# Oracle® Contact On Demand

Supervision Manager Guide

Version 8.2.1, Rev. A

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# Preface

This guide describes the features and functionality of Supervision Manager.

## Audience

This guide is intended for users of Supervision Manager.

## Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at

`http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc`

### Access to Oracle Support

Oracle customers have access to electronic support through My Oracle Support. For information, visit `http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info` or visit `http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs` if you are hearing impaired.

## Related Documents

For more information, see the following documents on Oracle Technology Network:

- *Oracle Contact On Demand Administration Manager Guide*
- *Oracle Contact On Demand Interaction Manager Guide*
- *Oracle Contact On Demand Release Notes* on My Oracle Support

## Conventions

The following text conventions are used in this document:

| Convention | Meaning |
|---|---|
| *italic* | Italic type indicates book titles, emphasis, a defined term, or placeholder variables for which you supply particular values. |
| `monospace` | Monospace type indicates commands within a paragraph, code in examples, text that appears on the screen, or text that you enter. |

# 1

# What’s New in This Release

This chapter lists new features and changes.

## What’s New in Oracle Contact On Demand Supervision Manager Guide

Table 1–1 lists the changes in this version of the documentation to support this release of the software.

***Table 1–1 What’s New in Oracle Contact On Demand Supervision Manager Guide, Version 8.2.1***

| Topic | Description |
|---|---|
| "Changing a Login Password" on page 4-8. | New topic. It describes changing the log in password for an agent for the integrated client. |
| "Searching for and Discarding Email Interactions" on page 5-6. | New topic. It describes how to search for and discard email interactions and how to view interaction history from the Interactions View in Supervision Manager. |
| "Workgroup Segments Report" on page 8-11. | Updated topic. It describes the contact center use and agent performance and activity information. |
| "Managing Workgroup Assignment" on page 5-7. | New topic. It describes using workgroup membership assignment to manage and maintain service levels. |
| "Reassigning Workgroup Membership from Workgroup Statistics" on page 5-8. | New topic. It describes how to reassign an agent from one workgroup to another. |
| "Reassigning an Agent to Another Workgroup" on page 5-7. | New topic. It describes how to reassign workgroup membership from within the Workgroup Statistics View. |
| "Reassigning Workgroup Membership from Workgroup Media Totals" on page 5-9. | New topic. It describes how to reassign workgroup membership from within the Workgroup Media Totals Statistics View. |
| "Creating Agents Statistics View" on page 7-2. | Modified topic. Added information on how to access the workgroup membership option from the Agent Statistics View. |
| "Creating a Workgroup Media Totals Statistics View" on page 7-10. | Modified topic. Added information on how to access the workgroup membership option from the Workgroup Media Totals Statistics View. |
| "Creating a Workgroup Statistics View" on page 7-12. | Modified topic. Added information on how to access the workgroup membership option from the Workgroup Statistics View. |

*Table 1–1 (Cont.) What's New in Oracle Contact On Demand Supervision Manager Guide, Version 8.2.1*

| Topic | Description |
|---|---|
| "Predefined System States" on page 5-11. | Modified topic. It describes the predefined system states and interaction statuses. Added the status, DND - Supervising to the table. |
| "Overview of Supervision Manager" on page 3-1. | Modified topic. It describes the tasks that you can perform in Supervision Manager. Added information about configuring alarms to monitor agents in real-time. |
| "Creating a Project Statistics View" on page 7-7. | Modified topic. It describes how to create a Project Statistics View. Added entries to the table for the following ACD interaction types: Max Wait Callback, Max Wait Web Callback, Max Wait Fax, and Max Wait Voicemail. Modified the descriptions of the following table entries: Max Wait Call, Max Wait Chat, and Max Wait Email. |
| "About Supervisor Templates" on page 3-5. | Modified topic. It describes supervisor templates and how they are used in Supervision Manager. |

## Additional Changes

The documentation also contains the following general changes:

- Editorial changes.

Table 1–2 lists the changes in this version of the documentation to support this release of the software.

*Table 1–2 Additional Changes in Oracle Contact On Demand Supervision Manager Guide, Version 8.2.1*

| Topic | Description |
|---|---|
| "Accepting ACD Calls Automatically" on page 4-3. | Renamed topic. |

# 2

# Starting Supervision Manager

This chapter describes how to start and log in to Supervision Manager. It includes the following topics:

- Starting and Logging In
- Troubleshooting Supervision Manager When You Log In

## Starting and Logging In

You must log in to Supervision Manager to accept contact center interactions, supervise contact center agents, configure your contact center system preferences, or add and change workgroup assignment.

**To start Supervision Manager**

1. Start Internet Explorer.

> **Note:** You must have Internet Explorer to start Supervision Manager for the first time, to access the online help, and to display pages. For more information, see *Oracle Contact On Demand Release Notes* on My Oracle Support.

2. Enter the URL address for Supervision Manager provided by your administrator.

   The Supervision Manager start screen appears.

3. Type your company alias, user name, and password into the corresponding fields.
4. From the list, choose your preferred language.

> **Note:** Text appears in the language that you select.

5. Click Log In.

   The Copyright screen opens for a short time, and then the Java script loads. When the Java script finishes loading, the Login screen opens.

   During the log in process, a progress bar appears while Supervision Manager authenticates your user name and password.

**Note:** If the main screen does not appear, contact your system administrator to confirm that you are using the correct address, company alias, user name, and password.

The Supervision Manager Main screen opens.

**Tip:** Before you log in, add the Supervision Manager start screen to your browser's Favorites menu. Then, for subsequent Oracle Contact On Demand sessions, load the Supervision Manager start screen by choosing it from your Favorites menu.

# Troubleshooting Supervision Manager When You Log In

Occasionally, you might see one of the following error messages when you log in to Supervision Manager:

## Mismatched API Error Message

A message appears, Mismatched API Version, after Supervision Manager performs an upgrade while you still have Supervision Manager open.

## Resolving API Error Message

You can resolve API error messages.

**To resolve API error message**

1. Log out.
2. Shut down Supervision Manager.
3. Restart Supervision Manager.

**Note:** Supervision Manager upgrades itself when you attempt to log in.

## Forcing a Logout Due to Inactivity

If Supervision Manager is configured to log users out due to inactivity when you exceed the maximum inactivity time set by your administrator, Supervision Manager will terminate your session, display the Inactivity Timeout message, and log you out.

**Note:** If you are logged out due to inactivity, when you attempt to log in again, an error message might appear indicating that you are locked out, and you will not be able to log in without the assistance of your system administrator who must reactivate your account.

## About Java Applet Error Messages

To run Supervision Manager, you must have the Java applet installed on your computer. An applet is a small Internet-based program written in Java (a programming language for the Web). Applets are designed to run inside a Web browser and to perform tasks, such as animated graphics and interactive tools.

If Java is not installed, or if you have the wrong version, a message appears informing you of the problem and providing information about solving the problem.

# 3

# Getting Started

This chapter provides an overview of Oracle Contact On Demand. It includes the following topics:

- Overview of Supervision Manager
- Agents and Workgroups
- Types of Supervisor Accounts
- Managing Sidebar and Application Tabs
- About the Types of Panels
- About Supervisor Templates
- About Views and View Windows
- Creating a View Window
- Managing View Windows
- Display Styles

## Overview of Supervision Manager

Supervision Manager is a Java application that allows you to do the following tasks:

- **Managing Agent Activity.** You can manage agents and operations from work or home.
- **Managing Workflow.** You can monitor interactions in the queue and see the real-time status of interactions, which allows you to adjust the workflow and improve response time.
- **Monitoring in Real-Time.** You can assist the agent, send messages to one or all agents, listen in or join agent calls, and take over the agent's interactions, if necessary. In addition, you can configure alarms for various conditions. When the alarms are triggered, color-coded alarm indicators will provide you with the information you need to respond accordingly.
- **Recording for Quality.** You can record and listen to agent conversations, and use recordings to improve agent communication skills.
- **Viewing Contact Center Statistics.** You can run reports that provide concrete performance statistics.

With Supervision Manager, you can supervise agents from almost any computer that can access your contact center.

This guide describes only the features that are available to a supervisor. To learn about agent features (which as a supervisor, you can also access), see *Oracle Contact On Demand Interaction Manager Guide*.

> **Note:** Internet Explorer or Firefox is required to start Supervision Manager for the first time, to access the online help, and to push pages. For more information, see *Oracle Contact On Demand Release Notes* on My Oracle Support.

## Agents and Workgroups

*Agents* handle a variety of media types such as, phone, email, or chat.

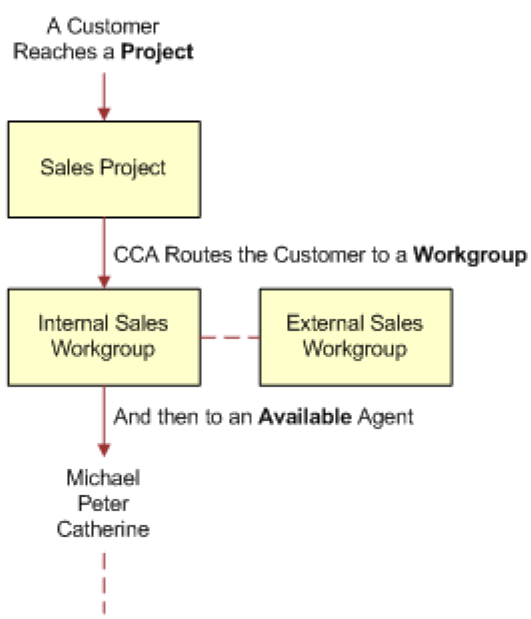
*Workgroups* usually consist of a group of agents who do the same type of job or work in the same area of a company. For example, a contact center might have workgroups for:

- PC Technical Support: English
- PC Technical Support: Spanish
- PC Presales: English
- PC Presales: Spanish

When a customer reaches a contact center (for example, by phone, email, or chat) the customer is immediately connected to a project. Your administrator uses the project as a basis to route the customer, usually to a workgroup.

Your administrator can create a wide variety of routing options, including some complex routing. Figure 3–1 shows an example.

***Figure 3–1 Customer Flow Through a Contact Center***



# Types of Supervisor Accounts

Before using Supervision Manager, your administrator must create an account for you. However, your administrator can also create supervisor accounts with different levels of access: limited or full access.

> **Note:** If you are unsure which type of account you have, contact your administrator.

## Supervisor Account with Limited or Full Access

Supervisor accounts have access to every screen and feature in Supervision Manager:

- *Limited access.* With a *limited-access* supervisor account, you can monitor only the activity of agents whom an administrator assigns to you.
- *Full access.* With a *full-access* supervisor account, you can monitor the activity of agents whom an administrator assigns to you as well as view the statistics for all workgroups.

# Managing Sidebar and Application Tabs

The Supervision Manager main screen provides the following application tabs: Supervision, Reporting, Quality Control, and Outbound Control. It also has sidebar tabs for: CRM On Demand, My Statistics, Outbound Preview, and Interaction History. By default, the sidebar for the Interactions tab, which displays the icons for CRM On Demand, My Statistics, Outbound Preview, and Interaction History, is collapsed. For more information on managing your workspace, see *Oracle Contact On Demand Interaction Manager Guide*.

> **Note:** The Outbound Control tab is only available if Outbound Projects is configured for the supervisor. If wrap-up time is disabled, the Completed column in the Outbound Control tab is not updated for preview calls.

## Expanding Sidebar Tabs

You can expand and collapse the View and Alarms sidebar tabs by clicking the up or down arrows located on the right of each tab. Expanding the tab provides additional selections. For more information on managing your workspace, see *Oracle Contact On Demand Interaction Manager Guide*.

**To expand and collapse panels**

1. Double-click the My Panels icon.

   The arrow to the right of My Panels displays a context menu.

2. Click the arrow to display the context menu.

## Collapsing the Sidebar

You can also expand or collapse the entire sidebar area.

> **Note:** Pausing on a minimized sidebar panel displays the name of the panel.

**To collapse the sidebar**

1. Click one of the arrows on the window.

   The sidebar tabs collapse to show only the icons.

### Viewing Interactions in the Interaction Control Bar Area

The Interaction Control Bar area is self-adjusting. You can view details of two or more interactions at one time, depending on your screen resolution and size. For more information on viewing interaction details and managing your workspace, see *Oracle Contact On Demand Interaction Manager Guide*.

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**Note:** You must mouse-over the Interaction Control Bar area to view the interaction details.

---

## About the Types of Panels

A *panel* presents statistical information regarding workgroups, interactions, and other contact center details. Panel templates are created and assigned to the supervisor and the configuration of the panel and view combination is what you will see when you first log in. You can modify the panels to reflect specific workgroups, agents and projects as required. You can also restore the modified panels back to the configuration assigned to you.

---

**Note:** Only a user with administrative rights can publish a supervisor template.

---

You can do the following:

- Change the name of a panel.
- Add up to 20 new panels.
- Delete panels.
- Create up to 15 view windows for each panel.
- Reorder panels by dragging and dropping them.
- Restore templates to the default templates.
- Add a group of view windows to My Panels, and so on, and then click between the panels. For more information on views and view windows, see "About Views and View Windows" on page 3-6.

### Changing the Name of a Panel

You can create a different name for each of your panels to help you manage the information that the panels contain.

**To change the name of a panel**

1. Click the existing panel name.

   The panel name is highlighted.

2. Type the new panel name over the existing one, and then press Enter.

### Adding a New Panel

You can add up to 20 panels to the sidebar, or to a group of existing panels. You can drag and rearrange them to suit your business needs. The new panels function in the same as the default panels.

**To add a new panel**

1. Log in to Supervision Manager, select the Supervision tab.
2. Click the arrow to the right of the My Panels option.
3. Select Add Panel from the menu.

### Deleting a Panel

You can delete a panel from the sidebar or from a group of existing panels. Deleting a panel removes all your personal configurations and views on the panel.

**To delete a panel**

1. Click the panel that you want to delete.
2. Select Delete Panel from the menu.

### Restoring Panels

You can restore a panel back to the baseline panel template that was assigned to you.

**To restore panels**

1. Click the panel.
2. Select Restore Template.

## About Supervisor Templates

Supervisor templates are used by the system administrator to configure a set of panels and associated views as a baseline template for a particular Oracle Contact On Demand user. The user edits the panels or view to reflect specific workgroups, users, and projects as appropriate. There are predefined templates available in Oracle Contact On Demand that are used as the system default. The system administrator can use the default templates as a starting point to create his or her own templates, or use them as delivered.

The templates outline the data items that are included with the views and the view set for each panel. They reflect the key performance indicators that management wants the supervisors to monitor. The changes that a system administrator makes to the panels or views in the supervisor template are saved in the configuration. Once the user logs in, the template and their specific data become their Supervision Manager configuration and is stored in the Oracle Contact On Demand database. Any changes a supervisor makes will affect their Supervision Manager configuration, not the template. An administrator or a supervisor with administrative permissions can create a Supervision Manager template for use within the company.

### Supervisor Template for Alarm View Configurations

In the alarm view, generic data that does not require explicit objects to be defined can be preset in a supervisor template. Three types of alarms can be configured:

- **Media Duration.** This alarm type does not require objects to be defined.

- **Status Duration.** This alarm type has a generic portion and a user specific portion.

  The generic portion can be included in the template. The user specific portion (that is, specific Objects) must not be included in the template. To handle this case, templates will revert to ALL as opposed to specific user data.
- **General Alarm.** This alarm type has a generic portion and a user specific portion.

## Publishing a Template

Publishing a template makes the template available for assignment to users through normal administrative functions. Published templates are available to select in Oracle Contact On Demand Administration Manager for setting supervisor accounts.

---

**Note:** Only a user with administrative rights and permissions can publish templates.

---

**To publish a new template**

1. Log in to Supervision Manager with an administrator account.
2. Create a supervision configuration in a panel.
3. Select Publish Template.
4. Fill in the name of the template.
5. Click Yes in the confirmation dialog to save and publish the new template.

   Templates are available to assign to the user and are displayed only in the list of the user definition where the template is assigned. For more information about templates, see *Oracle Contact On Demand Administration Manager Guide*.

# About Views and View Windows

A *view* is a group of real-time, contact center statistics and information (such as agents, interactions, project media totals, and so on). As you select one or more views from the Sidebar Views list, Supervision Manager adds them to a view window within a selected panel.

# Creating a View Window

You create a view window so that you can:

- Display real-time contact center statistics.
- Monitor and interact with agents.

**To create a view window**

1. Log in to Supervision Manager, select the Supervision tab, and select a panel. Optionally, select Add Panel from the menu.
2. In the sidebar, click the arrows to expand (or collapse) the panels and views.
3. In the sidebar, select a panel.

**Note:** You cannot move the view window to another panel after Supervision Manager creates it. You must recreate it again, after selecting a different panel.

4. Click an item from the view window.

   The Configuration window opens for the selected view.

5. Select the General tab, if it is not already selected:

   a. Type a new name in the Name box.

   b. (Optional) In the Description box, describe the purpose of this view. You can use a maximum of 250 characters.

   c. Select one of the following:

      – Graphs / Charts: This option allows you to display your information in one of the following formats: line graph or pie chart.

      – Tabular / Numeric Columns: This option is the default option and requires no further configuration.

**Note:** The Interactions display does not have a graphical option.

The following table describes the graph types and options.

| Graph Type | Graph Option | Time Frame | Description |
|---|---|---|---|
| Line | Plot value markers (Yes or No) | Can select a time frame (15 minutes (mins), 30 mins, 1 hour (hr), 2 hrs, 4 hrs, and 8 hrs). | Displays line only (default value).<br>If selected, markers plot the data values with a line connecting the markers. |
| Pie | No other options | Not applicable. | Pie charts display with a legend of the color-value and a percentage of the whole chart.<br>**Note:** Time Frame: Each display commences with the user's log in. From that point, the client tracks real-time data for the duration of the time frame. If the user logs out of Supervision Manager, the statistics are removed. For more information about the display of contact center statistics, see "Display Styles" on page 3-11. |

6. Select the Data Elements tab.

   The Data Elements tab displays the data that is appropriate for the view. For example, workgroup, agent, or project statistics. By default, all fields are already selected and appear in your view window (or your last selections appear). You can remove fields by using the left and right arrows, or by double-clicking them, which moves them to the Available Columns list.

**Note:** Depending on the Display Style that you select, some options might not be available.

7. You can do one or more of the following:
   - Change the order of the fields by clicking Move Up or Move Down.
   - Adjust the width of the view.
   - Adjust each column width.
8. Select the Workgroups tab (or whichever tab is the Principal Identifier tab for the view that you selected). Select the third tab in the Configuration window.

   The name for this tab depends on the type of view that you select. For example, if you create an Agent View window, the tab is labeled Users, and so on. The Workgroups tab shows all of the accessible workgroups, from which you can make your specific selections.

   **Note:** The name of this Principal Identifier tab and what information it shows depends on the view that you select.

   For example, if you select the Agent View, then the Users tab appears as the Principal Identifier. This tab shows all of the agents whom you can monitor.
9. Click OK.

   For more information on individual column descriptions in each of the possible views (Agents, Interactions, Project Media Totals, Workgroup Media Totals, Workgroup Statistics, and Project Statistics), see "Viewing Statistics" on page 7-1.

   **Note:** The next time that you recreate a workgroups statistics view, Supervision Manager recalls your previous selections. You do not have to select them again.

# Managing View Windows

You can create multiple view windows in the same panel, and you can create view windows in any panel. When the view windows are in a panel, you can:

- Name a view window and assign a unique name to it.
- View multiple view windows in the same panel.
- Switch between view windows in the same panel.
- Move an entire view window.
- Delete a view window.
- Change view window contents.
- Resize a view window.

## Multiple View Windows in the Same Panel

View windows can be the same type or different types. For example, you can have the following two Workgroup Statistics Views in the same panel:

- Agent View
- Interactions View

## Switching Between View Windows in the Same Panel

If you have multiple view windows in a panel, you can switch their order to see more details.

**To switch between view windows in the same panel**

1. Click the Show / Hide task bar option.

   A View box icon is displayed for each of the views in your panel.

2. Click the View box icon to bring the view windows to the foreground when you have more than one view window overlapping with each other.

   You can move the Workgroup Statistics View on top of both the Agents View and the Interactions View.

## Moving an Entire View Window

If you have multiple view windows in a panel, you can move them to see all of their contents.

**To move an entire view window**

1. Click the title bar of the view window that you want to move.
2. Drag and drop the entire window to a new location.

   You can move the Agents View and the Interactions View under the Workgroup Statistics View, so you can see all information in all three view windows.

---

**Note:** The workspace area increases, and the scroll bar lengthens to include the entire area.

---

## Deleting a View Window

If you no longer need a view window, you can delete it.

---

**Note:** After you delete a view window, the only way to recover it is to recreate it using the Configuration window. For more information on creating a view window, see "Creating a View Window" on page 3-6.

---

**To delete a view window**

1. Click Close in the top-right corner of the view window that you want to delete.

   The message, *Are you sure you wish to remove this view?* appears.

2. Click Yes.

## Changing View Window Contents

You can change the contents of a view window by opening the Configuration window. From this dialog box, you can add or remove columns of information. For more information on view window content, see "Creating a View Window" on page 3-6.

**To change view window contents**

1. Click and drag the scroll bar to display the top of the view window.

2. Click Edit

   The Edit option is the icon in the top-right corner with a check mark in a square. The Configuration window displays.

3. Select the appropriate tab to configure the view.

   The Configuration window, is comprised of the following tabs:

   - General tab: This tab allows you to control the display of the elements of the view.
   - Data Elements tab: This tab allows you to control the resizing behavior of the view.
     - Adjust View Width - Select the Adjust width of view preserving width of existing columns check box. (This option keeps the width of the columns, and either increases or decreases the overall view to fit, as necessary.)
     - Adjust Column Width - Select the Adjust column widths preserving width of view check box. (This keeps the overall size of the view, and either shrinks or widens each of the columns to fit, as necessary.)
     - Add or remove columns.
     - Change the order of the columns.
   - Workgroups tab:
     - Add or remove columns.
     - Change the order of the columns.

## Resizing a View Window

You can change the size of the view window to view more or less information, by manually adjusting the size. For more information on resizing a view window, see "Changing View Window Contents" on page 3-9.

**To resize a view window**

1. Click any edge of the view window until the cursor changes to a double-arrow.

   **Note:** Click the side edge to increase or decrease its length to show additional columns. Click the top edge to increase or decrease its height to view additional rows.

2. While holding the mouse, drag the view window to a new size.

   **Tip:** You can click and drag a corner to change both the length and width of the view window.

## Changing the Column Width

You can expand or shrink the width of an individual column to view all of its information.

**To change the column width**

1. Click a column side until the cursor changes to a double-arrow.
2. Drag the column width to the size that you want.

### Sorting the Column Contents

You can sort a column's contents in ascending or descending order.

**To sort the contents of a column**

1. Click anywhere in a column heading.

   An arrow appears, pointing either up or down to indicate the sort order.

2. Click the column heading again to change the order of the column contents.

> **Note:** The arrow and the information order reverse each time that you click the column heading.

### Selecting Multiple Columns

You can select multiple columns.

**To select multiple columns**

1. Press and hold the Ctrl key on the keyboard while you click each column heading.

### Moving a Column

You can move a column to a new position, before or after another column.

**To move a column**

1. Click the column heading of the column that you want to move.
2. Drag it to its new position.

## Display Styles

In the View Window Configuration pane, you can display data in the following styles:

- **Line chart.** (With or without markers). Use a line chart for any type of numerical or percentage data.

  > **Note:** Because you can include as many values as are available, it is best to keep your selections to a minimum. Otherwise, images overlap and are difficult to view. It is recommended that you select five or fewer elements for each chart.

  For most data, you can quickly see the trends.

  > **Note:** The average always appears as the first color block on the left. The average is calculated within the view and is not provided as a data element.

- **Pie chart.** Each value is compared with the total, and a color legend is displayed. Use pie charts for results-type data, for example, outcomes for inbound or outbound projects, or dialer results.

  When selecting a pie chart, data must be numeric and must be similar data for a meaningful representation. Thus, examples include:

- Duration (time format)
- Call for each agent (numbers)
- Ratios
- Pool ratios
- Agent ratios
- Average wait times (time format)

---

**Note:** Because you can include as many values as are available, it is best to keep your selections to a minimum. Otherwise, images overlap and are difficult to view. It is recommended that you select five or fewer elements for each chart.

---

In a pie chart, Supervision Manager assigns a color to each data element. The order of the color assignment is defined by the order of the displayed data elements that you select.

