1

Introduction to Reports

To provide for more effective Contact Center Management, CCA lets you create tabular and graphical reports to help you understand the trends, activities, and Agent performance in your call center. These reports would include:

- Agent activity, performance, and efficiency
- Interaction statistics
- Interaction outcomes
- Project billing and cost details
- Outcome of Predictive calls

CCA reports are customizable, so you can:

- Display as much or as little data as needed.
- Specify the date range to report on.
- Display data in the graphical format that makes the most sense to you.
- Control which Administrators and Supervisors can access reports.
- Specify the date format, time zone, and language for the report.
- Schedule reports to be run automatically

Overview of Reports

The Administration Manager allows for the generation of two types of reports; Standard and Advanced Reports.See the individual report chapters for information on generating a particular report.

Table 1-1 Standard **Administration Manager Reports**

Report	Description
Weekly Project Routing Schedule	Lists all of the Schedules you have defined for your call center.
Workgroup Skills	Displays the skills assigned to a Workgroup and the rating of those skills
Billing	Summarizes the number and duration of interactions in each call center for which you provide service.
Workgroup Key Statistics	Shows statistics that help you understand the overall performance of your call center.
Workgroup Interval Time	Shows how your Agents are performing at specific times of the day.
Workgroup Interval Time by Media	Shows how many Interactions of each media type your call center receives at specific times of the day)
Outcome Statistics	Allows you to track the results of Interactions based on Interaction Type (ACD Call, Web Callback, and so on).
Overdue Callbacks	Lists all waiting Web call-back Interactions.
Predictive Dialer Totals	Shows a group of call related statistics (number of calls, answer rate, and so on) for predictive dialing.
Predictive Productivity	Displays a breakdown of the production statistics based on the agents used for any or all Predictive call attempts. **Note:** Predictive Reports are available only if you have purchased Predictive Dialing capabilities with your version of CCA.
Predictive Summary	Displays a breakdown of the actions (left message, callback, and so on) of all Predictive call attempts. **Note:** Predictive Reports are available only if you have purchased Predictive Dialing capabilities with your version of CCA.

Table 1-1Standard Administration Manager Reports

Report	Description
Predictive Detailed	Displays a breakdown of the results (busy, no answer, and so on) of all Predictive call attempts. **Note:** Predictive Reports are available only if you have purchased Predictive Dialing capabilities with your version of CCA.
Preview Summary	Displays a breakdown of the preview results based on the agents used for any or all Predictive call attempts. **Note:** Preview Reports are available only if you have purchased Preview Dialing capabilities with your version of CCA.
Agent Information	Displays profile information (extension, email address, and so on) for Agents.
Agent Interaction	Displays details about number and duration of the selected Interaction type for the selected Agents.
Agent Skills	Lists all the Skills defined for your Company, and indicates which Agents possess that skill and their rating for the skill. Quickly shows you which Agents possess each skill in your call center.
Agent Utilization	Lets you analyze Agent usage by showing the amount of time each Agent spent handling Interactions, awaiting Interactions, or on break.
Direct Dialing Statistics	Show statistics for calls dialed directly to Agents or dialed by Agents to external numbers.
Login by Groups of Users	Displays the Agents who logged in, login time, and login duration.
Login by User	Provides information about the Login activity of each of your CCA Agents.
Project Key Statistics	Shows a set of interaction statistics, broken down by interaction type (phone, email, and so on), and as a summary across all interaction types.

Table 1-2 Advanced Reporting Templates

Report	Description
Project Performance	Tracks Project activity related to asa/aba levels, Talktime and Service Levels
Workgroup Performance	Tracks Workgroup call activity, total Workgroup ACD status time, and total number of agents logged in by an administrator-set interval.
User Login/Logout	Tracks Agent login/logout activity by date, time, event and reason.
Average Calls Per Hour	Tracks Individual Agent call activity by Average Calls per hour, and ACD status time.
User Performance	Tracks individual Agent performance by time in ACD status, Call Counts/Call Types and Talk Time.
Peak Interactions	Tracks peak interactions at pre-set intervals by Company.
System Peak Interactions	Tracks peak interactions at pre-set intervals by Company at a system level.
Interaction Outcome	Tracks Interactions by outcome, number of Interactions per outcomeduration and average duration.

Viewing and Printing Reports

You can view and print reports that you or another Administrator have created and saved for your company.

Note

CCA Supervisors cannot create or edit report definitions. If you are a Supervisor and need a new report, or would like changes to an existing report, please contact your Administrator.

To view or print reports:

1. Expand the **Reports** links in the Navigation Pane, then expand one of the bold headings to see the reports under that heading.

2. Click on a report name (for example, the Billing report). If no reports of that type have been created, you will see an empty report list.

Figure 1-1 **Example Empty Report List**

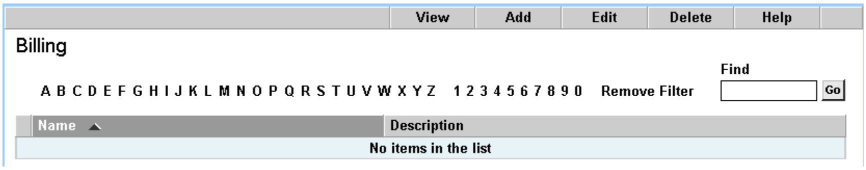


Figure 1-1. Example Empty Report List

3. If any reports of that type have been created, you can view the report by right-clicking on it and choosing **View** from the popup menu, or you can click the View button at the top of the screen.

Figure 1-2 **View**

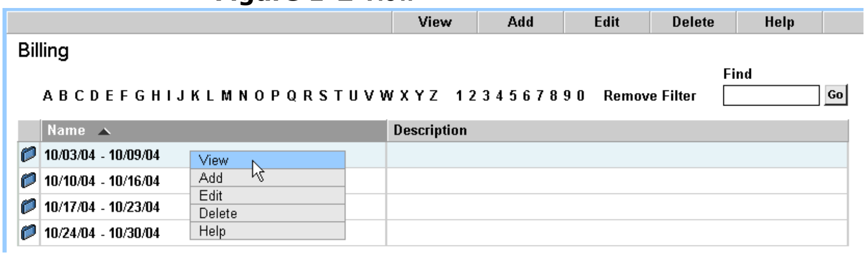


Figure 1-2. View

4. After you click **View**, the **Report** dialog box appears.

Figure 1-3 Report Dialog Box: Period Covered Tab

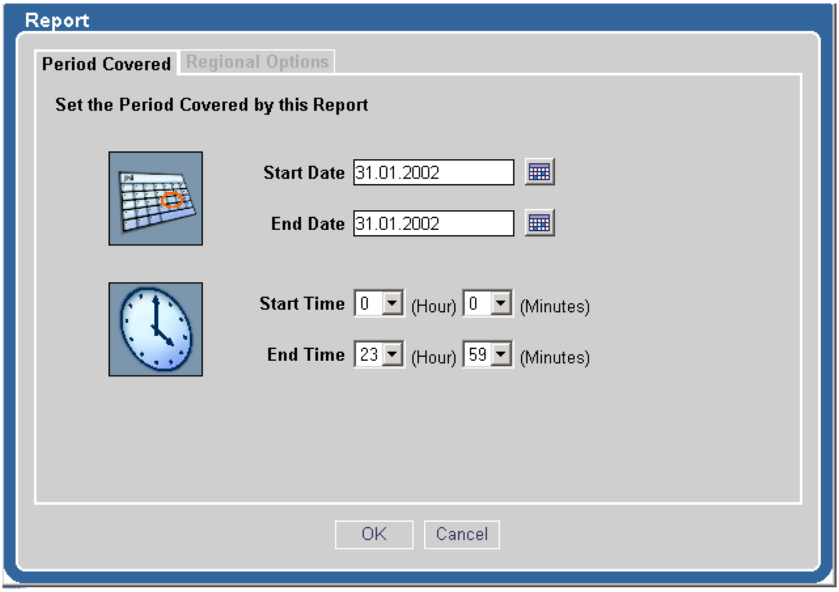


Figure 1-3. Report Dialog Box: Period Covered Tab

5. If it is available for the report type you selected, use the **Period Covered** tab to set the date range for your report

Field	Description
Start Date	Click to display a calendar from which you can choose the starting date of the report range. Click '>' or '<' to advance or roll back the calendar one month, respectively. Click '>>' or '<<' to advance or roll back the calendar one year, respectively. Choose the report start date by clicking a day in the calendar, or click **today** to choose today's date (based on your workstation's system clock).
End Date	Click to display a calendar from which you can choose the ending date of the report range. Click '>' or '<' to advance or roll back the calendar one month, respectively. Click '>>' or '<<' to advance or roll back the calendar one year, respectively. Choose the report end date by clicking a day in the calendar, or click **today** to choose today's date (based on your workstation's system clock).

Field	Description
Start Time	Choose the starting hour (24-hour notation) and minute of your report range.
End Time	Choose the ending hour (24-hour notation) and minute of your report range.

6. Click the **Regional Option**.tab.

Figure 1-4 Report Dialog Box: Regional Options Tab

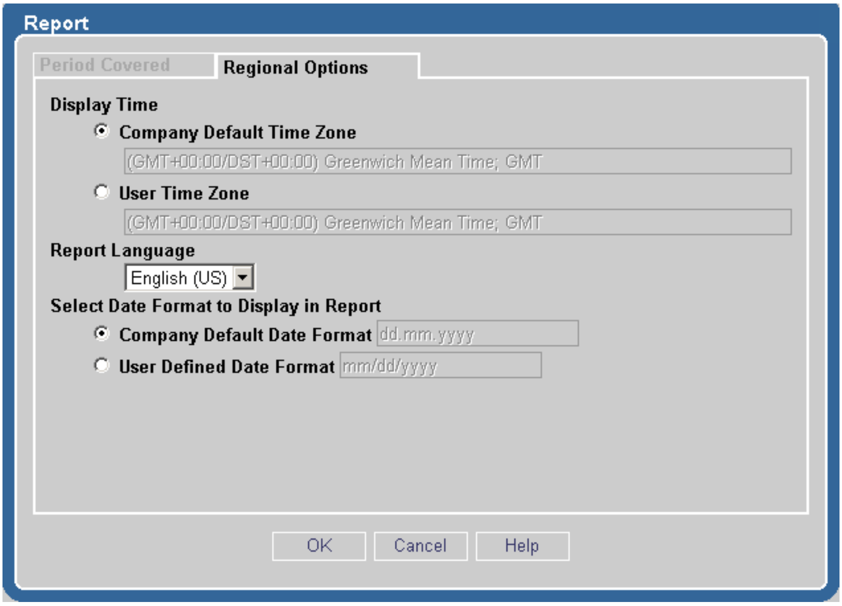


Figure 1-4. Report Dialog Box: Regional Options Tab

7. Complete the **Regional Options** tab.

Field	Description
Display Time	Choose **Company Default Time Zone** to display all report times in the time zone that has been defined as the default for your Company. Choose **User Time Zone** to display all report times in the time zone that you have configured for your Administration Manager workstation.

Field	Description
Report Language	Choose the language to display in this report.
Select Date Format to Display in Report	Choose **Company Default Date Format** to display all report dates in the format that has been defined as the default for your Company. Choose **User Defined Date Format** to display all report dates in the format that you have configured for your Administration Manager workstation.

8. Click **OK**.

   The report will appear in a browser window. Use your browser's **Print** command to print the report.

A Note About Start and End Times

For almost every report, the start and end times work in the same way. For example, let's say you are running a Billing report.

You select:

- 07/01/04 as the start date.
- 07/30/04 as the end date.
- 8:00 (AM) as the start time.
- 17:00 (5:00 pm) as the end time.

Your report will include events:

- starting at 8:00 AM on 7/01/04
- through 5:00 PM on 07/30/04.

Any event that occurred between those times, *twenty-four hours a day, seven days a week*, will be included in your report. And every CCA report works this way -- with two exceptions:

- The Workgroup Interval Time report
- The Workgroup Interval Time by Media report

If you run these reports, and select the same start and end times that we mentioned above, your report would contain events that occurred between 8:00 AM and 5:00 PM, *every day* between 07/01/04 and 07/30/04.

Scheduling Reports

You can use the View button to manually generate a report whenever you want (see page 1-4). However, you can also schedule reports to run automatically, cover selected periods of time, and be automatically mailed to one or more email addresses.

All scheduled reports are generated at midnight according to the company itemizing.

Note: Before you can use the scheduling feature for the first time, you must make some minor edits to the report.xml file. See "Configuring the report.xml File" on page D-9.

To Schedule a Report

1. Select a report type. For example:

   Reports > Call Center Operations > Workgroup Skills

2. Click the **Add** button if you are creating a new report, or the **Edit** button to create a schedule for an existing report.

3. When the report opens, click on the **Schedule Report** tab; then select the **Enable Report Scheduling** check box.

Figure 1-5 Schedule a Report

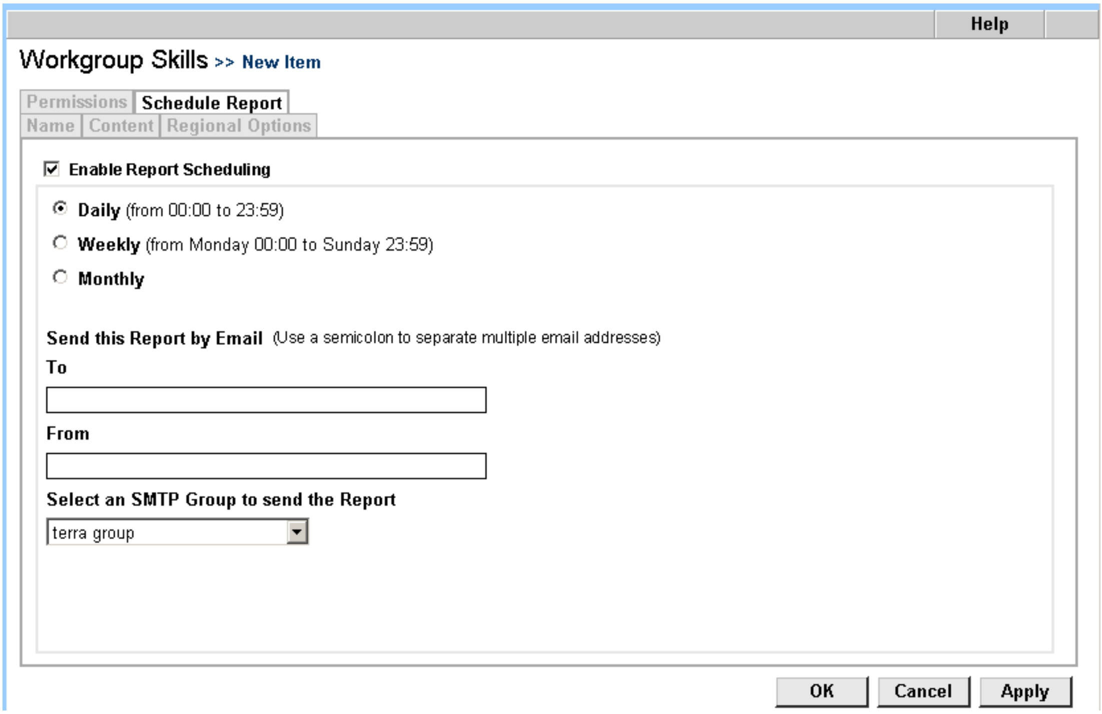


Figure 1-5. Schedule a Report

4. Select a reporting period:

   - **Daily**
   - **Weekly**
   - **Monthly**

5. Fill out the fields under **Send this Report by Email**.

   - In the **To** textbox, enter one or more email addresses where you want the report to be sent. Separate multiple email addresses with a semi-colon ";". For example:

     brice@indy500.com;gdefarran@indy500.com

     You can enter a maximum of 2048 characters in the **To** field.

   - In the **From** textbox, enter one email address. The person who receives the report will see this address in the email's From field.

You can enter a maximum of 128 characters in the **To** field.

6. Select an SMTP group.

Deleting a Report

The steps below show how to delete a Workgroup Key Statistics report, but all reports are deleted the same way.

1. Click on the **Reports** link to expand it, then click on a report group name (such as **Call Center Operations**) to see the reports in that group.

Figure 1-6 Reports Links

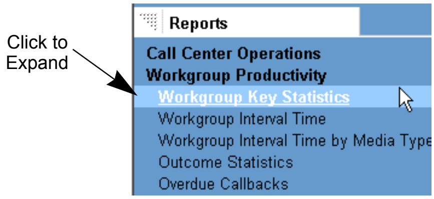


Figure 1-6. Reports Links

2. Click on one of the report name, such as **Workgroup Key Statistics.** A list of reports of that type will appear.

Figure 1-7 Workgroup Key Statistics

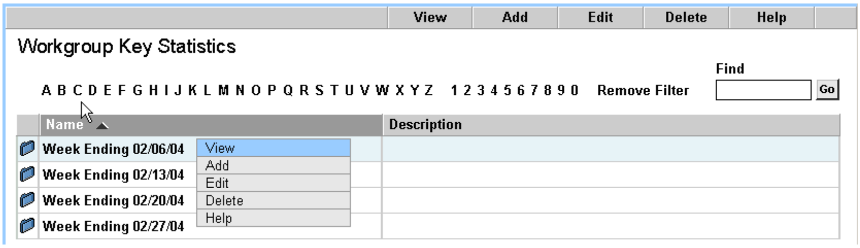


Figure 1-7. Workgroup Key Statistics

3. Right-click on the report that you want to delete and select **Delete** from the popup menu.

   You can also select a report and then click the **Delete** button.

4. Click **OK** confirm the deletion.

Deleted Objects and Historical Reports

Although Administration Manager allows you to create and delete many "objects" such as companies, Workgroups, Agents, Projects, Data Sources, and so on, deleting an object from Administration Manager does not delete the object from the CCA database. For example, if you delete a Workgroup in Administration Manager, the Workgroup is still in the database, it is just marked as "do not display this Workgroup in any CCA GUI".

Because objects remain in the database forever, they can be picked up by reports that contain historical data. If you delete a Workgroup on January 15th, and then run a report that shows Workgroup activity going back to January 1st, the report will show activity from the deleted Workgroup.

2

The Call Center Operations Reports

Weekly Project Routing Schedules Report

The **Weekly Project Routing Schedules Report** lists all of the Schedules you have defined for your call center.

Figure 2-1 **Weekly Project Routing Schedules Report**

Weekly Project Routing Schedules >> Weekly Project Routing

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

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

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

Figure 2-1. Weekly Project Routing Schedules Report

Report Elements

The Weekly Project Routing Schedules Report shows the following information for each schedule:

Table 2-1Project Schedules Report Columns

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

Creating a Weekly Project Routing Schedules Report

1. Click **Reports** > **Call Center Operations** > **Weekly Project Routing Schedules**.

2. Click **Add**.

Figure 2-2 Add Report Definition: Name Tab

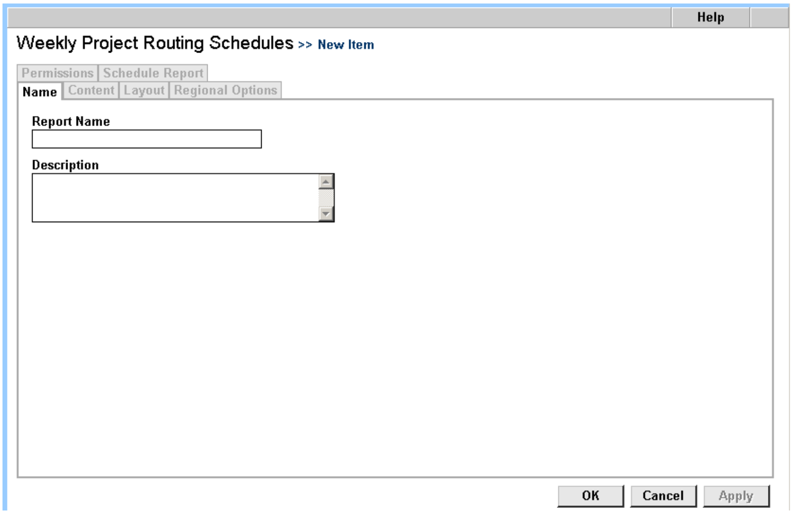


Figure 2-2. Add Report Definition: Name Tab

3. Complete the **Name** tab for your Weekly Project Routing Schedules Report.

Table 2-2

Field	Description
Report Name	Enter a name for this report. The name appears on each page of the report and in the **Name** column of the list of Weekly Project Routing Schedules Report definitions.
Description	Enter a description of the information contained in this report, or some text that allows you to differentiate this report from other reports of this type. The description appears in the **Description** column of the list of Weekly Project Routing Schedules Report definitions.

4. Click **Content**.

Figure 2-3 **Weekly Project Routing Schedules Report: Content Tab**

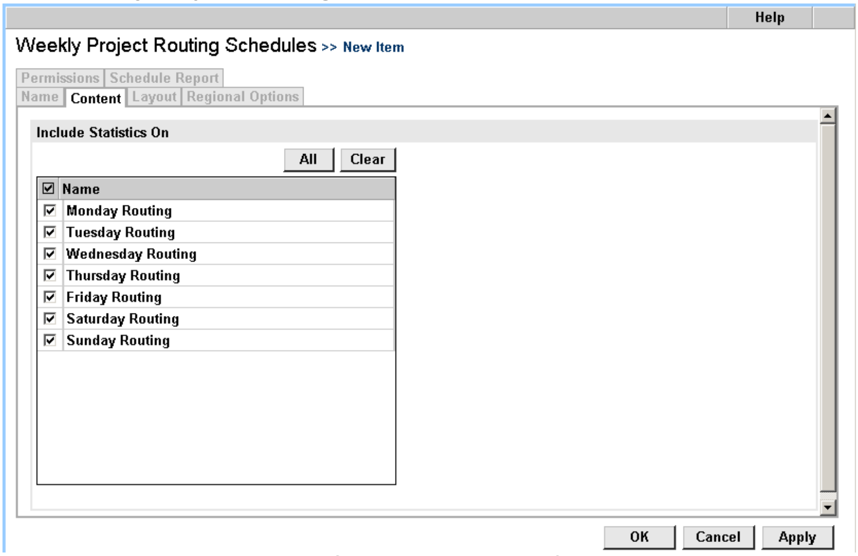


Figure 2-3. Weekly Project Routing Schedules Report: Content Tab

5. Complete the **Content** tab.

Table 2-3

Field	Description
Include Statistics On	Check the days of the week to include in the report in the **Include Statistics On** area. Click **All** to include all days, or click **Clear** to clear all the check boxes.

6. Click **Layout**.

Figure 2-4 **Weekly Project Routing Schedules Report: Layout Tab**

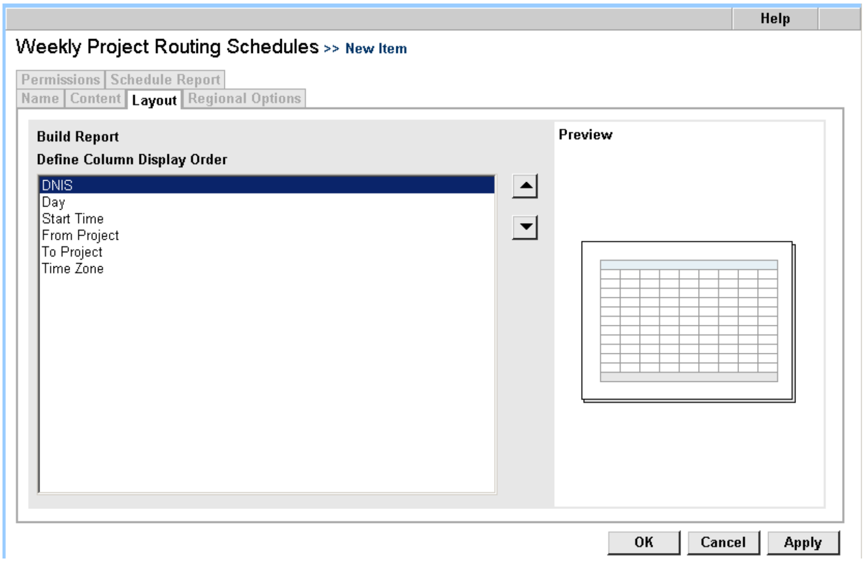


Figure 2-4. Weekly Project Routing Schedules Report: Layout Tab

7. Complete the **Layout** tab.

Table 2-4

Field	Description
Build Report	Arrange the order of the report columns by clicking an included element and then clicking ▲ to move a column to the left or click ▼ to move the column to the right.

8. Click **Regional Options**.

Figure 2-5 **Add Report Definition: Regional Options Tab**

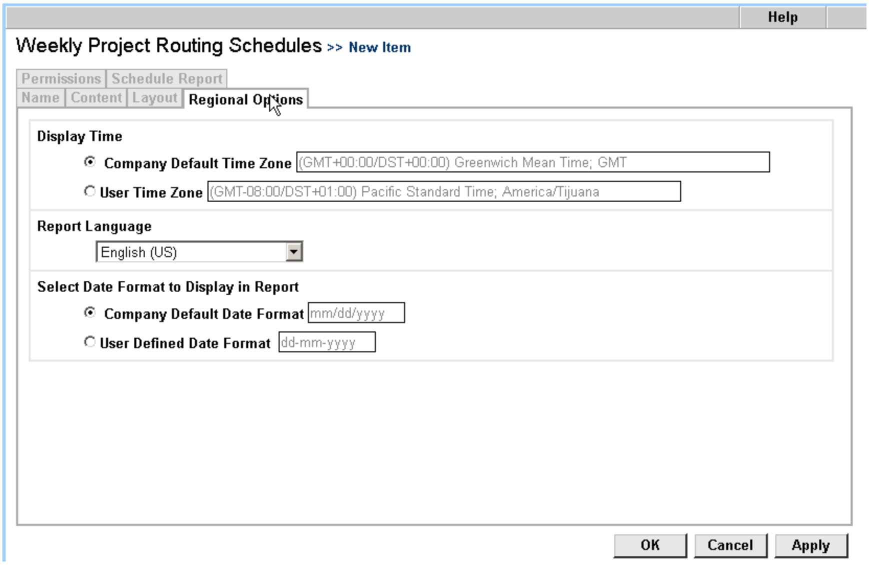


Figure 2-5. Add Report Definition: Regional Options Tab

9. Complete the **Regional Options** tab.

Table 2-5

Choose...	To display...
Company Default Time Zone	All times using the indicated time zone set for the Company.
User Time Zone	All times using the indicated time zone set for your workstation.
Report Language	All report contents in the language you choose.
Company Default Date Format	All dates using the indicated format set for the Company.
User Defined Date Format	All dates using the indicated format set for your workstation.

10. Click **Permissions**.

Figure 2-6 **Add Report Definition: Permissions Tab**

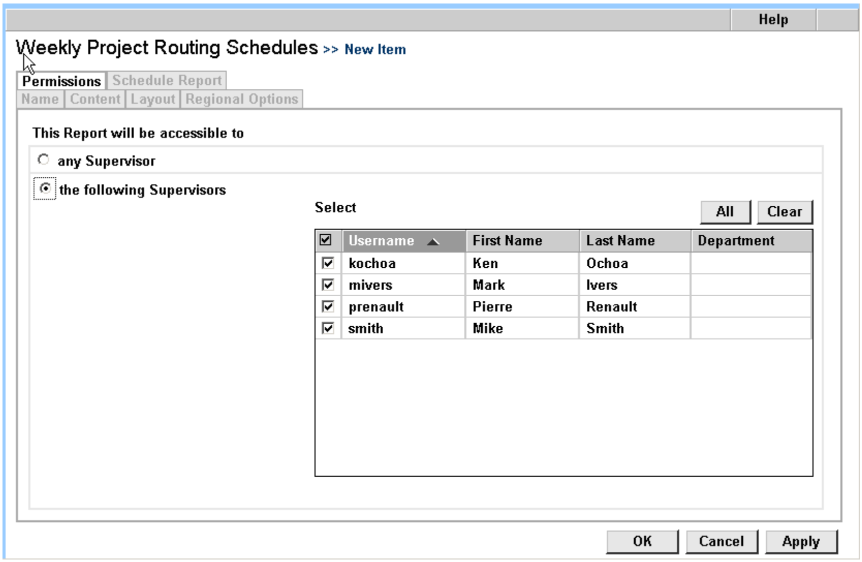


Figure 2-6. Add Report Definition: Permissions Tab

11. Click the check box next to a Supervisor to give them permission to view and print the report. Supervisors you do not check will not see the report in Supervision Manager. Click **All** to include the entire list, or click **Clear** to clear all selections.

12. Click **OK**.

    CCA saves your report in the database for access by any Administrator or Supervisor who is logged into your Company and to whom you have given permission to access the report.

    - See page 14-3 for information about viewing and printing a report.

    - See page 14-10 for information about deleting a report.

Workgroup Skills Report

The **Workgroup Skills Report** displays the skills assigned to a Workgroup and the rating of those skills.

Figure 2-7 **Sample Workgroup Skills Report**

Workgroup Skills >> San Diego Call Center West

Report Includes All Workgroups,

English Workgroup

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

Spanish Workgroup

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

Figure 2-7. Sample Workgroup Skills Report

Report Elements

Note

CCA Supervisors viewing the Workgroup Skills Report should bear in mind that this report reflects activity for the entire Company. Data presented includes all Agents, not just the Agents you supervise.

Table 2-6Workgroup Skills Report Fields

Item	Description
Skill Name	The Skill Name you entered when you created the skill (Options > Skills).
Rating	The Skill Level Weight you assigned to this skill when you created the Workgroup (Options > Workgroups > Skills).

Creating a Workgroup Skills Report

1. Click **Reports** > **Call Center Operations** > **Workgroup Skills**.
2. Click **Add**.

Figure 2-8 **Add Report Definition: Name Tab**

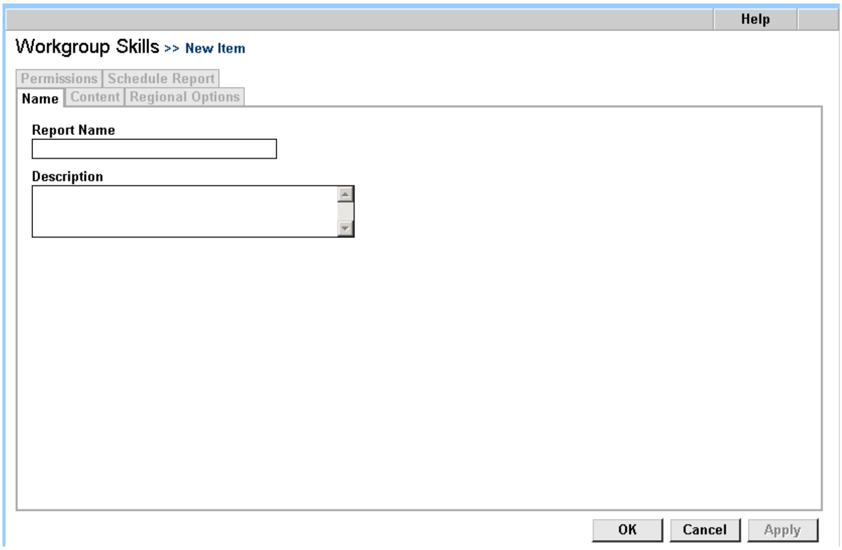


Figure 2-8. Add Report Definition: Name Tab

3. Enter a **Report Name** and **Description** for your report.

Table 2-7

Field	Description
Report Name	The report name will appear on each page of the report and in the **Name** column of the list of Workgroup Skills Report definitions.
Description	Enter a description of the information contained in this report, or some text that allows you to differentiate this report from other reports of this type. The description appears in the **Description** column of the list of Workgroup Skills Report definitions.

4. Click **Content**.

Figure 2-9 **Workgroup Skills Report: Content Tab**

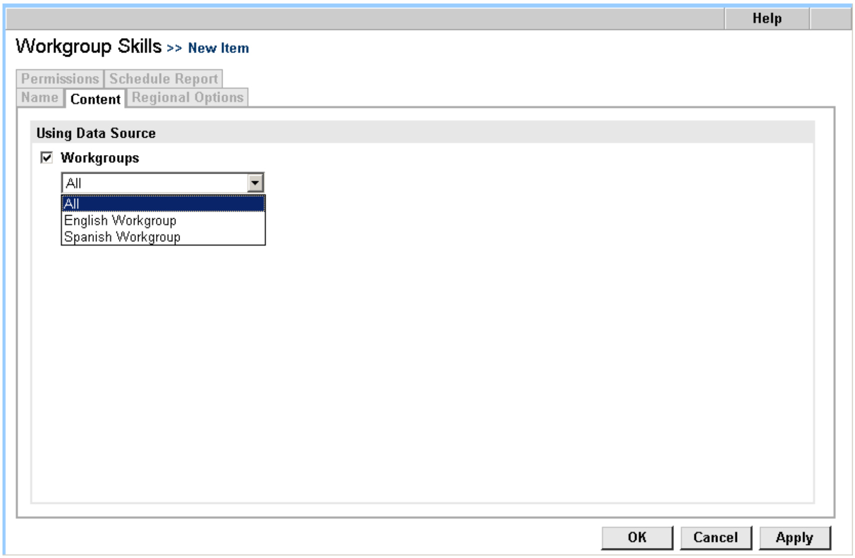


Figure 2-9. Workgroup Skills Report: Content Tab

5. Complete the **Content** tab.

   Select the Workgroups that you would like to appear in the report.

6. Click **Regional Options**.

Figure 2-10 Add Report Definition: Regional Options Tab

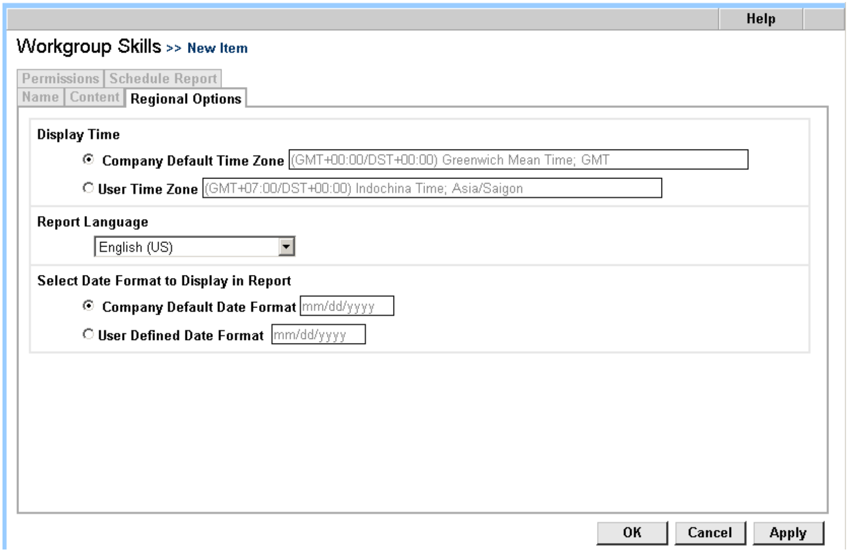


Figure 2-10. Add Report Definition: Regional Options Tab

7. Complete the **Regional Options** tab.

Table 2-8

Choose...	To display...
Company Default Time Zone	Report all times using the time zone that was set for the Company.
User Time Zone	Report all times using the time zone set for your workstation.
Report Language	All report contents will be in the language you choose.
Company Default Date Format	All dates will be formatted using the format set for the Company.
User Defined Date Format	All dates will be formatted using the format set for your workstation.

