

KAKAPO

SYSTEMS

VISION360

Full User Guide



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1 ABOUT VISION360

Vision360 is a powerful analytics platform, enabling users to accurately harness insights whilst monitoring the performance of call center operations.

Make every second count when it comes to the flow of call center data. Vision360 provides users the capability to monitor, collect and collate real time and historical data. Graphical and tabular format options then enable accurate data consultation.

Vision360's round the clock performance metric tracking maintains full data oversight. Gain quick yet deeply insightful understandings into performance metrics. Each of which can be immediately visualized and are selectable from an extensive range covering the width of a call center.

1.1 INTERNET & FIREWALL

Vision360 can be used on the following browsers:

- Google Chrome
- Microsoft Edge
- Mozilla Firefox
- Apple Safari

1.2 BROADSOFT PLATFORM REQUIREMENTS

Vision360 is supported on R22 and above.

2 INITIAL SETUP

2.1 LICENSING UNITY VISION360

Vision360 will require a licence for every user you wish to run reports on.

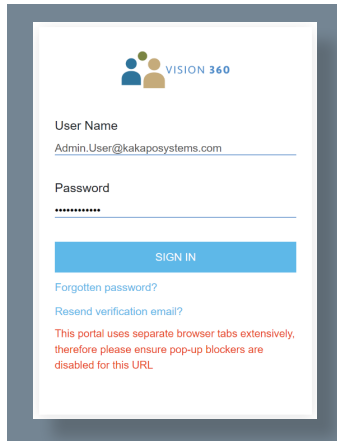
- **Vision360 UC** – User, Dept, Outbound Sales, Hunt Group, Auto-Attendant, Account Codes, CLI Tracing (non-ACD).
- **Vision360 Agent** – ACD Summary, ACD Detail, Live Calls, Unreturned Abandoned Calls, Agent Summary, Agent State, Agent Detail, Disposition Codes, CLI Tracing (ACD).

All licences are charged monthly, please contact the Kakapo sales team for the pricing structure.

There is no additional charge for a supervisor to access reports.

All reports can be accessed via web or via Unity Supervisor app. (Roadmap)

2.2 LAUNCH VISION360

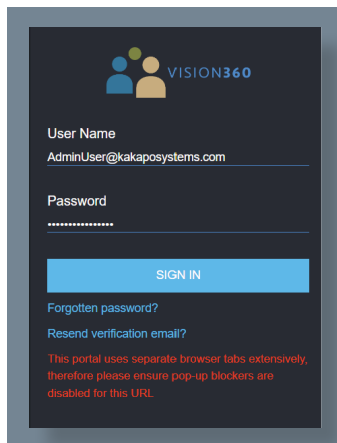


The screenshot shows the Vision360 login interface on a white background. At the top left is the Vision360 logo. Below it are two input fields: 'User Name' with the text 'Admin.User@kakaposystems.com' and 'Password' with masked characters. A blue 'SIGN IN' button is centered below the fields. Underneath the button are two links: 'Forgotten password?' and 'Resend verification email?'. At the bottom, a red warning message states: 'This portal uses separate browser tabs extensively, therefore please ensure pop-up blockers are disabled for this URL.'

Once you have the specific Vision 360 licences assigned, the Kakapo Support team will provide you with your own individual admin username and password so you can browse to your Vision360 page through the URL <https://vision360.unityclient.com/Login>.

(The username will be your email address) Vision360 can be used on Google Chrome, Firefox and Safari.

3 GETTING STARTED

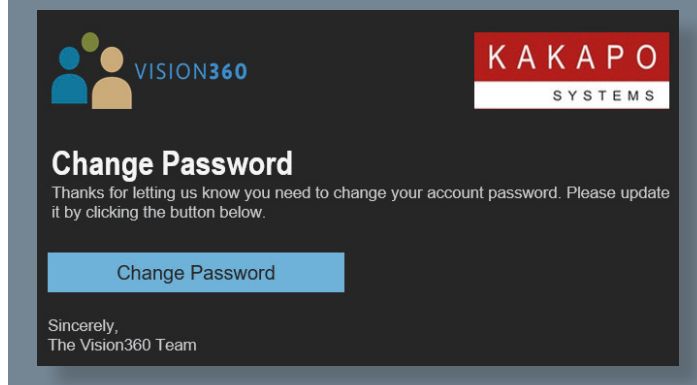


This screenshot shows the same Vision360 login interface as above, but with a dark grey background. The layout and content are identical, including the logo, input fields, 'SIGN IN' button, and warning message.

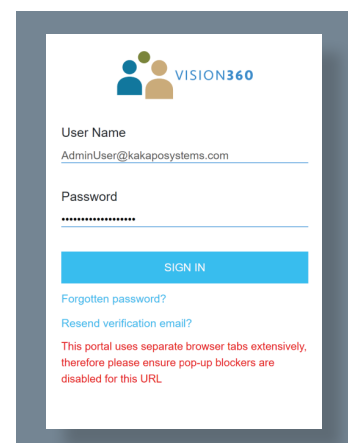
You will be prompted to enter authentication details when you first start Vision360. You will be prompted with the below message if the login details entered are incorrect. If your login fails, please select the 'Forgot password?' option. You also have the option to resend the verification email if required.

Please note that Vision 360 uses separate browser tabs extensively, therefore please ensure pop-up blockers are disabled for this URL.

Once you click the link, you are guided to the reset password option.



The screenshot shows a 'Change Password' page with a dark background. On the left is the Vision360 logo. On the right is the Kakapo Systems logo. The main heading is 'Change Password'. Below it is a message: 'Thanks for letting us know you need to change your account password. Please update it by clicking the button below.' A blue 'Change Password' button is centered. At the bottom, it says 'Sincerely, The Vision360 Team'.



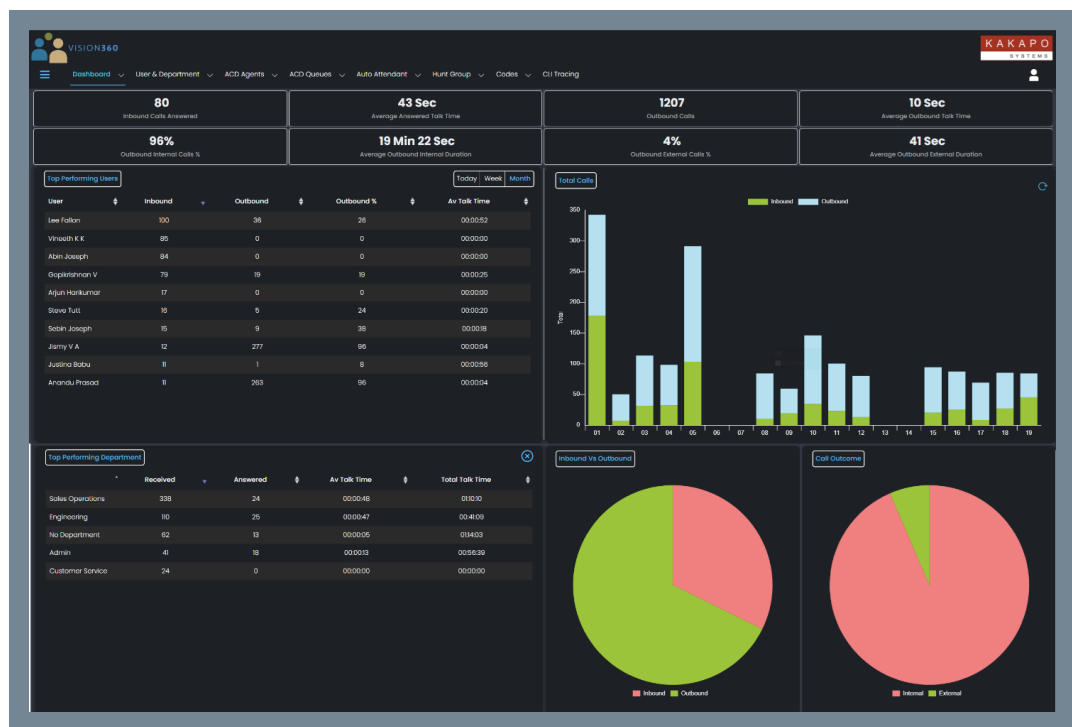
This screenshot shows the Vision360 login interface on a white background, identical to the first screenshot in this section.

4 DASHBOARD – CALL CENTER AND USER/DEPARTMENT

4.1 USER & DEPARTMENT DASHBOARD

The Vision 360 Dashboard is the landing page when you initially log in. Depending on the licences assigned to your Agents, there are two dashboards that provide you with up to the minute information on the performance of your ACD Call Centers or Non ACD Agents/ Departments.

Vision360 UC User licence – Access to the User & Department Dashboard. (Non ACD)

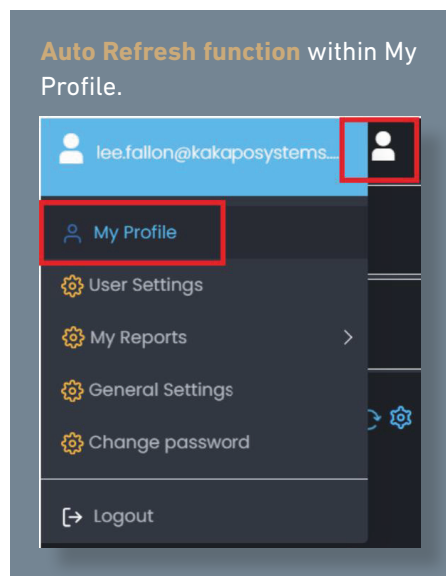
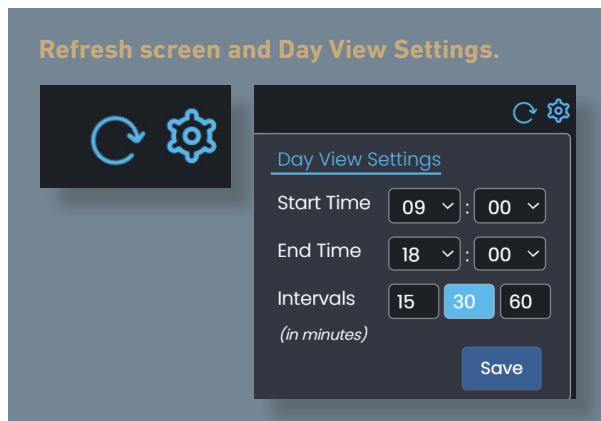
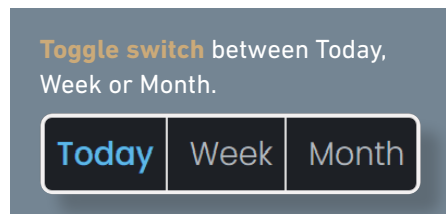


4.2 CALL CENTER DASHBOARD

Vision360 Agent licence – Access to both Dashboards. (ACD and Non ACD)



4.3 DASHBOARD NAVIGATION TOOLS



My Profile

User Name: lee.fallon@kakaposystems.com

User Level: Reseller

Timezones: Europe/London

Date Format: YYYY-MM-DD

Time Format: AM/PM

Show Department: ⓘ

Dark Mode:

Timer Format: 1 Min 43 Sec

Auto Refresh: ⓘ

Cancel Update

Password Change Request

Email: lee.fallon@kakaposystems.com ✓ Change Password

This setting provides an automatic page reload every 5 seconds for the Live Calls, Calls in Queue and Dashboard real-time reports (when Dashboard is set to the Today view). An additional second is added for each 2 call centers, so when monitoring 14 call center queues, the refresh interval will be 7 seconds.

Timer format is also found in My Profile. This can be set to either display the format as 1 min 43 sec or 00:01:43

My Profile

User Name: lee.fallon@kakaposystems.com

User Level: Reseller

Timezones: Europe/London

Date Format: YYYY-MM-DD

Time Format: AM/PM

Show Department: ⓘ

Dark Mode:

Timer Format: 1 Min 43 Sec

Auto Refresh: ⓘ

Cancel Update

Password Change Request

Email: lee.fallon@kakaposystems.com ✓ Change Password

Toggle Switch arrows for Top Performing Queues and Agents. These can be selected to display the data in an alternate format. For example – The call center with the highest answered at the top and lowest at the bottom.

Top Performing Queues

	Answered	Abandoned	Overflowed	Agents Joined
Holiday Cruises	0	14	0	1/5
Kakapo Support	0	0	0	4/15
Kakapo Sales	0	0	0	5/16
Development Queue	0	16	0	2/4
Basic Queue	0	0	0	3/3

Top Performing Agents

Agent	Answered	Av Handle Time	ACD State	Queues Joined
Sebin Joseph	0	00:00:00	Available	3/3
Bifin Jose	0	00:00:00	Available	0/1
Lucy Dickens	0	00:00:00	Sign-Out	0/2
Naomi Curnow	0	00:00:00	Sign-Out	0/2
Charles Berry	0	00:00:00	Sign-Out	0/3
Max Edwards	0	00:00:00	Sign-Out	0/3
Amanda Anja Daw...	0	00:00:00	Sign-Out	0/2
Aneesa Martin	0	00:00:00	Sign-Out	0/0
Frank Lampard	0	00:00:00	Sign-Out	2/2
Athul PS	0	00:00:00	Wrap-Up	1/2

Left-Click to open the report in a new tab. This tool is only available with the Call Center Dashboard. (Vision360 Agent licence).

The top 8 call parameters in the rectangle boxes and all the data in the Top Performing Queues and Agents can be opened in a separate tab, keeping the Dashboard open.

In this example, I have opened the Unreturned Abandoned Calls report in a separate tab by left-clicking the call parameter.

0	0 Sec	0 Sec	0%
0	0%	67	2 Sec

Top Performing Queues

	Answered	Abandoned	Overflowed	Agents Joined
Kakapo Support	0	0	0	4/15
Kakapo Sales	0	0	0	5/16
Basic Queue	0	0	0	3/3
Holiday Cruises	0	14	0	1/5
Development Queue	0	16	0	2/4

Top Performing Agents

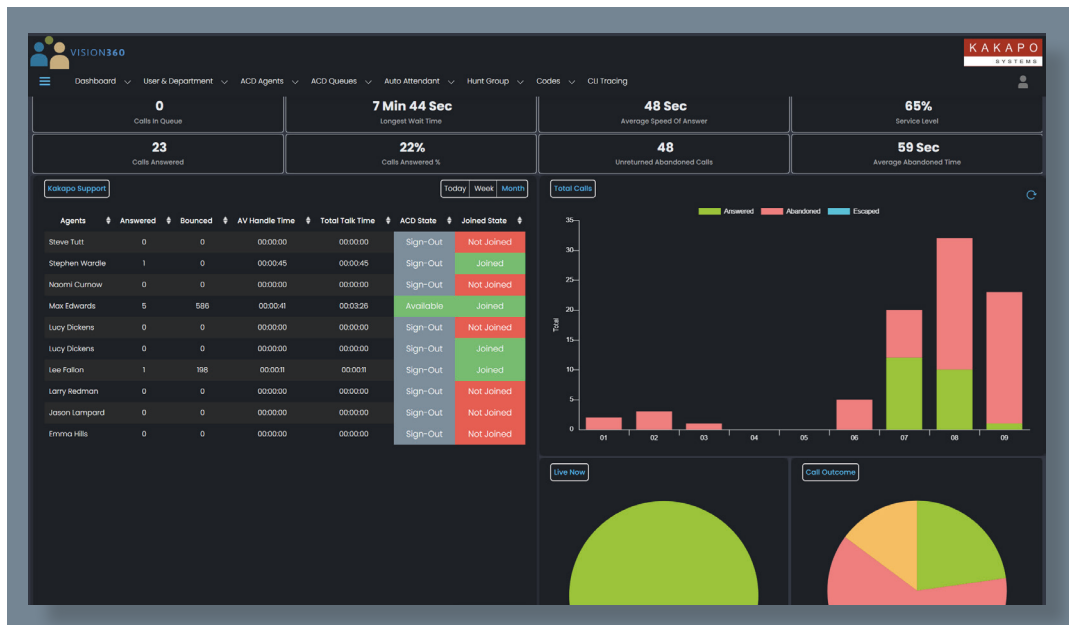
Agent	Answered	Av Handle Time	ACD State	Queues Joined
Sebin Joseph	0	00:00:00	Available	3/3
Bifin Jose	0	00:00:00	Available	0/1
Lucy Dickens	0	00:00:00	Sign-Out	0/2
Naomi Curnow	0	00:00:00	Sign-Out	0/2
Charles Berry	0	00:00:00	Sign-Out	0/3
Max Edwards	0	00:00:00	Sign-Out	0/3
Amanda Anja Daw...	0	00:00:00	Sign-Out	0/2
Aneesa Martin	0	00:00:00	Sign-Out	0/0
Frank Lampard	0	00:00:00	Sign-Out	2/2

4.4 INDIVIDUAL QUEUE DASHBOARD

A Vision360 Portal user can left click on any of the queues and will be presented with two options.

Queue	Answered	Abandoned	Overflowed	Agents Joined
Holiday Cruises	3	53	3	1/5
Kakapo Support	1	22	0	6/16
KMPIQ Active	0	0	0	1/1
Development Queue	0	15	0	3/6
Kakapo Sales	0	11	0	11/17
Basic Queue	0	24	0	3/3

Once the user selects Details, a separate tab will open with the call center incoming calls detail report. When selecting Dashboard, a new tab will open with an individual dashboard for the specific call center including the ACD and Joined state of each agent.

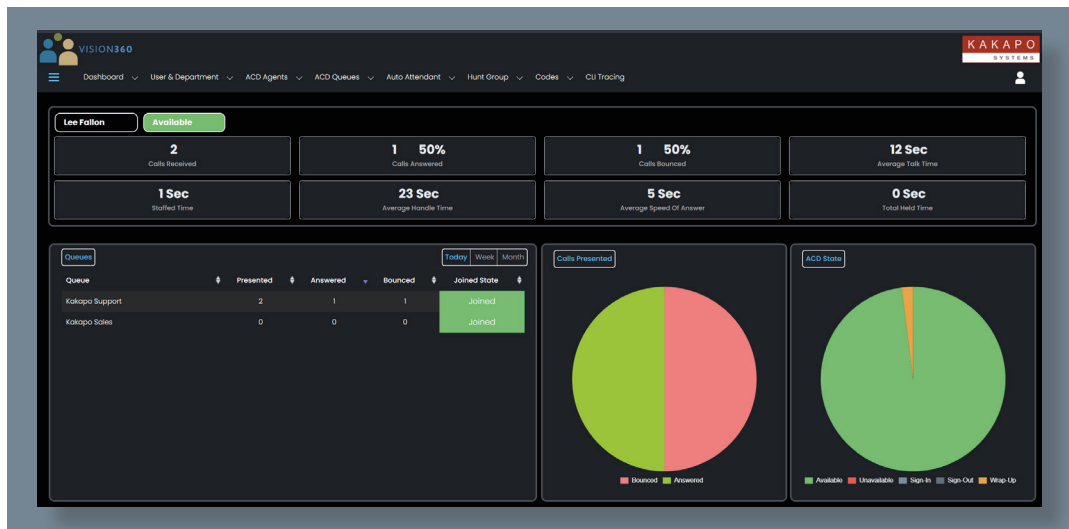


4.5 AGENT SPECIFIC DASHBOARDS

A Vision360 Portal user can also left click on any of the Agents and will be presented with two options.

Agent	Answered	Av Handle Time	ACD State	Queues Joined
Sebin Joseph	3	00:00:03	Unavailable	3/3
Stephen Wardle	1	00:00:45	Sign-Out	2/3
Max Edwards	0	00:00:00	Available	2/3
Liam Smith	0	00:00:00	Sign-Out	0/1
Bifin Jose	0	00:00:00	Available	1/1
Larry Redman	0	00:00:00	Sign-Out	0/2
Lucy Dickens	0	00:00:00	Sign-Out	0/2
Naomi Curnow	0	00:00:00	Sign-Out	1/2
Charles Berry	0	00:00:00	Sign-Out	0/3
Amanda Anja Dawson	0	00:00:00	Sign-Out	0/2

If the portal user selects Details, a new tab will open with the Agent Activity Details report for that specific agent. When selecting Dashboard, a new tab will open with an individual dashboard for the specific agent. The agent dashboard provides multiple statistics on the agents performance.

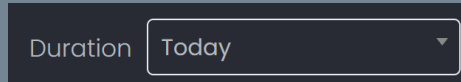


Individual Queue Dashboards and Agent Specific Dashboards are only available within the call center dashboard and not user & department dashboard.