# 4

# Configuring Supervision Manager

This chapter describes how to configure various settings for Supervision Manager. It includes the following topics:


- Default Settings for Supervision Manager
- Specifying Sounds for New Interactions
- Identifying Your Email Program
- Playing a Welcome Prompt
- Working Off-Hook
- Accepting ACD Calls Automatically
- Selecting a Project for Billing
- Changing the Appearance of Icons
- Identifying Phone Options
- Setting Regional Options (Time Zone and Date Formats)
- Configuring Your Email Server
- Recording Voice Mail Prompts
- Changing a Login Password


## Default Settings for Supervision Manager

Although the default settings allow you to use Supervision Manager immediately, you can change these settings to meet any unique requirements that you have. For more information on logging in to Supervision Manager, see "Starting and Logging In" on page 2-1.

You can, for example, configure Supervision Manager to play a specific sound when you receive an interaction. If you work from multiple locations (such as from the contact center, from your home, or from a different office location), then you must configure your telephone settings each time that you change locations.

> **Note:** As a supervisor, you might not want to take interactions (calls, emails, Web chats, and so on). However, it is recommended that you set your workstation so that you can take interactions, if you want.

## Specifying Sounds for New Interactions

When you receive a new interaction, such as a call, email, or Web chat, you can configure Supervision Manager to play a specific sound to alert you to the arrival of the interaction. In addition, you can direct Supervision Manager to play the sound once or continuously until you accept the interaction (calls, emails, Web chats, and so on).

**To specify sounds for new interactions**

1. From the toolbar, click Configure.

   The Configuration dialog box displays.

2. You can configure the following sound options:

   - **Popup.** Automatically displays the Supervision Manager screen in the foreground, whenever you receive interactions.
   - **Play Sound.** Identify which sound to play. You can:
     - Type the filename and location (path) of the sound file into the Sound File text box.
     - Click Browse to locate the sound (.wav) file on your computer or network, and then click the filename.

       Supervision Manager plays the sound once when you receive an interaction. You can load a different sound file at any time.
   - **Play Continuously.** Supervision Manager plays the sound (.wav) file that you loaded repeatedly until you accept the interaction.

3. Click OK to save your configuration settings.

## Identifying Your Email Program

To manage email or voice mail interactions, you must specify which email client application (such as Microsoft Outlook Express) to start. For more information on configuring Oracle Contact On Demand Supervision Manager to log you in to your email client automatically, see "Configuring Your Email Server" on page 4-7.

**To identify your email program**

1. From the toolbar click Configure.

   The Configuration dialog box displays.

2. In the Email Client Configuration text box, do one of the following:

   - In the Email Client Configuration text box, type the filename and location (path) of the email program that you use.
   - Click Browse, locate the file on your computer or network, and then click the filename.

3. Click OK.

## Playing a Welcome Prompt

You can choose to play a welcome prompt to the customer who made an Automatic Call Distributor (ACD) call, before the customer begins speaking with you. An ACD call occurs when someone dials a number associated with your contact center and is routed to your workgroup, instead of directly calling your number. An example of a welcome prompt might be: *Hello, my name is John Smith.* Welcome prompts are useful in environments where you give the same greeting to each caller. For more information voice mail prompts, see "Recording Voice Mail Prompts" on page 4-7.

**To play a welcome prompt**

1. From the toolbar click Configure.

   The Configuration dialog box displays.

2. In Other Settings, select the Play Welcome Prompt check box, and then click OK.

## Working Off-Hook

Working *off-hook* means that when you log in, you are connected to the Oracle Contact On Demand server and your connection remains active during the entire time you are signed in. To work off-hook, you must configure Supervision Manager and the server to recognize that you are working off-hook.

**To work off-hook**

1. From the toolbar click Configure.

   The Configuration dialog box displays.

2. In Other Settings, select the Work Off-hook (Disable Dial Tone) check box, and then click OK.
3. From the toolbar click the Actions link, select Connect to Server from the list, and then wait for the phone to ring.
4. When the phone rings, pick up your telephone receiver or use your headset to begin working off-hook.

   Leave your receiver off-hook until you are finished for the day.

**Caution:** Each time that you physically hang up the receiver, you must repeat this procedure.

**Note:** After you select Connect to Server, this option changes to Hang-up to notify you to hang up the phone after you finish accepting all calls.

## Accepting ACD Calls Automatically

A feature of working off-hook is that you can automatically accept ACD calls as soon as they arrive in Supervision Manager. An ACD call occurs when someone dials a number associated with your contact center and is routed to your workgroup, instead of directly calling your number.

When a call arrives, a tone plays and Supervision Manager automatically connects you to the caller so that you do not have to click Accept Interaction.

**To use automatic call acceptance**

1. The Configuration dialog box displays.

   From the toolbar click Configure.

2. In Other Settings, select the Work Off Hook (Disable Dial Tone) check box.

3. Select the Automatic Call Acceptance check box, and then click OK.

> **Caution:** The Automatic Call Acceptance feature works only with ACD calls. Supervision Manager does not automatically accept calls made directly to your phone number (such as direct inbound and extension-to-extension calls). For these call types, you must click Accept Interaction to connect to the caller.

## Selecting a Project for Billing

If your contact center is configured to allow agents to make outbound calls, you must first select a project. Selecting a project allows Supervision Manager to bill your outbound calls to a specific project, and to use a predesigned, project-specific template for contact information, phone numbers, and other information.

Because each project is different, it is important to select the correct one. If you select a project other than the one assigned to the contact, then one of two things occurs:

- If Supervision Manager cannot find a matching project number, it will not assign a project to the customer or the interaction record, and it will use a default template. This template might not satisfy all requirements for your project.
- If Supervision Manager finds a matching project, it will use its template, even though you identified the wrong project. This template might not satisfy all requirements for your project.

> **Note:** If you are not sure which billing project to use, check with your supervisor.

**To select a project for billing**

1. From the toolbar, click Configure.

   The Configuration dialog box opens displays.

2. In Other Settings, select the Project Billing check box.

   A list of available projects opens.

3. Select a project from the list, and then click OK.

## Changing the Appearance of Icons

You can change the appearance of your Supervision Manager icons to suit your individual needs. You can make the icons small or large, and display them with or without text. If you are a new user, you might want to see the icons with their corresponding text descriptions until they become familiar to you.

**To change the appearance of icons**

1. From the toolbar, click Configure.

   The Configuration dialog box opens displays.

2. From the Customization list, select one of the following, and then click OK:

   - Small Icons Without Text
   - Large Icons Without Text

- Small Icons With Text
- Large Icons Without Text.

3. Click OK after the Update Successful message appears.

# Identifying Phone Options

You can access the contact center from a variety of locations. To receive calls at your present location, select the type of phone system that your company uses to route calls, and then enter your personal extension number for that system. You must repeat these steps each time that you access the contact center from a different location (for example, your home, a different office location, or the contact center).

## Setting Your Phone Extension

You can specify the extension where you want to receive calls.

**To set your phone extension**

1. From the toolbar, click Configure.

   The Configuration dialog box displays.

2. Click the Phone tab, and identify the type of phone you are using.

   **Caution:** If you are not sure which type of phone you are using, contact your administrator.

3. Choose your phone type from the following:

   - If you choose SIP (Session Initiation Protocol), enter the IP address for your workstation in the corresponding address box.

     *SIP* is a signaling protocol for Internet conferencing, telephony presence, events notification, and instant messaging.

   - If you choose PBX (Private Branch Exchange), enter your extension number in the corresponding phone box.

     *PBX* is a private telephone network used within an enterprise, which works as a switching system to provide telephone communications between internal stations and external telephone networks. Users of the PBX share a specific number of outside lines for making telephone calls that are external to the PBX.

   - If you work remotely, for example, if you work at home or at a site that is different from the contact center, click Outside Phone, select your Country Code from the list, and then type your phone number in the adjacent box.

     If you select Outside Phone, you can also select the adjacent Play Announcement check box. When selected, Oracle Contact On Demand plays a recorded message telling you there is a phone interaction waiting to be connected. You also have the option to accept or decline the interaction.

   - If you choose Dialogic Analog Extension, type your MSI (Modular Station Interface) identification number in the MSI ID box.

**Note:** This option is for a contact center system that uses an MSI board for the phone extension. For more information on working off-hook, see "Working Off-Hook" on page 4-3.

4. Click OK to save your configuration settings.

## Setting an Outside Phone Number

If you plan to travel from one workstation to another, you must configure Supervision Manager to recognize which number you will be using before you leave.

**To set an outside phone number**

1. From the toolbar, click the status arrow, and select Last Call.

   The status arrow is located next to the user name on the left side of the screen.

2. Click Configure.

   The Configuration dialog box displays.

3. Click the Phone tab, and select the Outside Phone check box.
4. Select the Country from the list, type the phone number that you will use at the other location, and then click OK.

   **Note:** Add the area code and eliminate the preceding zero if necessary.

5. Log out of Supervision Manager.

   When you log in at the other location, Supervision Manager will be ready to send interactions to the number that you identified.

   **Note:** Each time that you change phone numbers, you must repeat this procedure.

# Setting Regional Options (Time Zone and Date Formats)

You can configure your time zone and date format to match someone else's time zone and date format. You might want to do this, for example, if you work in a different time zone from most of your customers (or your company headquarters), and it would be easier to work within their time zone.

**To set regional options**

1. From the toolbar, click Configure.

   The Configuration dialog box displays.

2. Click the Regional Options tab.
3. Do one of the following:
   - 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 list.

4. Do one of the following:
   - To set your date format to the same format defined for your company, select Company Defined Date Format.
   - To set a different date format, click User Defined Date Format, and then choose a date format from the list.
5. Click OK to save your configuration settings.

   All Supervision Manager screens immediately display times and dates in the time zone and format that you select.

> **Note:** The date format for the United States is mm/dd/yyyy. The format for Europe is dd/mm/yyyy.

## Configuring Your Email Server

This task is optional. To receive voice mail by dialing in from a phone, you must have the following:

- A server on your network that distributes email
- An account on that mail server with your user name and password

In most cases, your system administrator sets up your mail account, and you will never have to change any settings. However, your contact center might require you to change your email server log in information.

**To configure your email server log in information**

1. From the toolbar, click Configure.

   The Configuration dialog box displays.
2. Click the Email tab.
3. Enter or change the User and Password field information to match your email server log in information.

   You can do this step at any time. If you are not sure what to enter, contact your supervisor or administrator.

> **Note:** If you click the User and Password fields, but find that you cannot edit the fields, it means that your administrator has not yet entered your initial email server information in Oracle Contact On Demand Administration Manager. Contact your administrator for more information.

## Recording Voice Mail Prompts

You can personalize the recorded message that a customer hears before you pick up the phone and before the customer leaves a voice mail message. Example messages include your personally recorded greeting, your name, and a welcome prompt.

**To record a voice mail prompt**

1. Make sure your phone is configured.

   For more information on configuring your phone, see "Identifying Phone Options" on page 4-5.

2. From the toolbar, click Configure.

   The Configuration dialog box displays.

3. Click the Voicemail Prompt tab.
4. Click the Here hyperlink, and wait for your phone to ring.
5. When your phone rings, pick it up, and follow the instructions you hear over your telephone hand set.
6. When you finish recording your message, press Star (*) on your phone, or hang up, and then click OK.

## Changing a Login Password

You can change the login password for logging into the integrated Oracle Contact On Demand client. All password entries are confirmed against the company password requirements. If the new password you enter does not comply with the company password requirements, you will be prompted to enter a different password.

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**Note:** If you change the password while an agent is currently logged into Oracle Contact On Demand, the agent will not be able to change their password unless they know the new password. If the agent attempts to use the old password, they will receive an error message indicating that password they are attempting to log in with is an invalid original password.

---

**To change your login password**

1. From the toolbar, click Configure.

   The Configuration dialog box displays.

2. Click the Security tab.

   The Change Password dialog box displays.

3. Enter the agent’s old password.
4. Enter the new password for the agent.
5. Re-enter the new password to confirm the password change for the agent, and then click OK.

# 5

# Working with Agents

This chapter explains how to monitor and supervise the tasks performed by the agents whom you supervise. It includes the following topics:


- Monitoring Agents
- Disconnecting or Logging Out an Agent
- Sending Messages
- Chatting with an Agent
- Viewing and Taking Over an Agent's Screen
- Searching for and Discarding Email Interactions
- Managing Workgroup Assignment
- Recording an Agent's Interaction
- Quality Control Recordings
- Predefined System States


## Monitoring Agents

A primary concern of any contact center is to handle callers in a uniform, professional manner. So, contact center supervisors use different methods to monitor agents' calls.

Supervision Manager goes beyond simple monitoring. To use your knowledge across your teams, you can listen to an agent without the agent knowing, coach an agent, without the customer knowing, or join an agent to speak with both the agent and the customer.

### Listening to an Agent

You can listen to the active phone interaction for any agent that you supervise. The agent does not know when you are listening.

**To listen to an agent**

1. Create an Agent View.

   For more information on agent views and view windows, see "Creating Agents Statistics View" on page 7-2.

2. In the Agent View, select the agent whom you want.

   > **Tip:** You can find an agent who is actively on any type of voice call, except for internal calls by viewing the Agent View statistics (status).

3. Click the Listen to Agent icon.

   Supervision Manager connects your telephone to the agent's phone extension.

4. Pick up your telephone and begin listening

> **Note:** No tones are played to either the supervisor or agent handsets.

## Stop Listening to an Agent

You can stop listening to an agent, without the agent knowing.

**To stop listening to an agent**

- Hang up your phone.

## Coaching an Agent

Coaching allows you to talk to the agent while the agent is handling an interaction, whether they are working on- or off-hook. The agent can hear you, but the customer cannot, which is commonly known as *whispercoaching*.

**To coach an agent**

1. In the Agent View, select the agent whom you want to coach.
2. Click the Listen with Whisper Coaching icon.

   Supervision Manager connects your telephone to the agent's extension when the agent is actively on any type of voice call, with the exception of internal calls.

3. Pick up your telephone and begin coaching the agent.

## Stop Coaching an Agent

You can stop coaching the agent at any time.

**To stop coaching an agent**

- Hang up your phone.

> **Note:** It is best to inform agents about this capability before using it, because a sudden voice in the agent's ear can cause anxiety and unforeseen behavior during a call.

## Joining an Agent

Joining an agent is similar to a conference call. Both the agent and the customer can hear you.

**To join an agent**

1. In the Agent View, select the agent whom you want to join.
2. Click the Join icon.

   Supervision Manager connects your telephone to the agent's extension.

3. Pick up your telephone, and begin speaking.

   Both the agent and the customer can hear you.

### Removing Yourself from the Joined Interaction

You can leave the conversation when you want to.

**To remove yourself from a joined interaction**

- Hang up your phone.

## Disconnecting or Logging Out an Agent

In some cases, during a monitoring session, you might determine that an agent needs additional training or coaching prior to answering any more calls. Or, in extreme circumstances, you might want to remove an agent from a call due to unprofessional behavior.

You can disconnect a caller from the agent, so that the caller is connected only to your phone, or log the agent out of the contact center, and change the agent's password to prevent further access to the contact center.

### Disconnecting Both the Agent and the Caller

You can disconnect both the agent and the caller, and make the agent available to take another call.

**To disconnect both agent and caller**

1. In the Agent View window, select the agent whom you want to disconnect.
2. Click the Hang Up icon, and then click OK.

   Supervision Manager immediately disconnects the agent and the caller, and then returns the agent to an Available status. The agent is ready for the next interaction.

### Logging an Agent Out of Interaction Manager

You can log an agent out of Interaction Manager, so that the agent cannot take another call without first logging in.

**To log an agent out of Interaction Manager**

1. In the Agent View window, select the agent whom you want log out.
2. Click the Log Out icon.

   The Supervisor Logout dialog box appears.
3. Depending on how you want to log the agent out of Interaction Manager, do one of the following:
   - Click OK without entering any information.

     This step leaves the agent with the ability to log in to Interaction Manager again, using the normal password, and does not disconnect the call.
   - Type a new password in the Enter new password box, select the Hang-up Agent Channel check box, and then click OK.

     **Note:** If you were monitoring, coaching, or involved in a conference with the agent, Supervision Manager will route the caller to you. If you were not listening, Supervision Manager disconnects the caller.

This step forces the agent to enter a new password, which you provide, but does not disconnect the call. You must give this new password to the agent before the agent can log in again to Interaction Manager.

# Sending Messages

During a shift, you might want to notify your team about urgent issues (such as ACD queues backing up) or matters of lesser importance (such as a team meeting). Supervision Manager lets you broadcast and send messages using Agent View.

## Broadcasting a Message to All of Your Agents

Use the Broadcast feature to send a message to all of the agents who are assigned to you and logged in. Your text message appears on the screen of the agent you select in the view.

**Note:** Agents who are not logged in at the time the broadcast message is sent will not receive the message. The message will not be present to agents who log in after a broadcast message is sent.

**To send a broadcast message to all agents**

1. In the Agent View, click the Broadcast icon.

   The Send Broadcast Message dialog box opens.

2. Type your message in the box, and then click OK.

   The text message that you entered appears in the banner of every logged-in agent that you supervise.

   The banner stops scrolling until the agent reads your message, and clicks OK.

## Sending a Message to One Agent

Use the Message feature to send a message to one agent. Your text message appears only on the screen of the agent whom you select in the banner.

**Note:** These messages are one-way only. The agent cannot respond. If you want the agent to be able to respond, use the Chat feature.

**To send a message to one agent**

1. In the Agent View, select an agent.
2. Click the Message icon.

   The Send Message to Agent dialog box opens.

3. In the Message box, type your text, and then click OK.

   Only the agent whom you select sees your message in the banner.

**Note:** The banner stops scrolling until the agent reads your message, and clicks OK.

## Chatting with an Agent

In some cases, coaching an agent during a call is not advisable. An agent might not be able to concentrate on the caller. Instead, you can send them a specific script of what to say, or some other information, to help them to resolve the caller's issue.

You might also ask the agent to communicate with you to clarify information. The advantages of using a supervisory chat function are:

- You can start a text-based chat with any agent that you supervise.
- An agent does not have to be handling an interaction for you to chat with the agent.
- Your chat opens in a new window on the agent's screen, so if the agent is managing an interaction, your chat does not cause any disruption.
- Although you can only chat one-on-one with each agent, you can have multiple chat sessions, (each with a different agent) at the same time.

**To chat with an agent**

1. In the Agent View, select the agent with whom you want to chat.
2. Click the Chat icon.

   The Chat With User window opens.
3. Type your message in the box at the bottom, and then click Send.

   Your message appears in the upper portion of the Chat With User window, together with your name. An Active Direct Chat window appears in the selected agent's Interaction Bar. When the agent clicks Accept, a Chat With User window opens, showing your message and name. The agent types a response in the Text area of the Chat With User window, and clicks Send. You can use the URL tab to send the agent a URL to assist with the call.

### Ending a Chat Session

When you have finished chatting, you can end the session.

**To end a chat session**

- Click Close in the top-right corner of the Chat With User Window.

  While chatting with an agent, if the agent logs out, Supervision Manager terminates the chat interaction and alerts you.

## Viewing and Taking Over an Agent's Screen

At times, while monitoring your agents, you might want to see what agents can see on their computer screens. Or, in the case of new agents, you might want to help them navigate through the screens necessary to meet the caller's needs:

- You can view an agent's computer without the agent knowing that you are watching.
- You can also take over an agent's computer and use it as if you were sitting directly in front of it. This feature is useful when showing the agent how to do or find something.

---

**Note:** The features described in this topic are currently available only for users on Windows workstations.

For the Remote View and Take Over features to work, your administrator might have to install additional third-party software components on your agents' workstations. If you are not able to use these features, contact your administrator.

---

**To view or take over an agent's computer**

1. In the Agent View, select the agent whom you want to supervise, and click the View icon.

   A new window opens, showing the agent's screen. You can see everything that is happening on the agent's computer, in real-time.

2. To take over the agent's mouse, click Remote Control.

   Now, you can move the mouse, and take over the agent's computer.

   You can still navigate to another screen in your computer by first selecting the original window. In addition, if you open a new window (using your browser), you can view a different agent at the same time. Thus, by opening new windows, you can view multiple agents, each one in a different window.

---

**Caution:** Viewing several agents in this way might slow the performance of your system.

---

## Stopping Viewing or Taking Over an Agent's Screen

You can return control to the agent, and stop viewing the agent's screen.

**To stop viewing or taking over an agent's computer**

1. After you finish taking over an agent's screen, click View.
2. After you finish viewing an agent's screen, click Close in the top-right corner of the window.

   The window closes and ends the remote session.

# Searching for and Discarding Email Interactions

Oracle Contact On Demand allows you to search and discard email interactions.

**To search for and discard email interactions**

1. From the Supervisor tab, select Views and then Interactions View.
2. Double-click on the interaction to view the interaction history.

   A new window opens, showing the interaction history for the interaction.

---

**Note:** You can discard any email interaction that appears in the view.

---

3. In the Interactions View, select the email interaction for which you want to discard, and click Discard.

# Managing Workgroup Assignment

As a supervisor, you use Supervision Manager to coach agents, monitor system key performance indicators (KPIs), and manage service levels. As conditions warrant, there might be instances when it is necessary to reassign agents to a different workgroup to address performance goals. Oracle Contact On Demand allows you to quickly respond to service needs. In Supervision Manager, you can elect to reassign an individual agent, multiple agents, or all available agents from one workgroup to another. Oracle Contact On Demand uses current real-time key performance indicators to provide you with the relevant statistical data to manage workgroup assignment and business objectives. You can accomplish these tasks from the Agent Statistics View, Workgroup Statistics View, and the Workgroup Media Totals Statistics View.

---

**Note:** The ability to reassign workgroup membership is controlled by a profile setting in Oracle Contact On Demand Administration Manager. Your administrator must set this profile for you. After you are granted workgroup assignment permission, you can access the Workgroup icon and reassign any agent that is assigned to you. For more information on workgroup assignment permission, see *Oracle Contact On Demand Administration Manager Guide.*

---

## Reassigning an Agent to Another Workgroup

The Agent Statistics View in Supervision Manager allows you to view real-time agent statistics. These key performance indicators assist you as the supervisor to determine whether or not it is advantageous to reassign agents to or from workgroups to immediately address fluctuating business requirements.

---

**Note:** You must have the workgroup membership permission assigned to you to use this feature and access the Workgroup icon. If you are unable to access this feature, contact your system administrator.

---

**To reassign an agent to another workgroup**

1. Log in to Supervision Manager, select the Supervision tab, and then select the Agent View.

   For more information on agent views, see "Creating Agents Statistics View" on page 7-2.

2. In the Agent View, select the agent that you want to reassign.
3. Click the Workgroup icon.

---

**Note:** You can reassign only agents that you supervise.

---

---

**Caution:** If you remove all agents assigned to you from a workgroup, the workgroup will be removed from your view and be inaccessible. This applies to workgroup and media statistics. For more information on managing workgroup assignment, contact your system administrator.

---

The Workgroup Membership window appears. Use the Filter option to quickly find workgroups.

4. Click the arrow buttons to move agents to and from available and assigned workgroups. You can select a single workgroup, multiple workgroups, or all workgroups.

> **Note:** Workgroups are displayed in alphabetical order.

The single arrow button allows you to select a single workgroup. The double-arrow button allows you to select all workgroups.

5. Click Apply, and then OK.

## Reassigning Workgroup Membership from Workgroup Statistics

The Workgroup Statistics View in Supervision Manager allows you to view key performance indicators for workgroups. These real-time statistics assist you in making quick decisions as to whether or not reassignment of workgroup membership is the appropriate course of action. You can choose to select an individual agent, multiple agents, or all agents for workgroup membership reassignment.

> **Note:** You must have the workgroup membership permission assigned to you to use this feature and access the Workgroup icon. If you are unable to access this feature, contact your system administrator.

**To reassign workgroup membership from workgroup statistics**

1. Log in to Supervision Manager, select the Supervision tab, and then select the Workgroup Statistics View.

   For more information on workgroup statistics views, see "Creating a Workgroup Statistics View" on page 7-12.

2. In the Workgroup Statistics View, select the workgroup for which you want to view agent assignment.

3. Click the Workgroup icon.

> **Note:** You can reassign only agents that you supervise.

> **Caution:** If you remove all agents assigned to you from a workgroup, the workgroup will be removed from your view and be inaccessible. This applies to workgroup and media statistics. For more information on managing workgroup assignment, contact your system administrator.

The Workgroup Membership window appears. Use the Filter option to quickly find agents.

4. Click the arrow buttons to reassign and move agents, currently assigned to other workgroups. Move the agents to and from the Users Assigned pane.

**Note:** The agents are displayed in alphabetical order, last name first.

You can select an individual agent, multiple agents, or all agents assigned to other workgroups. The single arrow button allows you to select an individual agent. The double-arrow button allows you to select all agents. Click the CTRL key while selecting an individual agent to select several agents at once, and then click the single arrow button to move all selected agents to the Users Assigned pane.