8. Click **Permissions**.

Figure 2-11 **Add Report Definition: Permissions Tab**

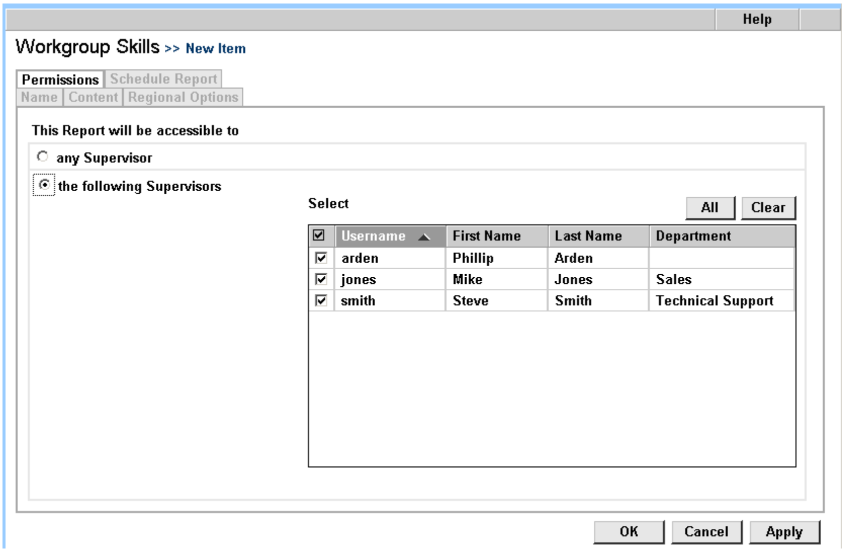


Figure 2-11. Add Report Definition: Permissions Tab

9. Click on the **Any Supervisor** radio button to give all Supervisors access to your report. Click on **The Following Supervisors** to select supervisors from a list.

10. Click **OK** or **Apply**.

    - See page 14-3 for information about viewing and printing a report.

    - See page 14-10 for information about deleting a report.

Billing Report

The **Billing Report** (Service Provider Edition only) summarizes the number and duration of interactions in each call center for which you provide service.

Figure 2-12 Sample Billing Report

Billing >> Sams Report

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

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

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

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

Figure 2-12. Sample Billing Report

Report Elements

Table 2-9Billing Report Fields

Item	Description
Call Center	The name of the call center for which you provide service.
Number of Interactions	The total number of interactions processed by that call center for the time period covered by the report.
Duration of Interactions	The total amount of time that the call center spent processing those interactions.

Creating a Billing Report

1. Click **Reports** > **Call Center Operations** > **Billing**.
2. Click **Add**.

Figure 2-13 Add Report Definition: Name Tab

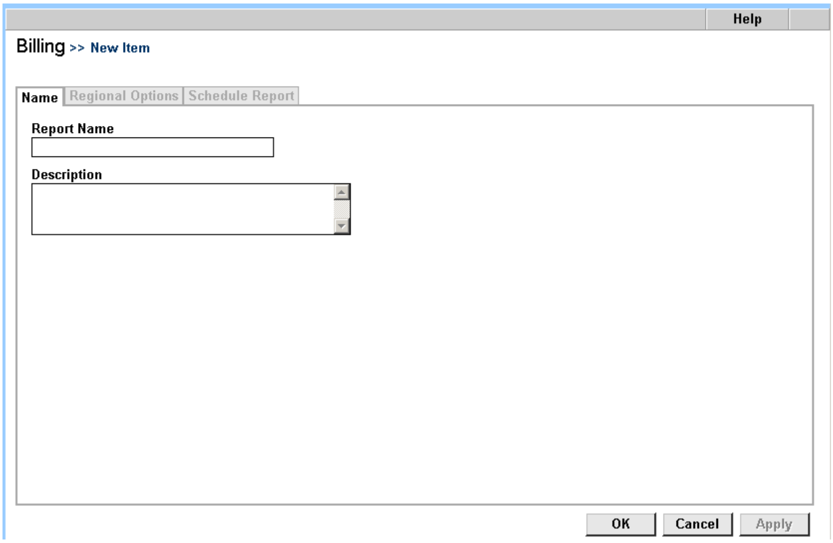


Figure 2-13. Add Report Definition: Name Tab

3. Enter a **Report Name** and **Description** for your report.

Table 2-10

Field	Description
Report Name	The report name will appear on each page of the report and in the **Name** column of the list of Billing Report definitions.
Description	Enter a description of the information contained in this report, or some text that allows you to differentiate this report from other reports of this type. The description appears in the **Description** column of the list of Billing Report definitions.

4. Click **Regional Options**.

Figure 2-14 Add Report Definition: Regional Options Tab

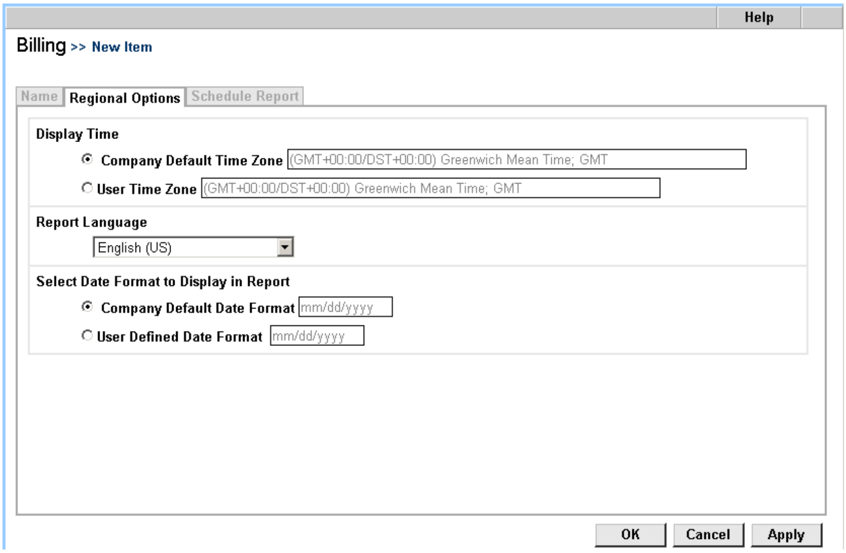


Figure 2-14. Add Report Definition: Regional Options Tab

5. Complete the **Regional Options** tab.

Table 2-11

Choose...	To display...
Company Default Time Zone	Report all times using the time zone that was set for the Company.
User Time Zone	Report all times using the time zone set for your workstation.
Report Language	All report contents will be in the language you choose.
Company Default Date Format	All dates will be formatted using the format set for the Company.
User Defined Date Format	All dates will be formatted using the format set for your workstation.

6. Click **OK** or **Apply**.

- See page 14-3 for information about viewing and printing a report.
- See page 14-10 for information about deleting a report.

3

The Workgroup Productivity Reports

Workgroup Segments Report

The **Workgroup Key Statistics Report** shows call center usage, Agent performance, and billing statistics for the Projects and Workgroups that you select.

Interactions which were routed to Workgroup Agents by the Automatic Call Distribution system are included in this report. Calls made directly to an Agent, or outbound calls made by an Agent, are not included in this report.

This report tracks the number of “steps” that a caller took in the Workgroup prior to terminating the call. These steps would include transfers and overflows to and from other Workgroups.

Figure 3-1 A Workgroup Key Statistics Report

Workgroup Segments >> test

from 12/08/2005 at 00:00:00
to 12/08/2005 at 23:59:00

Report Includes All Projects

Segment Events	TOTAL	%	Abandoned Interval	TOTAL	%	Agent Answered Interval	TOTAL	%
Agent Answered	0	0.00 %	Under 0 min 30 sec	0	0.00 %	Below Threshold 1	0	0.00 %
Abandoned	0	0.00 %	0 min 31 sec to 1 min 0 sec	0	0.00 %	Threshold 1 to Threshold 2	0	0.00 %
Callback Calls	0	0.00 %	1 min 1 sec to 1 min 30 sec	0	0.00 %	Greater than Threshold 2	0	0.00 %
Voicemail	0	0.00 %	1 min 31 sec to 2 min 0 sec	0	0.00 %			
Other Workgroups	0	0.00 %	Over 2 min 0 sec	0	0.00 %			
No Answer	0	0.00 %						
Other Events	0	0.00 %						
Total Segments Received	0	0 %	Total Segments Abandoned	0	0 %	Total Segments Answered by Agent	0	0 %

Media Type Segments Handled	TOTAL	%	Agent Segment Processing	TOTAL
Workgroup Calls	0	0.00 %	Average Speed of Answer	00:00:00
Workgroup Voicemail	0	0.00 %	Average Talk Time	00:00:00
Callback	0	0.00 %	Average Wrap Up Time	00:00:00
Web Callback	0	0.00 %	Average Handle Time per Segment	00:00:00
Chat	0	0.00 %	Average Hold Time	00:00:00
Workgroup Email	0	0.00 %		
Workgroup Fax	0	0.00 %		
Total Segments Received	0	0 %		

Summary	TOTAL
Total Segments Received	0
Total Segments Answered by Agent	0
Number of Times Segments Went to Hold	0
Duration of Handled Segments	00:00:00
Total Wait To Answer Time	00:00:00
Shortest Wait to Answer Time	00:00:00
Longest Wait to Answer Time	00:00:00
Average Ring Time	00:00:00
Average Time to Abandoned	00:00:00
OverFlow In	0
OverFlow Out	0
Transferred In	0

Figure 3-1. A Workgroup Key Statistics Report

Report Elements

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

- Segment Events
- Abandoned Interval
- Agent Answered Interval
- Media Type Segments Handled
- Agent Segment Processing
- Summary

Note

Supervisors should remember that this report includes activity for all Agents in the selected Project or Workgroup, not just the Agents that they supervise.

Segment Events

The **Segment Events** area shows information for the Interactions received by the call center.

Table 3-1 Segment Events

Item	Description	Table/Field
Agent Answered	Number of Workgroup Interactions routed to and accepted by Agents.	ReportsCallCenterKey HistoryActions HasACDCalls HasACDCallback HasWebCB HasVoicemail HasChat HasEmail HasFax
Abandoned	Number of Workgroup Interactions received by the call center but abandoned by the customer before being accepted by an Agent.	ReportsCallCenterKey HistoryActions timetoabandoned
Callback Calls	Number of Callback and Web Callback Interactions handled by the call center.	ReportsCallCenterKey HistoryActions HasACDCallback HasACDCalls
Voicemail	Number of calls in which the caller left a voicemail message for a Workgroup Agent rather than wait in the queue to be connected to an Agent.	ReportsCallCenterKey HistoryActions HasVoicemail
Other Workgroups	Number of calls transferred into Workgroup from other Workgroups	ReportsCallCenterKey HistoryActions

Table 3-1 Segment Events

Item	Description	Table/Field
No Answer	Number of Calls presented to Agent that went to “No Answer” state and were transferred to another Agent	ReportsCallCenterKey HistoryActions
Other Events		
Total Segments Received	Sum of all Interaction segments received by the Workgroup during reporting interval	ReportsCallCenterKey HistoryActions

Time to Abandoned Interaction

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

Table 3-2 Time to Abandoned Interactions

Item	Description	Table/Field
under 0 min 30 Seconds	Number of Interactions abandoned in under 30 seconds	HistoryActions ActionId Duration
0 min 31 sec to 1 min 0 sec	Number of Interactions abandoned after waiting 30 seconds, but in under 60 seconds.	HistoryActions ActionId Duration
1 min 1 sec to 1 min 30 sec	Number of Interactions abandoned after waiting 61 seconds, but in under 1 minute and 30 seconds.	HistoryActions ActionId Duration
1 min 31 sec to 2 min	Number of Interactions abandoned after waiting between 1 minute and 30 seconds and 2 minutes.	HistoryActions ActionId Duration
Over 2 min 0 sec	Number of Interactions abandoned after waiting more than 2 minutes.	HistoryActions ActionId Duration

Agent Answered Interval

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

Table 3-3 Agent Answered Interval

Item	Description	Table/Field
Below Threshold 1	Total number of Interaction segments that were accepted by an Agent before expiration of the time limit you supplied for Threshold 1 in the Content tab of the report definition.	HistoryActions ReportsCallCenterKey CallThreshold1 CallbackThreshold1 WebCallbackThreshold1 FaxesThreshold1 EMailThreshold1 ChatThreshold1
Below Threshold 2	Total number of Interactions segments that were accepted by an Agent before expiration of the time limit you supplied for Threshold 2 in the Content tab of the report definition.	HistoryActions ReportsCallCenterKey CallThreshold2 CallbackThreshold2 WebCallbackThreshold2 FaxesThreshold2 EMailThreshold2 ChatThreshold2
Greater than Threshold 2	Total number of Interaction segments that were accepted by an Agent after expiration of the time than the value you supplied for Threshold 1 in the Content tab of the report definition.	HistoryActions ReportsCallCenterKey CallThreshold2 CallbackThreshold2 WebCallbackThreshold2 FaxesThreshold2 EMailThreshold2 ChatThreshold2
Total Segments Answered	Total number of Interaction segments routed to and accepted by Workgroup Agents. Direct-dialed calls are not included in this report. (See “Direct Dialing Statistics Reports” on page 18-25.for information on direct-dialed calls).	ReportsCallCenterKey HistoryActions HasACDCalls HasACDCallback HasWebCB HasVoicemail HasChat HasEmail HasFax

Media Type Segments Handled

The **Media Type Segments Handled** area shows the number of Interactions of each media type handled by the selected Projects or Workgroups. This information is displayed as a total and a percentage against the total number of Interaction Segments received. Statistics reflect only those Interaction Types you choose to display from the **Include Statistics On** area of the Content tab.

Table 3-4 Media Type Segments Handled

Item	Description	Table/Field
Workgroup Calls	Number and percentage of Interactions that reached the call center by Phone, were routed to a Workgroup, and subsequently handled by an Agent. Includes Phone calls, Predictive calls, and Preview calls.	ReportsCallCenterKey HistoryActions
Workgroup Voicemail	Number and percentage of Interactions that reached the call center by Phone, were routed to a Workgroup, and elected to leave a voicemail message rather than wait in the Workgroup queue for an Agent.	ReportsCallCenterKey HistoryActions
Callback	Number and percentage of Interaction who reached the call center by Phone, were routed to a Workgroup, and requested a call-back rather than wait in the Workgroup queue for an Agent.	ReportsCallCenterKey HistoryActions
Web Callback	Number and percentage of customers who reached the call center by requesting a callback from an Agent using your Web site.	ReportsCallCenterKey HistoryActions
Chat	Number and percentage of customers who reached the call center by requesting a chat with an Agent using your Web site.	ReportsCallCenterKey HistoryActions
Workgroup Email	Number and percentage of Interactions that reached the call center by email, were routed to a Workgroup, and subsequently handled by an Agent.	ReportsCallCenterKey HistoryActions
Workgroup Fax	Number and percentage of fax Interactions that were routed to a Workgroup and subsequently handled by an Agent.	ReportsCallCenterKey HistoryActions

Agent Segment Processing

The **Agent Segment Processing** area shows the average length of time Agents spent in various phases of the Interaction. Note: Agent

Table 3-5 Agent Segment Processing

Item	Description	Table/Field
Average Speed of Answer	Average length of time segments were answered by Agents.	ReportsCallCenterKey HistoryActions
Average Talk Time	Average length of time that Agent spent talking to Caller. Talk Time includes time Caller spent "on hold". Calculation = Total Talk Time + Total Hold Time/Total Number of Segments	ReportsCallCenterKey HistoryActions
Average Wrap Up Time	The Average amount of time spent by an Agent in Wrap Up State. Calculation = Total Wrap Time/Total Number of Segments	ReportsCallCenterKey HistoryActions
Average Handle Time per Segment	Average length of time that it took to Handle an Interaction. Calculation includes Total Talk Time + Total Hold Time+ Total Wrap Time/Number of Segments	ReportsCallCenterKey HistoryActions
Average Hold Time	Average length of time Agents spent on Hold. Calculation = Total hold Time/Total Segments	ReportsCallCenterKey HistoryActions

Talk Time includes call hold time.

Summary

The **Summary** area shows overview data for Interactions received, and for Interaction wait times.

Table 3-6 Summary

Item	Descriptions	Table/Field
Total Segments Received	Total number of Segments received by Workgroup.	ReportsCallCenterKey HistoryActions
Total Segments Answered by Agent	Total number of Segments received by CCA, routed to a Workgroup, and handled by an Agent.	ReportsCallCenterKey HistoryActions
Number of Times Segments Went to Hold	Total number of voice segments placed on Hold at any time by an Agent.	ReportsCallCenterKey HistoryActions
Duration of handled Segments	Total time Interactions spent in the system. Calculated as the difference between the time the Interaction was received by CCA and the conclusion of the Interaction.	ReportsCallCenterKey HistoryActions
Shortest Wait to Answer	Length of time the Interaction with the shortest queue time waiting for an Agent.	ReportsCallCenterKey HistoryActions
Longest Wait to Answer	Length of time the Interaction with the longest queue time waiting for an Agent.	ReportsCallCenterKey HistoryActions
Average Ring Time	Average Time between time segment presented to Agent and Agent Answer. Calculation= Total Ring Time/Total Segments	ReportsCallCenterKey HistoryActions
Average Time to Abandoned	Average length of time Caller spent prior to terminating call prior to being routed to Agent	ReportsCallCenterKey HistoryActions
OverFlow In	Total Number of Segements received by Workgroup as a result of being overflowed from another Workgroup.	ReportsCallCenterKey HistoryActions

Table 3-6 Summary

Item	Descriptions	Table/Field
OverFlow Out	Total Number of Segments that were not answered by Workgroup Agent and tranferred out.	ReportsCallCenterKey HistoryActions
Transferred In	Total Number of Segments that were received as transfers.	ReportsCallCenterKey HistoryActions

Creating a WorkgroupSegments Report

1. Click **Reports** > **Workgroup Productivity** > **Workgroup Segments**.
2. Click the **Add** button.

Figure 3-2 Add Report Definition: Name Tab

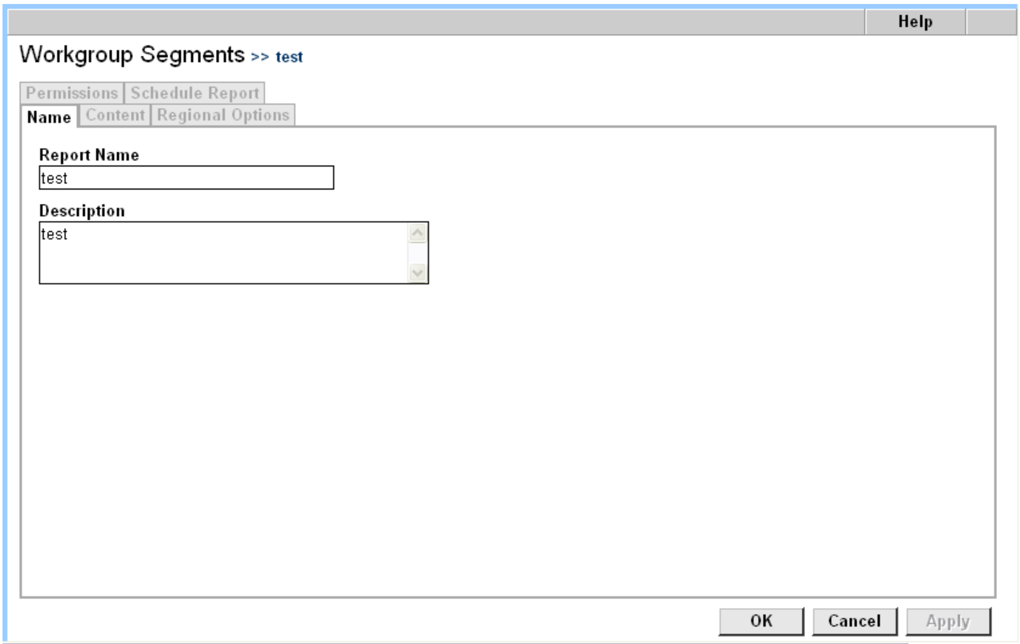


Figure 3-2. Add Report Definition: Name Tab

- Complete the fields in the **Name** tab.

Table 3-7

Field	Description
Report Name	Enter a name for this report. The name appears on each page of the report and in the **Name** column of the list of Workgroup Key Statistics Report definitions.
Description	Enter a description of the information contained in this report, or some text that allows you to differentiate this report from other reports of this type. The description appears in the **Description** column of the list of Workgroup Key Statistics Report definitions.

3. Click the **Content** tab.

Figure 3-3 Workgroup Segments Report: Content Tab

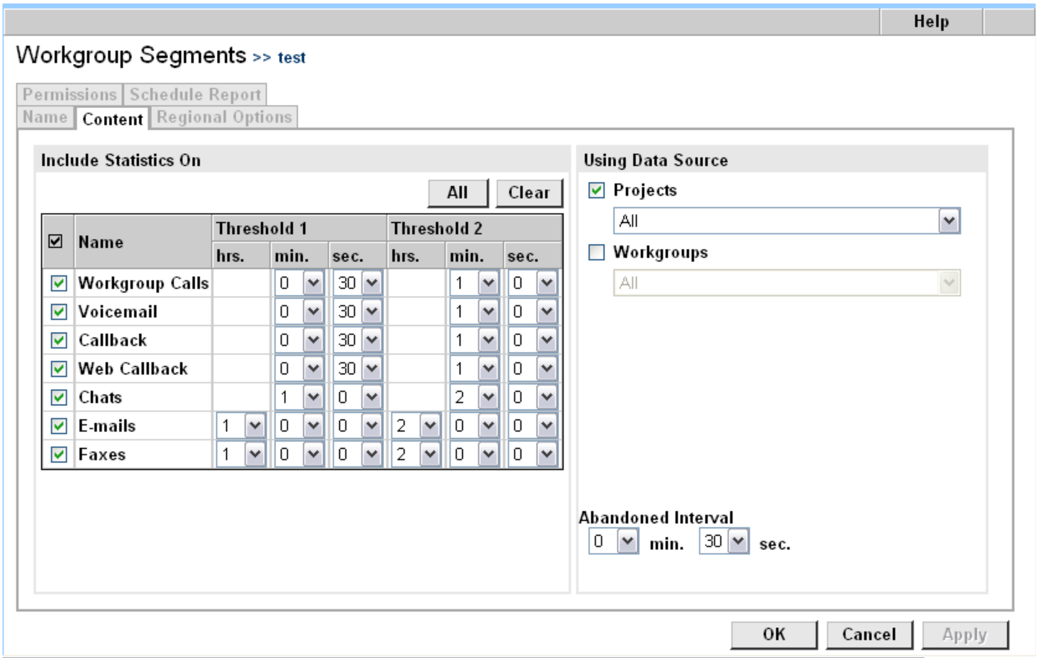


Figure 3-3. Workgroup Key Statistics Report: Content Tab

4. Complete the **Content** tab.

Table 3-8

Field	Description
Include Statistics On	Check the Interaction Types to include in the report in the **Include Statistics On** area. Click **All** to include all Interaction Types, or click **Clear** to clear all the check boxes.
Threshold 1	For each Interaction Type you checked, choose a length of time against which Agent performance for that Interaction Type is measured. For example, if you enter a value of 1 minute for Threshold 1, the Workgroup Key Statistics Report shows the number and percentage of Interactions accepted before the customer had waited 1 minute in the queue.
Threshold 2	For each Interaction Type you checked, choose a length of time against which Agent performance for that Interaction Type is measured. For example, if you enter a value of 5 minutes for Threshold 2, the Workgroup Key Statistics Report shows the number and percentage of Interactions accepted before the customer had waited 5 minutes in the queue, as well as the number of Interactions accepted after the customer had waited 5 minutes in the queue.
Using Data Source	Click the **Projects** check box and then select one or all of your Projects. Click the **Workgroups** check box and then select one or all of your Projects.

5. Click the **Regional Options** tab.

Figure 3-4 **Add Report Definition: Regional Options Tab**

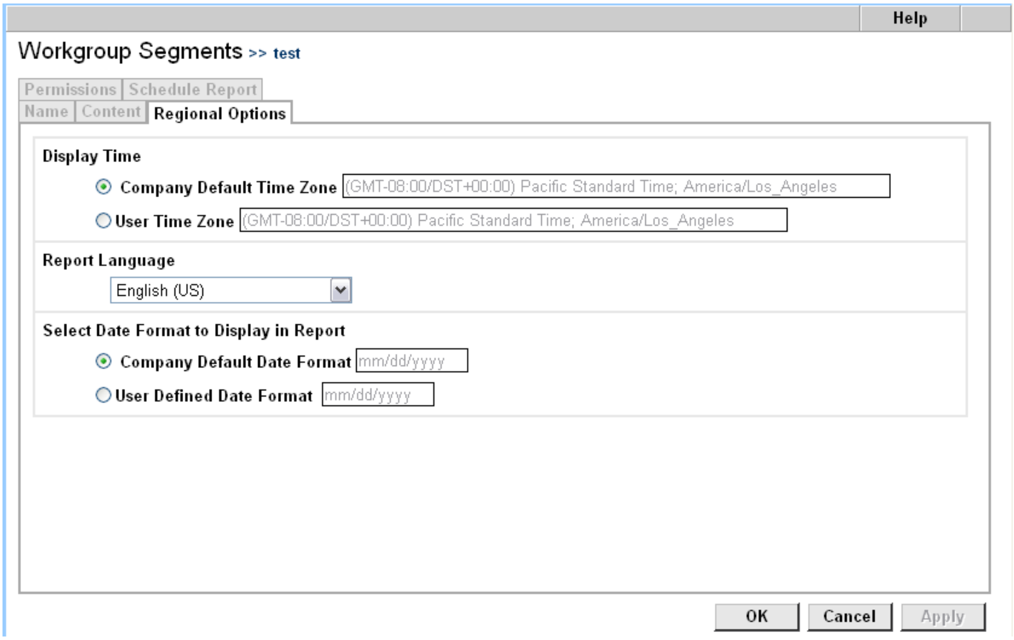


Figure 3-4. Add Report Definition: Regional Options Tab

6. Complete the **Regional Options** tab.

Table 3-9

Choose...	To display...
Company Default Time Zone	All times using the indicated time zone set for the Company.
User Time Zone	All times using the indicated time zone set for your workstation.
Report Language	All report contents in the language you choose.
Company Default Date Format	All dates using the indicated format set for the Company.
User Defined Date Format	All dates using the indicated format set for your workstation.

7. Click **Permissions**.

Figure 3-5 **Add Report Definition: Permissions Tab**

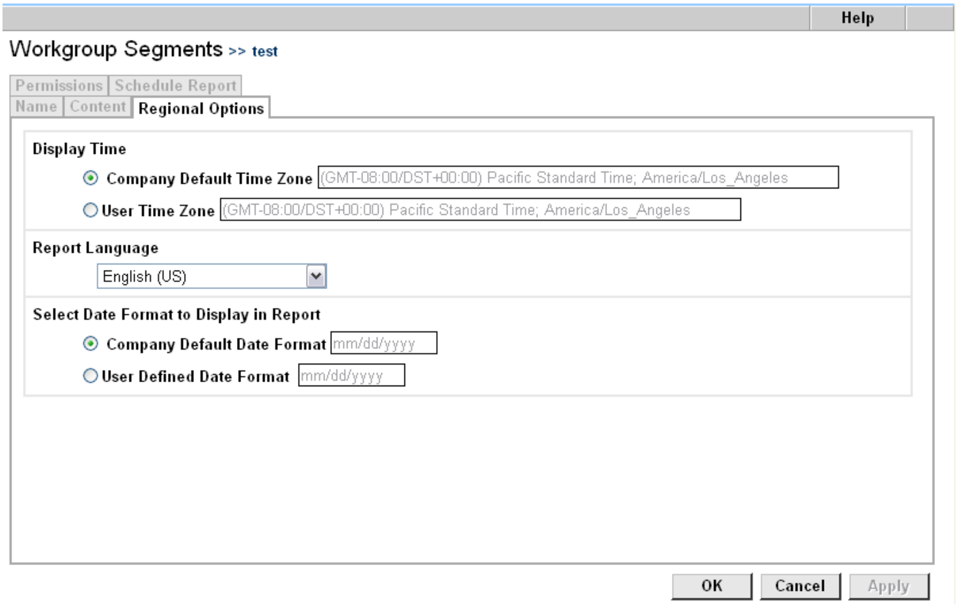


Figure 3-5. Add Report Definition: Permissions Tab

8. Check the Supervisors to grant permission to view and print the report. Supervisors you do not check do not see the report definition in the Supervision Manager. Click **All** to include the entire list, or click **Clear** to clear all selections.

9. Click **OK**.

   - See page 14-3 for information about viewing and printing a report. Also, selecting a Start and End time for this report is slightly different than for other reports. See “A Note About Start and End Times” on page 14-7.

   - See page 14-10 for information about deleting a report.

Workgroup Interval Time Report

The Workgroup Interval Time Report shows how your Agents are performing at specific times of the day. You can report on time intervals as short as 1 minute and as long as 60 minutes. The example below shows an Workgroup Interval Time Report created to display intervals of 60 minutes.

Figure 3-6 Workgroup Interval Report

Workgroup Interval Time >> Test

from 11/01/2005 at 10:00:00
to 12/08/2005 at 17:59:00

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

Interval	Agent Answered			Abandoned		Agent Answered	Service Performance Level
	Below Threshold 1	Threshold 1 to Threshold 2	Greater than Threshold 2	Above Threshold 1	Total		
10:00-10:15	0	0	0	0	0	0	0.0 %
10:15-10:30	0	0	0	0	0	0	0.0 %
10:30-10:45	0	0	0	0	0	0	0.0 %
10:45-11:00	0	0	0	0	0	0	0.0 %
11:00-11:15	0	0	0	0	0	0	0.0 %
11:15-11:30	0	0	0	0	0	0	0.0 %
11:30-11:45	1	0	0	0	0	1	100.0 %
11:45-12:00	0	0	0	0	0	0	0.0 %
12:00-12:15	0	0	0	0	0	0	0.0 %
12:15-12:30	0	0	0	0	0	0	0.0 %
12:30-12:45	0	0	0	0	0	0	0.0 %
12:45-13:00	0	0	0	0	0	0	0.0 %
13:00-13:15	0	0	0	0	0	0	0.0 %
13:15-13:30	0	0	0	0	0	0	0.0 %
13:30-13:45	0	0	0	0	0	0	0.0 %

Figure 3-6. Workgroup Interval Report

Report Elements

Each row of the report shows a single time interval based on the value you entered for **Set Threshold Times** on the Content tab.

Table 3-10 describes the contents of each column of the Workgroup Interval Time Report.

Table 3-10Workgroup Interval Time Report Columns (Part 1 of 2)

Column	Description	Table/Field
Interval	The time span to report on in each row of the report. You can set the length for each interval in the Set Interval field on the Content tab when creating the report definition. The total number of rows in the report is based on your specified Interval Time and the period covered by your report. For example, if you create a report for the period between 2:00 p.m. and 4:00 p.m. of a single day, and you specified an Interval Time of 15 minutes, your report will contain eight rows.	HistoryActions ReportsACDIntervalTime Intervaltime
Below Threshold 1	The total number of Interactions accepted by Agents within the First defined threshold for Interactions set for the Report.	HistoryActions ReportsACDIntervalTime Callthreshold1 callbackthreshold1 WebCallbackthreshold1 Chathreshold1 Emailthreshold1 Faxthreshold1
Below Threshold 2	The total number of Interactions accepted by Agents within the Second defined threshold for Interactions set for the Report.	HistoryActions ReportsACDIntervalTime Callthreshold2 callbackthreshold2 WebCallbackthreshold2 Chathreshold2 Emailthreshold2 Faxthreshold2

Table 3-10Workgroup Interval Time Report Columns (Part 2 of 2)

Column	Description	Table/Field
Greater than Threshold 2	The total number of Interactions accepted by Agents outside of the Second Threshold for Interactions set for the Report.	HistoryActions ReportsACDIntervalTime Callthreshold2 callbackthreshold2 WebCallbackthreshold2 Chathreshold2 Emailthreshold2 Faxthreshold2
Abandon Interactions	The total number of interactions where the client disconnected after entering the queue but before reaching an agent.	HistoryActions ReportsACDIntervalTime hasdropped
Service Performance Level	The percentage of calls answered within the time specified (can be up to 60 seconds and as little as 5 seconds) in the **Calls must be answered within** or **Chats must be answered within** controls of the Content tab.	HistoryActions ReportsACDIntervalTime haspercentageservicelevel
Total Interactions	Total number of Interactions received.	HistoryActions ReportsACDIntervalTime HasTotalInteractions

Creating a Workgroup Interval Time Report

1. Click **Reports** > **Workgroup Productivity** > **Workgroup Interval Time**.
2. Click **Add**.

Figure 3-7 Add Report Definition: Name Tab

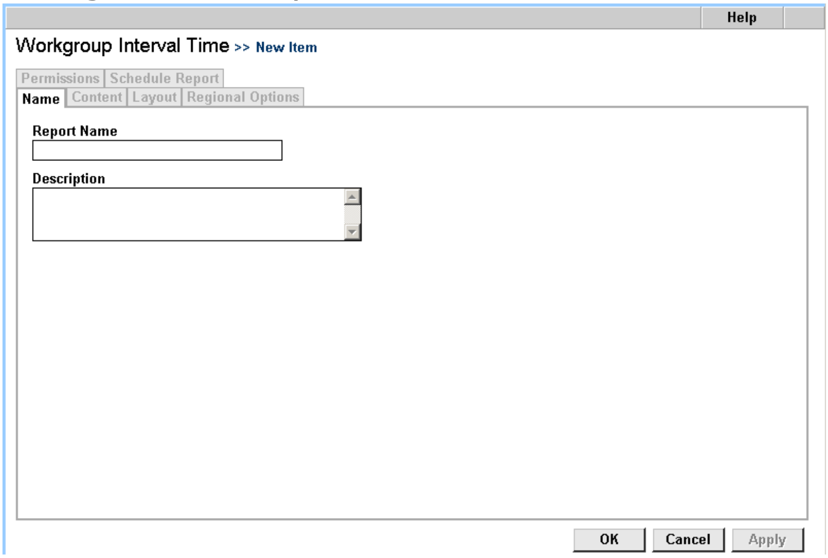


Figure 3-7. Add Report Definition: Name Tab

3. Complete the **Name** tab for your Workgroup Interval Time report.

Table 3-11

Field	Description
Report Name	Enter a name for this report. The name appears on each page of the report and in the **Name** column of the list of Workgroup Interval Time report definitions.
Description	Enter a description of the information contained in this report, or some text that allows you to differentiate this report from other reports of this type. The description appears in the **Description** column of the list of Workgroup Interval Time report definitions.

