# 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 five members of the HG that are all in the same department, this will count as five 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 outside 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 were 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. |

## AGENT STATE REPORT

| Statistic | Description |
| --- | --- |
| Department | The department the call came into. |
| Current ACD State | Current ACD state for the agent. |
| Current ACD State Duration | Duration of the current ACD state. |
| Staffed Duration | Total amount of time that an agent is logged into the call center system and available to handle calls. |
| ACD Answered Duration | Total time an agent spends actively talking to customers on calls. |
| ACD Answered Duration % | Percentage of total time an agent spends actively talking to customers on calls. |
| Available Duration | Total time the agent has been available to handle calls. |
| Available ACD State % | Total percentage the agent has been available to handle calls. |
| Wrap-up Duration | Total time the agent has spent in wrap-up status. |
| Total Unavailable Duration | Total time the agent has spent in unavailable status. |
| Unavailable ACD State | Total time in percentage the user has spent in unavailable status. |
| Unavailable (KMPIQ Call-back) | Unavailable KMPIQ Call-back status. |
| Unavailable (Comfort Break) | Unavailable Comfort Break. |
| Unavailable (None) | Unavailable None. |
| Unavailable (Training) | Unavailable Training. |

## SIGN-IN SIGN-OUT REPORT

| Statistic | Description |
|---|---|
| Department | The department the call came into. |
| Sign-In | Sign-In time. |
| Sign-Out | Sign-Out time. |
| Staffed Duration | Total amount of staffed duration – Any ACD state apart from Sign-Out. |
| Idle Time | The total time the agent is in available ACD state but not on an ACD call. |
| Available | Total time the agent was in available ACD status. |
| Available % | Total time in percentage the agent has spent in available. |
| Unavailable | Total time the agent has spent in unavailable. |
| Unavailable % | Total time in percentage the agent has spent in unavailable. |
| Wrap-up | Total time the agent has spent in wrap-up. |
| Wrap-up % | Total time in percentage the agent has spent in wrap-up. |
| ACD Talk Time | Total talk time for all answered ACD calls. |
| ACD Talk Time % | Total talk time in percentage for all answered ACD calls. |

## 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 ignored. |

## 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 ignored. |

## 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 % | (Number of calls abandoned within Abandoned Call Threshold/total abandoned calls) x 100. |
| Abandoned Calls % | (Total abandoned calls/total incoming calls) x 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 % | (Transferred calls/Incoming calls) x 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 % | (Escaped calls/Incoming calls) x 100. |
| 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 | Destination to which the call was transferred before it was answered by an agent. This could be a Supervisor transfer/due 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 were 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. |
| Escaped Calls % | KMPIQ Calls divided by Incoming Calls multiplied by 100. |
| Average Escaped Duration | 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. |
| KMPIQ Call-backs % | KMPIQ Call-backs divided by KMPIQ Calls x 100. |
| Average KMPIQ Call-back Duration | Average call duration of the KMPIQ call-back. |
| Longest KMPIQ Wait Duration | Longest KMPIQ call-back call duration. |
| Longest Escaped Wait 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 Call. |
| 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