5 REPORT SEARCH FUNCTIONS

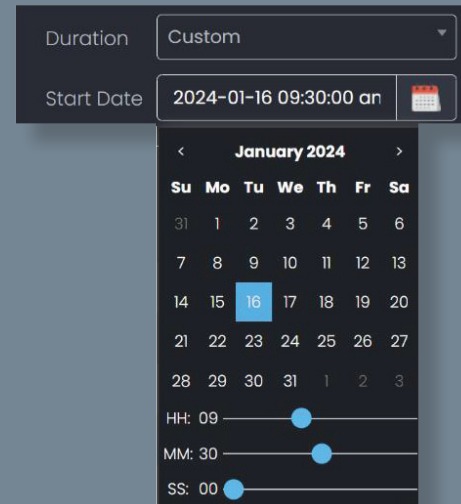
Vision360 provides multiple search tools to enable you to navigate and create the specific call report to suit your call center requirements.

Duration drop-down menu. This can be configured Today, Yesterday, This Week, Last Week, This Month and Last Month.



Duration Today

There is also **Custom Duration** where you can configure specific date and time ranges.



Duration Custom

Start Date 2024-01-16 09:30:00 am

January 2024

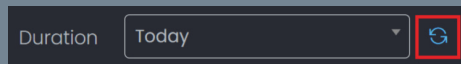
Su	Mo	Tu	We	Th	Fr	Sa
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3

HH: 09

MM: 30

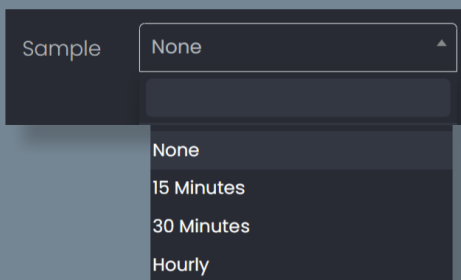
SS: 00

Refresh Button for the most up to date statistics. (Auto refresh also available for Live Calls, Calls in Queue and Dashboard real-time reports).



Duration Today

Report on **Sample periods**, choose from 15 minutes, 30 minutes or Hourly. (Available on selected reports, there is a breakdown of the search functions for each report listed under each heading).



Sample None

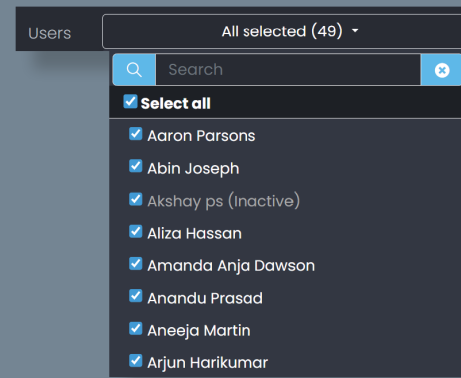
None

15 Minutes

30 Minutes

Hourly

Drop down menu to select specific or all Agents.



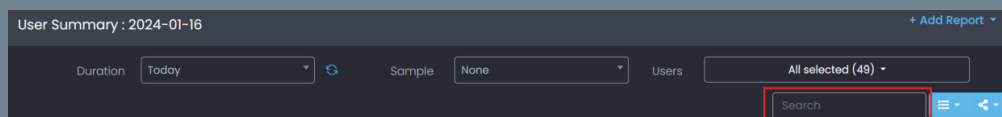
Users All selected (49)

Search

Select all

- Aaron Parsons
- Abin Joseph
- Akshay ps (Inactive)
- Aliza Hassan
- Amanda Anja Dawson
- Anandu Prasad
- Aneeya Martin
- Arjun Harikumar

Search Bar for specific Agents or Departments.

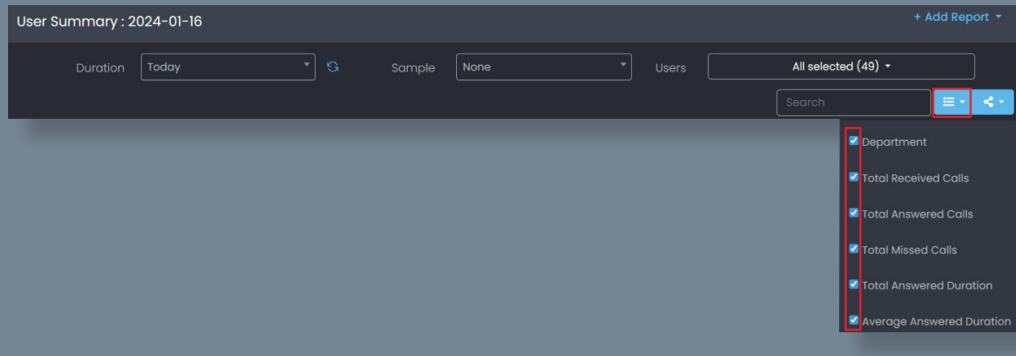


User Summary : 2024-01-16 + Add Report

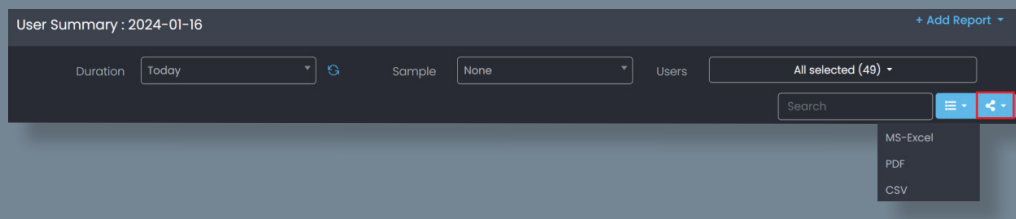
Duration Today Refresh Sample None Users All selected (49)

Search

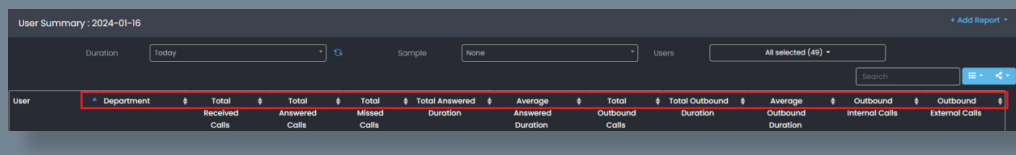
Call Statistic selection drop down menu. Customise your report with this tool and report on only the call statistics that you require. Simply untick the call statistic you do not need in your customized report.



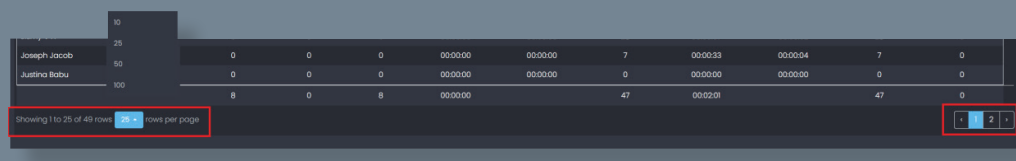
Forward the report to an MS-Excel, PDF or CSV file for further investigation.



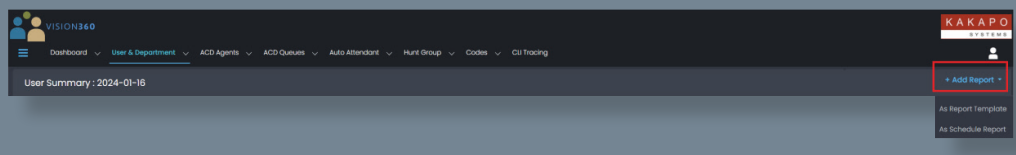
Toggle Switch arrows. These can be selected to display the data in an alternate format. For example – The User with the highest answered at the top and lowest at the bottom.

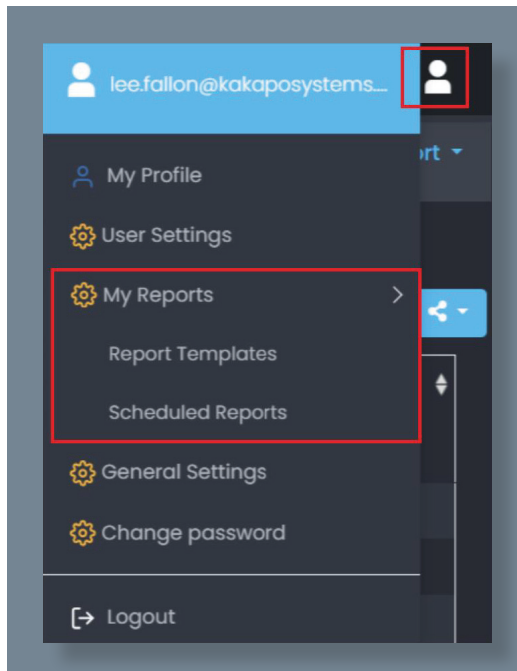


Display Rows and **Next Pages** tab is located at the bottom of the page. You can display the rows in 10, 25, 50 or 100. The system default is 25.



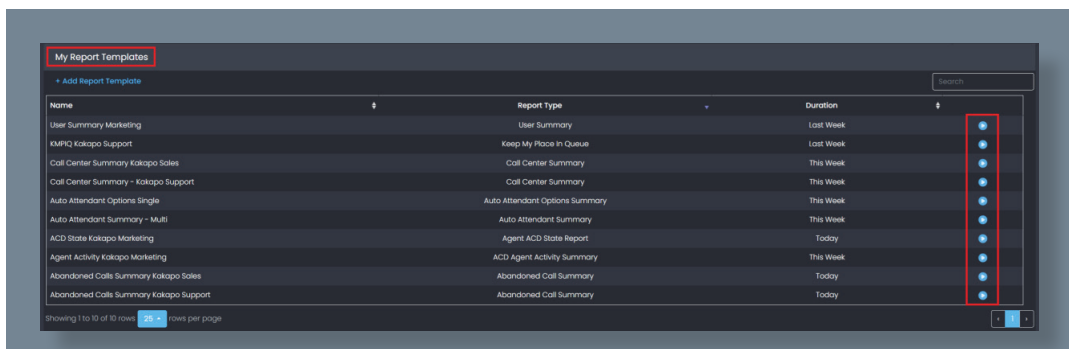
Add Report Template/Scheduled Report. This tool is located at the top right of the screen.



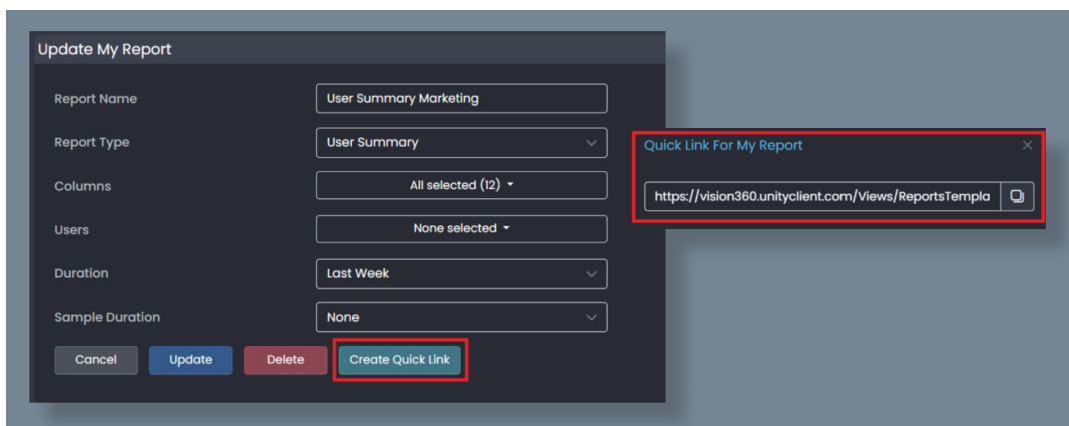


Once you have customized the User Summary report to suit your reporting needs, you can select +Add Report. You can either create a report template and/or a scheduled report. These reports once saved will be in your user settings under My Reports.

To view your saved report templates, just simply click the play icon on the right-hand side of the report.



With the report template, you can also create a quick link and send to anyone who requires access to this report. Left click the template and it will take you to the following screen.



Statistics explanation. We have a full description of Vision360 call statistics in this document. However, we also have a tool within the report to show the call statistic description. Simply hover over the statistic for a second and the full description will pop.

The screenshot shows a report interface with a date selector set to 'Today', a refresh button, and a 'Sample' button. Below these are columns for 'Total Received Calls', 'Total Answered Calls', 'Total Missed Calls', and 'Total Answered Duration'. A tooltip is shown over the 'Total Missed Calls' column, providing a detailed definition of a missed call.

6 USER AND DEPARTMENT

The User & Department section provides you with statistics and call parameters on individual users and a detailed summary of each department. User & Department is split into four sections – User Summary, Department Summary, Call Details and Outbound Calls Report.

Search Functions available by report

	User Summary	Department Summary	Call Details	Outbound Calls
Duration drop down menu incl Custom	Y	Y	Y	Y
Refresh Button	Y	N	Y	Y
Sample periods	Y	Y	N	Y
Drop down menu	User	Department	N	User
Search Bar	Y	Y	Y	Y
Statistic selection drop down	Y	Y	Y	Y
Forward the report	Y	Y	Y	Y
Toggle Switch arrows.	Y	Y	Y	Y
Display Rows and Next Pages	Y	Y	Y	Y
Report Template/Scheduled Report.	Y	Y	N	Y
Statistics explanation	Y	Y	Y	Y

6.1 USER SUMMARY

The User Summary report provides a detailed view of the call statistics for every monitored user. There are 11 call statistics to select in this report. Total Missed Calls is unticked as a default setting.

User	Department	Total Received Calls	Total Answered Calls	Total Missed Calls	Total Answered Duration	Average Answered Duration	Total Outbound Calls	Total Outbound Duration	Average Outbound Duration	Outbound Internal Calls	Outbound External Calls
Aaron Parsons	Sales Operations	4	1	3	00:00:18	00:00:18	0	00:00:00	00:00:00	0	0
Abin Joseph	Sales Operations	90	0	90	00:00:00	00:00:00	8	00:00:56	00:00:07	0	8
Akhay ps	Admin	0	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0
Aliza Hassan		6	0	6	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0
Armando Anjo Daw...	Sales Operations	7	1	6	00:00:17	00:00:17	1	00:00:09	00:00:09	0	1
Anandu Prasad		39	10	29	00:08:09	00:02:36	319	00:15:19	00:00:02	319	0
Aneja Martin	Admin	3	1	2	00:00:08	00:00:08	87	00:05:11	00:00:03	87	0
Arjun Harikumar	Sales Operations	18	10	8	00:04:31	00:00:27	11	00:13:17	00:01:12	11	0
Athul PS	Sales Operations	15	6	9	00:11:32	00:01:55	2	00:03:47	00:01:53	2	0
Available User		0	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0
Benedict Huttan	Admin	6	0	6	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0
Bilin Jose	Sales Operations	15	8	7	00:03:27	00:00:25	4	00:01:57	00:00:29	4	0
Charles Berry	Customer Service	6	0	6	00:00:00	00:00:00	1	00:00:00	00:00:00	0	1
Chris Tutt	Engineering	1	0	1	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0
Dale Cassidy	Engineering	6	0	6	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0
Emma Hills	Sales Operations	6	0	6	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0
Frank Lampard	Sales Operations	0	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0

When reporting on an individual Agent, you can left click on the specific Agent and Vision360 will pop a new screen with all the Agents data for the selected period. In this example below, I have selected the Agent highlighted.

User	Department	Total Received Calls	Total Answered Calls	Total Missed Calls	Total Answered Duration	Average Answered Duration	Total Outbound Calls	Total Outbound Duration	Average Outbound Duration	Outbound Internal Calls	Outbound External Calls
Aaron Parsons	Sales Operations	4	1	3	00:00:18	00:00:18	0	00:00:00	00:00:00	0	0
Abin Joseph	Sales Operations	90	0	90	00:00:00	00:00:00	8	00:00:56	00:00:07	0	8
Akhay ps	Admin	0	0	0	00:00:00	00:00:00	0	00:00:00	00:00:00	0	0

The next tab will open showing all the Agents calls for this period, keeping the original report tab open.

Date	Time	Department	From	Direction	Internal/External	To	Ring Duration	Talk Duration	Call Duration
2023-12-31	04:04:29 pm	Sales Operations	808	In	Internal	02087636302	00:00:00	00:00:00	00:00:00
2023-12-31	04:04:24 pm	Sales Operations	808	In	Internal	02087636302	00:00:00	00:00:00	00:00:00
2023-12-29	05:54:50 am	Sales Operations	02087636302	Out	External	+919400440034	00:00:08	00:00:00	00:00:08
2023-12-29	05:54:23 am	Sales Operations	02087636302	Out	External	+919400440034	00:00:20	00:00:00	00:00:20
2023-12-29	05:51:28 am	Sales Operations	02087636302	Out	External	+12624440034	00:00:03	00:00:00	00:00:03
2023-12-29	05:44:13 am	Sales Operations	803	In	Internal	02087636302	00:00:02	00:00:00	00:00:02
2023-12-29	05:39:53 am	Sales Operations	02087636302	Out	External	+919400440034	00:00:08	00:00:00	00:00:08
2023-12-29	05:35:42 am	Sales Operations	02087636302	Out	External	+12624440034	00:00:03	00:00:00	00:00:03
2023-12-29	05:32:55 am	Sales Operations	02087636302	Out	External	+12624440034	00:00:03	00:00:00	00:00:03
2023-12-29	05:19:51 am	Sales Operations	02087636302	Out	External	+12624440034	00:00:04	00:00:00	00:00:04
2023-12-29	05:11:22 am	Sales Operations	02087636302	Out	External	+12624440034	00:00:03	00:00:00	00:00:03

You can also investigate the calls further by selecting the specific call. Vision360 will open a new tab with the call history for this call including the call legs. In this example, the call was presented to four Agents who bounced the call.

Date	Time	From	To	Direction	Result	Extension	Ring Duration	Talk Duration	Remote Party
2023-12-31	04:04:29 pm	Jismy V A	Test Hunt Group	Inbound	Missed	0021	00:00:01	00:00:00	8018
2023-12-31	04:04:29 pm	Jismy V A	Lee Fallon	Inbound	Bounced	2472	00:00:00	00:00:00	8018
2023-12-31	04:04:29 pm	Jismy V A	Abin Joseph	Inbound	Bounced	8335	00:00:00	00:00:00	8018
2023-12-31	04:04:29 pm	Jismy V A	Vineeth K K	Inbound	Bounced	8007	00:00:00	00:00:00	8018
2023-12-31	04:04:29 pm	Jismy V A	Gopikrishnan V	Inbound	Bounced	8332	00:00:01	00:00:00	8018

Once you are satisfied with the configuration of your User Summary report, you can forward to MS-Excel, PDF or CSV. You can also save as a template and a scheduled report to multiple recipients.

6.2 DEPARTMENT SUMMARY

This Department Summary provides you with a detailed report and breakdown of call statistics for each monitored Department. Vision360 provides the same search functionality and the ability to remove/add columns and export reports. Department Summary has 9 call statistics to report on. In this example, I have run a report on all departments over the last month.

Department	Total Received Calls	Total Answered Calls	Total Answered Duration	Average Answered Duration	Total Outbound Calls	Total Outbound Duration	Average Outbound Duration	Outbound Internal Calls	Outbound External Calls
No Department	227	88	0:19:45	0:03:17	922	0:49:39	0:00:07	920	2
Admin	90	36	0:30:25	0:07:36	285	0:16:78	0:00:24	284	1
Customer Service	24	0	0:00:00	0:00:00	1	0:00:00	0:00:00	0	1
Engineering	130	21	0:18:05	0:08:05	47	0:05:05	0:01:05	27	20
Sales Operations	390	50	0:31:24	0:03:55	100	0:12:28	0:00:37	69	31
	861	193	0:27:39		1365	0:40:26		1300	55

If I would like to focus on the Engineering department, I can either use the department drop down menu and untick all other departments or I can just left click the Engineering department, keeping my original report open. I left clicked the Engineering department, which has taken me into the Engineering User Summary.

User	Department	Total Received Calls	Total Answered Calls	Total Missed Calls	Total Answered Duration	Average Answered Duration	Total Outbound Calls	Total Outbound Duration	Average Outbound Duration	Outbound Internal Calls	Outbound External Calls
Chris Tutt	Engineering	1	0	1	0:00:00	0:00:00	0	0:00:00	0:00:00	0	0
Dale Cassidy	Engineering	6	0	6	0:00:00	0:00:00	0	0:00:00	0:00:00	0	0
Jarani Manikandan	Engineering	0	0	0	0:00:00	0:00:00	0	0:00:00	0:00:00	0	0
Lee Fallon	Engineering	116	21	95	0:18:05	0:00:45	35	0:02:12	0:00:48	24	11
Stephen Wardle	Engineering	7	0	7	0:00:00	0:00:00	12	0:02:52	0:00:54	3	9
		130	21	109	0:18:05		47	0:05:04		27	20

Vision360 also provides a further dive into the report by selecting on a particular Agent, a new tab will pop open with all calls for this Agent during the period.