4. Click **Content**.

Figure 3-8 **Workgroup Interval Time Report: Content Tab**

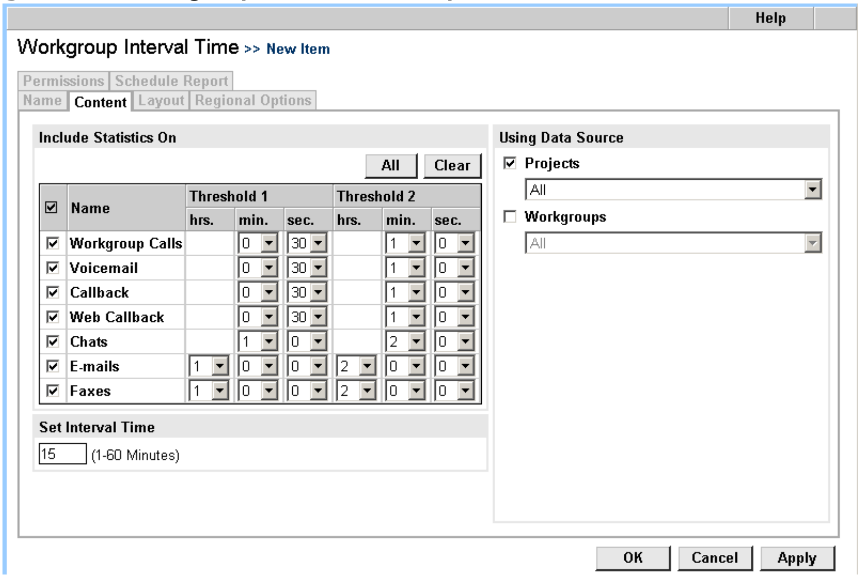


Figure 3-8. Workgroup Interval Time Report: Content Tab

5. Complete the **Content** tab.

Table 3-12

Field	Description
Include Statistics On	Click the elements to include in the report in the **Include Statistics On** area. Click • **Workgroup Calls** to report on Phone Interactions • **Callbacks** to report on ACD Callback Interactions • **Web Callback** to report on ACD Web Callback Interactions • **Chats** to report on Chat Interactions • **Emails** to report on Email Interactions • **VoiceMail**s to report on ACD VoiceMails • **Faxes** to report on Fax Interactions
Interval Time	Set period of time for interval to report on (15 min., 60 min, and so on)

Table 3-12

Field	Description
Set Threshold Times	Enter Values for First and Second Thresholds for Agents to respond to each type of Interaction. Using the drop-down boxes, select the time in hours, minutes and seconds as appropriate.
Using Data Source	Click **Projects** or **Workgroups** to indicate which data source to report on, then select one or all to include in the report.

6. Click **Layout**.

Figure 3-9 Workgroup Interval Time Report: Layout Tab

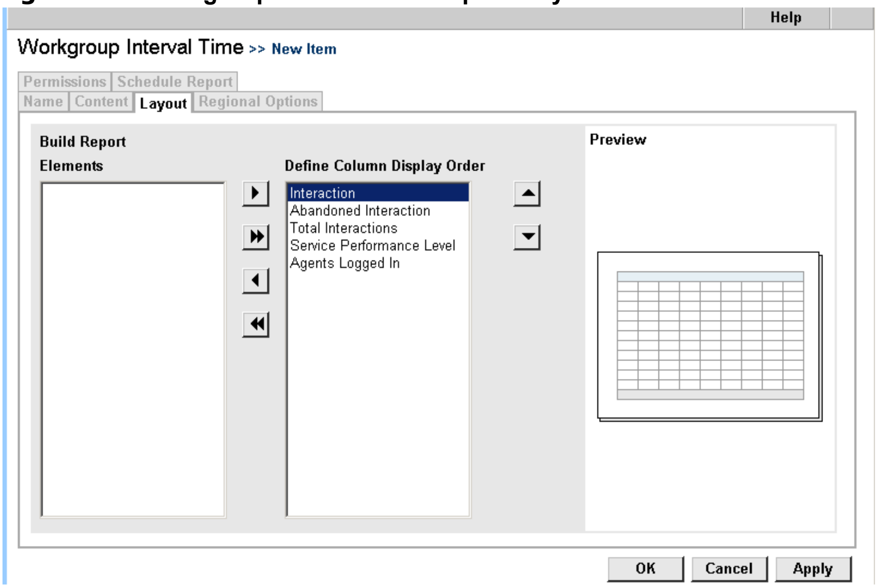


Figure 3-9. Workgroup Interval Time Report: Layout Tab

7. Complete the **Layout** tab.

Table 3-13

Field	Description
Build Report	Include elements in your report by clicking the item to include in the **Elements** box, and then clicking (or just click to include all elements). Arrange the order of the report columns by clicking an included element and then clicking to move a column to the left or click to move the column to the right.

8. Click **Regional Options**.

Figure 3-10 **Add Report Definition: Regional Options Tab**

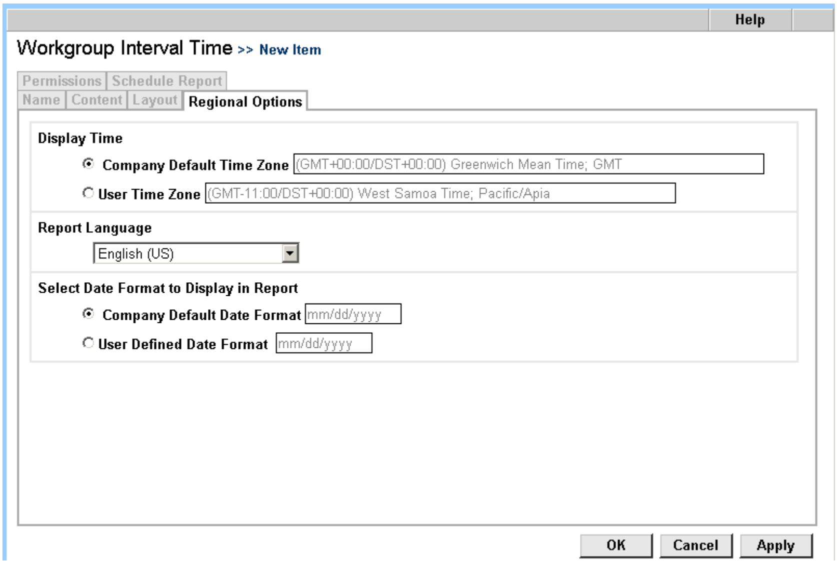


Figure 3-10. Add Report Definition: Regional Options Tab

9. Complete the **Regional Options** tab.

Table 3-14

Choose...	To display...
Company Default Time Zone	All times using the indicated time zone set for the Company.
User Time Zone	All times using the indicated time zone set for your workstation.
Report Language	All report contents in the language you choose.
Company Default Date Format	All dates using the indicated format set for the Company.
User Defined Date Format	All dates using the indicated format set for your workstation.

10. Click **Permissions**.

Figure 3-11 **Add Report Definition: Permissions Tab**

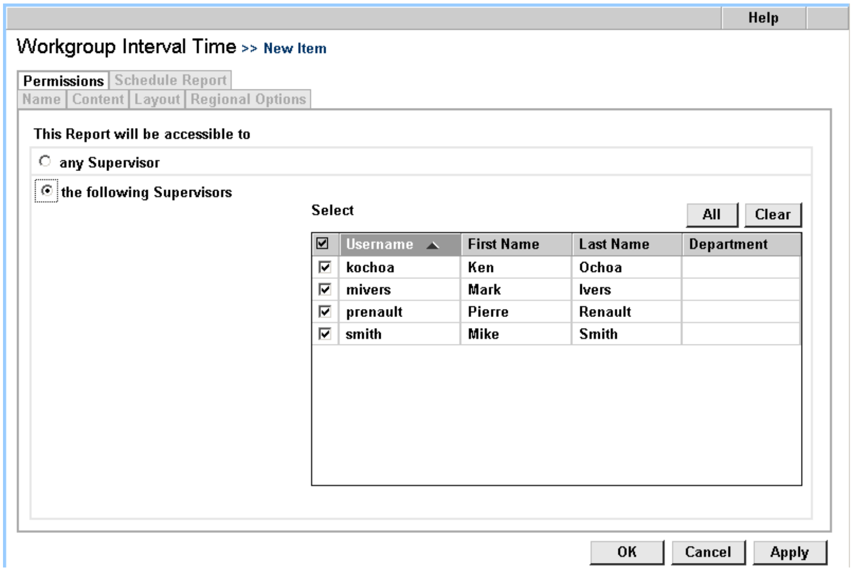


Figure 3-11. Add Report Definition: Permissions Tab

11. Check the Supervisors to grant permission to view and print the report. Supervisors you do not check do not see the report definition in the Supervision Manager. Click **All** to include the entire list, or click **Clear** to clear all selections.

12. Click **OK**.

- See page 14-3 for information about viewing and printing a report. Also, selecting a Start and End time for this report is slightly different than for other reports. See “A Note About Start and End Times” on page 14-7.
- See page 14-10 for information about deleting a report.

Workgroup Interval Time by Media Report

The Workgroup Interval Time by Media Report shows how your Agents are performing at specific times of the day. You can report on time intervals as narrow as 1 minute and as long as 60 minutes. Use the **Set Interval Time** control to specify the length of the time intervals to report on. The sample below shows a Workgroup Interval Time by Media Report created to display intervals of 60 minutes.

Figure 3-12 **Workgroup Interval Time By Media Report**

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

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

Report Includes All Workgroups:

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

Generated on 17.12.2002 at 18:25

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

Figure 3-12. Workgroup Interval Time By Media Report

Report Elements

Each row of the Workgroup Interval Time by Media Report is dedicated to a single time interval based on the value you supply for **Set Interval Time** on the Content tab.

Table 3-15Workgroup Interval Time by Media Report Columns (Part 1 of 2)

Column	Description	Table/Field
Interval	The time span to report on in each row of the report. You can set the length for each interval in the **Set Interval Time** field on the Content tab when creating the report definition. The total number of rows in the report is based on your specified Interval Time and the period covered by your report. For example, if you create a report for the period between 2:00 p.m. and 4:00 p.m. of a single day, and you specified an Interval Time of 15 minutes, your report will contain eight rows.	HistoryActions ReportsACDInterval timeinterval
Workgroup Calls	The total number of Workgroup Phone calls accepted by Agents.	HistoryActions ReportsACDInterval hasacdcalls
Callback	The total number of Callback Interactions accepted by Agents.	HistoryActions ReportsACDInterval hasacdcallback
Workgroup Email	The total number of Workgroup email Interactions accepted by Agents	HistoryActions ReportsACDInterval hasacdemail
Workgroup Fax	The total number of Workgroup fax Interactions accepted by Agents	HistoryActions ReportsACDInterval hasacdfax
Web Callback	The total number of Web Callback Interactions accepted by Agents	HistoryActions ReportsACDInterval hasacdwebcallback
Chat	The total number of Chat Interactions accepted by Agents	HistoryActions ReportsACDInterval HasAcdChat

Table 3-15Workgroup Interval Time by Media Report Columns (Part 2 of 2)

Column	Description	Table/Field
Workgroup Voicemail	The total number of Workgroup Voicemail Interactions accepted by Agents	HistoryActions ReportsACDInterval HasAcdVoicemail
Total	Total number of Interactions received.	HistoryActions ReportsACDInterval hastotinteractions

Creating a Workgroup Interval Time by Media Report

1. Click Reports > Workgroup Productivity > Workgroup Interval Time by Media.

2. Click **Add**.

Figure 3-13 Add Report Definition: Name Tab

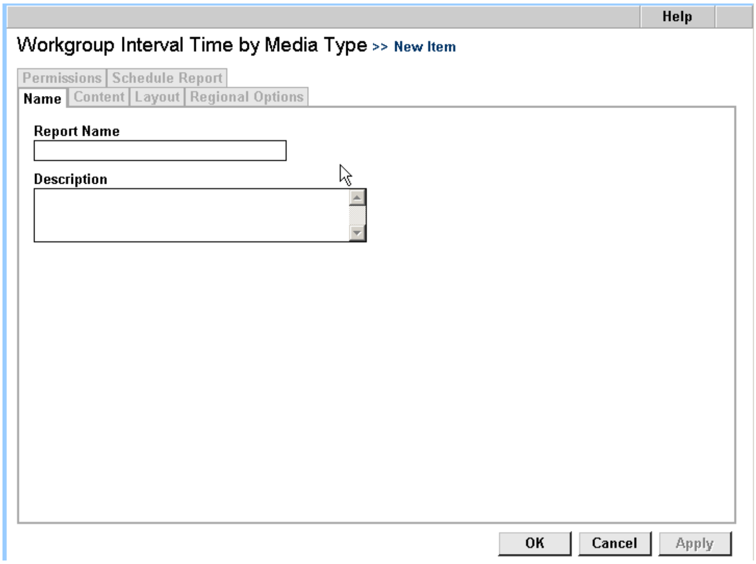


Figure 3-13. Add Report Definition: Name Tab

3. Complete the **Name** tab for your Workgroup Interval Time by Media report.

Table 3-16

Field	Description
Report Name	Enter a name for this report. The name appears on each page of the report and in the **Name** column of the list of Workgroup Interval Time by Media report definitions.
Description	Enter a description of the information contained in this report, or some text that allows you to differentiate this report from other reports of this type. The description appears in the **Description** column of the list of Workgroup Interval Time by Media report definitions.

4. Click **Content**.

Figure 3-14 Workgroup Interval Time by Media Report: Content Tab

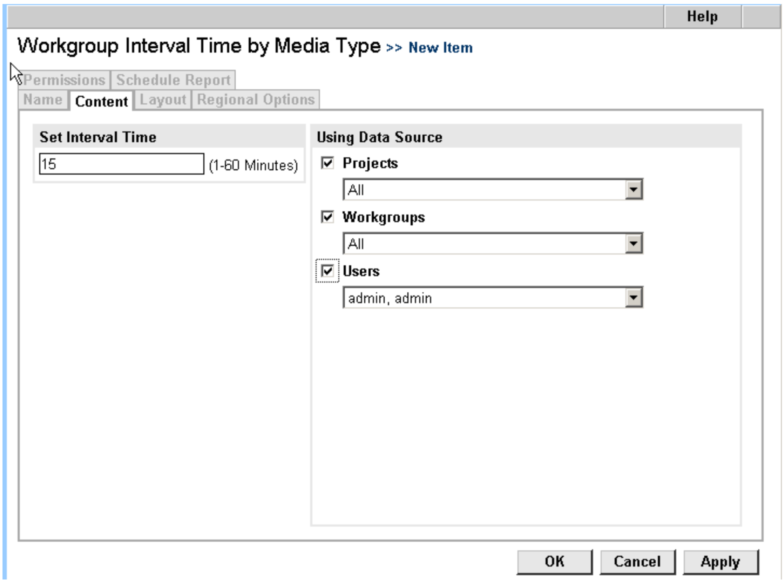


Figure 3-14. Workgroup Interval Time by Media Report: Content Tab

5. Complete the **Content** tab.

Table 3-17

Field	Description
Set Interval Time	Enter the number of minutes to report on in each row of the report (such as an interval of 60 minutes produces 24 rows per calendar day reported on).
Using Data Source	Click the data source to report on. Click: • **Projects** to choose from all Projects defined for your Company. • **Workgroups** to choose from all Workgroups defined for your Company • **Users** to choose from all Agents, Supervisors, and Administrator accounts defined for your Company.

6. Click **Layout**.

Figure 3-15 Workgroup Interval Time by Media Report: Layout Tab

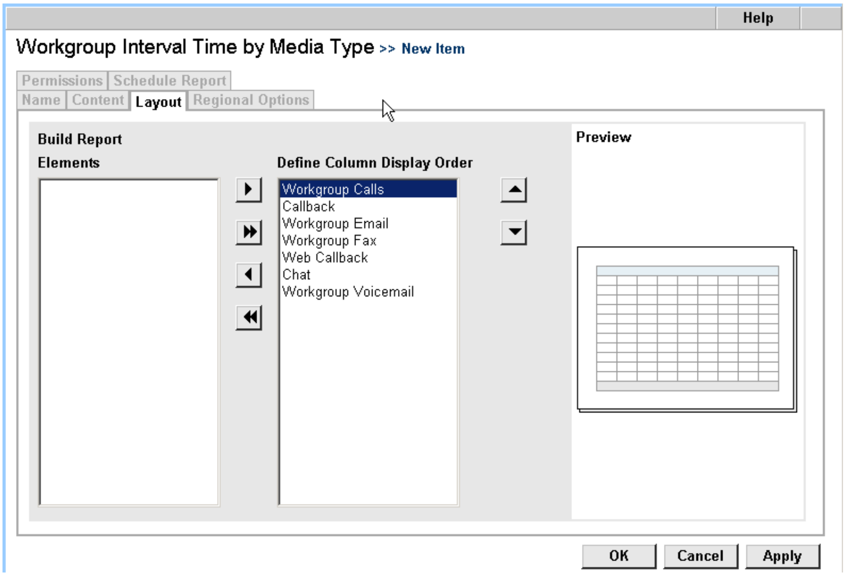


Figure 3-15. Workgroup Interval Time by Media Report: Layout Tab

7. Complete the **Layout** tab.

Table 3-18

Field	Description
Build Report	Include elements in your report by clicking the item to include in the **Elements** box, and then clicking (or just click to include all elements). Arrange the order of the report columns by clicking an included element and then clicking to move a column to the left or click to move the column to the right.

8. Click **Regional Options**.

Figure 3-16 Add Report Definition: Regional Options Tab

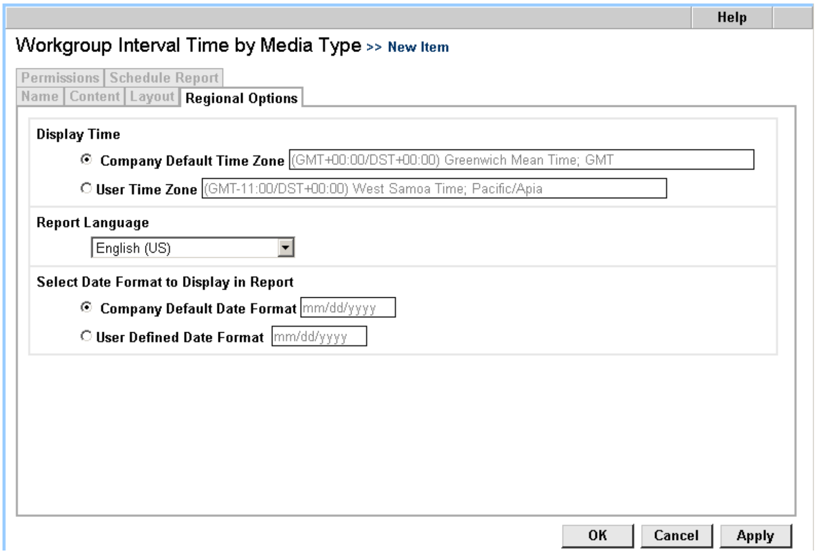


Figure 3-16. Add Report Definition: Regional Options Tab

9. Complete the **Regional Options** tab.

Table 3-19

Choose...	To display...
Company Default Time Zone	All times using the indicated time zone set for the Company.
User Time Zone	All times using the indicated time zone set for your workstation.
Report Language	All report contents in the language you choose.
Company Default Date Format	All dates using the indicated format set for the Company.
User Defined Date Format	All dates using the indicated format set for your workstation.

10. Click **Permissions**.

Figure 3-17 **Add Report Definition: Permissions Tab**

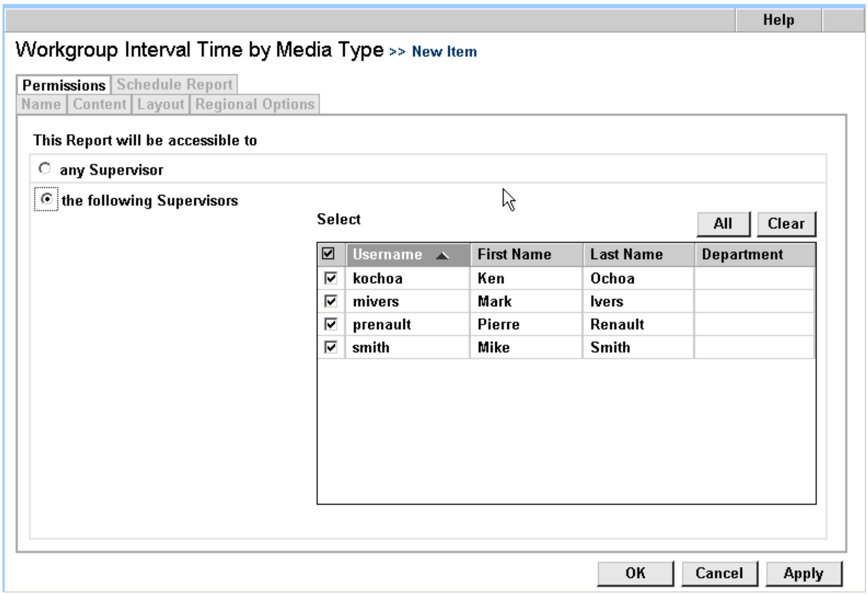


Figure 3-17. Add Report Definition: Permissions Tab

11. Check the Supervisors to grant permission to view and print the report. Supervisors you do not check do not see the report definition in the Supervision Manager. Click **All** to include the entire list, or click **Clear** to clear all selections.

12. Click **OK**.

CCA saves your report in the database for access by any Administrator or Supervisor who is logged into your Company and to whom you have given permission to access the report. See Chapter 16, “Viewing and Printing Reports,” to generate and print the report.

- See page 14-3 for information about viewing and printing a report. Also, selecting a Start and End time for this report is slightly different than for other reports. See “A Note About Start and End Times” on page 14-7.
- See page 14-10 for information about deleting a report.

Outcome Statistics Report

The Outcome Statistics Report allows you to track the results of Interactions based on Interaction Type (Workgroup Call, Web Callback, and so on). For each Interaction Type, the Outcome Statistics Report shows the number of Interactions that were assigned that Outcome by Agents at the conclusion of the Interaction.

Figure 3-18 Outcome Statistics Report

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

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

Report Includes Agent: admin, admin

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

Report Includes Agent: admin, admin

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

Report Includes Agent: admin, admin

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

Report Includes Agent: admin, admin

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

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

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

Figure 3-18. Outcome Statistics Report

Each Outcome defined for your call center is listed in each report group, and the number of Interactions receiving that Outcome is shown in each column (one Interaction Type per column).

Report Elements

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

Table 3-18 describes the contents of each column of the Outcome Statistics Report.

Table 3-20Outcome Report Interaction Types (Part 1 of 2)

Interaction Type	Description	Table/Field
Workgroup Emails	Email Interactions	HistoryActions ReportsOutcomes HasEmails
Workgroup Fax	Fax Interactions	HistoryActions ReportsOutcomes Hasfaxes
Chat	Chat Interactions	HistoryActions ReportsOutcomes HasChats
Workgroup Calls	Inbound telephone Interactions routed to a Workgroup Agent, including ACD Callback requests, but not including calls routed to voicemail.	HistoryActions ReportsOutcomes HasACDCalls
Web Callback	Web Callback Interactions	HistoryActions ReportsOutcomes HasWebCallback
Outbound	Outbound calls dialed through the CCA system (does not include outbound call made by Agent on telephone lines not controlled by CCA.	HistoryActions ReportsOutcomes HasOutbound

Table 3-20Outcome Report Interaction Types (Part 2 of 2)

Interaction Type	Description	Table/Field
Inbound	Inbound calls routed directly to an Agent extension (does not include calls routed through the ACD Server to an available Workgroup Agent).	HistoryActions ReportsOutcomes HasInbound
Preview	Preview Interactions	HistoryActions ReportsOutcomes HasPreview
Predictive	Predictive Interactions	HistoryActions ReportsOutcomes HasPredictive
Callback	ACD (Workgroup) Callback Interactions.	HistoryActions ReportsOutcomes HasCallback
Workgroup Voicemail	Voicemails that were left for the Workgroup.	HistoryActions ReportsOutcomes HasVoicemails

Creating an Outcome Statistics Report

1. Click Reports > Workgroup Productivity > Outcome Statistics.
2. Click **Add**.

Figure 3-19 **Add Report Definition: Name Tab**

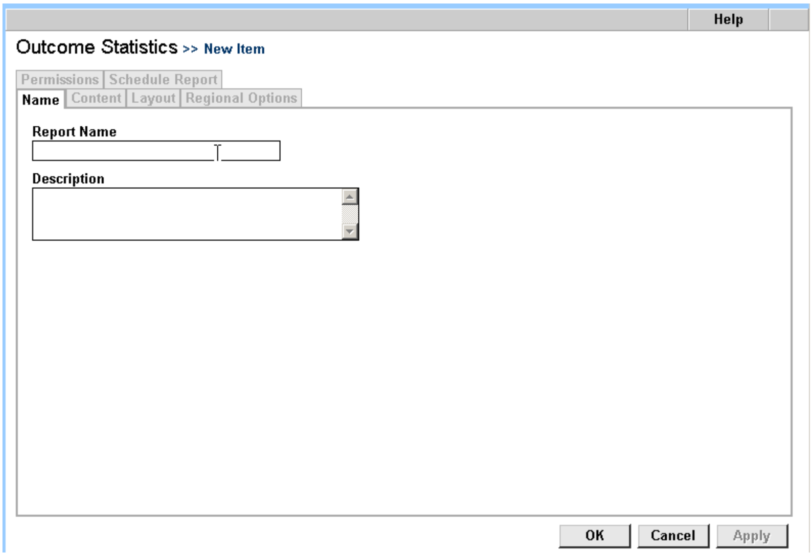


Figure 3-19. Add Report Definition: Name Tab

3. Complete the **Name** tab for your Outcome Statistics Report.

Table 3-21

Field	Description
Report Name	Enter a name for this report. The name appears on each page of the report and in the **Name** column of the list of Outcome Statistics Report definitions.
Description	Enter a description of the information contained in this report, or some text that allows you to differentiate this report from other reports of this type. The description appears in the **Description** column of the list of Outcome Statistics Report definitions.

4. Click **Content**.

Figure 3-20 **Outcome Statistics Report: Content Tab**

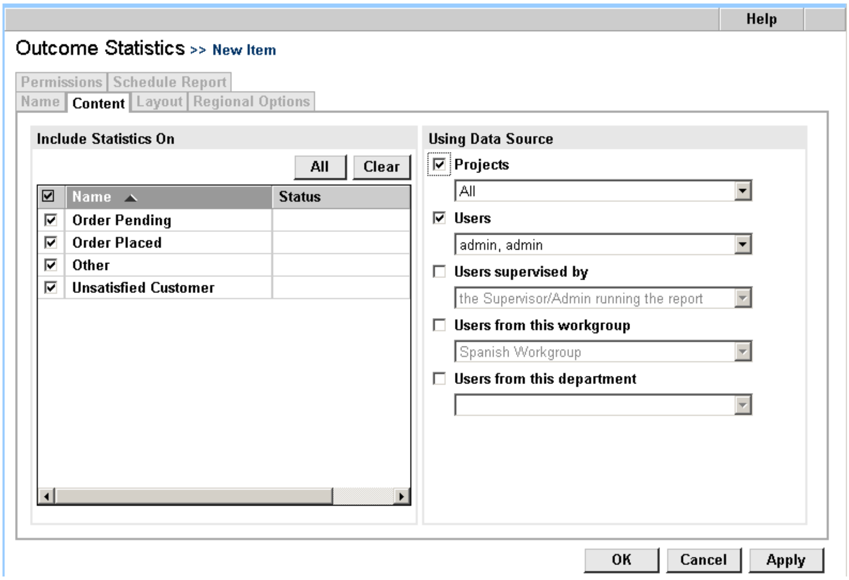


Figure 3-20. Outcome Statistics Report: Content Tab

5. Complete the **Content** tab.

Table 3-22

Field	Description
Include Statistics On	Check the Outcomes to include in the report in the **Include Statistics On** area. Click **All** to include all elements, or click **Clear** to clear all the check boxes.
Using Data Source	Click the data group to report on. Click • **Projects** to choose from all Projects defined for your Company • **Users** to choose selected Agents, Supervisors, and Administrator accounts defined for your Company • **Users supervised by** to report on Agents who are supervised by selected Supervisors or Administrators. • **Users from this workgroup** to report on users in a particular Workgroup. • **Users from this department** to report on selected Departments.

6. Click **Layout**.

Figure 3-21 **Outcome Statistics Report: Layout Tab**

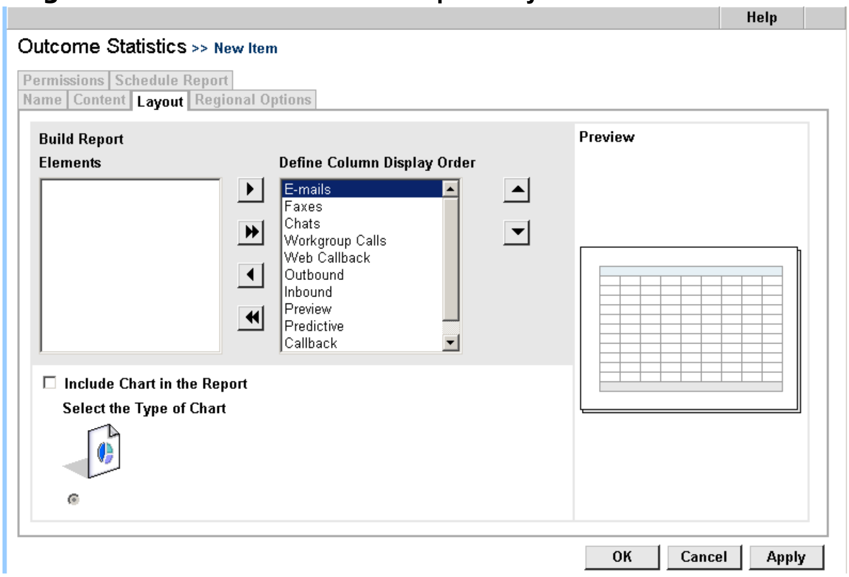


Figure 3-21. Outcome Statistics Report: Layout Tab

7. Complete the **Layout** tab.

Table 3-23

Field	Description
Build Report	Include elements in your report by clicking the item to include in the **Elements** box, and then clicking (or just click to include all elements). Arrange the order of the report columns by clicking an included element and then clicking to move a column to the left or click to move the column to the right.
Include Chart in the Report	Check **Include Chart in the Report** to include a graphical representation of the report information in the generated report. Verify the report layout in the **Preview** area.

8. Click **Regional Options**.

Figure 3-22 **Add Report Definition: Regional Options Tab**

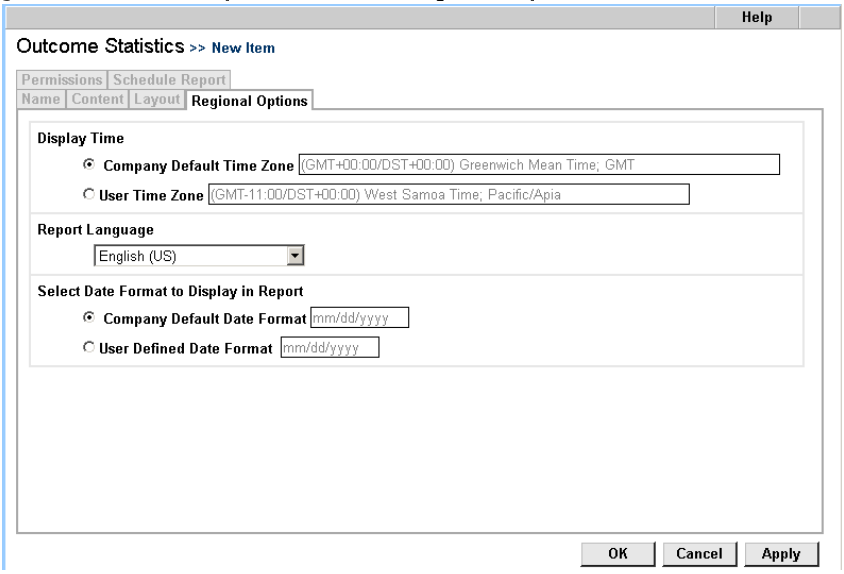


Figure 3-22. Add Report Definition: Regional Options Tab

9. Complete the **Regional Options** tab.

Table 3-24

Choose...	To display...
Company Default Time Zone	All times using the indicated time zone set for the Company.
User Time Zone	All times using the indicated time zone set for your workstation.
Report Language	All report contents in the language you choose.
Company Default Date Format	All dates using the indicated format set for the Company.
User Defined Date Format	All dates using the indicated format set for your workstation.