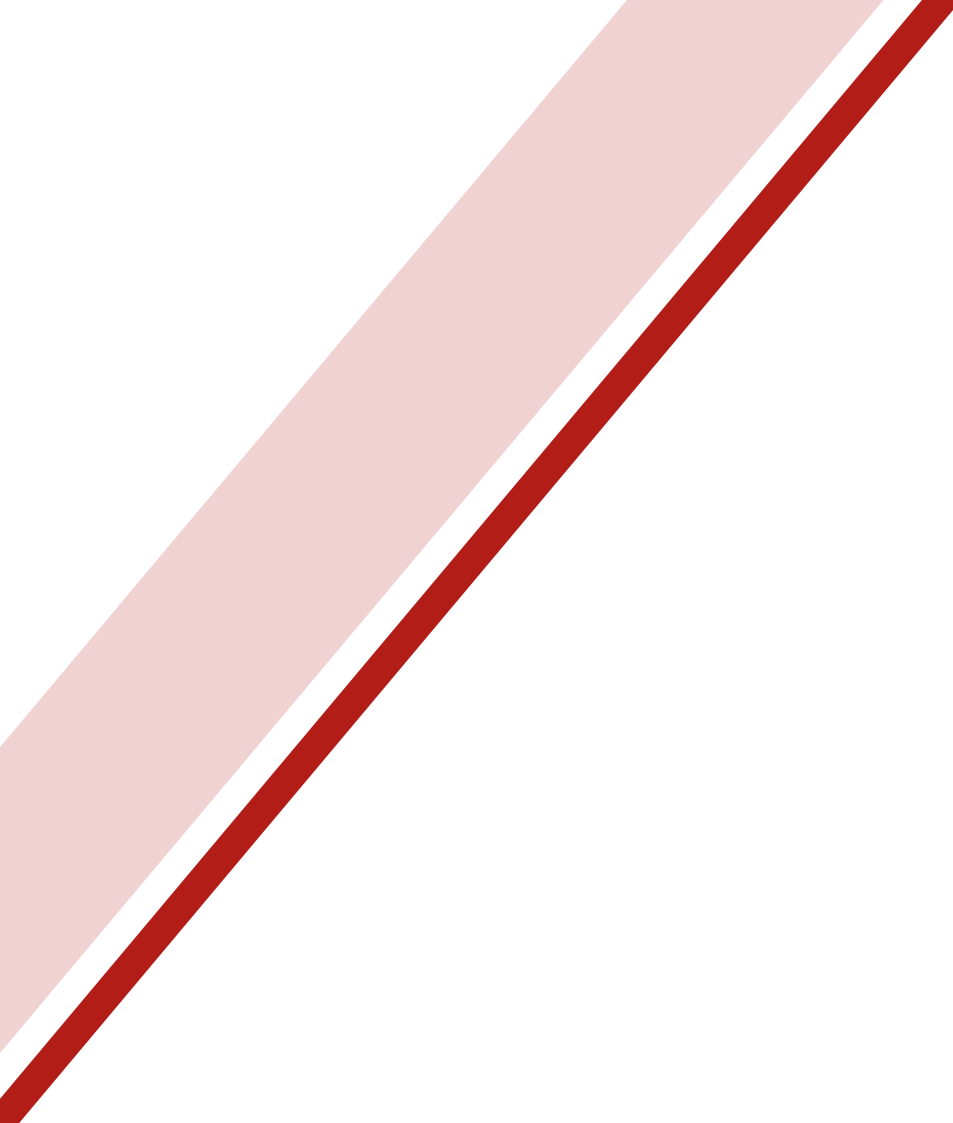| Statistic | Description |
| --- | --- |
| Time | Time of the call. |
| From | Who initiated the call – DDI/extension/name. |
| To | Destination Party/Group/Center. |
| Direction | Inbound or Outbound. |
| Result | Answered, Missed, Bounced, Abandoned etc. |
| Extension | The extension number of the 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. |