Lee Fallon - All Calls: 2023-12-01 to 2023-12-31

Date	Time	Department	From	Direction	Internal/External	To	Ring Duration	Talk Duration	Call Duration
2023-12-31	04:04:29 pm	Engineering	808	In	Internal	0208992472	00:00:00	00:00:00	00:00:00
2023-12-31	04:04:24 pm	Engineering	808	In	Internal	0208992472	00:00:01	00:00:00	00:00:01
2023-12-29	05:44:13 am	Engineering	803	In	Internal	0208992472	00:00:01	00:00:00	00:00:01
2023-12-28	04:02:53 am	Engineering	803	In	Internal	0208992472	00:00:01	00:00:00	00:00:01
2023-12-28	04:02:38 am	Engineering	803	In	Internal	0208992472	00:00:01	00:00:00	00:00:01
2023-12-27	12:17:17 pm	Engineering	803	In	Internal	0208992472	00:00:04	00:00:00	00:00:04
2023-12-26	04:10:08 am	Engineering	803	In	Internal	0208992472	00:00:03	00:00:00	00:00:03
2023-12-26	03:49:01 am	Engineering	805	In	Internal	0208992472	00:00:01	00:00:00	00:00:01
2023-12-22	11:32:01 am	Engineering	803	In	Internal	0208992472	00:00:01	00:00:00	00:00:01
2023-12-22	11:31:57 am	Engineering	803	In	Internal	0208992472	00:00:01	00:00:00	00:00:01

You can also click through to the individual call, and it will show the whole call history for this specific call. This will also display the whole call legs.

Call History

Date	Time	From	To	Direction	Result	Extension	Ring Duration	Talk Duration	Remote Party	MC
2023-12-31	04:04:29 pm	Jismy V A	Test Hunt Group	Inbound	Missed	0021	00:00:01	00:00:00	808	
2023-12-31	04:04:29 pm	Jismy V A	Lee Fallon	Inbound	Bounced	2472	00:00:00	00:00:00	808	Test Hunt
2023-12-31	04:04:29 pm	Jismy V A	Abin Joseph	Inbound	Bounced	8335	00:00:00	00:00:00	808	Test Hunt
2023-12-31	04:04:29 pm	Jismy V A	Vineeth K K	Inbound	Bounced	8007	00:00:00	00:00:00	808	Test Hunt
2023-12-31	04:04:29 pm	Jismy V A	Gopikrishnan V	Inbound	Bounced	8332	00:00:01	00:00:00	808	Test Hunt

Showing 1 to 5 of 5 rows. 25 rows per page.

6.3 DEPARTMENT SUMMARY

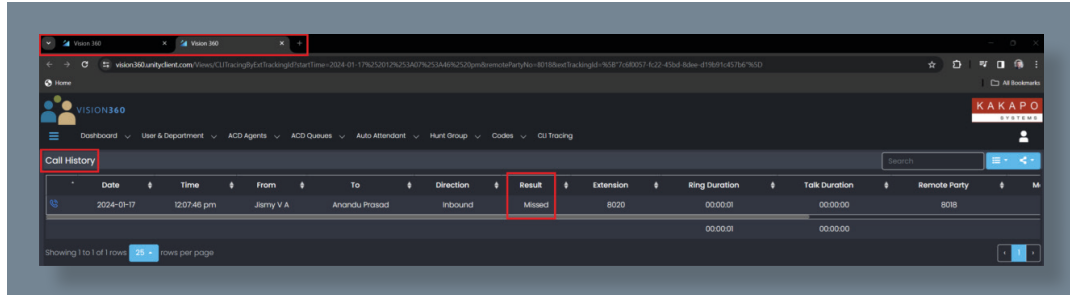
The Call Details report focuses on all calls inbound and outbound for all monitored users across the departments. The Call Details report has 12 call statistics and provides specific information relating to each call. (2 call statistics are unticked by default) This is a live report which can be refreshed so you have the latest call information. Report templates, scheduled reports and certain search tools are unavailable as this is a live report.

The Calls Details report will highlight internal calls and they will be flagged an alternative colour. In this example below, Jismy made an outbound internal call to Anandu.

Call Details: 2024-01-17

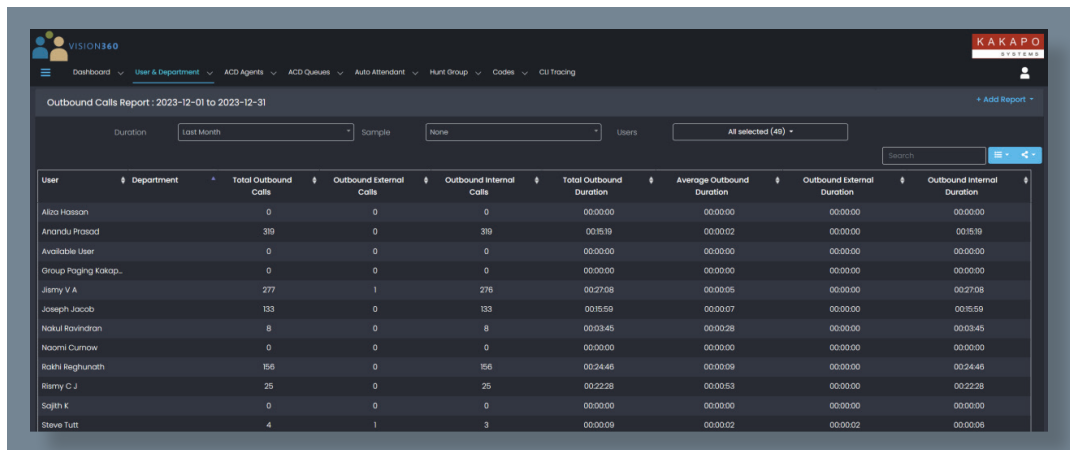
Time	User	Department	From	Direction	Internal/External	To	Ring Duration	Talk Duration	Call Duration
01:48:11 pm	Lee Fallon	Engineering	0208992472	Out	External	07852173450	00:00:08	00:02:30	00:02:39
12:12:08 pm	Jismy V A	808	8020	Internal	Internal	8020	00:00:01	00:00:00	00:00:01
12:12:08 pm	Anandu Prasad	808	8020	In	Internal	8020	00:00:01	00:00:00	00:00:01
12:07:48 pm	Jismy V A	808	8020	Out	Internal	8020	00:00:01	00:00:00	00:00:01
12:07:48 pm	Anandu Prasad	808	8020	In	Internal	8020	00:00:01	00:00:00	00:00:01
11:58:14 am	Jismy V A	808	0014	Out	Internal	0014	00:00:00	00:00:03	00:00:03
11:57:49 am	Jismy V A	808	0002	Out	Internal	0002	00:00:00	00:00:02	00:00:02
11:53:20 am	Steve Tutt		+442083288247	In	External	0208992471	00:00:18	00:00:00	00:00:18
11:52:59 am	Jismy V A	808	0002	Out	Internal	0002	00:00:00	00:00:03	00:00:03
11:52:15 am	Jismy V A	808	0002	Out	Internal	0002	00:00:00	00:00:01	00:00:01
11:52:11 am	Jismy V A	808	8888	Out	Internal	8888	00:00:00	00:00:01	00:00:01
11:52:07 am	Jismy V A	808	0002	Out	Internal	0002	00:00:00	00:00:02	00:00:02
11:28:40 am	Aneajo Martin	Admin	8015	Out	Internal	0002	00:00:00	00:00:08	00:00:08
11:25:50 am	Aneajo Martin	Admin	8015	Out	Internal	0002	00:00:00	00:00:02	00:00:02
11:22:47 am	Aneajo Martin	Admin	8015	Out	Internal	0002	00:00:00	00:00:01	00:00:01
11:21:20 am	Joseph Jacob	Admin	8019	Out	Internal	0014	00:00:00	00:00:02	00:00:02
11:06:39 am	Joseph Jacob	Admin	8019	Out	Internal	0002	00:00:00	00:00:01	00:00:01
10:33:15 am	Lee Fallon	Engineering	804	In	Internal	0208992472	00:00:02	00:00:17	00:00:20
10:32:58 am	Lucy Dickens	Sales Operations	804	Out	Internal	0887	00:00:00	00:00:37	00:00:37
09:20:20 am	Aneajo Martin	Admin	8015	Out	Internal	0002	00:00:00	00:00:01	00:00:01

You also could investigate this call further by clicking on the highlighted call. A new tab will open with the Call History report and in this example, Anandu missed the call.

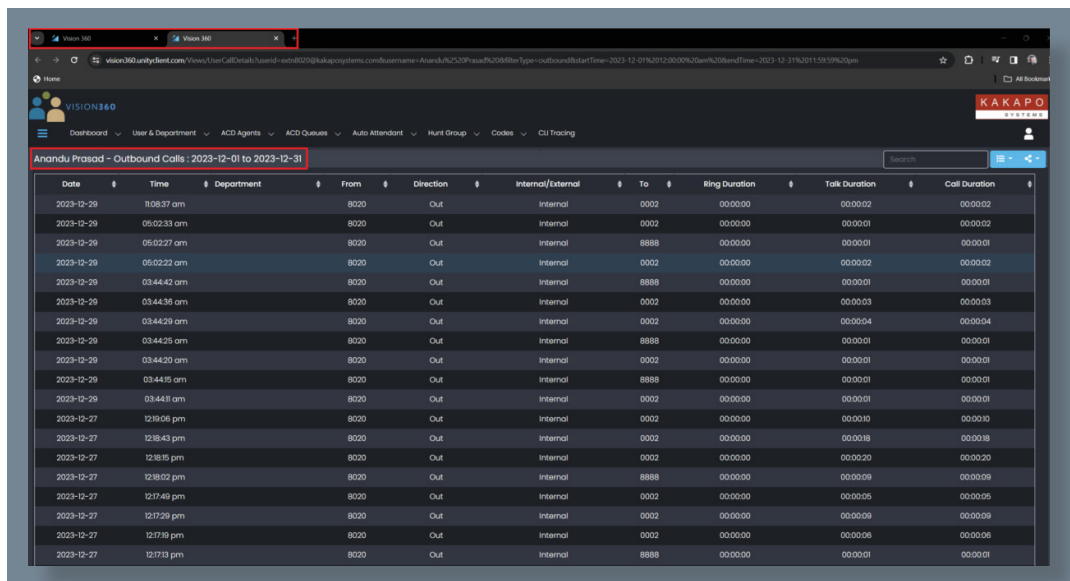


6.4 OUTBOUND CALLS REPORT

The Outbound Calls report focuses on all calls outbound for all monitored users across the departments. The report has 8 call statistics and provides specific information relating to each outbound call.



To focus on a specific Agent, you can select the single Agent from the drop-down menu or left click the Agent and a new tab will open with the users Outbound Calls report. In the example below, I have clicked on Anandu, and the Outbound Calls report is opened in a new tab just for this Agent.



7 ACD AGENTS

The ACD Agents section provides an in-depth view into the monitored Agents ACD activity over any selected period you search. This section is split into three reports, Agent Activity Summary, Agent Activity Detail and ACD State.

All Agents that you would like to include in these reports require the Vision360 Agent licence assigning.

Search Functions available by report

	Agent Activity Summary	Agent Activity Detail	ACD State Report
Duration drop down menu incl Custom	Y	Y	Y
Refresh Button	Y	Y	Y
Sample periods	Y	N	N
Drop down menu	Agent	Agent	Agent
Search Bar	Y	Y	Y
Statistic selection drop down	Y	Y	Y
Forward the report	Y	Y	Y
Toggle Switch arrows.	Y	Y	Y
Display Rows and Next Pages	Y	Y	Y
Report Template/Scheduled Report.	Y	N	Y
Statistics explanation	Y	Y	Y

7.1 AGENT ACTIVITY SUMMARY

The Agent Activity Summary report provides a very deep investigation on each Agent in your call centers. There are 39 call statistics to report on, 4 are unticked as default.

The first configuration setting to complete would be the Short Call Duration. The default setting is 20 seconds, but this can vary between call centers. You will find the setting under My Settings > General Settings.

The screenshot displays the 'Agent Activity Summary' report for the period 2023-12-01 to 2023-12-31. The table below shows the data for several agents, with 'Short Duration Calls' highlighted in red in the original image.

Agent	ACD Presented	ACD Answered	ACD Answered %	Short Duration Calls	ACD Bounced	ACD Bounced %	Transferred Calls	Inbound Direct Calls	Outbound DNS Calls	Outbound External Calls
Lucy Dickens	25	11	44	4	14	56	2	30	0	13
Stephen Wardle	10	3	30	2	7	70	0	7	1	9
Athul PS	74	20	27	7	54	73	9	15	0	0
Aaron Parsons	36	9	25	8	27	75	0	4	0	0
Lee Fallon	37	8	22	2	29	78	4	112	3	11
Max Edwards	138	22	16	17	114	84	0	9	0	5
Steve Tutt	7	1	14	0	6	86	0	16	1	1
Sebin Joseph	348	48	13	40	300	87	0	9	1	0

In this example below, I have set my Short Call Duration to 10 seconds.

SLA Details

Service Level	Start	End
Service Level 1	00:00:00	00:00:14
Service Level 2	00:00:15	00:00:20
Service Level 3	00:00:20	00:00:30
Service Level 4	00:00:30	00:00:38
Service Level 5	00:00:39	00:01:19

Unreturned Abandoned Calls

Maximum Allowed Duration: 72:00:00

Threshold Details

Abandoned Call Threshold: 10

ShortDuration Call Threshold: 10

Buttons: Cancel, Update

Once again, you can select certain Agents to investigate further, or you can click on the Agent for further information. In this instance, I have selected the Agent Lucy Dickens and the Agent Activity Summary pops in a new tab just on this Agent.

Lucy Dickens - Agent Activity Summary: 2023-12-01 to 2023-12-31

Call Center	DNS	ACD Presented	ACD Answered	ACD Answered %	Short Duration Calls	ACD Bounced	ACD Bounced %	Transferred Calls	Outbound DNS Calls	Held Calls	Total Talk Duration
Kakapo Sales	Kakapo Sales	5	3	60	1	2	40	0	0	1	00:01:22
Kakapo Support	Kakapo Support	20	8	40	3	12	60	2	0	2	00:02:53
		25	11		4	14		2	0	3	00:04:16

Below is my saved template report of my Agent Activity Summary with all 39 call Statistics.

Agent Activity Summary: 2023-12-01 to 2023-12-31

Agent	Department	Current ACD State	Current ACD State Duration	ACD Presented	ACD Answered	ACD Answered %	Short Duration Calls	ACD Bounced	ACD Bounced %	Transferred Calls	Inbox
Lucy Dickens	Sales Operations	Sign-Out	23:30:39	25	11	44	4	14	56	2	
Stephan Wardle	Engineering	Sign-Out	27:36:46	10	3	30	2	7	70	0	
Athulji RS	Sales Operations	Available	06:32:39	74	20	27	7	54	73	9	
Aaron Parsons	Sales Operations	Available	07:06:36	38	9	25	8	27	75	0	
Lee Fallon	Engineering	Available	05:51:46	37	8	22	2	29	78	4	
Max Edwards	Sales Operations	Available	01:24:17	136	22	16	17	114	84	0	
Steve Tutt	Engineering	Sign-Out	29:08:04	7	1	14	0	6	86	0	
Sabin Joseph	Sales Operations	Available	56:44:48	346	48	13	40	300	87	0	
Akshay ps	Admin	Sign-Out	16:32:37	0	0	0	0	0	0	0	
Johani Manikandan	Engineering	Sign-In	15:56:33:00	0	0	0	0	0	0	0	
Gopkrishnan V	Sales Operations	Sign-Out	28:10:07	0	0	0	0	0	0	0	
Chris Tutt	Engineering	Sign-Out	07:29:16	1	0	0	0	1	100	0	
Liam Smith	Sales Operations	Unavailable	4:59:50:20	0	0	0	0	0	0	0	
Larry Redman	Sales Operations	Sign-Out	24:42:57:25	0	0	0	0	0	0	0	
Frank Lampard	Sales Operations	Sign-Out	19:23:27	6	0	0	0	6	100	0	
Sajith K	Engineering	Sign-Out	12:22:57	0	0	0	0	0	0	0	
Bilin Jose	Sales Operations	Sign-Out	12:13:48	0	0	0	0	0	0	0	

7.2 AGENT ACTIVITY DETAIL

The Agent Activity Detail Report provides up to the minute information on the performance of each agent in your company. You can track if the agent is available to take a call, unavailable, on a call and the call behavior. There are 10 call statistics, 1 is unticked by default.

Agent	Date	Time	Activity Type	Activity Detail	Call Type	Remote Number	Number Called	Transfer Num
Lee Fallon	2024-01-16	04:56:31 pm	ACD State	Available	-	-	-	-
Lee Fallon	2024-01-16	04:55:01 pm	ACD State	Unavailable	-	-	-	-
Lee Fallon	2024-01-16	04:24:02 pm	ACD State	Available	-	-	-	-
Lee Fallon	2024-01-16	04:23:51 pm	ACD State	Unavailable	-	-	-	-
Aaron Parsons	2024-01-16	03:59:43 pm	ACD State	Sign-Out	-	-	-	-
Max Edwards	2024-01-16	03:46:11 pm	ACD State	Available	-	-	-	-
Lee Fallon	2024-01-16	03:43:39 pm	ACD State	Available	-	-	-	-
Lee Fallon	2024-01-16	03:39:25 pm	ACD State	Unavailable	-	-	-	-
Lee Fallon	2024-01-16	03:37:28 pm	ACD State	Available	-	-	-	-
Lee Fallon	2024-01-16	03:05:43 pm	ACD State	Unavailable	-	-	-	-
Aaron Parsons	2024-01-16	01:43:53 pm	ACD State	Available	-	-	-	-
Aaron Parsons	2024-01-16	12:58:17 pm	ACD State	Unavailable	-	-	-	-
Steve Wardle	2024-01-16	12:47:59 pm	ACD State	Sign-Out	-	-	-	-
Steve Wardle	2024-01-16	12:30:16 pm	ACD State	Unavailable	-	-	-	-
Gopikrishnan V	2024-01-16	12:14:38 pm	ACD State	Sign-Out	-	-	-	-
Sajith K	2024-01-16	12:12:28 pm	ACD State	Sign-Out	-	-	-	-
Lee Fallon	2024-01-16	11:48:29 am	Call	Call Released	Internal	8088	-	-
Gopikrishnan V	2024-01-16	11:48:29 am	Call	Call Released	Internal	8088	-	-
Sabin Joseph	2024-01-16	11:48:25 am	Call	Call Released	Inbound ACD	8088	0002	-
Sabin Joseph	2024-01-16	11:48:42 am	Call	Call Released	Inbound ACD	8088	8888	-

7.3 ACD STATE REPORT

The ACD State Report is a live up to the minute report on the availability of users in your call center. There are 14 call statistics, 1 is unticked by default. This report also provides the ability to report on specific agents and call centers with drop down menus. The portal user can select all or simply tick the individual agents and call centers they wish to report on.

Agent	Current ACD State	Current ACD State Duration	Staffed Duration	ACD Answered Duration	ACD Answered Duration %	Available Duration	Available ACD State %	Wrap-up Duration
Lee Fallon	Available	00:00:19	17:33:59	00:00:00	0	15:47:27	89	00:00:00
Lucy Dickens	Available	00:00:10	00:00:09	00:00:00	0	14:19:12	50	00:00:00
Steve Tutt	Available	145:20:15	28:25:38	00:00:00	0	00:06:33	100	00:00:00
Sabin Joseph	Sign-In	01:09:03	51:30:34	00:07:26	0	02:07:00	4	00:00:00
Amanda Anja Daws...	Sign-Out	7586:50:10	00:00:00	00:00:00	0	00:00:00	0	00:00:00

7.4 SIGN-IN SIGN-OUT REPORT

The Sign-In Sign-Out Report provides full vision of agent activity through any period you search. There are 13 statistics to report on including Idle Time and Staffed Duration. This is a historical report with yesterdays date being the earliest to search. You can also specify the time/date stamp of the report and filter the agents.