10. Click **Permissions**.

Figure 3-23 Add Report Definition: Permissions Tab

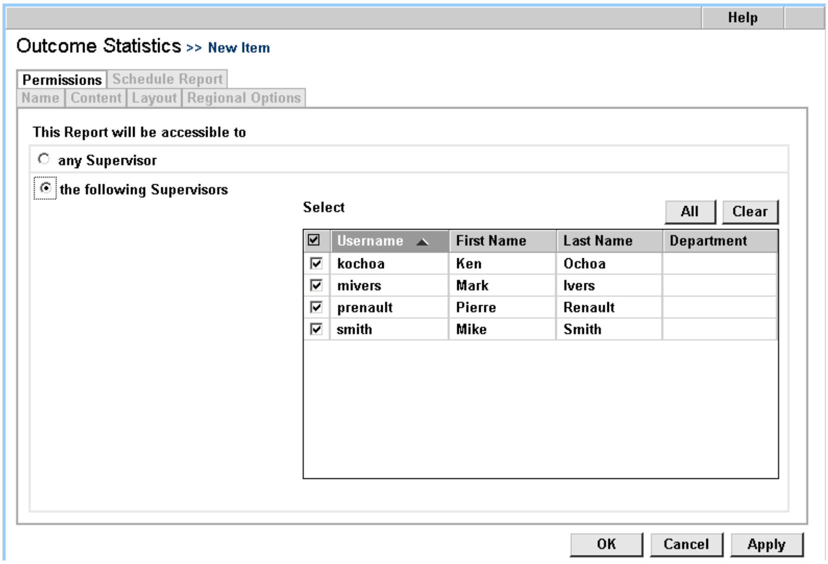


Figure 3-23. Add Report Definition: Permissions Tab

11. Check the Supervisors to grant permission to view and print the report. Supervisors you do not check do not see the report definition in the Supervision Manager. Click **All** to include the entire list, or click **Clear** to clear all selections.

12. Click **OK**.

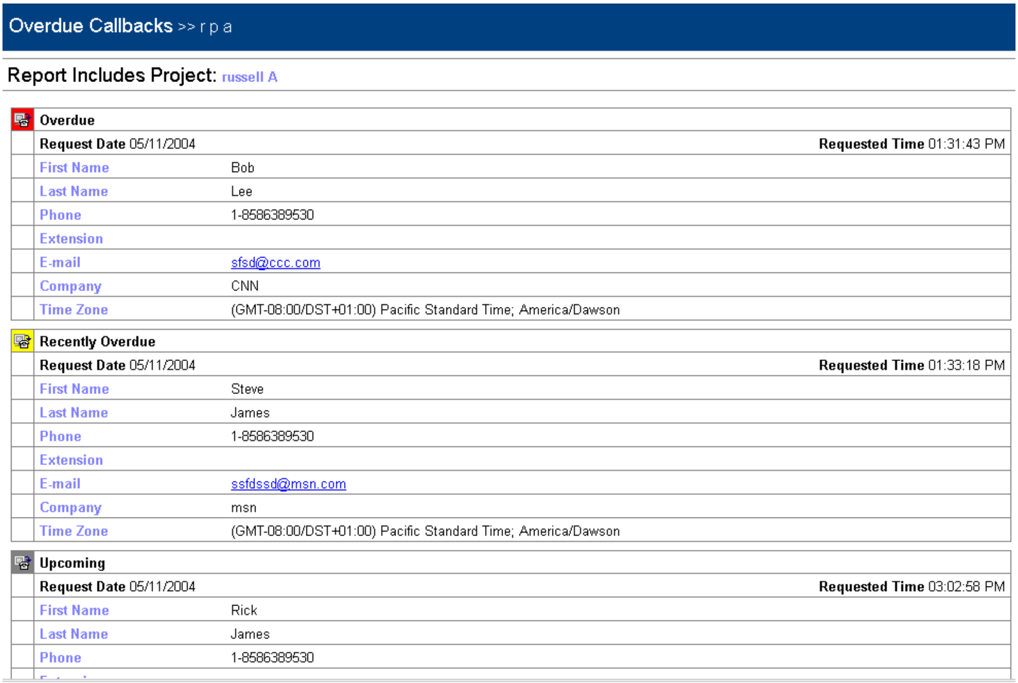
    - See page 14-3 for information about viewing and printing a report.

    - See page 14-10 for information about deleting a report.

Overdue Callbacks Report

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

Figure 3-24 Overdue Callbacks Report



Overdue Callbacks >> r p a

Report Includes Project: russell A

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

Figure 3-24. Overdue Callbacks Report

Report Elements

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

The report places each Interaction into one of the following groups:

Table 3-25Overdue Callbacks Report Groups

Group	Description
Overdue	Your specified **Overdue Threshold** time has elapsed since the time for which the customer requested the callback.

Table 3-25Overdue Callbacks Report Groups

Group	Description
Recently Overdue	The time for which the customer requested the callback has passed, but your specified **Overdue Threshold** time has not yet elapsed.
Upcoming	The time for which the customer requested the callback has not yet arrived.

Creating an Overdue Callbacks Report

1. Click Reports > Workgroup Productivity > Overdue Callbacks
2. Click **Add**.

Figure 3-25 **Add Report Definition: Name Tab**

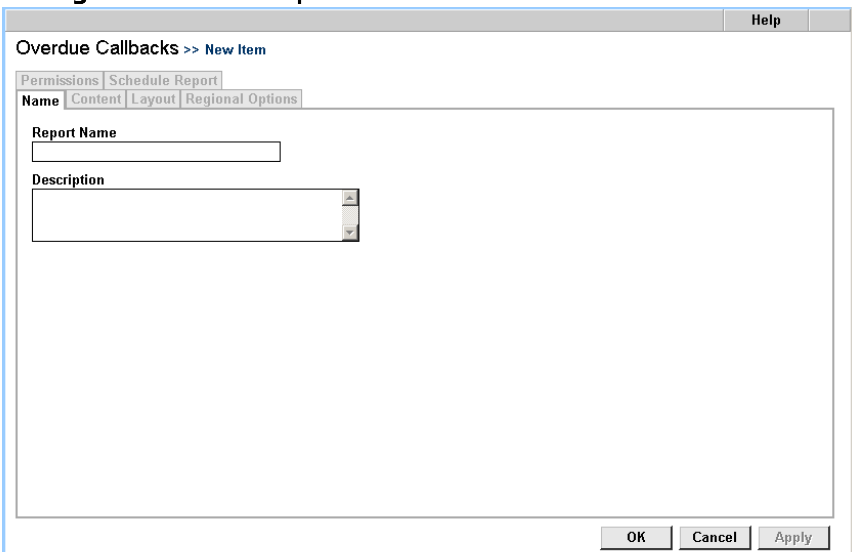


Figure 3-25. Add Report Definition: Name Tab

3. Complete the **Name** tab for your Overdue Callbacks Report.

Table 3-26

Field	Description
Report Name	Enter a name for this report. The name appears on each page of the report and in the **Name** column of the list of Overdue Callbacks Report definitions.
Description	Enter a description of the information contained in this report, or some text that allows you to differentiate this report from other reports of this type. The description appears in the **Description** column of the list of Overdue Callbacks Report definitions.

4. Click **Content**.

Figure 3-26 Overdue Callbacks Report: Content Tab

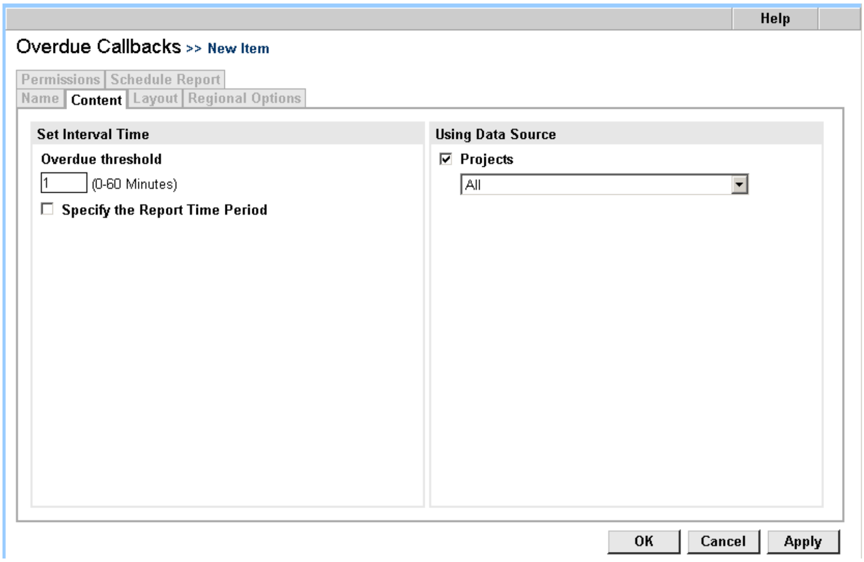


Figure 3-26. Overdue Callbacks Report: Content Tab

5. Complete the **Content** tab.

Table 3-27

Field	Description
Overdue Threshold	Enter the number of minutes after which unhandled Web callback Interactions should be reported as Overdue. For example, if you enter a value of 30 minutes, and the customer requested the callback for noon, CCA reports the Interaction as “Recently Overdue” at 12:29 p.m., and as “Overdue” at 12:31 p.m.
Specify the Report Time Period	Check to allow the Supervisor or Administrator generating the report to specify a date range to report on. Clear this box to report on all unhandled Web callback Interactions.
Using Data Source	Select one or all of your Projects.

6. Click **Layout**.

Figure 3-27 Overdue Callbacks Report: Layout Tab

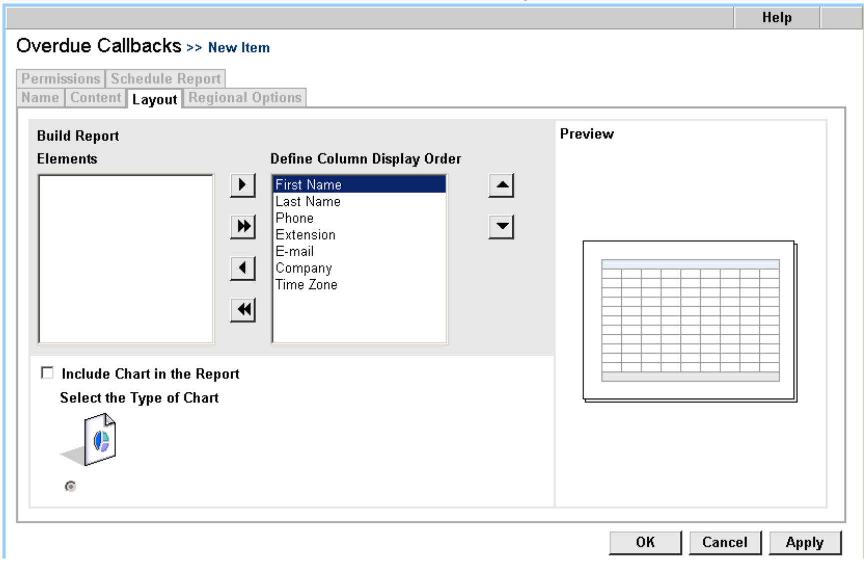


Figure 3-27. Overdue Callbacks Report: Layout Tab

7. Complete the **Layout** tab.

Table 3-28

Field	Description
Build Report	Include elements in your report by clicking the item to include in the **Elements** box, and then clicking (or just click to include all elements). Arrange the order of the report columns by clicking an included element and then clicking to move a column to the left or click to move the column to the right.
Include Chart in the Report	Check **Include Chart in the Report** to include a graphical representation of the report information in the generated report. Verify the report layout in the **Preview** area.

8. Click **Regional Options**.

Figure 3-28 Add Report Definition: Regional Options Tab

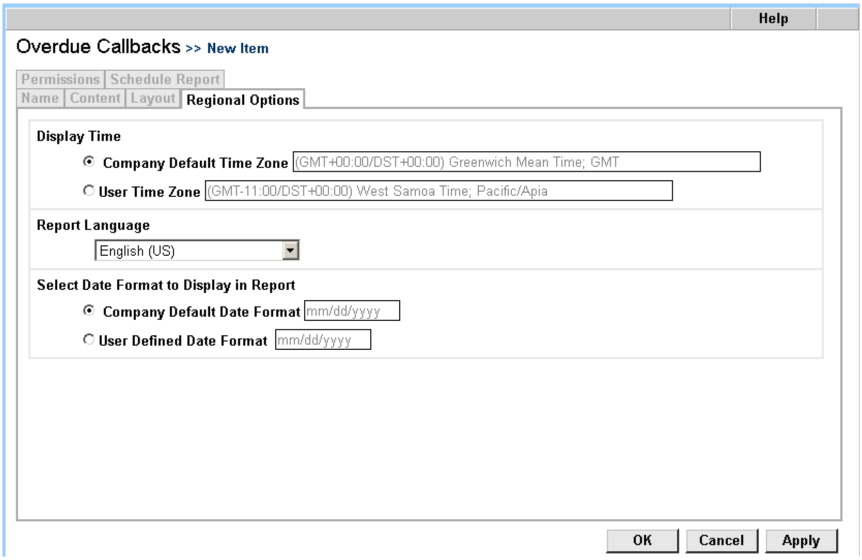


Figure 3-28. Add Report Definition: Regional Options Tab

9. Complete the **Regional Options** tab.

Table 3-29

Choose...	To display...
Company Default Time Zone	All times using the indicated time zone set for the Company.
User Time Zone	All times using the indicated time zone set for your workstation.
Report Language	All report contents in the language you choose.
Company Default Date Format	All dates using the indicated format set for the Company.
User Defined Date Format	All dates using the indicated format set for your workstation.

10. Click **Permissions**.

Figure 3-29 Add Report Definition: Permissions Tab

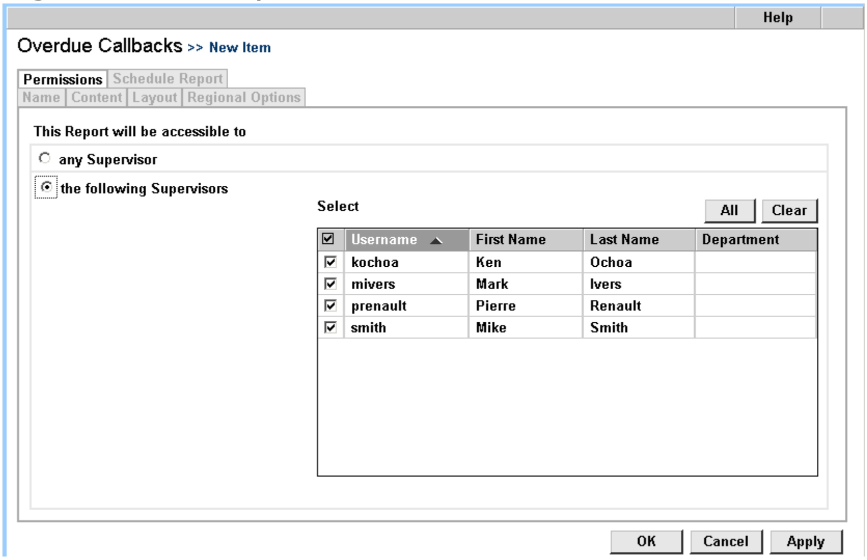


Figure 3-29. Add Report Definition: Permissions Tab

11. Check the Supervisors to grant permission to view and print the report. Supervisors you do not check do not see the report definition in the Supervision Manager. Click **All** to include the entire list, or click **Clear** to clear all selections.

12. Click **OK**.

- See page 14-3 for information about viewing and printing a report.

- See page 14-10 for information about deleting a report.

4

The Predictive Preview Reports

Predictive Dialer Totals Report

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

Figure 4-1 **Sample Predictive Dialer Totals Report**

Predictive Dialer Totals Report >> SDCC West

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

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

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

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

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

Figure 4-1. Sample Predictive Dialer Totals Report

Report Elements

Table 4-1Predictive Dialer Totals Report Fields

Item	Description	Table/Field
Project Name	The name of the Project(s) you selected for the report.	PredictiveProjectStats ReportsPredictiveTotal
Time	Each row in the report shows the statistics for one minute of predictive dialing. For example, if you chose a report start time of 9:00 am, and a report end time of 5:00 pm (View dialog > Period Covered tab), your report will have 480 rows for each project that you selected (Edit > Projects tab).	PredictiveProjectStats ReportsPredictiveTotal
Number of Calls	The number of predictive dialing calls that have been made since the dialing started. This number is cumulative for as long as the Predictive Project is running. If you stop the Project, the number of calls will be reset to 0.	PredictiveProjectStats ReportsPredictiveTotal
Number of Active Calls	A call is considered active when the system begins dialing that number. A call is considered inactive when a customer or agent hangs up, or when the system hangs up. This field is the number of calls that were active in the system during the reporting interval. For example, if the project is in the 5th minute of running, the total number of calls that have been made (Number of Calls) might be 50. However, during the 5th minute, only 15 calls might be active.	PredictiveProjectStats ReportsPredictiveTotal
Dropped Rate	A dropped call occurs when the system hangs up on the customer before the customer is connected to an Agent (system shutdown, no available Agents, and so on) The Dropped Rate is defined as: $\frac{\text{The total number of calls that were dropped}}{\text{total number of calls that were answered by a customer}}$ This field is cumulative.	PredictiveProjectStats ReportsPredictiveTotal

Table 4-1Predictive Dialer Totals Report Fields

Item	Description	Table/Field
Answer Rate	The Answer Rate is defined as: $\frac{\text{total number of calls that were answered by a customer}}{\text{The total number of calls that were made}}$ This field is cumulative.	PredictiveProjectStats ReportsPredictiveTotal
Average Waiting Time	Wait time is the amount time that an Agent was available but was not given a call. The Average Wait Time is the average amount of time that all Agents in the project spent waiting to be given a call since predictive dialing began. This field is cumulative. To be considered “waiting” an Agent must be 1. Available 2. Associated with a Predictive Project that is running. 3. Logged into Predictive Dialing.	PredictiveProjectStats ReportsPredictiveTotal
Number of Calls Per Hour	The average number of calls made per hour. It is defined as: $\left[\frac{\text{The total number of calls made}}{\text{The total dialing time}}\right]$ ¥ 60	PredictiveProjectStats ReportsPredictiveTotal
Number of Calls Per Agent	The Number of Calls Per Agent is defined as: $\frac{\text{The total number of calls}}{\text{The total number of times that Agents were available}}$ This field is cumulative.	PredictiveProjectStats ReportsPredictiveTotal
Dialer Ratio	Dialer ratio is the number of calls that are made simultaneously for an Agent. The Dialer ratio can either be fixed or pacing. See the Dialer Ratio tab on page 9-19.	PredictiveProjectStats ReportsPredictiveTotal

Creating a Predictive Dialer Totals Report

1. Click Reports > Predictive/Preview Reports > Predictive Dialer Totals.

2. Click **Add**.

Figure 4-2 **Add Report Definition: Name Tab**

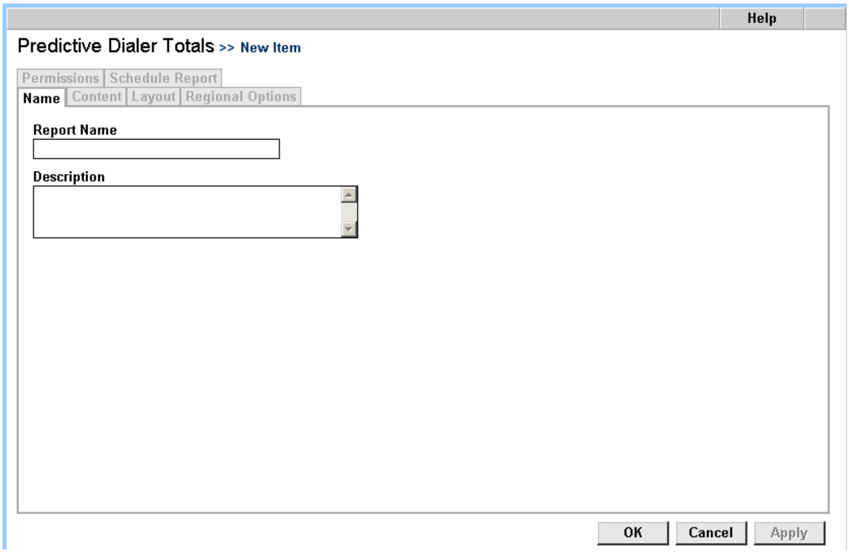


Figure 4-2. Add Report Definition: Name Tab

3. Enter a **Report Name** and **Description** for your report.

Table 4-2

Field	Description
Report Name	The report name will appear on each page of the report and in the **Name** column of the list of Predictive Dialer Totals Report definitions.
Description	Enter a description of the information contained in this report, or some text that allows you to differentiate this report from other reports of this type. The description appears in the **Description** column of the list of Predictive Dialer Totals Report definitions.

4. Click **Content**.

Figure 4-3 Predictive Dialer Totals Report: Content Tab

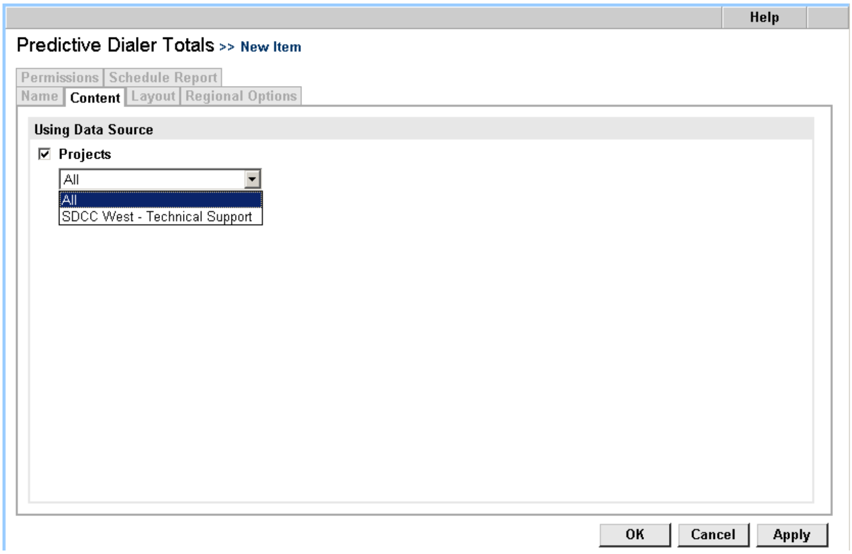


Figure 4-3. Predictive Dialer Totals Report: Content Tab

5. Complete the **Content** tab.

   Select one or all of your Projects.

6. Select **Layout**.

Figure 4-4 **Predictive Dialer Totals Report: Layout Tab**

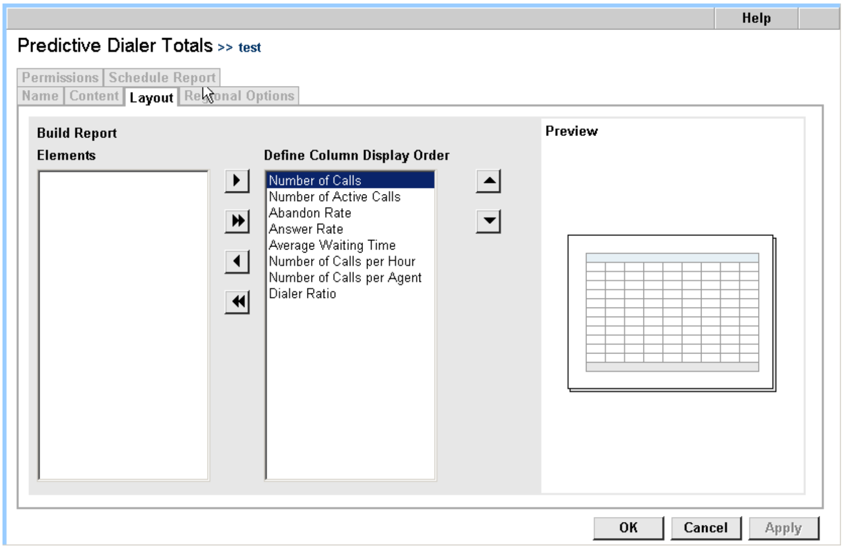


Figure 4-4. Predictive Dialer Totals Report: Layout Tab

7. Complete the **Layout** tab.

Table 4-3

Field	Description
Build Report	Include elements in your report by clicking the item to include in the **Elements** box, and then clicking (or just click to include all elements). Arrange the order of the report columns by clicking an included element and then clicking to move a column to the left or click to move the column to the right.

8. Click **Regional Options**.

Figure 4-5 **Add Report Definition: Regional Options Tab**

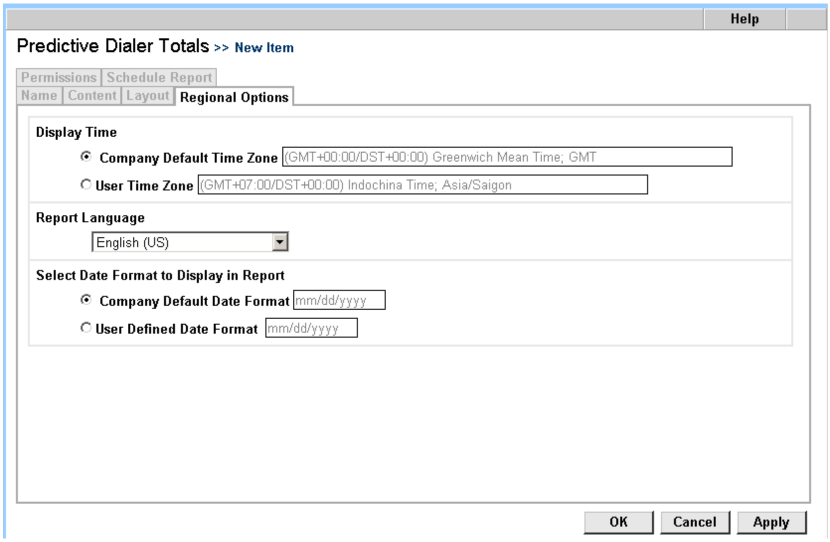


Figure 4-5. Add Report Definition: Regional Options Tab

9. Complete the **Regional Options** tab.

Table 4-4

Choose...	To display...
Company Default Time Zone	Report all times using the time zone that was set for the Company.
User Time Zone	Report all times using the time zone set for your workstation.
Report Language	All report contents will be in the language you choose.
Company Default Date Format	All dates will be formatted using the format set for the Company.
User Defined Date Format	All dates will be formatted using the format set for your workstation.

10. Click **Permissions**.

Figure 4-6 **Add Report Definition: Permissions Tab**

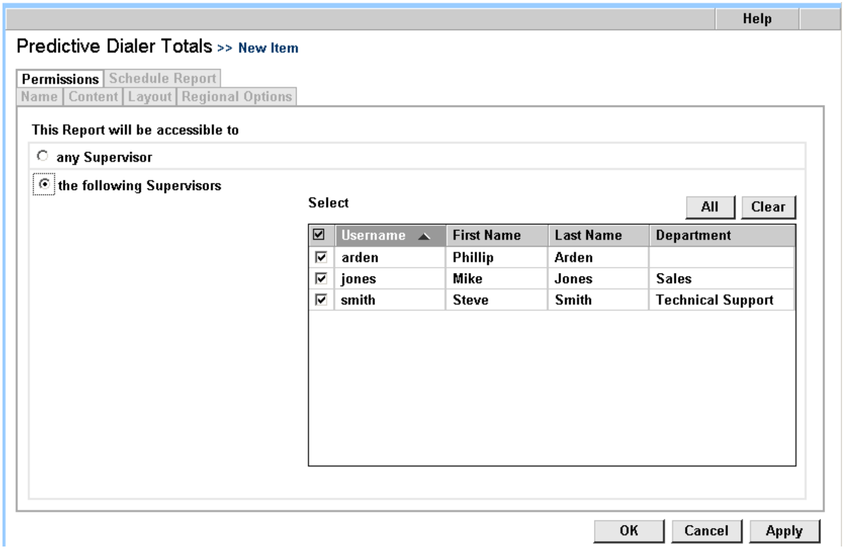


Figure 4-6. Add Report Definition: Permissions Tab

11. Click on the **Any Supervisor** radio button to give all Supervisors access to your report. Click on **The Following Supervisors** to select supervisors from a list.

12. Click **OK** or **Apply**.

    - See page 14-3 for information about viewing and printing a report.

    - See page 14-10 for information about deleting a report.

Predictive Productivity Report

The **Predictive Productivity Report** provides a snapshot of results for a specific Predictive Dialing Project.

Figure 4-7 Predictive Productivity Report

Predictive Productivity >> Predictive Production

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

Report Includes All Projects

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

Generated on 17.12.2002 at 18:31

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

Figure 4-7. Predictive Productivity Report

Report Elements

Table 4-5Predictive Productivity Report Columns

Column	Description	Table/Field
Agent Name	Name of Agent included in Report.	HistoryActions HistoryOutcome ProjectsPredictiveProduction HasAgentName
Log in Duration	Length of Time Agent Logged into Predictive Campaign	HistoryActions HistoryOutcome ProjectsPredictiveProduction HasLoginDuration

Table 4-5Predictive Productivity Report Columns

Column	Description	Table/Field
Talk Time	Length of Time Agent spent in Busy Status during Predictive Campaign	HistoryActions HistoryOutcome ProjectsPredictiveProduction HasTalkTime
Talk Time per Log In	Percentage of Time Agent spent in Busy Status during Predictive Campaign	HistoryActions HistoryOutcome ProjectsPredictiveProduction HasTalkTimeperLoginTime
Calls Taken	Number of Calls taken during Login	HistoryActions HistoryOutcome ProjectsPredictiveProduction HasCallsTaken
Calls per Hour	Number of Calls taken per Hour (Number of Calls/Login Time)	HistoryActions HistoryOutcome ProjectsPredictiveProduction HasCallsPerHour
Number of Sales	Number of Sales	HistoryActions HistoryOutcome ProjectsPredictiveProduction HasNumberofSales
Close Rate Sales	Percentage of Sales against Number of Calls taken during Login	HistoryActions HistoryOutcome ProjectsPredictiveProduction HasSalesCloseRate
Sales per Hour	Number of Sales Per Hour (Number of Sales/Login Time)	HistoryActions HistoryOutcome ProjectsPredictiveProduction HasSalesperHour

Creating a Predictive Productivity Report

1. Click Reports > Predictive/Preview Reports > Predictive Productivity.

2. Click **Add**.

Figure 4-8 **Add Report Definition: Name Tab**

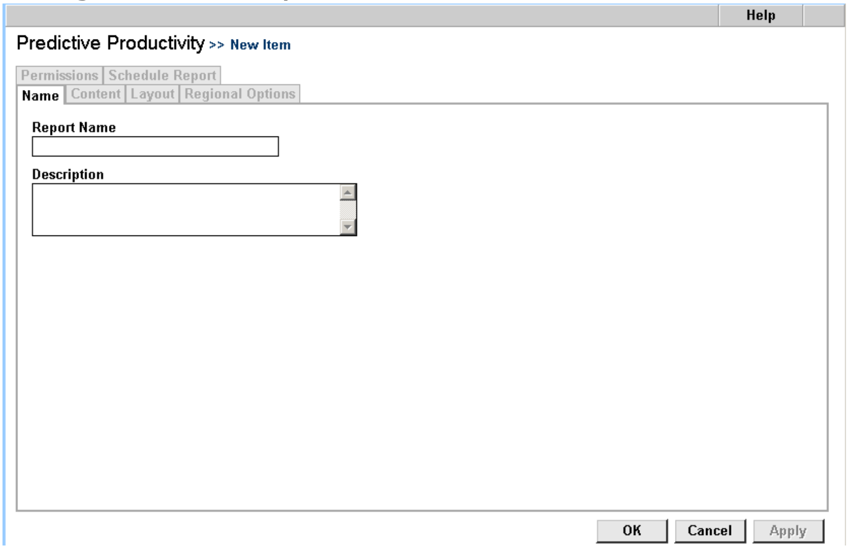


Figure 4-8. Add Report Definition: Name Tab

3. Complete the **Name** tab for your Predictive Productivity Report.

Table 4-6

Field	Description
Report Name	Enter a name for this report. The name appears on each page of the report and in the **Name** column of the list of Predictive Productivity Report definitions.
Description	Enter a description of the information contained in this report, or some text that allows you to differentiate this report from other reports of this type. The description appears in the **Description** column of the list of Predictive Productivity Report definitions.

4. Click **Content**.

Figure 4-9 Predictive Productivity Report: Content Tab

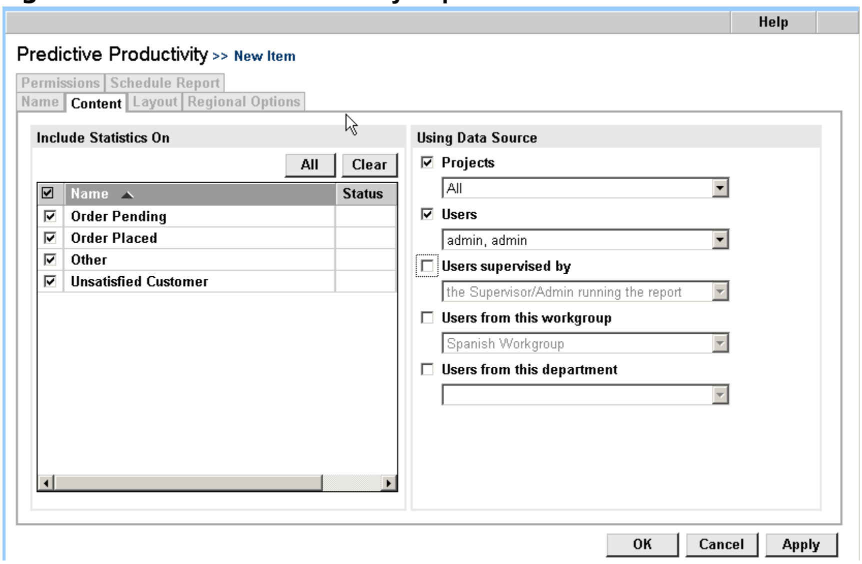


Figure 4-9. Predictive Productivity Report: Content Tab

5. Complete the **Content** tab.

Table 4-7

Field	Description
Include Statistics On	Check the Outcomes to include in the report in the **Include Statistics On** area. Click **All** to include all elements, or click **Clear** to clear all the check boxes.
Using Data Source	Click the data group to report on. Click • **Projects** to choose from all Projects defined for your Company • **Users** to choose selected Agents, Supervisors, and Administrator accounts defined for your Company • **Users supervised by** to report on Agents who are supervised by selected Supervisors or Administrators. • **Users from this workgroup** to report on users in a particular Workgroup. • **Users from this department** to report on selected Departments.