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|---|---|
| **Service level 2** | Number of calls answered within service level 2 in that particular interval.. |
| **% Within Service Level 2** | Number of calls answered within service level 2/Number of calls answered, abandoned, overflow or transferred in that particular interval. |
| **Service Level 2 Average** | Cumulative sum of % Within Service Level 2/Number of times Service Level 2 was calculated. |
| **Service level 3** | Number of calls answered within service level 3 in that particular interval. |
| **% Within Service Level 3** | Number of calls answered within service level 3/Number of calls answered, abandoned, overflow or transferred in that particular interval. |
| **Service Level 3 Average** | Cumulative sum of % Within Service Level 3/Number of times Service Level 3 was calculated. |
| **Service level 4** | Number of calls answered within service level 4 in that particular interval. |
| **% Within Service Level 4** | Number of calls answered within service level 4/Number of calls answered, abandoned, overflow or transferal in that particular interval. |
| **Service Level 4 Average** | Cumulative sum of % Within Service Level 4/Number of times Service Level 4 was calculated. |
| **Service level 5** | Number of calls answered within service level 5 in that particular interval. |
| **% Within Service Level 5** | Number of calls answered within service level 5/Number of calls answered, abandoned, overflow or transferred in that particular interval. |
| **Service Level 5 Average** | Cumulative sum of % Within Service Level 5/Number of times Service Level 5 was calculated. |
| **Current Handle Time** | Handle Time for a call is talk time, hold time and wrap-up time combined. This statistic is the total Handle Time divided by the number of Inbound ACD calls (Provided from Broadworks). |
| **Current Speed of Answer** | This is the total wait time in queue and ringing time on an Agents station combined, divided by the total number of Inbound ACD calls (Provided from Broadworks). |
| **Agents Awaiting Call** | No of agents that are currently in 'available' ACD state and whose hook state is 'on hook'. |

## AGENT/USER STATISTICS

| Statistic | ACD/Non-ACD stat | Explanation |
|-----------|------------------|-------------|
| Inbound Calls | Agent/User based on 'Include Call Center calls'. | Total ACD/non ACD calls received by the Agent/User. |
| Answered Calls | Agent/User based on 'Include Call Center calls'. | The number of ACD/non ACD calls answered by the Agent/User. |
| Bounced Calls | Agent only (ACD). | Calls that were delivered to the Agent that were not answered and bounced to the next available Agent. |
| ACD State | Agent only (ACD). | The Agent's current ACD state. |
| ACD State Start Time | Agent only (ACD). | The time the Agent entered their current ACD state. |
| ACD State Duration | Agent only (ACD). | The total duration that the Agent has been in their current ACD state. |
| Inbound Call Duration | Agent/User based on 'Include Call Center calls'. | Total duration of ACD/non ACD calls answered by the Agent/User. |
| Inbound Call Duration Percentage | Agent/User based on 'Include Call Center calls'. | Inbound Call Duration as percentage of Total Call Duration. |
| Inbound Average Call Duration | Agent/User based on 'Include Call Center calls'. | Calculated as the Inbound Call Duration divided by Answered Calls. |
| Inbound ACD Average Call Duration | Agent only (ACD). | Calculated as the Inbound ACD Call Duration divided by Answered Calls. |
| Outbound Calls | Agent/User based on' 'Include Call Center calls'. | Total calls made either by the Agent as the Call Center using outbound DNIS or by the User from VoIP. |
| Outbound Internal Calls | Agent/User based on 'Include Call Center calls'. | Total calls made either by the Agent using outbound DNIS or by the User from VoIP inside his Group/Enterprise. |
| Outbound External Calls | Agent/User based on 'Include Call Center calls'. | Total calls made either by the Agent using outbound DNIS or by the User from VoIP outside his Group/Enterprise. |
| Outbound ACD Calls | Agent only (ACD). | Total calls made by the Agent using outbound DNIS. |
| Outbound Call Duration | Agent/User based on 'Include Call Center calls'. | Total call duration either for an Agent as Call Center using outbound DNIS or for a non-ACD User. |
| Outbound Call Duration Percentage | Agent/User based on 'Include Call Center calls'. | Outbound Call Duration as percentage of Total Call Duration. |

