their respective boxes (or selecting dates from the pop-up calendar).

3. To narrow your search, you can also enter a time (24-hour clock) for each date.

4. Click the **Load** icon .

   The results show only records where the Interaction was assigned to a Contact.

If the Interaction was never assigned to a Contact, you must search for the Interaction History record using one or more of the other fields.

To Search by a Date (From and To)

1. Click the **From** text box (or the calendar icon).

   The calendar opens for you to select a From search date.

2. Click the **To** text box (or click the calendar icon).

   The calendar opens for you to select a To search date.

3. Click the **Load** icon .

To View an Interaction History Record

The Interaction History Record shows all selected interactions matching a specified search criteria.

1. After running your search (see "Finding, Viewing, and Printing Interaction History Records" on page 3-42), double-click on one of the rows in the results area,

   or

2. Select a row in the results area and click the **History** icon .

   The Interaction History Record (Figure 3-26) opens for your selection.

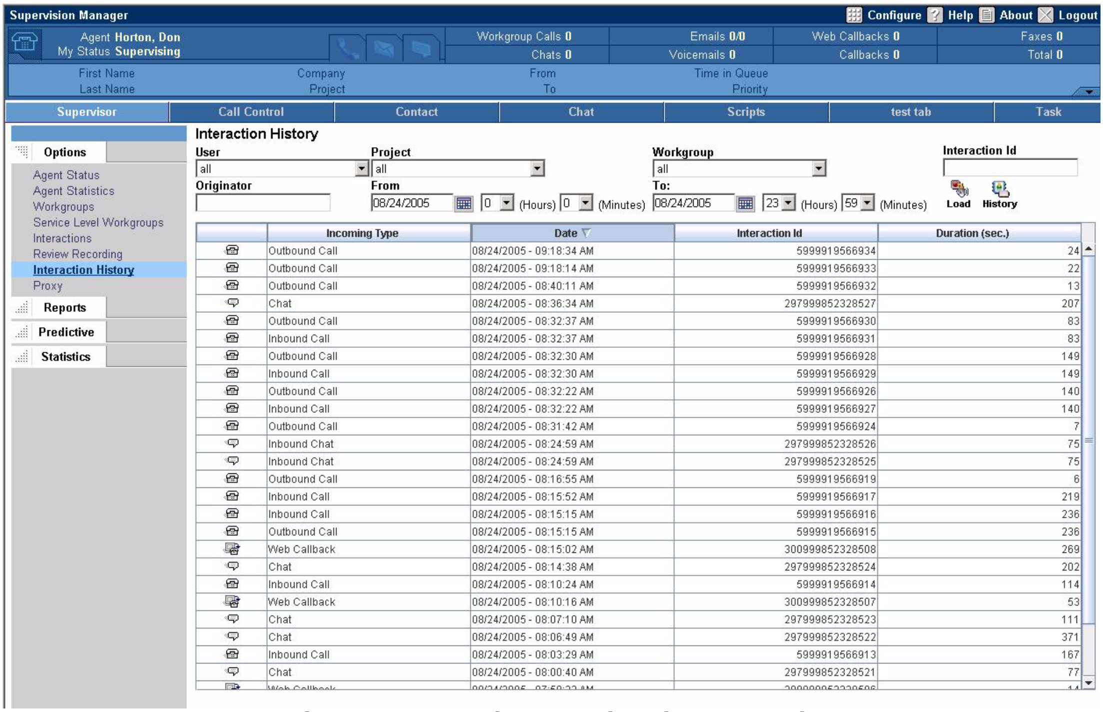


Figure 3-26 Example Interaction History Record

To Print an Interaction Record

1. After running your search (see “Finding, Viewing, and Printing Interaction History Records” on page 3-42), double-click on one of the rows in the results area.

   The Interaction History dialog box (Figure 3-26) opens for your selection.

2. Click the **Print** button (located at the bottom).

To Add a Note to an Interaction History Record

1. After running your search (see “Finding, Viewing, and Printing Interaction History Records” on page 3-42), double-click on one of the rows in the results area.

   The Interaction History dialog box (Figure 3-26 on page 3-45) opens for your selection.

2. Click the **Note** icon .

   The Note dialog box opens.

3. Type your note text.

4. Click the **OK** button.

   The note attaches to the History Record.

Proxy

This option works with “Viewing and Taking Over an Agent’s Workstation” on page 3-19.

After you perform the steps described in “To View or Take Over an Agent’s Screen” on page 3-20, click this option at any time (after navigating to other screens) to return to viewing the screen of the Agent you took over. The Agent’s screen appears in the data area of your screen (Figure 3-27).

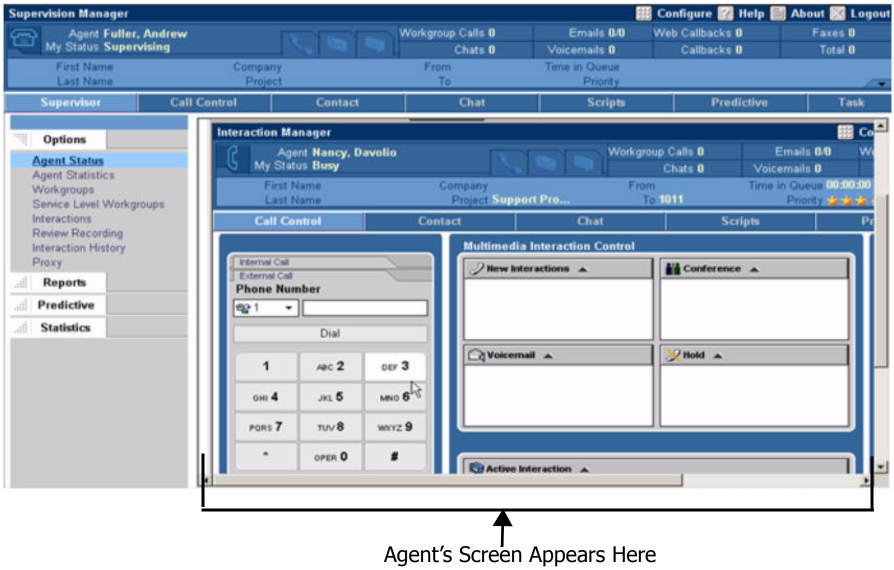


Figure 3-27 Viewing an Agent's Screen

CallCenterAnywhere Reports

CallCenterAnywhere reports provide valuable information about the trends, activities, and Agent performance in your call center. These reports provide information about:

- Agent activity, performance, and efficiency
- Interaction statistics
- Interaction outcomes
- Outcome of Predictive calls
- Weekly Project Schedules
- Custom Reports/Advanced Reports (*optional*)

As a Supervisor, you can view reports, but you cannot create or edit them. If you are a Supervisor and need a new report, please contact your Administrator.

Overview of Reports

Supervision Manager provides the reports listed in Table 4-1. If configured, you may also have some or all of the Custom/Advanced Reports listed in Table 4-2. Refer to the individual report sections for information on a specific report.

Your system may not have all of these reports. Contact your Administrator for more information.

Standard Reports

Table 4-1 provides a list of standard report names and a description of each.

Table 4-1 Supervision Manager Reports

Report	Description
Agent Information	Agent profile information (extension, email address, and so forth).
Agent Interaction	Details about number and duration of the selected Interaction type for the selected Agents.
Agent Skills	All skills defined for your company, identifying which Agents possess which skill in your call center and the Agent's corresponding skill rating.
Agent Utilization	The amount of time each Agent spent handling Interactions, awaiting Interactions, or on break.
Direct Dialing Statistics	Statistics for calls dialed directly to Agents or dialed by Agents to external numbers.
Login by Groups of Users	Agents who logged in, login time, and login duration.
Login by User	Login activity of each of your CallCenterAnywhere Agents.
Outcome Statistics	For tracking the results of Interactions based on Interaction Type (ACD Call, Web Callback, and so on).
Overdue Callbacks	All waiting Web callback Interactions.
Predictive Detailed	Results by type (busy, no answer, and so on) of all Predictive call attempts. **Note:** Predictive Reports are available only if you have purchased Predictive Dialing capabilities with your version of CallCenterAnywhere.
Predictive Dialer Totals	Call related statistics (number of calls, answer rate, and so on) for predictive dialing.
Predictive Productivity	Production statistics based on the agents used for any or all Predictive call attempts. **Note:** Predictive Reports are available only if you have purchased Predictive Dialing capabilities with your version of CallCenterAnywhere.

Table 4-1 Supervision Manager Reports

Report	Description
Predictive Summary	Actions (left message, callback, and so on) of all Predictive call attempts. **Note:** Predictive Reports are available only if you have purchased Predictive Dialing capabilities with your version of CallCenterAnywhere.
Preview Summary	Preview results based on the agents used for any or all Predictive call attempts. **Note:** Preview Reports are available only if you have purchased Preview Dialing capabilities with your version of CallCenterAnywhere.
Project Segments (formerly Project Key Statistics)	Interaction statistics, by interaction type (phone, email, and so forth) and a summary across all interaction types.
Weekly Project Routing Schedule	All of the Schedules defined for your call center.
Workgroup Interval Time	How Agents perform at specific times of the day.
Workgroup Interval Time by Media	How many Interactions of each media type your call center receives at specific times of the day.
Workgroup Statistics	Statistics for understanding the overall performance of your call center.
Workgroup Skills	Skills assigned to a Workgroup and the rating of those skills.

Custom Reports/Advanced Reports

Table 4-2 provides a list of Custom Reports/Advanced Reports and a description of each.

A major change with advanced reports is that when you select to and from times for report viewing, the report shows the information within the time interval, by day. This is a change from the standard reports, which start at a specific time on the beginning day of the report, and then finishes at the end time on the final day of the report.

These reports are created in PDF format. Therefore, you must have Acrobat Reader to view these reports.

Table 4-2 Custom Reports/Advanced Reports

Report	Description
Daily Project Performance	Summary totals by date (or 15 minute intervals for the selected time range) for call measures, average interaction durations, and service factors. Use this report for determining volume and service factors by project. Interval reporting helps to identify busy hour and staffing requirements based upon call volume.
Daily User Performance	Provides visibility into daily Agent Activity, including time spent in different ACD States, Call Counts, and Talk Time. Use this report to assist Call Center Management in monitoring Agent performance against reasonable expectations.
Interaction Outcome by Workgroup	This report tracks outcomes by Workgroup, Interaction Type, Outcome, Total Interaction time, and Average Interaction Time.
Interval Workgroup Performance	Summary totals by date (or 15 minute intervals for the selected time range) for calls into the workgroup, total interaction durations, and user-defined threshold statistics. Use this report to identify volume, call routing, and service factors measured by the workgroup service level as well as a user-defined service level.
Peak Interactions	This report tracks the Maximum peak number of Interactions used by the system, reported in 15-minute intervals.

Table 4-2 Custom Reports/Advanced Reports

Report	Description
User Hourly Average	Provides visibility into hourly Agent Activity, including calls handled, along with time spent in different ACD States. Use this report to assist Call Center Management in determining agent average performance against reasonable expectations.
User Login/Logout	Provides visibility into User Activity through the use of determining time actually spent logged into the system. Use this report to assist Call Center Management in determining how a specific user is spending time in comparison with other users.
User Status Duration	Provides visibility into user activity using user-defined statuses. Use this report to assist Call Center Management in determining how a specific user spends time in comparison with other users.

Viewing and Printing Standard Reports

You can view and print the Standard Reports. However, you cannot ***create*** new reports. If you need a new report, or want a report to be changed, please see your CallCenterAnywhere Administrator.

To View or Print Standard Reports

1. Select the **Reporting** tab, then

    a. Open one of the report groups (such as **Workgroup Productivity**).

    b. Click on one of the report names (such as **Workgroup Interval Time**).

If a report name shows a no "+" or "-" icon in front of it (Outcome Statistics), that means your Administrator did not create any reports of that type or that you do not have access to those reports.

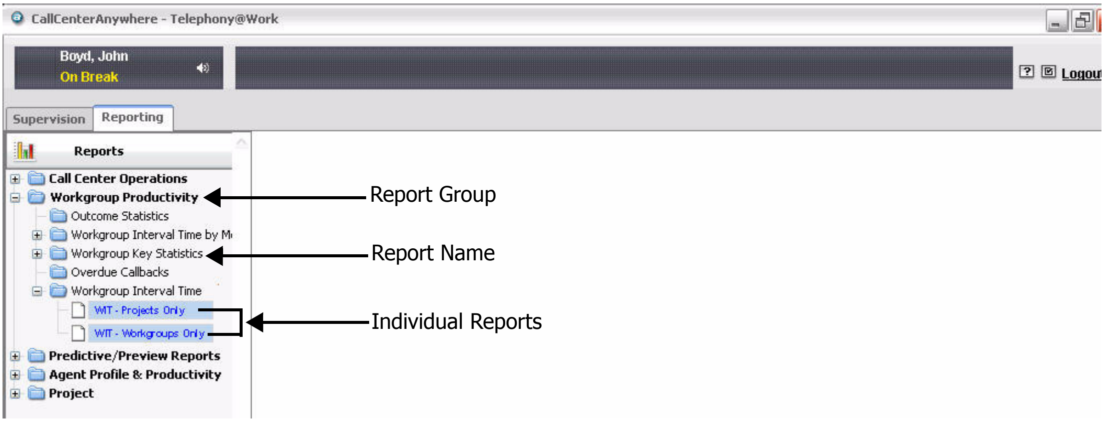


Figure 4-1 Report Groups, Names, and Individual Reports

When your Administrator creates a report, the Administrator can usually set some configuration options on the report. Exactly what kind of configuration depends on the specific report.

For example, in Figure 4-1 shows the ***Workgroup Key Statistic Report***. Your Administrator can configure this report to show statistics on *Workgroups* or statistics on *Projects*. In fact, your Admin can also configure it to show just one Workgroup or all Workgroups. In addition, your Administrator can even control which types of Interactions the report contains (such as show Calls, Chat, and Email, but ignore Faxes).

You can find an explanation for every configuration option for every report in the *CallCenterAnywhere Administration Manager User's Manual*. Work with your Administrator to create the types of reports that are useful to you.

When you select a **report name** (such as ***Workgroup Key Statistics***), you will see all of the individual reports that your Administrator created.

In our example, the Administrator created two versions of the Workgroup Key Statistics report: one version shows key statistics for all Workgroups, and the other shows key statistics for all Projects.

2. Select a name from the list and then click the **View** icon.

   The **Report** dialog box (Figure 4-2) opens.

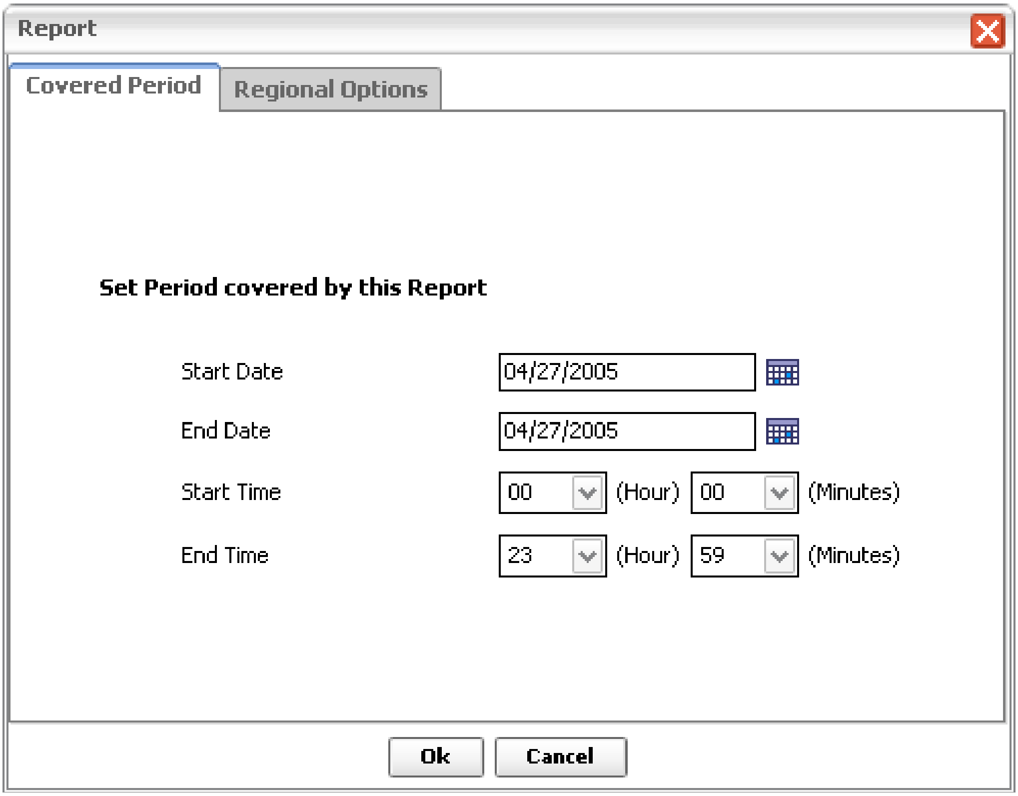


Figure 4-2 Report Dialog Box: Covered Period Tab

Depending on what type of report you are viewing, you may see a **Period Covered** tab, a **Regional Options** tab, or both.

3. Complete information in the **Covered Period** tab (Table 4-3), if it is available for the report type you selected.

Table 4-3 Covered Period Tab

Field	Description
Start Date	Choose the starting date of the report range from the calendar icon next to **Start Date** . Click **>** or **<** to advance or roll back the calendar one month, respectively. Click **>>** or **<<** to advance or roll back the calendar one year, respectively. Choose the report start date by clicking a day in the calendar, or click **today** to choose today’s date (which is based on your workstation’s system clock).
End Date	Choose the end date of the report range from the calendar icon . Click **>** or **<** to advance or roll back the calendar one month, respectively. Click **>>** or **<<** to advance or roll back the calendar one year, respectively. Choose the report end date by clicking a day in the calendar or click **today** to choose today’s date (which is based on your workstation’s system clock).
Start Time	Choose the starting hour (24-hour clock) and minute of your report range. **Note:** The starting hour is for the Start Date.
End Time	Choose the ending hour (24-hour clock) and minute of your report range. **Note:** The ending hour is for the End Date.