6. Click **Layout**.

Figure 4-10 **Predictive Productivity Report: Layout Tab**

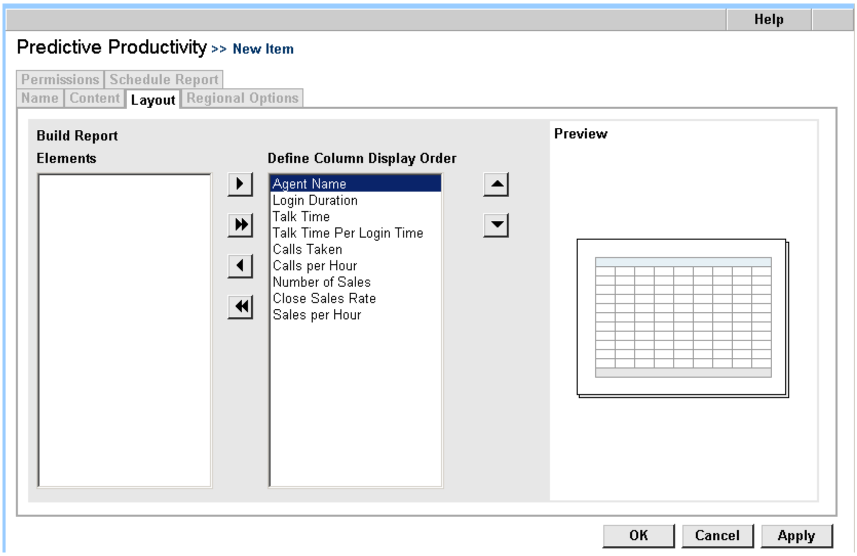


Figure 4-10. Predictive Productivity Report: Layout Tab

7. Complete the **Layout** tab.

Table 4-8

Field	Description
Build Report	Include elements in your report by clicking the item to include in the **Elements** box, and then clicking (or just click to include all elements). Arrange the order of the report columns by clicking an included element and then clicking to move a column to the left or click to move the column to the right. The Format of your report will be displayed on the right hand side of the page.

8. Click **Regional Options**.

Figure 4-11 **Add Report Definition: Regional Options Tab**

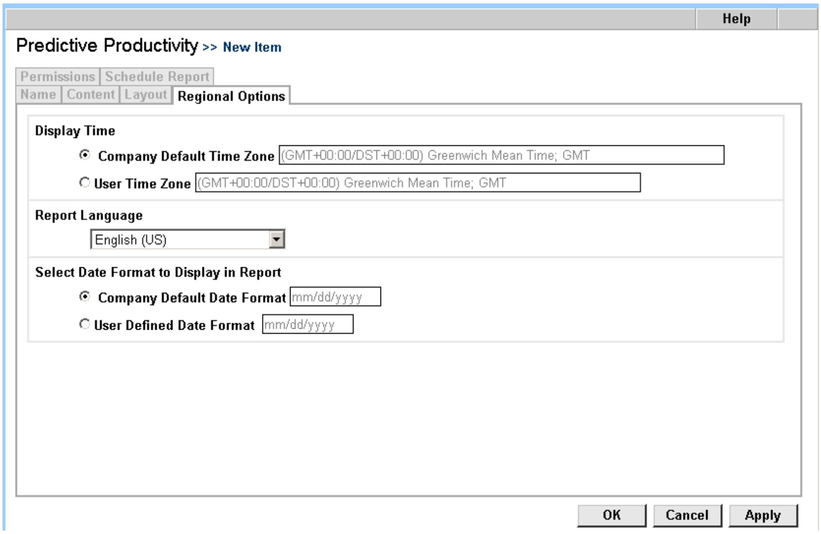


Figure 4-11. Add Report Definition: Regional Options Tab

9. Complete the **Regional Options** tab.

Table 4-9

Choose...	To display...
Company Default Time Zone	All times using the indicated time zone set for the Company.
User Time Zone	All times using the indicated time zone set for your workstation.
Report Language	All report contents in the language you choose.
Company Default Date Format	All dates using the indicated format set for the Company.
User Defined Date Format	All dates using the indicated format set for your workstation.

10. Click **Permissions**.

Figure 4-12 Add Report Definition: Permissions Tab

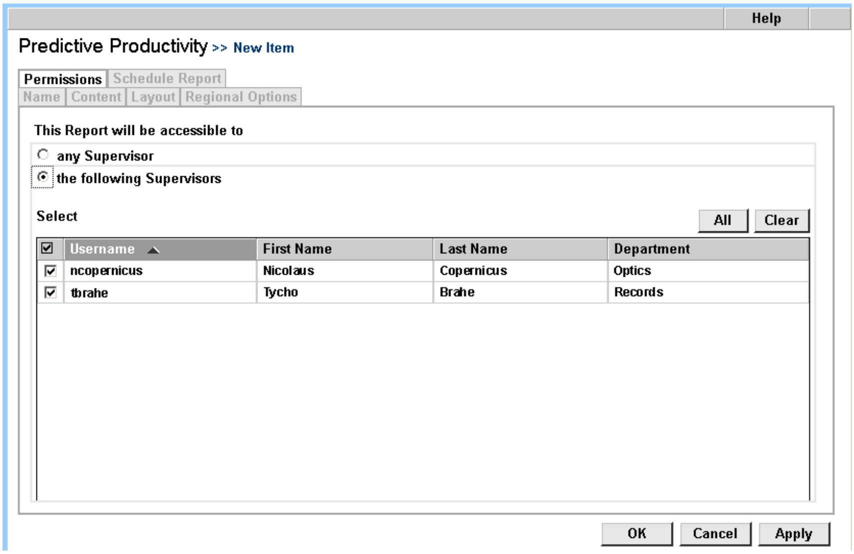


Figure 4-12. Add Report Definition: Permissions Tab

11. Check the Supervisors to grant permission to view and print the report. Supervisors you do not check do not see the report definition in the Supervision Manager. Click **All** to include the entire list, or click **Clear** to clear all selections.

12. Click **OK**.

    - See page 14-3 for information about viewing and printing a report.

    - See page 14-10 for information about deleting a report.

Predictive Summary Report

The **Predictive Summary** Report lists the total occurrences of each possible Predictive Call result for the selected Projects or Workgroups.

Figure 4-13 Example Predictive Summary Report

Predictive Summary Report >> Predictive Summary

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

Report Includes All Projects

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

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

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

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

Figure 4-13. Example Predictive Summary Report

Report Elements

The sample report above shows the results of some predictive dialing, but this report can also show statistics for Actions and Outcomes.

Table 4-10Predictive Summary Report Columns

Column	Description	Table/Field
Result	The result of the Predictive call attempt. Can be one of the following: **Answer**: A person answered the Predictive call **Answer, Not Connected**: The Predictive call was answered but the agent and the client were not connected. **Answering Machine**: An answering machine answered the Predictive Call **Answering Machine, Not Connected:** The Predictive call was answered but the agent and the answering machine were not connected. **Busy**: Predictive call resulted in a busy signal **Error**: An error (no dial tone, no line available, and so on) prevented the Predictive call from being placed. **Fax**: A fax machine answered the Predictive call **Invalid**: The number used for the Predictive call was out of service or not a valid number **No Answer**: There was no answer at the number dialed.	LibOutcome ReportsOutcome ReportsPredictive HistoryPredictiveResults ResultsID

Table 4-10Predictive Summary Report Columns

Column	Description	Table/Field
Action	The Action taken as a result of the Predictive call attempt. Can be one of: **Abandon before connect:** Call was abandon before connecting. **Call back**: Will call this number back at the specified time. **Call back message**: Left the specified message on the answering machine that answered the Predictive call and will call this number back at the specified time. **Call back message failed**: Failed to leave the specified message on the answering machine that answered the Predictive call. **Call failed**: The Predictive call failed. **Connect to agent**: Predictive call was connected with an Agent. **Leave message**: Left the specified message on the answering machine that answered the Predictive call. **Leave message failed**: Failed to leave the specified message on the answering machine that answered the Predictive call. **Out of list:** The number was removed from the Predictive database and will not be called again **Route to project:** The Predictive call was answered then routed to a project. **Route to project failed:** The Predictive call was answered but routing to the specified project failed. **Send fax**: Sent the specified fax to the fax machine that answered the Predictive call. **Send fax failed**: An attempt to send a fax was unsuccessful	LibOutcome ReportsOutcome ReportsPredictive HistoryPredictiveResults ActionID
Outcomes	Outcomes are call results that are configured by the Company Administrator and assigned to the Predictive Project.	HistoryPredictiveResults LibOutcome ReportsOutcome ReportsPredictive
Total	Total number of Predictive call attempts receiving the Result.	HistoryPredictiveResults LibOutcome ReportsOutcome ReportsPredictive

Creating a Predictive Summary Report

1. Click Reports > Predictive/Preview Reports > Predictive Summary.
2. Click **Add**.

Figure 4-14 **Add Report Definition: Name Tab**

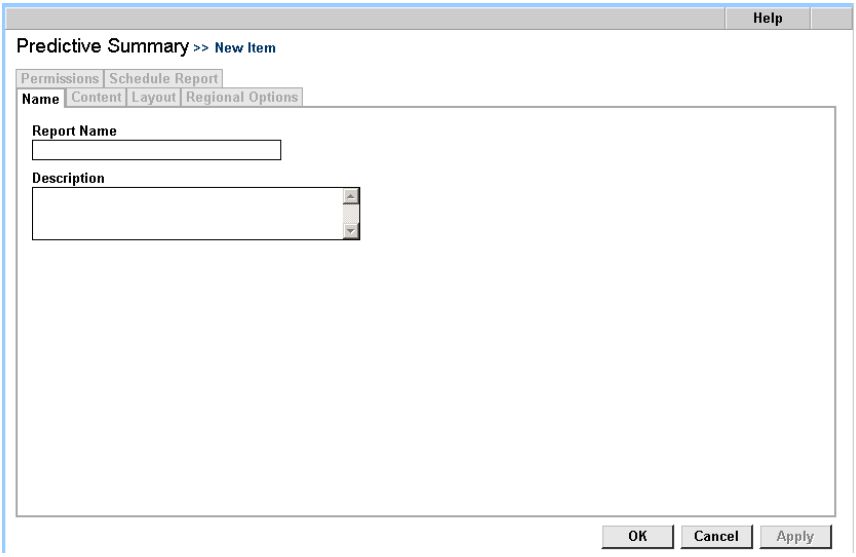


Figure 4-14. Add Report Definition: Name Tab

3. Complete the **Name** tab for your Predictive Summary Report.

Table 4-11

Field	Description
Report Name	Enter a name for this report. The name appears on each page of the report and in the **Name** column of the list of Predictive Summary Report definitions.
Description	Enter a description of the information contained in this report, or some text that allows you to differentiate this report from other reports of this type. The description appears in the **Description** column of the list of Predictive Summary Report definitions.

4. Click **Content**.

Figure 4-15 Predictive Summary Report: Content Tab

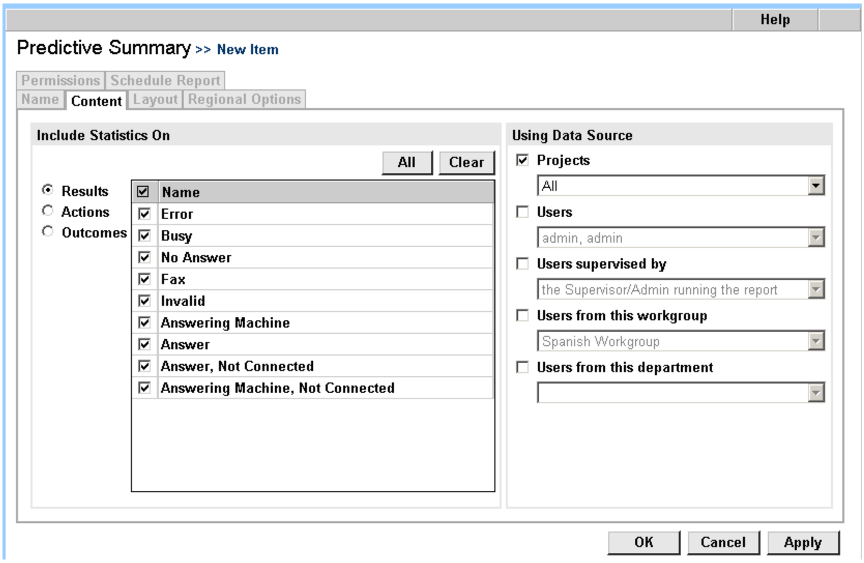


Figure 4-15. Predictive Summary Report: Content Tab

5. Complete the **Content** tab.

Table 4-12

Field	Description
Include Statistics On	Check the Predictive Summary to include in your report. See **Results** for a description of each of the possible Predict Result Types. See **Actions** for a description of each of the possible Action Types. See **Outcomes** for a description of the possible Outcomes types. Click **All** or **Clear** to check or clear, respectively, the specific Predictive Summary to include in the report.
Using Data Source	Click the data group to report on. Click • **Projects** to choose from all Projects defined for your Company • **Users** to choose selected Agents, Supervisors, and Administrator accounts defined for your Company • **Users supervised by** to report on Agents who are supervised by selected Supervisors or Administrators. • **Users from this workgroup** to report on users in a particular Workgroup. • **Users from this department** to report on selected Departments.

6. Click **Layout**.

Figure 4-16 **Predictive Summary Report: Layout Tab**

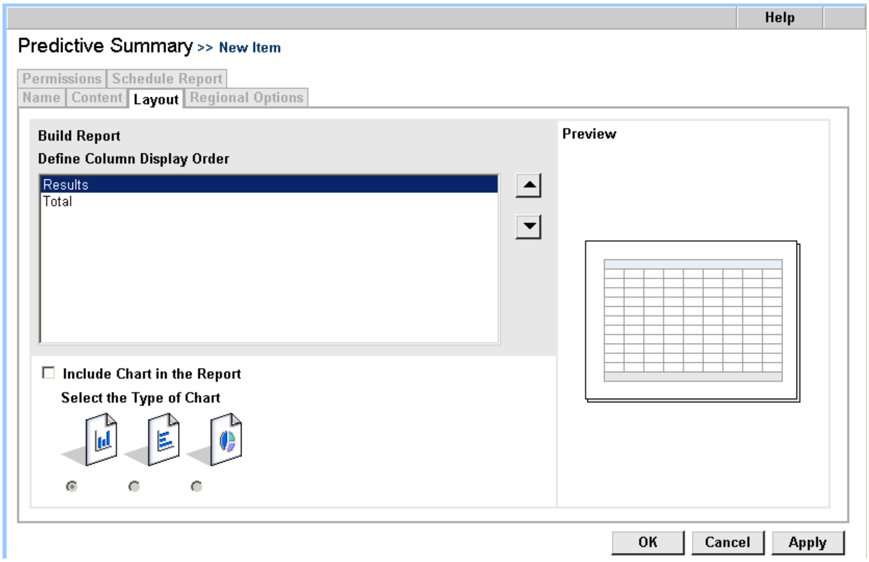


Figure 4-16. Predictive Summary Report: Layout Tab

7. Complete the **Layout** tab.

Table 4-13

Field	Description
Build Report	Arrange the order of the report columns by clicking an included element and then clicking to move a column to the left or click to move the column to the right. To include a Chart in your Report, select “Include Chart” box and then select the type of Chart to be included. The Format of your report will be displayed on the right hand side of the page.
Include Chart in the Report	Click this check box to include a chart in your report; then choose the chart type: vertical bar, horizontal bar, or pie chart.

8. Click **Regional Options**.

Figure 4-17 **Add Report Definition: Regional Options Tab**

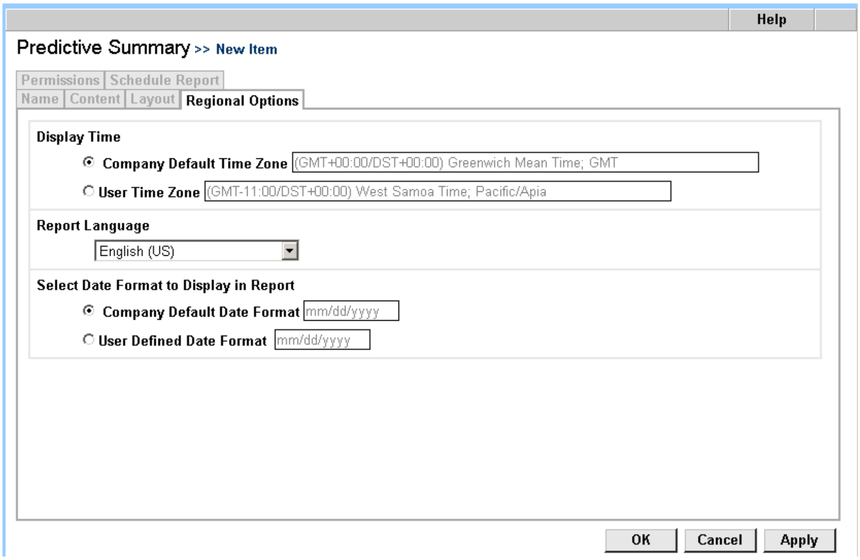


Figure 4-17. Add Report Definition: Regional Options Tab

9. Complete the **Regional Options** tab.

Table 4-14

Choose...	To display...
Company Default Time Zone	All times using the indicated time zone set for the Company.
User Time Zone	All times using the indicated time zone set for your workstation.
Report Language	All report contents in the language you choose.
Company Default Date Format	All dates using the indicated format set for the Company.
User Defined Date Format	All dates using the indicated format set for your workstation.

10. Click **Permissions**.

Figure 4-18 Add Report Definition: Permissions Tab

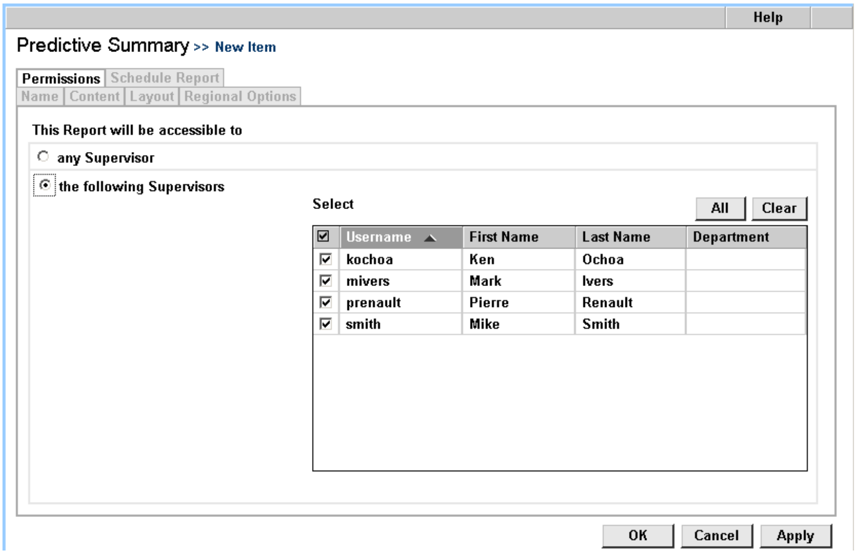


Figure 4-18. Add Report Definition: Permissions Tab

11. Check the Supervisors to grant permission to view and print the report. Supervisors you do not check do not see the report definition in the Supervision Manager. Click **All** to include the entire list, or click **Clear** to clear all selections.

12. Click **OK**.

    - See page 14-3 for information about viewing and printing a report.

    - See page 14-10 for information about deleting a report.

Predictive Detailed Report

The Predictive Detailed Report can be run in a number of ways and the report itself can be quite large. In general, the report shows:

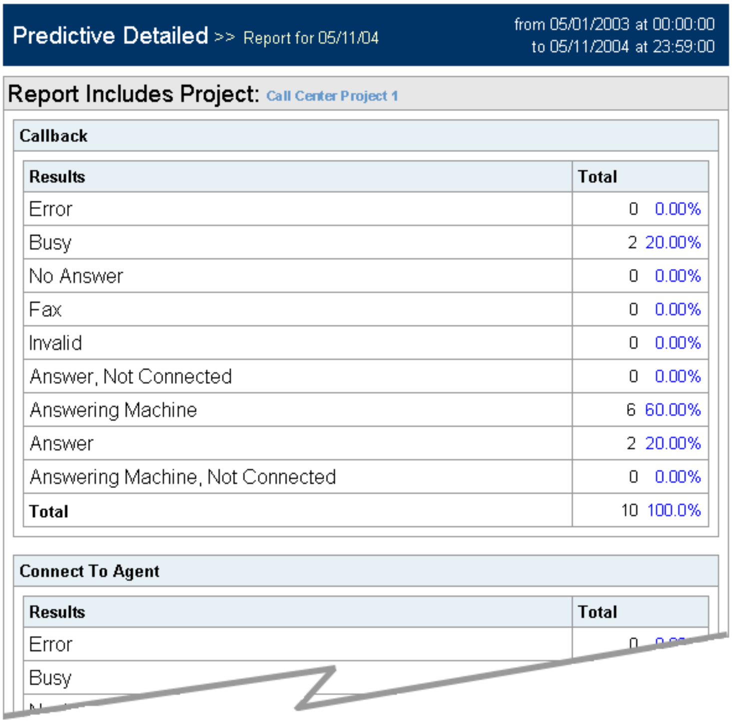
- Results of the call (Answered, Error, Answer Machine, and so on)

- Outcome of the call (Sale, Sale Pending, No Sale, and so on)

- Actions taken after the call (call back later, leave a message, and so on)

The sample report below shows all Results for each Action.

Figure 4-19 Predictive Detailed Report



Predictive Detailed >> Report for 05/11/04 — from 05/01/2003 at 00:00:00 to 05/11/2004 at 23:59:00

Report Includes Project: Call Center Project 1

Callback

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

Connect To Agent

Results	Total
Error	
Busy	

Figure 4-19. Predictive Detailed Report

Report Elements

Table 4-5 describes the elements of the Predictive Detailed Report.

Table 4-15

Column	Description	Table/Field
Project Name	The CCA Predictive Calling Project name.	ReportsPredictive HistoryActions HistoryPredictiveResults HistoryOutcomes
Outcome	The Outcome assigned to the Interaction by the Agent. See “Creating Interaction Outcomes” on page 4-11.	ReportsPredictive HistoryActions HistoryPredictiveResults HistoryOutcomes
Workgroup Name	The Workgroup that handled the Predictive call.	ReportsPredictive HistoryActions HistoryPredictiveResults HistoryOutcomes
Phone	The telephone number dialed in the Predictive call attempt.	ReportsPredictive HistoryActions HistoryPredictiveResults HistoryOutcomes

Table 4-15

Column	Description	Table/Field
Result Type	The result of the Predictive call attempt. Can be one of the following: **Answer**: A person answered the Predictive call **Answer, Not Connected**: The Predictive call was answered but the agent and the client were not connected. **Answering Machine**: An answering machine answered the Predictive Call **Answering Machine, Not Connected:** The Predictive call was answered but the agent and the answering machine were not connected. **Busy**: Predictive call resulted in a busy signal **Error**: An error (no dial tone, no line available, and so on) prevented the Predictive call from being placed. **Fax**: A fax machine answered the Predictive call **Invalid**: The number used for the Predictive call was out of service or not a valid number **No Answer**: There was no answer at the number dialed.	ReportsPredictive HistoryActions HistoryPredictiveResults HistoryOutcomes ResultID

Table 4-15

Column	Description	Table/Field
Action	The Action taken as a result of the Predictive call attempt. Can be one of: **Abandon before connect:** Call was abandon before connecting. **Call back**: Will call this number back at the specified time. **Call back message**: Left the specified message on the answering machine that answered the Predictive call and will call this number back at the specified time. **Call back message failed**: Failed to leave the specified message on the answering machine that answered the Predictive call. **Call failed**: The Predictive call failed. **Connect to agent**: Predictive call was connected with an Agent. **Leave message**: Left the specified message on the answering machine that answered the Predictive call. **Leave message failed**: Failed to leave the specified message on the answering machine that answered the Predictive call. **Out of list:** The number was removed from the Predictive database and will not be called again **Route to project:** The Predictive call was answered then routed to a project. **Route to project failed:** The Predictive call was answered but routing to the specified project failed. **Send fax**: Sent the specified fax to the fax machine that answered the Predictive call. **Send fax failed**: An attempt to send a fax was unsuccessful	ReportsPredictive HistoryActions HistoryPredictiveResults HistoryOutcomes ActionID

Creating a Predictive Detailed Report

1. Click Reports > Predictive/Preview Reports > Predictive Detailed.

2. Click **Add**.

Figure 4-20 Add Report Definition: Name Tab

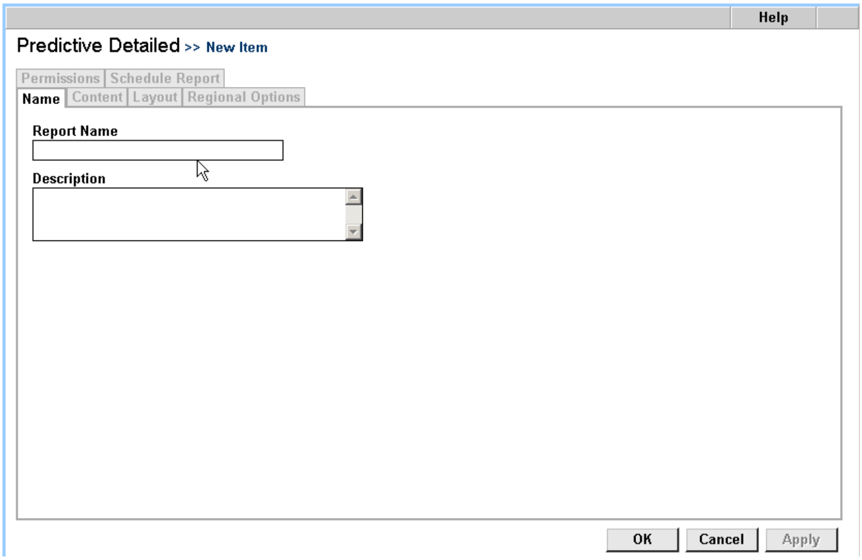


Figure 4-20. Add Report Definition: Name Tab

3. Complete the **Name** tab for your Predictive Detailed Report.

Table 4-16

Field	Description
Report Name	Enter a name for this report. The name appears on each page of the report and in the **Name** column of the list of Predictive Detailed Report definitions.
Description	Enter a description of the information contained in this report, or some text that allows you to differentiate this report from other reports of this type. The description appears in the **Description** column of the list of Predictive Detailed Report definitions.

4. Click **Content**.

Figure 4-21 **Predictive Detailed Report: Content Tab**

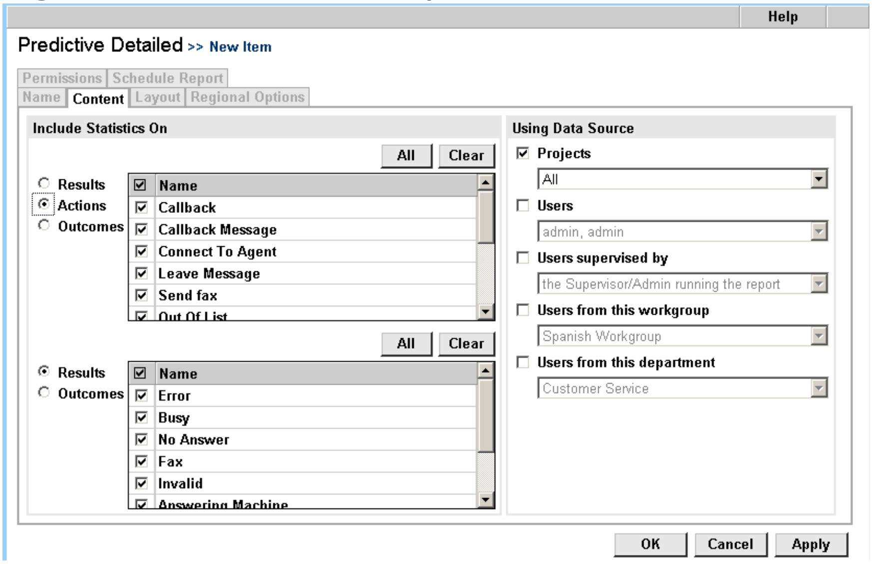


Figure 4-21. Predictive Detailed Report: Content Tab

5. Complete the **Content** tab

Table 4-17

Field	Description
Include Statistics On	The Predictive Detailed Report is a *nested* report. The top three radio buttons let you select the “outer nest”. The bottom two radio buttons are the “inner nest”. **Example 1**: • Choose Results from the top three radio buttons • Choose Actions from the bottom two radio buttons. Your report will look like this: Error (Result 1) Callback (Action 1) Callback Message (Action 2) Connect to Agent (Action 3) . . . Busy (Result 2) Callback (Action 1) Callback Message (Action 2) Connect to Agent (Action 3) . . . **Example 2** - try the reverse: • Choose Actions from the top three radio buttons • Choose Results from the bottom two radio buttons. Your report will look like this: Callback (Action 1) Error (Result 1) Busy (Result 2) No Answer (Result 3) . . . Callback Message (Action 2) Error (Result 1) Busy (Result 2) No Answer (Result 3) . . .

Table 4-17

Field	Description
Using Data Source	Click the data group to report on. Click • **Projects** to choose from all Projects defined for your Company • **Users** to choose selected Agents, Supervisors, and Administrator accounts defined for your Company • **Users supervised by** to report on Agents who are supervised by selected Supervisors or Administrators. • **Users from this workgroup** to report on users in a particular Workgroup. • **Users from this department** to report on selected Departments.

6. Click **Layout**.

Figure 4-22 Predictive Detailed Report: Layout Tab

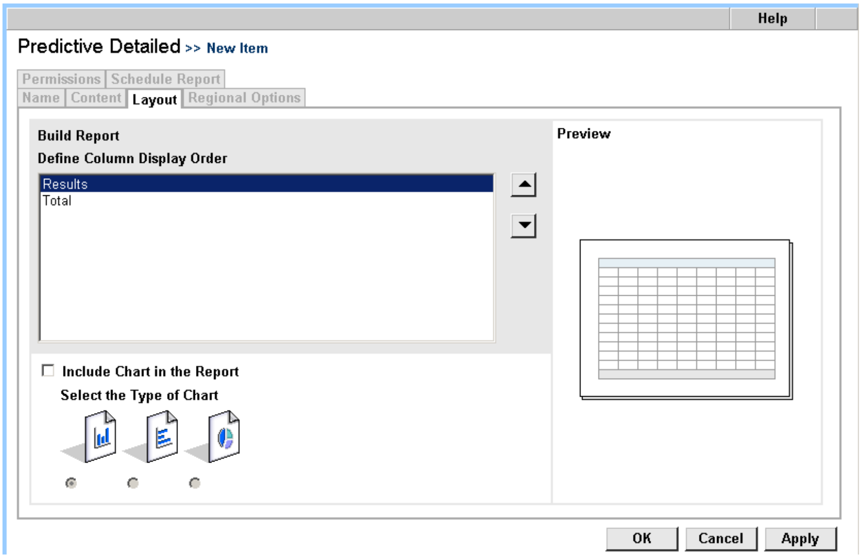


Figure 4-22. Predictive Detailed Report: Layout Tab

7. Complete the **Layout** tab.

Table 4-18

Field	Description
Build Report	Arrange the order of the report columns by clicking an included element and then clicking to move a column to the left or click to move the column to the right.
Include a Chart	You can include a Chart in the Report by clicking the “Include a Chart” button, the selecting the type of Chart to be included in the Report. When you are finished, the layout of the report will be displayed on the right of the Page.

8. Click **Regional Options**.

Figure 4-23 Add Report Definition: Regional Options Tab

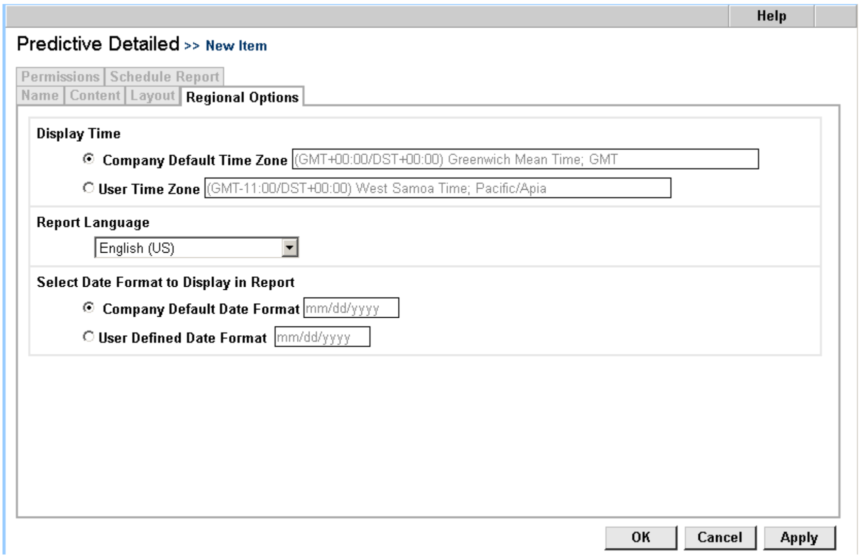


Figure 4-23. Add Report Definition: Regional Options Tab

9. Complete the **Regional Options** tab.

Table 4-19

Choose...	To display...
Company Default Time Zone	All times using the indicated time zone set for the Company.
User Time Zone	All times using the indicated time zone set for your workstation.
Report Language	All report contents in the language you choose.
Company Default Date Format	All dates using the indicated format set for the Company.
User Defined Date Format	All dates using the indicated format set for your workstation.

10. Click **Permissions**.

Figure 4-24 Add Report Definition: Permissions Tab

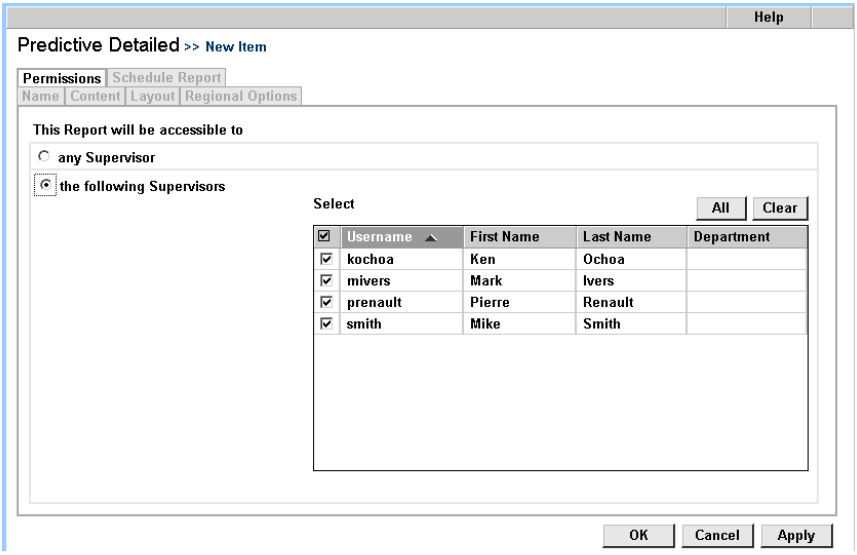


Figure 4-24. Add Report Definition: Permissions Tab

11. Check the Supervisors to grant permission to view and print the report. Supervisors you do not check do not see the report definition in the Supervision Manager. Click **All** to include the entire list, or click **Clear** to clear all selections.