Agent	Department	Sign-In	Sign-Out	Staffed Duration	Idle Time	Available	Available %	Unavailable	Unavailable %	Wrap-Up	Wrap-Up
Aaron Parsons	Sales Operations	09:56:39 am	-	00:00:00	00:00:00	00:00:00	0	00:00:00	0	00:00:00	0
Ajjun Harikumar	Sales Operations	05:02:04 am	08:20:47 am	03:18:43	02:29:49	02:29:49	75	00:48:53	25	00:00:00	0
Athul PS	Sales Operations	06:00:04 am	06:09:30 pm	12:09:06	06:07:35	06:07:35	50	02:43:12	22	03:18:18	27
Bilin Jose	Sales Operations	04:38:48 am	08:24:14 am	01:13:52	01:13:52	01:13:52	100	00:00:00	0	00:00:00	0
Gopikrishnan V	Sales Operations	05:10:39 am	12:18:49 pm	07:08:10	04:08:46	04:08:46	58	02:59:24	42	00:00:00	0
Jason Lampard	Sales Operations	-	-	00:00:00	00:00:00	00:00:00	0	00:00:00	0	00:00:00	0
Larry Redman	Sales Operations	-	-	00:00:00	00:00:00	00:00:00	0	00:00:00	0	00:00:00	0
Lee Fallon	Engineering	10:23:49 am	04:15:48 pm	05:51:59	04:03:19	04:03:30	69	01:47:16	30	00:01:12	0
Liam Smith	Sales Operations	-	-	00:00:00	00:00:00	00:00:00	0	00:00:00	0	00:00:00	0
Luzy Dickens	Sales Operations	-	-	00:00:00	00:00:00	00:00:00	0	00:00:00	0	00:00:00	0
Lucy Dickens	Customer Service	-	-	00:00:00	00:00:00	00:00:00	0	00:00:00	0	00:00:00	0
Max Edwards	Sales Operations	02:58:35 pm	06:07:32 pm	03:04:32	03:00:50	03:04:16	100	00:00:00	0	00:00:15	0
Naomi Currow	-	-	-	00:00:00	00:00:00	00:00:00	0	00:00:00	0	00:00:00	0
Nimisha S	Engineering	-	-	00:00:00	00:00:00	00:00:00	0	00:00:00	0	00:00:00	0
Sajith K	-	-	-	00:00:00	00:00:00	00:00:00	0	00:00:00	0	00:00:00	0
Sebin Joseph	Sales Operations	05:50:23 am	-	00:00:00	00:00:00	00:00:00	0	00:00:00	0	00:00:00	0
Stephen Wardle	Engineering	10:35:11 am	05:08:36 pm	02:59:22	00:00:00	00:00:00	0	02:59:22	100	00:00:00	0

8 ACD QUEUES

The ACD Queues section provides you with up to the minute information on any queuing in your call centres. This is split into 8 reports, Calls in Queue, Live Calls, Unreturned Abandoned Calls, Call Center Summary, Call Center Details, Abandoned Calls Summary, KMPIQ Calls Summary and Heat Map.

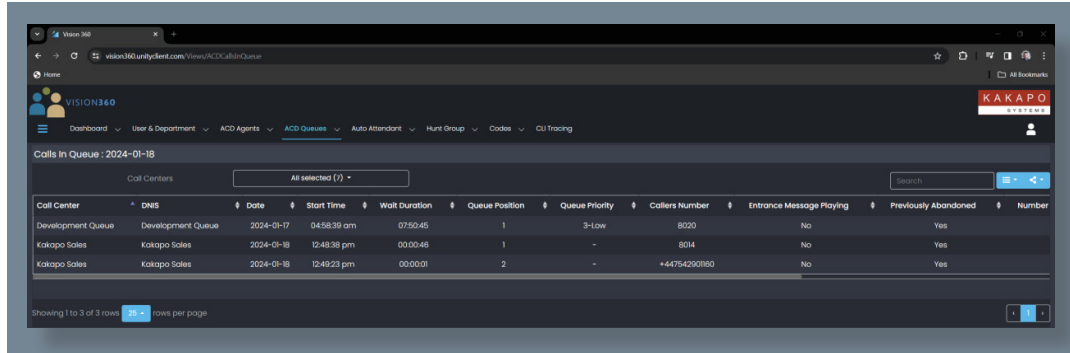
All Agents that you would like to include in these reports require the Vision360 Agent licence assigning.

Search Functions available by report

	Calls In Queue	Live Calls	Unreturned Abandoned Calls	Call Center Summary	Call Center Details	Abandoned Calls Summary	KMPIQ
Duration drop down menu incl Custom	N	N	N	Y	Y	Y	Y
Refresh Button	N	N	N	Y	Y	Y	Y
Sample periods	N	N	N	Y	N	Y	Y
Drop down menu	Call Centers	Call Centers	Call Centers	Call Centers	N	Call Centers	Call Centers
Search Bar	Y	Y	Y	Y	N	Y	Y
Statistic selection drop down	Y	Y	Y	Y	N	Y	Y
Forward the report	Y	Y	Y	Y	N	Y	Y
Toggle Switch arrows.	Y	Y	Y	Y	N	Y	Y
Display Rows and Next Pages	Y	Y	Y	Y	N	Y	Y
Report Template/Scheduled Report.	N	N	N	Y	N	Y	Y
Statistics explanation	Y	Y	Y	Y	N	Y	Y

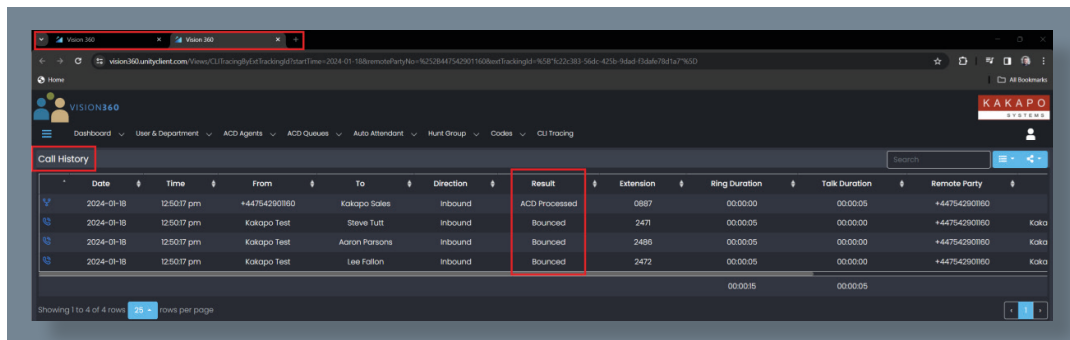
8.1 ACD STATE REPORT

Calls in Queue is a live report on all current calls that are in your call centers queues. There are 14 statistics to report on, one stat is unticked as default. If you set your profile to auto refresh, this report will also auto refresh providing you with the most up to date call information. In this example of the live report, I have 3 calls in queue.



Call Center	DNS	Date	Start Time	Wait Duration	Queue Position	Queue Priority	Callers Number	Entrance Message Playing	Previously Abandoned	Number
Development Queue		2024-01-17	04:58:39 am	07:50.45	1	3-Low	8020	No	Yes	
Kakapo Sales	Kakapo Sales	2024-01-18	12:49:38 pm	00:00.46	1	-	8004	No	Yes	
Kakapo Sales	Kakapo Sales	2024-01-18	12:49:23 pm	00:00:01	2	-	+44754290180	No	Yes	

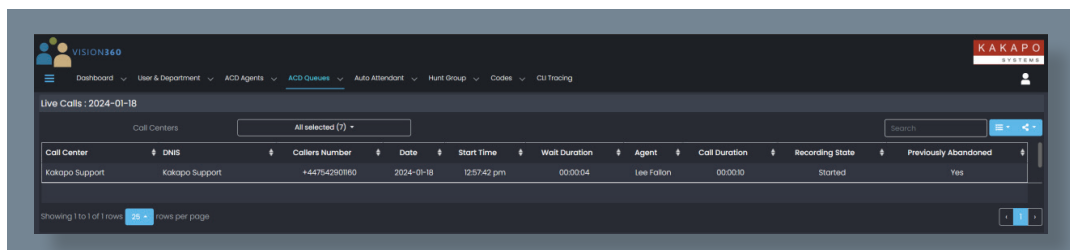
I selected the bottom call inbound to Kakapo Sales and a new tab opens up showing me the call history including the call legs.



Date	Time	From	To	Direction	Result	Extension	Ring Duration	Talk Duration	Remote Party
2024-01-18	12:50:17 pm	+44754290180	Kakapo Sales	Inbound	ACD Processed	0887	00:00:00	00:00:05	+44754290180
2024-01-18	12:50:17 pm	Kakapo Test	Steve Tutt	Inbound	Bounced	2471	00:00:05	00:00:00	+44754290180
2024-01-18	12:50:17 pm	Kakapo Test	Aaron Parsons	Inbound	Bounced	2480	00:00:05	00:00:00	+44754290180
2024-01-18	12:50:17 pm	Kakapo Test	Lee Fallon	Inbound	Bounced	2472	00:00:05	00:00:00	+44754290180

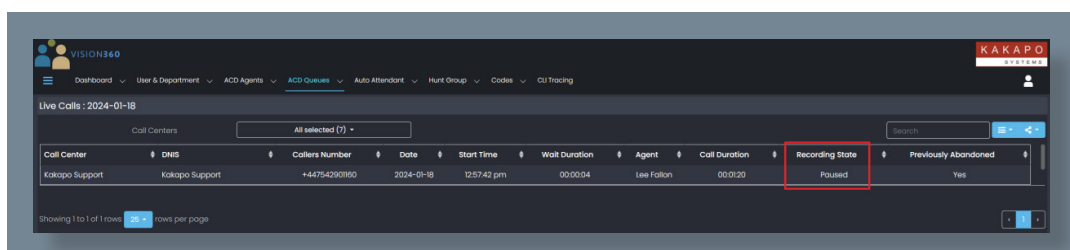
8.2 LIVE CALLS

Live Calls is another live report that will auto refresh once you have configured in my settings. There are 11 call statistics, 1 is unticked by default. In this example, you can see that The Agent has answered an inbound call to Kakapo Support, and I can track the progress live.



Call Center	DNS	Callers Number	Date	Start Time	Wait Duration	Agent	Call Duration	Recording State	Previously Abandoned
Kakapo Support	Kakapo Support	+44754290180	2024-01-18	12:57:42 pm	00:00:04	Lee Fallon	00:00:10	Started	Yes

After the next auto refresh, I can see the Agent has paused call recording.

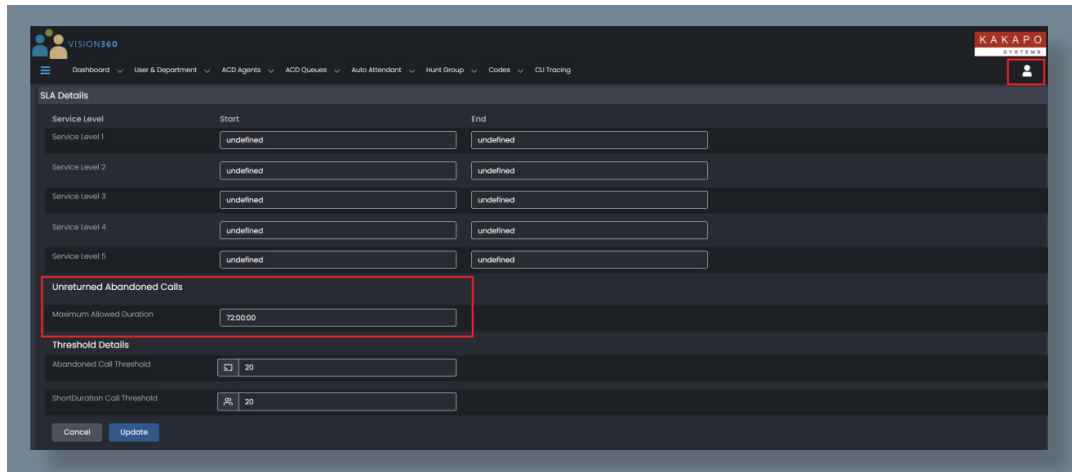


Call Center	DNS	Callers Number	Date	Start Time	Wait Duration	Agent	Call Duration	Recording State	Previously Abandoned
Kakapo Support	Kakapo Support	+44754290180	2024-01-18	12:57:42 pm	00:00:04	Lee Fallon	00:00:20	Paused	Yes

8.3 UNRETURNED ABANDONED CALLS

The Unreturned Abandoned Calls report shows all the calls that have been abandoned in your call centre and the calling party has not been called back. If the caller who abandoned previously calls back into the call centre, Vision360 will strip this from the Unreturned Abandoned Calls report.

To configure your individual threshold for Unreturned Abandoned Calls, go to My Settings > General Settings. I have set my threshold at 72 hours, this means Vision360 will store the last 72 hours of unreturned abandoned calls.



There are 8 call statistics, 2 are unticked by default. From a Call Center point of view, this is an intelligent report that can add value to your customers experience. Abandoned calls could potentially mean lost revenue.

Call Center	DNS	Time	Callers Number	Abandoned Wait Time	Within Entrance Message
Kakapo Support	Kakapo Support	06:17:30 pm	+44754290160	00:0115	No
Kakapo Sales	Kakapo Sales	06:16:04 pm	+44754290160	00:0027	No
Kakapo Sales	Kakapo Sales	06:16:01 pm	8014	00:0031	No
Holiday Cruises	Holiday Cruises	11:42:23 am	8018	00:0001	Yes
Development Queue	Development Queue	11:40:42 am	8018	00:0000	Yes
Development Queue	Development Queue	11:40:37 am	8018	00:0001	Yes
Development Queue	Development Queue	11:40:31 am	8018	00:0001	Yes
Holiday Cruises	Holiday Cruises	11:45:59 am	8018	00:0001	Yes
Development Queue	Development Queue	11:39:38 am	8018	00:0001	Yes
Holiday Cruises	Holiday Cruises	11:39:33 am	8018	00:0001	Yes
Holiday Cruises	Holiday Cruises	09:40:33 am	8019	00:0003	Yes
Holiday Cruises	Holiday Cruises	07:51:18 am	8018	00:0001	Yes
Development Queue	Development Queue	07:51:00 am	8018	00:0002	Yes
Development Queue	Development Queue	07:50:56 am	8018	00:0001	Yes
Development Queue	Development Queue	07:10:37 am	8015	00:0001	Yes
Holiday Cruises	Holiday Cruises	07:10:27 am	8015	00:0002	Yes
Holiday Cruises	Holiday Cruises	06:30:16 am	8019	00:0001	Yes
Development Queue	Development Queue	06:29:19 am	8018	00:0001	Yes
Holiday Cruises	Holiday Cruises	06:29:04 am	8018	00:0001	Yes
Holiday Cruises	Holiday Cruises	06:24:11 am	8019	00:0001	Yes

Any User with access to Vision360 will be able to view this report and then forward to a selected team of Agents, making sure the abandoned callers are contacted. I have forwarded this report to a CSV file and then assigned Agents to make the callbacks and sent the CSV via email to the group.

Call Center	DNIS	Time	Callers Number	Abandoned Wait Time	Within Entrance Message	Ext Sequence	Assigned to
Kakapo Support	Kakapo Support	12:56:25 PM	+447542901160	00:00:19	No	30fe0d13-fd3e-4040-8df7-7e6acdcca70	Agent 1
Kakapo Sales	Kakapo Sales	12:50:17 PM	+447542901160	00:00:17	No	fc22c383-56dc-425b-9dad-f3daf978d1a7	Agent 1
Kakapo Sales	Kakapo Sales	12:49:23 PM	+447542901160	00:00:19	No	80d5f170-12da-42e4-96b6-0bb5dc10fefd	Agent 1
Kakapo Sales	Kakapo Sales	12:48:38 PM	+447542901160	00:01:03	No	10996406-767f-4354-93e2-61fcfb46efcb	Agent 1
Kakapo Sales	Kakapo Sales	11:21:39 AM	+447542901160	00:00:10	No	1c49b4db-3e8d-423b-9387-c8962eff731a	Agent 1
Kakapo Sales	Kakapo Sales	11:04:38 AM	+447551952936	00:04:11	No	270f6b8e-0233-4308-b35a-c94c029d70d	Agent 1
Kakapo Sales	Kakapo Sales	10:36:59 AM	+17203606363	00:00:06	Yes	fe2d02df-3478-4244-b1b1-2f31050d673c	Agent 1
Basic Queue	Basic Queue	5:47:46 AM	+17203606363	00:00:02	Yes	c95258ca-d292-4f5f-9fbd-8246d6b4ae28	Agent 1
Holiday Cruises	Holiday Cruises	5:47:40 AM	+17203606363	00:00:02	Yes	375bb31c-78a4-451d-9683-0aa097344244	Agent 1
Kakapo Support	Kakapo Support	5:40:54 AM	+17203606363	00:00:01	Yes	7be50a4e-6502-43c7-937c-f4cd7651cda	Agent 1
Holiday Cruises	Holiday Cruises	5:40:49 AM	+17203606363	00:00:02	Yes	26e83e1f-aa23-43c2-b6e9-773f4938a0a6	Agent 1
Holiday Cruises	Holiday Cruises	5:40:32 AM	+17203606363	00:00:01	Yes	1e5d2524-c354-4b0e-82ec-66d9e4c362e5	Agent 1
Development Queue	Development Queue	5:14:38 AM	+17203606363	00:00:01	Yes	f5561185-0aa0-41fc-91fb-da4ec6ab3618	Agent 1
Development Queue	Development Queue	5:14:34 AM	+447542901160	00:00:01	Yes	a2e8a81e-44f2-4efe-bf21-0eb11da71078	Agent 1
Holiday Cruises	Holiday Cruises	5:14:32 AM	+447542901160	00:00:01	Yes	aa9d8ba8-c188-4c4e-8e1f-666de088b0bb	Agent 1
Development Queue	Development Queue	5:14:20 AM	+447542901160	00:00:02	Yes	7560ce12-a515-4a56-a89a-1fee922367f	Agent 1
Development Queue	Development Queue	4:35:54 AM	+447542901160	00:00:02	Yes	e11ca15c-e12d-4d25-9e23-3614137e4120	Agent 1
Holiday Cruises	Holiday Cruises	4:35:49 AM	+447542901160	00:00:02	Yes	d2450f0f-2e42-4aac-8502-6258b014b516	Agent 2
Holiday Cruises	Holiday Cruises	4:27:29 AM	+447542901160	00:00:03	Yes	fc6fb3e1-74f3-4e82-bab3-0ede17998151	Agent 2
Basic Queue	Basic Queue	4:27:10 AM	+447542901160	00:00:03	Yes	0d765908-e713-4874-993d-8f2d25b6de1b	Agent 2
Holiday Cruises	Holiday Cruises	4:10:40 AM	+447542901160	00:00:01	Yes	27256a4b-5842-4c1e-bfff-c8c2cf4c72ca	Agent 2
Holiday Cruises	Holiday Cruises	4:09:47 AM	+447542901160	00:00:02	Yes	d5f68acc-d31c-4859-8fba-fb05e4c1d1efb	Agent 2
Holiday Cruises	Holiday Cruises	4:09:30 AM	+447542901160	00:00:01	Yes	1cd33c1-8224-428d-8599-b234301f95f0	Agent 2
Basic Queue	Basic Queue	4:09:25 AM	+447542901160	00:00:02	Yes	86c08655-6c45-40fc-8b7e-a1c2f76f6e07	Agent 2
Development Queue	Development Queue	4:06:26 AM	+447542901160	00:00:17	No	c4cbd2b5-9333-42c5-a158-5515b0330903	Agent 2
Development Queue	Development Queue	4:06:13 AM	+447542901160	00:00:01	Yes	363bcd4c-1084-410a-a6d4-975ea2678808	Agent 2
Holiday Cruises	Holiday Cruises	4:06:08 AM	+447542901160	00:00:01	Yes	6426b8e7-ab76-4c53-9361-fa07652e637d	Agent 2
Development Queue	Development Queue	4:06:03 AM	+447542901160	00:00:01	Yes	76af15db-ad5f-453b-a652-143023abac7	Agent 2
Holiday Cruises	Holiday Cruises	4:05:51 AM	+447542901160	00:00:04	Yes	8030e9fd-d0cd-40f6-96f4-9c3e84d0daa2	Agent 2
Kakapo Sales	Kakapo Sales	12:39:55 AM	+17203606363	00:01:05	No	747d2834-c7cd-45e7-80e0-b053cce2f65a	Agent 2
Kakapo Sales	Kakapo Sales	12:22:56 AM	+17203606363	00:00:05	Yes	eeae2ce5-c712-48cc-afbb-59d1c01b11f5	Agent 2
Kakapo Sales	Kakapo Sales	12:16:49 AM	+17203606363	00:00:12	No	094797a8-0752-4dc3-9e2c-da2ea826fbc5	Agent 2
Basic Queue	Basic Queue	11:58:14 AM	+17203606363	00:00:03	Yes	d7ac4120-45c0-4f20-a5ff-cfadd6c492db	Agent 2
Holiday Cruises	Holiday Cruises	11:57:49 AM	+17203606363	00:00:02	Yes	1f92ae84-d5c2-4846-84e5-15fb7bbe02ed	Agent 3
Holiday Cruises	Holiday Cruises	11:52:59 AM	+17203606363	00:00:03	Yes	911f0b94-78a1-4db5-872d-95e784eeaa92	Agent 3
Holiday Cruises	Holiday Cruises	11:52:15 AM	+17203606363	00:00:01	Yes	f2249ce8-9302-4993-bbe5-cc2f92898755	Agent 3
Development Queue	Development Queue	11:52:11 AM	+17203606363	00:00:01	Yes	505cbf45-0760-496e-b1eb-f6e028ba1e42	Agent 3
Holiday Cruises	Holiday Cruises	11:52:07 AM	+17203606363	00:00:02	Yes	f2a1ab2f-26fa-4535-942f-d0ac21529a46	Agent 3
Holiday Cruises	Holiday Cruises	11:28:40 AM	+17203606363	00:00:08	Yes	d0c48e0b-f130-440e-b41c-b1e1bf66ecba	Agent 3
Holiday Cruises	Holiday Cruises	11:25:50 AM	+17203606363	00:00:02	Yes	fddc76ef-d1b6-4608-8d81-d4e283546654	Agent 3

8.4 CALL CENTER SUMMARY

Call Center Summary is a report that summarizes all the information and displays in a view that highlights potential rooms for improvement. There are 34 call statistics, 10 are unlinked by default. This report is very useful to identify parts of your Call Center that require more staffing at certain time, highlights abandoned calls and works out the average time and abandoned percentage. The report can also identify potential training gaps with your users in the call Centre to improve your customer's experience.