5. Click Apply, and then OK.

## Reassigning Workgroup Membership from Workgroup Media Totals

The Workgroup Media Totals Statistics View in Supervision Manager allows you to view key performance indicators (KPIs) for workgroup media totals. These KPIs provide you with a real-time snapshot of media statistics for a workgroup and allow you to make timely decisions regarding the membership of agent workgroups. You can move agents to and from workgroups as business requirements dictate. You can choose to move an individual agent, multiple agents, or all agents.

**Note:** You must have the workgroup membership permission assigned to you to use this feature and access the Workgroup icon. If you are unable to access this feature, contact your system administrator.

**To reassign workgroup membership from workgroup media totals**

1. Log in to Supervision Manager, select the Supervision tab, and then select the Workgroup Media Totals View.

   For more information on workgroup media totals views, see "Creating a Workgroup Media Totals Statistics View" on page 7-10.

2. In the Workgroup Media Totals View, select the workgroup for which you want to view agent assignment.

3. Click the Workgroup icon.

**Note:** You can reassign only agents that you supervise.

   The Workgroup Membership window appears. Use the Filter option to quickly find agents.

4. Click the arrow buttons to reassign and move agents, currently assigned to other workgroups. Move the agents to and from the Users Assigned pane.

**Note:** The agents are displayed in alphabetical order, last name first.

   You can select an individual agent, multiple agents, or all agents assigned to other workgroups. The single arrow button allows you to select an individual agent. The double-arrow button allows you to select all agents. Click the CTRL key while selecting an individual agent to select several agents at once, and then click the single arrow button to move all selected agents to the Users Assigned pane.

5. Click Apply, and then OK.

# Recording an Agent's Interaction

You can automatically record an agent's active (current) phone interaction, and save the recording for later review. Sometimes you might want to record a good call or a bad call for later coaching.

---

**Note:** You cannot use the automatic recording feature to record agent-to-agent calls.

---

## Turning Recording On or Off Manually

You can turn recording on and off manually.

---

**Note:** Make sure that the unannounced recording of conversations is permitted by law in your area, the agent's area, and the customer's area.

---

**To turn recording on and off manually**

1. In the Agent View window, select the agent whom you want to record.
2. Click the Record icon.

   Supervision Manager begins recording the call.
3. Click the Stop icon to stop recording.

   Supervision Manager saves the recording in the Oracle Contact On Demand database. For more information on how to find a recording, see "Finding Recordings" on page 5-10.

# Quality Control Recordings

The Quality Control tab is where you can search the database for saved recordings, such as previously recorded telephone conversations. If you previously recorded a phone interaction, or if there is an existing recording that you want to hear, you must first find the recorded interaction. For more information on how to record a call, see "Turning Recording On or Off Manually" on page 5-10.

## Finding Recordings

Supervision Manager stores recordings in the Oracle Contact On Demand database. Find recordings by choosing a project and a user (agent), and then entering a specific interaction date range. For more information on how to record a call, see "Turning Recording On or Off Manually" on page 5-10.

**To find recordings**

1. Click the Quality Control tab and, in the sidebar, click the Recording arrow to open the option.
2. From the Recordings options, use some or all of the selections to create search parameters for locating the recording in the database:

   a. From the Project list, select a project.

The default selection is to search All projects.

b. From the User list, select the user you recorded.

The default selection is to search All users.

c. In the Period From box, type the date, or select a date from the calendar, to specify the first day to search.

d. Use the two boxes below the From date box to specify the time of day when you want to start searching. Type or select the hour (from 00 to 23) and the minutes (from 00 to 59).

e. In the To box, type the date, or select a date from the calendar to specify the last day to search.

f. Use the two boxes below the To date box to specify the time of day when you want to stop searching. Type or select the hour (from 00 to 23) and the minutes (from 00 to 59).

g. Click Find.

Recordings that meet the search parameters appear in a list in your workspace (up to a maximum of 500 matches).

## Listening to a Recording

You can listen to the recordings you find. For more information on how to find a recording, see "Finding Recordings" on page 5-10.

**To listen to a recording**

1. From the list of recordings, select the recording that you want.
2. Click the Play arrow to play the recording.

   Supervision Manager starts the default audio application that your computer associates with the .wav or .mp3 files, and plays the recording.

# Predefined System States

Although a different *agent* status might appear, Oracle Contact On Demand always assigns an agent to one of three *internal* states:

- Available
- Busy
- On Break

Table 5–1 lists the interaction statuses, as they appear, and the corresponding system state. It also indicates whether agents can receive new interactions while they are in that state.

***Table 5–1 Interaction Status, System State, and Meaning***

| Interaction Status | System State | Description |
|---|---|---|
| ACD Call | Busy | The agent is handling a call. |
| ACD Callback | Busy | The agent is handling a callback request. |
| ACD Chat | Busy | The agent is handling a chat interaction. |
| ACD Email | Busy | The agent is handling an email interaction. |

*Table 5–1 (Cont.) Interaction Status, System State, and Meaning*

| Interaction Status | System State | Description |
|---|---|---|
| ACD Fax | Busy | The agent is handling a fax interaction. |
| ACD Status Outbound Email | Busy | The agent is using Interaction Manager Contact tab to initiate an outbound email. |
| ACD Voicemail | Busy | The agent is responding to a voice mail interaction. |
| ACD Web Callback | Busy | The agent is handling a Web callback request. |
| Available | Available | The agent is not presently handling an interaction.<br><br>**Note:** The agent can manually select this status or automatically receive this status after completing an interaction (depending on your configuration). |
| Busy | Busy | The agent is not available to receive any other ACD interactions. |
| Direct Chat | Busy | A supervisor and an agent are chatting. |
| DND - Supervising | Busy | The supervisor is monitoring agents and does not want to be disturbed by incoming (direct or extension) dialed calls. Supervisors who choose to set their status to DND - Supervising will not receive direct incoming calls. |
| Last Call | Busy | The agent selected Last Call so that Oracle Contact On Demand will not send another interaction after the agent completes the current one. |
| Login | Available | Reserved for future use. |
| Logout | On Break | The agent logged out of Interaction Manager.<br><br>**Note:** Logout appears only in the Company Directory. |
| New Inbound Call | Busy | The agent accepted a call made directly to the phone from a number that was outside the contact center. |
| New Inbound Extension | Busy | The agent accepted a call made directly to the phone from an internal extension. |
| New Outbound Extension | Busy | The agent dialed an internal extension. |
| New Preview Call | Busy | The agent made a preview call. |
| No Answer | On Break | The agent did not answer a workgroup call after the maximum allowed number of rings. |
| On Break | On Break | The agent selected On Break and is not available to receive any interactions. |
| Selecting Outcome | Busy | The agent disconnected from the last interaction, but is still selecting an outcome for that interaction. |
| Supervising | Busy | A user logged in to Supervision Manager and is not available to receive ACD interactions. |

***Table 5–1 (Cont.) Interaction Status, System State, and Meaning***

| Interaction Status | System State | Description |
|---|---|---|
| Wrap Up | Busy | The agent is wrapping up an interaction. Oracle Contact On Demand automatically changes the agent status to Available when the wrap-up time expires.<br>**Note:** Wrap-up time does not apply to Outbound Calls. |

**Note:** Your administrator might have created additional statuses to control agent availability. Contact your administrator for a description of the custom statuses.

# 6
# Configuring Alarms

This chapter describes the different types of alarms, and how you can create, enable, disable, and view them while working in Oracle Contact On Demand. It includes the following topics:

- Alarms
- Alarm Types
- Alarm Levels
- Creating a Status Duration Alarm
- Creating a Media Duration Alarm
- Creating a General Alarm
- Viewing Activated Alarms
- Editing an Alarm
- Deleting an Alarm
- Enabling or Disabling Alarms

## Alarms

In a busy contact center, a supervisor wants to know immediately when agents are spending too much time on the phone, if interactions are on hold for too long, or if a workgroup is overflowing too many calls into another workgroup. Supervision Manager lets supervisors configure alarms that will alert them to specific issues immediately, so that they can address these issues quickly.

Configuring the alarms feature means that Supervision Manager will automatically notify you whenever your alarm conditions are met. For example, you can create an alarm to notify you when an agent holds the same status too long or when an agent is working on an interaction of a specific type. You can select from three different types of alarms, and set up to five severity levels within each. As soon as you create an alarm, it takes effect and remains in your Supervision Manager until you temporarily disable it or delete it. Alarms use a 24-hour clock that resets at midnight. When alarm conditions are met, the alarm is activated. You can view all activated alarms in your workspace. For more information on viewing alarms, see "Viewing Activated Alarms" on page 6-6.

You can use the default templates for your alarm views that were preset by the administrator. For more information on using the default templates, see "About Supervisor Templates" on page 3-5.

## Alarm Types

When creating an alarm, first select the type that you want to create from the following:

- **Status Duration Alarm.** When you select this alarm type, Supervision Manager notifies you when agent hold times and the hold time threshold are reached. This information is critical in managing the queue hold times and for alerting you when an agent has a call that is above the average time length, or when an agent might need assistance. Agents talking longer than the reasonable expectation set for the call can cause the queue to back up. Knowing when this backup is occurring is essential for being proactive in managing the queue.
- **Media Duration Alarm.** When you select this alarm type (interaction handling time), this alarm type is activated when the duration for a specific media type exceeds the threshold. Thus, a floor supervisor can better determine whether agents are spending too much time on a specific type of interaction. Knowing this might help a supervisor decide if more training is required for specific interaction types, or if stronger action is required for the individual agents.
- **General Alarm.** Use this alarm type to create alarms for specific columns of information (such as login duration, total interactions, and so forth) from one or more views (including agents, interactions, project media totals, interactions, workgroup media totals, and workgroup statistics views). Thus, you can track project-, agent-, and workgroup-specific information (such as calls overflowing out of workgroups) and more actively manage workloads and personnel.

## Alarm Levels

For each alarm type (status duration, media duration, and general), you can also create a maximum of five severity levels. Each security level has a corresponding color:

- Very low (green)
- Low (blue)
- Medium (yellow)
- High (orange)
- Very high (red)

For example, for outbound calls if you set a low (blue) alarm for 5 minutes and a high (orange) alarm for 20 minutes, then if:

- The agent stays on an outbound call for 5 minutes, the agent's row turns blue.
- The agent stays on an outbound call for 20 minutes, the agent's row turns red.

## Creating a Status Duration Alarm

Use a Status Duration alarm to notify you when an agent's status exceeds the specified thresholds. You determine and set the duration time. When an agent meets or exceeds that time, the agent's entry changes color on your screen.

**To create a status duration alarm**

1. In the Alarms sidebar tab, click the New Alarm.

   The New Alarm Definition dialog box opens.

2. Click Status Duration, and then click Next.

The Alarm Levels dialog box opens.

3. From the User Status list, select one of the following statuses: Available, On Break, or Busy.

   The following table describes the alarm statuses.

| Status | Description |
|---|---|
| Available | The agent is available to accept a new interaction. |
| Busy | The agent cannot accept a new interaction. (The agent might be handling an interaction, wrapping-up an interaction, or otherwise engaged.) |
| On Break | The agent is not available to accept a new interaction. |

4. For each alarm level, select its corresponding check box, and then do the following:

   a. In the first text box of each selected alarm, enter the threshold (minutes) to activate the alarm for this level.

   b. In the second text box of each selected alarm, enter the threshold (seconds) to activate the alarm at this level.

5. Click Next.

   The New Alarm Definition (Objects) dialog box opens so that you can select which users Supervision Manager will apply the alarm.

6. Do one of the following:

   - Select the All objects check box to apply this alarm to all users, including future users who do not yet appear in the list.
   - Select one or more users from the Available Users box, and click the double-right arrows to move them to the Displayed Users box.

     Supervision Manager applies the alarm to only those users whom you move to the Displayed Users box.

7. Click Next.

   The Name dialog box opens.

   a. In the Name text box, enter a name for the alarm.

   b. In the Description text box, type a description for the alarm.

8. Click Finish.

   The name of your new alarm appears in the Alarms selection in My Alarms.

## Status Duration Alarms

When your administrator sets alarm types (busy, available, or on break), Oracle Contact On Demand Administration Manager automatically applies the alarm to all company custom agent statuses.

> **Note:** Only an administrator with access to Oracle Contact On Demand Administration Manager can create these custom statuses.

For example, if your administrator configured a custom status called Clearing Support Ticket, and then set the corresponding ACD state as Busy, Supervision Manager automatically applies the alarm connected to the Busy status to the clearing support ticket, because they are both statuses with Busy as the underlying value.

## Creating a Media Duration Alarm

The Media Duration Alarm notifies you when an agent is working on an interaction of a type and time that you specify.

**To create a media duration alarm**

1. In the Alarms sidebar tab, click the New Alarm.

   The New Alarm Definition dialog box opens.

2. Select Media Type, and then click Next.

   The New Alarm Definition (Alarm Levels) dialog box opens.

3. Select the check box for one or more alarm levels and for each alarm level that you select:

   a. In the first text box, enter the threshold (minutes) to activate the alarm for this level.

   b. In the second text box, enter the threshold (seconds) to activate the alarm for this level.

      For example, select an Inbound Call media type, and then enter 5 in the minutes text box of the Medium column. Thus, if an agent stays on an Inbound Call for more than 5 minutes, the agent's row turns yellow.

4. From the Media Duration list, select a call-handling duration type (such as Inbound Call).

   The following table describes the duration alarm media types and how each one works.

| Media Duration Alarm Types (Call Handling Duration) | Description |
|---|---|
| Workgroup Call | Sets a time limit for telephone-based customers. |
| Workgroup Chat | Sets a time limit for chat interactions that are waiting in the queue. |
| Workgroup Email | Sets a time limit for email interactions that are waiting in the queue. |
| Workgroup Fax | Sets a time limit for fax interactions that are waiting in the queue. |
| Workgroup Callback | Sets a time limit for callback requests (left by phone customers) that are waiting in the queue. |
| Workgroup Web Callback | Sets a time limit for callback requests (left by phone customers) that are waiting in the queue. |
| Workgroup Voicemail | Sets a time limit for voice mail interactions (left by phone customers) that are waiting in the queue. |

5. Click Next, and do the following:

   a. In the Name text box, enter a name for the alarm.

b. In the Description text box, type a description for the alarm.

6. Click Finish.

   The name of your new alarm (from the Name box in Step 5) appears in the Alarms selection, in My Alarms.

## Creating a General Alarm

The General Alarm notifies you when the specific conditions that you set are met. You can set conditions for the following views: Agents, Interactions, Project Media Totals, Interactions, Workgroup Media Totals, and Workgroup Statistics. Each View provides different columns for you to select (such as Login Duration, % Busy, Total Interactions, and so on).

**To create a general alarm**

1. In the Alarms sidebar tab, click the New Alarm.

   The New Alarm Definition dialog box opens.

2. Click General and then Next.

   The New Alarm Definition (View) dialog box opens.

3. From the View list, select one of the following views:

   - Agents
   - Interactions
   - Project Media Totals
   - Project Statistics
   - Workgroup Media Totals
   - Workgroup Statistics

     For more information on views and view windows, see "About Views and View Windows" on page 3-6.

4. From the Column list, make a selection.

   The column choices vary, depending on which of the seven views that you select.

   a. If you want to add another column, click Add Column.

      The first column that you selected appears in a new *Column 1* text box and a new *Column 2* box appears.

   b. Continue selecting, and adding columns in this way.

      To remove a column, click Remove.

5. When you are finished, click Next.

   The New Alarms Definition Alarm Levels dialog box opens, showing the columns that you selected next to each alarm level.

6. Click each alarm level that you want to set.

7. Then, for each alarm level, follow these steps:

   a. From the first column's list (such as Status Duration), select either Greater than or Less than.

   b. In the adjacent boxes, type your specific threshold values.

For example, in Status Duration mins. and secs. boxes, type the number of minutes and seconds for this alarm level. For % Available, type the percentage of total time.

c. Repeat the Steps a and b for each column that you selected.

8. Click Next.

   Unless you selected the Interactions View, the New Alarm Definition Objects dialog box opens. This dialog box is where you identify the objects to which Supervision Manager will apply the alarm. The objects vary, depending upon the view that you select. The objects might be users, projects, or workgroups.

   If you selected the Interactions View, then do not select any object. The New Alarm Definition Objects dialog box does not appear. Skip to Step 10

9. Do one of the following:

   - Click the All objects check box to apply the alarm to all objects, including future ones that do not yet appear in the list.
   - From the list in Available *xxxxxx* (where *xxxxxx* indicates users, projects, or workgroups), select one or more objects to which Supervision Manager will apply the alarm. Click the double-right arrows to move your selections to the Displayed Users box.

     Supervision Manager applies the alarm only to those objects appearing in the Displayed box.

10. Click Next.

    The New Alarm Definition (Name) dialog box opens.

11. Enter a name and a description for the alarm in the corresponding text boxes, and click Finish.

    The name of your new alarm appears in Alarms, in My Alarms.

## Viewing Activated Alarms

You can view all activated alarms in your workspace.

**To view activated alarms**

1. In the sidebar, click Current Alarms.

   An Alarms dialog box opens in your workspace, which shows only the alarms that have been triggered.

   > **Note:** The alarms are displayed in real-time. Alarms that were triggered but went to a normal state are not displayed.

   The following table describes the Alarms dialog box and the triggered alarms.

| Column | Description |
|---|---|
| Alarm | The name of the alarm. |
| Object | The objects (such as a user, project, or workgroup) you selected from the New Alarm Definition dialog box. |
| Start | The current time when the Current Alarms Dialog Box is opened. |

| Column | Description |
|---|---|
| Value | The value depends on the alarm type:<br>■ For a status alarm, this value shows how long the alarm has been activated (from when it was first triggered).<br>■ For a media type alarm, this value shows the media type (such as Workgroup Call, Workgroup Chat, and so on).<br>■ For a general alarm, this value shows the name of the columns that you selected when creating the alarm. |
| Severity | The alarm color identifies the alarm level (very low, low, medium, high, and very high), which you set in the Alarm Levels dialog box. |
| Active | A check mark indicates that the user is currently triggering the alarm. |

---

**Note:** Alarms that were activated in the past, but are currently not active remain in the Alarms dialog box (without a check mark in the Active column) until you close and reopen the Alarms dialog box again.

---

## Editing an Alarm

You can edit alarm information.

**To edit an alarm**

1. In the sidebar, click Alarms.
2. In My Alarms, click the name of the alarm that you want to edit.

   The *xxx* Alarm Definition dialog box displays (where *xxx* represents the name of the alarm).
3. Change the name or description of the alarm.
4. Click the tab of the next area that you want to modify, such as Alarm Levels.

   Because these tabs vary, depending on the alarm type, do one of the following:

   - If you are editing a status duration alarm, the Edit Alarm Definition dialog box provides two additional tabs: Alarm Levels and Objects. Click the appropriate tab.

     For more information on status duration alarms, see "Creating a Status Duration Alarm" on page 6-2.
   - If you are editing a media duration alarm, the Edit Alarm Definition dialog box provides an Alarm Level tab. Click the Alarm Level tab to change the alarm levels and times for each alarm.

     For more information on media duration alarms, see "Creating a Media Duration Alarm" on page 6-4.
   - If you are editing a general alarm, the Edit Alarm Definition dialog box might provide an Alarm Levels tab and Objects tab, depending on the view. Click the appropriate tab.

     For more information on general alarms, see "Creating a General Alarm" on page 6-5.

# Deleting an Alarm

You can delete any alarm listed in My Alarms.

**To delete an alarm**

1. In My Alarms, right-click the alarm that you want to delete.

   A menu of options appears.

2. Select Delete.

   A confirmation message appears.

3. Click OK.

   The selected alarm is deleted and removed from the My Alarms list.

# Enabling or Disabling Alarms

By default, alarms are automatically enabled upon creation. You can, however, temporarily disable a single alarm or all of your alarms at once.

**To enable or disable alarms**

1. In My Alarms, right-click the alarm to enable it.
2. From the menu of options, click one of the following:
   - Disable (temporarily stops the alarm)
   - Disable All (temporarily stops all alarms)
   - Enable (restarts the alarm after disabling it)
   - Enable All (restarts all alarms after disabling them)

# 7

# Viewing Statistics

This chapter describes how to view statistics. It includes the following topics:


- Types of View Window
- Creating Agents Statistics View
- Creating an Interactions Statistics View
- Creating a Project Media Totals Statistics View
- Creating a Project Statistics View
- Creating a Workgroup Media Totals Statistics View
- Creating a Workgroup Statistics View


**Note:** This chapter assumes that you understand the basics, and provides only the available statistics for each of the view window types.

## Types of View Window

You create a different view window for each group of contact center statistics that you want to view or monitor. The view window types are:

- Agents
- Interactions
- Project Media Totals
- Project statistics
- Workgroup Media Totals
- Workgroup Statistics

You can create as many view windows with statistics as you need. When you create a view window with the statistics of your choice, it is always available whenever you log in to Supervision Manager, until you delete it. In addition, you can modify any of your view windows at any time, and Supervision Manager recalls your changes.

The basics for creating, editing, and deleting any view window are identical, no matter which View you create. The only differences are the available statistics for each type of view window. For more information about view windows, see the following topics: "About Views and View Windows" on page 3-6, "Creating a View Window" on page 3-6, and "Managing View Windows" on page 3-8.

# Creating Agents Statistics View

Create an agents statistics view window to monitor real-time activity for the agents whom you supervise. From the Agents Statistics View, you can monitor agents, disconnect or log out an agent, send messages, chat with an agent, view or take over an agent's screen, record an agent's interaction, and reassign workgroup membership.

**Note:** The ability to reassign workgroup membership is controlled by a profile setting in Oracle Contact On Demand Administration Manager. Your administrator must set this profile for you. After you are granted workgroup assignment permission, you can access the Workgroup icon, and reassign any agent that is assigned to you. For more information on workgroup membership, see "Reassigning an Agent to Another Workgroup" on page 5-7.

**To create agents statistics view**

1. Select a panel, open the Views options, and then click Agents

   The Agents Configuration dialog box displays.

2. Enter a name and description, and then select how you want to view the information.

3. Click the Data Elements tab to select some or all of the statistics to view.

   The following table describes the available real-time statistics.

| Statistics (Columns) | Description |
|---|---|
| % Available | The percentage of time when the agent's status was Available since midnight. It is calculated as follows: (total time that the agent's status was Available divided by the agent's cumulative, logged-in time to Interaction Manager, daily from midnight to midnight) multiplied by 100. |
| % Busy | The percentage of time when the agent's status was Busy for one day, since midnight. It is calculated as follows: (total time that the agent's status was Busy divided by the agent's cumulative, logged-in time to Oracle Contact On Demand, daily from midnight to midnight) multiplied by 100. |
| % On Break | The percentage of time when the agent's status was On Break for one day, from 12 A.M. to 12 A.M. It is calculated as follows: ((total time that the agent's status was On Break divided by (the agent's cumulative logged-in time to Oracle Contact On Demand, daily from midnight to midnight)) multiplied by 100. |
| Agent | The name of the logged in agent that you supervise. |
| AHT Total | The average handle time (AHT) calculation for all interactions is as follows: (total talk time) plus (total wrap time) divided by (total number of interactions handled). |
| ATT Call | The average transaction time (ATT) represents the time spent on calls, including hold time. The transaction time begins when the agent accepts the call (media type) and ends when the call is terminated. It is calculated as follows: (total talk time for the agent) divided by (total number of calls the agent handled). |

| Statistics (Columns) | Description |
|---|---|
| ATT Chat | The time spent on chat interactions, including hold time. The transaction time begins when the agent accepts the chat (media type) and ends when the chat is terminated. It is calculated as follows: (total chat time for the agent) divided by (total number of chats the agent handled). |
| ATT Email | The time spent on email interactions, including hold time. The transaction time begins when the agent accepts the email interaction (media type) and ends when the email interaction is terminated. It is calculated as follows: (total email time for the agent) divided by (total number of emails that the agent handled) |
| ATT Total | The total transaction time for all interactions is calculated as follows: (total time for the agent on all interactions) divided by (total number of interactions handled by the agent). |
| Available | The total time when the agent's status was Available. |
| Average Hold Time Total | The time an interaction is spent on hold. The hold time is calculated as follows: (total hold time for the agent) divided by (total number of times the agent placed a call on hold). |
| Average (Avg) Ring Time | The time before the agent accepted an interaction. It is calculated as follows: (total ring time) divided by (total number of calls offered to the agent). |
| Average (Avg) Wrap Time | The time that the agent spent in a wrap-up state. It is calculated as follows: (total wrap-up time for the agent) divided by (total number of times the agent was in wrap-up). |
| Callback Answered | The total number of ACD callbacks the agent answered. |
| Chats Answered | The total number of chat interactions the agent accepted. |
| Emails Answered | The total number of email interactions the agent accepted. |
| Department | The department to which the agent is assigned. |
| Direct Inbound Answered | The total number of direct inbound calls the agent accepted. |
| Extension | The agent's internal extension number. |
| Extension Dialed | The number of internal calls that the agent dialed. |
| Fax Answered | The total number of fax interactions that the agent accepted. |
| Fax Sent | The total number of faxes that the agent sent. |
| Host IP Address | The Internet Protocol (IP) address of the agent's computer. |
| Interactions Assigned | The total number of current interactions assigned to the agent. |
| Interactions Total | The total number of interactions (of all media types) that were offered to the agent. |
| Internal Ext Answered | The total number of internal extension calls that the agent accepted. |
| Login Duration | How long (hh:mm:ss) the agent was logged in. |
| Monitor Type | If the agent is being monitored by a supervisor, this statistic identifies the monitoring type:<br>■ Coaching<br>■ Listening<br>■ Whispering<br>■ Joined |

| Statistics (Columns) | Description |
|---|---|
| No Answer Total | The total number of ACD interactions that Oracle Contact On Demand routed to the agent who received a status of No Answer. |
| Not Ready Time Total | The total amount of time that the agent was in a Not Ready (or unavailable) state. It is calculated as follows: (total login time) minus (total time in Available status). |
| Outbound Dialed | The total number of outbound calls that the agent dialed. |
| Preview Dialed | The total number of preview calls that the agent dialed. |
| Recording | Indicates whether the agent is currently being recorded. |
| Session ID | The agent's unique login session identification number, assigned by Oracle Contact On Demand. |
| Session Server | The Session Server ID into which the agent is logged. |
| Status Duration | How long (hh:mm:ss) the agent has been in the current status. |
| Status in Workgroup | The current ACD status (Available, Busy, or On Break) of the agent while in the assigned workgroup. |
| Status Selected | The ACD status that the agent selected. |
| Status Selected Duration | How long (hh:mm:ss) the agent has been in the same status as Status Selected. |
| Transfers Made | The total number of transfers the agent made to other agents, workgroups, and external numbers. |
| Web Callback Answered | The total number of Web callback interactions that the agent answered. |
| Wgrp Calls Answered | The total number of workgroup calls that the agent accepted. |
| Wgrp Vmail Answered | The total number of workgroup voice mails that the agent answered. |

4. Click the Users tab where you can select one or more of the agents whom you supervise.
5. If want your view to include a Totals row, providing the totals for all columns (statistics), select the Show Totals check box, and then click OK.