12. Click **OK**.

- See page 14-3 for information about viewing and printing a report.
- See page 14-10 for information about deleting a report.

Preview Summary Report

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

Figure 4-25 **The Preview Summary Report**

Preview Summary Report >> Report for 12/17/02

from 12/01/2002 at 00:00
to 12/17/2002 at 23:59

Report Includes All Projects

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

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

Figure 4-25. he Preview Summary Report

Report Elements

Table 4-20Preview Summary Report Columns

Column	Description	Table/Field
Project	The CCA Preview Calling Project name.	HistoryActions HistoryPredictiveResults ReportsPreview
Outcome	The Outcome assigned to the Interaction by the Agent.	HistoryActions HistoryPredictiveResults ReportsPreview HasOutcomeName

Table 4-20Preview Summary Report Columns

Column	Description	Table/Field
Phone	The telephone number dialed in the Preview call attempt.	HistoryActions HistoryPredictiveResults ReportsPreview HasPhone
Action	The Action taken as a result of the Predictive call attempt. Can be one of: **Call Back** Will call this number back at the specified time. **Call not connected** An answering machine answered the Predictive Call **Connected** Predictive call was connected with an Agent. **Failed to send fax** An attempt to send a fax was unsuccessful **Fax file not found** The .TIF file to be faxed could not be found at the specified location. **Fax sent** Sent the specified fax to the fax machine that answered the Predictive call. **Left message and will call back** Left the specified message on the answering machine that answered the Predictive call and will call this number back at the specified time **License not available** There was not a license available to permit connection of the Predictive Interaction to an Agent. **Message on the answering machine** Left the specified message on the answering machine that answered the Predictive call. **Remove from list** The number was removed from the Predictive database and will not be called again.	HistoryActions HistoryPredictiveResults ReportsPreview HasAction ActionID

Creating a Preview Summary Report

1. Click Reports > Predictive/Preview Reports > Preview Summary.

2. Click **Add**.

Figure 4-26 **Add Report Definition: Name Tab**

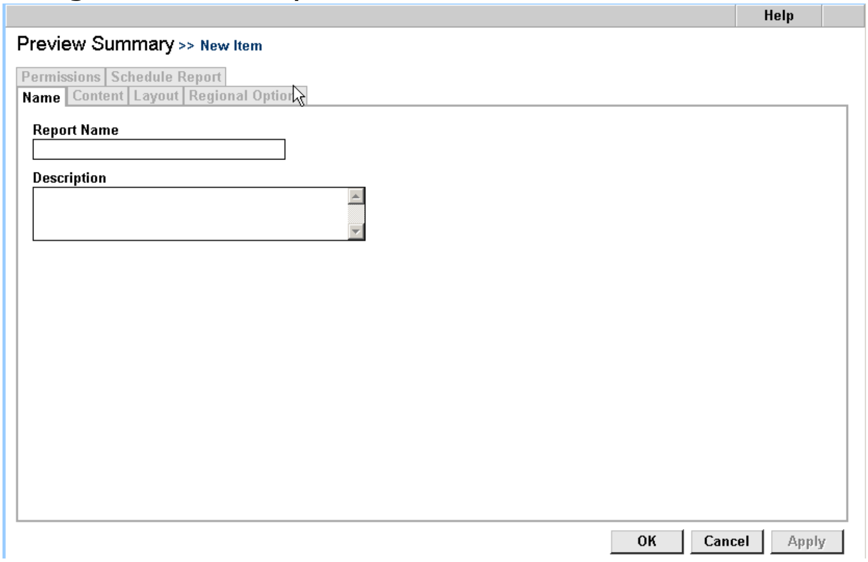


Figure 4-26. Add Report Definition: Name Tab

3. Complete the **Name** tab for your Preview Summary Report.

Table 4-21

Field	Description
Report Name	Enter a name for this report. The name appears on each page of the report and in the **Name** column of the list of Preview Summary Report definitions.
Description	Enter a description of the information contained in this report, or some text that allows you to differentiate this report from other reports of this type. The description appears in the **Description** column of the list of Preview Summary Report definitions.

4. Click **Content**.

Figure 4-27 **Preview Summary Report: Content Tab**

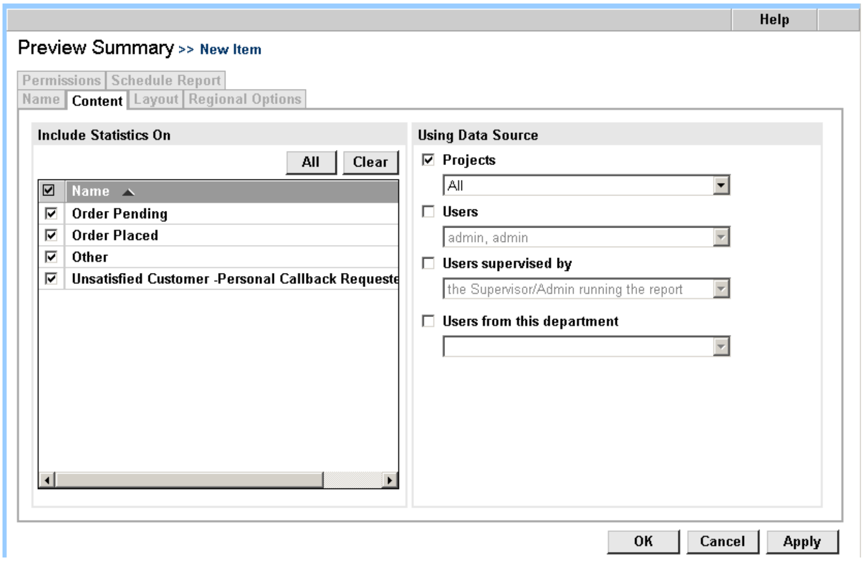


Figure 4-27. Preview Summary Report: Content Tab

5. Complete the **Content** tab.

Table 4-22

Field	Description
Include Statistics On	Check the Predictive Results to include in your report. Click **All** or **Clear** to check or clear, respectively, the specific Predictive Results to include in the report.
Using Data Source	Click the data group to report on. Click • **Projects** to choose from all Projects defined for your Company • **Users** to choose selected Agents, Supervisors, and Administrator accounts defined for your Company • **Users supervised by** to report on Agents who are supervised by selected Supervisors or Administrators. • **Users from this department** to report on selected Departments.

6. Click **Layout**.

Figure 4-28 **Preview Summary Report: Layout Tab**

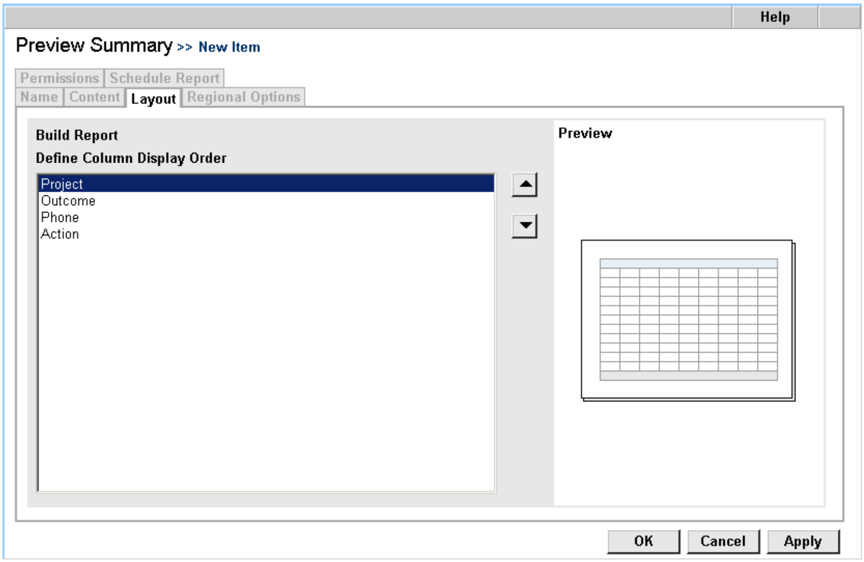


Figure 4-28. Preview Summary Report: Layout Tab

7. Complete the **Layout** tab.

Table 4-23

Field	Description
Build Report	Arrange the order of the report columns by clicking an included element and then clicking to move a column to the left or click to move the column to the right.

8. Click **Regional Options**.

Figure 4-29 **Add Report Definition: Regional Options Tab**

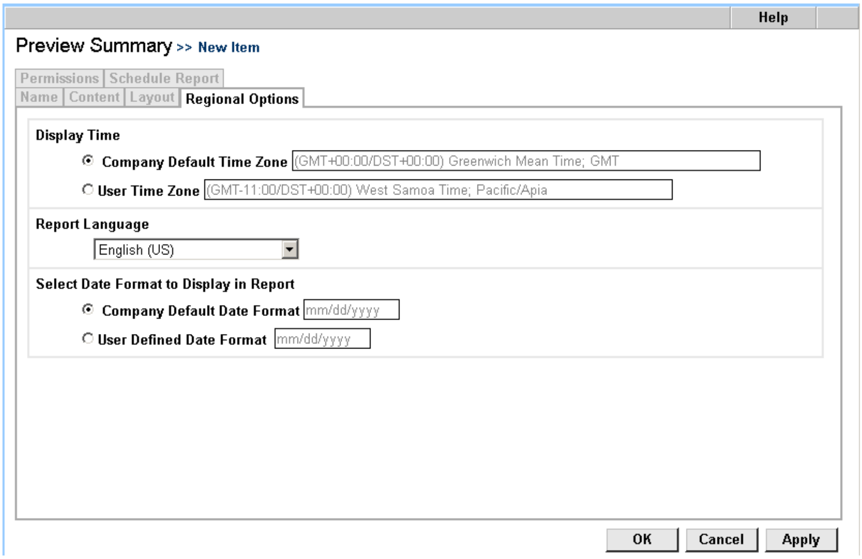


Figure 4-29. Add Report Definition: Regional Options Tab

9. Complete the **Regional Options** tab.

Table 4-24

Choose...	To display...
Company Default Time Zone	All times using the indicated time zone set for the Company.
User Time Zone	All times using the indicated time zone set for your workstation.
Report Language	All report contents in the language you choose.
Company Default Date Format	All dates using the indicated format set for the Company.
User Defined Date Format	All dates using the indicated format set for your workstation.

10. Click **Permissions**.

Figure 4-30 Add Report Definition: Permissions Tab

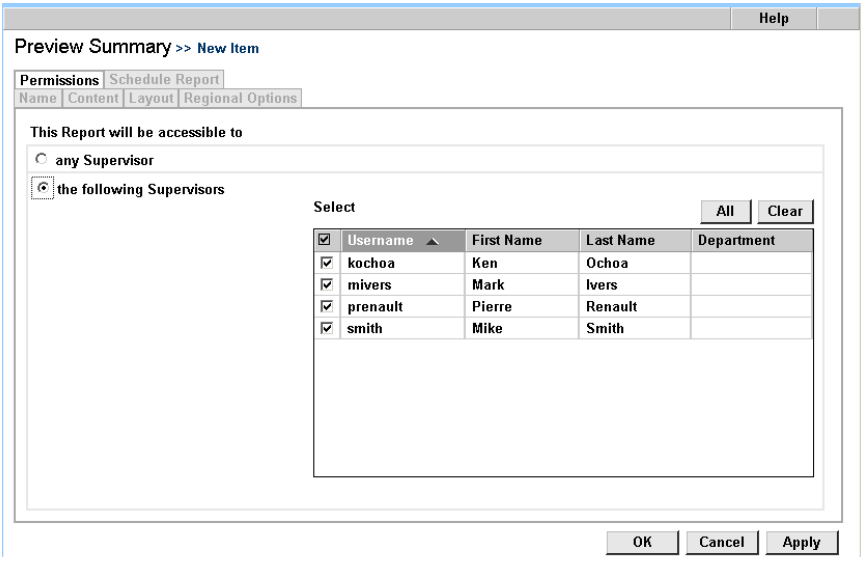


Figure 4-30. Add Report Definition: Permissions Tab

11. Check the Supervisors to grant permission to view and print the report. Supervisors you do not check do not see the report definition in the Supervision Manager. Click **All** to include the entire list, or click **Clear** to clear all selections.

12. Click **OK**.

    - See page 14-3 for information about viewing and printing a report.
    - See page 14-10 for information about deleting a report.

The Agent Profile and Productivity Reports

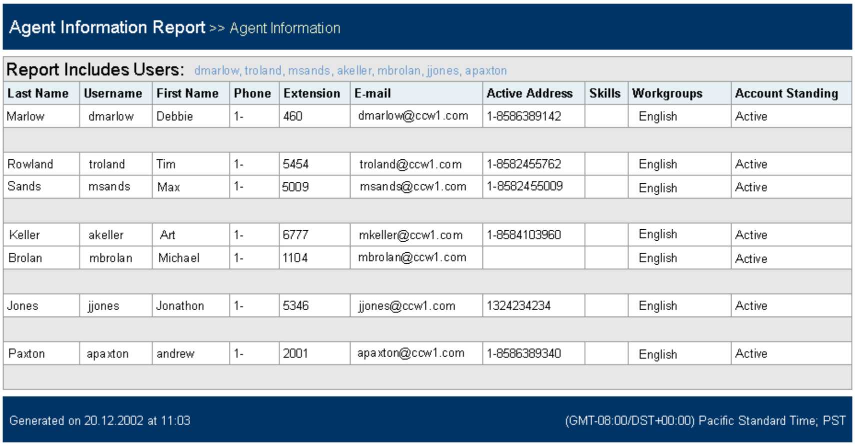
Agent Information Report

The **Agent Information Report** can show the following profile information for each Agent in the selected Workgroups:

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

Note that, although you can select and remove columns from the report, this report will always sort by the Agent's last name.

Figure 5-1 Agent Information Report



Agent Information Report >> Agent Information

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

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

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

Figure 5-1. Agent Information Report

Creating an Agent Information Report

1. Click Reports > Agent Profile & Productivity > Agent Information.
2. Click **Add**.

Figure 5-2 Add Report Definition: Name Tab

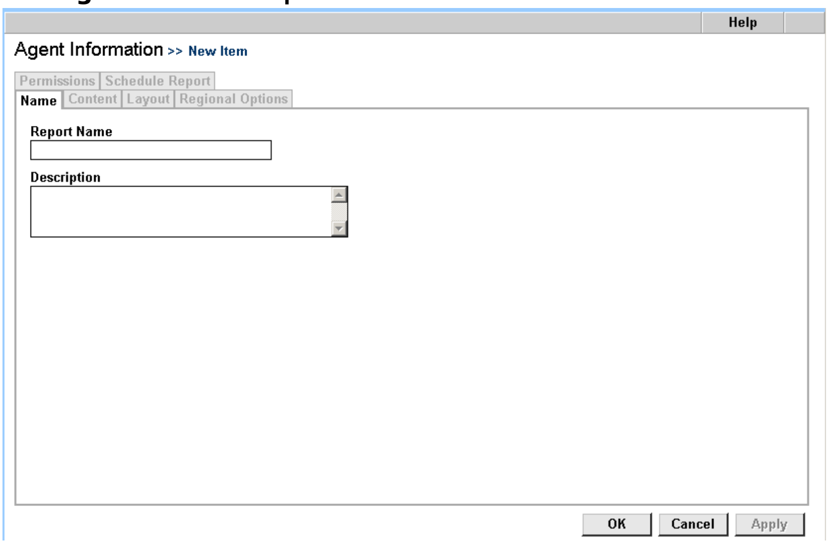


Figure 5-2. Add Report Definition: Name Tab

3. Complete the **Name** tab for your Agent Information report.

Table 5-1

Field	Description
Report Name	Enter a name for this report. The name appears on each page of the report and in the **Name** column of the list of Agent Information report definitions.
Description	Enter a description of the information contained in this report, or some text that allows you to differentiate this report from other reports of this type. The description appears in the **Description** column of the list of Agent Information report definitions.

4. Click **Content**.

Figure 5-3 **Agent Information Report: Content Tab**

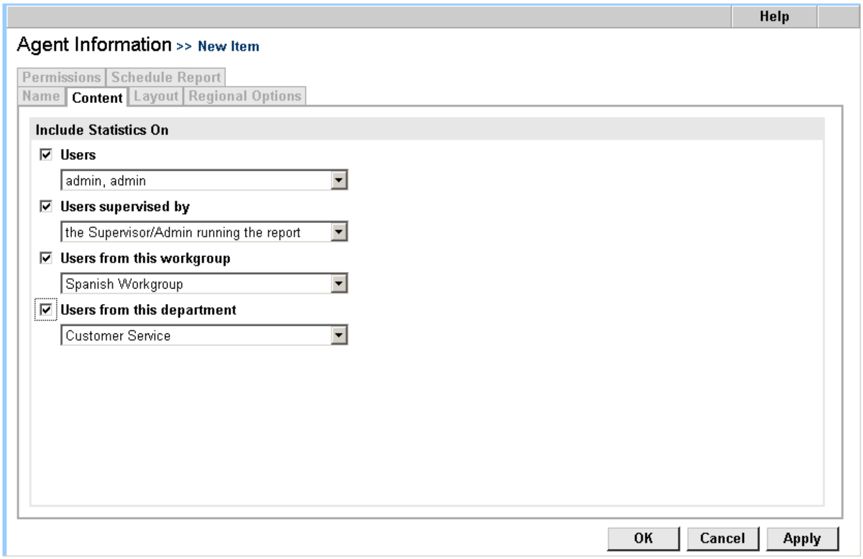


Figure 5-3. Agent Information Report: Content Tab

5. Complete the **Content** tab.

Table 5-2

Field	Description
Include Statistics On	Click the data group to report on. Click • **Users** to choose selected Agents, Supervisors, and Administrator accounts defined for your Company • **Users supervised by** to report on Agents who are supervised by selected Supervisors or Administrators. • **Users from this workgroup** to report on users in a particular Workgroup. • **Users from this department** to report on selected Departments.

6. Click **Layout**.

Figure 5-4 **Agent Information Report: Layout Tab**

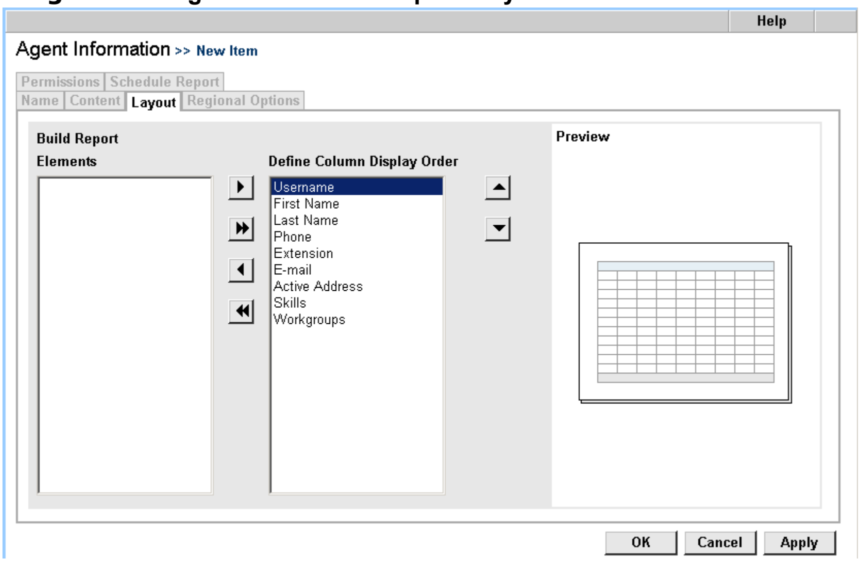


Figure 5-4. Agent Information Report: Layout Tab

7. Complete the **Layout** tab.

Table 5-3

Field	Description
Build Report	Include elements in your report by clicking the item to include in the **Elements** box, and then clicking (or just click to include all elements). Arrange the order of the report columns by clicking an included element and then clicking to move a column to the left or click to move the column to the right. Note that, although you can select and remove columns from the report, this report will always sort by the Agent’s last name.

8. Click **Regional Options**.

Figure 5-5 **Add Report Definition: Regional Options Tab**

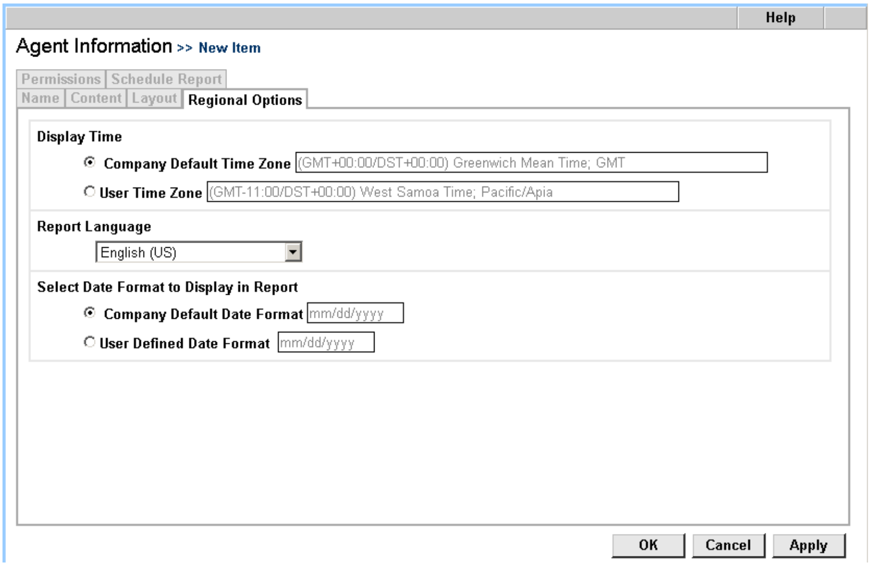


Figure 5-5. Add Report Definition: Regional Options Tab

9. Complete the **Regional Options** tab.

Table 5-4

Choose...	To display...
Company Default Time Zone	All times using the indicated time zone set for the Company.
User Time Zone	All times using the indicated time zone set for your workstation.
Report Language	All report contents in the language you choose.
Company Default Date Format	All dates using the indicated format set for the Company.
User Defined Date Format	All dates using the indicated format set for your workstation.

10. Click **Permissions**.

Figure 5-6 Add Report Definition: Permissions Tab

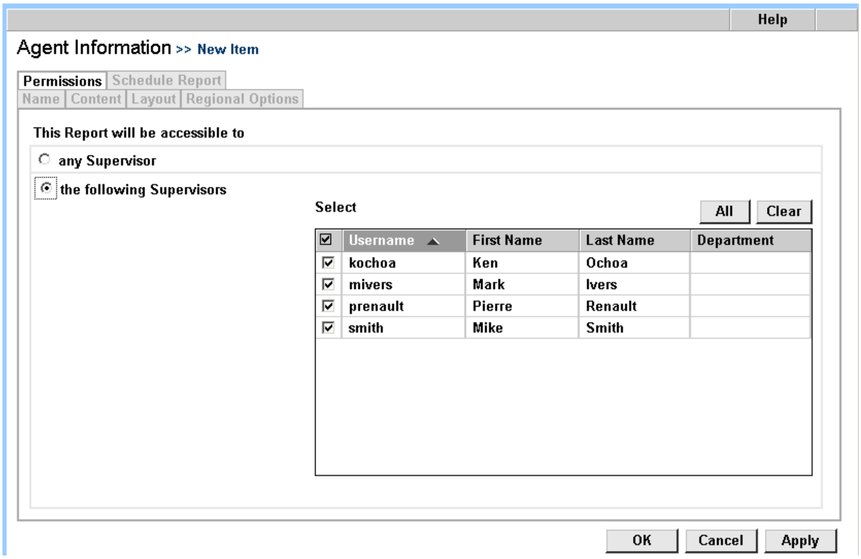


Figure 5-6. Add Report Definition: Permissions Tab

11. Check the Supervisors to grant permission to view and print the report. Supervisors you do not check do not see the report definition in the Supervision Manager. Click **All** to include the entire list, or click **Clear** to clear all selections.

12. Click **OK**.

- See page 14-3 for information about viewing and printing a report.

- See page 14-10 for information about deleting a report.

Agent Interaction Report

The **Agent Interaction Report** lets you analyze Agent usage by showing the amount of time each Agent spent handling Interactions, awaiting Interactions, or on break.

Note that if you run this report “by workgroup” (see, “Using Data Source” on page 5-11) the report will not NOT contain direct inbound or direct outbound calls that the Agent made or received, since direct calls are not routed through workgroups.

Figure 5-7 **Agent Interaction Report**

Agent Interaction Report >> Agent Interaction

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

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

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

Generated on 17.12.2002 at 18:38

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

Figure 5-7. Agent Interaction Report

Report Elements

Each row of the Agent Interaction Report is dedicated to a single Agent. The report columns show details on the Interaction types that were handled by the Agent and whether or not the specific Interaction type should be included in the Report.

Table 5-5Agent Interaction Report

Column	Description	Table/Field
Workgroup Calls	The number of Workgroup Calls the Agent accepted.	HistoryActions ReportsAgentInteractions HasACDCalls
Voicemail	The number of Voicemail Interactions the Agent accepted.	HistoryActions ReportsAgentInteractions HasVoicemail
CallBack	The number of Callback Interactions the Agent accepted.	HistoryActions ReportsAgentInteractions HasACDCallback
Web CallBack	The number of Web Callback Interactions the Agent accepted.	HistoryActions ReportsAgentInteractions HasWebCallback
Outbound	The number of outbound calls placed to customers by the Agent.	HistoryActions ReportsAgentInteractions HasOutbound
Inbound	The number of inbound calls originated by a customer accepted by the Agent.	HistoryActions ReportsAgentInteractions HasInbound
In Ext	The number of telephone calls the Agent received from to another CCA Agent.	HistoryActions ReportsAgentInteractions HasInExt
Out Ext	The number of telephone calls this Agent placed to other CCA Agents.	HistoryActions ReportsAgentInteractions
Email	The number of email Interactions accepted by the Agent.	HistoryActions ReportsAgentInteractions HasOutExt
Fax	The number of fax Interactions accepted by the Agent.	HistoryActions ReportsAgentInteractions HasFax

Table 5-5Agent Interaction Report

Column	Description	Table/Field
Chat	The number of chat Interactions accepted by the Agent.	HistoryActions ReportsAgentInteractions HasChat
Preview	The number of Preview call Interactions placed by the Agent.	HistoryActions ReportsAgentInteractions HasPreview
Predictive	The number of Predictive call Interactions accepted by the Agent.	HistoryActions ReportsAgentInteractions HasPredictive
Total	The total number of Interactions handled by the Agent.	HistoryActions ReportsAgentInteractions

Creating an Agent Interaction Report

1. Click Reports > Agent Profile & Productivity > Agent Interaction.
2. Click **Add**.

Figure 5-8 Add Report Definition: Name Tab

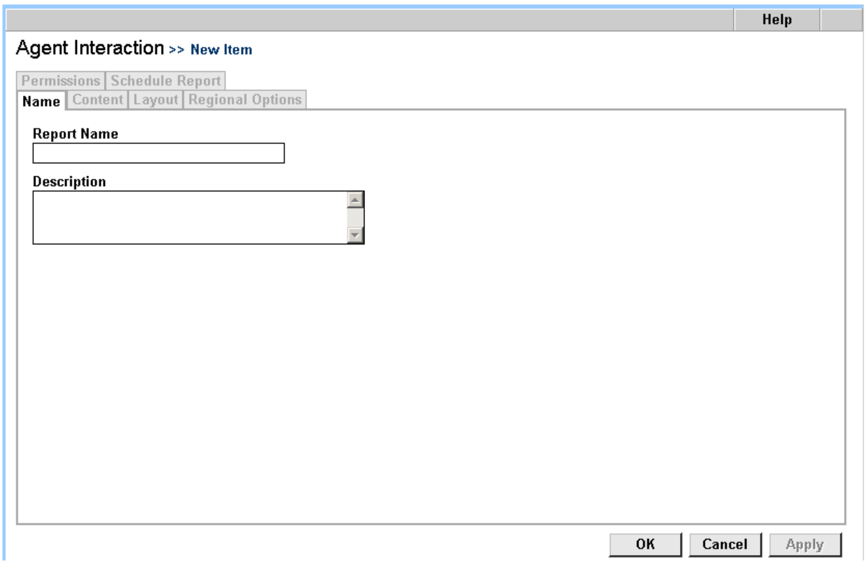


Figure 5-8. Add Report Definition: Name Tab

3. Complete the **Name** tab for your Agent Interaction report.

Table 5-6

Field	Description
Report Name	Enter a name for this report. The name appears on each page of the report and in the **Name** column of the list of Agent Interaction report definitions.
Description	Enter a description of the information contained in this report, or some text that allows you to differentiate this report from other reports of this type. The description appears in the **Description** column of the list of Agent Interaction report definitions.

4. Click **Content**.

Figure 5-9 **Agent Interaction Report: Content Tab**

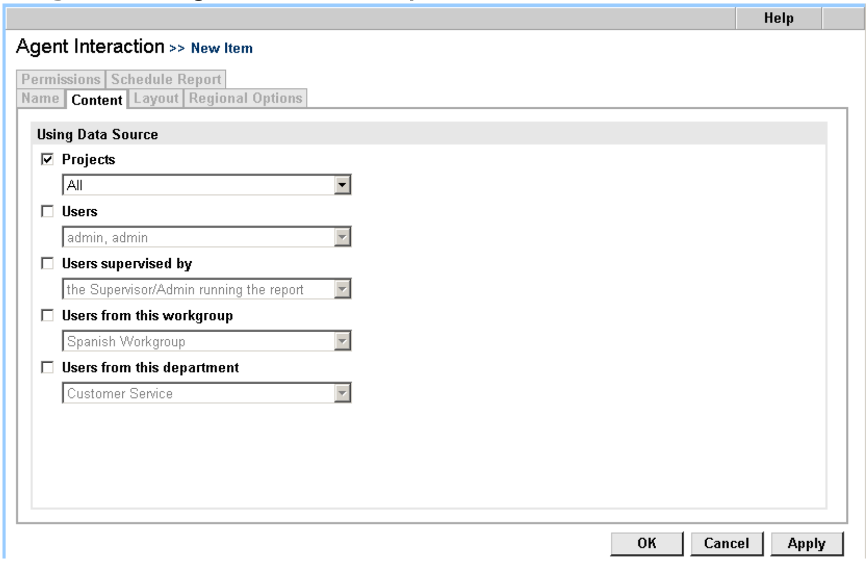


Figure 5-9. Agent Interaction Report: Content Tab

5. Complete the **Content** tab.

Table 5-7

Field	Description
Using Data Source	Click the data group to report on. Click • **Projects** to choose from all Projects defined for your Company • **Users** to choose selected Agents, Supervisors, and Administrator accounts defined for your Company • **Users supervised by** to report on Agents who are supervised by selected Supervisors or Administrators. • **Users from this workgroup** to report on users in a particular Workgroup. Note that if you choose "Users from this Workgroup", the report will not NOT contain direct inbound or direct outbound calls that the Agent made or received, since direct calls are not routed through workgroups. • **Users from this department** to report on selected Departments.

6. Click **Layout**.

Figure 5-10 **Agent Interaction Report: Layout Tab**

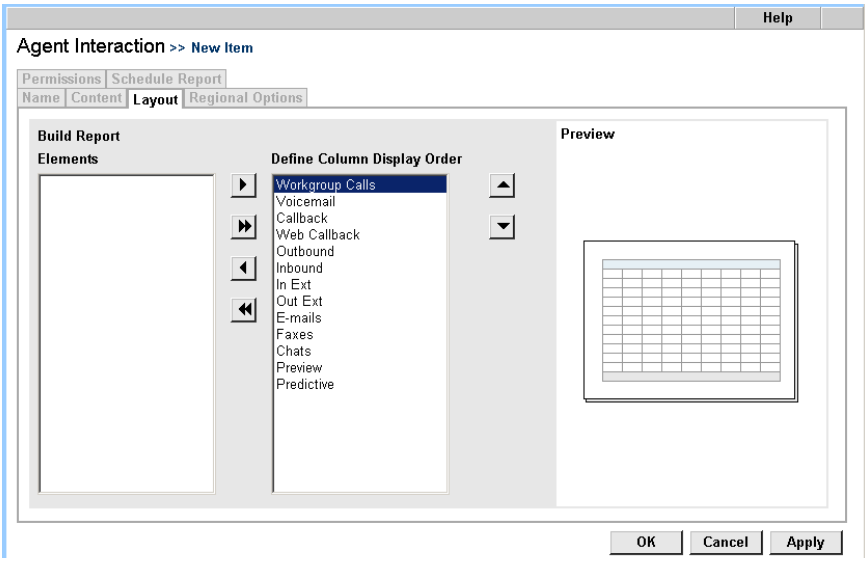


Figure 5-10. Agent Interaction Report: Layout Tab

7. Complete the **Layout** tab.

Table 5-8

Field	Description
Build Report	Include elements in your report by clicking the item to include in the **Elements** box, and then clicking (or just click to include all elements). Arrange the order of the report columns by clicking an included element and then clicking to move a column to the left or click to move the column to the right.

8. Click **Regional Options**.

Figure 5-11 **Add Report Definition: Regional Options Tab**

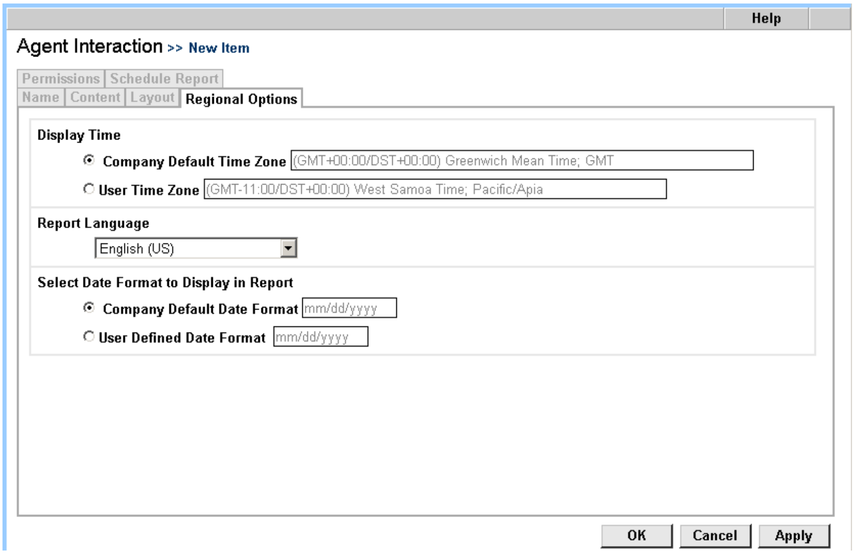


Figure 5-11. Add Report Definition: Regional Options Tab

9. Complete the **Regional Options** tab.

Table 5-9

Choose...	To display...
Company Default Time Zone	All times using the indicated time zone set for the Company.
User Time Zone	All times using the indicated time zone set for your workstation.
Report Language	All report contents in the language you choose.
Company Default Date Format	All dates using the indicated format set for the Company.
User Defined Date Format	All dates using the indicated format set for your workstation.