Before setting up your view, template, or scheduled report, it is important to configure your abandoned calls threshold and SLA levels. The configuration section is in My Settings > General Settings.

Call Center	DNIS	Incoming Calls	Answered Calls	Bounced Calls	Outbound DNIS Calls	Held Calls	Abandoned Calls	Calls Abandoned in 20 secs	Calls Abandoned in 20 secs %	Abandoned Calls %	Average
Basic Queue	Basic Queue	17	1	1	0	0	15	15	100	94	
Development Queue	Development Queue	278	28	21	0	10	170	153	96	61	
Holiday Cruises	Holiday Cruises	436	30	28	1	2	333	300	100	76	
Kakapo Sales	Kakapo Sales	88	9	42	0	2	77	72	94	88	
Kakapo Support	Kakapo Support	104	45	7	5	8	50	44	88	48	
KMPRIQ Active	-	0	0	0	0	0	0	0	0	0	
KMPRIQ Primary	KMPRIQ Standard	1	0	0	0	0	1	1	100	100	
		924	83	99	6	22	647	629			

I have set my call center SLA's and my abandoned calls threshold to 5 seconds. And this is now shown in my Call Center Summary once I select update.

SLA Details

Service Level	Start	End
Service Level 1	00:00:00	00:00:14
Service Level 2	00:00:15	00:00:20
Service Level 3	00:00:20	00:00:30
Service Level 4	00:00:30	00:00:38
Service Level 5	00:00:39	00:01:19

Unreturned Abandoned Calls

Maximum Allowed Duration: 00:00:00

Threshold Details

Abandoned Call Threshold: 5

ShortDuration Call Threshold: 20

Buttons: Cancel, Update

Call Center Summary : 2023-12-01 to 2023-12-31

Call Center	DNS	Incoming Calls	Answered Calls	Bounced Calls	Outbound DNS Calls	Held Calls	Abandoned Calls	Calls Abandoned in 5 secs	Calls Abandoned in 5 secs %	Abandoned Calls %	Averag D
Basic Queue	Basic Queue	17	1	1	0	0	15	12	75	94	
Development Queue	Development Queue	278	28	21	0	10	170	132	78	61	
Holiday Cruises	Holiday Cruises	439	30	28	1	2	333	297	89	76	
Kakapo Sales	Kakapo Sales	68	9	42	0	2	77	61	79	68	
Kakapo Support	Kakapo Support	104	45	7	5	8	50	29	58	48	
KMPIQ Active	-	0	0	0	0	0	0	0	0	0	
KMPIQ Primary	KMPIQ Standard	1	0	0	0	0	1	1	100	100	
		924	103	99	6	22	647	532			

Showing 1 to 7 of 7 rows | 25 rows per page

8.4.1 Call Center Summary Graphical Display

The Call Center Summary report provides the portal user with a graphical display. Configure the report with the metrics you require to report on and toggle the switch on the right-hand side of the report.

Call Center Summary : 2024-08-09

Graphical Display:

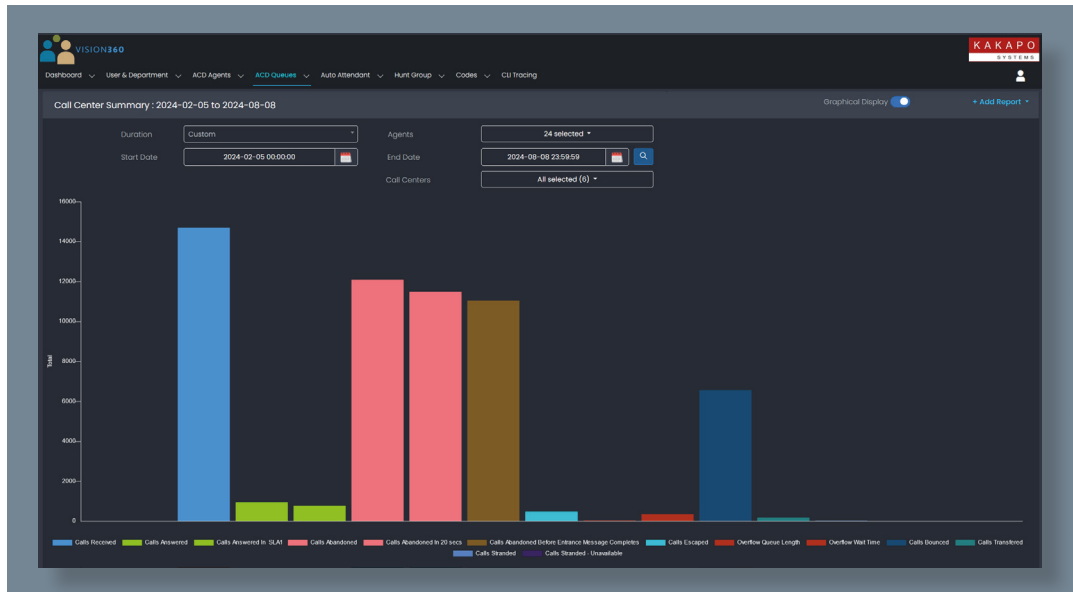
Duration: Today | Agents: 24 selected

Sample: None | Call Centers: All selected (6)

Call Center	DNS	Incoming Calls	Answered Calls	Bounced Calls	Outbound DNS Calls	Held Calls	Abandoned Calls	Calls Abandoned in 5 secs	Calls Abandoned in 5 secs %	Abandoned Calls %	Calls Abandoned in 15 secs
Basic Queue	Basic Queue	24	0	1	0	0	24	22	92	100	
Development Queue	Development Queue	21	0	6	0	0	15	15	100	71	
Holiday Cruises	Holiday Cruises	62	3	0	0	0	53	53	100	85	
Kakapo Sales	Kakapo Sales	11	0	32	0	0	11	5	45	100	
Kakapo Support	Kakapo Support	23	1	56	0	1	22	14	64	96	
KMPIQ Active	-	0	0	0	0	0	0	0	0	0	
		141	4	95	0	1	125	109			

Showing 1 to 6 of 6 rows | 25 rows per page

Vision360 will then open your custom report in a graphical display which can be set as a template or scheduled report.



8.5 CALL CENTER DETAILS

This report is the full log of each call made into your monitored call centers. This is a live report that you can update using the refresh button. There are 20 statistics, 2 are unticked by default.

Call Center Details: 2024-01-18

Call Center	DNS	Time	Answer Time	End Time	Agent Name	Agent Number	Callers Number	Policy Applied	Result	Wait
Kakapo Sales	Kakapo Sales	02:30:53 pm	-	-	-	-	804	-	Abandoned	-
Kakapo Support	Kakapo Support	12:57:47 pm	12:57:47 pm	12:59:33 pm	Lee Fallon	0208692472	+44754290160	-	Answered	-
Kakapo Support	Kakapo Support	12:56:57 pm	-	-	-	-	+44754290160	-	Transferred	-
Kakapo Support	Kakapo Support	12:56:25 pm	-	-	-	-	2472	-	Abandoned	-
Kakapo Support	Kakapo Support	12:55:42 pm	12:55:50 pm	12:56:41 pm	Lucy Dickens	804	+44754290160	-	Answered	-
Kakapo Sales	Kakapo Sales	12:53:54 pm	-	-	-	-	804	-	Transferred	-
Kakapo Support	Kakapo Support	12:53:12 pm	12:53:18 pm	12:54:21 pm	Lee Fallon	0208692472	+44754290160	-	Answered	-
Kakapo Sales	Kakapo Sales	12:50:17 pm	-	-	-	-	+44754290160	-	Abandoned	-
Kakapo Sales	Kakapo Sales	12:49:23 pm	-	-	-	-	+44754290160	-	Abandoned	-
Kakapo Sales	Kakapo Sales	12:48:38 pm	-	-	-	-	804	-	Abandoned	-
Kakapo Sales	Kakapo Sales	11:21:39 am	-	-	-	-	+44754290160	-	Abandoned	-
Kakapo Sales	Kakapo Sales	11:04:38 am	-	-	-	-	+447565962938	-	Abandoned	-
Kakapo Sales	Kakapo Sales	10:36:59 am	-	-	-	-	804	-	Abandoned	-
Basic Queue	Basic Queue	05:47:46 am	-	-	-	-	808	-	Abandoned	-
Holiday Cruises	Holiday Cruises	05:47:40 am	-	-	-	-	808	-	Abandoned	-

The click through functionality is available on this report, so I have selected the call at 12:57:47pm. Vision360 will pop open a new tab with the Call History report for this call. As you can see, two of the Agents bounced the call and the third Agent answered.

Call History

Date	Time	From	To	Direction	Result	Extension	Ring Duration	Talk Duration	Remote Party
2024-01-18	12:57:42 pm	+44754290160	Kakapo Support	Inbound	ACD Processed	248	00:00:00	00:00:04	+44754290160
2024-01-18	12:57:42 pm	+44754290160	Lee Fallon	Inbound	Answered	2472	00:00:04	00:01:45	+44754290160 Kakap
2024-01-18	12:57:42 pm	+44754290160	Aaron Parsons	Inbound	Bounced	2486	00:00:04	00:00:00	+44754290160 Kakap
2024-01-18	12:57:42 pm	+44754290160	Athul PS	Inbound	Bounced	8005	00:00:00	00:00:00	+44754290160 Kakap
							00:00:08	00:01:49	

Showing 1 to 4 of 4 rows | 25 rows per page

If you use the Statistics Selection, Drop down and select Failure, you can see why the Agent bounced the call. In this example, Athul was Temporarily Unavailable when offered the call.

The screenshot shows the 'Call History' section of the VISION360 dashboard. A table lists call records with columns: From, To, Direction, Result, Extension, Ring Duration, Talk Duration, Failure Reason, Remote Party, and Moved From. The 'Failure Reason' column for the call to Athul PS is highlighted in red and contains the text 'Temporarily Unavailable'.

From	To	Direction	Result	Extension	Ring Duration	Talk Duration	Failure Reason	Remote Party	Moved From
+44754290180	Kakapo Support	Inbound	ACD Processed	2481	00:00:00	00:00:04	-	+44754290180	-
+44754290180	Lee Fallon	Inbound	Answered	2472	00:00:04	00:01:45	-	+44754290180	Kakapo Support (call-cent...
+44754290180	Aaron Parsons	Inbound	Bounced	2488	00:00:04	00:00:00	-	+44754290180	Kakapo Support (call-cent...
+44754290180	Athul PS	Inbound	Bounced	8005	00:00:00	00:00:00	Temporarily Unavailable	+44754290180	Kakapo Support (call-cent...

8.6 ABANDONED CALLS SUMMARY

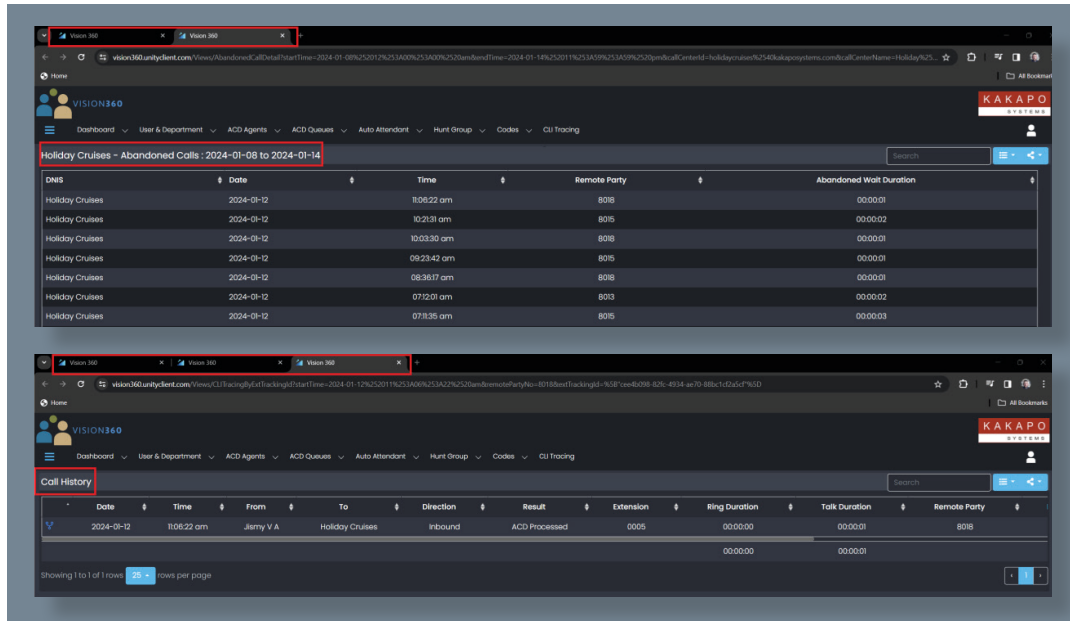
The Abandoned Calls Summary provides a detailed report of all abandoned calls into your call centers. There are 9 call statistics to report across and once you have set your abandoned calls threshold in My Settings > General Settings, this report will show the same threshold.

The screenshot shows the 'Abandoned Calls Summary' report for the period 2024-01-08 to 2024-01-14. The report includes a table with 9 columns: Call Center, DNS, Received Calls, Abandoned Calls, Abandoned Calls %, Calls Abandoned in 5 secs, Calls Abandoned in 5 secs %, Average Abandoned Time, Longest Abandoned Wait Duration, and Within Entrance Message.

Call Center	DNS	Received Calls	Abandoned Calls	Abandoned Calls %	Calls Abandoned in 5 secs	Calls Abandoned in 5 secs %	Average Abandoned Time	Longest Abandoned Wait Duration	Within Entrance Message
Basic Queue	Basic Queue	2	2	100	2	100	00:00:02	00:00:02	2
Development Queue	Development Queue	158	82	52	53	65	00:00:07	00:01:04	53
Holiday Cruises	Holiday Cruises	219	160	73	117	73	00:00:04	00:01:14	151
Kakapo Sales	Kakapo Sales	27	26	96	18	69	00:00:02	00:03:01	22
Kakapo Support	Kakapo Support	61	41	67	28	68	00:00:24	00:05:00	33
KMPQ Active	-	0	0	0	0	0	00:00:00	00:00:00	0
KMPQ Primary	-	0	0	0	0	0	00:00:00	00:00:00	0
		467	311		218				261

The click through functionality within this report allows you to view the total abandoned calls for the call center you select and then you can select a specific call and the call history will pop in a new tab.

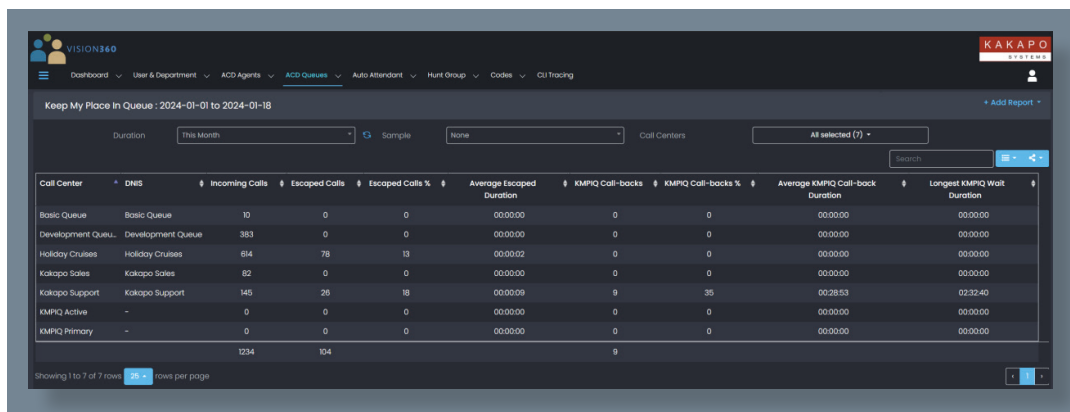
In this example below, I have selected Holiday Cruises and then the abandoned call at 11:06:22am.



8.7 KEEP MY PLACE IN QUEUE

Unity Keep My Place In Queue (KMPIQ) is an add-on capability for BroadSoft ACD solution that allows inbound queued callers to request a call back when they reach the front of the queue. Please click this hyperlink for more information [Keep-My-Place-In-Queue-Datasheet.pdf](#)

KMPIQ tracks all callers who have escaped the ACD queue and requested a call back once they are next in line to be answered. The report has 10 call statistics, 1 is unticked by default. The customer's journey is tracked from when they escape the queue until they received their requested call back.

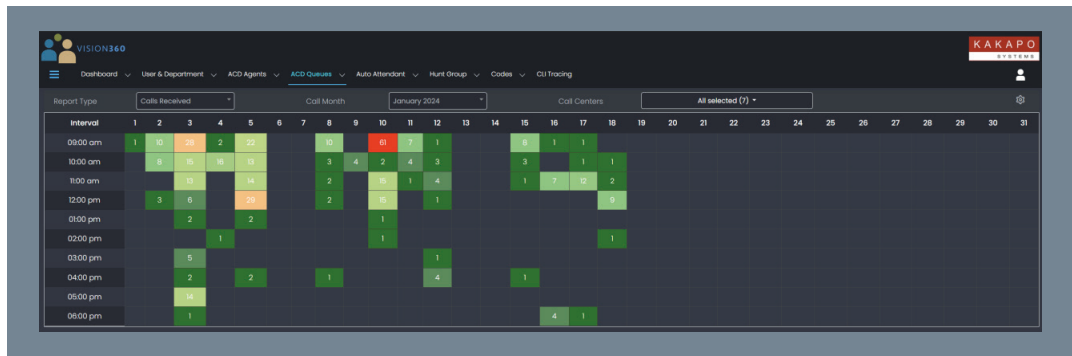


The click through functionality allows you to select a specific Call Center and then drill down again into the specific Call History. In the instance, I have selected Kakapo Support as the Call Center and then drilled down into the Call History. The KMPIQ call back was processed but went to the inbound caller's voicemail.

Date	Time	From	To	Direction	Result	Extension	Ring Duration	Talk Duration	Remote Party	Move
2024-01-11	08:19:22 pm	+17203606363	Kakapo Support	Inbound	Transferred	248	00:00:00	00:02:16	+17203606363	
2024-01-11	08:21:38 pm	+17203606363	Voice Portal	Inbound	VM Processed	5555	00:00:00	00:00:05	+17203606363	Kakapo Sug

8.8 HEAT MAPS

The Heat Map is a visual report over 5 call statistics, Calls Received, Calls Abandoned, Calls Answered, Average Wait Time and KMPIQ Requests. The Heat Map identifies and highlights the busiest periods of the day regarding call traffic in your call center.

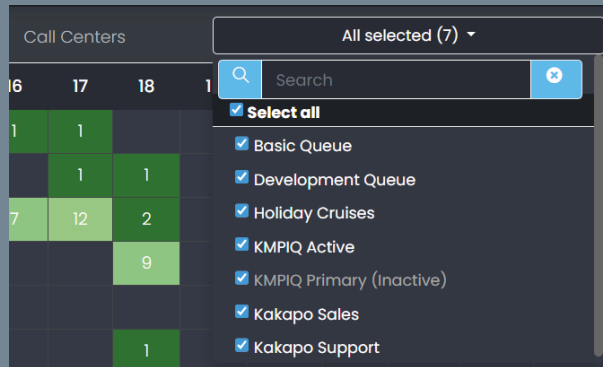


8.8.1 Heat Map Navigation Tools

Report Type drop down menu. Use this to switch between the 5 call statistics.