4. Click the **Regional Options** tab (Figure 4-3).

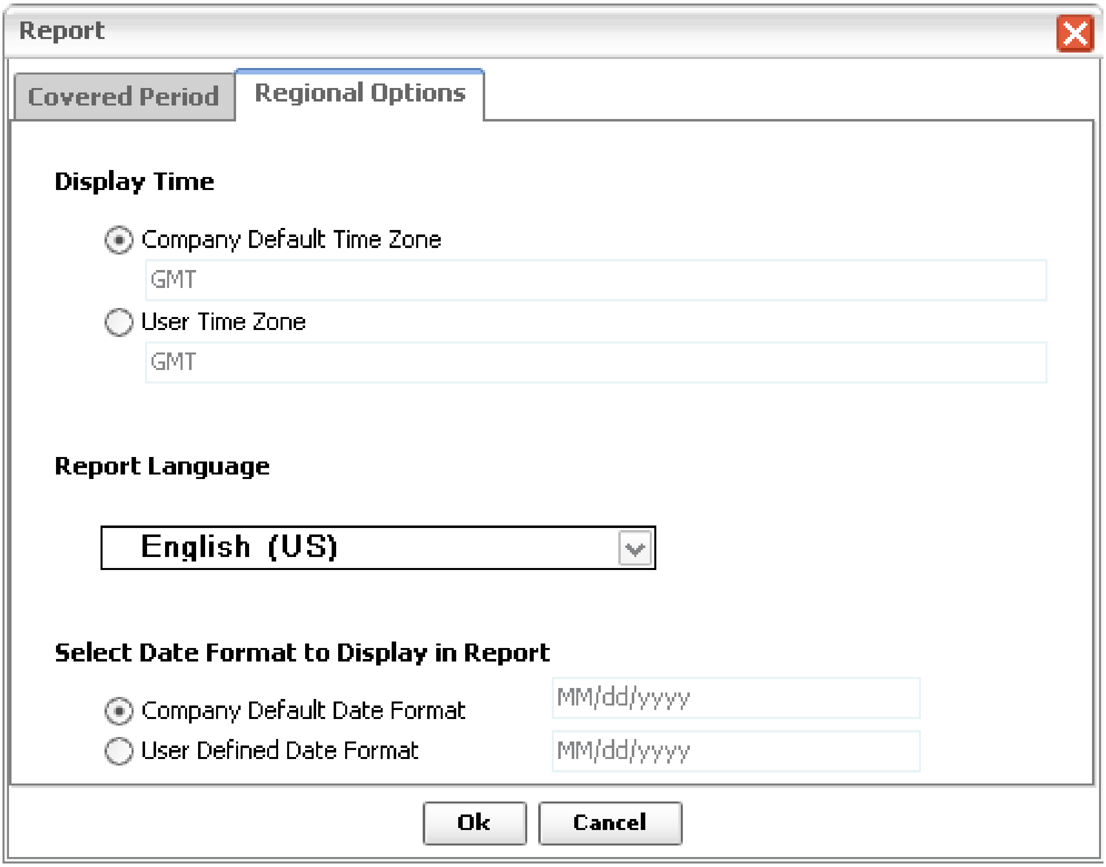


Figure 4-3 Report Dialog Box: Regional Options Tab

5. Complete the **Regional Options** tab (Table 4-4).

Table 4-4 Regional Options Tab

Field	Description
Display Time	Click **Company Default Time Zone** to display all report times in the time zone defined as the default for your Company. Click **User Time Zone** to display all report times in the time zone you configured for your Supervision Manager workstation.

Table 4-4 Regional Options Tab

Field	Description
Report Language	From the drop-down list box, choose the language to display in this report.
Select Date Format to Display in Report	Click **Company Default Date Format** to display all report dates in the format defined as the default for your Company. Click **User Defined Date Format** to display all report dates in the format you configured for your Supervision Manager workstation.

6. Click **OK**.

   The report appears in a new browser window. Figure 4-4 shows an example for the Workgroup Skills Report.

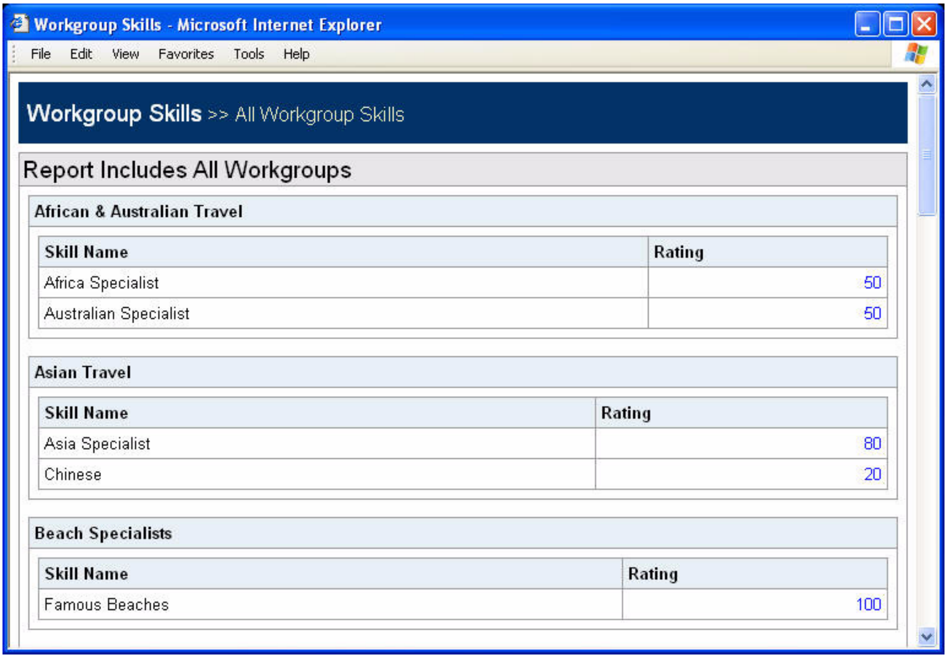


Figure 4-4 Example Workgroup Skills Report

7. Click **File** > **Print** to print the report.

Viewing and Printing Custom/Advanced Reports

You can view and print the Custom/Advanced Reports. However, you cannot ***create*** new reports. If you need a new report, or want a report to be changed, please see your CallCenterAnywhere Administrator.

You must have Adobe Acrobat Reader installed on your workstation to view Advanced Reports as well as Scheduled Advanced Reports.

CCA delivers Scheduled Reports in both Web (html) format as well as in Acrobat pdf format.

To View or Print Custom/Advanced Reports

1. Expand the **Custom Reports** link in the **Supervisor** tab.

2. Expand the **Advanced Reports** link to see the reports under that heading.

3. Follow the same steps described under "Viewing and Printing Standard Reports" on page 4-5.

A Note About Start and End Times

For almost every report, the start and end times work the same. For example, to run an ***Agent Utilization Report***:

Select:

- Start Date = 07/01/04
- End Date = 07/30/04
- Start Time = 8:00 (AM)
- End Time = 17:00 (5:00 pm)

The ***Agent Utilization Report*** will include events starting at 8:00 AM on 7/01/04 through 5:00 PM on 07/30/04.

Any event that occurred between those times, *twenty-four hours a day, seven days a week*, is included in your report.

Every CallCenterAnywhere Report works like this, except for these two reports:

- The ***Workgroup Interval Time Report***
- The ***Workgroup Interval Time by Media Report***

If you run these reports with the same start and end times as above, the report contains events that occurred between 8:00 AM and 5:00 PM, *every day* between 07/01/04 and 07/30/04.

A Note About Advanced Reports

A major change with Advanced Reports is that when you select to and from times for report viewing, the report shows the information within the time interval, by day. This is a change from the standard reports, which start at a specific time on the beginning day of the report, and then finishes at the end time on the final day of the report.

Note About Project Routing and Reporting

If CCA receives a call into Project A and this changes another project (such as Project B), the report will show the change to Project A. This is because the change actually came into Project A and if CCA reported it for both Project A and Project B, then the information would be doubled. If CCA reported the change for only Project B, then there would be no way to tack which project the call actually came into. This is important for some clients who use multiple project DNISs that reroute to the same project or menu for tracking which advertising source is generating the most calls.

Call Center Operations Reports

From the Supervisor tab, **Reports** option, click the **Call Center Operations** link to access these reports:

- Weekly Project Routing Schedules Report
- Workgroup Skills Report
- Billing Report (for Service Providers only)

Weekly Project Routing Schedules Report

The ***Weekly Project Routing Schedules Report*** (Figure 5-1) lists all the Schedules defined for your call center.

Scheduled reports use the language of the report, rather than the company language.

1. After selecting this report from the Report option, select a specific report name from the list and then click the **View** icon.

   The Report dialog box opens for you to enter specific report parameters. (See "CallCenterAnywhere Reports" on page 4-1.)

2. Click **OK**. The ***Weekly Project Routing Schedules Report*** (Figure 5-1) opens in a new window.

Weekly Project Routing Schedules >> Weekly Project Routing

Report Includes Schedules: Monday Routing, Tuesday Routing, Wednesday Routing, Thursday Routing, Friday Routing, Saturday Routing, Sunday Routing,

DNIS	Day	Start Time	From Project	To Project	Time Zone
8584100448	Monday	00:00:00	John-2nd	John-Main	(GMT-08:00/DST+00:00) Pacific Standard Time; PST
8584100449	Tuesday	00:00:00	John-2nd	John-Main	(GMT-08:00/DST+00:00) Pacific Standard Time; PST
8584100450	Wednesday	00:00:00	John-2nd	John-Main	(GMT-08:00/DST+00:00) Pacific Standard Time; PST
8584100451	Thursday	00:00:00	John-2nd	John-Main	(GMT-08:00/DST+00:00) Pacific Standard Time; PST
8584100452	Friday	00:00:00	John-2nd	John-Main	(GMT-08:00/DST+00:00) Pacific Standard Time; PST
8584100453	Saturday	00:08:00	John-2nd	John-Schedule	(GMT-08:00/DST+00:00) Pacific Standard Time; PST
8584100454	Sunday	00:08:00	John-2nd	John-Schedule	(GMT-08:00/DST+00:00) Pacific Standard Time; PST
8584100455	Monday	00:08:00	John-Main	John-2nd	(GMT-08:00/DST+00:00) Pacific Standard Time; PST
8584100456	Tuesday	00:08:00	John-Main	John-2nd	(GMT-08:00/DST+00:00) Pacific Standard Time; PST
8584100457	Wednesday	00:08:00	John-Main	John-2nd	(GMT-08:00/DST+00:00) Pacific Standard Time; PST
8584100458	Thursday	00:08:00	John-Main	John-2nd	(GMT-08:00/DST+00:00) Pacific Standard Time; PST
8584100459	Friday	00:08:00	John-Main	John-2nd	(GMT-08:00/DST+00:00) Pacific Standard Time; PST

Generated on 17.12.2002 at 18:51 (GMT-08:00/DST+00:00) Pacific Standard Time; PST

Figure 5-1 Example Weekly Project Routing Schedules Report

Report Elements

The creator of this report (your Administrator) can select some or all of the possible columns shown in Table 5-1. Therefore, you may not see all of the information listed in the table.

Table 5-1 Project Schedules Report Columns

Column	Description
Day	The day the number or address indicated by **DNIS** is scheduled to run.
DNIS	The telephone number or email address that customers use to reach the Scheduled Project
Start Time	The time (24-hour clock) on the indicated **Day** the Project is scheduled to start.
From Project	The Project that the schedule temporarily disables while the **To Project** runs.
To Project	The Project the schedule runs at the indicated **Day** and **Start Time**.
TIme Zone	The time zone used to generate the report. The values in the **Start Time** column are for this time zone.

Workgroup Skills Report

The ***WorkGroup Skills Report*** (Figure 5-2) displays the skills assigned to a Workgroup and the ratings (weight) of each those skills.

This report shows activity for the entire company. Data presented includes all workgroups, not just the workgroups you supervise.

Workgroup Skills >> San Diego Call Center West

Report Includes All Workgroups,

English Workgroup

Skill Name	Rating
Desktop - PC	25
Network Management	20
Speaks English	20
Desktop - UNIX	15
Desktop - Macintosh	10
Speaks Spanish	10

Spanish Workgroup

Skill Name	Rating
Speaks English	50
Desktop - Macintosh	25
Desktop - PC	25

Figure 5-2 Example Workgroup Skills Report

Report Elements

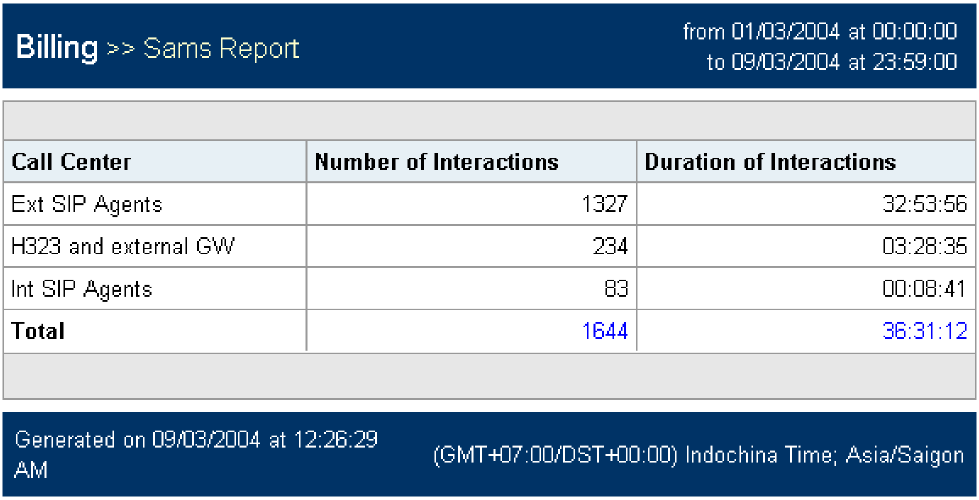
The creator of this report (your Administrator) can select some or all of the possible columns shown in Table 5-2. Therefore, you may not see all of the information listed in the table.

Table 5-2 Workgroup Skills Report Columns

Workgroup Name	
Skill Name	The name of the skill required in this workgroup.
Rating	The rating (weight) of this skill (from 0 - 100) of importance to this workgroup. The higher the rating, the more likely CCA will route an Interaction to this workgroup.

Billing Report

The ***Billing Report*** (Figure 5-3) is for **Service Providers only**. It provides a summary of the number and duration of Interactions in each call center for which the service provider provides service.



Billing >> Sams Report

from 01/03/2004 at 00:00:00
to 09/03/2004 at 23:59:00

Call Center	Number of Interactions	Duration of Interactions
Ext SIP Agents	1327	32:53:56
H323 and external GW	234	03:28:35
Int SIP Agents	83	00:08:41
Total	1644	36:31:12

Generated on 09/03/2004 at 12:26:29 AM

(GMT+07:00/DST+00:00) Indochina Time; Asia/Saigon

Figure 5-3 Example Billing Report

Report Elements

The creator of this report (your Administrator) can select some or all of the possible columns shown in Table 5-3. Therefore, you may not see all of the information listed in the table.

Table 5-3 Billing Report Columns

Column	Description
Call Center	The name or other designation for the call center client.
Number of Interactions	The total number of interactions for the date and time specified at the top of the report.
Duration of Interactions	The total time spent for all interactions from this call center for the date and time specified at the top of the report.

Workgroup Productivity Reports

From the Supervisor tab, **Reports** option, click the **Workgroup Productivity** link to access these reports:

- Outcome Statistics Report
- Workgroup Interval Time by Media Report
- Workgroup Key Statistics Report
- Overdue Callbacks Report
- Workgroup Interval Time Report

Outcome Statistics Report

The **Outcome Statistics Report** (Figure 6-1) allows you to track the results of Interactions based on Interaction Type (Workgroup Call, Web Callback, and so forth).

For each Interaction Type, this report shows the number of Interactions that were assigned that Outcome by Agents at the conclusion of the Interaction.

Outcome Statistic Report >> Report for 05/10/04

from 05/10/2004 at 00:00:00
to 05/10/2004 at 23:59:00

Report Includes Agent: admin, admin

Outcome	Workgroup Email	Workgroup Fax	Chat	Workgroup Calls	Web Callback	Outbound	Inbound	Preview	Predictive	Callback	Workgroup Voicemail	Total
Order Pending												

Report Includes Agent: admin, admin

Outcome	Workgroup Email	Workgroup Fax	Chat	Workgroup Calls	Web Callback	Outbound	Inbound	Preview	Predictive	Callback	Workgroup Voicemail	Total
Order Placed												

Report Includes Agent: admin, admin

Outcome	Workgroup Email	Workgroup Fax	Chat	Workgroup Calls	Web Callback	Outbound	Inbound	Preview	Predictive	Callback	Workgroup Voicemail	Total
Other												

Report Includes Agent: admin, admin

Outcome	Workgroup Email	Workgroup Fax	Chat	Workgroup Calls	Web Callback	Outbound	Inbound	Preview	Predictive	Callback	Workgroup Voicemail	Total
Unsatisfied Customer -Personal Callback Requested												

Generated on 05/10/2004 at 07:01:59 PM

(GMT+00:00/DST+00:00) Greenwich Mean Time; GMT

Figure 6-1 Outcome Report

Report Elements

Each data group of the Outcome Statistics Report is dedicated to a single Interaction Outcome (Table 6-1), while the columns of the report detail the number of Interactions to receive that Outcome.

Table 6-1 Outcome Report Interaction Types

Interaction Type	Description
Workgroup Emails	E-mail Interactions
Workgroup Fax	Fax Interactions
Chat	Chat Interactions
Workgroup Calls	Inbound telephone Interactions routed to a Workgroup Agent, including ACD Callback requests, but not including calls routed to voice-mail.
Web Callback	Web Callback Interactions
Outbound	Outbound calls dialed through the CallCenterAnywhere system (does not include outbound call made by Agent on telephone lines not controlled by CallCenterAnywhere.
Inbound	Inbound calls routed directly to an Agent extension (does not include calls routed through the ACD Server to an available Workgroup Agent).
Preview	Preview Interactions
Predictive	Predictive Interactions

Workgroup Interval Time by Media Report

The **Workgroup Interval Time by Media Report** (Figure 6-2) shows how your Agents are performing at specific times of the day. You can report on time intervals as short as 1 minute and as long as 60 minutes.

Use the **Set Interval Time** control to specify the length of the time intervals for this report. Figure 6-2 shows a **Workgroup Interval Time by Media Report** created to display intervals of 60 minutes.