10. Click **Permissions**.

Figure 5-12 Add Report Definition: Permissions Tab

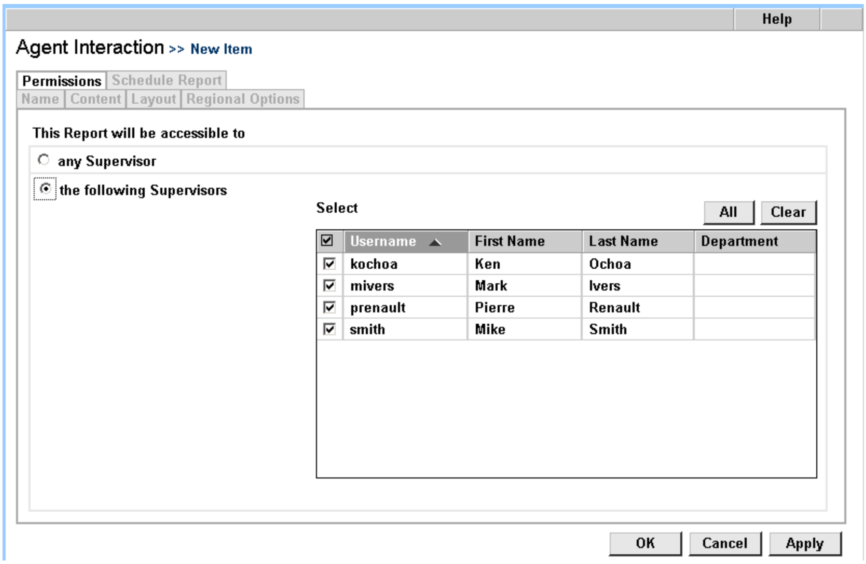


Figure 5-12. Add Report Definition: Permissions Tab

11. Check the Supervisors to grant permission to view and print the report. Supervisors you do not check do not see the report definition in the Supervision Manager. Click **All** to include the entire list, or click **Clear** to clear all selections.

12. Click **OK**.

- See page 14-3 for information about viewing and printing a report.
- See page 14-10 for information about deleting a report.

Agent Skills Report

The **Agent Skills Report** lists:

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

The Agent Skills Report quickly shows you which Agents possess each skill in your call center. You can use the Agent Skills Report to decide which Agents to include in a Workgroup that requires specific skills or requirements.

Figure 5-13 Agent Skills Report

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

Report Includes Users in the department: Sales

Macintosh

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

PC

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

UNIX

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

Figure 5-13. Agent Skills Report

Creating an Agent Skills Report

1. Click Reports > Agent Profile & Productivity > Agent Skills.
2. Click **Add**.

Figure 5-14 **Add Report Definition: Name Tab**

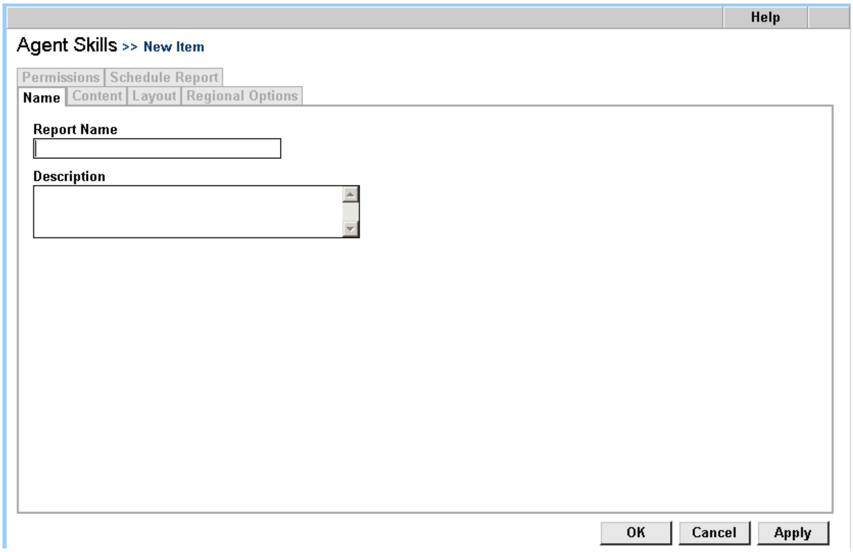


Figure 5-14. Add Report Definition: Name Tab

3. Complete the **Name** tab for your Agent Skills Report.

Table 5-10

Field	Description
Report Name	Enter a name for this report. The name appears on each page of the report and in the **Name** column of the list of Agent Skills Report definitions.
Description	Enter a description of the information contained in this report, or some text that allows you to differentiate this report from other reports of this type. The description appears in the **Description** column of the list of Agent Skills Report definitions.

4. Click **Content**.

Figure 5-15 Agent Skills Report: Content Tab

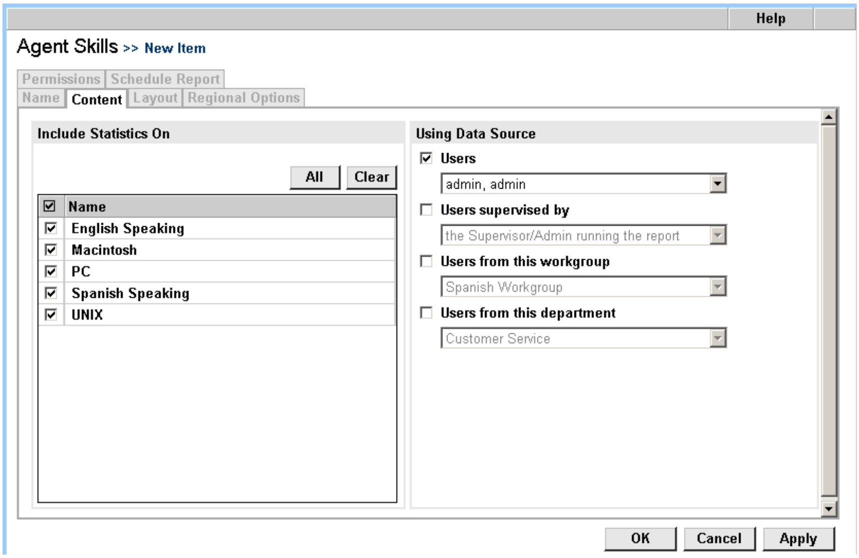


Figure 5-15. Agent Skills Report: Content Tab

5. Complete the **Content** tab.

Table 5-11

Field	Description
Include Statistics On	Check the Skills to include in the report in the **Include Statistics On** area. Click **All** to include all elements, or click **Clear** to clear all the check boxes.
Use Data Source	Click the data group to report on. Click • **Users** to choose selected Agents, Supervisors, and Administrator accounts defined for your Company • **Users supervised by** to report on Agents who are supervised by selected Supervisors or Administrators. • **Users from this workgroup** to report on users in a particular Workgroup. • **Users from this department** to report on selected Departments.

6. Click **Layout**.

Figure 5-16 Agent Skills Report: Layout Tab

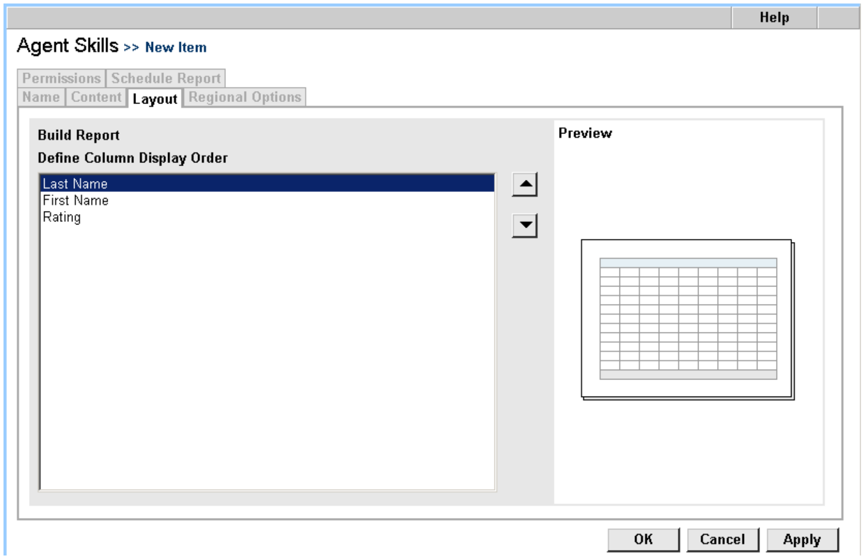


Figure 5-16. Agent Skills Report: Layout Tab

7. Complete the **Layout** tab.

Table 5-12

Field	Description
Build Report	Arrange the order of the report columns by clicking an included element and then clicking to move a column to the left or click to move the column to the right.

8. Click **Regional Options**.

Figure 5-17 **Add Report Definition: Regional Options Tab**

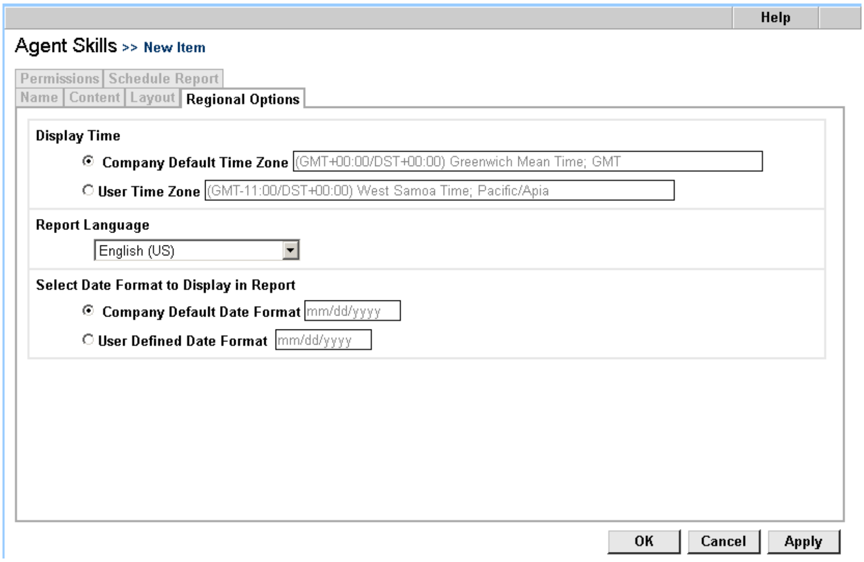


Figure 5-17. Add Report Definition: Regional Options Tab

9. Complete the **Regional Options** tab.

Table 5-13

Choose...	To display...
Company Default Time Zone	All times using the indicated time zone set for the Company.
User Time Zone	All times using the indicated time zone set for your workstation.
Report Language	All report contents in the language you choose.
Company Default Date Format	All dates using the indicated format set for the Company.
User Defined Date Format	All dates using the indicated format set for your workstation.

10. Click **Permissions**.

Figure 5-18 Add Report Definition: Permissions Tab

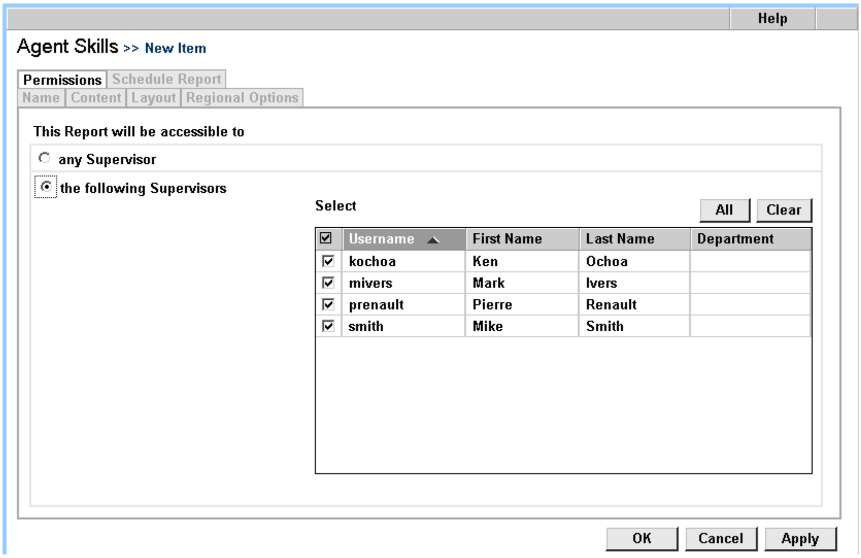


Figure 5-18. Add Report Definition: Permissions Tab

11. Check the Supervisors to grant permission to view and print the report. Supervisors you do not check do not see the report definition in the Supervision Manager. Click **All** to include the entire list, or click **Clear** to clear all selections.

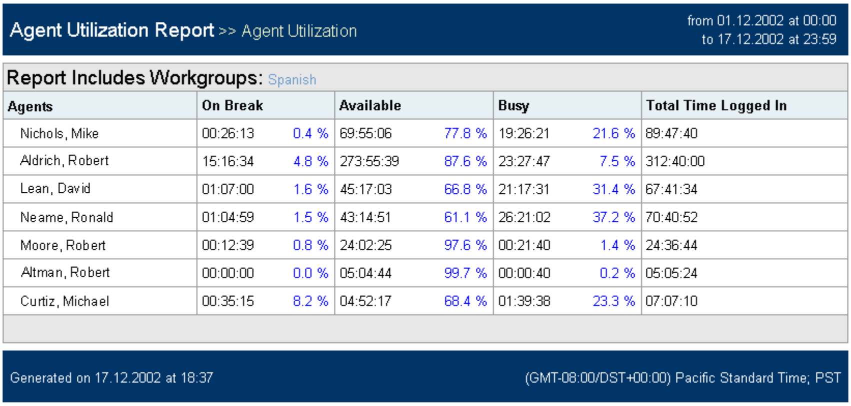
12. Click **OK**.

    - See page 14-3 for information about viewing and printing a report.
    - See page 14-10 for information about deleting a report.

Agent Utilization Report

The **Agent Utilization Report** helps you analyze Agent activity by showing the amount of time each Agent spent handling Interactions, awaiting Interactions, or on break.

Figure 5-19 **Agent Utilization Report**



Agent Utilization Report >> Agent Utilization

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

Report Includes Workgroups: Spanish

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

Generated on 17.12.2002 at 18:37

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

Figure 5-19. Agent Utilization Report

Creating an Agent Utilization Report

1. Click Reports > Agent Profile & Productivity > Agent Utilization.
2. Click **Add**.

Figure 5-20 **Add Report Definition: Name Tab**

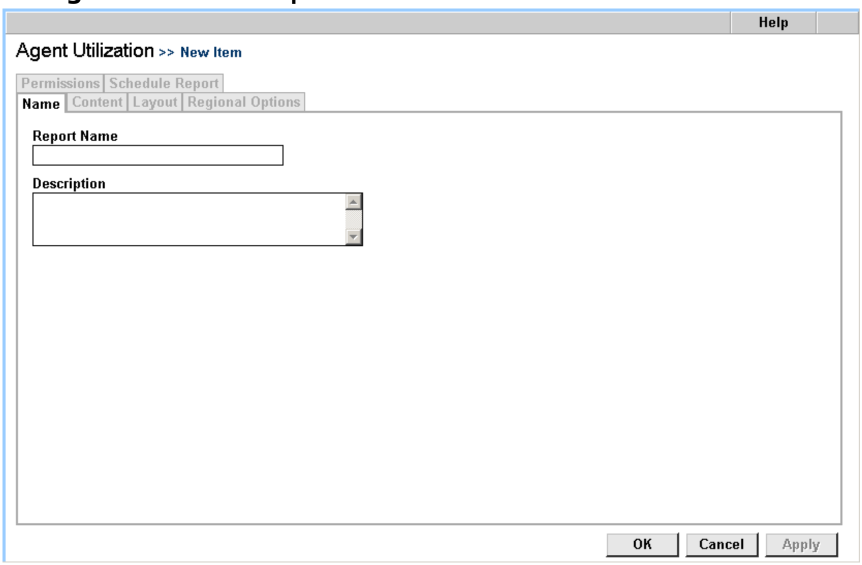


Figure 5-20. Add Report Definition: Name Tab

3. Complete the **Name** tab for your Agent Utilization report.

Table 5-14

Field	Description
Report Name	Enter a name for this report. The name appears on each page of the report and in the **Name** column of the list of Agent Utilization report definitions.
Description	Enter a description of the information contained in this report, or some text that allows you to differentiate this report from other reports of this type. The description appears in the **Description** column of the list of Agent Utilization report definitions.

4. Click **Content**.

Figure 5-21 Agent Utilization Report: Content Tab

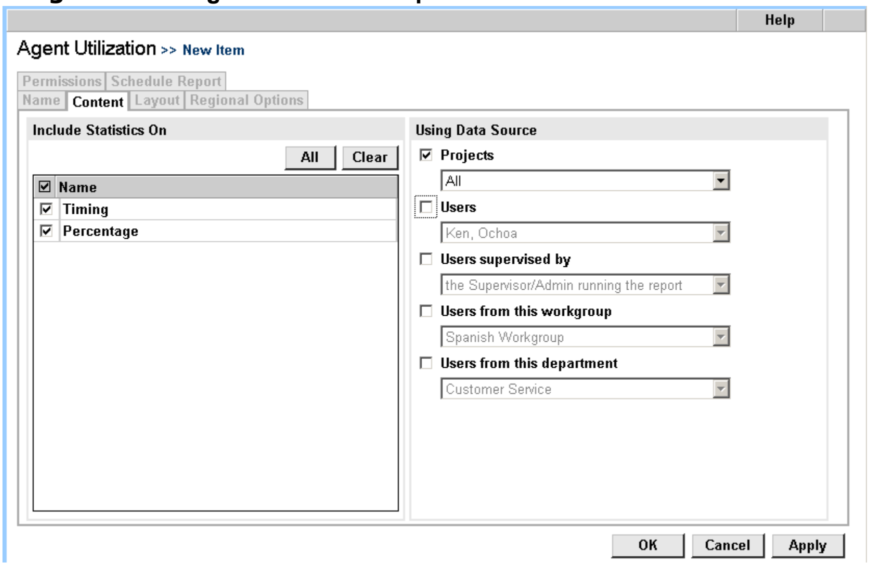


Figure 5-21. Agent Utilization Report: Content Tab

5. Complete the **Content** tab.

Table 5-15

Field	Description	Table/Field
Include Statistics On	Check **Timing** to display the elapsed time each Agent spent in each status. Check **Percentage** to display the time, expressed as a relative percentage, that each Agent spent in each status.	History Actions ReportsAgentUtilization HasBusy HasAvailable HasOnBreak HasTiming HasPercentage
Use Data Source	Click the data group to report on. Click • **Projects** to choose from all Projects defined for your Company • **Users** to choose selected Agents, Supervisors, and Administrator accounts defined for your Company • **Users supervised by** to report on Agents who are supervised by selected Supervisors or Administrators. • **Users from this workgroup** to report on users in a particular Workgroup. • **Users from this department** to report on selected Departments.	HistoryActions ReportsAgentUtilization CombinedDataSource

6. Click **Layout**.

Figure 5-22 **Agent Utilization Report: Layout Tab**

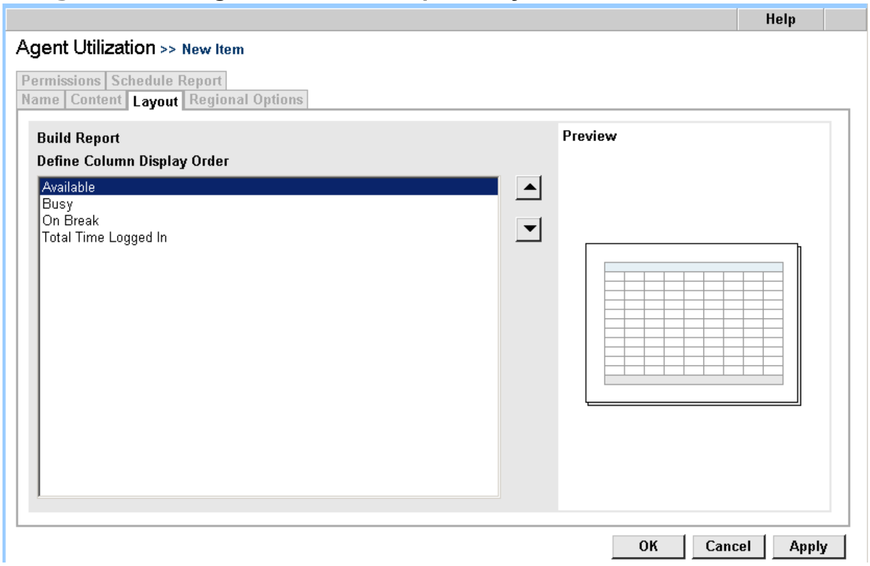


Figure 5-22. Agent Utilization Report: Layout Tab

7. Complete the **Layout** tab.

Table 5-16

Field	Description
Build Report	Arrange the order of the report columns by clicking an included element and then clicking ▲ to move a column to the left or click ▼ to move the column to the right.

8. Click **Regional Options**.

Figure 5-23 **Add Report Definition: Regional Options Tab**

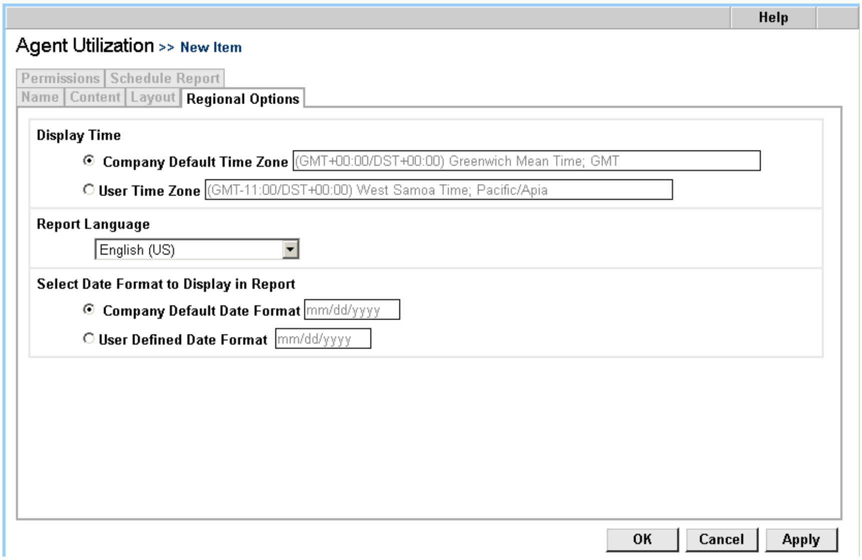


Figure 5-23. Add Report Definition: Regional Options Tab

9. Complete the **Regional Options** tab.

Table 5-17

Choose...	To display...
Company Default Time Zone	All times using the indicated time zone set for the Company.
User Time Zone	All times using the indicated time zone set for your workstation.
Report Language	All report contents in the language you choose.
Company Default Date Format	All dates using the indicated format set for the Company.
User Defined Date Format	All dates using the indicated format set for your workstation.

10. Click **Permissions**.

Figure 5-24 Add Report Definition: Permissions Tab

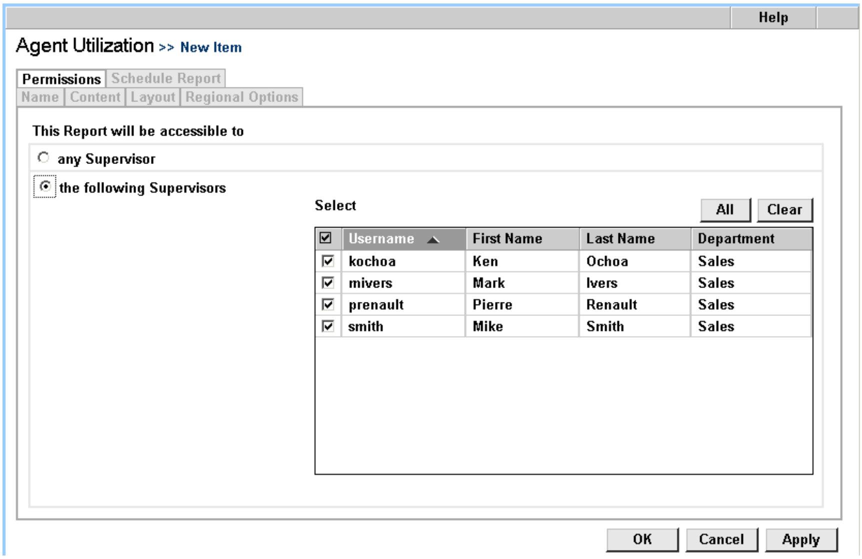


Figure 5-24. Add Report Definition: Permissions Tab

11. Check the Supervisors to grant permission to view and print the report. Supervisors you do not check do not see the report definition in the Supervision Manager. Click **All** to include the entire list, or click **Clear** to clear all selections.

12. Click **OK**.

    - See page 14-3 for information about viewing and printing a report.

    - See page 14-10 for information about deleting a report.

Direct Dialing Statistics Reports

The **Direct Dialing Statistics Report** shows non-Workgroup calls where:

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

Figure 5-25 Direct Dialing Statistics Report

Direct Dialing Statistics >> Direct Dialing Statistics

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

Report Includes All Projects

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

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

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

Figure 5-25. Direct Dialing Statistics Report

Report Elements

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

- Agent Call Processing
- Summary
- Interaction Type

Note

CCA Supervisors viewing the Direct Dialing Statistics Report should bear in mind that this report reflects activity for the entire Company. Data presented includes all Agents in the selected Project or Workgroup (not just the Agents you supervise).

Agent Call Processing

The Agent Call Processing area of the Direct Dialing Statistics Report shows the average length of time Agents spent in various phases of the Interaction.

Table 5-18Direct Dialing Statistics Report: Agent Call Processing Area

Item	Description
Average Talk Time	Average number of seconds Agents spent talking with callers.
Average Hold Time	Average number of seconds Agents kept callers on Hold.
Average Process Time Per Call	Average number of seconds Agents spent processing a call, including talk time, hold time, and wrap up time.

Summary

The **Summary** area of the Direct Dialing Statistics Report shows overview data for Interactions received, and overview data for Interaction wait times.

Table 5-19Direct Dialing Statistics Report: Summary Area

Item	Descriptions	Table/Field
Total Interactions Received	Total number of Interactions received by your Company.	HistoryActions ReportCallCenterKeyNoACD
Number of Times Interactions Went to Hold	Total number of voice Interactions placed on Hold at any time by an Agent.	HistoryActions ReportCallCenterKeyNoACD
Duration of Interactions	Total time Interactions spent in the system. Calculated as the difference between the time the Interaction was received by CCA and the conclusion of the Interaction.	HistoryActions ReportCallCenterKeyNoACD

Interaction Type

The Interaction Type area of the Direct Dialing Statistics Report shows the number of Interactions of each media type handled by the selected Projects or Workgroups.

Table 5-20Direct Dialing Statistics Report: Interaction Type Area

Item	Description	Table/Field
Direct Inbound	Number of calls placed by callers directly to a specific Agent. For example, CCA reports a caller using the Company Directory to reach a specific Agent as a Direct Inbound call. **Note**: If a Direct Inward Dialing number (a DNIS) has been set for an Agent (Options > Agents > Phone > Direct Inward Dialing) Direct Inbound calls will not be included in reports unless a billing Project is set for the Agent. Billing Projects can be set for Agents in two ways: • Administration Manager > Options > Agents > Controls and Restrictions tab > Project Billing check box. • Interaction Manager > Configuration dialog box > General tab > Project Billing check box.	HistoryActions ReportCallCenterKeyNoACD HasInbound
Direct Outbound	Number of calls placed by Agents directly to an external phone number.	HistoryActions ReportCallCenterKeyNoACD HasOutbound
Inbound Extension	Number of calls received by Agents from other Agents.	HistoryActions ReportCallCenterKeyNoACD HasInEXT

Table 5-20Direct Dialing Statistics Report: Interaction Type Area

Item	Description	Table/Field
Outbound Extension	Number of calls placed by Agents to other Agents	HistoryActions ReportCallCenterKeyNoACD HasOutExt
Total Interactions	Total number of direct dialed calls placed or handled by Agents.	HistoryActions ReportCallCenterKeyNoACD

Creating a Direct Dialing Statistics Report

1. Click Reports > Agent Profile & Productivity > Direct Dialing Statistics.
2. Click **Add**.

Figure 5-26 Add Report Definition: Name Tab

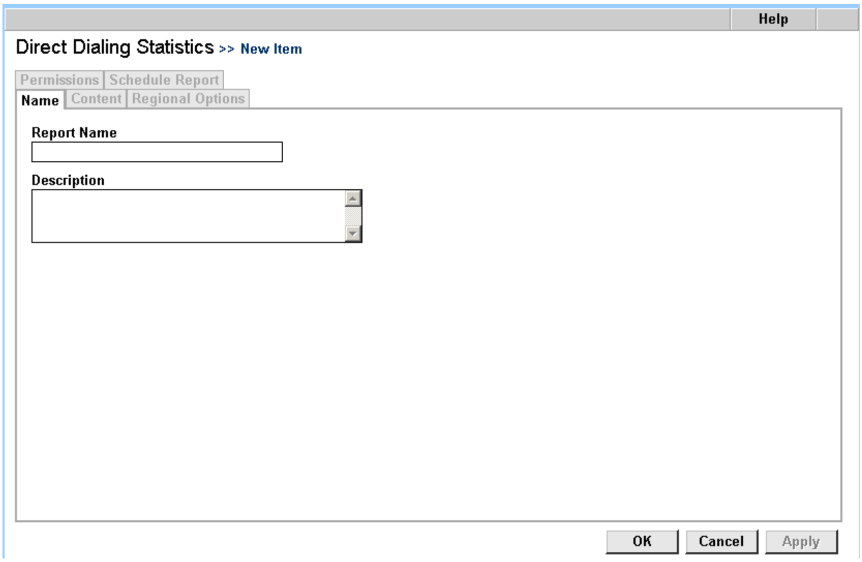


Figure 5-26. Add Report Definition: Name Tab

3. Complete the **Name** tab for your Direct Dialing Statistics Report.

Table 5-21

Field	Description
Report Name	Enter a name for this report. The name appears on each page of the report and in the **Name** column of the list of Direct Dialing Statistics Report definitions.
Description	Enter a description of the information contained in this report, or some text that allows you to differentiate this report from other reports of this type. The description appears in the **Description** column of the list of Direct Dialing Statistics Report definitions.

4. Click **Content**.

Figure 5-27 Add Report Definition: Content Tab

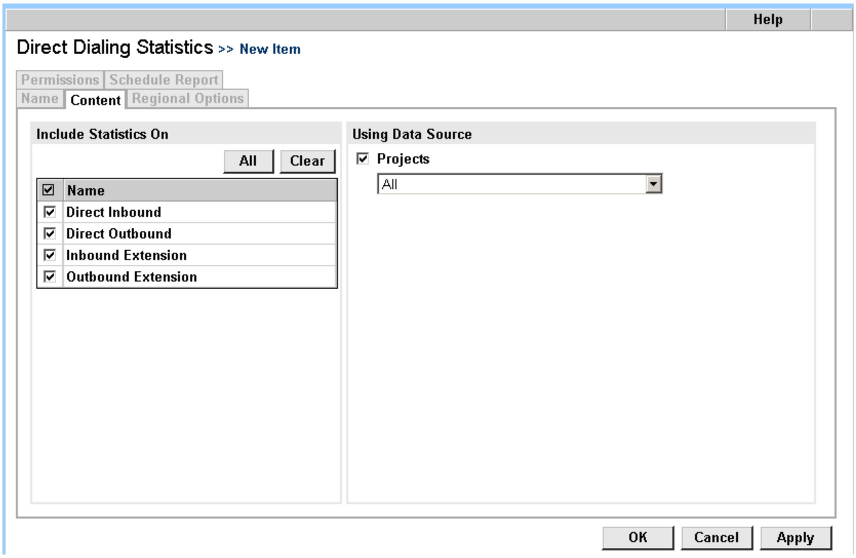


Figure 5-27. Add Report Definition: Content Tab

5. Complete the **Content** tab.

Table 5-22

Field	Description
Include Statistics On	Check the elements to include in the report in the **Include Statistics On** area. Click **All** to include all elements, or click **Clear** to clear all the check boxes. See “Interaction Type” on page 5-28 for a description of each Interaction Type you can include in the report.
Using Data Source	Select one or all of your Projects.

6. Click **Regional Options**.

Figure 5-28 Add Report Definition: Regional Options Tab

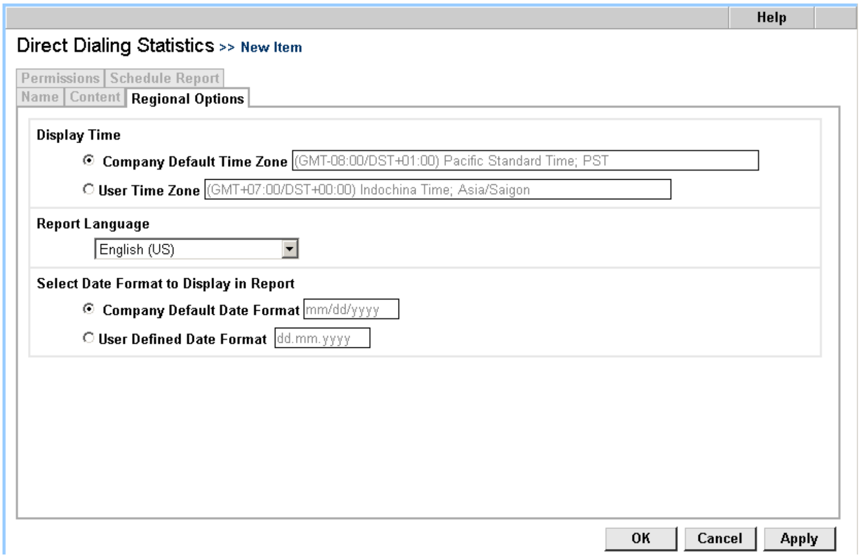


Figure 5-28. Add Report Definition: Regional Options Tab

7. Complete the **Regional Options** tab.

Table 5-23

Choose...	To display...
Company Default Time Zone	All times using the indicated time zone set for the Company.
User Time Zone	All times using the indicated time zone set for your workstation.
Report Language	All report contents in the language you choose.
Company Default Date Format	All dates using the indicated format set for the Company.
User Defined Date Format	All dates using the indicated format set for your workstation.