   Your Agents View appears in your workspace in the panel that you selected.

# Creating an Interactions Statistics View

You can create an Interactions Statistics View window to see how interactions are flowing through Oracle Contact On Demand. This information helps you to determine the number of interactions your agents are currently handling and the number of interactions that are backing up in the queues.

Flow tracking begins when interactions enter Oracle Contact On Demand, continues as they are routed to an agent, and ends when the interaction is disconnected.

The Interactions Statistics View uses 11 project-related metrics for customizing the interaction windows. In this way, you can track the information that is most salient to your specific application in real-time.

**To create an Interactions Statistics view**

1. Select a panel, open the Views options, and click Interactions.

   The Interactions Configuration dialog box displays.

2. Enter a name and description.
3. Click the Columns tab.
4. Select the columns (statistics) that you want to display.

   The following table is a list of the available statistics.

| Statistics (Columns) | Description |
|---|---|
| Agent | The name of the agent handling the interaction. |
| ANI | The caller ANI (phone number they are calling from). |
| DNIS | A unique project DNIS (the phone number the customer dialed). |
| Ext Number | The extension number of the agent handling the interaction. |
| Location Duration | The total time the interaction stayed at a specified location. |
| Media Type | The interaction type, such as ACD Call, ACD Chat, ACD email, and so on. |
| Overflowed | Indicates whether the interaction met the overflow criteria. |
| Priority | The project's priority (very low, low, medium, high, or very high). |
| Project | The project's name. |
| System Duration | The total time the interaction was in Oracle Contact On Demand. |
| Workgroup | The name of the workgroup handling the interaction. |

5. Click OK.

   Your Interactions View appears in your workspace, in the panel that you select.

## Creating a Project Media Totals Statistics View

You can create a Project Media Totals Statistics View to track the activities of callers who use any media option. The Project Media Totals provides statistics for all media types and includes 38 related metrics for customizing your view. In this way, you can track the information that is most salient to your specific application in real time.

> **Tip:** Before setting up the window, determine which statistics are most useful. For example, if your team is accepting only workgroup calls, you might not want to track email, fax, or chat interactions.

**To create a Project Media Totals Statistics view**

1. Select a panel, open the Views options, and click Project Media Totals.

   The Project Media Totals Configuration dialog box displays.
2. Enter a name and description.
3. Click the Columns tab.
4. Select the columns (statistics) that you want to display.

   The following table describes the columns (statistics).

| Statistics (Columns) | Description |
|---|---|
| ABD Calls | The total number of abandoned ACD calls. |

| Statistics (Columns) | Description |
|---|---|
| ABD Chat | The total number of abandoned ACD chats.<br>**Note:** Interactions are marked as abandoned when the interaction is terminated while still in a queue. |
| ANS Callbacks | The total number of answered ACD callbacks. |
| ANS Chat | The total number of answered chats. |
| ANS Email | The total number of answered emails. |
| ANS Fax | The total number of answered faxes. |
| ANS Inbound | The total number of answered incoming calls. |
| ANS Preview | The total number of answered preview calls. |
| ANS Vmail | The total number of answered ACD voice mails. |
| ANS Web Callbacks | The total number of answered Web callbacks. |
| Calls Queued | The total number of workgroup calls in the queue. |
| CB Queued | The total number of workgroup callbacks (CB) in the queue. |
| CB Total | The total number of callbacks. |
| Chat Queued | The total number of chats in the queue. |
| Chat Total | The total number of chats. |
| Email Queued | The total number of emails in the queue. |
| Email Total | The total number of emails. |
| Email Svr Queue | The total number of queued emails on the email server. |
| Fax Queued | The total number of faxes in the queue. |
| Fax Total | The total number of faxes. |
| Inbound Total | The total number of inbound workgroup calls of all types (including faxes, chats, and emails). |
| OFL Calls Inbound | The total number of workgroup inbound calls that reached the overflow (OFL) criteria. |
| OFL Callbacks | The total number of callbacks (CB) that reached the overflow (OFL) criteria. |
| OFL Chat | The total number of chats that reached the overflow (OFL) criteria. |
| OFL Email | The total number of emails that reached the overflow (OFL) criteria. |
| OFL Fax | The total number of faxes that reached the overflow (OFL) criteria. |
| OFL Preview | The total number of preview dialing interactions that reached the overflow (OFL) criteria. |
| OFL Vmail | The total number of workgroup voice mails (Vmail) that the reached overflow (OFL) criteria. |
| OFL WCB | The total number of Web callbacks (WCB) that reached the overflow (OFL) criteria. |
| Preview | The total number of active preview calls. |
| Preview Total | The total number of preview calls made. |
| Vmail Queued | The total number of workgroup voice mails in the queue. |
| Vmail Total | The total number of queued voice mails. |
| WCB Queued | The total number of Web callbacks (WCB) in the queue. |

| Statistics (Columns) | Description |
|---|---|
| WCB Total | The total number of Web callbacks (WCB). |

5. Click the Projects tab, select the projects that you want to include, and then click OK.

## Creating a Project Statistics View

You create a project statistics view window to evaluate the success of a specific project.

**To create a Project Statistics view**

1. Select a panel, open the Views options, and click Project Statistics.

   The Project Statistics Configuration dialog box displays.

2. Enter a name and description, and click the Columns tab.
3. Select the columns (statistics) that you want to display.

   The following table describes the available project statistic values from which you can customize your view.

| Status | Description |
|---|---|
| Abandon First Event | The total number of ACD calls that are abandoned while in the queue for the first segment. |
| AHT Calls | The average handle time (AHT) calculation for calls is as follows: (total talk) plus (total wrap) divided by (number of handled calls). |
| AHT Chat | The calculation for chat interactions is as follows: (average talk time) plus (wrap-up time). |
| AHT Email | The calculation for emails is as follows: (average talk time) plus (wrap-up time). |
| Answer First Event | The number of calls answered after arriving at a workgroup for the first time. |
| Answered Interactions Total | The total number of ACD calls that were answered. |
| ASA Calls | The average speed of answer (ASA) calculation for calls is as follows: (time begins when the ACD call enters the queue and ends when it is answered by an agent.) |
| ASA Chat | The calculation for chat interactions is as follows: (time begins when the ACD chat enters the queue and ends when it is answered by an agent.) |
| ASA Email | The calculation for email interactions is as follows: (time begins when the ACD email enters the queue and ends when it is answered by an agent.) |
| ATT Calls | The average talk time (ATT) begins when the agent accepts the call (media type) and ends when the call is terminated. It is calculated as follows: (time begins when an agent accepts the call and ends when the call is removed from the agent.) |
| ATT Chat | The talk time begins when the agent accepts the chat interaction (media type) and ends when the chat interaction is terminated. It is calculated as follows: (time begins when an agent accepts the chat, and ends when the chat is removed from the agent.) |

| Status | Description |
|---|---|
| ATT Email | The talk time begins when the agent accepts the email interaction (media type) and ends when the email interaction is terminated. It is calculated as follows: (time begins when an agent accepts the email and ends when the email is removed from the agent.) |
| Avg Call Route Time | The average call route time represents the time that the call spent in project menus and campaigns. |
| Avg Wrap Time Call | The calculation for average wrap time call is as follows: (time begins when an ACD interaction enters wrap-up, and ends when it completes wrap-up.) |
| Avg Wrap Time Chat | The calculation for average wrap time chat interactions is as follows: (time begins when a chat interaction enters wrap-up, and ends when it completes wrap-up.) |
| Avg Wrap Time Email | The calculation for average wrap time for email interactions is as follows: (time begins when an email interaction enters wrap-up, and ends when it completes wrap-up.) |
| Call External IVR | The total number of calls connected to an external IVR. |
| Chat Total | The total number of daily chats. |
| Email Total | The total number of daily emails. |
| Ext to Ext Current | The total number of extension-to-extension (user-to-user) calls currently in Oracle Contact On Demand. |
| Extension Calls Total | The total number of station-to-station calls (agent-to-agent and supervisor-to-agent). |
| Fax In Total | The total number of inbound faxes. |
| Fax Out Total | The total number of outbound faxes. |
| Inbound Calls Total | The total number of incoming calls (direct or workgroup). |
| Inbound Direct Current | The total number of direct inbound calls currently in Oracle Contact On Demand. |
| IVR Completed | The total number of IVR calls that were completed while being processed by a project menu or campaign. |
| IVR Transfer Out | The total number of IVR calls transferred out of Oracle Contact On Demand from project menus or campaigns. |
| Max Wait Call | The longest an agent waited for a call, currently in the queue. |
| Max Wait Chat | The longest an agent waited for a chat, currently in the queue. |
| Max Wait Email | The longest an agent waited for an email, currently in the queue. |
| Max Wait Callback | The longest an agent waited for a callback, currently in the queue. |
| Max Wait Web Callback | The longest an agent waited for a Web callback, currently in the queue. |
| Max Wait Fax | The longest an agent waited for a Fax, currently in the queue. |
| Max Wait Voicemail | The longest an agent waited for a voice mail, currently in the queue. |
| Max Wrap Time ACD Call | The longest an agent took to wrap up an ACD call, from start to finish. |
| Max Wrap Time ACD Chat | The longest an agent took to wrap up an ACD chat, from start to finish. |
| Max Wrap Time ACD Email | The longest an agent took to wrap up an ACD email, from start to finish. |

| Status | Description |
|---|---|
| MTT Calls | The maximum talk time (MTT), represents the longest time spent on a call. (For chat and email, this time is the maximum time spent after the agent accepts it until the agent ends it.) |
| MTT Chat | The longest time spent on a chat (that is, from the time after the agent accepts the chat until the agent ends it). |
| MTT Email | The longest time spent on an email (that is, from the time after the agent accepts the email until the agent ends it). |
| Outbound Calls Total | The total number of daily outbound calls. |
| Outbound Current | The total number of outbound calls currently in Oracle Contact On Demand. (The count begins when an agent makes an outbound call and removes it from the count when the call terminates.) |
| Preview Total | The total number of preview calls made. |
| SL Offline | The service level (SL) for offline interactions (emails and faxes). It is calculated as follows: ((total answered offline interactions that are less than the threshold) divided by (total answered offline interactions)) multiplied by 100. |
| SL Online | The service level (SL) for online interactions (calls, chats, and callbacks). It is calculated as follows: ((total answered online interactions that are less than the threshold) plus (total abandoned online interactions that are less than the threshold) divided by (total answered calls plus total abandoned calls)) multiplied by 100. |
| Total Interactions | The total number of interactions of all types. |
| Web Callback Total | The total number of Web callbacks. (Oracle Contact On Demand counts a callback when a request is received.) |
| Wgrp Call Current | The total number of ACD calls currently in the workgroup (wgrp) queue or being handled by agents in the workgroup. (Oracle Contact On Demand counts an ACD call when it enters a queue.) |
| Wgrp Call Total | The total number of workgroup ACD calls handled. (Oracle Contact On Demand counts a call when it enters a workgroup.) |
| Wgrp Callback Current | The total number of workgroup callbacks and live callbacks currently in Oracle Contact On Demand. |
| Wgrp Callback Total | The total number of callbacks handled. (Oracle Contact On Demand counts an ACD callback when it enters a queue.) |
| Wgrp Chat Current | The total number of workgroup chats currently in the queue and being handled. |
| Wgrp Email Current | The total number of workgroup emails currently in the queue and being handled. |
| Wgrp Fax Current | The total number of current workgroup faxes currently in the queue and being handled. |
| Wgrp Fax Total | The total number of workgroup faxes handled. (Oracle Contact On Demand counts an ACD fax when it enters a queue.) |
| Wgrp Interactions Current | The total number of workgroup interactions currently in the queue or being handled and includes all workgroup media types (including wgrp call current plus wgrp callback current plus wgrp vmail current plus wgrp email current plus wgrp chat current plus wgrp fax current) currently in Oracle Contact On Demand. |
| Wgrp Interactions Total | The total number of workgroup ACD interactions handled for the day (including ACD calls, callbacks, voice mails, and faxes entering the queue, and emails and chats entering Oracle Contact On Demand), handled for the day. |

| Status | Description |
|---|---|
| Wgrp Vmail Current | The total number of workgroup voice mails currently in the queue and being handled. |
| Wgrp Vmail Total | The total number of workgroup ACD voice mails. (Oracle Contact On Demand counts an ACD voice mail when it enters a queue.) |

4. Click the Projects tab, and then select the projects that you want to include.
5. If you want your view to include a Totals row, providing totals for all columns (statistics), select the Show Totals check box, and then click OK.

## Creating a Workgroup Media Totals Statistics View

You create a Workgroup Media Totals Statistics View to track answered and abandoned statistics, as well as queued and overflowed interactions by media type. You can also reassign agents to and from workgroups to meet defined service levels. You can choose from numerous media total statistics to choose to create your view.

> **Note:** The ability to reassign workgroup membership is controlled by a profile setting in Oracle Contact On Demand Administration Manager. Your administrator must set this profile for you. After you are granted workgroup assignment permission, you can access the Workgroup icon, and reassign any agent that is assigned to you. For more information on workgroup membership, see "Reassigning Workgroup Membership from Workgroup Statistics" on page 5-8.

**To create a Workgroup Media Totals Statistics view**

1. Select a panel, open the Views options, and click Workgroup Media Totals.

   The Workgroup Media Totals Configuration dialog box displays.
2. Enter a name and description.
3. Click the Columns tab, where you can select the specific statistics that you want to view.
4. Select the columns (statistics) that you want to display.

   The following table lists the available Workgroup Media Totals Statistics.

| Statistics (Columns) | Description |
|---|---|
| ABD Calls | The total number of abandoned ACD calls in a workgroup. The call is marked as abandoned when the interaction terminates while in the queue. |
| ABD Chat | The total number of abandoned ACD chats in a workgroup. The chat is marked as abandoned when the interaction terminates while in a queue. |
| ANS Callbacks | The total number of callbacks for the workgroup that are received and answered by agents. |
| ANS Chat | The total number of chat requests for the workgroup that are received from the Web and answered by the agent. |
| ANS Email | The total number of email requests for the workgroup that are downloaded from the mail server and answered by the agents. |

| Statistics (Columns) | Description |
|---|---|
| ANS Fax | The total number of fax requests for the workgroup that are received from the Web and answered by agents. |
| ANS Inbound | The total number of all inbound interaction calls for the workgroup that are answered by the agents. |
| ANS Preview | The total number of all preview calls for the workgroup made by agents. |
| ANS Vmail | The total number of all inbound voice mails for the workgroup that are answered by the agents. |
| ANS Web Callbacks | The total number of all Web callback requests for the workgroup that were received and answered by agents. |
| Calls Queued | The total number of calls queued. |
| CB Queued | The total number of callbacks (CB) queued. |
| CB Total | The total number of callbacks (CB) that were received for the workgroup. |
| Chat Queued | The total number of chats queued. |
| Chat Total | The total number of chat requests for the workgroup received from the Web. |
| Email Queued | The total number of emails queued. |
| Email Total | The total number of email requests received for the workgroup. |
| Email Svr Queue | The total number of queued emails on the email server (Svr). |
| Fax Queued | The total number of faxes queued. |
| Fax Total | The total number of fax requests received for the workgroup. |
| Inbound Total | The total number of ACD calls received for the workgroup. |
| OFL Call Inbound | The total number of inbound calls for that met the overflow (OFL) condition for the workgroup. |
| OFL Callbacks | The total number of callback (CB) requests that met the overflow (OFL) condition for the workgroup. |
| OFL Chat | The total number of chat requests that met the overflow (OFL) condition for the workgroup. |
| OFL Email | The total number of email requests that met the overflow (OFL) condition for the workgroup. |
| OFL Fax | The total number of fax requests that met the overflow (OFL) condition for the workgroup. |
| OFL Preview | The total number of preview call requests that met the overflow (OFL) condition for the workgroup. |
| OFL Vmail | The total number of voice mail (Vmail) requests that met the overflow (OFL) condition for the workgroup. |
| OFL WCB | The total number of Web callback (WCB) requests that met the overflow (OFL) condition for the workgroup. |
| Preview Total | All the preview calls that are in the queue for the workgroup. |
| Vmail Queued | The total number of queued voice mails (Vmail). |
| Vmail Total | The total number of queued voice mails (Vmail) that were received for the workgroup. |
| WCB Queued | The total number of Web callbacks (WCB) currently in the queue. |

| Statistics (Columns) | Description |
|---|---|
| WCB Total | The total number of Web callbacks (WCB) that were received for the workgroup. |

5. Click the Workgroups tab, and then select the workgroups that you want to include.
6. If you want your view to include a Totals row, providing the totals for all columns (statistics), select the Show Totals check box, and then click OK.

## Creating a Workgroup Statistics View

You create a workgroup statistics view window to view the interaction activity in monitored workgroups with a high level of detail. You can view real-time statistics related to workgroup activity, which is critical for contact center supervisors and use workgroup membership reassignment to realign agents to better meet required service levels.

> **Tip:** Before you set up the Workgroup Statistics view window, it is best to determine which statistics are most useful. For example, if your team is accepting only workgroup calls, you might not want to track email, fax, or chat interactions.

Using the Workgroup Statistics view window, you can:

- Track current and total interactions by media.
- Display Average Talk Time (ATT), and Average Handle Time (AHT) by media, as well as Maximum Talk Time (MTT by media).
- Monitor Average Speed to Answer (ASA) statistics by media.
- Reassign agents to and from workgroups.

> **Note:** The ability to reassign workgroup membership is controlled by a profile setting in Oracle Contact On Demand Administration Manager. Your administrator must set this profile for you. After you are granted workgroup assignment permission, you can access the Workgroup icon, and reassign any agent that is assigned to you. For more information on workgroup membership, see "Reassigning Workgroup Membership from Workgroup Statistics" on page 5-8.

**To create a Workgroup Statistics view**

1. Select a panel, open the Views options, and click Workgroup Statistics.

   The Workgroup Statistics Configuration dialog box displays.
2. Enter a name and description.
3. Click the Columns tab.
4. Select the columns (statistics) that you want to display.

   The following table describes the available Workgroup Statistics.

| Statistics (Columns) | Description |
|---|---|
| % Abandoned | The percentage of abandoned interactions compared to the total number of interactions routed to the workgroup (for all media types). This percentage is calculated daily from 12 A.M. to 12 A.M. It is calculated as:<br><br>((total number of ACD interactions abandoned while in the queue) divided by (total number of interactions offered daily from midnight to midnight)) multiplied by 100 |
| % Answered | The percentage of answered interactions compared to the total number of interactions routed to the workgroup (for all media types). This percentage is calculated from 12 A.M. to 12 A.M. It is calculated as follows:<br><br>((total number of answered interactions) divided by (total number of interactions offered daily from midnight to midnight)) multiplied by 100 |
| % Available Agents | The percentage of currently logged-in agents in the Available state. It is calculated as follows: ((total number of available agents) divided by (total number of agents currently logged in to Oracle Contact On Demand)) multiplied by 100 |
| % Unavailable Agents | The percentage of unavailable agents for the current day. It is calculated as follows: 1 minus ((total number of available agents) divided by total number of agents who are logged in currently to Oracle Contact On Demand)) multiplied by 100 |
| Abandoned | The total number of abandoned interactions. |
| Active Alt Wgrp Agents | The total number of agents assigned to this workgroup (Wgrp) who are busy working on interactions for other workgroups. |
| Active In Wgrp Agents | The total number of agents busy working on interactions for the workgroup (Wgrp). |
| Active Non Wgrp Agents | Total number of agents in this workgroup (Wgrp) working on non-workgroup interactions (such as direct inbound interactions, agent-to-agent interactions, and so on). |
| AHT Calls | The average handle time (AHT) calculation for workgroup calls (including hold and wrap-up time) is as follows: (total talk time) plus (total wrap-up time) divided by (total interactions) |
| AHT Chat | The average handle time (AHT) calculation for workgroup chat interactions (including hold and wrap-up time) is as follows: (total talk time) plus (total wrap-up time) divided by (total interactions) |
| AHT Email | The average handle time (AHT) calculation for workgroup email interactions (including hold and wrap-up time) is as follows: (total talk time) plus (total wrap-up time) divided by (total interactions) |
| Answered Current | The total number of answered interactions that are currently in Oracle Contact On Demand. |
| Answered Total | The total number of ACD interactions (for all inbound media types) answered by the workgroup. |
| ASA Calls | The average speed to answer (ASA) calculation for workgroup calls is as follows: (total time of all ACD calls in the queue until answered) divided by (total number of ACD calls). |
| ASA Chat | The calculation for workgroup chat interactions is as follows: (total time in the queue for all ACD chats until accepted) divided by (total number of ACD chats). |
| ASA Email | The calculation for workgroup email interactions is as follows: (total time in the queue of all ACD emails until accepted) divided by (total number of ACD emails). |

| Statistics (Columns) | Description |
|---|---|
| Assigned Agents | The total number of assigned agents in the workgroup. |
| ATT Calls (Average Talk Time) | The average talk time (ATT) represents the transaction time begins when the agent accepts the call (media type) and ends when the call is terminated. The calculation for time spent on the phone with a caller, (including hold time) is as follows: (total talk time of all ACD calls) divided by (total number of ACD calls answered). |
| ATT Chat | The average talk time (ATT) represents the transaction time begins when the agent accepts the chat interaction (media type) and ends when the chat interaction is terminated. The calculation for time spent on chat interactions (including hold time) is as follows: (total talk time of all ACD chats) divided by (total number of ACD chats). |
| ATT Email | The average talk time (ATT) represents the transaction time begins when the agent accepts the email interaction (media type) and ends when the email interaction is terminated. The calculation for time spent on email interactions (including hold time) is as follows: (total talk time of all ACD emails) divided by (total number of ACD emails). |
| Available Agents | The total number of logged-in agents in an Available state. |
| Avg Wrap Time Call | The average time spent in the wrap-up state after a workgroup call. It is calculated as follows: (total wrap-up time for ACD calls) divided by (total number of ACD calls that go to wrap-up). |
| Avg Wrap Time Chat | The average time spent in the wrap-up state after a chat. It is calculated as follows: (total wrap-up time for ACD chats) divided by (total number of ACD chats that go to wrap-up). |
| Avg Wrap Time Email | The average time spent in the wrap-up state after an email. It is calculated as follows: (total wrap-up time for ACD emails) divided by (total number of ACD emails that go to wrap-up) |
| In Overflow | The total number of ACD interactions that overflowed into the workgroup from other workgroups. Oracle Contact On Demand counts all overflow interactions (including those that go to No Answer, voice mail, become a Callback, or go to a menu). |
| In Transferred | The total number of interactions transferred to the workgroup. |
| Logged In Agents | The total number of assigned agents logged in to Oracle Contact On Demand. |
| MTT Call | The maximum talk time (MTT) spent on the phone with a caller (including hold time). |
| MTT Chat | The maximum talk time (MTT) spent on chat (including hold time). |
| Max Wait Call | The longest queue time for an ACD call before being routed to an agent. |
| Max Wait Chat | The longest queue time for an ACD chat before being routed to an agent. |
| Max Wait Email | The longest queue time for an ACD email before being routed to an agent. |
| MTT Email | The maximum talk time (MTT) spent on emails (including hold time). |
| Out Overflow | The total number of ACD interactions that overflowed out of the monitored workgroup and into another workgroup. |
| Out Transferred | The total number of ACD interactions that transferred out of the workgroup. |

| Statistics (Columns) | Description |
|---|---|
| Queued Interactions | The total number of queued interactions for the workgroup (for all media types). |
| SL Offline | The service level (SL) represents the percentage of offline interactions that were answered within the first threshold. It is calculated as follows: ((total answered offline interactions that are less than the threshold) divided by (total answered interaction)) multiplied by 100. |
| SL Online | The service level (SL) represents the percentage of online interactions that were answered within the first threshold. It is calculated as follows: ((total answered online interactions that are less than the threshold) plus (total abandoned online interactions that are less than the threshold) divided by (total answered calls plus total abandoned calls)) multiplied by 100. |
| Total Interactions | The total number of interactions (for all media types) handled by the workgroup. |
| Unavailable Agents | The total number of agents who are unavailable. It is calculated as follows: (total number of agents) minus (total number of available agents). |

5. Click the Workgroups tab, select the workgroups that you want to include, and then click OK.

   Your Workgroup Statistics View appears in your workspace in the panel that you selected.