| | | |
|---|---|---|
| **Outbound Average Call Duration** | Agent/User based on 'Include Call Center calls'. | Outbound Average Call Duration is Calculated as Outbound Total Call duration divided by Outbound Total Calls. |
| **Total Calls** | Agent/User based on 'Include Call Center calls'. | Sum of inbound ACD & outbound DNIS calls made by the agent along with inbound & outbound calls made by that User. |
| **Total Call Duration** | Agent/User based on 'Include Call Center calls'. | Total call duration of inbound ACD & outbound DNIS calls made by the agent along with inbound & outbound calls made by that User. |
| **Total Average Call Duration** | Agent/User based on 'Include Call Center calls'. | Total Call Duration divided by Total Calls. |
| **Total ACD Calls** | Agent only (ACD). | The total inbound ACD calls taken combined with the total outbound DNIS calls made by the Agent. |
| **Total ACD Call Duration** | Agent only (ACD). | Total duration for ACD calls taken combined with the total outbound DNIS calls made by the Agent. |
| **Total ACD Average Call Duration** | Agent only (ACD). | Average call duration for inbound ACD and outbound DNIS calls calculated as Total ACD Call Duration divided by Total ACD Calls. |
| **Transferred Calls** | Agent/User based on 'Include Call Center calls'. | The number of ACD/non ACD calls transferred by the Agent/User. |
| **Inbound Idle** | Agent/User based on 'Include Call Center calls'. | The time since the last Inbound call received by the Agent/User in a telesales environment. |
| **Answered Calls Percentage** | Agent/User based on 'Include Call Center calls'. | Answered Calls as percentage of Inbound Calls. |
| **Bounced Calls Percentage** | Agent only (ACD). | Bounced Calls as percentage of Inbound Calls. |
| **Outbound Idle** | Agent/User based on 'Include Call Center calls'. | The time since the last outbound call was made by the Agent/User in a telesales environment. |
| **Hook State** | Agent/User based on 'Include Call Center calls'. | The on-call status of the Agent/User. |
| **Hook State Duration** | Agent/User based on 'Include Call Center calls'. | The duration that the Agent/User has been in the on-call status. |
| **ACD And Hook state** | Agent only (ACD). | The Agent's current ACD state and Hook state. |
| **Total Calls** | Agent/User based on 'Include Call Center calls'. | Sum of inbound ACD & outbound DNIS calls made by the agent along with inbound & outbound calls made by that User. |

| | | |
|---|---|---|
| **Total Call Duration** | Agent/User based on 'Include Call Center calls'. | Total call duration of inbound ACD & outbound DNIS calls made by the agent along with inbound & outbound calls made by that User. |
| **Total Average Call Duration** | Agent/User based on 'Include Call Center calls'. | Total Call Duration divided by Total Calls. |
| **Total ACD Calls** | Agent only (ACD). | The total inbound ACD calls taken combined with the total outbound DNIS calls made by the Agent. |
| **Total ACD Call Duration** | Agent only (ACD). | Total duration for ACD calls taken combined with the total outbound DNIS calls made by the Agent. |
| **Total ACD Average Call Duration** | Agent only (ACD). | Average call duration for inbound ACD and outbound DNIS calls calculated as Total ACD Call Duration divided by Total ACD Calls. |
| **Transferred Calls** | Agent/User based on 'Include Call Center calls'. | The number of ACD/non ACD calls transferred by the Agent/User. |
| **Inbound Idle** | Agent/User based on 'Include Call Center calls'. | The time since the last Inbound call received by the Agent/User in a telesales environment. |
| **Answered Calls Percentage** | Agent/User based on 'Include Call Center calls'. | Answered Calls as percentage of Inbound Calls. |
| **Bounced Calls Percentage** | Agent only (ACD). | Bounced Calls as percentage of Inbound Calls. |
| **Outbound Idle** | Agent/User based on 'Include Call Center calls'. | The time since the last outbound call was made by the Agent/User in a telesales environment. |
| **Hook State** | Agent/User based on 'Include Call Center calls'. | The on-call status of the Agent/User. |
| **Hook State Duration** | Agent/User based on 'Include Call Center calls'. | The duration that the Agent/User has been in the on-call status. |
| **ACD And Hook state** | Agent only (ACD). | The Agent's current ACD state and Hook state. |