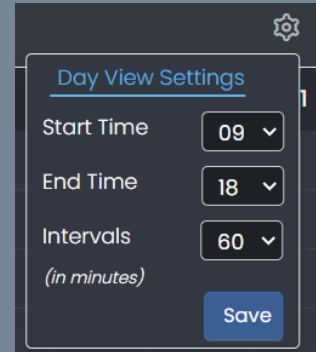
Call Month drop down menu. Select the month you would like to report on.

Call Center drop down menu. Select the Call Center you wish to have in the report.



Day View Settings.

Extend the start and end time including intervals in minutes.



9 AUTO ATTENDANT

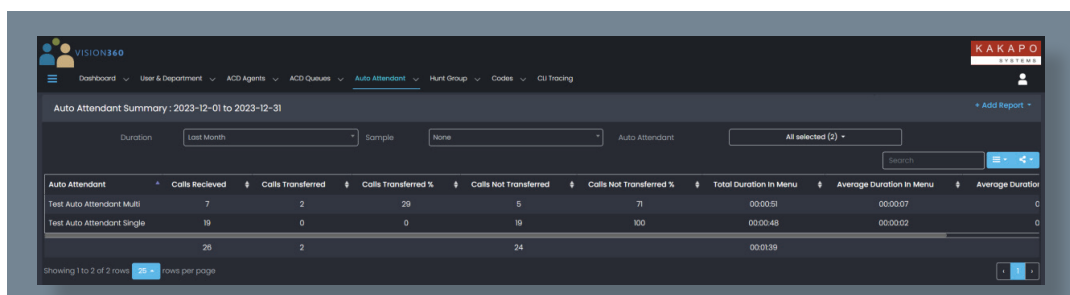
The Auto Attendant section provides you with up to the minute information on all your Auto Attendants. This is split into 3 reports, Auto Attendant Summary, Auto Attendant Options Summary and Auto Attendant Details.

Search Functions available by report

	Auto Attendant Summary	Auto Attendant Options Summary	Auto Attendant Details
Duration drop down menu incl Custom	Y	Y	Y
Refresh Button	Y	Y	Y
Sample periods	Y	Y	N
Drop down menu	Auto Attendant	Auto Attendant	N
Search Bar	Y	Y	Y
Statistic selection drop down	Y	Y	Y
Forward the report	Y	Y	Y
Toggle Switch arrows.	Y	Y	Y
Display Rows and Next Pages	Y	Y	Y
Report Template/Scheduled Report.	Y	Y	N
Statistics explanation	Y	Y	Y

9.1 AUTO ATTENDANT SUMMARY

The Auto Attendant Summary report provides you with a detailed summary report on each of your Auto Attendants. There are 8 call stats in this report.



9.2 AUTO ATTENDANT OPTIONS SUMMARY

The Auto Attendant Options Summary provides a report of each individual Auto Attendants you have. You can use the date/time search as before and you also have a drop-down picker menu so you can select which Auto Attendant you wish to report on.

Auto Attendant	Redirected To	Redirected Count	Redirected %
Test Auto Attendant Multi	8020	2	29
Test Auto Attendant Multi	Abandoned	5	71
Test Auto Attendant Single	Abandoned	19	100
		26	

9.3 AUTO ATTENDANT DETAILS

The Auto Attendant Details report provides you with a live report of all calls coming into each of your Auto Attendants. The report covers 9 parameters which help you manage your Auto Attendant giving the inbound caller the best experience. There are 10 call statistics, 2 are unticked by default.

Auto Attendant	Calling Number	Date	Time	Duration in Menu	Result	Transferred Duration	Duration	Redirected To
Test Auto Attendant Multi	8018	2023-12-31	04:04:10 pm	00:00:01	Abandoned	-	-	-
Test Auto Attendant Single	8018	2023-12-31	04:03:59 pm	00:00:02	Abandoned	-	-	-
Test Auto Attendant Single	8015	2023-12-26	03:49:24 am	00:00:02	Abandoned	-	-	-
Test Auto Attendant Single	8015	2023-12-20	03:53:15 am	00:00:04	Abandoned	-	-	-
Test Auto Attendant Multi	8015	2023-12-19	07:20:38 am	00:00:01	Transferred	00:00:03	00:00:15	8020
Test Auto Attendant Single	8015	2023-12-19	05:58:22 am	00:00:02	Abandoned	-	-	-
Test Auto Attendant Multi	8015	2023-12-18	06:47:27 am	00:00:13	Transferred	00:00:02	00:00:16	8020
Test Auto Attendant Single	8015	2023-12-18	06:46:15 am	00:00:02	Abandoned	-	-	-
Test Auto Attendant Single	8018	2023-12-13	04:33:07 am	00:00:02	Abandoned	-	-	-
Test Auto Attendant Single	8018	2023-12-13	04:32:14 am	00:00:01	Abandoned	-	-	-
Test Auto Attendant Single	8018	2023-12-13	04:31:51 am	00:00:03	Abandoned	-	-	-
Test Auto Attendant Single	8018	2023-12-13	04:30:11 am	00:00:02	Abandoned	-	-	-
Test Auto Attendant Single	8020	2023-12-07	04:53:31 am	00:00:01	Abandoned	-	-	-
Test Auto Attendant Single	8018	2023-12-07	04:22:34 am	00:00:03	Abandoned	-	-	-
Test Auto Attendant Multi	8020	2023-12-07	04:19:20 am	00:00:03	Abandoned	-	-	-
Test Auto Attendant Single	8020	2023-12-07	04:19:09 am	00:00:03	Abandoned	-	-	-
Test Auto Attendant Single	8018	2023-12-07	04:17:17 am	00:00:01	Abandoned	-	-	-
Test Auto Attendant Single	8018	2023-12-07	04:03:03 am	00:00:01	Abandoned	-	-	-
Test Auto Attendant Single	8015	2023-12-07	04:02:54 am	00:00:02	Abandoned	-	-	-
Test Auto Attendant Multi	8015	2023-12-06	03:55:56 am	00:00:07	Abandoned	-	-	-

10 HUNT GROUP

The Hunt Group section provides you with up to the minute information on all your Hunt Groups. This is split into 4 reports, Hunt Group Summary, Hunt Group User Summary, Hunt Group Details and Heat Map.

Search Functions available by report

	Hunt Group Summary	Hunt Group User Summary	Hunt Group Details
Duration drop down menu incl Custom	Y	Y	Y
Refresh Button	Y	Y	Y
Sample periods	Y	Y	N
Drop down menu	Hunt Group	User	N
Search Bar	Y	Y	Y
Statistic selection drop down	Y	Y	Y
Forward the report	Y	Y	Y
Toggle Switch arrows.	Y	Y	Y
Display Rows and Next Pages	Y	Y	Y
Report Template/Scheduled Report.	Y	Y	N
Statistics explanation	Y	Y	Y

10.1 HUNT GROUP SUMMARY

The Hunt Group Summary report provides you with valuable information on how your Hunt Group is performing. The report is run over 12 call statistics.

Hunt Group	Received Calls	Answered Calls	Answered Calls %	Abandoned Calls	Abandoned Calls %	Total Wait Duration	Average Wait Duration	Total Talk Duration	Average Talk Duration	Total Duration To Answer
Accounts Dept	6	0	0	6	100	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00
KMPQ - Support	1	1	100	0	0	00:00:00	00:00:00	00:00:02	00:00:02	00:00:00
Test Hunt Group	84	0	0	84	100	00:03:53	00:00:02	00:00:00	00:00:00	00:00:00
GI		1		90		00:03:58		00:00:02		00:00:00

10.2 HUNT GROUP SUMMARY

The Hunt Group User Summary provides you with a full breakdown of statistics on each user in the Hunt Group. This report has 5 call statistics.

Receiving User	Received Calls	Answered Calls	Answered Calls %	Total Talk Duration	Average Talk Duration
Abin Joseph	90	0	0	00:00:00	00:00:00
Aliza Hassan	6	0	0	00:00:00	00:00:00
Amranda Anjo Dawson	6	0	0	00:00:00	00:00:00
Arjun Harikumar	6	0	0	00:00:00	00:00:00
Athul PS	6	0	0	00:00:00	00:00:00
Benedict Hutton	6	0	0	00:00:00	00:00:00
Bilin Jose	5	0	0	00:00:00	00:00:00
Charles Berry	6	0	0	00:00:00	00:00:00
Chris Tutt	1	0	0	00:00:00	00:00:00
Dale Cassidy	6	0	0	00:00:00	00:00:00
Emma Hills	5	0	0	00:00:00	00:00:00
Gopkrishnan V	90	0	0	00:00:00	00:00:00
Janson Franklin	5	0	0	00:00:00	00:00:00
Jevan Howe	1	0	0	00:00:00	00:00:00
Larry Redman	6	0	0	00:00:00	00:00:00
Lee Fallon	90	0	0	00:00:00	00:00:00

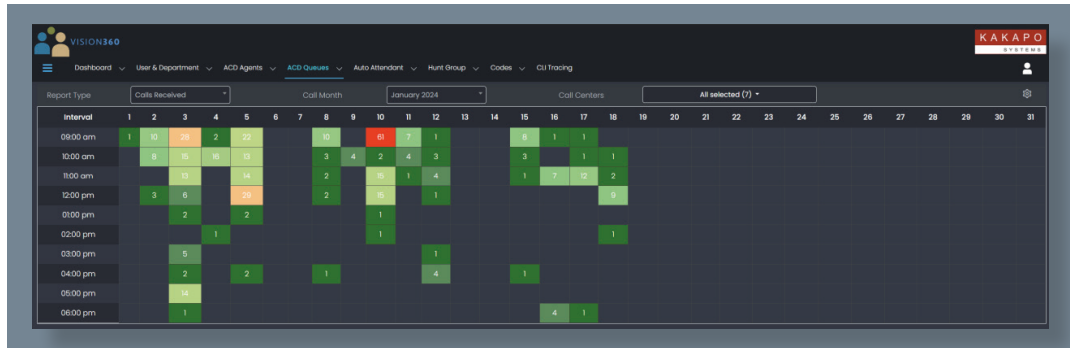
10.3 HUNT GROUP DETAILS

The Hunt Group Details report provides detailed statistics on each of your Hunt Groups. The report is run over 12 call statistics, 2 are unticked by default.

Hunt Group	Calling Number	Date	Time	Wait Duration	Result	Answered Time	Duration	User	Department	Extension
Test Hunt Group	8018	2023-12-31	04:04:29 pm	00:00:01	Abandoned	-	-	-	-	-
Accounts Dept	8018	2023-12-31	04:04:24 pm	00:00:01	Abandoned	-	-	-	-	-
Test Hunt Group	8013	2023-12-29	05:44:13 am	00:00:02	Abandoned	-	-	-	-	-
Test Hunt Group	8013	2023-12-28	04:02:53 am	00:00:02	Abandoned	-	-	-	-	-
Test Hunt Group	8013	2023-12-28	04:02:18 am	00:00:01	Abandoned	-	-	-	-	-
Test Hunt Group	8013	2023-12-27	12:17:17 pm	00:00:04	Abandoned	-	-	-	-	-
Test Hunt Group	8013	2023-12-26	04:10:08 am	00:00:03	Abandoned	-	-	-	-	-
Test Hunt Group	8015	2023-12-26	03:49:11 am	00:00:01	Abandoned	-	-	-	-	-
Test Hunt Group	8013	2023-12-22	11:32:01 am	00:00:01	Abandoned	-	-	-	-	-
Test Hunt Group	8013	2023-12-22	11:31:57 am	00:00:01	Abandoned	-	-	-	-	-
Test Hunt Group	8013	2023-12-22	11:31:52 am	00:00:02	Abandoned	-	-	-	-	-
Test Hunt Group	0042	2023-12-22	11:31:38 am	00:00:04	Abandoned	-	-	-	-	-
Test Hunt Group	8015	2023-12-22	11:31:30 am	00:00:01	Abandoned	-	-	-	-	-
Test Hunt Group	0042	2023-12-20	09:40:45 am	00:00:03	Abandoned	-	-	-	-	-
Test Hunt Group	8019	2023-12-20	05:16:16 am	00:00:01	Abandoned	-	-	-	-	-
Test Hunt Group	8015	2023-12-20	03:52:47 am	00:00:01	Abandoned	-	-	-	-	-
Test Hunt Group	8015	2023-12-19	05:58:29 am	00:00:01	Abandoned	-	-	-	-	-
Test Hunt Group	8019	2023-12-19	04:18:08 am	00:00:01	Abandoned	-	-	-	-	-
Test Hunt Group	8013	2023-12-18	07:34:51 am	00:00:06	Abandoned	-	-	-	-	-
Test Hunt Group	8019	2023-12-18	07:34:48 am	00:00:14	Abandoned	-	-	-	-	-

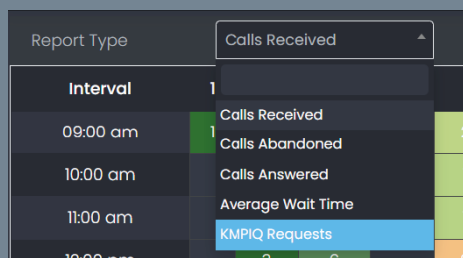
10.4 HEAT MAPS

The Heat Map is a visual report over 5 call statistics, Calls Received, Calls Abandoned, Calls Answered, Average Wait Time and KMPIQ Requests. The Heat Map identifies and highlights the busiest periods of the day regarding call traffic in your Hunt Groups.

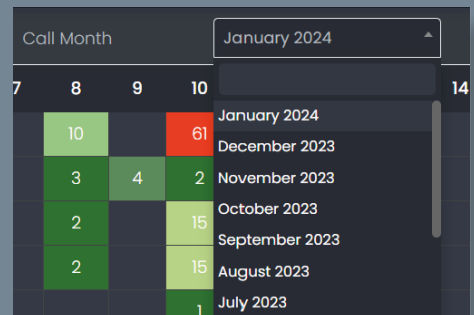


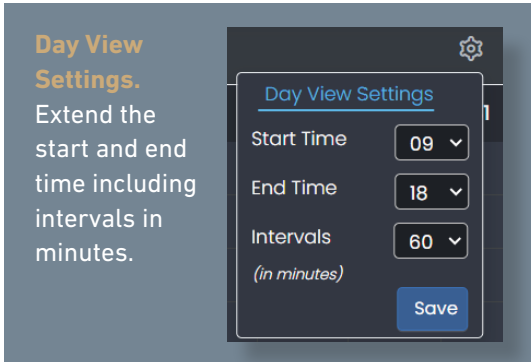
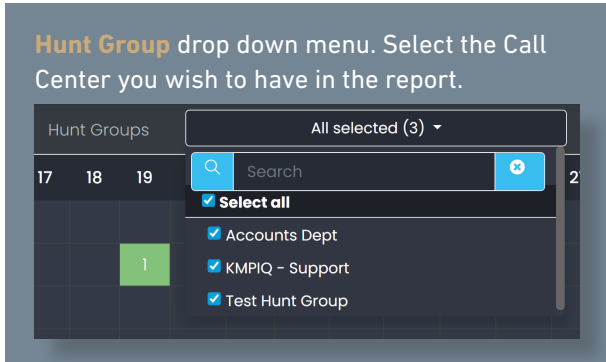
10.4.1 Heat Map Navigation Tools

Report Type drop down menu. Use this to switch in between the 5 call statistics.



Call Month drop down menu. Select the month you would like to report on.





11 CODES

The Codes section provides you with up to the minute information on all your codes. This is split into 4 reports, Account Codes Summary, Account Codes Detail, Disposition Codes ACD Queue and Disposition Codes ACD Agent.

Both the Account Codes Summary and Detail reports provide you with information on all calls taken per user and if the call has been tagged a department by the user.

Account codes are required to be setup in Broadworks and the user(s) need to have the relevant licence added.

Search Functions available by report

	Account Codes Summary	Account Codes Detail	Disposition Codes ACD Queue	Disposition Codes ACD Agent
Duration drop down menu incl Custom	Y	Y	Y	Y
Refresh Button	Y	Y	Y	Y
Sample periods	Y	N	Y	Y
Drop down menu	User	N	Call Centers	Agent
Search Bar	Y	Y	Y	Y
Statistic selection drop down	Y	Y	Y	Y
Forward the report	Y	Y	Y	Y
Toggle Switch arrows.	Y	Y	Y	Y
Display Rows and Next Pages	Y	Y	Y	Y
Report Template/Scheduled Report.	Y	N	Y	Y
Statistics explanation	Y	Y	Y	Y

11.1 ACCOUNT CODES SUMMARY

The Summary report provides information on a per user basis for total calls taken and how many calls were tagged by the user. Vision360 also provides the department name the call was tagged.

User	Total Calls	Tagged Calls	Tagged Calls %
Aaron Parsons	40	0	0
Abin Joseph	98	0	0
Akshay ps	0	0	0
Alta Hassan	6	0	0
Amanda Anja Dawson	7	0	0
Anandu Prasad	358	0	0
Aneetu Martin	90	0	0
Arjun Harikumar	29	0	0
Atul PS	92	0	0
Available User	0	0	0
Benedict Hutton	6	0	0
Bilin Jose	19	0	0
Charles Berry	7	0	0
Chris Tutt	2	0	0
Dale Cassidy	6	0	0
Emma Hills	26	0	0
Frank Lampard	6	0	0
Gopikrishnan V	95	0	0

11.2 ACCOUNT CODES DETAIL

The Account Codes Detail report provides you with the full call leg, showing time/date, account code assigned, direction and remote calling party number. The report is run per user on every call received over 7 call statistics, 2 Are unticked by default.

User	Account Code	Date	Time	Direction	Remote Party
Sabin Joseph	Sales	2024-01-01	03:59:56 am	Inbound	0042
Sabin Joseph	Marketing	2024-01-01	03:59:56 am	Inbound	0042
Sabin Joseph	Marketing	2024-01-01	03:59:51 am	Inbound	8013
Sabin Joseph	Engineering	2024-01-01	03:58:51 am	Inbound	8018

11.3 DISPOSITION CODES ASSIGNED BY CALL CENTER

Disposition Codes ACD Queue and ACD Agent are reports run on the disposition codes assigned to each call in your call center.

Disposition Codes ACD Queue provides live information on each queue and the specific code used.

Disposition Codes ACD Agent is a report on each user in the call center and tracks how each call was handled and if a disposition code was entered.

Disposition codes are required to be setup in Broadworks and the user(s) need to have the relevant licence added.