Workgroup Interval Time By Media Report >> Report for 12/17/02

from 01.12.2002 at 00:00
to 17.12.2002 at 23:59

Report Includes All Workgroups:

Interval	Workgroup Calls	Callback	Workgroup Email	Workgroup Fax	Web Callback	Chat	Workgroup Voicemail	Total
00:00-01:00	0	0	0	0	0	0	0	0
01:00-02:00	0	0	0	0	0	0	0	0
02:00-03:00	0	0	0	0	0	0	0	0
03:00-04:00	0	0	0	0	0	0	0	0
04:00-05:00	0	0	0	0	0	0	0	0
05:00-06:00	0	0	0	0	0	0	0	0
06:00-07:00	0	0	0	0	0	0	0	0
07:00-08:00	1	0	0	0	0	0	0	1
08:00-09:00	22	4	0	0	0	0	0	26
09:00-10:00	2	0	0	0	0	0	0	2
10:00-11:00	32	0	5	0	1	0	0	38
11:00-12:00	34	7	4	0	1	5	4	55
12:00-13:00	17	1	9	0	0	2	1	30
13:00-14:00	29	6	4	0	10	2	4	55
14:00-15:00	33	1	0	0	1	5	9	49
15:00-16:00	23	5	2	0	7	6	5	48
16:00-17:00	48	1	5	0	1	4	10	69
17:00-18:00	43	0	33	0	0	1	4	81
18:00-19:00	7	0	5	0	8	5	2	27
19:00-20:00	2	0	1	0	0	1	0	4
20:00-21:00	0	0	0	0	0	9	0	9
21:00-22:00	0	0	0	0	0	0	0	0
22:00-23:00	0	0	0	0	0	0	0	0
Total	293	25	68	0	29	40	39	494

Generated on 17.12.2002 at 18:25

(GMT-08:00/DST+00:00) Pacific Standard Time; PST

Figure 6-2 Workgroup Interval Time by Media Report

Report Elements

Table 6-2 shows the Workgroup Interval Time by Media Report columns and their corresponding descriptions.

Table 6-2 Workgroup Interval Time by Media Report Columns

Column	Description
Interval	The time span to report on in each row of the report. The total number of rows in the report is based on your specified Interval Time and the period covered by your report. For example, if you create a report for the period between 2:00 p.m. and 4:00 p.m. of a single day, and you specified an Interval Time of 15 minutes, your report will contain eight rows.
Workgroup Calls	The total number of Workgroup Phone calls accepted by Agents.
Callback	The total number of Callback Interactions accepted by Agents.
Workgroup Email	The total number of Workgroup email Interactions accepted by Agents. **Note**: An email Interaction counts as one interaction, when the agent accepts the interaction.
Workgroup Fax	The total number of Workgroup fax Interactions accepted by Agents
Web Callback	The total number of Web Callback Interactions accepted by Agents
Chat	The total number of Chat Interactions accepted by Agents
Workgroup Voicemail	The total number of Workgroup Voicemail Interactions accepted by Agents
Total	Total number of Interactions received. **Note:** The total Interaction count does not increment unless an agent accepts the Interaction.

Selecting a Start and End time for this report is slightly different than for other reports. See "A Note About Start and End Times" on page 4-11.

Workgroup Key Statistics Report

The **Workgroup Key Statistics Report** (Figure 6-3) shows call center use, Agent performance, and billing statistics for the Projects and Workgroups that you select.

This report includes Interactions which were routed to Workgroup Agents by the Automatic Call Distribution (ACD) system. This report does not include:

- Calls made directly to an Agent and
- Outbound calls made by an Agent

Workgroup Key Statistics Report >> Call Center Report

from 01.12.2002 at 00:00
to 20.12.2002 at 23:59

Report Includes Workgroups: Andrew 1 , Andrew 2 , john-workgroup , john-workgroup2 , Mike Workgroup 1 , Mike Workgroup 2

Answer/Abandon Rate	TOTAL	%
Answered Interaction	159	44.66 %
Abandoned Interaction	147	41.29 %
Callback Calls	50	14.04 %
Voicemail	0	0.00 %
Total Interactions Received	356	100 %

Time to Abandoned Interactions	TOTAL	%
Under 0 min 30 sec	46	31.29 %
0 min 31 sec to 1 min 0 sec	18	12.24 %
1 min 1 sec to 1 min 30 sec	16	10.88 %
1 min 31 sec to 2 min 0 sec	7	4.76 %
Over 2 min 0 sec	60	40.82 %
Total	147	100 %

Wait Time to Accept Interaction	TOTAL	%
Below Threshold 1	153	73.21 %
Below Threshold 2	13	6.22 %
Greater than Threshold 2	43	20.57 %
Total Interactions Answered	209	100 %

Interaction Type	TOTAL	%
Workgroup Calls	200	56.18 %
Workgroup Voicemail	0	0.00 %
Callback	21	5.90 %
Web Callback	29	8.15 %
Chat	30	8.43 %
Workgroup Email	76	21.35 %
Workgroup Fax	0	0.00 %
Total	356	100 %

Agent Call Processing	TOTAL
Average Talk Time	00:05:53
Average Hold Time	00:01:37
Average Time for Response	00:08:47
Average Queue Time	00:29:44
Average Process Time per Call	00:14:51
Average Time to Abandoned	00:59:31
Average Wrap Up Time	00:00:00

Summary	TOTAL
Total Interactions Received	356
Total Interactions Answered	209
Total Interactions that Went to Hold	23
Duration of Answered Interactions	51:43:41
Total Queue Time	176:27:10
Shortest Queue Time	00:00:00
Longest Queue Time	41:02:55

Generated on 20.12.2002 at 10:58 (GMT-08:00/DST+00:00) Pacific Standard Time; PST

Figure 6-3 Workgroup Key Statistics Report

Report Elements

The following sections describe each element included in the following areas of the Workgroup Key Statistics Report:

- Answer/Abandon Rate
- Wait Time to Accept Interaction
- Agent Call Processing
- Summary
- Interaction Type

This report includes activity for all Agents in the selected Project or Workgroup, not just the Agents assigned to a Supervisor.

Answer/Abandon Rate

The **Answer/Abandon Rate** area (Table 6-3) shows information for the Interactions received by the call center.

Table 6-3 Answer/Abandon Rate

Item	Description
Answered Interaction	Number of Workgroup Interactions routed to and accepted by Agents.
Abandoned Interaction	Number of Workgroup Interactions received by the call center but abandoned by the customer before being accepted by an Agent.
Callback Calls	Number of Callback and Web Callback Interactions handled by the call center.
Voicemail	Number of calls in which the caller left a voicemail message for a Workgroup Agent rather than wait in the queue to be connected to an Agent.

Time to Abandoned Interaction

The **Time to Abandoned Interactions** area (Table 6-4) shows statistics for the length of time that customers waited before deciding to abandon their attempt to reach your call center.

Table 6-4 Time to Abandoned Interactions

Item	Description
under 0 min 30 Seconds	Number of Interactions abandoned in under 30 seconds.
0 min 31 sec to 1 min 0 sec	Number of Interactions abandoned after waiting 30 seconds, but in under 60 seconds.

Table 6-4 Time to Abandoned Interactions

Item	Description
1 min 1 sec to 1 min 30 sec	Number of Interactions abandoned after waiting 61 seconds, but in under 1 minute and 30 seconds.
1 min 31 sec to 2 min	Number of Interactions abandoned after waiting between 1 minute and 30 seconds and 2 minutes.
Over 2 min 0 sec	Number of Interactions abandoned after waiting more than 2 minutes.

Wait Time to Accept Interaction

The **Wait Time to Accept Interaction** area (Table 6-5) shows statistics for the length of time customers waited before being connected to an Agent.

Table 6-5 Wait Time to Accept Interaction

Item	Description
Below Threshold 1	Total number of Interactions that were accepted by an Agent before expiration of the time limit you supplied for Threshold 1 in the Content tab of the report definition.
Below Threshold 2	Total number of Interactions that were accepted by an Agent before expiration of the time limit you supplied for Threshold 2 in the Content tab of the report definition.
Greater than Threshold 2	Total number of Interactions that were accepted by an Agent after expiration of the time than the value you supplied for Threshold 1 in the Content tab of the report definition.
Total Interactions Answered	Total number of Interactions routed to and accepted by Workgroup Agents. Direct-dialed calls are not included in this report. (See *"Direct Dialing Statistics Report" on page 8-8* for information on direct-dialed calls).

Agent Call Processing

The **Agent Call Processing** area (Table 6-6) shows the average length of time Agents spent in various phases of the Interaction.

Table 6-6   Agent Call Processing

Item	Description
Average Talk Time	Average length of time Agents spent talking with callers.
Average Hold Time	Average length of time Agents kept callers on Hold.
Average Time for Response	Average length of time Interactions spent waiting in the queue before being accepted for handling by an Agent. Does not reflect Interactions that were not accepted by an Agent.
Average Queue Time	Average length of time Interactions spent waiting in the queue. Reflects all Interactions, including dropped calls, abandoned calls, accepted by an Agent, and so on.)
Average Process Time per Call	Average length of time Agents spent processing a call, including talk time, hold time, and wrap up time, for the segment of the call for the reporting workgroup.
Average Time to Abandoned	Average length of time Interactions waited in the queue for an Agent before abandoning the call attempt.
Average Wrap Up Time	Average length of time Agents spent wrapping up Interactions (Agent Status = Wrap Up), for each segment of the call handled and reported for each workgroup.

Summary

The **Summary** area (Table 6-7) shows overview data for Interactions received, and for Interaction wait times.

Table 6-7   Summary

Item	Descriptions
Total Interactions Received	Total number of Interactions received by your Company.

Table 6-7 Summary

Item	Descriptions
Total Interactions Answered	Total number of Interactions received by CallCenterAnywhere, routed to a Workgroup, and handled by an Agent.
Total Interactions that Went to Hold	Total number of voice Interactions placed on Hold at any time by an Agent.
Duration of Answered Interactions	Total time Interactions spent in the system. Calculated as the difference between the time the Interaction was received by CallCenterAnywhere and the conclusion of the Interaction for the segment of the call for the reporting workgroup.
Total Queue Time	Total length of time Interactions spent waiting for an Agent in a Workgroup queue.
Shortest Queue Time	Length of time the Interaction with the shortest queue time waited for an Agent.
Longest Queue Time	Length of time the Interaction with the longest queue time waited for an Agent.

Interaction Type

The **Interaction Type** area (Table 6-8) shows the number of Interactions of each media type handled by the selected Projects or Workgroups.

Table 6-8 Interaction Type

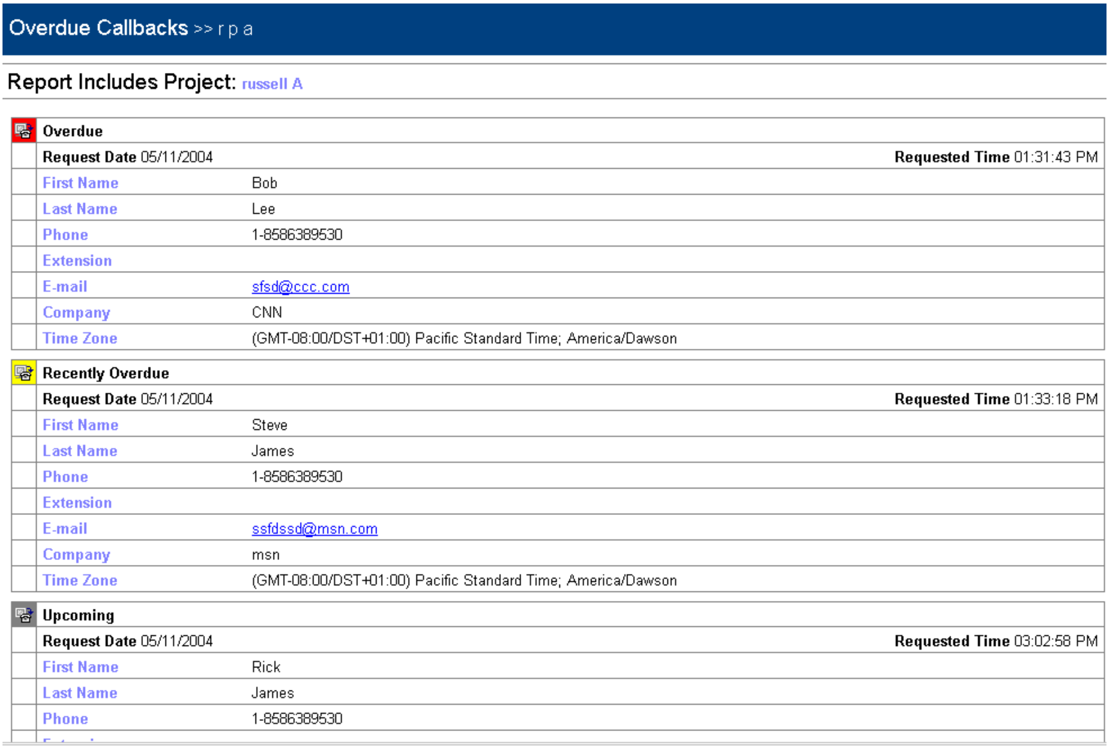
Item	Description
Workgroup Calls	Number and percentage of Interactions that reached the call center by Phone, were routed to a Workgroup, and subsequently handled by an Agent. Includes Phone calls, Predictive calls, and Preview calls.
Workgroup Voicemail	Number and percentage of Interactions that reached the call center by Phone, were routed to a Workgroup, and elected to leave a voice-mail message rather than wait in the Workgroup queue for an Agent.
Callback	Number and percentage of Interaction who reached the call center by Phone, were routed to a Workgroup, and requested a call-back rather than wait in the Workgroup queue for an Agent.

Table 6-8 Interaction Type

Item	Description
Web Callback	Number and percentage of customers who reached the call center by requesting a callback from an Agent using your Web site.
Chat	Number and percentage of customers who reached the call center by requesting a chat with an Agent using your Web site.
Workgroup Email	Number and percentage of Interactions that reached the call center by e-mail, were routed to a Workgroup, and subsequently handled by an Agent.
Workgroup Fax	Number and percentage of fax Interactions that were routed to a Workgroup and subsequently handled by an Agent.

Overdue Callbacks Report

The **Overdue Callbacks Report** (Figure 6-4) lists all waiting Web callback Interactions. Based on your overdue criteria and the date and time for which the customer scheduled the callback, this report identifies whether Interactions are overdue, recently overdue, or upcoming.



Overdue Callbacks >> r p a

Report Includes Project: russell A

Overdue		
Request Date 05/11/2004		**Requested Time** 01:31:43 PM
First Name	Bob	
Last Name	Lee	
Phone	1-8586389530	
Extension		
E-mail	sfsd@ccc.com	
Company	CNN	
Time Zone	(GMT-08:00/DST+01:00) Pacific Standard Time; America/Dawson	
Recently Overdue		
Request Date 05/11/2004		**Requested Time** 01:33:18 PM
First Name	Steve	
Last Name	James	
Phone	1-8586389530	
Extension		
E-mail	ssfdssd@msn.com	
Company	msn	
Time Zone	(GMT-08:00/DST+01:00) Pacific Standard Time; America/Dawson	
Upcoming		
Request Date 05/11/2004		**Requested Time** 03:02:58 PM
First Name	Rick	
Last Name	James	
Phone	1-8586389530	

Figure 6-4 Overdue Callbacks Report

Report Elements

Each unhandled Web callback Interaction appearing in the Overdue Callbacks Report shows the date and time the customer requested the callback, as well as the contact information provided by the customer.

Overdue Callbacks Report Groups

Table 6-9 which report places each Interaction into one of the following groups:

Table 6-9 Overdue Callbacks Report Groups

Group	Description
Overdue	The customer has been waiting (for a requested callback) longer than your maximum Overdue Threshold time.
Recently Overdue	The customer has been waiting (for a requested callback) longer than your overdue time but has not yet waited longer than your maximum Overdue Threshold time.
Upcoming	The time when the customer requested a callback has not yet arrived.
Request Date	The day the customer requested a callback.
Request Time	The time the customer requested a callback.
Customer Information	Information about the customer including: the customer's first name, last name, phone number, extension (if applicable), email address, company and the customer's time zone

Workgroup Interval Time Report

The **Workgroup Interval Time Report** (Figure 6-5) shows how your Agents are performing at specific times of the day.

Figure 6-2 shows an example for "Presales," "Sales," and "Support" workgroups for intervals of 60 minutes.

Workgroup Interval Time >> test

from 03/02/2006 at 00:00:00
to 03/02/2006 at 23:59:00

Report Includes All Projects, Workgroup Calls, Voicemail, Callback, Web Callback, Chats, E-mail, Faxes,

Interval	Agent Answered			Abandoned		Agent Answered	Service Performance Level
	Below Threshold 1	Threshold 1 to Threshold 2	Greater than Threshold 2	Above Threshold 1	Total		
00:00-00:15	0	0	0	0	0	0	0.0 %
00:15-00:30	0	0	0	0	0	0	0.0 %
00:30-00:45	0	0	0	0	0	0	0.0 %
00:45-01:00	0	0	0	0	0	0	0.0 %
01:00-01:15	0	0	0	0	0	0	0.0 %
22:00-22:15	0	0	0	0	0	0	0.0 %
22:15-22:30	0	0	0	0	0	0	0.0 %
22:30-22:45	0	0	0	0	0	0	0.0 %
22:45-23:00	0	0	0	0	0	0	0.0 %
23:00-23:15	0	0	0	0	0	0	0.0 %
23:15-23:30	0	0	0	0	0	0	0.0 %
23:30-23:45	0	0	0	0	0	0	0.0 %
23:45-00:00	0	0	0	0	0	0	0.0 %
Total	9	0	1	2	2	10	75.0 %

Generated on 03/02/2006 at 06:48:57 PM

(GMT+00:00/DST+00:00) Greenwich Mean Time; GMT

Figure 6-5 Workgroup Interval Report

You can run a report for all projects and Interaction Interval Times or for specific Interval Times. You can report on time intervals as short as 1 minute and as long as 60 minutes.

Report Elements

Table 6-10 shows the Workgroup Interval Time Report columns and their corresponding descriptions.

Table 6-10 Workgroup Interval Time Report Columns (Part 1 of 2)

Column		Description
Interval		The time span to report on in each row of the report. The total number of rows in the report is based on your specified Interval Time and the period covered by your report. For example, if you create a report for the period between 2:00 p.m. and 4:00 p.m. of a single day, and you specified an Interval Time of 15 minutes, your report will contain eight rows.
Agent Answered		The three columns under this heading correspond to the number of interactions accepted by Agents.
	Below Threshold 1	The total number of Interactions accepted by Agents within the First defined threshold for Interactions set for the Report.
	Threshold 1 to Threshold 2	The total number of Interactions accepted by Agents within the Second defined threshold for Interactions set for the Report.
	Greater than Threshold 2	The total number of Interactions accepted by Agents outside of the Second Threshold for Interactions set for the Report.
Abandoned Interactions		The total number of interactions where the client disconnected after entering the queue but before reaching an agent. **Note**: An email Interaction counts as one interaction, when the agent accepts the interaction.
	Total	The total number of abandoned interactions.