# 8

# Working with Standard Reports

This chapter describes the standard reports that are available for you to view and understand contact center trends, activities, and agent performance. This chapter includes the following topics:

- Standard Reports
- Viewing Standard Reports
- Contact Center Operations Reports
- Workgroup Productivity Reports
- Preview Reports
- Agent Profile and Productivity Reports
- Project Segments Report

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**Note:** As a supervisor, you can view reports, but you cannot create or edit them. If you are a supervisor and want a new report, contact your administrator.

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## Standard Reports

You can view standard reports to help you understand the key performance indicators to help you more efficiently manage your contact center.

This topic includes the following:

- "List of Standard Reports" on page 8-1
- "Common Standard Report Items" on page 8-3

### List of Standard Reports

The following table provides a list of all the standard reports available from Supervision Manager by report group.

---

**Note:** The reports that you can access are configured by your system administrator. Contact your Administrator if you need a new report configured.

---

Table 8–1 describes the list of Contact Center Operation reports that are available in Supervision Manager.

***Table 8–1 Contact Center Operations Standard Reports***

| Report Name | Description |
|---|---|
| Weekly Project Routing Schedule | Lists all of the schedules defined for your contact center for Dialed Number Identification Service (DNIS) routing. |
| Workgroup Skills | Displays the skills assigned to a workgroup and the rating of those skills. |
| Billing | Summarizes the number and duration of interactions in each contact center for which you provide a service. |

Table 8–2 describes the list of Workgroup Productivity Standard reports that are available in Supervision Manager.

***Table 8–2 Workgroup Productivity Standard Reports***

| Report Name | Description |
|---|---|
| Workgroup Segments | Shows statistics that help you understand the performance of each workgroup in your contact center. |
| Workgroup Interval Time | Shows how your workgroups are performing at specific times of the day. |
| Workgroup Interval Time by Media | Shows how many interactions of each media type your contact center receives at specific times of the day. |
| Outcome Statistics | Allows you to track the results of interactions based on the interaction type (ACD call, Web callback, and so on). |
| Overdue Callbacks | Lists all overdue Web callback interactions |

Table 8–3 describes the list of Preview Standard reports that are available in Supervision Manager.

***Table 8–3 Preview Standard Reports***

| Report Name | Description |
|---|---|
| Preview Summary | Displays a breakdown of the preview results based on the call attempts. |

Table 8–4 describes the list of Agent Profile and Productivity Standard reports that are available in Supervision Manager.

***Table 8–4 Agent Profile and Productivity Standard Reports***

| Report Name | Description |
|---|---|
| Agent Information | Displays profile information (extension, email address, and so on) for agents. |
| Agent Interaction | Displays details about the number and duration of the selected interaction type for the selected agents. |
| Agent Skills | Lists all the skills defined for your company, and indicates which agents possess that skill and their rating for the skill. Shows you which agents possess each skill in your contact center. |
| Agent Utilization | Lets you analyze agent activity by showing the amount of time each agent spent handling interactions, awaiting interactions, or on break. |

*Table 8–4 (Cont.) Agent Profile and Productivity Standard Reports*

| Report Name | Description |
|---|---|
| Direct Dialing Statistics | Shows the statistics for the calls dialed directly to agents, or dialed by agents to external numbers. |
| Login by Groups of Users | Displays the agents who logged in, the login time, and login duration. |
| Login by User | Provides information about the login activity for each of your agents. |

Table 8–5 describes the list of Project Standard reports that are available in Supervision Manager.

*Table 8–5 Project Standard Report*

| Report Name | Description |
|---|---|
| Project Segments | Shows a set of interaction statistics, broken down by interaction type (phone, email, and so on), and as a summary across all interaction types. |

## Common Standard Report Items

Table 8–6 lists the items that most, but not all, standard reports have in common, and describes each item.

*Table 8–6 Example Standard Report Common Items*

| Item | Description |
|---|---|
| Report Name | The name of the report followed by a user-defined name. |
| Report Includes *XXX* | Shows the subjects of the report (such as workgroups, users, prospects, and so on). |
| Generated date and time | The day with date (mm / dd / yyyy) and time (hh:mm:ss A.M. or P.M.) when this report was generated.<br>**Note:** The date format can vary. It depends on the default settings for the report, or user selections when users view the report. |
| Time Zone | The time zone used to generate the report |
| Report Date Range to Include | Shows the period of the report from one date (dd / mm / yyyy) and time (hh:mm:ss) to another date (dd / mm / yyyy) and time (hh:mm:ss). |

# Viewing Standard Reports

**Note:** If you want a new report, or want to change a report, contact your administrator.

**To view a standard report**

1. Click the Reporting tab.
2. Click the Reports menu.
3. Double-click the Reports menu to open one of the report groups (such as Agent Profiles & Productivity).

4. Double-click a report name (such as Agent Skills) to open a list of available reports.

> **Note:** This list includes reports that your administrator previously created and granted you permission to view. If the report name is not expandable, there are no available reports for that report type.

- When an administrator creates a report, the administrator usually sets some configuration options on the report. The configuration options depend on the specific report.

  For example, your administrator can configure the Workgroup Segments report to show statistics on workgroups or statistics on projects. The administrator can also configure this report to show only one workgroup or all workgroups. In addition, the administrator can control which types of interactions to include, and which to ignore (such as including calls, chats, and emails, and ignoring faxes).

> **Note:** Work with your administrator to create the types of reports that are most useful to you. For information about the configuration options for each report, see *Oracle Contact On Demand Administration Manager Guide*.

## Scheduling a Standard Report and Selecting Regional Options

The following topic describes how to schedule a standard report and how to select regional options.

**To schedule a standard report and to select regional options**

1. Click a report name.

   The Report dialog box opens.

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

2. On the Period Covered tab, select the start and end dates, and the start and end times.

   The following table describes the fields for scheduling a report.

| Field | Description |
|---|---|
| Start Date | Click the calendar icon to open a calendar from which you can choose the start date of the report range:<br>■ Click the right-angle bracket (>) or the left-angle bracket (<) to advance or move back the calendar one month.<br>■ Click the right, double-angle brackets (>>) or the left, double-angle brackets (<<) to advance or move back the calendar one year.<br>Choose the report start date by clicking a day in the calendar, or click today to choose today's date (based on your workstation's system clock).<br>You can also type a date in the text box, using the mm/dd/yyyy format:<br>■ From the first list, select the starting hour (24-hour notation).<br>■ From the second list, select the starting minutes.<br>For more information about the calendar, see "Selecting a Date from the Calendar" on page 8-6. |
| End Date | Click the calendar icon to open a calendar from which you can choose the end date of the report range:<br>■ Click the right-angle bracket (>) or the left-angle bracket (<) to advance or move back the calendar one month.<br>■ Click the right, double-angle brackets (>>) or the left, double-angle brackets (<<) to advance or move back the calendar one year.<br>Choose the report end date by clicking a day in the calendar. Or, click today to choose today's date (based on your workstation's system clock).<br>You can also type a date in the text box, using the mm/dd/yyyy format:<br>■ From the first list, select the closing hour (24-hour notation).<br>■ From the second list, select the closing minute. |
| Start Time | From the lists, choose the starting hour (24-hour notation) and minute for your report range. |
| End Time | From the lists, choose the closing hour (24-hour notation) and minute for your report range. |

3. Click the Regional Options tab, and complete the Regional Options tab fields

   The following table describes the selection and fields for selecting regional options.

| Field | Description |
|---|---|
| Select Company Defined Time Zone | Choose Company Default Time Zone to display all report times in your company's default time zone. |
| Select User Defined Time Zone | Choose User Time Zone to display all report times in the time zone that is configured for your Supervision Manager login. |
| Select Report Language | From the list, choose the language to use in the report. |

| Field | Description |
|---|---|
| Select Company Defined Date Format | Choose Company Default Date Format to display all report dates in your company's default format. |
| Select User Defined Date Format | Select the report date format from the list. |

4. Click OK.

A new browser window opens containing the report.

## Selecting a Date from the Calendar

Many Supervision Manager screens include a calendar icon to help you to select a date (for example, when creating search parameters for finding a specific interaction stored in the Oracle Contact On Demand database). The following topic helps you to use the calendar feature.

**To select a date from the calendar**

1. Click the calendar icon to open a calendar.

   On the calendar, the current month and year appear in the date box.

2. Do the following to select a different day or month:

   - Click the arrows to advance or move back the calendar one month.
   - From the list, select a different month-year combination from the list.
   - Click a day of the week for the date.

The calendar closes automatically after a day is selected.

> **Note:** To close the calendar manually, click Close.

## Report Start and End Times

For almost every report, the start and end times work in the same way. For example, if you are running an Agent Utilization report, you might select:

- 07/01/08 as the start date
- 07/30/08 as the end date
- 8:00 (A.M.) as the start time
- 17:00 (5:00 P.M.) as the end time

Your report includes events:

- Starting at 8:00 A.M. on 7/01/08
- Closing at 5:00 P.M. on 07/30/08

Any event that occurred between those times, 24 hours a day, seven days a week, is included in your report. Each report works in this way, with the following exceptions:

- Workgroup Interval Time Report
- Workgroup Interval Time by Media Report
- Advanced Report Templates

If you run these reports, and select the same start and end times, listed in the previous example, your report includes events that occurred between 8:00 A.M. and 5:00 P.M, each day between 7 January 2007 and 30 July 2007.

# Contact Center Operations Reports

This topic describes the operations reports. It includes the following information:

- "Weekly Project Routing Schedules Report" on page 8-7
- "Workgroup Skills Report" on page 8-7
- "Billing Report" on page 8-8

## Weekly Project Routing Schedules Report

The Weekly Project Routing Schedules report lists all project schedules and operating hours for your contact center, as configured by an administrator using Supervision Manager.

---

**Note:** When a company is using Campaign Manager for its call flow, then the company typically uses business events to define the company's operating hours.

---

Table 8–7 describes the Weekly Project Routing Schedules report, the columns, and their corresponding tables.

***Table 8–7 Weekly Project Routing Schedules Report***

| Column | Description | Table |
|---|---|---|
| Day | The routing day. | Not applicable. |
| DNIS | (Dialed Number Identification Service) The telephone number or email address customers use to reach the scheduled project. | LibraryDNIS |
| From Project | The project that the schedule temporarily disables while the *To Project* runs. | Corresponding tables include:<br>■ ReportsWeeklyRouting<br>■ hasfromproject |
| Start Time | The time (24-hour clock) on the specified day the project is scheduled to start. | Not applicable. |
| Time Zone | The time zone used to generate the report. The values in the Start Time column are for this time zone. | Corresponding tables include:<br>■ ReportsWeeklyRouting<br>■ hastimezone |
| To Project | The name of the project that the schedule runs at the specified day and start time. | Corresponding tables include:<br>■ ReportsWeeklyRouting<br>■ hastoproject |

## Workgroup Skills Report

The Workgroup Skills report shows the skills assigned to a workgroup. The report shows all agents for the entire company, not only the agents whom you supervise.

Table 8–8 describes the Workgroup Skills report, the columns, and their corresponding tables.

***Table 8–8 Workgroup Skills Report***

| Column | Description | Table |
|---|---|---|
| Rating | The rating (weight) of this skill (from 0 to 100) regarding its importance to this workgroup. The higher the rating, the greater the chance of the interaction being routed to this workgroup. | Workgroupskill<br>■ skillvalue |
| Skill Name | The name of the skill required in this workgroup. | Workgroupskill<br>■ skillid |
| Workgroup | The name of the workgroup. | Workgroupskill<br>■ workgroupid |

## Billing Report

The Billing report summarizes the number and duration of interactions in each contact center for which you provide a service.

Table 8–9 describes the Billing report.

***Table 8–9 Billing Report***

| Column | Description |
|---|---|
| Call Center | The name of the contact center. |
| Number of Interactions | The total number of interactions for the date and time specified, where each leg of an interaction increments the count by one. |
| Duration of Interactions | The total time for all interactions in the date and time specified. |
| Total | The total number of interactions and times for all interactions for the contact center for the dates and times specified. |

# Workgroup Productivity Reports

This topic describes the workgroup productivity reports. It includes the following information:

- "Outcome Statistic Report" on page 8-8
- "Workgroup Interval Time by Media Report" on page 8-10
- "Workgroup Segments Report" on page 8-11
- "Overdue Callbacks Report" on page 8-17
- "Workgroup Interval Time Report" on page 8-18

## Outcome Statistic Report

For each interaction type, the Outcome Statistics report shows the number of interactions that were assigned an outcome by agents at the end of each interaction. You can use this report to track the results of interactions based on the interaction type.

---

**Note:** This report is available only if outcomes are defined.

---

Table 8–10 describes the Outcome Statistics report and the corresponding tables.

***Table 8–10 Outcome Statistics Report***

| Column | Description | Table |
|---|---|---|
| Outbound | The number of outbound interactions that were assigned this outcome by agents. | Corresponding tables include:<br>■ HistoryActions<br>■ ReportsOutcomes<br>■ HasOutbound |
| Callback | The number of ACD workgroup interactions that were assigned this outcome. | Corresponding tables include:<br>■ HistoryActions<br>■ ReportsOutcomes<br>■ HasCallback |
| Chat | The number of chat interactions that were assigned this outcome. | Corresponding tables include:<br>■ HistoryActions<br>■ ReportsOutcomes<br>■ HasACDChats |
| Outcome | Administrators can create a list of outcomes to describe the result of an interaction. Whether an agent is required to select an outcome is decided by the administrator. Example outcomes might include: Sale, Request for Literature, Request for Product Change, Order Pending, Order Placed, and so on. | Not applicable. |
| Preview | The number of preview interactions that were assigned this outcome by agents. | Corresponding tables include:<br>■ HistoryActions<br>■ ReportsOutcomes<br>■ HasPreview |
| Web Callback | This report shows how many Web callback interactions that were assigned this outcome by agents. | Corresponding tables include:<br>■ HistoryActions<br>■ ReportsOutcomes<br>■ HasWebCallback |
| Workgroup Calls | The number of workgroup calls that were assigned this outcome by agents. | Corresponding tables include:<br>■ HistoryActions<br>■ ReportsOutcomes<br>■ HasACDCalls |
| Workgroup Emails | This report shows how many workgroup email interactions that were assigned this outcome by agents. | Corresponding tables include:<br>■ HistoryActions<br>■ ReportsOutcomes<br>■ HasEmails |
| Workgroup Fax | This report shows how many workgroup fax interactions that were assigned this outcome by agents. | Corresponding tables include:<br>■ HistoryActions<br>■ ReportsOutcomes<br>■ HasFaxes |

*Table 8–10 (Cont.) Outcome Statistics Report*

| Column | Description | Table |
|---|---|---|
| Workgroup Voicemail | This report shows how many workgroup voice mail interactions that were assigned this outcome by agents. | Corresponding tables include:<br>■ HistoryActions<br>■ ReportsOutcomes<br>■ HasVoicemails |
| Total | The total number of interactions assigned this outcome. | Corresponding tables include:<br>■ HistoryActions<br>■ ReportsOutcomes<br>■ HasACDCalls |

## Workgroup Interval Time by Media Report

The Workgroup Interval Time by Media Type report shows how many interactions of each media type your contact center receives at specific times of the day, during a specified period.

Each row of the report is dedicated to a single time interval, based on the value your administrator set up for this report. Therefore, selecting a start and end time for this report is slightly different from the procedure for other reports. For more information on reporting times, see "Report Start and End Times" on page 8-6.

Table 8–11 describes the Workgroup Interval Time by Media report and the corresponding tables.

*Table 8–11 Workgroup Interval Time by Media Report*

| Column | Description | Table |
|---|---|---|
| Interval | Indicates the time interval for the row. You can set the length for each interval in the Set Interval Time field on the Content tab when creating the report definition. The total number of rows in the report is based on your specified Interval Time and the period of your report.<br><br>For example, the report would contain eight rows if the report was created for the period between 2:00 P.M. and 4:00 P.M. for a single day with interval times of 15 minutes. | Corresponding tables include:<br>■ HistoryActions<br>■ ReportsACDInterval<br>■ TimeInterval |
| Callback | The number of callback interactions that agents accepted. | Corresponding tables include:<br>■ HistoryActions<br>■ ReportsACDInterval<br>■ HasCallback |
| Chat | The number of chat interactions that agents accepted. | Corresponding tables include:<br>■ HistoryActions<br>■ ReportsACDInterval<br>■ HasACDChat |

*Table 8–11 (Cont.) Workgroup Interval Time by Media Report*

| Column | Description | Table |
|---|---|---|
| Total | The total number of interactions received for the entire period. | Corresponding tables include:<br>■ HistoryActions<br>■ ReportsACDInterval<br>■ HasTotInteractions |
| Web Callback | This report shows how many Web callback interactions were accepted by agents. | Corresponding tables include:<br>■ HistoryActions<br>■ ReportsACDInterval<br>■ HasWebCallback |
| Workgroup Calls | This report shows the number of workgroup calls accepted by agents. | Corresponding tables include:<br>■ HistoryActions<br>■ ReportsACDInterval<br>■ HasACDCalls |
| Workgroup Email | This report shows the number of workgroup email interactions were accepted by agents. | Corresponding tables include:<br>■ HistoryActions<br>■ ReportsACDInterval<br>■ HasACDEmail |
| Workgroup Fax | This report shows the number of workgroup fax interactions this agent handled. | Corresponding tables include:<br>■ HistoryActions<br>■ ReportsACDInterval<br>■ HasACDFax |
| Workgroup Voicemail | This report shows the number of workgroup voice mail interactions were accepted by agents. | Corresponding tables include:<br>■ HistoryActions<br>■ ReportsACDInterval<br>■ HasACDVoicemail |
| Total | The total number of interactions received for each time interval. | Corresponding tables include:<br>■ HistoryActions<br>■ ReportsACDInterval<br>■ HasTotIntervalInteractions |

## Workgroup Segments Report

The Workgroup Segments report shows contact center use and agent performance for the projects and workgroups that you select. It includes the activity for all agents in a project or workgroup. This report includes interactions that were routed to workgroup agents by Automatic Call Distribution (ACD), as well as email interactions that have been accepted by an agent and later discarded by the supervisor. This report does not include:

- Calls made directly to an agent
- Outbound calls made by an agent

This report contains the following information:

- "Segment Events Area" on page 8-12
- "Abandoned Interval Area" on page 8-13

- "Agent Answered Interval Area" on page 8-13
- "Media Type Segments Handled Area" on page 8-15
- "Agent Segment Processing Area" on page 8-15
- "Summary Area" on page 8-16


### Segment Events Area

The *Segment Events* area describes information presented as total and percentage. The columns should be ordered as displayed in the area.

Table 8–12 describes the Segment Event area of the Workgroup Segments report.

***Table 8–12 Workgroup Segments Report: Segment Events Area***

| Column | Description | Table |
|---|---|---|
| Abandoned | The number of workgroup interactions abandoned while in queue for the workgroup. | Corresponding tables include:<br>▪ ReportsCallCenterKey<br>▪ HistoryActions<br>▪ TimetoAbandoned |
| Agent Answered | The number of workgroup interactions routed to and accepted by agents. | Corresponding tables include:<br>▪ ReportsCallCenterKey<br>▪ HistoryActions<br>▪ HasACDCalls<br>▪ HasACDCallback<br>▪ HasWebCB<br>▪ HasVoicemail<br>▪ HasChat<br>▪ HasEmail<br>▪ HasFax |
| Callback Calls | The number of callback and Web callback interactions handled by the contact center. | Corresponding tables include:<br>▪ ReportsCallCenterKey<br>▪ HistoryActions<br>▪ HasACDCallback<br>▪ HasACDCalls |
| No Answer | The total number of interactions offered to, but not answered by an agent. | Corresponding tables include:<br>▪ ReportsCallCenterKey<br>▪ HistoryActions |
| Other Events | The total number of events that overflowed to a project menu, or where the project results are *Other.* | Corresponding tables include:<br>▪ ReportsCallCenterKey<br>▪ HistoryActions |
| Other Workgroups | The total number of interactions routed to other workgroups. | Corresponding tables include:<br>▪ ReportsCallCenterKey<br>▪ HistoryActions |

*Table 8–12 (Cont.) Workgroup Segments Report: Segment Events Area*

| Column | Description | Table |
|---|---|---|
| Total Segments Received | The total number of interactions coming into contact center and routed back from other workgroups. This total is larger than the total interactions on other reports because it includes interactions routed back from other workgroups. | Corresponding tables include:<br>■ ReportsCallCenterKey<br>■ HistoryActions |
| Voicemail | The number of calls in which the caller left a voice mail message for the workgroup, rather than wait in the queue to be connected to an agent. | Corresponding tables include:<br>■ ReportsCallCenterKey<br>■ HistoryActions<br>■ HasVoicemail |

### Abandoned Interval Area

The *Abandoned Interval* area shows the statistics for the time that customers waited before deciding to abandon their attempt to reach your contact center.

Table 8–13 describes the Abandoned Interval area of the Workgroup Segments report and the order of appearance in the report area.

*Table 8–13 Workgroup Segments Report: Abandoned Interval Area*

| Column | Description | Table |
|---|---|---|
| 0 min 31 sec to 1 min 0 sec | The number of interactions abandoned after waiting 30 seconds, but no longer than 60 seconds. | Corresponding tables include:<br>■ HistoryActions<br>■ ActionID<br>■ Duration |
| 1 min 1 sec to 1 min 30 sec | The number of interactions abandoned after waiting 61 seconds, but no longer than 1 minute and 30 seconds. | Corresponding tables include:<br>■ HistoryActions<br>■ ActionID<br>■ Duration |
| 1 min 31 sec to 2 min | The number of interactions abandoned after waiting between 1 minute and 30 seconds and 2 minutes. | Corresponding tables include:<br>■ HistoryActions<br>■ ActionID<br>■ Duration |
| Over 2 min 0 sec | The number of interactions abandoned after waiting more than 2 minutes. | Corresponding tables include:<br>■ HistoryActions<br>■ ActionID<br>■ Duration |
| Under 0 min 30 Seconds | The number of interactions abandoned after waiting less than 30 seconds. | Corresponding tables include:<br>■ HistoryActions<br>■ ActionID<br>■ Duration |

### Agent Answered Interval Area

The *Agent Answered Interval* area shows statistics for the time customers waited before being connected to an agent.

Table 8–14 describes the Agent Answered Interval area of the Workgroup Segments report.