Call Center	DNS	Complaint	Existing Customer	Marketing Call	Requesting Trial	Sales Call	Brochure Request	Information Request	New Custom
Basic Queue	-	0	0	0	0	0	0	0	0
Development Queue	-	0	0	0	0	0	0	0	0
Holiday Cruises	Holiday Cruises	4	3	3	1	2	3	0	0
Kakapo Sales	-	0	0	0	0	0	0	0	0
Kakapo Support	Kakapo Support	16	0	19	0	6	14	30	0
KMPQ Standard	-	0	0	0	0	0	0	0	0
Total		20	3	22	1	8	17	30	0

11.4 DISPOSITION CODES ASSIGNED BY AGENT

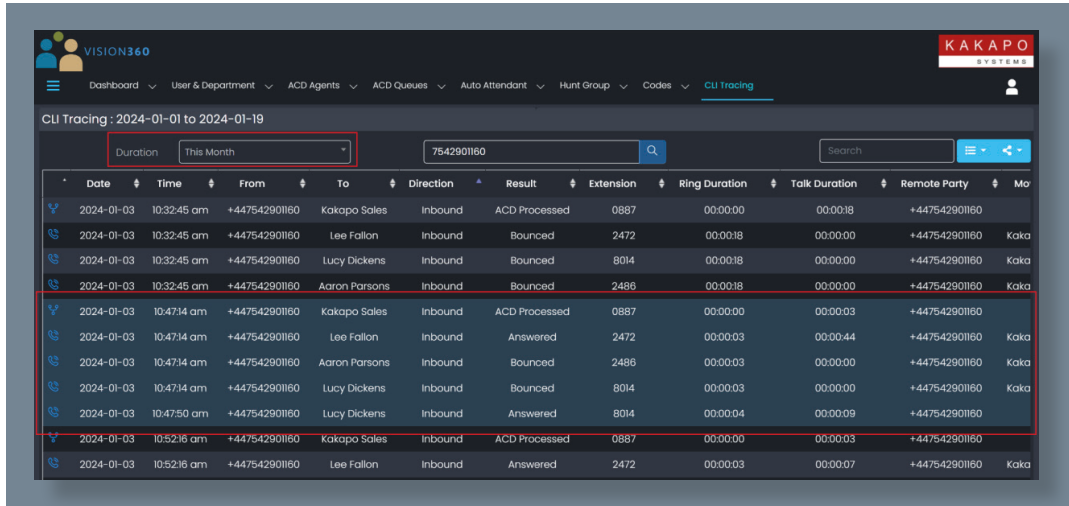
User	Total ACD Calls	Inbound ACD Calls	Outbound DNIS Calls	Disposition Codes Entered	Disposition Codes Entered %	Complaint	Information Request	Marketing Call	New
Sabin Joseph	350	349	1	0	0	0	0	0	0
Max Edwards	136	136	0	2	1	1	1	0	0
Athul PS	75	75	0	0	0	0	0	0	0
Lee Fallon	40	37	3	5	13	0	0	3	0
Aaron Parsons	38	36	0	0	0	0	0	0	0
Lucy Dickens	25	25	0	0	0	0	0	0	0
Emma Hills	20	20	0	0	0	0	0	0	0
Steve Wardle	11	10	1	1	9	0	1	0	0
Steve Tutt	8	7	1	0	0	0	0	0	0
Frank Lampard	6	6	0	0	0	0	0	0	0
Chris Tutt	1	1	0	0	0	0	0	0	0
Sagth K	0	0	0	0	0	0	0	0	0
Naomi Currow	0	0	0	0	0	0	0	0	0
Lucy Dickens	0	0	0	0	0	0	0	0	0
Liam Smith	0	0	0	0	0	0	0	0	0
Larry Redman	0	0	0	0	0	0	0	0	0
Janani Manikandan	0	0	0	0	0	0	0	0	0
Gopikrishnan V	0	0	0	0	0	0	0	0	0

12 CLI TRACING

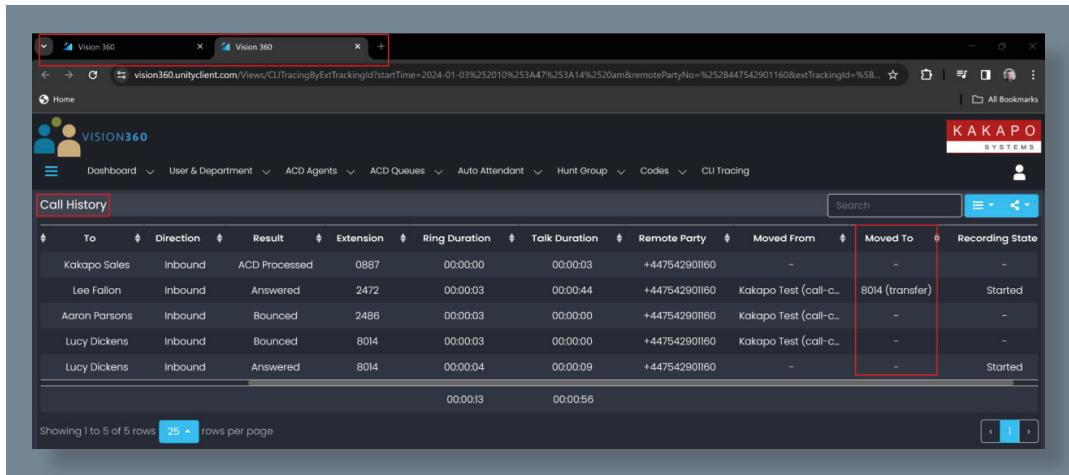
CLI Tracing provides you with full cradle to the grave call reporting. Both Inbound and outbound calls can be traced. 18 call statistics, 5 are unticked by default.

Search Functions available	
	CLI Tracing
Duration drop down menu incl Custom	Y
Refresh Button	N
Sample periods	N
Drop down menu	N
Search Bar	Remote Number
Statistic selection drop down	Y
Forward the report	Y
Toggle Switch arrows.	Y
Display Rows and Next Pages	Y
Report Template/Scheduled Report.	N
Statistics explanation	Y

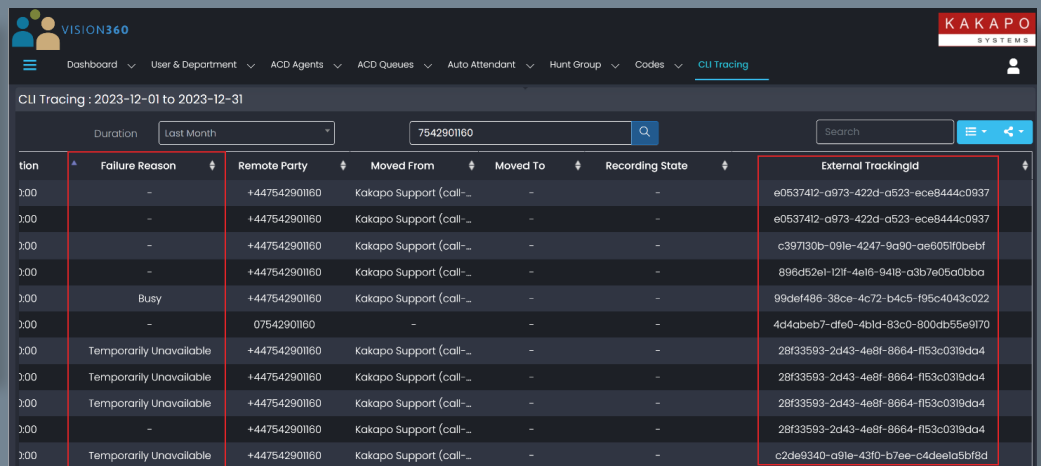
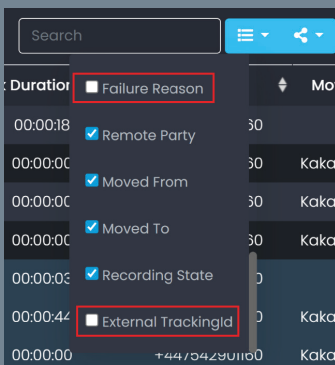
When searching for inbound calls, you need to remove the leading 0 from the target number. In this report I have run below, I have searched for all inbound calls made from a specific number over this current month. Vision360 highlights each call leg of the journey from start to end. This call was processed by the ACD, offered to 2 agents who bounced, answered by Lee Fallon and then transferred to Lucy Dickens.



I can also further confirm this with the click through functionality. By selecting the call, Vision360 will open the Call History report in a new tab.



When you tick Failure Reason and External Tracking ID, Vision360 will report on why the Agent bounced the call and the tracking ID of the call. The tracking ID is useful from a support point of view and the Failure Reason explains why the Agent bounced the call.



13 MY ACCOUNT SETTINGS

On the top right-hand side, you have 5 options to amend your account, create/ amend another user account and logout.

The screenshot shows the Vision360 dashboard with a navigation menu at the top: Dashboard, User & Department, ACD Agents, ACD Queues, Auto Attendant, Hunt Group, Codes, and GUI Tracing. The main area displays eight performance metrics in a grid:

0 Calls In Queue	0 Sec Longest Wait Time	28 Sec Average Speed Of Answer	63% Service Level
8 Calls Answered	17% Calls Answered %	78 Unreturned Abandoned Calls	21 Sec Average Abandoned Time

On the right, a user menu is visible for 'lee.fallon@kakaposystems...' with options: My Profile, User Settings, My Reports, General Settings, Change password, and Logout.

13.1 MY PROFILE

My Profile provides you with the email address linked to your account and the user level assigned. You can also amend the thresholds for abandoned calls and short duration calls. The last options are which time zone your account has been set up in, date/time format and a tick box to show/hide department. We also have the Dark Mode option, which when selected will be the default mode for viewing Vision 360.

The 'My Profile' settings page includes the following fields and options:

- User Name: lee.fallon@kakaposystems.com
- User Level: Reseller
- Timezones: Europe/London
- Date Format: YYYY-MM-DD
- Time Format: AM/PM
- Show Department:
- Dark Mode:
- Timer Format: 1 Min 43 Sec
- Auto Refresh:

Buttons: Cancel, Update

Password Change Request

Email: lee.fallon@kakaposystems.com Change Password

13.2 USER SETTINGS

Portal User Settings provides a full list of Vision 360 users for your Group and what hierarchy they share. If you have Group or System provider access you can create, amend, lock or delete specific user accounts.

Portal User Settings

Search

Email	Portal User Level	Service Provider	Status	Group	Created On
aaron.parsons.95@hotmail.co.uk	Group	Qudo	Active	kakaposystems	2023-06-14 04:42:38 pm
aaron.parsons@kakaposystems.co...	Group	Qudo	Active	kakaposystems	2022-10-18 01:34:39 pm
abin.joseph@kakaposystems.com	Group	Qudo	Active	kakaposystems	2022-09-06 09:32:26 am
albin.anto1649@gmail.com	Reseller	Qudo	Active	kakaposystems	2024-01-09 04:41:51 am
albin.anto@kakaposystems.com	Reseller	Qudo	Active	kakaposystems,drdccommunications	2024-01-03 08:47:05 am
amy.peeler@comporium.com	Group	Qudo	Active	kakaposystems	2023-08-10 01:15:19 am
ananduprasad999@gmail.com	Reseller	Qudo	Active	kakaposystems,drdccommunications	2023-10-27 07:46:54 am
ananduprasad@kakaposystems.c...	Reseller	Qudo	Active	kakaposystems	2024-01-15 04:35:47 am
aneejamartin4@gmail.com	Reseller	Qudo	Active	kakaposystems,drdccommunications	2023-12-22 04:15:37 am

Edit Portal User

Email: aaron.parsons.95@hotmail.co.uk

User Level: Group

User Permissions:

- Portal User
- General Permissions
- Report Visibility

Buttons: Cancel, Update, Lock, Delete

13.2.1 Create New Users

You can also create new users with the add icon at the top right.

Portal User Settings

Search

Email	Portal User Level	Service Provider	Status	Group	Created On
-------	-------------------	------------------	--------	-------	------------

You can restrict certain permissions when creating a new user, fully customizable to meet your needs. Once you are happy with the new user creation, select save.

Add Portal User

Email: AdminUser@kakaposystems.com ✓

User Level: Reseller

Service Providers: Qudo

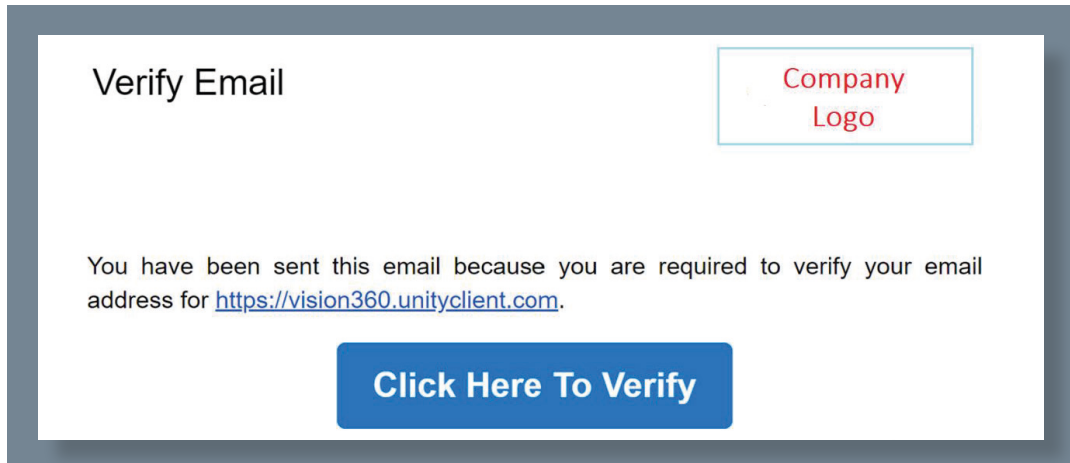
Group: Automatic Selection

User Permissions:

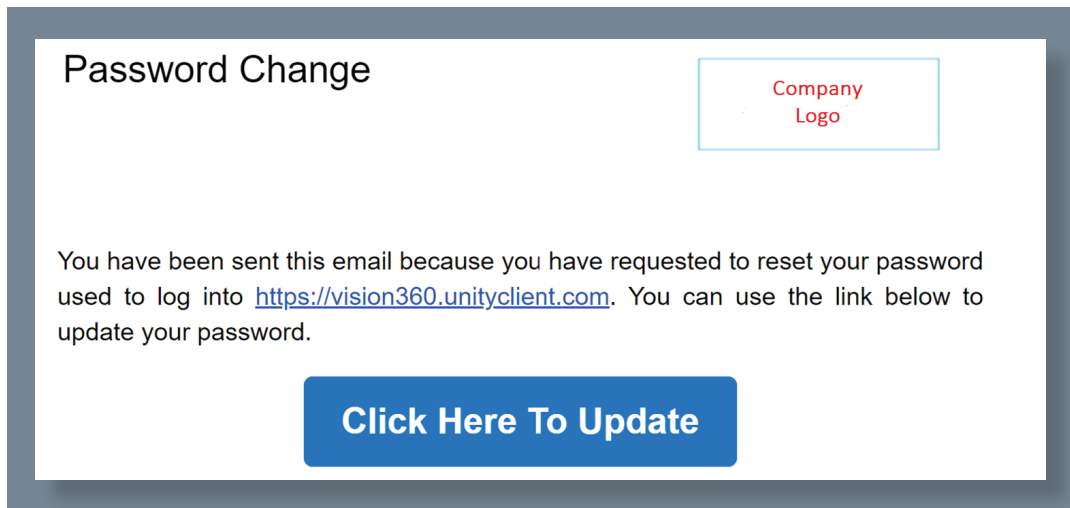
- Portal User
- General Permissions
- Report Visibility

Buttons: Cancel, Save

The new user will receive a welcome email in your company branding.

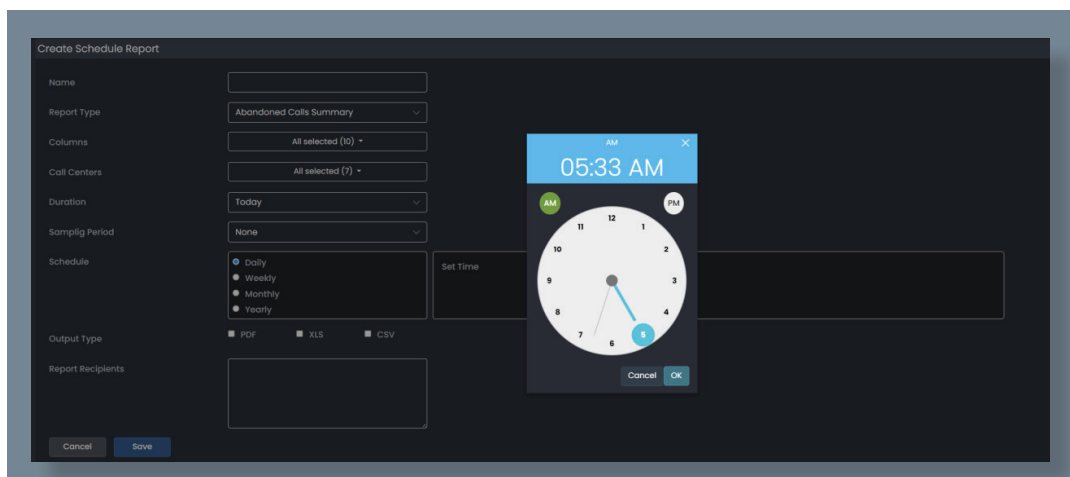


The link takes the new user to the Vision 360 verification page and then a separate email asking the new user to set their password.




13.3 SCHEDULED REPORTS

Vision 360 provides the user with the ability to create scheduled reports to multiple recipients. The configuration of the scheduled reports is very user friendly and can be amended at any time. You also have multiple duration periods, sampling periods and a choice of report output format.



13.4 GENERAL SETTINGS

You can set/amend the SLA for each specific level in the My Profile tab  You can also set/amend the maximum time for unreturned abandoned calls.

The SLA reports area available on the Call Centre Summary report. **Please be aware that only SLA 1 is populated in the report, SLA's 2 – 5 are de-selected by default and can be added with the column adjuster.**

SLA Details

Service Level	Start	End
Service Level 1	00:00:00	00:00:14
Service Level 2	00:00:15	00:00:20
Service Level 3	00:00:20	00:00:30
Service Level 4	00:00:30	00:00:38
Service Level 5	00:00:39	00:01:19

Unreturned Abandoned Calls

Maximum Allowed Duration: 72:00:00

Threshold Details

Abandoned Call Threshold: 5

ShortDuration Call Threshold: 20

14 VISION360 STATISTICS DESCRIPTIONS

User summary	
Statistic	Description
Total Received Calls	Total calls that were offered to the user.
Total Answered Calls	Total number of calls answered by the user.
Total Missed Calls	Total number of calls missed by the user. A missed call will be one where the user has either explicitly rejected the call or simply has not answered. If the user is a member of a Hunt Group, a call that was simultaneously delivered to many recipients, and answered by another user, will still show as a Missed Call here.
Total Answered Duration	Total duration of all calls answered by the user.
Average Answered Duration	Average duration of all calls answered by the user. This value is Total Answered Duration / Total Answered Calls.
Total Outbound Calls	Total Outbound calls made by the user.
Total Outbound Duration	Total outbound call duration for the user excluding Outbound DNIS calls.
Average Outbound Duration	The average duration of outbound calls made by the user. This value is Total Outbound Duration / Total Outbound Calls.
Outbound Internal Calls	Outbound calls made by the user to other users within the group or enterprise. This excludes outbound DNIS calls.
Outbound External Calls	Outbound calls made by the user to other users outside the group or enterprise. This excludes outbound DNIS calls .

Department Summary

Statistic	Description
Total Received Calls	The total number of calls offered to all members of the department. If a call is offered to a HG on simultaneous ring and there are 5 members of the HG that are all in the same department, this will count as 5 calls.
Total Answered Calls	Total calls answered by all users in the department.
Total Answered Duration	The total duration of calls answered by members of the department.
Average Outbound Duration	The average call duration of calls answered by members of the department. This value is Total Answered Duration / Total Answered Calls.
Total Outbound Calls	The total number of outbound calls made by members of the department.
Total Outbound Duration	Total duration of all outbound calls made by members of the department.
Average Outbound Duration	Average call duration of outbound calls made from members of the department. This value is Total Outbound Duration / Total Outbound Calls.
Outbound Internal Calls	Total outbound calls made from members of the department to other users within the same Group or Enterprise.
Outbound External Calls	Total outbound calls made from members of the department to other users within the same Group or Enterprise.