Table 6-10 Workgroup Interval Time Report Columns (Part 2 of 2)

Column		Description
Service Performance Level		The percentage of calls answered within the time specified (can be up to 60 seconds and as little as 5 seconds) in the **Calls must be answered within** or **Chats must be answered within** controls of the Content tab.

Selecting a Start and End time for this report is slightly different than for other reports. See “A Note About Start and End Times” on page 4-11.

Predictive and Preview Reports

From the Supervisor tab, **Reports** option, click the **Predictive/Preview Reports** link to access these reports:

- Predictive Dialer Totals Report
- Predictive Productivity Report
- Predictive Summary Report
- Predictive Detailed Report
- Preview Summary Report

Predictive Dialer Totals Report

The **Predictive Dialer Totals Report** (Figure 7-1) shows a group of call related statistics (number of calls, answer rate, and so forth) for predictive dialing.

Predictive Dialer Totals Report >> SDCC West

from 03/08/2004 at 09:00:00
to 03/08/2004 at 09:05:00

Report Includes All Projects, : **admin, admin, Arden, Phillip, Aviara, Raymond, Floria, Andrea, Ganneti, Stephan, Jones, Mike, Prosen, Bill, Smith, Steve**

Project Name	Time	Number of Calls	Number of Active Calls	Abandon Rate	Answer Rate	Average Waiting Time	Number of Calls per Hour	Number of Calls per Agent	Dialer Ratio
SDCC West - Technical Support	03/08/2004 - 09:00:50 AM	0	0	0	0	0	0	0	1.0
SDCC West - Technical Support	03/08/2004 - 09:02:00 AM	0	0	0	0	0	0	0	1.0
SDCC West - Technical Support	03/08/2004 - 09:03:10 AM	0	0	0	0	0	0	0	1.0
SDCC West - Technical Support	03/08/2004 - 09:04:20 AM	0	0	0	0	0	0	0	1.0

Generated on 03/08/2004 at 09:45:34 PM

(GMT+00:00/DST+00:00) Greenwich Mean Time; GMT

Figure 7-1 Predictive Dialer Totals Report

Report Elements

Table 7-1 show each possible item in this report along with a description of what the item means or how it was calculated.

Table 7-1 Predictive Dialer Totals Report Fields

Item	Description
Project Name	The name of the Project(s) you selected for the report.
Time	Each row in the report shows the statistics for one minute of predictive dialing. For example, if you chose a report start time of 9:00 am and a report end time of 5:00 pm (View dialog > Period Covered tab), your report will have 480 rows for each project that you selected (Edit > Projects tab).
Number of Calls	Total number of calls that have been made since the Predictive Project was started in Administration Manager. This number is cumulative for as long as the Predictive Project is running. If you stop the Project, the number of calls will be reset to 0.

Table 7-1 Predictive Dialer Totals Report Fields

Item	Description
Number of Active Calls	A call is considered active when the system begins dialing that number. A call is considered inactive when a customer or agent hangs up, or when the system hangs up. This field is the number of calls that were active in the system during the reporting interval. For example, if the project is in the 5th minute of running, the total number of calls that have been made (Number of Calls) might be 50. However, during the 5th minute, only 15 calls might be active.
Abandon Rate (Dropped Rate)	An abandon (dropped) call occurs when the system hangs up on the customer before the customer is connected to an Agent (system shutdown, no available Agents, and so on). The Dropped (Abandon) Rate is defined as: $\frac{\text{The total number of abandon (dropped) calls}}{\text{The total \# of active calls since the project started in AM}}$ This field is cumulative.
Answer Rate	The Answer Rate is defined as: $\frac{\text{The total number of live answers calls}}{\text{The total number of calls since the project started in AM}}$ This field is cumulative.
Average Waiting Time	Wait time is the amount time that an Agent was available but was not given a call. The Average Wait Time is the average amount of time that all Agents in the project spent waiting to be given a call since predictive dialing began. This field is cumulative. To be considered “waiting” an Agent must be ***1.*** Available ***2.*** Associated with a Predictive Project that is running. ***3.*** Logged into Predictive Dialing.
Number of Calls Per Hour	The average number of calls made per hour. It is defined as: $\left[\frac{\text{The total number of calls made}}{\text{The total dialing time}}\right] \text{X } 60$

Table 7-1 Predictive Dialer Totals Report Fields

Item	Description
Number of Calls Per Agent	The Number of Calls Per Agent is defined as: $\frac{\text{The total number of calls}}{\text{The total number of times that Agents were available}}$ This field is cumulative.
Dialer Ratio	A Predictive call can have a number of different results. For example, there may be no answer, the line may be busy or the customer may hang up. Therefore, on average, the system calls more than one number to successfully connect one customer to an Agent. The number of calls that the system makes to successfully connect one customer to an Agent is called the Dialer Ratio. If the system makes an average of 3 calls before it connects one customer to an Agent, then the dialer ratio is 3 calls/1 completed call = 3. CallCenterAnywhere tries to predict when an Agent will be available and makes a specific number of Predictive calls. If the dialer ratio is fixed, the ratio is simply reported from the setting in AM. If the dialer ratio was set to “pacing” in AM, the dialer ratio is dynamically calculated by the dialer algorithm.

This report is not affected if the IM Service is stopped and restarted. It may take a few minutes for the data to refresh after such occurrences.

Predictive Productivity Report

The **Predictive Productivity Report** (Figure 7-2) provides a snapshot of results for a specific Predictive Dialing Project.

Predictive Productivity >> Predictive Production

from 01.12.2002 at 00:00
to 17.12.2002 at 23:59

Report Includes All Projects

Talk Time	Login Duration	Agent Name	Talk Time Per Login Time	Calls Taken	Calls per Hour	Number of Sales	Close Sales Rate	Sales per Hour
00:49:20	304:55:34	Agent, Mike1	0.27 %	38	0.12	0	0.00 %	0.00
00:00:00	61:19:20	Agent, Mike2	0.00 %	0	0.00	0	0.00 %	0.00
00:00:00	05:05:25	levyA1, russellA1	0.00 %	0	0.00	0	0.00 %	0.00
00:00:00	00:00:00	user1001, user1001	0.00 %	0	0.00	0	0.00 %	0.00
00:00:00	00:00:00	user1002, user1002	0.00 %	0	0.00	0	0.00 %	0.00
00:00:00	00:00:00	user1003, user1003	0.00 %	0	0.00	0	0.00 %	0.00
00:00:00	00:00:00	user1004, user1004	0.00 %	0	0.00	0	0.00 %	0.00
00:00:00	00:00:00	user1005, user1005	0.00 %	0	0.00	0	0.00 %	0.00
00:00:00	00:00:00	user1006, user1006	0.00 %	0	0.00	0	0.00 %	0.00
00:00:00	00:00:00	user1007, user1007	0.00 %	0	0.00	0	0.00 %	0.00
00:00:00	00:00:00	user1008, user1008	0.00 %	0	0.00	0	0.00 %	0.00
00:00:00	00:00:00	user1009, user1009	0.00 %	0	0.00	0	0.00 %	0.00
00:00:00	00:00:00	user1010, user1010	0.00 %	0	0.00	0	0.00 %	0.00
00:00:00	00:00:00	user1011, user1011	0.00 %	0	0.00	0	0.00 %	0.00
00:00:00	00:00:00	user1012, user1012	0.00 %	0	0.00	0	0.00 %	0.00
00:00:00	00:00:00	user1013, user1013	0.00 %	0	0.00	0	0.00 %	0.00
00:00:00	00:00:00	user1014, user1014	0.00 %	0	0.00	0	0.00 %	0.00
00:00:00	00:00:00	user1015, user1015	0.00 %	0	0.00	0	0.00 %	0.00
00:00:00	00:00:00	user1016, user1016	0.00 %	0	0.00	0	0.00 %	0.00
00:00:00	00:00:00	user1017, user1017	0.00 %	0	0.00	0	0.00 %	0.00
00:00:00	00:00:00	user1018, user1018	0.00 %	0	0.00	0	0.00 %	0.00
00:00:00	00:00:00	user1019, user1019	0.00 %	0	0.00	0	0.00 %	0.00
00:00:00	00:00:00	user1020, user1020	0.00 %	0	0.00	0	0.00 %	0.00
00:49:20	371:20:19	**Number Of Agents: 23**	0.22 %	38	0.10	0	0.00 %	0.00

Generated on 17.12.2002 at 18:31

(GMT-08:00/DST+00:00) Pacific Standard Time; PST

Figure 7-2 Predictive Productivity Report

Report Elements

Table 7-2 shows the Predictive Productivity Report columns and their descriptions.

Table 7-2 Predictive Productivity Report Columns

Column	Description
Agent Name	The name of agent included in this report.
Log in Duration	How long the agent was logged into this predictive campaign.
Talk Time	How long the agent spent in "Busy" status during this predictive campaign.
Talk Time per Log In	Percentage of Time Agent spent in Busy Status during Predictive Campaign
Calls Taken	The number of calls the agent accepted during login.
Calls per Hour	The number of calls accepted per hour (Number of Calls/Login Time)
Number of Sales	The number of sales the agent made.
Close Rate Sales	The percentage of sales the agent made against the number of calls accepted during login.
Sales per Hour	The number of sales made per hour. (Number of Sales/Login Time)

Predictive Summary Report

The **Predictive Summary Report** (Figure 7-5) lists the total occurrences of each possible Predictive Call result for the selected Projects or Workgroups.

Predictive Summary Report >> Predictive Summary

from 01.12.2002 at 00:00
to 17.12.2002 at 23:59

Report Includes All Projects

Results	Total	
Error	0	0.00%
Busy	7	9.33%
No Answer	27	36.00%
Fax	0	0.00%
Invalid	0	0.00%
Answer, Not Connected	0	0.00%
Answering Machine	19	25.33%
Answer	22	29.33%
Answering Machine, Not Connected	0	0.00%
Total	75	100.0%

Percentage of "Answer, Not Connected" to "Answer" = 0.00%

Percentage of "Answering Machine, Not Connected" to "Answer" = 0.00%

Generated on 17.12.2002 at 18:27 (GMT-08:00/DST+00:00) Pacific Standard Time; PST

Figure 7-3 Example Predictive Summary Report

Report Elements

Table 7-3 shows the columns on the Predictive Summary Report and their corresponding descriptions.

Table 7-3 Predictive Summary Report Columns

Column	Description
Result	The result of the Predictive call attempt. Can be one of the following: **Answer**: A person answered the predictive call. **Answer, Not Connected**: The predictive call was answered but the agent and the client were not connected.

Table 7-3 Predictive Summary Report Columns

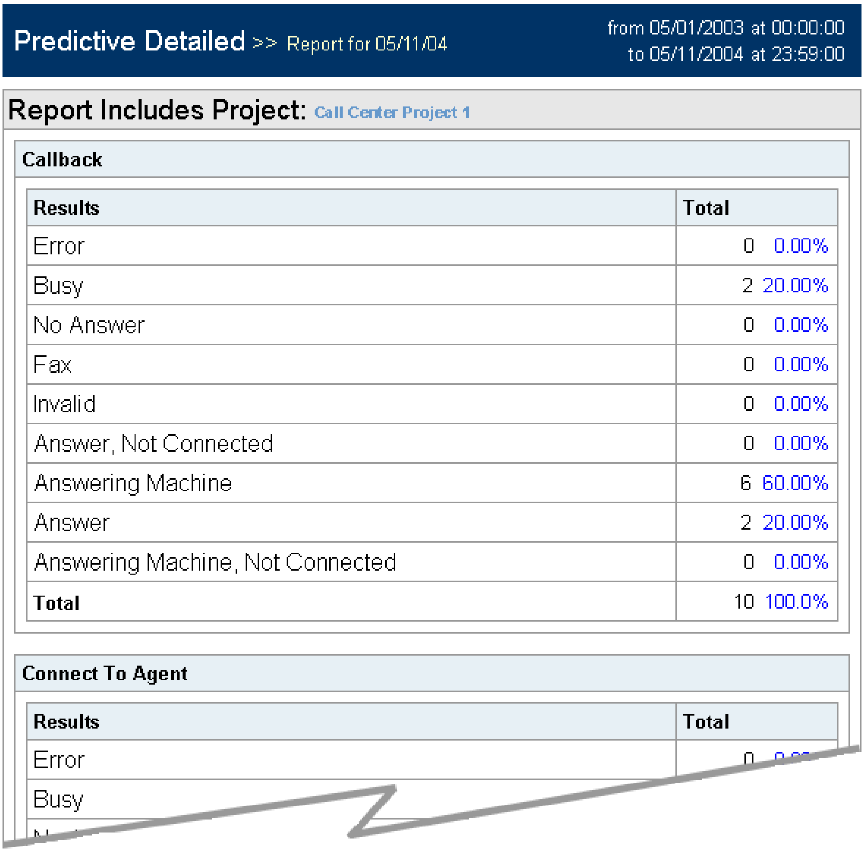
Column	Description
	Answering Machine: An answering machine answered the predictive call. **Answering Machine, Not Connected:** The predictive call was answered but the agent and the answering machine were not connected. **Busy**: The predictive call resulted in a busy signal. **Error**: An error (such as no dial tone, no line available, and so on) prevented the predictive call from being placed. **Fax**: A fax machine answered the predictive call. **Invalid**: The number used for the predictive call was out of service or not a valid number. **No Answer**: There was no answer at the number dialed.
Action	The Action taken as a result of the Predictive call attempt can be one of: **Abandon before connect:** The call was abandon before connecting. **Call back**: Will call this number back at the specified time. **Call back message**: Left the specified message on the answering machine that answered the predictive call, and will call this number back at the specified time. **Call back message failed**: Failed to leave the specified message on the answering machine that answered the predictive call. **Call failed**: The Predictive call failed. **Connect to agent**: The predictive call was connected with an agent. **Leave message**: Left the specified message on the answering machine that answered the predictive call. **Leave message failed**: Failed to leave the specified message on the answering machine that answered the predictive call. **Out of list:** The number was removed from the Predictive database and will not be called again. **Route to project:** The predictive call was answered then routed to a project. **Route to project failed:** The predictive call was answered but routing to the specified project failed. **Send fax**: Sent the specified fax to the fax machine that answered the predictive call. **Send fax failed**: An attempt to send a fax was unsuccessful.
Outcomes	Outcomes are call results configured by your company Administrator and assigned to the predictive project.
Total	The total number of predictive call attempts receiving the result.

Predictive Detailed Report

You can run the **Predictive Detailed Report** a number of ways and the report can become quite large. In general, the report shows:

- Results of the call (Answered, Error, Answer Machine, and so on)
- Outcome of the call (Sale, Sale Pending, No Sale, and so on)
- Actions taken after the call (call back later, leave a message, and so on)

Figure 7-4 shows a Predictive Detail Report - all Results for each Action.


Predictive Detailed >> Report for 05/11/04

from 05/01/2003 at 00:00:00
to 05/11/2004 at 23:59:00

Report Includes Project: Call Center Project 1

Callback

Results	Total	
Error	0	0.00%
Busy	2	20.00%
No Answer	0	0.00%
Fax	0	0.00%
Invalid	0	0.00%
Answer, Not Connected	0	0.00%
Answering Machine	6	60.00%
Answer	2	20.00%
Answering Machine, Not Connected	0	0.00%
Total	10	100.0%

Connect To Agent

Results	Total
Error	
Busy	

Figure 7-4 Predictive Detailed Report - All Results for Each Action

Report Elements

Table 7-4 shows the columns and their corresponding descriptions for the Predictive Detailed Report.

Table 7-4 Predictive Detailed Report Columns

Column	Description
Project Name	The name of the CCA predictive calling project.
Outcome	The outcome assigned to the Interaction by the agent.
Workgroup Name	The workgroup that handled the predictive call.
Result Type	The result of the predictive call attempt can be one of the following: **Answer**: A person answered the predictive call. **Answer, Not Connected**: The predictive call was answered but the agent and the client were not connected. **Answering Machine**: An answering machine answered the predictive call. **Answering Machine, Not Connected:** The predictive call was answered but the agent and the answering machine were not connected. **Busy**: The predictive call resulted in a busy signal. **Error**: An error (such as no dial tone, no line available, and so on) prevented the predictive call from being placed. **Fax**: A fax machine answered the predictive call. **Invalid**: The number used for the predictive call was out of service or not a valid number. **No Answer**: There was no answer at the number dialed.
Action	The Action taken as a result of the Predictive call attempt can be one of: **Abandon before connect:** Call was abandon before connecting. **Call back**: Will call this number back at the specified time. **Call back message**: Left the specified message on the answering machine that answered the predictive call, and will call this number back at the specified time. **Call back message failed**: Failed to leave the specified message on the answering machine that answered the predictive call.

Table 7-4 Predictive Detailed Report Columns

Column	Description
	Call failed: The predictive call failed. **Connect to agent**: Predictive call was connected with an Agent. **Leave message**: Left the specified message on the answering machine that answered the predictive call. **Leave message failed**: Failed to leave the specified message on the answering machine that answered the predictive call. **Out of list:** The number was removed from the predictive database and will not be called again **Route to project:** The predictive call was answered then routed to a project. **Route to project failed:** The predictive call was answered but routing to the specified project failed. **Send fax**: Sent the specified fax to the fax machine that answered the predictive call. **Send fax failed**: An attempt to send a fax was unsuccessful

Preview Summary Report

The **Preview Summary Report** (Figure 7-5) provides a breakdown of the results (busy, no answer, and so on) of all Preview call attempts, and the follow-up action taken in response to each result.

Preview Summary Report >> Report for 12/17/02 — from 12/01/2002 at 00:00 to 12/17/2002 at 23:59

Report Includes All Projects

Project	Outcome	Phone	Action
Call Center West 1	Order Placed	8586389724	Answered
Call Center West 1	Order Placed	8586389725	Answered
Call Center West 2	Order Pending	8586389726	Answered
Call Center West 2	Not Applicable	8586389727	Callback

Generated on 12/17/2002 at 18:33 — (GMT-08:00/DST+00:00) Pacific Standard Time; PST

Figure 7-5 Preview Summary Report

Report Elements

Table 7-5 shows the Preview Summary Report columns and their corresponding descriptions.