***Table 8–14 Workgroup Segments Report: Agent Answered Interval Area***

| Column | Description | Table |
|---|---|---|
| Below Threshold 1 | The total number of interactions that were accepted by an agent before the first threshold defined for the report. | Corresponding tables include:<br>▪ HistoryActions<br>▪ ReportsCallCenterKey<br>▪ CallThreshold1<br>▪ CallbackThreshold1<br>▪ WebCallbackThreshold1<br>▪ FaxesThreshold1<br>▪ EmailThreshold1<br>▪ ChatThreshold1 |
| Below Threshold 2 | The total number of interactions accepted by agent before the second time threshold. | Corresponding tables include:<br>▪ HistoryActions<br>▪ ReportsCallCenterKey<br>▪ CallThreshold2<br>▪ CallbackThreshold2<br>▪ WebCallbackThreshold2<br>▪ FaxesThreshold2<br>▪ EmailThreshold2<br>▪ ChatThreshold2 |
| Greater than Threshold 2 | The total number of interactions accepted by agent before the second time threshold. | Corresponding tables include:<br>▪ HistoryActions<br>▪ ReportsCallCenterKey<br>▪ CallThreshold2<br>▪ CallbackThreshold2<br>▪ WebCallbackThreshold2<br>▪ FaxesThreshold2<br>▪ EmailThreshold2<br>▪ ChatThreshold2 |
| Total Segments Answered by Agent | The total number of interaction segments routed to and accepted by the workgroup agents. | Corresponding tables include:<br>▪ HistoryActions<br>▪ ReportsCallCenterKey<br>▪ HasACDCalls<br>▪ HasACDCallback<br>▪ HasWebCB<br>▪ HasVoicemail<br>▪ HasChat<br>▪ HasEmail<br>▪ HasFax |

### Media Type Segments Handled Area

The *Media Type Segments Handled* area shows the number of interactions of each media type handled by the selected projects or workgroups.

Table 8–15 describes the Media Type Segments area of the Workgroup Segments report.

***Table 8–15 Workgroup Segments Report: Media Type Segments Area***

| Column | Description | Table |
|---|---|---|
| Callback | The number and percentage of interactions that reached the contact center by phone, were routed to a workgroup, and requested a callback rather than wait in the workgroup queue for an agent. | Corresponding tables include:<br>■ ReportsCallCenterKey<br>■ HistoryActions |
| Chat | The number and percentage of customers who reached the contact center by requesting a chat with an agent using your Web site. | Corresponding tables include:<br>■ ReportsCallCenterKey<br>■ HistoryActions |
| Web Callback | The number and percentage of customers who reached the contact center by requesting a callback from an agent using your Web site. | Corresponding tables include:<br>■ ReportsCallCenterKey<br>■ HistoryActions |
| Workgroup Calls | The number and percentage of incoming calls that were routed to a workgroup and accepted by an agent. | Corresponding tables include:<br>■ ReportsCallCenterKey<br>■ HistoryActions |
| Workgroup Email | The number and percentage of interactions that reached the contact center by email, were routed to a workgroup, and subsequently handled by an agent. | Corresponding tables include:<br>■ ReportsCallCenterKey<br>■ HistoryActions |
| Workgroup Fax | The number and percentage of fax interactions that were routed to a workgroup and subsequently handled by an agent. | Corresponding tables include:<br>■ ReportsCallCenterKey<br>■ HistoryActions |
| Workgroup Voicemail | The number and percentage of interactions that reached the contact 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. | Corresponding tables include:<br>■ ReportsCallCenterKey<br>■ HistoryActions |

### Agent Segment Processing Area

The *Agent Segment Processing* area shows the average time that agents spent in various phases of the interaction.

Table 8–16 describes the entities of the Agent Segment Processing area of the Workgroup Segments report.

**Table 8–16 Workgroup Segments Report: Agent Segment Processing Area**

| Column | Description | Table | Calculation |
|---|---|---|---|
| Average Handle Time per Segment | The average time that agents spent processing an interaction, (including talk time and wrap-up time), for the segment of the call, and for the reporting workgroup. | Corresponding tables include:<br>▪ ReportsCallCenterKey<br>▪ HistoryActions | [(Total talk time) plus (total hold time) plus (total wrap time)] divided by (total number of segments). |
| Average Hold Time | The average time that agents kept callers on hold. | Corresponding tables include:<br>▪ ReportsCallCenterKey<br>▪ HistoryActions | (Total hold time) divided by (number of segments that went on hold). |
| Average Speed of Answer (ASA) | The average time the caller spent in queue before being answered by an agent. | Corresponding tables include:<br>▪ ReportsCallCenterKey<br>▪ HistoryActions | Not applicable. |
| Average Talk Time (ATT) | The average time that agents spent talking with callers, including hold time. | Corresponding tables include:<br>▪ ReportsCallCenterKey<br>▪ HistoryActions | Not applicable. |
| Average Wrap Up Time | The average time that agents spent wrapping up interactions (where the agent status was wrap-up). | Corresponding tables include:<br>▪ ReportsCallCenterKey<br>▪ HistoryActions | Not applicable. |

## Summary Area

The *Summary* area shows the overview data for interactions received and for interaction waiting times.

Table 8–17 describes the Summary Area.

**Table 8–17 Workgroup Segments Report: Summary Area**

| Column | Description | Table | Calculation |
|---|---|---|---|
| Average Ring Time | The average time after the call is offered to the agent until the agent accepts the interaction. The time is calculated as follows: (the total ring time divided by the number of calls offered to the agent). | Corresponding tables include:<br>▪ ReportsCallCenterKey<br>▪ HistoryActions | Not applicable. |
| Average Time to Abandoned | The average time an interaction was in queue before abandoning or disconnecting. | Corresponding tables include:<br>▪ ReportsCallCenterKey<br>▪ HistoryActions | Not applicable. |
| Duration of Handled Segments | The total duration of the interaction segment. | Corresponding tables include:<br>▪ ReportsCallCenterKey<br>▪ HistoryActions | Not applicable. |

*Table 8–17 (Cont.) Workgroup Segments Report: Summary Area*

| Column | Description | Table | Calculation |
|---|---|---|---|
| Longest Wait to Answer Time | The longest time an interaction waiting in queue before being answered by an agent. | Corresponding tables include:<br>■ ReportsCallCenterKey<br>■ HistoryActions | Not applicable. |
| Number of Times Interactions Went to Hold | The total number of voice interactions that an agent placed on hold at any time. | Corresponding tables include:<br>■ ReportsCallCenterKey<br>■ HistoryActions | Not applicable. |
| OverFlow In | The total number of ACD interactions that overflowed the workgroup. | Corresponding tables include:<br>■ ReportsCallCenterKey<br>■ HistoryActions | Not applicable. |
| OverFlow Out | The total number of ACD interactions that overflowed to another workgroup. | Corresponding tables include:<br>■ ReportsCallCenterKey<br>■ HistoryActions | Not applicable. |
| Shortest Wait to Answer Time | How long the interaction with the shortest queue time waited for an agent. | Corresponding tables include:<br>■ ReportsCallCenterKey<br>■ HistoryActions | Not applicable. |
| Total Segments Answered by Agent | The total number of interactions received by Oracle Contact On Demand, routed to a workgroup, and handled by an agent. | Corresponding tables include:<br>■ ReportsCallCenterKey<br>■ HistoryActions | Not applicable. |
| Total Segments Received | The total number of interactions received by the workgroup. | Corresponding tables include:<br>■ ReportsCallCenterKey<br>■ HistoryActions | Not applicable. |
| Total Wait To Answer Time | The total time of interactions waiting in the workgroup queue. | Corresponding tables include:<br>■ ReportsCallCenterKey<br>■ HistoryActions | Not applicable. |
| Transferred In | The number of interactions that were transferred into the workgroup. | Corresponding tables include:<br>■ ReportsCallCenterKey<br>■ HistoryActions | Not applicable. |

## Overdue Callbacks Report

The Overdue Callbacks report lists all Web callback requests that have aged past the requestor's specified date and time. It shows the date and time that the customer requested the callback, as well as the customer's contact information. This report helps you to determine if interactions are overdue, recently overdue, or upcoming.

Table 8–18 describes the Overdue Callbacks report.

*Table 8–18 Overdue Callbacks Report*

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

## Workgroup Interval Time Report

The Workgroup Interval Time report shows how agents are performing at specific times of the day during a period. Time intervals can be as brief as 1 minute and as long as 60 minutes.

Each row of the report shows a single time interval, based on the interval value that your administrator set. The administrator can include the threshold values to indicate the number of interactions missed or met by interval. Therefore, selecting a start and end time for this report is slightly different from the procedure for other reports. For more information on reporting times, see "Report Start and End Times" on page 8-6.

Table 8–19 describes the Workgroup Interval Time report, the corresponding tables, and the formulas used in calculations (where applicable).

*Table 8–19 Workgroup Interval Time Report*

| Column | Description | Table | Calculation |
|---|---|---|---|
| Interval | The period of the report.<br>The total number of rows in the report is based on your specified Interval Time and the period of the report.<br>For example, the report would contain eight rows if the report was created for the period between 2:00 P.M. and 4:00 P.M. for a single day with interval times of 15 minutes. | The following is a list of the tables that are used in the Workgroup Interval Time report:<br>■ HistoryActions<br>■ ReportsACDIntervalTime<br>■ Invervaltime | Not applicable. |
| Agent Answered | The columns in this area apply to the number of interactions that were answered by agents during each of the time intervals. | Not Applicable | Not Applicable. |

**Table 8–19 (Cont.) Workgroup Interval Time Report**

| Column | Description | Table | Calculation |
|---|---|---|---|
| Below Threshold 1 | The total number of interactions that were accepted by an agent before the first threshold defined for the report. | Corresponding tables include:<br>■ HistoryActions<br>■ Duration<br>■ ReportsACDIntervalTime<br>■ Callthreshold1<br>■ Callbackthreshold1<br>■ WebCallbackthreshold1<br>■ Chathreshold1<br>■ Emailthreshold1<br>■ Faxthreshold1 | Not applicable. |
| Below Threshold 2 | The total number of interactions accepted by agent before the second time threshold. | Corresponding tables include:<br>■ HistoryActions<br>■ Duration<br>■ ReportsACDIntervalTime<br>■ Callthreshold2<br>■ Callbackthreshold2<br>■ WebCallbackthreshold2<br>■ Chathreshold2<br>■ Emailthreshold2<br>■ Faxthreshold2 | Not applicable. |
| Greater than Threshold 2 | The total number of interactions accepted by agents outside the second threshold for the interactions in the report. | Corresponding tables include:<br>■ HistoryActions<br>■ Duration<br>■ ReportsACDIntervalTime<br>■ Callthreshold2<br>■ callbackthreshold2<br>■ WebCallbackthreshold2<br>■ Chathreshold2<br>■ Emailthreshold2<br>■ Faxthreshold2 | Not applicable. |
| Abandon | The total number of interactions where the client disconnected after entering the queue, but before reaching an agent. | Corresponding tables include:<br>■ HistoryActions<br>■ ReportsACDIntervalTime<br>■ Hasdropped | Not applicable. |
| Above Threshold 1 | The total number of abandoned interactions outside the first threshold for the interactions in the report. | Not applicable. | Not applicable. |

*Table 8–19 (Cont.) Workgroup Interval Time Report*

| Column | Description | Table | Calculation |
|---|---|---|---|
| Total | The total number of abandoned interactions. | Corresponding tables include:<br>■ HistoryActions<br>■ ReportsACDIntervalTime<br>■ HasTotalInteractions | Not applicable. |
| Service Performance Level | The percentage of calls answered within the time specified. | Corresponding tables include:<br>■ HistoryActions<br>■ ReportsACDIntervalTime<br>■ HasPercentageServiceLevel | Total number of interactions answered before threshold 1 divided by (total number of answered interactions plus abandoned interactions after threshold 1).<br>**Note:** This calculation is not applied to voice mail, email and fax interactions. |

# Preview Reports

This topic describes the preview reports. It includes the following information:

- "Preview Summary Report" on page 8-20

**Note:** You cannot view these reports if your contact center is not running preview campaigns.

## Preview Summary Report

The Preview Summary report provides a breakdown of the project outcomes (for example, busy and no answer) of all preview call attempts, and the follow-up action taken in response to each outcome.

Table 8–20 describes the Preview Summary report and the corresponding tables.

*Table 8–20 Preview Summary Report*

| Column | Description | Table |
|---|---|---|
| Project | The name of the preview calling project. | Corresponding tables include:<br>■ HistoryActions<br>■ ReportsPreview |
| Outcome | The outcome assigned to the interaction by the agent. | Corresponding tables include:<br>■ HistoryActions<br>■ ReportsPreview<br>■ HasOutcomeName |
| Phone | The telephone number dialed in the preview call attempt. | Corresponding tables include:<br>■ HistoryActions<br>■ ReportsPreview<br>■ HasPhone |

*Table 8–20 (Cont.) Preview Summary Report*

| Column | Description | Table |
|---|---|---|
| Action | The action taken as a result of the call attempt. | Not Applicable |
| None | No action is required. | Corresponding tables include:<br>■ HistoryActions<br>■ ReportsPreview<br>■ HasAction<br>■ ActionID |
| Add to Do Not Call List | Choosing this result removes the number from the preview calling list, so that Oracle Contact On Demand does not provide the number to agents to call again. | Corresponding tables include:<br>■ HistoryActions<br>■ ReportsPreview<br>■ HasAction<br>■ ActionID |
| Call Back | Oracle Contact On Demand will call this number back at a specified day and time.<br><br>**Note:** Callbacks for preview calls work differently from callbacks for ACD calls.<br><br>When you schedule an ACD callback (after the customer calls your company and is routed to you), Oracle Contact On Demand automatically calls the customer at the correct time, and then connects the customer to an agent.<br><br>When you schedule a callback for a preview call, Oracle Contact On Demand tries to call every number in the current Dialer List before it tries the callback number. (A dialer list is the list of preview phone numbers that Oracle Contact On Demand is using.)<br><br>If there are a lot of numbers in the current dialer list, it is possible that the callback is not dialed at the time that you set in the Outcome dialog box. | Corresponding tables include:<br>■ HistoryActions<br>■ ReportsPreview<br>■ HasAction<br>■ ActionID |
| Personal Callback | When selected, Oracle Contact On Demand adds a new task to your Task tab. When the time for the callback arrives, Interaction Manager opens a reminder box on your computer with the customer's name and phone number. | Corresponding tables include:<br>■ HistoryActions<br>■ ReportsPreview<br>■ HasAction<br>■ ActionID |

## Agent Profile and Productivity Reports

This topic describes the agent profile and productivity reports. It includes the following information:


- "Login by Groups of Users Report" on page 8-22
- "Agent Skills Report" on page 8-22
- "Agent Utilization Report" on page 8-23
- "Direct Dialing Statistics Report" on page 8-23

- "Agent Information Report" on page 8-25
- "Agent Interaction Report" on page 8-26
- "Login by User Report" on page 8-27


## Login by Groups of Users Report

The Login by Groups of Users report shows the total logged-in time for each agent. It is similar to the Login by User report, except that this report shows data for the entire period, and not for each session.

> **Note:** When configuring this report, you can use the Users Supervised By option to exclude supervisors.

Table 8–21 describes the main report elements.

*Table 8–21 Login by Groups of Users Report*

| Column | Description |
|---|---|
| Agent or Workgroup, Department, or Supervisor to which the agent belongs | This report can include all agents in a department or workgroup, supervised by a supervisor, or only selected agents. The names of the departments, workgroups, supervisors, or agents appear in this column. |
| Total | The total time (hh:mm:ss) that the agent was logged in to Oracle Contact On Demand. |
| Username | The agent's login name. |

## Agent Skills Report

The Agent Skills report shows the agent profiles and their associated skill levels. It shows:

- All the skills defined for your company
- Which agents possess each skill
- Each agent's rating for that skill

Thus, you can quickly see which agents possess which skill in your contact center, and identify the agents whom you want to include in a workgroup requiring specific skills or requirements.

> **Note:** This report is available only to companies for which skills were created.

Table 8–22 describes the main report elements of the Agent Skills report.

*Table 8–22 Agent Skills Report*

| Column | Description |
|---|---|
| Skill Name (such as Macintosh, PC, UNIX) | The name of the skill required for the agent. |
| First Name | The agent's first name. |
| Last Name | The agent's last name. |

*Table 8–22 (Cont.) Agent Skills Report*

| Column | Description |
|---|---|
| Rating | The skill-level rate (weighting from 0 to 100) assigned to a skill when creating an agent. |

## Agent Utilization Report

The Agent Utilization report shows agent activity, including the amount of time each agent spent handling interactions, awaiting interactions, on a break, and the total time logged in.

Table 8–23 describes the main report elements.

*Table 8–23 Agent Utilization Report*

| Column | Description |
|---|---|
| Agents | The full names of the agents appear below this column (one agent for each row). |
| Available | How long (hh:mm:ss) the agent's status was Available and the percentage of time that the agent was available when compared with the agent's total logged-in time.<br>This amount accumulates each time that the agent logs in. |
| Busy | How long (hh:mm:ss) the agent's status was Busy, and the percentage of time that the agent was Busy when compared with the agent's total logged-in time.<br>This amount accumulates with the addition of each time that the agent logs in. |
| On Break | How long (hh:mm:ss) the agent's status was On Break, and the percentage of time that the agent was On Break when compared with the agent's total logged-in time.<br>This amount accumulates with the addition of each time that the agent logs in. |
| Report Date Range to Include | This report includes information from this date (dd/mm/yyyy) and time (hh:mm:ss) to this date (dd/mm/yyyy) and time (hh:mm:ss). |
| Total Time Logged In | How long (hh:mm:ss) the agent was logged in to Oracle Contact On Demand. (The time accumulates with the addition of each time that the agent logs in.) |

## Direct Dialing Statistics Report

The Direct Dialing Statistics report shows non-workgroup calls where:

- An agent dialed another agent
- An agent called an external number
- A caller dialed an agent directly

This report shows the activity for the entire company, and includes all agents in a selected project or workgroup, and not only the agents whom you supervise.

The report includes three areas:

- **Agent Segment Processing.** The average time that agents spent in various phases of each interaction. For more information, see "Agent Segment Processing Area" on page 8-24.

- **Summary.** The overall data for the interactions received and overview data for the interaction waiting times. For more information, see "Summary Area" on page 8-25.
- **Media Type Segments Received.** The number of interactions of each media type handled by the selected projects. For more information, see "Media Type Segments Received Area" on page 8-24.

### Agent Segment Processing Area

The *Agent Segment Processing* area of the direct dialing statistics report shows the average time that agents spent in various phases of an interaction.

Table 8–24 describes the Agent Segment Processing area of the Direct Dialing Statistics report.

***Table 8–24 Direct Dialing Statistics Report: Agent Segment Processing Area***

| Column | Description | Calculation |
|---|---|---|
| Average Talk Time (ATT) | The average time (in seconds) that agents spent talking with callers, including hold time (for the requested period). | Not applicable. |
| Average Hold Time (ATH) | The average time (in seconds) that agents kept callers on hold (for the requested period). | Not applicable. |
| Average Handle Time per Segment | The average time (in seconds) agents spent processing a call (including talk time, hold time, and wrap-up time) for the segment of the call for the reporting project (for the requested period). | (Talk time plus wrap-up time) divided by (total interactions). |

### Media Type Segments Received Area

The *Media Type Segments Received* area of the Direct Dialing Statistics report shows the number of interactions of each media type handled by the selected projects or workgroups.

Table 8–25 describes the Media Type Segments Received area of the Direct Dialing Statistics report.

***Table 8–25 Direct Dialing Statistics Report: Media Type Segments Received Area***

| Item | Description | Table |
|---|---|---|
| Direct Inbound | The number of calls made by callers directly to a 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. | Corresponding tables include:<br>■ HistoryActions<br>■ ReportCallCenterKeyNoACD<br>■ HasInbound |
| Direct Outbound | The number of calls made by agents directly to an external phone number. | Corresponding tables include:<br>■ HistoryActions<br>■ ReportCallCenterKeyNoACD<br>■ HasOutbound |
| Inbound Extension | The number of calls received by agents from other agents. | Corresponding tables include:<br>■ HistoryActions<br>■ ReportCallCenterKeyNoACD<br>■ HasInExt |

**Table 8–25 (Cont.) Direct Dialing Statistics Report: Media Type Segments Received**

| Item | Description | Table |
|---|---|---|
| Outbound Extension | The number of calls made by a specific agent to other agents. | Corresponding tables include:<br>■ HistoryActions<br>■ ReportCallCenterKeyNoACD<br>■ HasOutExt |
| Total Segments Received | The total number of direct dialed calls made or handled by agents (for the requested period). | Corresponding tables include:<br>■ HistoryActions<br>■ ReportCallCenterKeyNoACD |

### Summary Area

The *Summary* area of the Direct Dialing Statistics report shows the overview data for the interactions received and interaction waiting times.

Table 8–26 the Summary Area of the Direct Dialing Statistics report.

**Table 8–26 Direct Dialing Statistics Report: Summary Area**

| Column | Description | Table | Calculation |
|---|---|---|---|
| Total Segments Received | The total number of interactions received by the specified project. | Corresponding tables include:<br>■ HistoryActions<br>■ ReportCallCenterKeyNoACD | Not applicable. |
| Number of Times Segments Went to Hold | The total number of times that non-workgroup voice interactions are placed on hold at any time by an agent. | Corresponding tables include:<br>■ HistoryActions<br>■ ReportCallCenterKeyNoACD | Not applicable. |
| Duration of Interactions | The total time that interactions spent in Oracle Contact On Demand. | Corresponding tables include:<br>■ HistoryActions<br>■ ReportCallCenterKeyNoACD | The difference between the time that Oracle Contact On Demand received the interaction and the end of the interaction. |

## Agent Information Report

The Agent Information report shows profile information for each agent defined for the company, in the workgroups and departments that you select.

Table 8–27 describes the Agent Information report and its corresponding tables.

**Table 8–27 Agent Information Report**

| Column | Description |
|---|---|
| Accounting Standing | Identifies whether the agent is active or inactive. |
| Active Address | The number that the agent configured for inbound call-routing. |
| Email | The agent's email address. |
| Extension | The agent's telephone extension number. |
| First Name | The agent's first name. |

***Table 8–27 (Cont.) Agent Information Report***

| Column | Description |
|---|---|
| Last Name | The agent's last name. |
| Phone | The agent's telephone number. |
| Skills | The skills assigned to the agent. |
| Username | The agent's login name. |
| Workgroups | The workgroups to which the agent belongs. |

## Agent Interaction Report

The Agent Interaction report shows the distribution of calls and other interaction types for agents grouped by projects, workgroups, or departments. It shows the number of interactions that the agent handled.

Table 8–28 describes the main Agent Interaction report elements, and their corresponding tables.

***Table 8–28 Agent Interaction Report***

| Column | Description | Table |
|---|---|---|
| Agents | The agent's full name. This column shows the list of agents (one agent user name for each row). | Not applicable. |
| Callback | The number of callback interactions that the agent accepted. | Corresponding tables include:<br>■ HistoryActions<br>■ ReportsAgentInteractions<br>■ HasACDCallback |
| Chat | The number of chat interactions that the agent accepted. | Corresponding tables include:<br>■ HistoryActions<br>■ ReportsAgentInteractions<br>■ HasChat |
| In Ext | The number of telephone calls that the agent received from other Oracle Contact On Demand agents. | Corresponding tables include:<br>■ HistoryActions<br>■ ReportsAgentInteractions<br>■ HasInExt |
| Inbound | The number of inbound calls made directly to and accepted by the agent. | Corresponding tables include:<br>■ HistoryActions<br>■ ReportsAgentInteractions<br>■ HasInbound |
| Out Ext | The number of telephone calls that this agent made to other Oracle Contact On Demand agents. | Corresponding tables include:<br>■ HistoryActions<br>■ ReportsAgentInteractions<br>■ HasOutExt |

*Table 8–28 (Cont.) Agent Interaction Report*

| Column | Description | Table |
|---|---|---|
| Outbound | The number of outbound calls that this agent made to customers. | Corresponding tables include:<br>■ HistoryActions<br>■ ReportsAgentInteractions<br>■ HasOutbound |
| Preview | The number of preview call interactions made by the agent. | Corresponding tables include:<br>■ HistoryActions<br>■ ReportsAgentInteractions<br>■ HasPreview |
| Total | The total number of interactions handled by the agent. | Corresponding tables include:<br>■ HistoryActions<br>■ ReportsAgentInteractions |
| Voicemail | The number of voice mail interactions that the agent accepted. | Corresponding tables include:<br>■ HistoryActions<br>■ ReportsAgentInteractions<br>■ HasVoicemail |
| Web Callback | The number of Web callback interactions that the agent accepted. | Corresponding tables include:<br>■ HistoryActions<br>■ ReportsAgentInteractions<br>■ HasWebCallback |
| Workgroup Calls | The number of workgroup calls that the agent accepted. | Corresponding tables include:<br>■ HistoryActions<br>■ ReportsAgentInteractions<br>■ HasACDCalls |
| Workgroup Email | The number of workgroup email interactions that the agent accepted. | Corresponding tables include:<br>■ HistoryActions<br>■ ReportsAgentInteractions<br>■ HasEmail |
| Workgroup Fax | The number of workgroup fax interactions that the agent accepted. | Corresponding tables include:<br>■ HistoryActions<br>■ ReportsAgentInteractions<br>■ HasFax |

## Login by User Report

The Login by User report shows the total time that agents and supervisors were logged in to Oracle Contact On Demand for each session.