Call Details

Statistic	Description
From	The number of the party who made the call. This will be a remote party/caller for an inbound call and a User for an external call
Direction	Whether the call was Inbound (In) or Outbound (Out)
Internal/External	An Internal call is one within your Group or Enterprise. An External call is one to a remote party <u>outside</u> your business
To	The destination number or extension (for internal calls) that was dialed
Ring Duration	The duration from when the call first started alerting (ringing) on the user until when it was Answered. In the event the call was not answered, this value is the time from when the call first started alerting
Talk Duration	The length of the call for an answered call
Call Duration	This is Ring Duration (the time that the call was ringing on the extension) plus the Talk Duration for the call
Time	The time that the call was delivered to the user
Date	The date the call was made or received
External Tracking ID	The external tracking ID of the call. This ID is a unique identifier used for trouble shooting and is not relevant to any customer reports so can be ignored

Outbound Calls Report

Statistic	Description
Total Outbound Calls	Total number of outbound calls made by the user.
Outbound External Calls	Calls made outside the Group or Enterprise, so calls made to numbers outside your business.
Outbound Internal Calls	Calls made within the Group or Enterprise, so these are calls that are made to other users within your business.
Total Outbound Duration	The combined outbound duration for both Outbound External and Outbound Internal calls.
Average Outbound Duration	The Total Outbound Duration divided by Total Outbound Calls.
Outbound External Duration	The total duration for all outbound external calls.
Outbound Internal Duration	The total duration for all outbound internal calls (calls within your business)

Agent Activity Summary

Statistic	Description
ACD Presented	The total number of ACD calls offered to the agent. For simultaneous routing calls, a single call to the call center will result in multiple ACD Presented calls at the agent level.
ACD Answered	The number of ACD calls answered by the user.
ACD Answered %	The number of ACD Presented divided by ACD Answered, converted to a percentage.
Short Duration Calls	This is the number of short duration ACD calls received by the agent. If the talk time + hold time is less than the value of the Short Duration Call Threshold provided by the user.
ACD Bounced	The number of ACD calls that were offered to but not answered by the agent
ACD Bounced %	The percentage of ACD calls that bounced. Calculated as ACD Bounced/ACD Calls Presented x 100. A single call can bounce more than once so this percentage could go above 100%
Transferred Calls	Number of Incoming ACD calls answered and transferred by the agent.
Inbound Direct Calls	Inbound direct calls are non ACD calls received by the user. This includes calls received via Auto Attendant and Hunt Group.
Outbound DNIS Calls	The number of outbound DNIS (call center) calls made by the user.
Outbound External Calls	The number of outbound calls made by the user outside the Group (Excludes outbound DNIS calls)
Outbound Internal Calls	The number of outbound calls by the user inside the Group (Excludes outbound DNIS calls)
Connected Calls	The number of inbound/outbound calls which were answered.
Held Calls	The number of calls that were placed on hold by the user. This includes Inbound Direct calls and ACD Answered Calls.
Escalated Calls	The number of calls that were escalated to the users Supervisor. This includes both normal and emergency escalation calls.
Total Talk Duration	Total talk time for the user including any calls inbound our outbound.
Total ACD Answered Duration	Total talk time for all answered ACD calls.
Average ACD Answered Duration	Average duration of ACD calls. Calculated as Total ACD Answered Duration/ACD Answered.
Average ACD Call Waiting Duration	Average ringing time on agent. Calculated as answer time-start time for all answered ACD calls.
Total Hold Duration	Total hold duration for all calls the agent has placed on hold. Includes all inbound and outbound calls.
Average Hold Duration	Total time the user had ACD calls on hold divided by Held Calls.
Inbound Direct Duration	The total talk time for Inbound Direct Calls.
Average Inbound Direct Duration	Total duration (Call end time-start time) for direct inbound calls/count of direct inbound calls.
Outbound Duration	Total duration for all outbound calls includes DNIS and external.
Average Outbound Duration	Total duration for all outbound calls/ total outbound call count.
Internal Outbound Duration	Total talk time for outbound non ACD calls within the Group/Enterprise.
Disposition Codes Entered	Total number of disposition codes entered.
Staffed Duration	Total amount of staffed duration - Any ACD state apart from Sign-Out.
Available Duration	Total amount of agent in available ACD state.
Wrap-up Duration	Total amount of staff in wrap-up ACD state.
Unavailable Duration	Total amount of staff in unavailable ACD state.
Average ACD Handle Duration	This is the \sum (Total talk time for the agent) + \sum (Wrap-up time for ACD calls for all agents for all time periods)/ \sum (ACD calls for all agents for all time periods)
Average ACD Speed Of Answer	This is the total wait time plus the total ring time for the calls answered during the interval divided by the Number of calls answered during the interval.
Short Duration Calls	This is the number of short duration ACD calls received by the agent. If the talk time + hold time is less than the value of the Short Duration Call Threshold provided by the user.
Department	The department the call came into.
Current ACD State	The current ACD state of the user.
Current ACD State Duration	The amount of time spent in current ACD state.
Disposition Codes Entered %	Disposition Codes Entered divided by ACD Answered x 100.

ACD State Report

Statistic	Description
Current ACD State	The current ACD state for each user.
Current ACD State Duration	The amount of time spent in current ACD state.
Staffed Duration	Total amount of staffed duration - Any ACD state apart from Sign-Out.
Available Duration	Total time user was in available ACD status.
Wrap-up Duration	Total time the user has spent in wrap-up.
Total Unavailable Duration	Total time the user has spent in unavailable.
Unavailable (Comfort Break)	ACD Unavailable Reason codes will come from BroadWorks. This will be different across Broadworks Enterprise/Group. 'Comfort Break' may not necessarily be available for another business.
Unavailable (None)	Total time the user spent in None ACD.
Department	The department the call came into.

Agent Activity Detail

Statistic	Description
Activity Type	Call handling or ACD State change.
Activity Detail	Action performed by the agent.
Call Type	Direction and type of call.
Remote Number	Number of the external party.
Number Called	The External or Internal number dialed by the party that initiated the call.
Transfer Number	The destination number for a call that was transferred.
Transfer Reason	Transfer reason.

Calls In Queue

Statistic	Description
DNIS	Name of the DNIS for incoming ACD call or the Call center name if DNIS is not available for the Call center
Start Time	Timestamp when call started.
Wait Duration	The difference between Call Start Time and Call Answered time.
Queue Position	Queue position.
Queue Priority	Queue Priority.
Callers Number	Inbound calling party number.
Entrance Message Playing	Entrance message playing.
Previously Abandoned	Previously abandoned.
Number of agents joined	Number of agents joined.
Number of Agents Available	Number of agents available.
Redirections	Redirections.

Live Calls

Statistic	Description
DNIS	Name of the DNIS for incoming ACD call or the Call center name if DNIS is not available for the Call center
Callers Number	Inbound calling party number.
Start Time	Start time.
Wait Duration	The difference between Call Start Time and Call Answered time.
Agent	Agent.
Call Duration	Call duration.
Recording State	Recording state.
Previously Abandoned	Previously abandoned.
Number of agents joined	Number of agents joined .
External Tracking ID	The external tracking ID of the call. This ID is a unique identifier used for trouble shooting and is not relevant to any customer reports so can be <u>ignored</u> .

Unreturned Abandoned Calls

Statistic	Description
DNIS	Name of the DNIS for incoming ACD call or the Call center name if DNIS is not available for the Call center.
Date	Inbound calling party number.
Time	Entry time of the call.
Callers Number	Inbound calling party number.
Abandoned Wait Time	Abandoned wait time.
Entrance Playing	Entrance playing.
External Tracking ID	The external tracking ID of the call. This ID is a unique identifier used for trouble shooting and is not relevant to any customer reports so can be <u>ignored</u> .

Call Center Summary

Statistic	Description
DNIS	Name of the DNIS for incoming ACD call or the Call center name if DNIS is not available for the Call center.
Incoming Calls	Number of calls made to the Call Centre.
Answered Calls	Number of ACD calls answered.
Bounced Calls	Number of times ACD calls were bounced by the agent. A single ACD call can be bounced multiple times and the bounced count will increase. A call can bounce if the agent rejects a call or does not respond at all and the call bounces after the bounce duration is over.
Outbound DNIS Calls	Number of outbound calls made via DNIS.
Held Calls	Total number of calls placed on hold.
Abandoned Calls	Total number of calls that came into the Call Center and where abandoned.
Calls Abandoned in 10 secs	Number of calls abandoned within Abandoned Call Threshold.
Calls Abandoned in 10 secs %	$(\text{Number of calls abandoned within Abandoned Call Threshold} / \text{total abandoned calls}) \times 100$
Abandoned Calls %	$(\text{Total abandoned calls} / \text{total incoming calls}) \times 100$
Average Abandoned Duration	The average time the inbound caller waited before terminating the call.
Transferred Calls	Calls that are transferred before they are answered by an Agent – This transfer may be performed by a Supervisor.
Transferred Calls %	$(\text{Transferred calls} / \text{Incoming calls}) \times 100$
Escaped Calls	Number of escaped calls. KMPIQ uses escaped calls. Even if business does not have KMPIQ assigned if Any calls are escaped it is considered here.
Escaped Calls %	$(\text{Escaped calls} / \text{Incoming calls}) \times 100$

Call Center Summary (Continued)

Statistic	Description
Overflowed Calls – Queue Size	Level set on the call center queue. This is the number of calls that can be queued before overflowing. (Overflowed calls with reason queue size/Incoming Calls) x 100.
Overflowed Calls – Queue Size %	(Overflowed calls with reason queue size/Incoming calls) x 100.
Overflowed Calls – Wait Duration	Calls that overflowed from the ACD queue as the call exceeded the maximum duration that it can be queued. This will be a setting in Broadworks .
Overflowed Calls – Wait Duration %	(Overflowed calls with reason queue size/Incoming calls) x 100.
Average Wait Duration	Total of (Call Answer time-Call start time) for all answered calls/total answered calls.
Total Hold Duration	Sum of hold duration for all answered calls.
Average Hold Duration	Total hold duration/answered call count.
Service Level 1	Number of calls answered within service level 1.
% Within Service Level 1	(Service Level 1 divided by Incoming Calls) x 100.
Service Level 2	Number of calls answered within service level 2.
% Within Service Level 2	(Service Level 2 divided by Incoming Calls) x 100.
Service Level 3	Number of calls answered within service level 3.
% Within Service Level 3	(Service Level 3 divided by Incoming Calls) x 100.
Service Level 4	Number of calls answered within service level 4.
% Within Service Level 4	(Service Level 4 divided by Incoming Calls) x 100.
Service Level 5	Number of calls answered within service level 5.
% Within Service Level 5	(Service Level 5 divided by Incoming Calls) x 100.
Total Wait Duration	(Service Level 5 divided by Incoming Calls) x 100.

Call Center Details

Statistic	Description
Time	Entry time of the call.
DNIS	Name of the DNIS for incoming ACD call or the Call center name if DNIS is not available for the Call center.
Answer Time	Timestamp when Call was answered.
End Time	Timestamp when the call is ended.
Agent Name	Name of the agent who answered the call.
Agent Number	Extension number of the user that answered the call.
Callers Number	Inbound calling party number.
Policy Applied	Any call behaviour that is applied to the department - Call Forwarding, Diverts etc.
Result	Possible values - Abandoned, answered, escaped, overflowed, released, stranded, stranded unavailable, transferred, Policy applied, -
Wait Duration	The difference between Call Start Time and Call Answered time.
Transfer Number	The destination to which the call was transferred before it was answered by an agent. This could be a supervisor transfer/duo to some policy set up for the ACD.
Number Of Bounces	Number of times the call was offered to a user and declined/unanswered by the user. This excludes simultaneous routing.
Talk Duration	Total talk time
Hold Duration	Total amount of time callers was placed on hold.
Wrap-up Duration	Total wrap-up duration of Agents in the call center.
Service Level	SLA for the call which is set in My Profile.
Agent Transfer Number	Agent answers a call and the transferers it then the destination appears here.
External Tracking ID	The external tracking ID of the call. This ID is a unique identifier used for trouble shooting and is not relevant to any customer reports so can be ignored.

Abandoned Calls Summary

Statistic	Description
DNIS	Inbound DNIS to which the call was made. If DNIS is not present, then Call center name will appear here.
Received Calls	Total calls received.
Abandoned Calls	Total number of abandoned calls.
Abandoned Calls %	Abandoned calls divided by Received calls x 100.
Calls Abandoned in Abandoned Call Threshold	Number of calls abandoned within Abandoned Call Threshold.
Calls Abandoned in Abandoned Call Threshold %	(number of calls abandoned within Abandoned Call Threshold/total abandoned calls) x 100.
Average Abandoned Time	Average time that a call is abandoned.
Longest Abandoned Wait Duration	Longest wait before a call was abandoned.
Within Entrance Message	Number of calls abandoned before entrance message ended.

KMPIQ Calls Summary

Statistic	Description
DNIS	Inbound DNIS to which the call was made. If DNIS is not present then Call center name will appear here.
Incoming Calls	Total number of incoming calls into the call center.
Escaped Calls	Total Number of KMPIQ calls requested.
Average Escaped Duration	KMPIQ Calls divided by Incoming Calls multiplied by 100.
KMPIQ Call-backs	Average time before an incoming caller escapes the queue for KMPIQ.
KMPIQ Call-backs %	Total number of KMPIQ call-backs completed. The callback has to be completed within 24 hours to be recorded by Analytics platform.
Average KMPIQ Call-back Duration	KMPIQ Call-backs divided by KMPIQ Calls x 100.
Longest KMPIQ Wait Duration	Average call duration of the KMPIQ call-back.
Longest Escaped Wait Duration	Longest KMPIQ call-back call duration.
	The longest time a call was waiting before KMPIQ was requested.

Auto Attendant Summary

Statistic	Description
Calls Received	Total number of calls into the Auto Attendant.
Calls Transferred	Total number of calls transferred within the Auto Attendant.
Calls Transferred %	Calls Transferred divided by Calls Received x 100.
Calls Not Transferred	Calls Received minus Calls Transferred.
Calls Not Transferred %	Calls Not Transferred divided by Calls Received x 100.
Total Duration In Menu	Total time inbound caller spent in the options menu.
Average Duration In Menu	Total Time in Menu divided by Calls Received.
Average Duration Transferred Calls	Total Duration of Transferred Calls divided by Calls Transferred.

Auto Attendant Options Summary

Statistic	Description
Redirected To	This will be the number/extension to which the call was redirected. While it helps us to understand the selection made by the user the text will not be the option that was selected by the user.
Redirected Count	Number of times each option was selected by inbound calling parties.
Redirected %	(Redirected Count divided by Redirected To x 100). Identifies which option is used most by inbound calling parties.

Auto Attendant Details

Statistic	Description
Calling Number	Remote Party number.
Time	Time the call came into the Auto Attendant.
Duration In Menu	Total duration in the options menu.
Result	Result of the call, possible values - Transferred, abandoned.
Transferred Duration	Duration of the new call after it was transferred from the Auto Attendant.
Duration	This will include the time for the transferred call also.
Redirected To	The Auto Attendant menu option that was selected by the inbound calling parties.
Date	Date the call was made.
External Tracking ID	The external tracking ID of the call. This ID is a unique identifier used for trouble shooting and is not relevant to any customer reports so can be ignored.

Hunt Group Summary

Statistic	Description
Received Calls	Total calls received in the Hunt Group.
Answered Calls	Actual number of calls answered.
Answered Calls %	(Answered Calls divided by Received Calls) x 100.
Abandoned Calls	Received Calls minus Answered Calls.
Abandoned Calls %	(Abandoned Calls divided by Answered Calls) x 100.
Total Wait Duration	Total wait time for inbound caller while call was in hunting phase.
Average Wait Duration	Total Wait Time for answered calls divided by answered calls.
Total Talk Duration	Total amount of talk time on calls.
Average Talk Duration	Total Talk Time divided by Answered Calls.
Total Duration To Answer	Total time the call was in the hunting phase before being answered.
Average Answer Duration	Total Time To Answer divided by Answered Calls.
Average Abandoned Duration	The average time a call was abandoned.

Hunt Group User Summary

Statistic	Description
Received Calls	Total number of calls offered to the user.
Answered Calls	Actual number of calls accepted by the user.
Answered Calls %	(Answered Calls divided by Received Calls) x 100.
Total Talk Duration	Total talk time for the user.
Average Talk Duration	Total Talk Time divided by Answered Calls.

Hunt Group Details

Statistic	Description
Calling Number	Extension, username or CLI of inbound calling party.
Time	Time the call came into the Hunt Group.
Wait Duration	Total amount of wait time.
Result	Answered, Abandoned.
Answered Time	Actual time the user accepted the call.
Duration	Duration of the call once answered by the user. Includes call waiting time+duration of call answered by Agent.
User	Username who accepted the call.
Department	Department the user belongs to who answered the call.
Extension	Extension of the user that answered the call.
Date	Date the call was made.
External Tracking ID	The external tracking ID of the call. This ID is a unique identifier used for trouble shooting and is not relevant to any customer reports so can be ignored.

Account Codes Summary

Statistic	Description
Total Calls	Total calls received
Tagged Calls	Total calls which were tagged by users. (Dynamic columns will be added with tag names when a call is tagged)
Tagged Calls %	Tagged Calls divided by Total Calls) x 100.

Account Codes Detail

Statistic	Description
Account Code	Account code assigned.
Time	Time the call was placed.
Direction	Inbound/outbound.
Remote Party	Inbound calling number or extension.
Date	Date the call was made.
External Tracking ID	The external tracking ID of the call. This ID is a unique identifier used for trouble shooting and is not relevant to any customer reports so can be ignored.

Disposition Codes ACD Queue

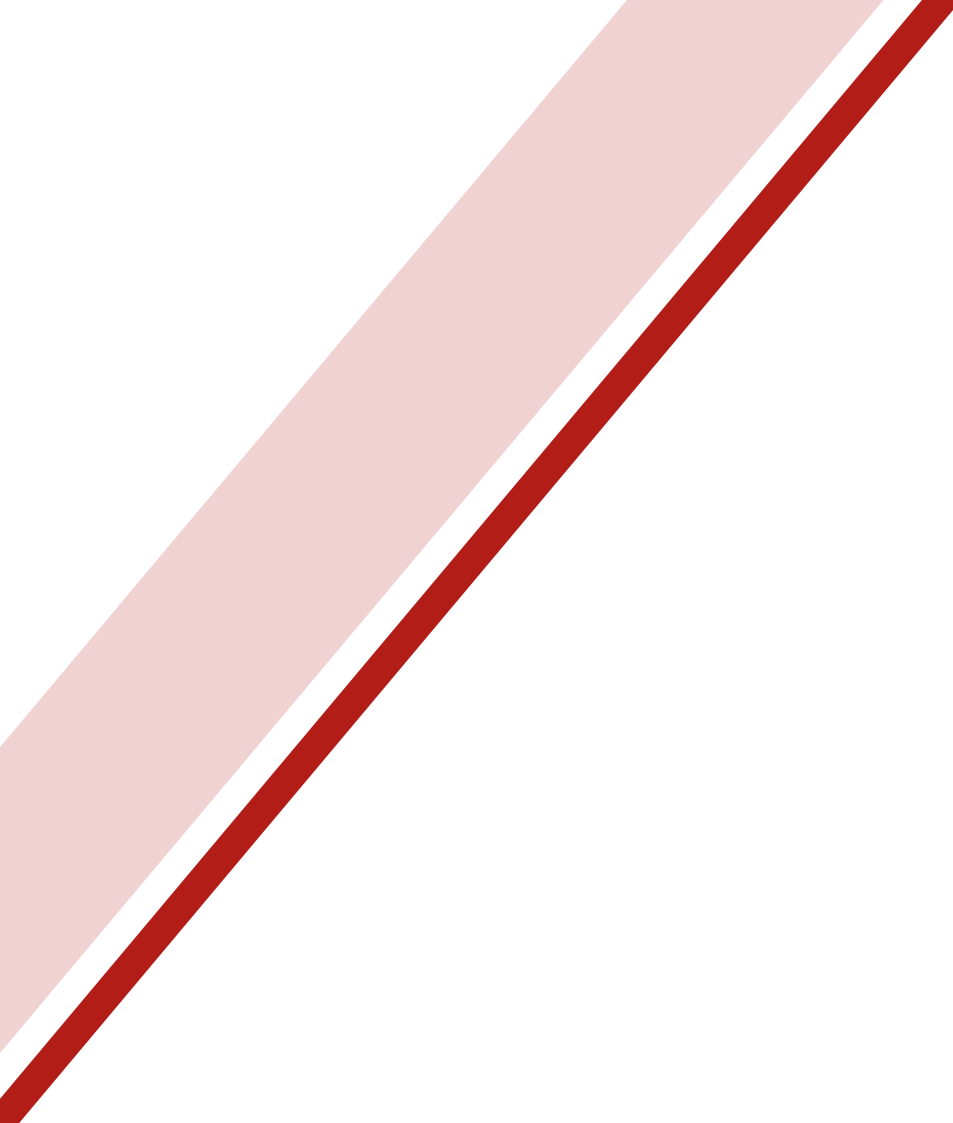
Statistic	Description
DNIS	DNIS
Disposition Codes	Disposition codes will be as they are saved in Broadworks. This will be different for different Enterprise/Group/Call Center in Broadworks.

Disposition Codes ACD Agent

Statistic	Description
Total ACD Calls	Total amount of ACD calls.
Inbound ACD Calls	Total amount of inbound ACD calls.
Outbound DNIS Calls	Total number of calls made via DNIS.
Disposition Codes Entered	Number of disposition codes entered by users.
Disposition Codes Entered %	(Disposition Codes Entered divided by Total ACD Calls) x 100.
Disposition Codes	Disposition codes will be as they are saved in Broadworks. This will be different for different Enterprise/Group/Call Center in Broadworks.

CLI Tracing

Statistic	Description
Time	Time of the call.
From	Who initiated the call - DDI/extension/name.
To	Destination Party/Group/Center.
Direction	Inbound or Outbound.
Result	Answered, Missed, Bounced, Abandoned etc.
Extension	The extension number of the user that answered the call.
Department	The Department the user belongs to that answered the call.
Ring Duration	The time it took the call to be answered.
Talk Duration	Total talk time.
Duration	Ring Duration + Talk Duration.
Failure reason	Reason (If any) for the calls failure.
Remote Party	Number that dialled into the Call Center or Department.
Recording State	Last known recording state and the possible values are Pending, Started, Paused, Failed. '-' means that recording state was not available in the event from broadworks which means that call was not recorded or recording was stopped by the user.
Moved From	Where the call came into.
Moved To	Extension number the call was transferred to.
Date	Date the call was made.
External Tracking ID	The external tracking ID of the call. This ID is a unique identifier used for trouble shooting and is not relevant to any customer reports so can be ignored.
Conference Call	Confirmation if this was a conference call.



KAKAPO
SYSTEMS

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