Table 7-5 Preview Summary Report Columns

Column	Description
Project	The name of the CCA preview calling project.
Outcome	The outcome assigned to the Interaction by the agent.
Phone	The telephone number dialed in the preview call attempt.
Action	The Action taken as a result of the Predictive call attempt can be one of: **Call Back:** Will call this number back at the specified time. **Call not connected:** An answering machine answered the predictive call. **Connected:** The predictive call was connected with an agent. **Failed to send fax:** An attempt to send a fax was unsuccessful. **Fax file not found:** The .TIF file to be faxed could not be found at the specified location. **Fax sent:** Sent the specified fax to the fax machine that answered the predictive call. **Left message and will call back:** Left the specified message on the answering machine that answered the predictive call, and will call this number back at the specified time **License not available:** No license was available to permit connection of the predictive Interaction to an agent. **Message on the answering machine:** Left the specified message on the answering machine that answered the predictive call. **Remove from list:** The number was removed from the predictive database and will not be called again.

Agent Profile and Productivity Reports

From the Supervisor tab, **Reports** option, click the **Agent Profile & Productivity** link to access these reports:

- Agent Information Report
- Agent Interaction Report
- Agent Skills Report
- Agent Utilization Report
- Direct Dialing Statistics Report
- Login By Groups of Users Report
- Login by User Report

Agent Information Report

The **Agent Information Report** (Figure 8-1) lists the following profile information for each Agent in the selected Workgroups:

- First and last name
- Telephone number
- Phone Extension
- E-mail address
- Active Address
- Skills assigned to the Agent
- Workgroups to which the Agent is a member

Agent Information Report >> Agent Information

Report Includes Users: dmarlow, troland, msands, akeller, mbrolan, jjones, apaxton

Last Name	Username	First Name	Phone	Extension	E-mail	Active Address	Skills	Workgroups	Account Standing
Marlow	dmarlow	Debbie	1-	460	dmarlow@ccw1.com	1-8586389142		English	Active
Rowland	troland	Tim	1-	5454	troland@ccw1.com	1-8582455762		English	Active
Sands	msands	Max	1-	5009	msands@ccw1.com	1-8582455009		English	Active
Keller	akeller	Art	1-	6777	mkeller@ccw1.com	1-8584103960		English	Active
Brolan	mbrolan	Michael	1-	1104	mbrolan@ccw1.com			English	Active
Jones	jjones	Jonathon	1-	5346	jjones@ccw1.com	1324234234		English	Active
Paxton	apaxton	andrew	1-	2001	apaxton@ccw1.com	1-8586389340		English	Active

Generated on 20.12.2002 at 11:03 (GMT-08:00/DST+00:00) Pacific Standard Time; PST

Figure 8-1 Agent Information Report

Agent Interaction Report

The **Agent Interaction Report** (Figure 8-2) lets you analyze Agent use by showing the amount of time each Agent spent handling Interactions, awaiting Interactions, or on break.

Agent Interaction Report >> Agent Interaction

from 01.12.2002 at 00:00
to 17.12.2002 at 23:59

Report Includes Workgroups: Andrew 1, john-workgroup, Mike Workgroup 1, russ A, Tim WG1

Agents	Predictive	Inbound	Voicemail	Callback	Web Callback	Outbound	In Ext	Out Ext	Workgroup Email	Workgroup Fax	Chat	Preview	Workgroup Calls	Total
agent e100 s0 abab	0	0	9	5	11	0	0	0	20	0	4	0	18	67
agent tim1	0	0	11	4	0	0	0	0	0	0	0	0	60	75
agent tim2	0	0	0	0	0	0	0	0	0	0	0	0	4	4
andrew E0 S0 agent1	0	0	1	5	11	0	0	0	6	0	10	0	60	93
andrew e50 S100 agent2	0	0	0	0	0	0	0	0	0	0	1	0	0	1
John1 Doe	0	0	7	2	4	0	0	0	36	0	1	0	1	51
Mike1 Agent	38	0	4	3	0	0	0	0	0	0	1	0	45	91
Mike2 Agent	0	0	0	0	0	0	0	0	0	0	0	0	4	4
russellA1 levyA1	0	0	1	0	0	0	0	0	0	0	0	0	1	2

Generated on 17.12.2002 at 18:38

(GMT-08:00/DST+00:00) Pacific Standard Time; PST

Figure 8-2 Agent Interaction Report

Report Elements

Each row of the Agent Interaction Report is dedicated to a single Agent, while the report columns provide details on the Interaction types handled by that Agent.

Table 8-1 provides the Agent Interaction Report columns and their corresponding descriptions.

Table 8-1 Agent Interaction Report

Column	Description
CallBack	The number of callback Interactions the agent accepted.
Chat	The number of chat Interactions the agent accepted.
Email	The number of email Interactions the agent accepted.
Fax	The number of fax Interactions the agent accepted.
In Ext	The number of telephone calls the agent received from another CallCenterAnywhere agent.
Inbound	The number of inbound calls originated by a customer and accepted by the agent.
Out Ext	The number of telephone calls this agent placed to other CallCenterAnywhere agents.

Table 8-1 Agent Interaction Report

Column	Description
Outbound	The number of outbound calls placed to customers by the agent.
Predictive	The number of predictive call Interactions accepted by the agent.
Preview	The number of preview call Interactions placed by the agent.
Total	The total number of Interactions handled by the agent.
Voicemail	The number of voicemail Interactions the agent accepted.
Web CallBack	The number of Web callback Interactions the agent accepted.
Workgroup Calls	The number of workgroup calls the agent accepted.

Table 8-2 shows the columns and descriptions for the Interactions Types Handled by Agents.

Table 8-2 Interaction Types Handled by Agent

Column	Description
% Available	The percentage of the time when the agent's status was available.
% Busy	The percentage of the time when agent's status was busy.
% On Break	The percentage of the time when the agent's status was on break.
Agent	The agent's name.
AHT Total (Avg Handle Time)	Average Talk Time + Wrap-Up for All Interactions
Assistance Needed	If the agent requested a supervisor's assistance. **(Not Implemented yet)**
ATT Call (Avg Talk Time)	The average time spent on a call.
ATT Chat (Avg Talk Time)	The average time spent on a chat.
ATT Email (Avg Talk Time)	The average time spent on an email.

Table 8-2 Interaction Types Handled by Agent

Column	Description
ATT Total (Avg Talk Time)	The average time spent on any Interaction.
Avg Hold Time Total	The average hold time for the agent.
Avg Ring Time	The average ring time.
Avg Wrap Time	The average wrap-up time: The average time agents spent wrapping-up Interactions (where the agent status = wrap-up), for each segment of the call handled and reported for each workgroup.
Callback Answered	The total number of answered callbacks.
Chats Answered	The total number of answered chats.
Department	Name of the Agent's Department
Direct Inbound Answered	The total number of answered direct inbound calls.
Email Answered	The total number of answered emails.
Extension	The agent's telephone extension.
Extension Dialed	The total number of dialed extension calls.
Fax Answered	The total number of answered faxes.
Fax Sent	The total number of faxes that were sent.
Host IP Address	The agent's computer IP address.
Interactions Assigned	The total number of Interactions currently assigned to an agent.
Interactions Total	The total number of Interactions received by the agent.
Internal Ext Answered	The total number of answered internal extension calls.
Login Duration	The time logged in the system.

Table 8-2 Interaction Types Handled by Agent

Column	Description
Network Status	The agent's network connectivity strength. **(Not Implemented yet)**
No Answer Total	The total number of Interactions sent to but not answered by the agent.
Not Ready Time Total	The total time the agent's status was unavailable (on break).
Outbound Dialed	The total number of dialed outbound calls.
Predictive Answered	The total number of answered predictive calls.
Preview Dialed	The total number of dialed preview calls.
Session ID	The agent's TAW Web session ID.
Session Server	The name of the Web server that the agent is logged into.
Status Duration	The duration of the last ACD status.
Status in Workgroup	The agent's ACD status (available, busy, or on break).
Status Selected	A custom status that maps to an ACD status (such as at lunch, in a meeting, and so on).
Status Selected Duration	The duration of the last agent status.
Transfers Made	The total number of transferred Interactions.
Unavailable Time Total	The total time the agent's status was unavailable (Busy).
User Name	The agent's login ID.
Web Callback Answered	The total number of answered Web callbacks.
Wgrp Calls Answered	The total number of answered ACD calls.
Wgrp Vmail Answered	The total number of answered workgroup voicemails.

Agent Skills Report

The **Agent Skills Report** (Figure 8-3) lists:

- All the Skills that have been defined for your Company
- Which Agents possess that skill and
- Each Agent's rating for that skill

The Agent Skills Report quickly shows you which agents possess each skill in your call center. Use the Agent Skills Report to decide which agents to include in a workgroup requiring specific skills or requirements.

Agent Skills Report >> Report for 05/12/04

Report Includes Users in the department: Sales

Macintosh

Last Name	First Name	Rating
Jones	Steve	100
Marconi	Wendell	100
Ochoa	Ken	25
Renault	Pierre	25

PC

Last Name	First Name	Rating
Ivers	Mark	100
Ochoa	Ken	100
Renault	Pierre	100
Jones	Steve	50
Smith	Mike	50

UNIX

Last Name	First Name	Rating
Renault	Pierre	100
Marconi	Wendell	50
Smith	Mike	50
Ochoa	Ken	25

Figure 8-3 Agent Skills Report

Agent Utilization Report

The **Agent Utilization Report** (Figure 8-4) helps you analyze agent activity by showing the amount of time each agent spent handling Interactions, awaiting Interactions, or on break.

Agent Utilization Report >> Agent Utilization

from 01.12.2002 at 00:00
to 17.12.2002 at 23:59

Report Includes Workgroups: Spanish

Agents	On Break		Available		Busy		Total Time Logged In
Nichols, Mike	00:26:13	0.4 %	69:55:06	77.8 %	19:26:21	21.6 %	89:47:40
Aldrich, Robert	15:16:34	4.8 %	273:55:39	87.6 %	23:27:47	7.5 %	312:40:00
Lean, David	01:07:00	1.6 %	45:17:03	66.8 %	21:17:31	31.4 %	67:41:34
Neame, Ronald	01:04:59	1.5 %	43:14:51	61.1 %	26:21:02	37.2 %	70:40:52
Moore, Robert	00:12:39	0.8 %	24:02:25	97.6 %	00:21:40	1.4 %	24:36:44
Altman, Robert	00:00:00	0.0 %	05:04:44	99.7 %	00:00:40	0.2 %	05:05:24
Curtiz, Michael	00:35:15	8.2 %	04:52:17	68.4 %	01:39:38	23.3 %	07:07:10

Generated on 17.12.2002 at 18:37 (GMT-08:00/DST+00:00) Pacific Standard Time; PST

Figure 8-4 Agent Utilization Report

Direct Dialing Statistics Report

The **Direct Dialing Statistics Report** (Figure 8-5) shows non-workgroup calls where:

- An agent dialed another agent
- Agents called external numbers
- A caller dialed an agent's extension directly

Direct Dialing Statistics >> Direct Dialing Statistics

from 01.12.2002 at 00:00
to 17.12.2002 at 23:59

Report Includes All Projects

Agent Call Processing	TOTAL	Summary	TOTAL
Average Talk Time	00:01:12	Total Interactions Received	164
Average Hold Time	00:01:03	Total Interactions that Went to Hold	3
Average Process Time per Call	00:01:13	Duration of Interactions	03:21:32

Interaction Type	TOTAL	%
Direct Inbound	58	35.37 %
Direct Outbound	40	24.39 %
Inbound Extension	33	20.12 %
Outbound Extension	33	20.12 %
Total Interactions	**164**	**100 %**

Generated on 17.12.2002 at 18:23 (GMT-08:00/DST+00:00) Pacific Standard Time; PST

Figure 8-5 Direct Dialing Statistics Report

Report Elements

The following sections describe each element included in the following areas of the Direct Dialing Statistics Report:

- Agent Call Processing
- Summary
- Interaction Type

This report shows activity for the entire Company. Data presented includes all Agents in the selected Project or Workgroup (not just the Agents you supervise).

Agent Call Processing

The Agent Call Processing area of the Direct Dialing Statistics Report shows the average time agents spent in various phases of the Interaction (Table 8-3).

Table 8-3 Direct Dialing Statistics Report: Agent Call Processing Area

Item	Description
Average Talk Time	The average number of seconds agents spent talking with callers.
Average Hold Time	The average number of seconds agents kept callers on hold.
Average Handled Time per Segment	The average number of seconds agents spent processing a call, including talk time, hold time, and wrap up time - for the segment of the call for the reporting workgroup.

Summary

The **Summary** area (Table 8-4) of the Direct Dialing Statistics Report shows overview data for Interactions received, and overview data for Interaction wait times.

Table 8-4 Direct Dialing Statistics Report: Summary Area

Item	Descriptions
Total Interactions Received	The total number of Interactions received by your company.
Number of Times Interactions Went to Hold	The total number of voice Interactions placed on hold at any time by an agent.
Duration of Interactions	The total time Interactions spent in the system. This is calculated as the difference between the time the Interaction was received by CCA and the conclusion of the Interaction.

Interaction Type

The Interaction Type area (Table 8-5) of the Direct Dialing Statistics Report shows the number of Interactions of each media type handled by the selected projects or workgroups.

Table 8-5 Direct Dialing Statistics Report: Interaction Type Area

Item	Description
Direct Inbound	The number of calls placed by callers directly to an specific agent plus calls abandoned in the IVR before becoming an ACD call (even if the call was not directed to an agent). A caller using the company directory to reach a specific agent is also counted as a Direct Inbound call.
Direct Outbound	The number of calls placed by agents directly to an external phone number.
Inbound Extension	The number of calls received by agents from other agents.
Outbound Extension	The number of calls placed by agents to other agents.
Total Interactions	The total number of direct dialed calls placed or handled by agents.

Login By Groups of Users Report

The **Login by Groups of Users Report** (Figure 8-6) shows the total time that agents and supervisors were logged into the Interaction Manager and Supervision Manager. See “Login by User Report” on page 8-12 to find the exact time each agent signed into or out of the Interaction Manager or Supervision Manager.

Login by Groups of Users >> Report for April			from 04/01/2004 at 00:00:00 to 04/30/2004 at 23:59:00
Report Includes Users in the department: Sales			
Username	**First Name**	**Last Name**	**Total**
jones	Steve	Jones	63:14:22
smith	Mike	Smith	61:39:26
Generated on 05/12/2004 at 10:51:09 PM			(GMT+00:00/DST+00:00) Greenwich Mean Time; GMT

Figure 8-6 Login by Groups of Users Report

Data is not calculated for a user until they log out of the Interaction Manager or Supervision Manager. Users that are presently logged in are excluded from the Summary Login Report.

In addition, users are included in the report only if they logged out on a day that falls within the requested report date range.

Login by User Report

The **Login by User Report** (Figure 8-7) shows the total time that agents and supervisors were logged into the Interaction Manager and Supervision Manager.

- The **Login Date** and **Login Time** of each agent session
- The **Duration** of each login session
- The **Total** time the agent was logged into the Interaction Manager (sum of all session durations)

Login by User >> Login By User

from 08.12.2002 at 00:00
to 17.12.2002 at 23:59

Report Includes Users: Carrion, Cobb, Tim, Jones, Jonathon

Last Name	Username	First Name	Duration	Login Date	Login Time	Total Time Logged In
Carrion	debbie	Debbie	00:03:28	11.12.2002	05:55:04 PM	00:03:28

Last Name	Username	First Name	Duration	Login Date	Login Time	Total Time Logged In
Jones	johns2	Jonathon	00:00:00		00:00:00	00:00:00

Last Name	Username	First Name	Duration	Login Date	Login Time	Total Time Logged In
Cobb	timadmin	Tim	00:06:20	09.12.2002	06:12:06 PM	00:06:20
Cobb	timadmin	Tim	00:10:37	09.12.2002	06:20:43 PM	00:16:57
Cobb	timadmin	Tim	00:00:17	10.12.2002	05:11:47 PM	00:17:14
Cobb	timadmin	Tim	00:14:17	10.12.2002	05:12:28 PM	00:31:31
Cobb	timadmin	Tim	00:00:26	10.12.2002	05:27:04 PM	00:31:57
Cobb	timadmin	Tim	00:15:21	10.12.2002	05:27:43 PM	00:47:18
Cobb	timadmin	Tim	00:00:10	10.12.2002	05:43:24 PM	00:47:28
Cobb	timadmin	Tim	00:13:29	10.12.2002	05:43:48 PM	01:00:57
Cobb	timadmin	Tim	01:07:47	10.12.2002	05:57:19 PM	02:08:44
Cobb	timadmin	Tim	00:07:22	10.12.2002	07:15:45 PM	02:16:06
Cobb	timadmin	Tim	00:00:45	10.12.2002	07:23:41 PM	02:16:51

Generated on 17.12.2002 at 18:42 (GMT-08:00/DST+00:00) Pacific Standard Time; PST

Figure 8-7 Login by User Report

Table 8-6 shows the Agent Daily report columns and their corresponding definitions.

Table 8-6 Agent Daily

Column	Definition
Status in Workgroup	The ACD status of the agent (available, busy, or on break).
Status Duration	The duration of the last ACD status.
Callback Answered	The total number of answered callbacks.
Chats Answered	The total number of answered chats.
Email Answered	The total number of answered emails.
Fax Answered	The total number of answered faxes.

Table 8-6 Agent Daily

Column	Definition
Predictive Answered	The total number of answered predictive calls.
Web Callback Answered	The total number of answered Web callbacks.
Wgrp Vmail Answered	The total number of answered workgroup voicemails.
% Available	The percentage of the time when the agent's status was available.
Extension	The agent's telephone extension.
AHT Total (Avg Handle Time)	Average Talk Time + Wrap Up for All Interactions
Status Selected	A custom status that maps to an ACD status (such as at lunch, in a meeting, and so on).
Status Selected Duration	The duration of the last agent status.
ATT Total (Avg Talk Time)	The average time spent on any Interaction.
Avg Wrap Time	The average wrap-up time: The average time agents spent wrapping-up Interactions (where the agent status = wrap-up), for each segment of the call handled and reported for each workgroup.
Direct Inbound Answered	The total number of answered direct inbound calls.
Internal Ext Answered	The total number of answered internal extension calls.
Wgrp Calls Answered	The total number of answered ACD calls.
% Busy	The percentage of the time when the agent's status was busy.
Department	The name of the agent's department.
Outbound Dialed	The total number of dialed outbound calls.
Extension Dialed	The total number of dialed extension calls.
Preview Dialed	The total number of dialed preview calls.
Avg Hold Time Total	The average hold time for the agent.
Host IP Address	The agent's computer IP address.
Interactions Assigned	The total number of Interactions currently assigned to an agent.