The difference between this report and the Login by Groups of Users report is that the Login by User report shows data for each session. The Login by Groups of Users report shows data for the entire period.

Table 8–29 describes the Login by User report elements.

*Table 8–29 Login by User Report*

| Column | Definition |
|---|---|
| Username | The agent's login name. |
| Duration | How long the agent was logged in to Oracle Contact On Demand for each session. |
| Login Date | The day (mm/dd/yyyy) when the agent logged in to Oracle Contact On Demand.<br><br>**Note:** The Date format can vary. It depends on the default settings for the report, or users selections when they view the report. |
| Login Time | The time (hh:mm:ss A.M. or P.M.) when the agent logged in to Oracle Contact On Demand. |
| Total Time Logged In | How long the agent was logged in to Oracle Contact On Demand, which is an accumulative value of multiple login times for the same log-in date. |

# Project Segments Report

The Project Segments report shows a set of interaction statistics, by interaction type (phone, email, and so on) and a summary for all interaction types.

> **Note:** This report was formerly known as the Project Key Statistics report.

Table 8–30 describes the report elements, corresponding tables, and the formulas used in calculations for a summary of interactions (where applicable). The Description column describes the statistics for the interactions that were recorded during this reporting period.

*Table 8–30 Project Segments Report: Summary of Interactions*

| Column | Description | Table | Calculation |
|---|---|---|---|
| Segment Events | | | |
| Total Segments Received | The total number of interactions that occurred for the specified period and project. | HistoryActions | Not applicable. |
| Total Talk Time | The total time agents spent talking with customers (for the specified period). | HistoryActions | (Talk Time). |
| Average Talk Time (ATT) | The average time that agents spent talking with customers. | HistoryActions | (Total Talk Time) divided by (total number of answered segments). |
| Total Hold Time | The total time customers spent on hold. | HistoryActions | Not applicable. |
| Average Hold Time (AHT) | The average time that customers spent on hold. | HistoryActions | (Total hold time) divided by (total number of hold segments). |

*Table 8–30 (Cont.) Project Segments Report: Summary of Interactions*

| Column | Description | Table | Calculation |
|---|---|---|---|
| Total Wait To Answer Time | The total time that all customers spent in a queue (including the ring time) for the specified period. | HistoryActions | Not applicable. |
| Average Speed of Answer (ASA) | The average time that customers spent waiting in a queue for an agent, including ring time. | HistoryActions | (Total Time in Queue) divided by (total number of answered segments). |
| Longest Wait to Answer Time | The longest time spent by any customer waiting in a queue for an agent, including the ring time. | HistoryActions | Not applicable. |
| Shortest Wait to Answer Time | The shortest time spent by any customer waiting in a queue for an agent, including the ring time. | HistoryActions | Not applicable. |
| Total Wrap-up Time | The total time that all agents spent in the wrap-up state while wrapping up concluded interactions. | HistoryActions | Not applicable. |
| Average Wrap Up Time (AWT) | The average time that agents spent wrapping up a concluded interaction. | HistoryActions | (Total Wrap-up Time) divided by (total number of answered segments that went to wrap-up). |
| Total Enter IVR | The total interactions that entered IVR. | HistoryActions | Not applicable. |
| Total IVR Time | The total time that all customers spent in IVR, for the specified time. | HistoryActions | Not applicable. |

Table 8–31 describes the report elements, their corresponding tables, and the formulas used in calculations (where applicable) for interaction types. The Description column describes the statistics for the interactions that were recorded during this reporting period.

*Table 8–31 Project Segments Report: Interaction Type Summary*

| Column | Description | Table | Calculation |
|---|---|---|---|
| Chat | The total number of chat interactions. | HistoryActions | Not applicable. |
| Inbound Calls | The total number of inbound call interactions.<br>**Note:** If a Direct Inward Dialing number (DID) was set for an agent, then direct inbound calls are not included in reports. | HistoryActions | Not applicable. |
| Outbound Calls | The total number of calls made by agents directly to outside numbers. | HistoryActions | Not applicable. |

***Table 8–31 (Cont.) Project Segments Report: Interaction Type Summary***

| Column | Description | Table | Calculation |
|---|---|---|---|
| Preview | The total number of preview calls made during the specified period. | HistoryActions | Not applicable. |
| Total | The total number of all interaction types recorded during this reported period. | HistoryActions | Not applicable. |
| Web Callback | The total number of Web callbacks that were made during the specified period. | HistoryActions | Not applicable. |
| Workgroup Email | The total number of workgroup emails that were made during the specified period. | HistoryActions | Not applicable. |

# 9

# Working with Advanced Reports

This chapter of Oracle Contact On Demand describes the advanced reports that you can create in either the tabular and graphical format. It includes the following topics:


- Advanced Reports
- Viewing Advanced Reports
- Interval Workgroup Performance Report
- User Login/Logout Report
- User Hourly Average Report
- Daily Project Performance Report
- Daily User Performance Report
- Peak Interactions Report
- User Status Duration Report
- Interaction Outcome by Workgroup Report


## Advanced Reports

You can view advanced reports to help you understand the key performance indicators to help you more efficiently manage your contact center.

### List of Advanced Reports

Table 9–1 provides the names and descriptions for each of the advanced reports available from Supervision Manager to help you understand the trends, activities, and agent performance.

Table 9–1 describes the list of advanced reports available in Supervision Manager.

*Table 9–1 List of Advanced Reports*

| Report | Description |
|---|---|
| Daily Project Performance Report | This report provides contact center activity by call number and call type, time measurements of contact center activity, talk time, and the service-level performance compared to the preset thresholds.<br><br>Use this report to determine the volume and service factors by project to identify the busy hour and staffing requirements, based on the call volume.<br><br>You can configure this report to show all activity for all projects, or for the individual projects that you select by interval, or by dates. |
| Interval Workgroup Performance Report | This report shows the workgroup call activity, total workgroup ACD status time, and the total number of agents logged in. The administrator sets the interval. The statistics tracked include:<br>■ Number, type and disposition of calls<br>■ Service levels<br>■ Collective time in ACD states<br>■ Agent login activity and visibility into ACD states<br><br>Use this report to identify the volume, call routing, and service factors measured by the workgroup service level, as well as a user-defined service level. |
| User Login/Logout Report | This report shows agent login and logout activity by date, time, event, and reason.<br><br>Use this report to determine how a specific user is spending time compared with other users. |
| User Hourly Average Report | This report highlights individual agent performance by time in ACD status, call counts, call types, and talk time. It provides information on hourly agent activity, including calls handled, along with time spent in different ACD states.<br><br>Use this report to determine agent average performance compared to reasonable expectations. |
| Daily User Performance Report | This report provides information on daily agent activity, including time spent in different ACD states, call counts, and talk time. Use this report to monitor agent performance compared to reasonable expectations. |
| Peak Interactions Report | This report tracks the maximum number of interactions in 15-minute intervals. (This information is stored in the Interactions Peak table in the Oracle Contact On Demand database.) Use this report to determine the peak-interaction activity for all projects or for individual projects. |
| Interaction Outcome by Workgroup Report | This report tracks interactions by outcome, number of interactions for each outcome duration, and the average duration. |

*Table 9–1 (Cont.) List of Advanced Reports*

| Report | Description |
| --- | --- |
| User Status Duration Report | This report tracks agent activity through the use of user-defined agent statuses. It provides more information about the way agents spend their time compared with the standard ACD statuses of Available, Busy, and On Break. This report tracks:<br>■ User<br>■ Date<br>■ Status (company defined)<br>■ Duration<br>■ ACD status (system default)<br>■ Percentage of total<br>Use this report to determine how a specific user spends time compared with other users. |

**Note:** Supervisors cannot create or edit report definitions. If you are a supervisor and want a new report, or want to change an existing report, contact your administrator.

# Viewing Advanced Reports

This topic describes how to view existing advanced reports.

**To view advanced reports**

1. Click Advanced Reports, and then Advanced Reports.

   A list of advanced report types opens.
2. Click the Advanced Report type containing the report that you want to view.

   A list of existing reports opens.
3. Do one of the following:
   - Right-click a report from the report list, and select View from the shortcut menu.
   - Left-click a report from the list, and select View at the top of the screen.

   The Report dialog box opens.

## Defining the Period in an Advanced Report

This topic describes how to define the period to include in an advanced report.

**To define the period to include in an advanced report**

- In the Period Covered tab, set the date and time.

Table 9–2 describes the fields and controls in an advanced report.

*Table 9–2 Time Range in an Advanced Report*

| Field | Description |
|---|---|
| Start Date | Click the calendar icon to open a calendar from which you can choose the start date of the report period:<br>■ Click the right-angle bracket or the left-angle bracket to advance or move back the calendar one month.<br>■ Click the right, double-angle brackets (>>) or the left, double-angle brackets (<<) to advance or move back the calendar one year.<br>Choose the report start date by clicking a day in the calendar, or click today to choose today's date (based on your workstation's system clock). |
| End Date | Click the calendar icon to open a calendar from which you can choose the end date of the report period:<br>■ Click the right-angle bracket or the left-angle bracket to advance or move back the calendar one month.<br>■ Click the right, double-angle brackets (>>) or the left, double-angle brackets (<<) to advance or move back the calendar one year.<br>Choose the report end date by clicking a day in the calendar. Or, click today to choose today's date (based on your workstation's system clock). |

## Defining the Display Time, Language, and Date Format for an Advanced Report

You can define the display time, language, and date format for an advanced report.

**To define the display time, language, and date format for an advanced report**

1. Click the Regional Options tab.
2. Complete the Regional Options fields.

   The following table describes the display time, language, and date format for advanced reports.

| Field | Description |
|---|---|
| Display Time | Do one of the following:<br>■ Choose Company Default Time Zone to display all report times in the time zone defined as the default for your company.<br>■ Choose User Time Zone to display all report times in the time zone that has been configured in Oracle Contact On Demand. |
| Report Language | From the list, select the language in which you want the report to appear. |
| Select Date Format to Display in Report | Do one of the following:<br>■ Choose Company Default Date Format to display all report dates in the format defined as the default for your company.<br>■ Choose User Defined Date Format to display all report dates in the format configured in Oracle Contact On Demand. |

3. Click OK.

   The report appears in a browser window.

# Interval Workgroup Performance Report

This topic describes the Interval Workgroup Performance report. The Interval Workgroup Performance report tracks workgroup activity in 15-minute intervals. It contains the following statistics:

- Number, type, and disposition of calls
- Service levels
- Collective time in ACD states
- Agent login activity and visibility into ACD states

## Parts of the Interval Workgroup Performance Report

This topic describes the different parts of the Interval Workgroup Performance report:

- **Date(s).** The period between the start and end date.

  Dates in this range that have no values for the report fields do not appear in the report.
- **Within Hours.** The period in hours that the report covers.
- **Workgroup(s).** The name of the workgroups identified in the Content tab.
- **Report Printed On.** The date and time, based on the time zone selection.
- **Page 1 of x.** Where *x* indicates the total number of pages.

The Workgroup Performance report includes the following areas:


- "Calls Area" on page 9-5
- "Service Level Area" on page 9-6
- "Time (Totals) Area" on page 9-7
- "Handled Time Area" on page 9-8
- "User Defined Threshold Area" on page 9-9


### Calls Area

The *Calls* area tracks the number and type of calls offered, the disposition of the call (answered, refused, abandoned, and so on), and the service level of the workgroup compared with its preset threshold.

Table 9–3 describes the Calls area fields, tables, and formulas used in the calculations (where applicable) of the Interval Workgroup Performance report.

*Table 9–3 Interval Workgroup Performance Report: Calls Area*

| Field | Description | Table | Calculation |
|---|---|---|---|
| Time | Beginning of 15-minute interval. | The corresponding tables include:<br>■ WorkgroupStats<br>■ StartIntervalTime | Not applicable. |
| ACD In | Represents the total number of ACD calls offered within the interval. | The corresponding tables include:<br>■ WorkgroupStats<br>■ TotACDCalls | Calculate the sum of (TotACDCalls). |

*Table 9–3 (Cont.) Interval Workgroup Performance Report: Calls Area*

| Field | Description | Table | Calculation |
|---|---|---|---|
| Abn ACD | Total number of abandoned ACD calls within the interval. | The corresponding tables include:<br>▪ WorkgroupStats<br>▪ TotAbanACDCalls | Calculate the sum of (TotAbanACDCalls). |
| Ref ACD | Total number of refused ACD calls during the interval. (ACD calls offered to the workgroup and not accepted.) | The corresponding tables include:<br>▪ WorkgroupStats<br>▪ TotRefusedACDCalls | Calculate the sum of (TotRefusedACDCalls). |
| Wrap ACD | Total number of calls that went into wrap-up mode during the interval. | The corresponding tables include:<br>▪ WorkgroupStats<br>▪ TotWrapACDCalls | Calculate the sum of (TotWrapACDCalls). |
| ACD Xfered In | Number of ACD calls that were transferred into a workgroup during the interval. | The corresponding tables include:<br>▪ WorkgroupStats<br>▪ TrxIn | Calculate the sum of (TrxIn). |
| ACD Xfered Out | Number of ACD calls that were transferred out of the workgroup during the interval. | The corresponding tables include:<br>▪ WorkgroupStats<br>▪ TrxOut | Calculate the sum of (TrxOut). |
| ACD OVR In | The number of calls that were offered by overflowed conditions to the workgroup. | The corresponding tables include:<br>▪ WorkgroupStats<br>▪ TotOVinACDCalls | Calculate the sum of (TotOVinACDCalls). |
| ACD OVR Out | The number of calls that met the overflow criteria (although not necessarily answered by another workgroup). | The corresponding tables include:<br>▪ WorkgroupStats<br>▪ TotOVOutACDCalls | Calculate the sum of (TotOvOutACDCalls). |
| Total | The total number or percentage of each call item, for each workgroup (during the requested period). | None. | Not applicable. |
| Grand Total | The total number or percentage of each call item, for all selected workgroups combined (during the requested period). | None. | Not applicable. |

## Service Level Area

The *Service Level* area describes the service level percentage for each call item, for each workgroup during a specified period.

Table 9–4 describes the fields, tables, and formulas used in the calculations (where applicable) in the Service Level area of the Interval Workgroup Performance report.

*Table 9–4 Interval Workgroup Performance Report: Service Level Area*

| Field | Description | Table | Calculation |
|---|---|---|---|
| % Service Level | The percentage of calls answered by a workgroup compared to a target within the interval. | The corresponding tables include:<br>■ WorkgroupStats<br>■ Ans2-300ACDCalls<br>■ TotABUACD<br>■ Abn2-300ACDCalls | Calculate the sum (Ans2-300ACDCalls) divided by (SumTotABUACD) plus the sum of (TotAbn2-300ACDCalls). |
| Total | The average service-level percentage for each call item, for each workgroup (during the requested period). | None. | Not applicable. |
| Grand Total | The average service-level percentage for each call item, for all selected workgroups combined (during the requested period). | None. | Not applicable. |

## Time (Totals) Area

The *Time (Totals)* area tracks the time that agents were logged in during the interval, the cumulative time spent in the different ACD States (Busy, Available, On Break), Maximum Abandon and Answer Delay, and the Average Speed of Answer (ASA).

Table 9–5 describes the Time (Totals) area fields, tables, and formulas used in the calculations (where applicable) of the Interval Workgroup Performance report.

*Table 9–5 Interval Workgroup Performance Report: Time (Totals) Area*

| Field | Description | Table | Calculation |
|---|---|---|---|
| Logged In | Cumulative total time users were logged in during the interval. | The corresponding tables include:<br>■ WorkgroupStats<br>■ TimeUsersLoggedIn | Calculate the sum of (TimeUsersLoggedIn). |
| Busy | Cumulative total time users spent in the Busy state during the interval. | The corresponding tables include:<br>■ WorkgroupStats<br>■ TimeUsersBusy | Calculate the sum of (TimeUsersBusy). |
| Avail | Cumulative total time users spent in the Available state during the interval. | The corresponding tables include:<br>■ WorkgroupStats<br>■ TimeUsersAvailable | Calculate the sum of (TimeUsersAvailable). |
| On Break | Cumulative total time users spent in the On Break state during the interval. | The corresponding tables include:<br>■ WorkgroupStats<br>■ TimeUsersOnBrea | Calculate the sum of (TimeUsersOnBreak). |

**Table 9–5 (Cont.) Interval Workgroup Performance Report: Time (Totals) Area**

| Field | Description | Table | Calculation |
|---|---|---|---|
| Max Answer Delay | Maximum time to answer a call during the interval. | The corresponding tables include:<br>▪ WorkgroupStats<br>▪ MaxTABUACDCalls | Calculate the sum of (MaxTABUACDCalls). |
| Max Abandon Delay | Maximum time before the caller abandoned the call during the interval. | The corresponding tables include:<br>▪ WorkgroupStats<br>▪ MaxTAbanACDCalls | Calculate the sum of (MaxTAbanACDCalls). |
| ACD ASA | Average speed of answer during the interval. | The corresponding tables include:<br>▪ WorkgroupStats<br>▪ AnsPreThre<br>▪ TotACDCalls | Calculate the sum of (TimeABUACDCalls) divided by TotACDCalls. |
| Total | The average total time for each Time field (except Max Answer Delay and Max Abandon Delay), for all workgroups combined (during the requested period). | None. | Not applicable. |
| Total <*date* > | The average time for each time field (except Max Answer Delay and Max Abandoned Delay) for the day. | None. | Not applicable. |
| Grand Total | The average time for each time field for all workgroups combined during the requested period. | None. | Not applicable. |

## Handled Time Area

The *Handled Time* area tracks the total and average ACD talk time.

Table 9–6 describes the Handled Time area fields, tables, and formulas used in the calculations (where applicable) of the Interval Workgroup Performance report.

**Table 9–6 Interval Workgroup Performance Report: Handled Time Area**

| Field | Description | Table | Calculation |
|---|---|---|---|
| Total ACD Talk Time | Total Talk Time (including Hold time) for ACD calls during the interval. | The corresponding tables include:<br>▪ WorkgroupStats<br>▪ TimeTalkACDCalls | Calculate the sum of (TimeTalkACDCalls). |
| Avg ACD Talk Time | Average Talk Time (including Hold time) for ACD calls during the interval. | The corresponding tables include:<br>▪ WorkgroupStats<br>▪ TimeTalkACDCalls<br>▪ TotABUACDCalls | Calculate the sum of (TimeTalkACDCalls) divided by the sum of (TotABUACDCalls). |

**Table 9–6 (Cont.) Interval Workgroup Performance Report: Handled Time Area**

| Field | Description | Table | Calculation |
|---|---|---|---|
| Total Wrap Time | Total time that users are in the wrap-up state for this workgroup for the interval. | The corresponding tables include:<br>■ WorkgroupStats<br>■ TimeWrapACDCalls | Calculate the sum of (TimeWrapACDCalls). |
| Avg Wrap Time | Average wrap-up time for each call. | The corresponding tables include:<br>■ WorkgroupStats<br>■ TimeWrapACDCalls<br>■ TotWrapACDCalls | Calculate the sum of (TimeWrapACDCalls) divided by the sum of (TotWrapACDCalls). |
| Total | The total and average amount of time, for each Talk Time field, for each workgroup (during the requested period). | None. | Not applicable. |
| Grand Total | The total and average amount of time, for each Talk Time field, for all workgroups combined (during the requested period). | None. | Not applicable. |

## User Defined Threshold Area

The *User Defined Threshold* area tracks activity and performance thresholds.

Table 9–7 describes the User Defined Threshold area fields, tables, and formulas used in the calculations (where applicable) of the Interval Workgroup Performance report.

**Table 9–7 Interval Workgroup Performance Report: User Defined Threshold Area**

| Field | Description | Table | Calculation |
|---|---|---|---|
| Ans Pre Thresh | The number of ACD calls that were answered (Ans) within (less than) the user-defined threshold within the daily group. | The corresponding tables include:<br>■ Ans2ACDCalls<br>■ Ans300ACDCalls<br>■ (where 2 is the minimum and 300 is the maximum) | Calculate the sum of (Ans2ACDCalls minus 300ACDCalls). |
| % Ans Pre Thresh | The percentage of ACD calls that were answered (Ans) within (less than) the user-defined threshold within the daily group. | The corresponding tables include:<br>■ Ans2ACDCall<br>■ Ans300ACDCalls<br>■ TotAbuACDCalls<br>■ (where Abu indicates Answered By the User) | Calculate the sum of (Ans2ACDCalls minus Ans300ACDCalls) divided by the sum of (TotAbuACDCalls). |
| Ans Post Thresh | The number of ACD calls that were answered (Ans) after (greater than) the user-defined threshold within the daily group. | The corresponding tables include:<br>■ Ans2ACDCalls<br>■ Ans300ACDCalls | Calculate the sum of (Ans2ACDCalls minus Ans300ACDCalls). |

*Table 9–7 (Cont.) Interval Workgroup Performance Report: User Defined Threshold Area*

| Field | Description | Table | Calculation |
|---|---|---|---|
| % AnsPost Thresh | The percentage of ACD calls that were answered (Ans) after (greater than) the user-defined threshold within the daily group. | The corresponding tables include:<br>■ Ans2ACDCalls<br>■ Ans300ACDCalls<br>■ TotAbuACDCalls | Calculate the sum of (Ans2ACDCalls minus Ans300ACDCalls) divided by the sum of (TotAbuACDCalls). |
| Abn Pre Thresh | The number of ACD calls that were abandoned (Abnd) before (less than) the user-defined threshold within the daily group. | The corresponding tables include:<br>■ Abnd2ACDCalls-Abnd300ACDCalls<br>■ TotAbndACDCalls | Calculate the sum of (Abnd2ACDCalls-Abnd300ACDCalls). |
| % Abn Pre Thresh | The percentage of ACD calls that were abandoned (Abnd) before (less than) the user-defined threshold within the daily group. | The corresponding tables include:<br>■ Abnd2ACDCalls-Abnd300ACDCalls<br>■ TotAbndACDCalls | Calculate the sum of (Abnd2ACDCalls-Abnd300ACDCalls) divided by the sum of (TotAbndACDCalls). |
| Abn Post Thresh | The number of ACD calls that were abandoned after (greater than) the user-defined threshold within the daily group. | The corresponding tables include:<br>■ Abnd2ACDCalls-Abnd300ACDCalls<br>■ TotAbndACDCalls | Calculate the sum of (Abnd2ACDCalls-Abnd300ACDCalls). |
| % Abn Post Thresh | The percentage of ACD calls that were abandoned after (greater than) the user-defined threshold within the daily group. | The corresponding tables include:<br>■ Abnd2ACDCalls-300ACDCalls<br>■ TotAbndACDCalls | Calculate the sum of (Abn2 minus 300ACDCalls) divided by the sum of (TotAbndACDcalls). |
| Custom Service Level | The percentage of calls that were answered within *x* seconds (where *x* is a Service Level time factor defined as a variable for the report). | The corresponding tables include:<br>■ Ans2ACDCalls-Ans300ACDCalls<br>■ TotAbuACDCalls<br>■ Abnd2ACDCalls-Abnd300ACDCalls | Calculate the sum of (Ans2ACDCalls-Ans300ACDCalls) divided by the sum of (TotAbuACDCalls) plus the sum of (Abnd2ACDCalls-Abnd300ACDCalls). |
| Total | The total number or percentage of each field for the workgroup. | None. | Not applicable. |
| Grand Total | The total number or percentage for each field for all workgroups. | None. | Not applicable. |

# User Login/Logout Report

This topic describes the User Login / Logout report. The User Login / Logout report tracks, by user (agents and supervisors), the user's login and logout activity, the duration of the login, and the logout reason for a specified date and time.

## Parts of the User Login/Logout Report

This topic describes the different parts of the User Login / Logout report:

- **Date(s).** The start and end dates for the period.
- **Users.** The users included in the report, as indicated in the Content tab.
- **Report Printed On.** The date and time, based on the time zone selection.
- **Page 1 of x.** Where *x* indicates the total number of pages.

Table 9–8 describes the *Login/Logout* area elements, the corresponding tables, and the formulas used in calculations (where applicable) of the User Login / Logout report.

***Table 9–8 User Login/Logout Report: Login/Logout Area***

| Field | Description | Table | Calculation |
|---|---|---|---|
| Name | User name. | UserStats<br>▪ userlogin<br>▪ userid | Not applicable. |
| Date | Date of login. | userlogin | Not applicable. |
| Event Time | Time of login / logout. | UserStats<br>▪ logindate | Not applicable. |
| Type | Agent's activity (login and logout) associated with each event time. | userlogin<br>▪ logintype | Not applicable. |
| Duration | Duration of login. | UserStats<br>▪ duration | Calculate the sum of (Duration). |
| Logout Reason | Reason for logout:<br>▪ 0 indicates Agent Logout<br>▪ 1 indicates Web Session Timeout<br>▪ 2 indicates Agent Inactivity<br>▪ 3 indicates Resource Shutdown<br>▪ 4 indicates Second Login<br>▪ 5 indicates Supervisor Logout<br>▪ 6 indicates Login by Phone | userlogin<br>▪ logoutreason | Not applicable. |
| Total | The total login duration for all selected agents. | userlogin<br>▪ Date<br>▪ duration | Date plus duration. |
| Average | The average login duration for all agents. | None. | Total login duration divided by the number of agents reported. |

## User Hourly Average Report

This topic describes the User Hourly Average report. The User Hourly Average report highlights individual agent performance by time in ACD status, call counts, call types, and talk time. It provides information on hourly agent activity, including calls handled, along with time spent in different ACD States. Use this report to assist contact center management in determining average performance for agents compared to reasonable expectations.