Table 8-6 Agent Daily

Column	Definition
Login Duration	The time logged in the system.
Agent	The Agent's name.
Network Status	The agent's network connectivity strength. **(Not Implemented yet)**
% On Break	The percentage of the time when the agent's status was on break.
Fax Sent	The total number of sent faxes.
Assistance Needed	Indicates if the agent is requesting supervisor's assistance. **(Not Implemented yet)**
Avg Ring Time	The average ring time.
Session ID	The agent's TAW Web session ID.
ATT Call (Avg Talk Time)	The average time spent on a call.
ATT Chat (Avg Talk Time)	The average time spent on a chat.
ATT Email (Avg Talk Time)	The average time spent on an email.
Interactions Total	The total number of Interactions received by the agent.
No Answer Total	The total number of Interactions sent to but not answered by the agent.
Unavailable Time Total	The total time the agent's status was unavailable (busy).
Not Ready Time Total	The total time the agent was unavailable (on break).
Transfers Made	The total number of transferred Interactions.
User Name	The agent login ID.
Session Server	The name of the Web server the agent is logged into.

Agent Interactions (Per Interaction)

Table 8-7 shows the columns and definitions for the Agent Interactions (Per Interaction) report.

Table 8-7 Agent Interactions (Per Interaction)

Column	Definition
Agent	The agent's name.
ANI	Incoming phone number.
DNIS	The project phone number.
Ext Number	An external "transfer to" number.
Location Duration	Queue time.
Overflowed	Indicates whether the overflow condition was met (Yes/No).
Priority	Indicates the interaction priority (Very Low / Low / Medium / High / Very High).
Project	The project name.
System Duration	The total time in the system.
Media Type	The type of the interaction (Inbound Call / Chat / Workgroup Voicemail / and so on).
Workgroup	The workgroup name.

Project Reports

From the Supervisor tab, **Reports** option, click the **Project** link to access the Project Key Statistics Report.

Project Key Statistics Report

The **Project Key Statistics Report** (Figure 9-1) shows a set of interaction statistics, broken down by interaction type (phone, email, and so on), and as a summary across all interaction types.

Project Key Statistics >> Every Project

from 03/01/2003 at 00:00:00
to 04/05/2004 at 23:59:00

Report Includes All Projects

Interaction Summary	TOTAL
Total Interactions	63
Total Talk Time	06:15:49
Average Talk Time	00:06:22
Total Hold Time	00:31:20
Average Hold Time	00:04:28
Total Queue Time	00:28:03
Average Queue Time	00:00:27
Longest Queue Time	00:25:51
Shortest Queue Time	00:00:00
Total Wrap-up Time	00:00:00
Average Wrap Up Time	00:00:00

Interaction Type Summary	TOTAL	%
Inbound Calls	20	31.75 %
Outbound Calls	0	0.00 %
Chat	43	68.25 %
Workgroup Email	0	0.00 %
Web Callback	0	0.00 %
Predictive	0	0.00 %
Preview	0	0.00 %
Total	63	100 %

Generated on 04/05/2004 at 08:34:00 PM

(GMT+00:00/DST+00:00) Greenwich Mean Time; GMT

Figure 9-1 Project Key Statistics Report

Report Elements

Table 9-1 shows the items appearing in the Project Key Statistics Report and their corresponding descriptions.

Table 9-1 Project Key Statistics Report Fields

Item	Description
Average Hold Time	The average amount of time that customers spent on hold for the time period you selected.
Average Queue Time	The average amount of time that customers spent in a queue for the time period you selected.
Average Talk Time	The average length of time that Agents spent on interactions.
Average Wrap Up Time	The average amount of time that Agents spent on wrapping up a concluded interaction, for each segment of the call, reported for each workgroup.
Callback	The total number of Callbacks that were made during the time period that you specified.
Chat	The total number of Chat interactions that occurred during the time period that you specified.
Direct Inbound	The total number of calls that were made directly to an Agent. **Note**: If a Direct Inward Dialing number (a DNIS) was set for an Agent (Options > Agents > Phone > Direct Inward Dialing), then Direct Inbound calls are not included in reports, unless a billing Project is set for the Agent. Set Billing Projects for Agents in two ways: • Administration Manager > Options > Agents > Controls and Restrictions tab > Project Billing check box. • Interaction Manager > Configuration dialog box > General tab > Project Billing check box.
Direct Outbound	The total number of calls made by Agents directly to outside numbers.
Longest Queue Time	The longest amount of time spent by any customer in a queue for the time period you selected.
Predictive	The total number of Predictive calls that were made during the time period that you specified.
Preview	The total number of Preview calls that were made during the time period that you specified.

Table 9-1 Project Key Statistics Report Fields

Item	Description
Shortest Queue Time	The shortest amount of time spent by any customer in a queue for the time period you selected.
Total Hold Time	The total amount of time that all customers spent on hold for the time period you selected.
Total Interactions	The total number of interactions that occurred for the time period you selected.
Total Queue Time	The total amount of time that all customers spent in a queue for the time period you selected.
Total Talk Time	The total amount of time that Agents spent on interactions for the time period you selected.
Total Wrap-up Time	The total amount of time, for all Agents, spent on wrapping up a concluded interaction.
Web Callback	The total number of Web Callbacks that were made during the time period that you specified.
Workgroup Email	The total number of Workgroup Emails that were made during the time period that you specified.
Workgroup Fax	The total number of Workgroup Faxes that were made during the time period that you specified.
Workgroup Voicemail	The total number of Workgroup Voicemails that were made during the time period that you specified.

Table 9-2 shows the items in the Project Media Totals (Daily per Project) report and their corresponding descriptions.

Table 9-2 Project Media Totals (Daily per Project)

Item	Description
ABD Calls	Total number of Abandoned Calls
ABD Chat	Total number of Abandoned Chats
ANS Callbacks	Total number of Answered Callbacks
ANS Chat	Total number of Answered Chats
ANS Email	Total number of Answered Emails
ANS Fax	Total number of Answered Faxes
ANS Inbound	Total number of Answered Inbound Calls

Table 9-2 Project Media Totals (Daily per Project)

Item	Description
ANS Predictive	Total number of Answered Predictive Calls
ANS Preview	Total number of Answered Preview Calls
ANS Vmail	Total number of Answered Voicemails
ANS Web Callbacks	Total number of Answered Web Callbacks
CB Queued (Callbacks)	Total number of Callbacks queued
Chat Queued	Total number of Chats queued
Email Queued	Total number of Emails queued
Fax Queued	Total number of Faxes queued
Calls Queued	Total number of Calls queued
Predictive	Total Number of Predictive Calls queued
Preview	WILL BE REMOVED
Vmail Queued	Total number of Voicemails queued
WCB Queued (Web Callbacks)	Total number of Web Callbacks queued
OFL CB (Overflow Callbacks)	Total number of Callbacks that met overflow condition
OFL Chat (Overflow Chat)	Total number of Chats that met overflow condition
OFL Email (Overflow Email)	Total number of Emails that met overflow condition
OFL Fax (Overflow Fax)	Total number of Faxes that met overflow condition
OFL Calls Inbound (Overflow In Calls)	Total number of Inbound Calls that met overflow condition
OFL Predictive (Overflow Predictive)	Total number of Predictive Calls that met overflow condition
OFL Preview (Overflow Preview)	Total number of Preview Calls that met overflow condition

Table 9-2 Project Media Totals (Daily per Project)

Item	Description
OFL Vmail (Overflow Voicemail)	Total number of Voicemails that met overflow condition
OFL WCB (Overflow Web Callbacks)	Total number of Web Callbacks that met overflow condition
CB Total (Callbacks)	Total number of Callbacks
Chat Total	Total number of Chats
Email Total	Total number of Emails
Fax Total	Total number of Faxes
Inbound Total	Total number of Inbound Calls
Predictive Total	Total number of Predictive Calls
Preview Total	Total number of Preview Calls
Vmail Total	Total number of Voicemails
WCB Total (Web Callbacks)	Total number of Web Callbacks

Table 9-3 shows the items in the Project Statistics (Daily per Project) report and their corresponding descriptions.

Table 9-3 Project Statistics (Daily per Project)

Item	Description
Abandoned Interactions Total	Total number of Abandoned Interactions
AHT Calls (Avg Handle Time)	Average Talk Time + Wrapup
AHT Chat (Avg Handle Time)	Average Chat Time + Wrapup
AHT Email (Avg Handle Time)	Average Email Time + Wrapup
Answered Interactions Total	Total number of Answered Interactions
ASA Calls	Average time Calls spent in the queue

Table 9-3 Project Statistics (Daily per Project)

Item	Description
ASA Chat	Average time Chats spent in the queue
ASA Email	Average time Emails spent in the queue
ATT Calls (Avg Talk Time)	Average Call Talk Time
ATT Chat (Avg Talk Time)	Average Chat Talk Time
ATT Email (Avg Talk Time)	Average Email Response Time
Avg Call Route Time	Average amount of time in Project Menus and/or Campaigns
Avg Lifetime Chat	Average amount of time for all Chats from start to finish
Avg Lifetime Email	Average amount of time for all Emails from start to finish
Avg Lifetime Interaction Total	Average amount of time for All Interactions from start to finish
Avg Wrap Time	Average Chat Wrap Up time
Avg Wrap Time	Average Email Wrap Up time
Avg Wrap Time Call	Average Call Wrap Up time
Chat Total	Total number of Chat Interactions
Email Total	Total number of Email Interactions
Ext to Ext Current	Total number of User to User calls currently in the system
Extension Calls Total	Total number of Direct Extension Calls
Fax In Total	Total number of Inbound Faxes
Fax Out Total	Total number of Outbound Faxes
Inbound Calls Total	Total number of Inbound Calls
Inbound Direct Current	Total number of Direct Inbound calls currently in the system
Max Wait Call	Longest time a Call spent in the queue

Table 9-3 Project Statistics (Daily per Project)

Item	Description
Max Wait Chat	Longest time a Chats spent in the queue
Max Wait Email	Longest time a Emails spent in the queue
MTT Calls (Max Talk Time)	Longest Call Talk Time
MTT Chat (Max Talk Time)	Longest Chat Talk Time
MTT Email (Max Talk Time)	Longest Email Response Time
Outbound Calls Total	Total number of Outbound Calls
Outbound Current	Total number of Outbound Calls currently in the system
Predictive Total	Total number of Predictive Calls
Preview Total	Total number of Preview Calls
SL Offline (Service Level)	Service level for offline interactions (emails, faxes)
SL Online (Service Level)	Service level for online interactions (calls, chats, callbacks)
SMS Total	Total number of Short Messages **(Not implemented)**
Total Interactions	Total number of Interactions
Web Callback Total	Total number of Web Callback Interactions
Wgrp Call Current	Total number of ACD Calls currently in the system
Wgrp Call Total	Total number of ACD Calls
Wgrp Callback Current	Total number of ACD Callbacks currently in the system
Wgrp Callback Total	Total number of ACD Callbacks
Wgrp Chat Current	Total number of ACD Chats currently in the system
Wgrp Email Current	Total number of ACD Emails currently in the system

Table 9-3 Project Statistics (Daily per Project)

Item	Description
Wgrp Fax Current	Total number of ACD Faxes currently in the system
Wgrp Fax Total	Total number of ACD Faxes
Wgrp Interactions Current	Total number of ACD Interactions currently in the system
Wgrp Interactions Total	Total number of ACD Interactions
Wgrp SMS Current	Total number of ACD Short Messages currently in the system **(Not implemented)**
Wgrp Vmail Current	Total number of ACD Voicemails currently in the system
Wgrp Vmail Total	Total number of ACD Voicemails

Custom Reports / Advanced Reports

Ready access to information is a critical requirement for Call Center Management. To provide this capability, CallCenterAnywhere provides a series of reports covering key Call Center performance indicators:

- Daily Project Performance
- Daily User Performance
- Interaction Outcome by Workgroup
- Interval Workgroup Performance
- Inbound Traffic Report
- Peak Interactions
- Service Billing Report - By Project
- System Peaks (15 Mins)
- User Hourly Average
- User Login/Logout
- User Status Duration

This chapter provides the purpose of each of the above reports, the included columns and corresponding definitions.

A major change with advanced reports is that when you select to and from times for report viewing, the report shows the information within the time interval, by day. This is a change from the standard reports, which start at a specific time on the beginning day of the report, and then finishes at the end time on the final day of the report.

You must have Adobe Acrobat Reader installed on your workstation to view Advanced Reports as well as Scheduled Advanced Reports.

CCA delivers Scheduled Reports in both Web (html) format as well as in Acrobat pdf format.

Daily Project Performance

The Daily Project Performance report provides summary totals by date (or 15 minute intervals for the selected time range) for call measures, average interaction durations, and service factors. Use this report to determine volume and service factors by project. Interval reporting helps to identify busy hour and staffing requirements based upon call volume.

Project Performance

Date(s): 07/11/2005 - 11/07/2005

Project(s): TW3 Main Project, UI Test

CallCenter Anywhere

	Call Measures													Time Measures (Avg)					Service	
Date	Total In	Total Out	Internal In	Internal Out	Ans ACD	Off ACD	Abdn ACD	Ref ACD	Ans Pre	% Ans Pre	Ans Post	Abnd Pre	Abnd Post	Talktime ACD	Talktime Out	ABDN ACD	Wrap ACD	Max ABND	ASA	% Service Level
TW3 Main Project																				
07/11/2005	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:00		00:00:00	00:00:00	00:00:00	00:00:00	0.00%
07/14/2005	0	1	0	0	0	0	0	0	0	0	0	0	0	00:00:00		00:00:00	00:00:00	00:00:00	00:00:00	0.00%
07/18/2005	0	2	0	0	0	0	0	0	0	0	0	0	0	00:00:00		00:00:00	00:00:00	00:00:00	00:00:00	0.00%
07/19/2005	0	0	1	1	0	0	0	0	0	0	0	0	0	00:00:00		00:00:00	00:00:00	00:00:00	00:00:00	0.00%
07/20/2005	0	6	0	0	0	0	0	0	0	0	0	0	0	00:00:00		00:00:00	00:00:00	00:00:00	00:00:00	0.00%
07/27/2005	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:00		00:00:00	00:00:00	00:00:00	00:00:00	0.00%
08/02/2005	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:00		00:00:00	00:00:00	00:00:00	00:00:00	0.00%
08/03/2005	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:00		00:00:00	00:00:00	00:00:00	00:00:00	0.00%
08/04/2005	0	0	0	0	0	0	0	0	0	0	0	0	0	00:00:00		00:00:00	00:00:00	00:00:00	00:00:00	0.00%

Figure 10-1 Example Daily Project Performance Report

Table 10-1 provides the Daily Project Performance report columns and their corresponding descriptions.

Table 10-1. Daily Project Performance Report Columns and Descriptions

Column		Description
Project / Date		The name of the project and the date (mm/dd/yyyy).
Call Measures		This area tracks call type, calls offered, calls answered, and the percentage of calls answer pre- and post-threshold.
	Total In	The total number of direct inbound calls into the project.
	Total Out	The total number of outbound call made for this project.

Table 10-1. Daily Project Performance Report Columns and Descriptions

Column		Description
	Internal In	The total number of incoming extension calls offered for this project.
	Internal Out	The total number of internal outbound extension calls for this project.
	Ans ACD	The total number of ACD calls answered by the workgroup.
	Off ACD	The total number of ACD calls offered to the project.
	Abdn ACD	The total number of ACD calls abandoned in the project.
	Ref ACD	The total number of ACD calls offered to an agent and not answered (refused).
Time Measures (Avg)		This area provides information showing the average tim e for key statistical areas.
	Talktime ACD Duration	The average talk time for all ACD calls (including Hold time). Time begins when the agent accepts the interaction and ends when the call terminates.
	Talktime Out Duration	The average talk time for all outbound calls in the project (including hold times). Time begins when external phone begins ringing and ends when the agent disconnects.
	ABDN ACD Duration	The average time callers waited in the queue before abandoning their call.
	Wrap ACD Duration	The average time spent in the Wrap-up state for ACD calls.
	Max ABDN ACD	The maximum time an ACD call waited in the queue prior to being abandoned.
ACD ASA		The average speed of answer for ACD calls received by the project.

Daily User Performance

The Daily User Performance report provides visibility into daily Agent activity, including time spent in different ACD states, call counts, and talk time. Use this report to assist Call Center Management in monitoring Agent performance against reasonable expectations.

User Performance

Date(s): 09/02/2005 - 11/08/2005

Users(s):Gonzalez, Adrian, Hogan, Jim

Status Time					Call Counts						Talktime (Average)			
Date	Login Time	Avail Time	Busy Time	Wrap Time	Break	In Calls	Out Calls	ACD Calls	Internal	Internal	In Talktime	Out	ACD	ACD
agonzalez														
09/02/2005	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00
09/03/2005	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00
09/04/2005	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00
09/05/2005	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00
09/06/2005	05:13:54	05:13:54	00:00:00	00:00:00	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00
09/07/2005	00:04:23	00:04:23	00:00:00	00:00:00	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00
09/09/2005	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00
09/10/2005	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00
09/11/2005	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00
09/12/2005	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00
09/13/2005	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00
09/14/2005	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00
09/15/2005	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00
09/16/2005	00:00:00	00:00:00	00:00:00	00:00:00	0	0	0	0	0	0	00:00:00	00:00:00	00:00:00	00:00:00

Figure 10-2 Daily User Performance Report

Table 10-2 provides the Daily User Performance report columns and their corresponding descriptions.

Table 10-2. Daily User Performance Report Columns and Descriptions

Column		Description
Status Time		This area provides how long a user spent in each of the statuses (Available, Busy, Wrap-up, and On Break).
	Login Time	The cumulative time a user was logged into the system for the day.
	Avail Time	The time a user spent in "Available" status.
	Busy Time	The time a user spent in "Busy" status.
	Wrap Time	The time a user spent in "Wrap-up" status.
	Break	The time a user spent "On Break" status.

Table 10-2. Daily User Performance Report Columns and Descriptions

Column		Description
Call Counts		This area provides the number of calls of different types.
	In Calls	The number of direct inbound calls taken.
	Out Calls	The number of direct outbound calls made.
	ACD Calls	The number of ACD calls taken.
	Refused ACD Calls	The number of ACD calls offered and not answered (refused) by users.
	Internal Calls In	The number of internal extension calls taken.
	Internal Calls Out	The number of internal extension calls made.
Talk Time (Total)		This area provides the total talk time for calls of different types.
	In Talk Time	The total talk time for inbound calls (including hold times).
	Out Talk Time	The total talk time for outbound calls (including hold times).
	ACD Talk Time	The total talk time for ACD calls (including hold times).
	ACD Wrap Time	The total time in Wrap-up for ACD calls.
	Total Handle Time	The total time spent handling ACD calls.
Talk Time (Average)		The area provides the average talk time for calls of different types.
	In Talk Time	The average talk time for inbound calls (including hold times).
	Out Talk Time	The average talk time for outbound calls (including hold times).
	ACD Talk Time	The average talk time for ACD calls (including hold times).
	ACD Hold Time	The average time on hold for ACD calls.

Table 10-2. Daily User Performance Report Columns and Descriptions

Column		Description
	ACD Wrap Time	The average time in wrap-up for ACD calls.
	AVG Handle Time	The average time spent handling ACD call interactions.

Interaction Outcome by Workgroup

The Interaction Outcome by Workgroup report tracks outcomes by Workgroup, Interaction Type, Outcome, Total Interaction time, and Average Interaction Time.

Interaction Outcome by Workgroup

Date(s): 04/27/2006 - 04/27/2006

Workgroups(s): Customer Satisfaction

CallCenter Anywhere

	Date	Outcome	Total Time of Interaction	Count of Interactions	Average Interaction Duration
Customer Satisfaction			00:55:04	3	00:18:21
Interaction Type: Chat			00:55:04	3	00:18:21
	04/27/2006		00:55:04	3	00:18:21
		Issue resolved	00:04:30	1	00:04:30
		Issue resolved	00:08:23	1	00:08:23
		Issue resolved	00:42:11	1	00:42:11

Figure 10-3 Interaction Outcome by Workgroup Report

Table 10-3 provides the Interaction Outcome by Workgroup report columns and their corresponding descriptions.

Table 10-3. Interaction Outcome by Workgroup Report Columns and Descriptions

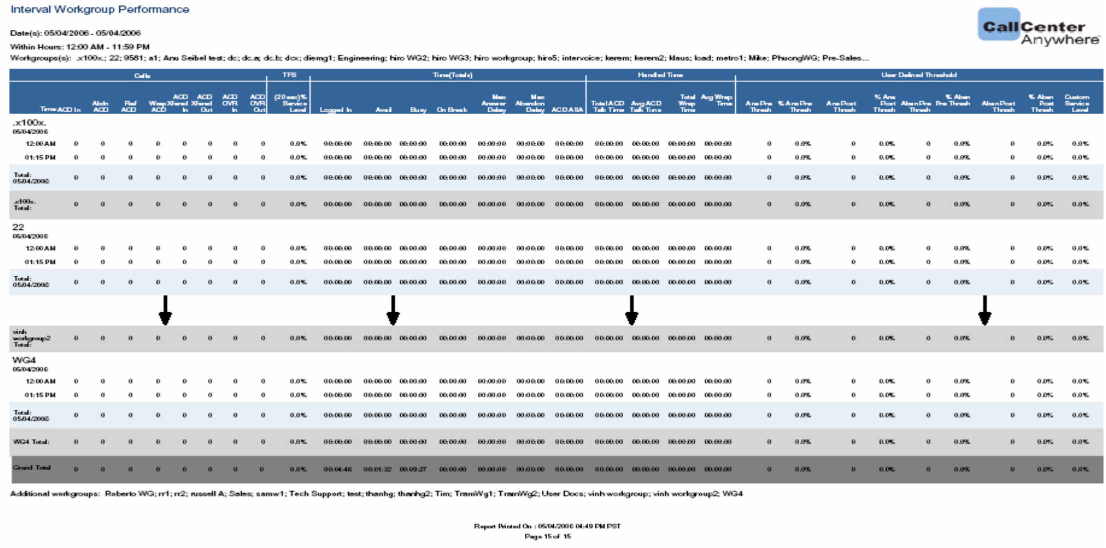
Column	Description
Date Range	The from and to date (mm-dd-yyyy) range that this report covers.
Workgroup(s)	The name of the workgroup(s) for this report. In this example, the Workgroup is called "Customer Satisfaction."
First Workgroup	The name of the first workgroup appears, identifying this section of the report. The information below this section applies to this workgroup. Each workgroup appears in its own section.
Date	The date (mm/dd/yyyy) which applies to the Interaction Types listed below.
Interaction Type	The first Interaction Type, such as "Interaction Type: Chat."
Outcome	The total outcome for the associated Interaction Type. The example outcome shown in this report is "Issue Resolved."

Table 10-3. Interaction Outcome by Workgroup Report Columns and Descriptions

Column	Description
Total Time of Interaction	The length of time from when the agent accepted the Interaction to when the agent closed the Interaction in hh:mm:ss format.
Count of Interactions	The total number of Interactions for: each Workgroup, all Interactions of the same type each Interaction
Average Interaction Duration	The average time the Interaction was open for: all Interactions for this Workgroup, all Interactions of the same type each Interaction

Interval Workgroup Performance

The Interval Workgroup Performance report provides summary totals by date (or 15 minute intervals for the selected time range) for calls into the workgroup, total interaction durations, and user-defined threshold statistics. Use this report to identify volume, call routing, and service factors measured by the workgroup service level as well as a user-defined service level.



Interval Workgroup Performance

Date(s): 05/04/2006 - 05/04/2006
Within Hours: 12:00 AM - 11:59 PM
Workgroups(s): .x100x.; 22; 9581; a1; Anu Seibel test; dc; dc.a; dc.b; dcx; diemg1; Engineering; hiro WG2; hiro WG3; hiro workgroup; hiro5; intervoice; kerem; kerem2; klaus; load; metro1; Mike; PhuongWG; Pre-Sales...

	Calls								TFS	Time(Totals)							Handled Time				User Defined Threshold								
Time	ACD In	Abdn ACD	Ref ACD	Wrap ACD	ACD Xfered In	ACD Xfered Out	ACD OVR In	ACD OVR Out	(20 sec)% Service Level	Logged In	Avail	Busy	On Break	Max Answer Delay	Max Abandon Delay	ACD ASA	Total ACD Talk Time	Avg ACD Talk Time	Total Wrap Time	Avg Wrap Time	Ans Pre Thresh	% Ans Pre Thresh	Ans Post Thresh	% Ans Post Thresh	Aban Pre Thresh	% Aban Pre Thresh	Aban Post Thresh	% Aban Post Thresh	Custom Service Level
.x100x. 05/04/2006																													
12:00 AM	0	0	0	0	0	0	0	0	0.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0.0%
01:15 PM	0	0	0	0	0	0	0	0	0.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0.0%
Total: 05/04/2006	0	0	0	0	0	0	0	0	0.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0.0%
.x100x. Total:	0	0	0	0	0	0	0	0	0.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0.0%
22 05/04/2006																													
12:00 AM	0	0	0	0	0	0	0	0	0.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0.0%
01:15 PM	0	0	0	0	0	0	0	0	0.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0.0%
Total: 05/04/2006	0	0	0	0	0	0	0	0	0.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0.0%
vinh workgroup2 Total:	0	0	0	0	0	0	0	0	0.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0.0%
WG4 05/04/2006																													
12:00 AM	0	0	0	0	0	0	0	0	0.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0.0%
01:15 PM	0	0	0	0	0	0	0	0	0.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0.0%
Total: 05/04/2006	0	0	0	0	0	0	0	0	0.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0.0%
WG4 Total:	0	0	0	0	0	0	0	0	0.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0.0%
Grand Total	0	0	0	0	0	0	0	0	0.0%	00:04:46	00:01:32	00:09:27	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0.0%

Additional workgroups: Roberto WG; rr1; rr2; russell A; Sales; samw1; Tech Support; test; thanhg; thanhg2; Tim; TramWg1; TramWg2; User Docs; vinh workgroup; vinh workgroup2; WG4

Report Printed On : 05/04/2006 04:49 PM PST
Page 15 of 15

Figure 10-4 Interval Workgroup Performance Report

Table 10-4 provides the Interval Workgroup Performance Report columns and their corresponding descriptions.

Table 10-4. Interval Workgroup Performance Report Columns and Descriptions

Column		Description
Calls		
	Time	The start time of the 15-minute interval, as defined for the report.
	ACD In	The number of ACD calls offered to the workgroup.
	Abn ACD	The number of abandoned ACD calls.
	Ref ACD	The number of ACD calls offered to the user and not answered (refused).

Table 10-4. Interval Workgroup Performance Report Columns and Descriptions

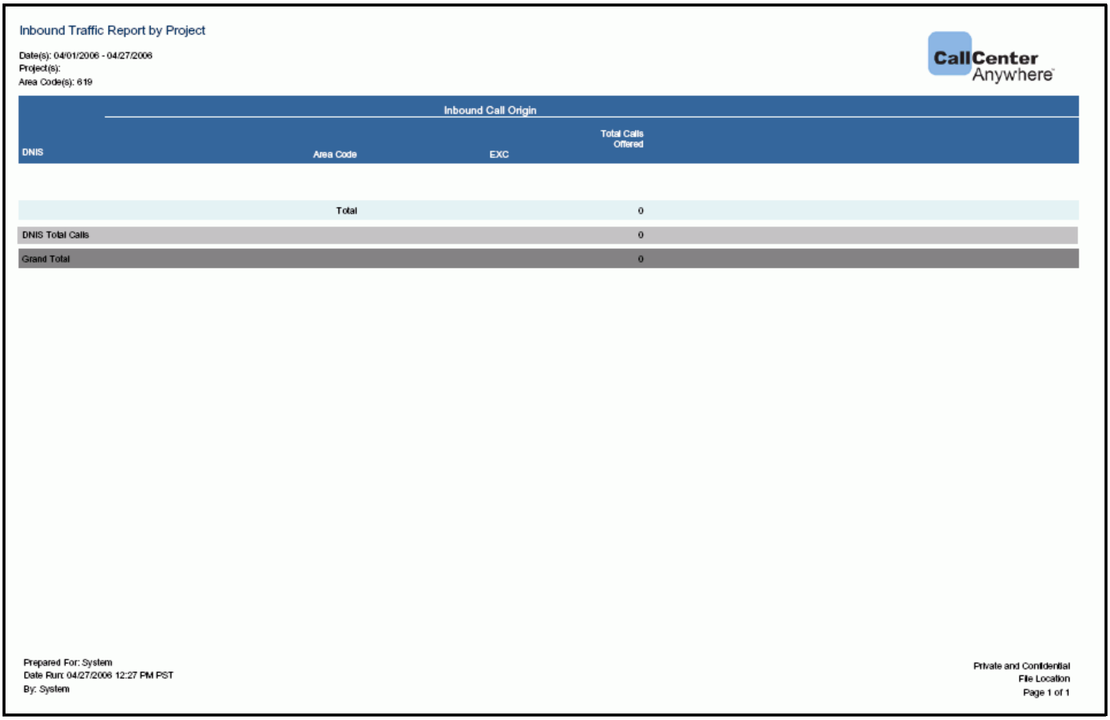
Column		Description
	Wrap ACD	The number of calls that went to wrap-up date within the interval.
	ACD Xfered In	The number of interaction (not just ACD calls) that were transferred into a workgroup within the interval.
	ACD Xfered Out	The number of interaction (not just ACD calls) that were transferred out of a workgroup within the interval.
	ACD OVR In	The number of calls that were offered by overflow to the workgroup.
	ACD OVR Out	The number of calls that met the overflow criteria (though not necessarily answered by another workgroup).
% Service Level		
	Time	All workgroup agent status durations represents statistics for all workgroups the agents assigned, not just the reporting workgroup.
	Logged In	The cumulative total of time users were logged into the system.
	Busy	The cumulative total to time users spent in "Busy" status.
	Avail	The cumulative total to time users spent in "Available" status.
	On Break	The cumulative total to time users spent "On Break" status.
	Max Answer Delay	The maximum time a caller was in the queue before being answered.
	Max Abandon Delay	The maximum time a caller was in the queue before abandoning their call.
	ACD ASA	The average speed of answer.
Talk Time		
	Tot ACD Talk Time	The total talk time for ACD calls answered in the workgroup.

Table 10-4. Interval Workgroup Performance Report Columns and Descriptions

Column		Description
	Avg ACD Talk Time	The average talk time for ACD calls answered in the workgroup.
User Defined Threshold		
	Ans Pre Thresh	The number of ACD calls answered within the user-defined threshold.
	% Ans Pre Thresh	The percentage of ACD calls answered with the user-defined threshold.
	Ans Post Thresh	The number of ACD calls answered after the user-defined threshold.
	% Ans Post Thresh	The percentage of ACD calls answered after the user-defined threshold.
	Abdn Pre Thresh	The number of ACD calls abandoned within the user-defined threshold.
	% Abdn Pre Thresh	The percentage of ACD calls abandoned within the user-defined threshold.
	Abdn Post Thresh	The number of ACD calls abandoned greater than the user-defined threshold.
	% Abdn Post Thresh	The percentage of ACD calls abandoned greater than the user-defined threshold.
	Custom Service Level	The percentage of ACD calls answered within X seconds. (Service level time factor, defined as a variable for the report.)

Inbound Traffic Report

The Inbound Traffic Report provides a count of the number of calls offered, by area code and exchange within that area code. Use this report to determine the inbound traffic volume from various area codes and exchanges.



Inbound Traffic Report by Project

Date(s): 04/01/2006 - 04/27/2006
Project(s):
Area Code(s): 619

CallCenter Anywhere

DNIS	Inbound Call Origin		
	Area Code	EXC	Total Calls Offered
	Total		0
DNIS Total Calls			0
Grand Total			0

Prepared For: System
Date Run: 04/27/2006 12:27 PM PST
By: System

Private and Confidential
File Location
Page 1 of 1

Figure 10-5 Inbound Traffic Report

Table 10-5 provides the Inbound Traffic report columns and their corresponding descriptions.

Table 10-5. Inbound Traffic Report Columns and Descriptions

Column	Description
Date Range	The date (mm/dd/yyyy) range this report covers.
Project(s)	The name of the project(s) included in this report.
Area Code(s)	A list of the area codes included in this report.

Table 10-5. Inbound Traffic Report Columns and Descriptions

Column		Description
(Call Type) DNIS		The number call types. This example shows DNIS calls.
Inbound Call Origin		Inbound call information about the call origin.
	Area Code	The area code of the inbound call.
	EXC	The exchange of the inbound call.
	Total Calls Offered	The total number of calls offered from this area code and exchange.
DNIS Total Calls		The total number of inbound call of the same call type (such as DNIS), including all area codes and extensions.
Grand Total		The total number of all inbound call types, including all area codes and extensions.

Peak Interactions

The Peak Interactions report provides the number of peak Interactions, Logins, calls, chats, and emails, which occurred over a specified date range. The totals are presented in 15 minute intervals.

Peak Interactions

CallCenter Anywhere

Start Date: 04/01/2006 - End Date: 04/27/2006

Interval	Peak Interactions	Peak Logins	Peak Calls	Peak Chats	Peak Emails
04/01/2006: 12:00 AM - 12:15 AM	0	0	0	0	0
04/01/2006: 12:15 AM - 12:30 AM	0	0	0	0	0
04/01/2006: 12:30 AM - 12:45 AM	0	0	0	0	0
04/01/2006: 12:45 AM - 01:00 AM	0	0	0	0	0
04/01/2006: 01:00 AM - 01:15 AM	0	0	0	0	0
04/01/2006: 01:15 AM - 01:30 AM	0	0	0	0	0
04/01/2006: 01:30 AM - 01:45 AM	0	0	0	0	0
04/01/2006: 01:45 AM - 02:00 AM	0	0	0	0	0
04/01/2006: 02:00 AM - 02:15 AM	0	0	0	0	0
04/01/2006: 02:15 AM - 02:30 AM	0	0	0	0	0
04/01/2006: 02:30 AM - 02:45 AM	0	0	0	0	0
04/01/2006: 02:45 AM - 03:00 AM	0	0	0	0	0
04/01/2006: 03:00 AM - 03:15 AM	0	0	0	0	0
04/01/2006: 03:15 AM - 03:30 AM	0	0	0	0	0
04/01/2006: 03:30 AM - 03:45 AM	0	0	0	0	0
04/01/2006: 03:45 AM - 04:00 AM	0	0	0	0	0
04/01/2006: 04:00 AM - 04:15 AM	0	0	0	0	0
04/01/2006: 04:15 AM - 04:30 AM	0	0	0	0	0
04/01/2006: 04:30 AM - 04:45 AM	0	0	0	0	0
04/01/2006: 04:45 AM - 05:00 AM	0	0	0	0	0
04/01/2006: 05:00 AM - 05:15 AM	0	0	0	0	0
04/01/2006: 05:15 AM - 05:30 AM	0	0	0	0	0
04/01/2006: 05:30 AM - 05:45 AM	0	0	0	0	0
04/01/2006: 05:45 AM - 06:00 AM	0	0	0	0	0

Report Printed On : 04/27/2006 12:21 PM PST
Page 1 of 79

Figure 10-6 Peak Interactions Report

Table 10-5 provides the Peak Interactions report columns and their corresponding descriptions.

Table 10-6. Peak Interactions Report Columns and Descriptions

Column	Description
Date Range	The from and to dates appear at the top of the report in mm/dd/yyyy format.
Interval	The day and time every 15 minutes (beginning at 12:00 AM of the start date and ending at 12:00 PM of the end date.

Table 10-6. Peak Interactions Report Columns and Descriptions

Column	Description
Peak Interactions	The maximum number of interactions of all types for this time interval.
Peak Logins	The maximum number of logins for this time interval.
Peak Calls	The maximum number of calls (inbound and outbound) for this time interval.
Peak Chats	The maximum number of chat interactions for this time interval.
Peak Emails	The maximum number of email interactions for this time interval.

Service Billing Report - By Project

The Service Billing Report - By Project report provides billing information for each project.