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**Note:** You can also configure this report to show all activity by all projects or for selected individual projects.

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## Parts of the User Hourly Average Report

This topic describes the different parts of the User Hourly Average report:

- **Date(s).** The period between the start and end dates.
- **Users.** The users identified in the Content tab.
- **Report Printed On.** The date and time, based on the time zone selection.
- **Page 1 of x.** Where *x* indicates the total number of pages.

Table 9–9 describes the User Hourly Average report elements, the corresponding tables, and the formulas used in the calculation (where applicable).

***Table 9–9 User Hourly Average Report***

| Field | Description | Table | Calculation |
|---|---|---|---|
| Date | The date of user activity. | The corresponding tables include:<br>■ UserStats<br>■ StartDate<br>■ EndDate | Not applicable. |
| Average Calls Per Hour | The average number of calls handled for each hour. | The corresponding tables include:<br>■ UserStats<br>■ TotACDCalls<br>■ TimeUserLoggedIn | (TotACDCalls divided by TimeUserLoggedIn (in seconds)) multiplied by 3600 seconds. |
| Average Talk Time | The average time spent talking on phone calls (including hold time). | The corresponding tables include:<br>■ UserStates<br>■ TimeTalkACDCalls<br>■ TimeUserLoggedIn | (TimeTalkACDCalls divided by TimeUserLoggedIn (in seconds)) multiplied by 3600 seconds. |
| Average Available Time | The average time spent in the Available state. | The corresponding tables include:<br>■ UserStats<br>■ TotUserAvailable<br>■ TimeUserLoggedIn | (TotUserAvailable) divided by TimeUserLoggedIn (in seconds)) multiplied by 3600 seconds. |
| Average Busy Time | The average time spent in the Busy state. | The corresponding tables include:<br>■ UserStats<br>■ TotUserBusy<br>■ TimeUserLoggedIn | (TotUserBusy divided by TotLoggedIn (in seconds)) multiplied by 3600 seconds. |
| Average Break Time | The average time spent in the On Break state. | The corresponding tables include:<br>■ TimeUserOnBreak<br>■ TimeUserLoggedIn | (TotUserOnBreak divided by TotLoggedIn (in seconds)) multiplied by 3600 seconds. |

*Table 9–9 (Cont.) User Hourly Average Report*

| Field | Description | Table | Calculation |
|---|---|---|---|
| Average Hold Time | The average time spent in the Hold state. | The corresponding tables include:<br>■ TimeHoldACDCalls<br>■ TimeUserLoggedIn | (TimeHoldACDCalls divided by TotLoggedIn (in seconds)) multiplied by 3600 seconds. |
| Average Wrap Time | The average time spent in the Wrap-up state. | The corresponding tables include:<br>■ TimeWrapACDCalls<br>■ TimeUserLoggedIn | (TimeWrapACDCalls divided by TotLoggedIn (in seconds)) multiplied by 3600 seconds. |
| Average Handle Time | The average time to process calls. | The corresponding tables include:<br>■ TimeTalkACDCalls<br>■ TimeWrapACDCalls<br>■ TotACDCalls | (TimeTalkACDCalls plus TimeWrapACDCalls) divided by TotACDCalls. |
| Total | The average time of each item, for each agent in the report. | The corresponding tables include:<br>■ UserStats<br>■ TimeUserLoggedIn | Not applicable. |
| Grand Total | The average time of each item, for all agents in the report. | The corresponding tables include:<br>■ UserStats<br>■ TimeUserLoggedIn | Not applicable. |

# Daily Project Performance Report

The Daily Project Performance report shows contact center activity by call number and type, time measurements of contact center activity, and service level performance compared to the preset thresholds.

**Note:** You can also configure this report to show all activity by all projects or for selected individual projects.

## Parts of the Daily Project Performance Report

This topic describes the various parts of the Daily Project Performance report:

- **Dates.** The period between the start and end dates.
- **Projects.** The project names selected from the Contents - Projects tab.

**Note:** If the project name is too long for the space provided within the report, only part of the name appears. If the report includes more projects than there is room to display at the top of the report, more project names appear at the bottom of the report.

- **Report Printed On.** The date and time, based on the time zone selection.
- **Page 1 of x.** Where *x* indicates the total number of pages.

The report includes the following areas:

- "Call Measures Area" on page 9-14
- "Time Measures Area" on page 9-15
- "Average Speed to Answer Area" on page 9-16

### Call Measures Area

The *Call Measures* area tracks call type, calls offered, calls answered, and percentage of calls answered before and after the specified threshold.

Table 9–10 describes the elements in the Call Measures area of the Daily Project Performance report, the corresponding tables, and the formula used in the calculation (where applicable).

***Table 9–10 Daily Project Performance Report: Call Measures Area***

| Field | Description | Table | Calculation |
|---|---|---|---|
| Total In | Total of incoming calls. | The corresponding tables include:<br>▪ ProjectStats<br>▪ TotalInCalls | Calculate the sum of (TotInCalls). |
| Total Out | Total of outgoing calls. | The corresponding tables include:<br>▪ ProjectStats<br>▪ TotalOutCalls | Calculate the sum of (TotOutCalls). |
| Internal In | Total of internal extension Calls. | The corresponding tables include:<br>▪ ProjectStats<br>▪ TotInternalInCalls | Calculate the sum of (TotInternalInCalls). |
| Internal Out | Total of outgoing extension calls. | The corresponding tables include:<br>▪ ProjectStats<br>▪ TotalInternalOut | Calculate the sum of (TotInternalOutCalls). |
| Ans ACD | Total of ACD calls answered. | The corresponding tables include:<br>▪ ProjectStats<br>▪ TotalABUACDCalls | Calculate the sum of (TotABUACDCalls). |
| Off ACD | Total of ACD calls offered by the project to the workgroup. | The corresponding tables include:<br>▪ ProjectStats<br>▪ TotACDCalls | Calculate the sum of (TotACDCalls). |
| Abdn ACD | Total of ACD calls abandoned. | The corresponding tables include:<br>▪ ProjectStats<br>▪ TotAbanACDCalls | Calculate the sum of (TotAbanACDCalls). |
| Ref ACD | Total of ACD calls refused. | The corresponding tables include:<br>▪ ProjectStats<br>▪ TotRefusedACDCalls | Calculate the sum of (TotRefusedACDCall s). |

*Table 9–10 (Cont.) Daily Project Performance Report: Call Measures Area*

| Field | Description | Table | Calculation |
|---|---|---|---|
| Total <*date* > | For each day of a project, this number is the total amount for each item in the Call Measures category. | ProjectStats | Not applicable. |
| Total <*Project Name* > | For each project, this number is the total amount for each item in the Call Measures category, for all days. | ProjectStats | Not applicable. |
| Grand Total | The total for each item in Call Measures category, for all projects. | ProjectStats | Not applicable. |

### Time Measures Area

The *Time Measures (Avg)* area shows the average time for the key statistical areas.

Table 9–11 describes the elements in the Time Measures area of the Daily Project Performance report, and the formula used in the calculation (where applicable).

*Table 9–11 Daily Project Performance Report: Time Measures (Avg) Area*

| Field | Description | Table | Calculation |
|---|---|---|---|
| Talktime ACD Duration | Average talk time for all ACD calls in the project. | The corresponding tables include:<br>▪ ProjectStats<br>▪ TimeTalkACDCalls | Calculate the sum of (TimeTalkACDCalls) divided by the sum of (TotACDCalls). |
| Talktime Out Duration | Average talk time for all outbound calls. | The corresponding tables include:<br>▪ ProjectStats<br>▪ TotTimeOutCalls | Calculate the sum of (TotTimeOutCalls) divided by the sum of (TotOutCalls). |
| ABDN ACD Duration | Average time that callers waited before abandoning a call. | The corresponding tables include:<br>▪ ProjectStats<br>▪ TimeAbanACDCalls | Calculate the sum of (TimeAbanACDCalls) divided by the sum of (TotAbanACDCalls). |
| Wrap ACD Duration | Average wrap-up time for ACD calls. | The corresponding tables include:<br>▪ ProjectStats<br>▪ TimeWrapACDCalls | Calculate the sum of (TimeWrapACDCalls) divided by the sum of (TotWrapACDCalls). |
| Max ABND | Maximum amount of time an ACD call was in the queue before abandoning the call. | The corresponding tables include:<br>▪ ProjectStats<br>▪ MaxTAbanACD | Max(MaxTAbanACDC alls). |
| Total <*date* > | For each day of a project, this time is the total duration for each Time Measures item. | ProjectStats | Not applicable. |

*Table 9–11 (Cont.) Daily Project Performance Report: Time Measures (Avg) Area*

| Field | Description | Table | Calculation |
|---|---|---|---|
| Total <*Project Name* > | Average time for each item for the project, except Max, ABND ACD (Abandoned ACD), which represents the maximum wait to abandoned for the project. | ProjectStats | Not applicable. |
| Grand Total | Average time for each item for all projects, except Max, ABND ACD (Abandoned ACD), which represents the maximum wait to abandoned for all projects. | ProjectStats | Not applicable. |

### Average Speed to Answer Area

The *Average Speed to Answer (ASA)* area shows the average time for the project to receive ACD calls.

Table 9–12 describes the Average Speed to Answer area of the Daily Project Performance report, the corresponding tables, and the formula used in the calculation (where applicable).

*Table 9–12 Daily Project Performance Report: Average Speed to Answer Area*

| Field | Description | Table | Calculation |
|---|---|---|---|
| ACD ASA | The average speed of answer for ACD calls received by the project. | The corresponding tables include:<br>■ Ans2-300ACDCalls<br>■ TotACDCalls | Calculate the sum of (Ans2-300ACDCalls) divided by the sum of (TotAnsACDCalls). |
| Total <*date* > | Average speed of answer for ACD calls for the day. | ProjectStats | Not applicable. |
| <*Project Name* > | Average speed of answer for ACD calls for all days. | ProjectStats | Not applicable. |
| Grand Total | Average ACD ASA for all projects. | ProjectStats | Not applicable. |

# Daily User Performance Report

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 contact center management in monitoring agent performance against reasonable expectations.

**Note:** You can also configure this report to show all activity by all users.

## Parts of the Daily User Performance Report

This topic describes the various parts of the Daily User Performance report:

- **Dates.** The period between the start and end dates.

- **Users.** The user names selected from the Contents - Users tab.

> **Note:** The names are listed alphabetically on the report by last name and then first name.

- **Report Printed On.** The date and time, based on the time zone selection.
- **Page 1 of x.** Where *x* indicates the total number of pages.

The report includes the following areas:


- "Status Time Area" on page 9-17
- "Call Counts Area" on page 9-18
- "Talk Time (Total) Area" on page 9-18
- "Talk Time (Average) Area" on page 9-19


### Status Time Area

The *Status Time* area provides information on user login time, as well as the time that users spent in various states.

Table 9–13 describes the report elements, their corresponding tables, and the formulas for calculations (where applicable).

***Table 9–13 Daily User Performance Report: Status Time Area***

| Item | Description | Table | Calculation |
|---|---|---|---|
| Login Time | The total time the user was logged in to Contact On Demand. | The corresponding tables include:<br>■ UserStats<br>■ UserLoggedIn | Calculate the sum of (TimeUserLoggedIn). |
| Avail Time | The total time the user was in the available state. | The corresponding tables include:<br>■ UserStats<br>■ TimeUserAvailable | Calculate the sum of (TimeUserAvailable). |
| Busy Time | The total time user was in the busy state. | The corresponding tables include:<br>■ UserStats<br>■ TimeUserBusy | Calculate the sum of (TimeUserBusy). |
| Break Time | The total time user was in the on break state. | The corresponding tables include:<br>■ UserStats<br>■ TimeUserOnBreak | Calculate the sum of (TimeUserOnBreak). |
| Total | The total time the user was in each state (for each of the Status Time fields). | UserStats | Not applicable. |
| Grand Total | The total time, in each state, for all users (for each of the Status Time fields). | UserStats | Not applicable. |

## Call Counts Area

The *Call Counts* area provides information on inbound, outbound calls received and made by users, and ACD calls received and refused.

Table 9–14 describes the report elements, corresponding tables, and formulas that are used for the calculation (where applicable).

***Table 9–14 Daily User Performance Report: Call Counts Area***

| Item | Description | Table | Calculation |
|---|---|---|---|
| In Calls | The number of direct inbound calls received by the user during this period. | The corresponding tables include:<br>■ UserStats<br>■ TotInCalls | Calculate the sum of (TotInCalls). |
| Out Calls | The number of outbound calls that the user made during this period. | The corresponding tables include:<br>■ UserStats<br>■ TotOutCalls | Calculate the sum of (TotOutCalls). |
| ACD Calls | The number of ACD calls that the user received during this period. | The corresponding tables include:<br>■ UserStats<br>■ TotACDCalls | Calculate the sum of (TotACDCalls). |
| Refused ACD Calls | The number of ACD calls that the user refused during this period. | The corresponding tables include:<br>■ UserStats<br>■ TotRefusedACDCalls | Calculate the sum of (TotRefusedACDCalls). |
| Internal Calls In | The number of internal extension calls received during this period. | The corresponding tables include:<br>■ UserStats<br>■ TotInternalInCalls | Calculate the sum of (TotInternalInCalls). |
| Internal Calls Out | The number of internal outbound extension calls that the user made during this period. | The corresponding tables include:<br>■ UserStats<br>■ TotInternalOutCalls | Calculate the sum of (TotInternalOutCalls). |
| Total | The total number of calls that the user made for each all type (for each of the Call Counts fields). | UserStats | Not applicable. |
| Grand Total | The total number of calls, in each state, for all users (for each of the Call Counts field. | UserStats | Not applicable. |

## Talk Time (Total) Area

The *Talk Time (Total)* area provides information on total talk time, including the totals for inbound and outbound calls, and ACD calls (time on hold, wrap-up, and interactions.

Table 9–15 describes the Talk Time (Total) area of the Daily User Performance report, the corresponding tables, and the formula used in the calculation (where applicable).

**Table 9–15 Daily User Performance Report: Talk Time (Total) Area**

| Item | Description | Table | Calculation |
|---|---|---|---|
| In Talk Time | The total talk time for inbound calls (including hold time). | TimeTalkInCalls | Calculate the sum of (TimeTalkInCalls). |
| Out Talk Time | The total talk time for outbound calls (including hold time). | TimeTalkOutInCalls | Calculate the sum of (TimeTalkOutInCalls). |
| ACD Talk Time | The total talk time for ACD calls (including hold time). | The corresponding tables include:<br>▪ TimeTalkACDCalls<br>▪ TotACDCalls | Calculate the sum of (TimeTalkACDCalls). |
| ACD Hold Time | The total time on hold for ACD calls. | TimeHoldACDCalls | Calculate the sum of (TimeHoldACDCalls). |
| ACD Wrap Time | The total time in wrap-up for ACD calls. | TimeWrapACDCalls | Calculate the sum of (TimeWrapACDCalls). |
| Total Handle Time | The total time spent handling ACD call interactions. | The corresponding tables include:<br>▪ TimeTalkACDCalls<br>▪ TimeHoldACDCalls<br>▪ TimeWrapACDCalls | Calculate the sum of (TimeTalkInCalls) plus (TimeWrapACDCalls). |
| Total | The total time for all calls of each call type for the user (for each of the Talk Time fields). | ProjectStats | Not applicable. |
| Grand Total | The total time for all calls, in each state, for all users (for each of the Talk Time fields). | ProjectStats | Not applicable. |

## Talk Time (Average) Area

The *Talk Time (Average)* area shows the average time for the project to receive ACD calls.

Table 9–16 describes the Talk Time (Average) area of the Daily User Performance report, the corresponding tables, and the formula used in the calculation (where applicable).

**Table 9–16 Daily User Performance Report: Talk Time (Average) Area**

| Item | Description | Table | Calculation |
|---|---|---|---|
| In Talk Time | The total talk time for all internal calls that the user received. | TimeTalkInCalls | Calculate the sum of (TimeTalkInCalls) divided by TotInCalls. |
| Out Talk Time | The average talk time for all outbound calls that the user generated. | TimeTalkOutInCalls | Calculate the sum of (TimeTalkOutInCalls) divided by the sum of (TotOutCalls). |
| ACD Talk Time | The average talk time for all ACD calls that the user received. | The corresponding tables include:<br>▪ TimeTalkACDCalls<br>▪ TotACDCalls | Calculate the sum of (TimeTalkACDCalls) divided by the sum of (TotACDCalls). |

*Table 9–16 (Cont.) Daily User Performance Report: Talk Time (Average) Area*

| Item | Description | Table | Calculation |
|---|---|---|---|
| ACD Hold Time | The average time for all ACD calls that the user placed on hold. | TimeHoldACDCalls | Calculate the sum of (TimeHoldACDCalls) divided by Count(TimeHoldACD Calls). |
| ACD Wrap Time | The average time for all ACD calls that the user placed in the wrap-up state. | TimeWrapACDCalls | Calculate the sum of (TimeWrapACDCalls) divided by Count(TimeWrapACD Calls). |
| Avg Handle Time | The average time that the user spent handling all ACD calls. | The corresponding tables include:<br>■ TimeTalkACDCalls<br>■ TimeHoldACDCalls<br>■ TimeWrapACDCalls | Calculate the sum of (TimeTalkInCalls) plus the sum of (TimeWrapACDCalls) divided by the sum of (TotACDCalls). |
| Total | The average time for all calls, of each call type, for all users (for each of the Talk Time fields). | UserStats | Not applicable. |
| Grand Total | The average time for all calls, in each state, for all users (for each of the Talk Time fields). | UserStats | Not applicable. |

# Peak Interactions Report

This topic describes the Peak Interactions report. The Peak Interactions report tracks the maximum number of interactions used by Oracle Contact On Demand, reported in preset intervals for the company.

## Parts of the Peak Interactions Report

This topic describes the different parts of the Peak Interactions report:

- **Company name.** The name of the company.
- **Start Date and End Date.** The period between the start and end dates.
- **Report Printed On.** The date and time, based on the time zone selection.
- **Page 1 of x.** Where *x* indicates the total number of pages.

Table 9–17 describes the Peak Interactions report elements, the corresponding tables, and the formulas used in calculations (where applicable).

*Table 9–17 Peak Interactions Report*

| Item | Description | Table | Calculation |
|---|---|---|---|
| Intervals | The time interval. | None | Not applicable. |
| Interactions | The maximum number of interactions during the interval. | InteractionsPeak<br>■ peakInteractions | Not applicable. |
| Logins | The maximum number of logins during the interval. | InteractionsPeak<br>■ peakLogins | Not applicable. |

*Table 9–17 (Cont.) Peak Interactions Report*

| Item | Description | Table | Calculation |
|---|---|---|---|
| Calls | The maximum number of calls during the interval. | InteractionsPeak<br>■ peakCalls | Not applicable. |
| Chats | The maximum number of chats during the interval. | InteractionsPeak<br>■ peakChats | Not applicable. |
| Emails | The maximum number of emails during the interval. | InteractionsPeak<br>■ peakEmails | Not applicable. |
| Overall | The maximum number of simultaneous logins, interactions, calls, chat, emails of the company during the requested period. | InteractionsPeak<br>■ peakEmails<br>■ peakLogins<br>■ peakCalls<br>■ peakChats | Not applicable. |

# User Status Duration Report

This topic describes the User Status Duration report. The User Status Duration report tracks agent activity using the user-defined agent statuses. It provides more detail about how agents spend their time compared with the standard ACD statuses of Available, Busy, and On Break.

This report tracks the following information:

- User
- Date
- Status (company defined)
- Duration
- ACD Status (system default)
- Percentage of total

Use this report to assist contact center management in determining how a specific user spends time compared with other users.

> **Note:** You can also configure this report to show all activities by all users or for selected users.

## Parts of the User Status Duration Report

This topic describes the different parts of the User Status Duration report:

- **Date(s).** The period between the start and end dates.
- **Users.** The names of the users, as indicated in the Content tab.
- **Report Printed On.** The date and time, based on the time zone selection.
- **Page 1 of x.** Where *x* indicates the total number of pages.

Table 9–18 describes the User Status Duration report elements, the corresponding tables, and the formulas used in the calculations (where applicable).

*Table 9–18 User Status Duration Report*

| Field | Description | Table | Calculation |
|---|---|---|---|
| Status | The name of the user-defined status. | The corresponding tables include:<br>▪ UserStatusName<br>▪ Name | Not applicable. |
| Duration | The cumulative time spent in the status. | The corresponding tables include:<br>▪ UserStatusDuration<br>▪ Duration | Not applicable. |
| ACD State | The ACD status (Available, Busy, or On Break) that corresponds to the user-defined status. | The corresponding tables include:<br>▪ UserStatus<br>▪ UserStatusID | Not applicable. |
| % of Total | The time the user spent in each status as a percentage of the total duration signed in for that day.<br>**Note:** This percentage might not equal 100 percent for the total. | The corresponding tables include:<br>▪ UserStatusName<br>▪ UserStatusDuration<br>▪ TimeUserLoggedIn | Calculate the sum of (UsersStatusDuration) divided by the sum of (TimeUserLoggedIn). |
| First Log In | The timestamp of the first login of the day. | None | Not applicable. |
| Last Logout | The timestamp of the last logout of the day.<br>If the agent is logged in, this field is blank. | None | Not applicable. |
| Total At Work Time | The total time of the user for the day.<br>If the agent is still logged in, this field is blank. | TimeUserLoggedIn | Time difference between the user's first login timestamp and the last logout timestamp. |
| Total Busy | The total duration for the ACD status Busy.<br>This duration includes the user-defined status as well as the ACD status. | TotUserBusy | Calculate the sum of (TotUserBusy). |
| Total Available | The total duration for the ACD status Available.<br>This duration includes the user-defined status as well as the ACD status. | TotUserAvailable | Calculate the sum of (TotUserAvailable). |
| Total On Break | The total duration for the ACD status On Break.<br>This duration includes the user-defined status as well as the ACD status. | TotUserOnBreak | Calculate the sum of (TotUserOnBreak). |

# Interaction Outcome by Workgroup Report

The Interaction Outcome by Workgroup report tracks interactions by outcome, number of interactions for each outcome duration, and the average duration.

**Note:** You can also configure this report to show all activities by all workgroups or for selected workgroups.

## Parts of the Interaction Outcome by Workgroup Report

This topic describes the different parts of the Interaction Outcome by Workgroup report:

- **Date(s).** The period between the start and end dates.
- **Workgroup(s).** The name of the workgroups identified in the Content tab.
- **Report Printed On.** The date and time, based on the time zone selection.
- **Page 1 of x.** Where *x* indicates the total number of pages.

Table 9–19 describes the report elements, the corresponding tables, and the formulas used in calculations (where applicable).

*Table 9–19 Interaction Outcome Report*

| Field | Description | Table | Calculation |
|---|---|---|---|
| Date | The date of the selected outcome. | None. | Not applicable. |
| Outcome | The name of the outcome selected for the interaction type. | None. | Not applicable. |
| Total Time of Interaction | The total time of the interaction, including queue time, talk time, and wrap-up time. | The corresponding tables include:<br>▪ TimeABUACDCalls<br>▪ TimeTalkACDCalls<br>▪ TimeWrapACDCalls<br>(These tables are repeated for each media type.) | Calculate the sum of (TimeABUACDCalls) plus the sum of (TimeTalkACDCalls) plus the sum of (TimeWrapACDCalls).<br>(This calculation is repeated for each media type.) |
| Count of Interaction | The number of answered interactions. | TotABUACDCalls<br>(This table is repeated for each media type.) | Calculate the sum of (TotalABUACDCalls).<br>(This calculation is repeated for each media type.) |
| Average Interaction Duration | The average time of the interaction. | The corresponding tables include:<br>▪ TimeABUACDCalls<br>▪ TimeTalkACDCalls<br>▪ TimeWrapACDCalls<br>▪ TotABUACDCalls<br>(These tables are repeated for each media type.) | [Calculate the sum of (TimeABUACDCalls) plus the sum of (TimeTalkACDCalls) plus the sum of (TimeWrapACDCalls)] divided by TotABUACD Calls.<br>(This calculation is repeated for each media type.) |

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