Service Billing Report - By Project

Date(s): 04/27/2006 - 04/27/2006
Project(s): .441; .442; .443; .445; 1010; 9582; a1; asp; CCWCB; DC; diemp1; hiro project; hiro test 2; hiro3; Intervoice; kerem; klaus...
Billing Variables: $50/Minute $1.25/Interaction

Project Date shift	Number of Interactions	Transaction Times						Billing	
		Total Time			Averages				
		Total Talk Time	Total Wrap-up Time	Total Handle Time	Average Talk Time	Average Wrap Up Time	Average Handle Time	Total Billing/Minute	Total Billing/Interaction
.441									
INBOUND Media									
Workgroup Call	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	$0.0	$0.0
Chat	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00	0.00
Workgroup Email	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00	0.00
OUTBOUND Media									
Web Callback	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00	0.00
04/27/2006 - Total	**0**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**	**$0.0**	**$0.0**
Project Total:	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	$0.0	$0.0
.442									
INBOUND Media									
Workgroup Call	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	$0.0	$0.0
Chat	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00	0.00
Workgroup Email	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00	0.00
OUTBOUND Media									
Web Callback	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0.00	0.00
04/27/2006 - Total	**0**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**	**00:00:00**	**$0.0**	**$0.0**

Report Printed On : 04/27/2006 12:25 PM PST
Page 1 of 17

Figure 10-7 Service Billing Report - By Project Report (Page 1)

Project / Date / shift	Number of Interactions	Transaction Times: Total Time – Total Talk Time	Total Wrap-up Time	Total Handle Time	Averages – Average Talk Time	Average Wrap Up Time	Average Handle Time	Billing – Total Billing/Minute	Total Billing/Interaction
Total	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	$0.0	$0.0

Prepared For: ASP Services
Date Run: 04/27/2006 12:25 PM PST
By: System

Billing Summary	*Per Minute*	*Per Interaction*
x4501	$0.00	$0.00
thanhp1	0.00	0.00
vinh project	0.00	0.00
CCWCB	0.00	0.00
a1	0.00	0.00
9582	0.00	0.00
DC	0.00	0.00
1010	0.00	0.00
.441	0.00	0.00
thanhp2	0.00	0.00
PhuongPrj	0.00	0.00
klaus	0.00	0.00
rr	0.00	0.00
russell A	0.00	0.00
hiro3	0.00	0.00
Intervoice	0.00	0.00
samp1	0.00	0.00
Outbound Project A	0.00	0.00
TramP1	0.00	0.00
kerem	0.00	0.00
Seibel	0.00	0.00
metro1	0.00	0.00
Roberto - Email	0.00	0.00
.445	0.00	0.00
TramP2	0.00	0.00
hiro project	0.00	0.00
hiro test 2	0.00	0.00
.442	0.00	0.00
load	0.00	0.00
diemp1	0.00	0.00
Mike	0.00	0.00

Report Printed On : 04/27/2006 12:25 PM PST
Page 16 of 17

Project / Date / shift	Number of Interactions	Transaction Times: Total Time – Total Talk Time	Total Wrap-up Time	Total Handle Time	Averages – Average Talk Time	Average Wrap Up Time	Average Handle Time	Billing – Total Billing/Minute	Total Billing/Interaction

Billing Summary	*Per Minute*	*Per Interaction*
x1010	0.00	0.00
asp	0.00	0.00
thanhp3	0.00	0.00
.443	0.00	0.00
Total	$0.00	$0.00

Additional projects: klaus; load; metro1; Mike; Outbound Project A; PhuongPrj; Roberto - Email; rr; russell A; samp1; Seibel; thanhp1; thanhp2; thanhp3; TramP1; TramP2; vinh project; x1010; x4501

Report Printed On : 04/27/2006 12:25 PM PST
Page 17 of 17

Figure 10-8 Service Billing Report - By Project Report (Pages 2 and 3)

Table 10-5 provides the Service Billing Report - By Project report columns and their corresponding descriptions.

Table 10-7. Service Billing Report - By Project Report Columns and Descriptions

Column		Description
Date Range		The from and to date (mm/dd/yyyy) range that this report covers.
Project(s)		The name of the project(s) covered by this report.
Media Types		The media type.
Billing per Interaction		The charge in US dollars for each interaction.
Prepared for		The name of the customer or department receiving this report.
Run Date		The system run time of the report.
Prepared by		The name of the person, department, or agency providing the data.
Project #1: INBOUND		Shows available media types for this project: ACD call, Chat, and Email
Project #1 OUTBOUND		Shows the available media types for this project: Web Callback
Date Total		The total for the date indicated.
Project Total		The total for each project for all dates selected.
Interactions		The number of answered interactions by media type selected.
Transaction Time		
	Total Talk Time	The total talk time for all answered calls for the project and date.
	Total Wrap Time:	The total wrap up time for ACD calls.
	Total Handled Time	The total "talk time" + "On hold time" + "Wrap time" for ACD calls.
	Total chat time	The total chat time.
Averages		

Table 10-7. Service Billing Report - By Project Report Columns and Descriptions

Column		Description
	Average Total Talk Time	The total talk time / number of answered interactions by media type.
	Average Total Wrap Time	The total wrap up time / number of answered interactions with wrap-up.
	Average Total Handled Time	The total handled time / number of answered interactions by media type. **Note:** The currency is local.
Billing		
	Total Billing per Interaction	The total number of answered interactions by media type X variable for billing rate per interaction. **Note:** You can configure the rounding factor in the report definition. The default is 30 seconds.
Summary Section		
	Prepared For	The name of the customer or department.
	Date Run	The system run time of the report.
	By	The name of the person, department, or agency providing the data.
Billing Summary		
	The total value for each project minute billing. The total value for each project interaction billing. The name of the first project. The name of subsequent projects. Total for Per Minute and Per Interaction billing columns plus currency symbol.	

System Peaks (15 Mins)

The System Peaks (15 mins) report tracks the number of system peak interactions for the system, in 15-minute intervals. This number is determined from the Interactions Peak table in the database.

System Peaks (15 mins)

CallCenter Anywhere

Start Date: 04/01/2006 - End Date: 04/27/2006

Interval	Peak Interactions	Peak Logins	Peak Calls	Peak Chats	Peak Emails
04/01/2006: 12:00 AM - 12:15 AM	0	2	0	0	0
04/01/2006: 12:15 AM - 12:30 AM	0	2	0	0	0
04/01/2006: 12:30 AM - 12:45 AM	0	2	0	0	0
04/01/2006: 12:45 AM - 01:00 AM	0	2	0	0	0
04/01/2006: 01:00 AM - 01:15 AM	0	2	0	0	0
04/01/2006: 01:15 AM - 01:30 AM	0	2	0	0	0
04/01/2006: 01:30 AM - 01:45 AM	0	2	0	0	0
04/01/2006: 01:45 AM - 02:00 AM	0	2	0	0	0
04/01/2006: 02:00 AM - 02:15 AM	0	2	0	0	0
04/01/2006: 02:15 AM - 02:30 AM	0	2	0	0	0
04/01/2006: 02:30 AM - 02:45 AM	0	2	0	0	0
04/01/2006: 02:45 AM - 03:00 AM	0	2	0	0	0
04/01/2006: 03:00 AM - 03:15 AM	0	2	0	0	0
04/01/2006: 03:15 AM - 03:30 AM	0	2	0	0	0
04/01/2006: 03:30 AM - 03:45 AM	0	2	0	0	0
04/01/2006: 03:45 AM - 04:00 AM	0	2	0	0	0
04/01/2006: 04:00 AM - 04:15 AM	0	2	0	0	0
04/01/2006: 04:15 AM - 04:30 AM	0	2	0	0	0
04/01/2006: 04:30 AM - 04:45 AM	0	2	0	0	0
04/01/2006: 04:45 AM - 05:00 AM	0	2	0	0	0
04/01/2006: 05:00 AM - 05:15 AM	0	2	0	0	0
04/01/2006: 05:15 AM - 05:30 AM	0	2	0	0	0
04/01/2006: 05:30 AM - 05:45 AM	0	2	0	0	0
04/01/2006: 05:45 AM - 06:00 AM	0	2	0	0	0

Report Printed On : 04/27/2006 12:24 PM PST
Page 1 of 79

Figure 10-9 System Peaks (15 Mins) Report

Table 10-5 provides the System Peaks (15 Mins) report columns and their corresponding descriptions.

Table 10-8. System Peaks (15 Mins) Report Columns and Descriptions

Column	Description
Date Range	The from and to date (mm/dd/yyyy) range that this report covers.
Interval	The date and time in 15 minute intervals beginning at 12:00 AM of the start date and ending at 12:00 PM on the end date.

Table 10-8. System Peaks (15 Mins) Report Columns and Descriptions

Column	Description
Peak Interactions	The maximum number of interactions that occurred during the corresponding time interval.
Peak Chats	The maximum number of chats that occurred during the corresponding time interval.
Peak Emails	The maximum number of electronic mail interactions (emails and voicemails) that occurred during the corresponding time interval.
Report Printed on	The date and time when the report was printed.
Page X of X	The current page number out of the total number of pages.

User Hourly Average

The User Hourly Average Report provides visibility into hourly Agent activity, including calls handled, along with time spent in different ACD states. Use this report to assist Call Center Management in determining agent average performance against reasonable expectations.

User Hourly Average

Date(s): May 24, 2005-May 26, 2005
User(s): Jones, W., Jackson, D.

Time	Average ACD Calls Per Hour	Average ACD Talk Time	Average Available Time	Average Busy Time	Average Break Time	Average Hold Time	Average Wrap Time
Jones, W.							
May 24, 2005	4.8	6:23	7:03:33	0:56:34	0:01:34	0:01:34	0:03:11
May 25, 2006	5.2	5:54	6:54:33	0:42:34	0:00:34	0:00:34	0:03:54
May 26, 2006	5.6	6:13	6:33:33	1:13:32	0:00:32	0:00:32	0:03:22
Total: Jones, W.	*5.2*	*6:10*	*6:50*	*0:57*	*0:00:53*	*0:00:53*	*0:03:29*
Jackson, D.							
May 24, 2005	7.6	6:45	7:43:33	0:33:56	0:01:11	0:01:11	0:02:56
May 25, 2006	6.8	6:33	7:34:33	0:42:34	0:00:54	0:00:54	0:02:34
May 26, 2006	5.6	6:44	7:13:27	1:13:32	0:00:22	0:00:22	0:02:32
Total: Jackson, D.	*6.7*	*6:40*	*7:30*	*0:50*	*0:00:49*	*0:00:49*	*0:02:41*
Total:	**5.9**	**0.3**	**7:10**	**0:53**	**0:00:51**	**0:00:51**	**0:03:05**

Report Printed On: datetime
Page N of M

Figure 10-10 User Hourly Average Report

Table 10-9 provides the User Hourly Average report columns and their corresponding descriptions.

Table 10-9. User Hourly Average Report Columns and Descriptions

Column	Description
Time	This column shows the name of the agent and the date (mm dd, yyyy).
Average ACD Calls Per Hour	The average number of calls handled per hour, for the agent.
Average ACD Talk Time	The average time spent in a talking state, per hour, for the agent.
Average Available Time	The average time the agent spent in the “Available” status, per hour.

Table 10-9. User Hourly Average Report Columns and Descriptions

Column	Description
Average Busy Time	The average time the agent spent in the “Busy” status, per hour.
Average Break Time	The average time the agent spent in the “On Break” status, per hour.
Average Hold Time	The average time the agent spent in the “Hold” status, per hour.
Average Wrap Time	The average time the agent spent in the “Wrap-up” status, per hour.
Average Handle Time	The average time the agent spent in the talk and “wrap-up” status (including Hold time), per hour.

User Login/Logout

The User Login/Logout report provides visibility into user activity through the use of determining time actually spent logged into the system. Use this report to assist Call Center Management in determining how a specific user is spending time in comparison with other users.

User Login/Logout

Date(s): 09/07/2005 - 10/14/2005

Users:Hogan, Jim, Gonzalez, Adrian, Jones, Robert

CallCenter Anywhere™

	Date	Event Time	Type	Duration	Logout Reason
Hogan, Jim					
	09/07/2005	08:48 AM	Login		
	09/07/2005	12:15 PM	Logout	03:27:24	Web Session
	09/07/2005	01:02 PM	Login		
	09/07/2005	03:19 PM	Logout	02:16:58	Web Session
	09/14/2005	06:56 AM	Login		
	09/14/2005	10:47 AM	Logout	03:51:15	Web Session
	09/16/2005	08:33 AM	Login		
	09/16/2005	08:34 AM	Logout	00:00:14	Web Session
	09/19/2005	08:13 AM	Login		
	09/19/2005	08:39 AM	Logout	00:25:55	Web Session
	09/20/2005	07:44 AM	Login		
	09/20/2005	09:08 AM	Logout	01:24:33	Web Session
	09/20/2005	09:27 AM	Login		
	09/20/2005	12:44 PM	Logout	03:16:34	Web Session
	09/20/2005	02:36 PM	Login		
	09/20/2005	02:43 PM	Logout	00:06:41	Web Session
	09/28/2005	06:05 AM	Login		

Figure 10-11 User Login/Logout Report

Table 10-10 provides the User Login/Logout report columns and their corresponding descriptions.

Table 10-10. User Login/Logout Report Columns and Descriptions

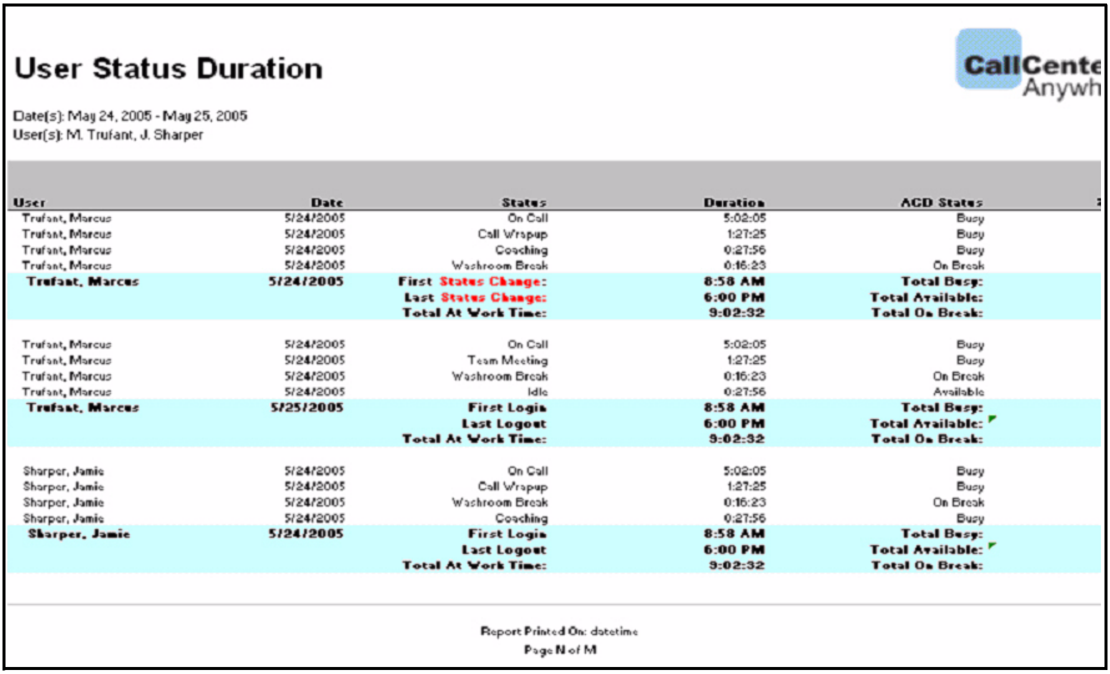
Column	Description
Date/User	The user name by all, by supervisor, by workgroup, by department, or by specific user and the date they logged in.
Event Time	The time when the user logged in or logged out.
Logged in Duration	How long the user was logged into the system.
Type	Identifies whether the user logged in or logged out.

Table 10-10. User Login/Logout Report Columns and Descriptions

Column	Description
Logout Reason	The reason why the user logout, as: 0 = Agent logout in UI 1 = Web session timeout 2 = Session timeout 3 = Resource is down 4 = Second login 5 = By supervisor 6 = By phone
Log Out Time	The time when the user logged out of the system.

User Status Duration

The User Status Duration report provides visibility into user activity using user-defined statuses. Use this report to assist Call Center Management in determining how a specific user spends time in comparison with other users.



User Status Duration

Date(s): May 24, 2005 - May 25, 2005
User(s): M. Trufant, J. Sharper

User	Date	Status	Duration	ACD Status
Trufant, Marcus	5/24/2005	On Call	5:02:05	Busy
Trufant, Marcus	5/24/2005	Call Wrapup	1:27:25	Busy
Trufant, Marcus	5/24/2005	Coaching	0:27:56	Busy
Trufant, Marcus	5/24/2005	Washroom Break	0:16:23	On Break
Trufant, Marcus	**5/24/2005**	**First Status Change:**	**8:58 AM**	**Total Busy:**
		Last Status Change:	**6:00 PM**	**Total Available:**
		Total At Work Time:	**9:02:32**	**Total On Break:**
Trufant, Marcus	5/24/2005	On Call	5:02:05	Busy
Trufant, Marcus	5/24/2005	Team Meeting	1:27:25	Busy
Trufant, Marcus	5/24/2005	Washroom Break	0:16:23	On Break
Trufant, Marcus	5/24/2005	Idle	0:27:56	Available
Trufant, Marcus	**5/25/2005**	**First Login**	**8:58 AM**	**Total Busy:**
		Last Logout	**6:00 PM**	**Total Available:**
		Total At Work Time:	**9:02:32**	**Total On Break:**
Sharper, Jamie	5/24/2005	On Call	5:02:05	Busy
Sharper, Jamie	5/24/2005	Call Wrapup	1:27:25	Busy
Sharper, Jamie	5/24/2005	Washroom Break	0:16:23	On Break
Sharper, Jamie	5/24/2005	Coaching	0:27:56	Busy
Sharper, Jamie	**5/24/2005**	**First Login**	**8:58 AM**	**Total Busy:**
		Last Logout	**6:00 PM**	**Total Available:**
		Total At Work Time:	**9:02:32**	**Total On Break:**

Report Printed On: datetime
Page N of M

Figure 10-12 User Status Duration Report

Table 10-11 provides the User Status Duration report columns and their corresponding descriptions.

Table 10-11. User Status Duration Report Columns and Descriptions

Column	Description
User	The name of the user.
Date	The date (mm/dd/yyyy).
Status	The name of the user-defined status.
Duration	The cumulative time spent in the status.
ACD States	The ACD status (Available, Busy, On Break) that corresponds to the user-defined status.

Table 10-11. User Status Duration Report Columns and Descriptions

Column	Description
% of Total	The time the user spend in each status as a percentage of the total duration signed in for that day. **Note:** This amount may not equal 1005 for the total.
First Log In	The time stamp of the first log in of the day.
Last Log Out	The time stamp of the last log in of the day. **Note:** If the user is still signed in, this field remains blank.
Total At Work Time	The total "clock" time of the user for the day. **Note:** If the user is still signed in, this field remains blank.
Total Busy	The total duration for the ACD call status of "Busy." This is inclusive of the user-defined status as well as the ACD status.
Total Available	The total duration for the ACD call status of "Available." This is inclusive of the user-defined status as well as the ACD status.
Total On Break	The total duration for the ACD call status of "On Break." This is inclusive of the user-defined status as well as the ACD status.

Index

I

L

M

N

O

P

Q

R

S

T

U

V

W