8. Click **Permissions**.

Figure 5-29 **Add Report Definition: Permissions Tab**

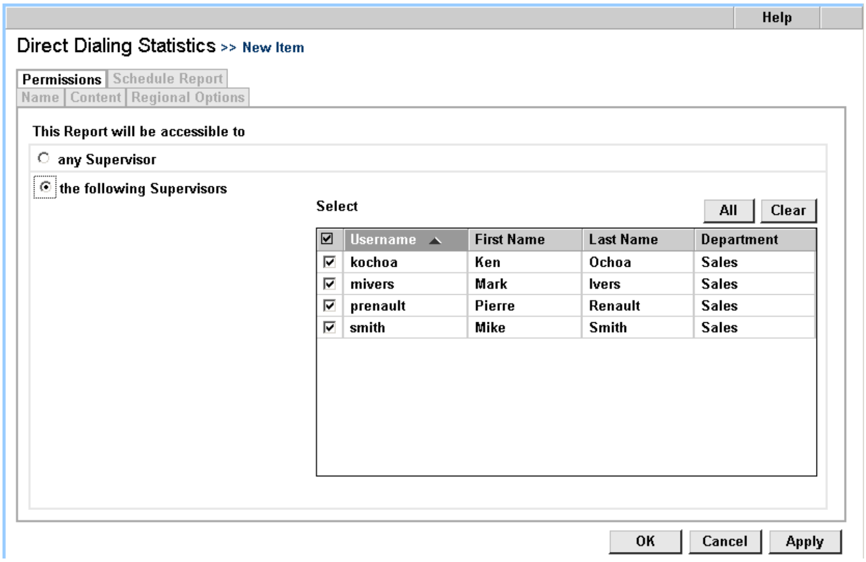


Figure 5-29. Add Report Definition: Permissions Tab

9. Check the Supervisors to grant permission to view and print the report. Supervisors you do not check do not see the report definition in the Supervision Manager. Click **All** to include the entire list, or click **Clear** to clear all selections.

10. Click **OK**.

- See page 14-3 for information about viewing and printing a report.

- See page 14-10 for information about deleting a report.

Login by Groups of Users Report

The **Login by Groups of Users Report** shows the total time that Agents and Supervisors were logged into the Interaction Manager and Supervision Manager. See "Login by User Report" on page 5-39 to see the exact time each Agent signed into or out of the Interaction Manager or Supervision Manager.

Figure 5-30 **Login by Groups of Users Report**

Login by Groups of Users >> Report for April

from 04/01/2004 at 00:00:00
to 04/30/2004 at 23:59:00

Report Includes Users in the department: Sales

Username	First Name	Last Name	Total
jones	Steve	Jones	63:14:22
smith	Mike	Smith	61:39:26

Generated on 05/12/2004 at 10:51:09 PM

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

Figure 5-30. Login by Groups of Users Report

Note:

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

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

Creating a Login by Groups of Users Report

1. Click Reports > Agent Profile & Productivity > Login by Groups of Users.

2. Click **Add**.

Figure 5-31 **Add Report Definition: Name Tab**

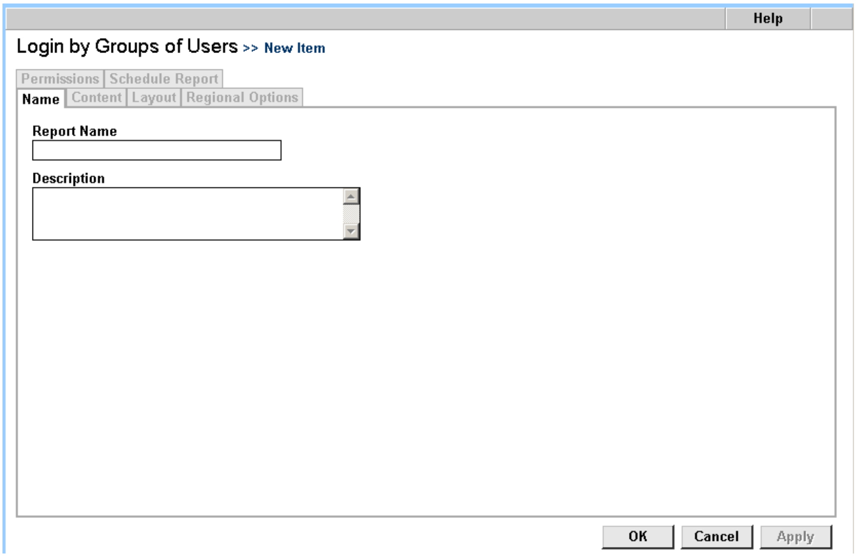


Figure 5-31. Add Report Definition: Name Tab

3. Complete the **Name** tab for your Login by Groups of Users Report.

Table 5-24

Field	Description
Report Name	Enter a name for this report. The name appears on each page of the report and in the **Name** column of the list of Login by Groups of Users Report definitions.
Description	Enter a description of the information contained in this report, or some text that allows you to differentiate this report from other reports of this type. The description appears in the **Description** column of the list of Login by Groups of Users Report definitions.

4. Click **Content**.

Figure 5-32 **Login by Groups of Users Report: Content Tab**

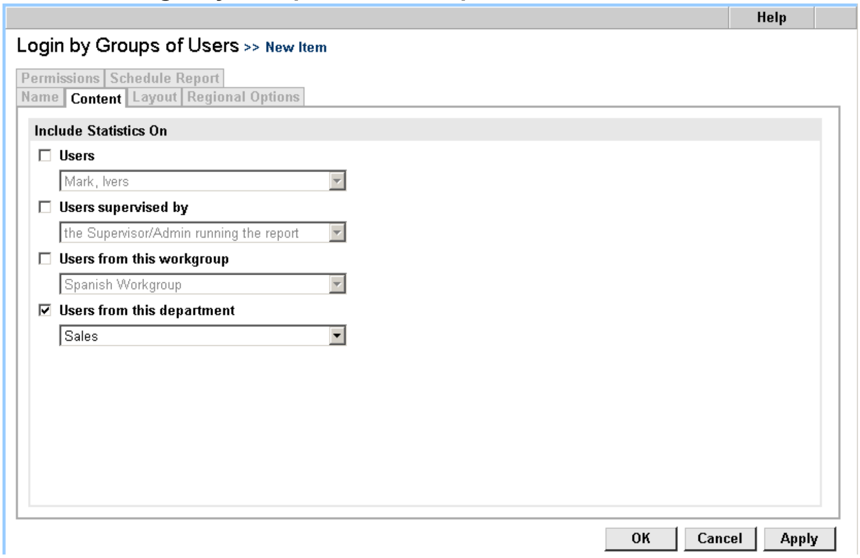


Figure 5-32. Login by Groups of Users Report: Content Tab

5. Complete the **Content** tab.

Table 5-25

Field	Description
Include Statistics On	Click the data group to report on. Click • **Users** to choose selected Agents, Supervisors, and Administrator accounts defined for your Company • **Users supervised by** to report on Agents who are supervised by selected Supervisors or Administrators. • **Users from this workgroup** to report on users in a particular Workgroup. • **Users from this department** to report on selected Departments.

6. Click **Layout**.

Figure 5-33 **Login by Groups of Users Report: Layout Tab**

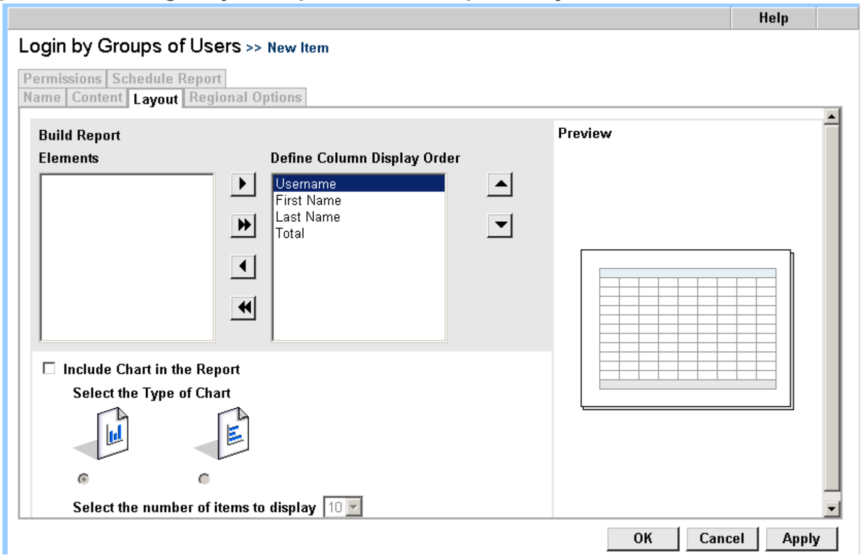


Figure 5-33. Login by Groups of Users Report: Layout Tab

7. Complete the **Layout** tab.

Table 5-26

Field	Description
Build Report	Include elements in your report by clicking the item to include in the **Elements** box, and then clicking  (or just click  to include all elements). Arrange the order of the report columns by clicking an included element and then clicking to move a column to the left or click  to move the column to the right.
Include Chart in the Report	Check **Include Chart in the Report** to include a graphical representation of the report information in the generated report. Under **Select the Type of Chart**, click the type of chart to include in your report. Verify the report layout in the **Preview** area. Choose the number of items to include in the graphical portion of the report from the **Select the number of items to display** drop list. Note: When making the selection of number of items to include in the graphical portion of the report, the Graph will create it's own filter showing only the agents with the highest Log-in times. To remedy this, select a number corresponding with the total number of Agents assigned to the Company.

8. Click **Regional Options**.

Figure 5-34 Add Report Definition: Regional Options Tab

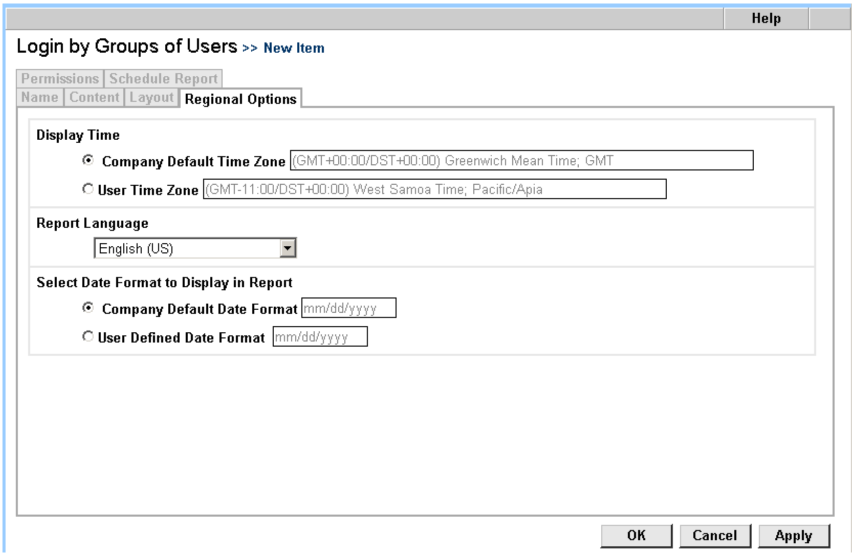


Figure 5-34. Add Report Definition: Regional Options Tab

9. Complete the **Regional Options** tab.

Table 5-27

Choose...	To display...
Company Default Time Zone	All times using the indicated time zone set for the Company.
User Time Zone	All times using the indicated time zone set for your workstation.
Report Language	All report contents in the language you choose.
Company Default Date Format	All dates using the indicated format set for the Company.
User Defined Date Format	All dates using the indicated format set for your workstation.

10. Click **Permissions**.

Figure 5-35 Add Report Definition: Permissions Tab

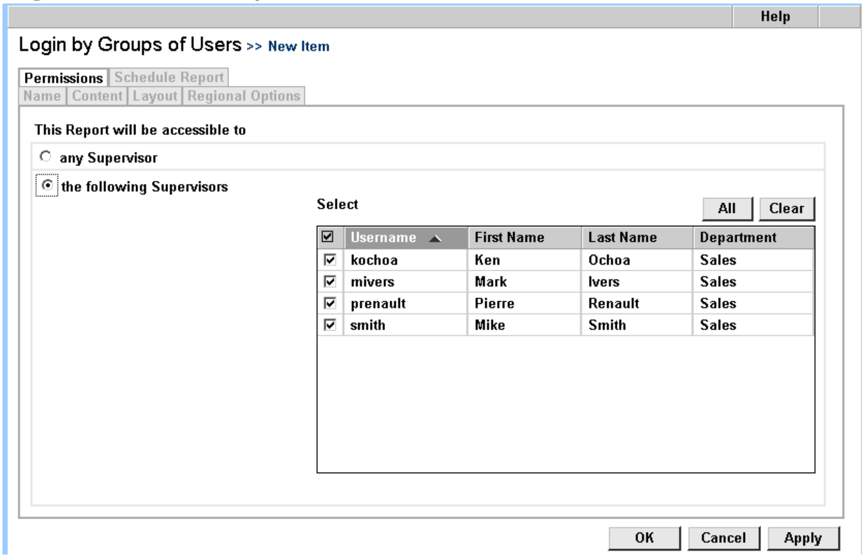


Figure 5-35. Add Report Definition: Permissions Tab

11. Check the Supervisors to grant permission to view and print the report. Supervisors you do not check do not see the report definition in the Supervision Manager. Click **All** to include the entire list, or click **Clear** to clear all selections.

12. Click **OK**.

    - See page 14-3 for information about viewing and printing a report.

    - See page 14-10 for information about deleting a report.

Login by User Report

The **Login by User Report** shows the total time that Agents and Supervisors were logged into the Interaction Manager and Supervision Manager.

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

Figure 5-36 **Login by User Report**

Login by User >> Login By User

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

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

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

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

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

Generated on 17.12.2002 at 18:42

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

Figure 5-36. Login by User Report

Creating a Login by User Report

1. Click Reports > Agent Profile & Productivity > Login by User.

2. Click **Add**.

Figure 5-37 Add Report Definition: Name Tab

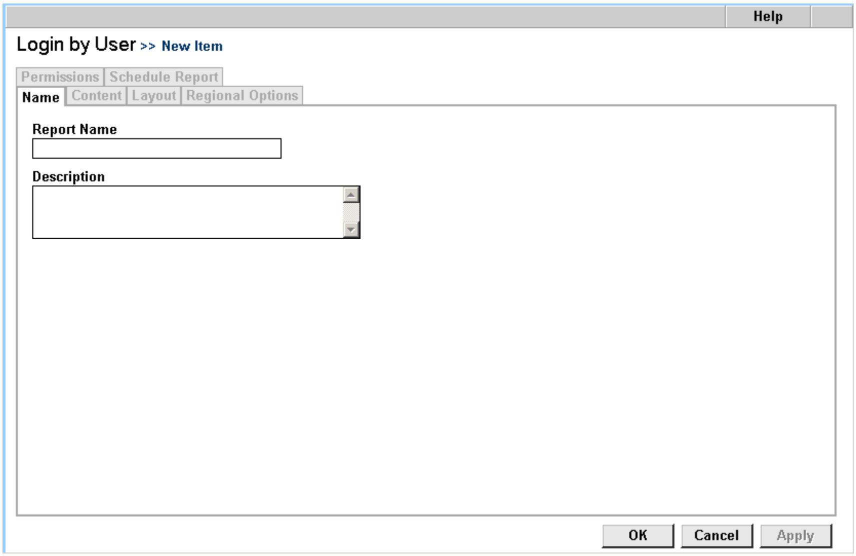


Figure 5-37. Add Report Definition: Name Tab

3. Complete the **Name** tab for your Login by User Report.

Table 5-28

Field	Description
Report Name	Enter a name for this report. The name appears on each page of the report and in the **Name** column of the list of Login by User Report definitions.
Description	Enter a description of the information contained in this report, or some text that allows you to differentiate this report from other reports of this type. The description appears in the **Description** column of the list of Login by User Report definitions.

4. Click **Content**.

Figure 5-38 Login by User Report: Content Tab

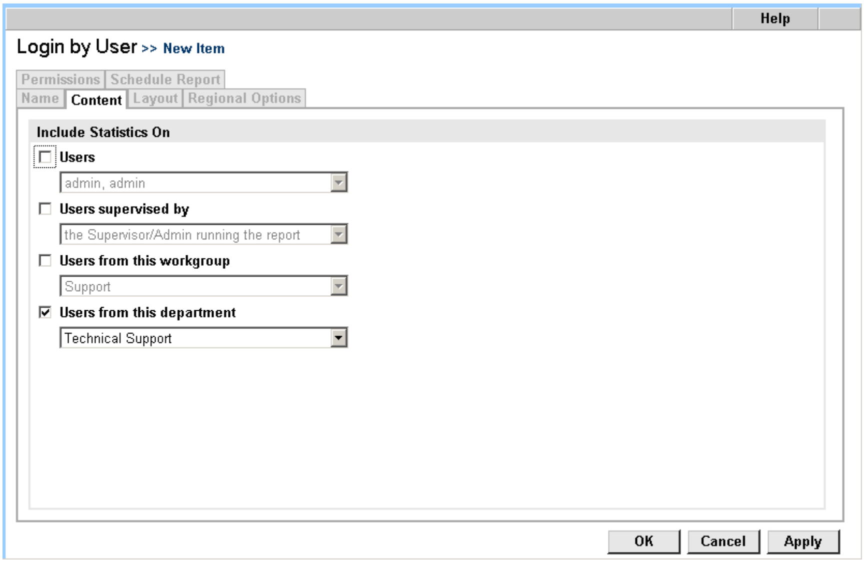


Figure 5-38. Login by User Report: Content Tab

5. Complete the **Content** tab.

Table 5-29

Field	Description
Using Data Source	Click the data group to report on. Click • **Users** to choose selected Agents, Supervisors, and Administrator accounts defined for your Company • **Users supervised by** to report on Agents who are supervised by selected Supervisors or Administrators. • **Users from this workgroup** to report on users in a particular Workgroup. • **Users from this department** to report on selected Departments.

6. Click **Layout**.

Figure 5-39 Login by User Report: Layout Tab

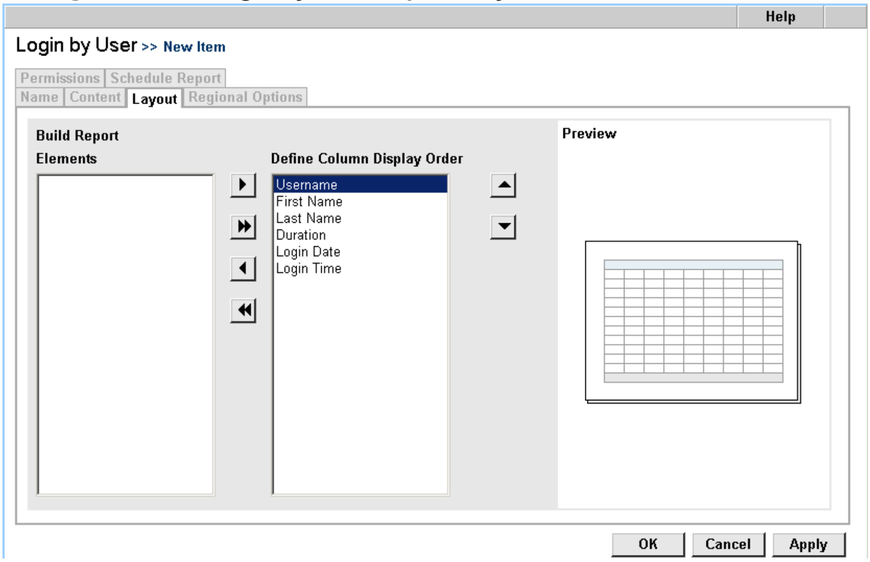


Figure 5-39. Login by User Report: Layout Tab

7. Complete the **Layout** tab.

Table 5-30

Field	Description
Build Report	Include elements in your report by clicking the item to include in the **Elements** box, and then clicking (or just click to include all elements). Arrange the order of the report columns by clicking an included element and then clicking to move a column to the left or click to move the column to the right.

8. Click **Regional Options**.

Figure 5-40 **Add Report Definition: Regional Options Tab**

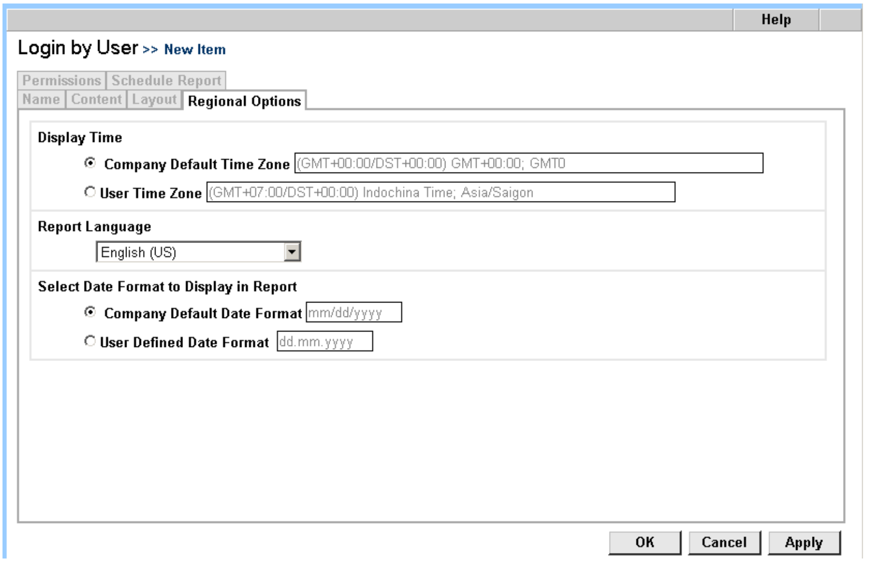


Figure 5-40. Add Report Definition: Regional Options Tab

9. Complete the **Regional Options** tab.

Table 5-31

Choose...	To display...
Company Default Time Zone	All times using the indicated time zone set for the Company.
User Time Zone	All times using the indicated time zone set for your workstation.
Report Language	All report contents in the language you choose.
Company Default Date Format	All dates using the indicated format set for the Company.
User Defined Date Format	All dates using the indicated format set for your workstation.

10. Click **Permissions**.

Figure 5-41 Add Report Definition: Permissions Tab

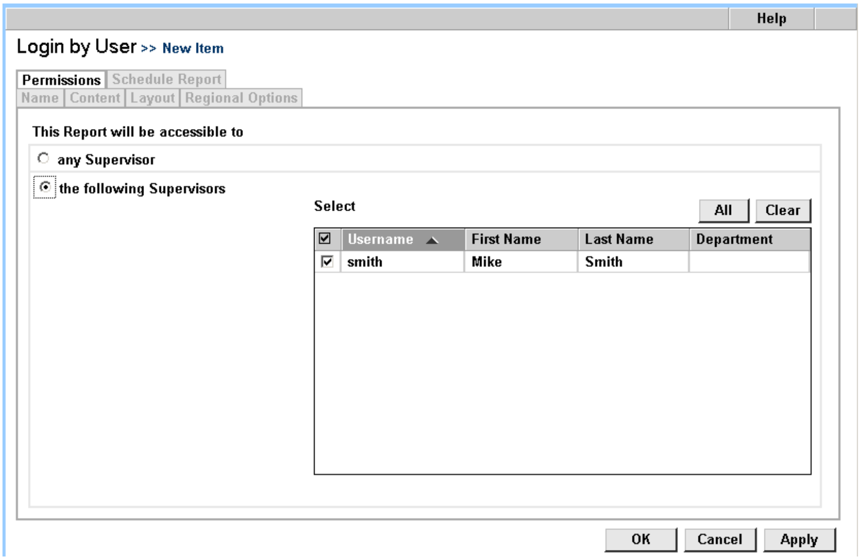


Figure 5-41. Add Report Definition: Permissions Tab

11. Check the Supervisors to grant permission to view and print the report. Supervisors you do not check do not see the report definition in the Supervision Manager. Click **All** to include the entire list, or click **Clear** to clear all selections.

12. Click **OK**.

- See page 14-3 for information about viewing and printing a report.

- See page 14-10 for information about deleting a report.

6

The Project Reports

Project Segments Report

The Project Segments Report provides a summary report of all Project Activity related to types of Interaction received by the Project, along with all Service Performance related Metrics, such as Speed to Answer, etc.

roject Segments >> Key Statistics Replacement?

from 12/08/2005 at 00:00:00
to 12/08/2005 at 23:59:00

eport Includes All Projects

gment Events	TOTAL
tal Segments Received	0
tal Talk Time	00:00:00
erage Talk Time	00:00:00
tal Hold Time	00:00:00
erage Hold Time	00:00:00
tal Wait To Answer Time	00:00:00
erage Speed of Answer	00:00:00
ngest Wait to Answer Time	00:00:00
ortest Wait to Answer Time	00:00:00
tal Wrap-up Time	00:00:00
erage Wrap Up Time	00:00:00

Interaction Type Summary	TOTAL	%
Inbound Calls	0	0.00 %
Outbound Calls	0	0.00 %
Chat	0	0.00 %
Workgroup Email	0	0.00 %
Web Callback	0	0.00 %
Predictive	0	0.00 %
Preview	0	0.00 %
Total	0	0 %

enerated on 12/08/2005 at 09:19:10 AM

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

Report Elements

The Project Segments Report has two primary Areas; Segment Events and Interaction Type Summary.

The Information for Segment Events is presented in either area Totals and in an hour/minute/second format. While Information for Information Type Summary is presented in a Total number and Percentage of the Total format.

Below are the definitions for each of the Fields in both Areas.

Table 6-1 Segment Events Descriptions

Field Name	Description	Table/Field
Total Segments Received	Total Number of Segments Received by the Project	HistoryActions
Total Talk Time	Total amount of Time that Agent spent on phone with Customer. Talk Time = Talk Time + Hold Time	HistoryActions
Average Talk Time	Average Talk Time = Total Talk Time + Total Hold Time/Total Number of Segments	HistoryActions
Total Hold Time	Total amount of time that Agents had Callers on Hold	HistoryActions
Average Hold Time	Average Hold Time = Total Hold Time/Total Number of Segments	HistoryActions
Total Wait to Answer Time	Total amount of time Callers spent waiting to be transferred to an Agent	HistoryActions
Average Speed of Answer	Total Amount of time in Queue/Total Number of Segments	HistoryActions
Longest Wait to Answer	The Highest amount of time a Caller Segment waited to be transferred to an Agent	HistoryActions
Shortest Wait to Answer	The Lowest amount of time a Caller Segment waited to be transferred to an Agent	HistoryActions
Total Wrap Up Time	Total Amount of time that Agents spent in “Wrap Up” state	HistoryActions
Average Wrap Up Time	Average Wrap Up Time= Total Wrap Up Time/Total Number of Segments	HistoryActions

Table 6-2 Interaction Type Summary

Field Name	Description	Table/Field
Inbound Calls	Total Number of Inbound Calls received by the Project	HistoryActions
Outbound Calls	Total Number of Outbound calls made using the Project as the Billing Project	HistoryActions
Chat	Total Number of Chats received by the Project	HistoryActions
Workgroup Email	Total Number of Workgrouop E-Mail received by the Project	HistoryActions
Web Callback	Total Number of Web Callbacks received by the Project	HistoryActions
Predictive	Total Number of Predictive Calls routed to the Project	HistoryActions
Preview	Total Number of Preview Calls generated by the Project	HistoryActions

Creating an Project Segments Report

1. Click Reports > Projects > Project Segments Click **Add**.

Figure 6-1 **Add Report Definition: Name Tab**

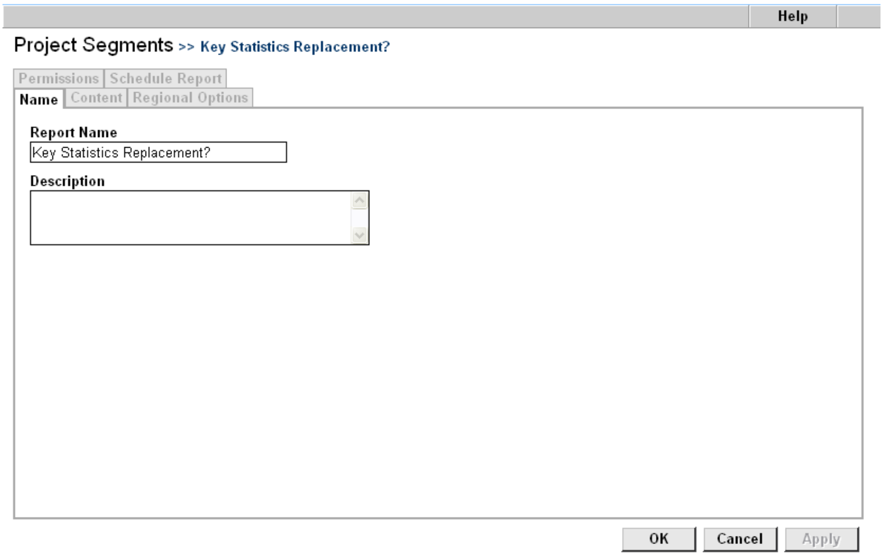


Figure 6-1. Add Report Definition: Name Tab

2. Complete the **Name** tab for your Overdue Callbacks Report.

Table 6-3

Field	Description
Report Name	Enter a name for this report. The name appears on each page of the report and in the **Name** column of the list of Overdue Callbacks Report definitions.
Description	Enter a description of the information contained in this report, or some text that allows you to differentiate this report from other reports of this type. The description appears in the **Description** column of the list of Overdue Callbacks Report definitions.

3. Click **Content**.

Figure 6-2 Overdue Callbacks Report: Content Tab

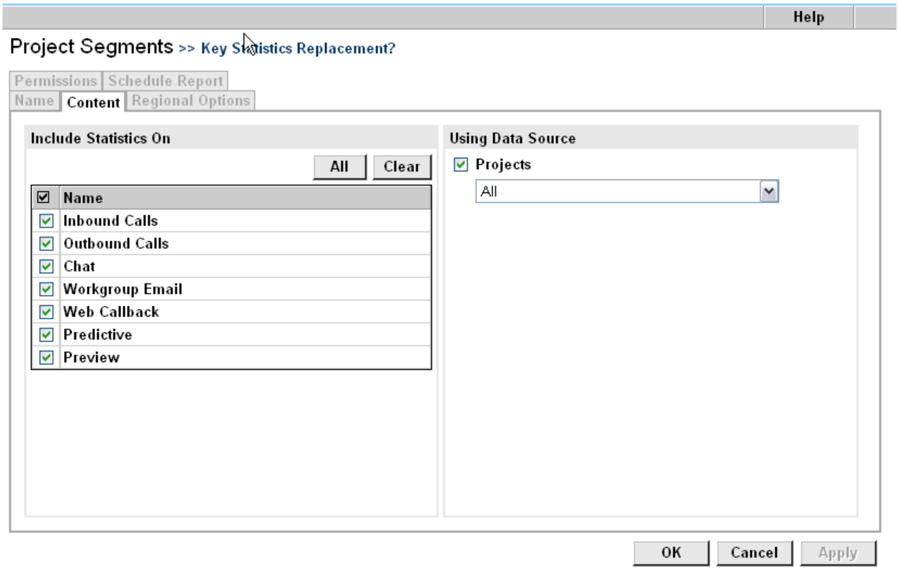


Figure 6-2. Overdue Callbacks Report: Content Tab

4. Complete the **Content** tab.

Table 6-4

Field	Description
Inbound Calls	Select Check Box to include all Inbound Calls received by the Project
Outbound Calls	Select Check Box to include all Outbound Calls generated by Project
Chat	Select Check Box to incude all Chats received by Project
Workgroup Email	Select Check Box to include all E-Mail received by Project
Web Callback	Select Check Box to include all Web Callbacks received by Project
Predictive	Select Check Box to include all Predictive Calls routed to Project
Preview	Select Check Box to include all Preview Calls made by Project

5. Identify Data Source. Select one or All Projects to report on.
6. Click **Layout**.

Figure 6-3 Overdue Callbacks Report: Layout Tab

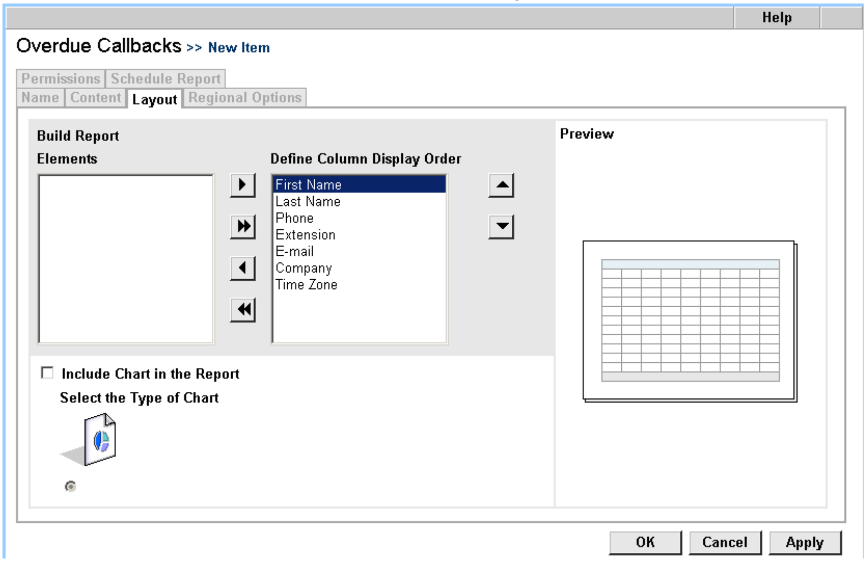


Figure 6-3. Overdue Callbacks Report: Layout Tab

7. Click **Regional Options**.

Figure 6-4 Add Report Definition: Regional Options Tab

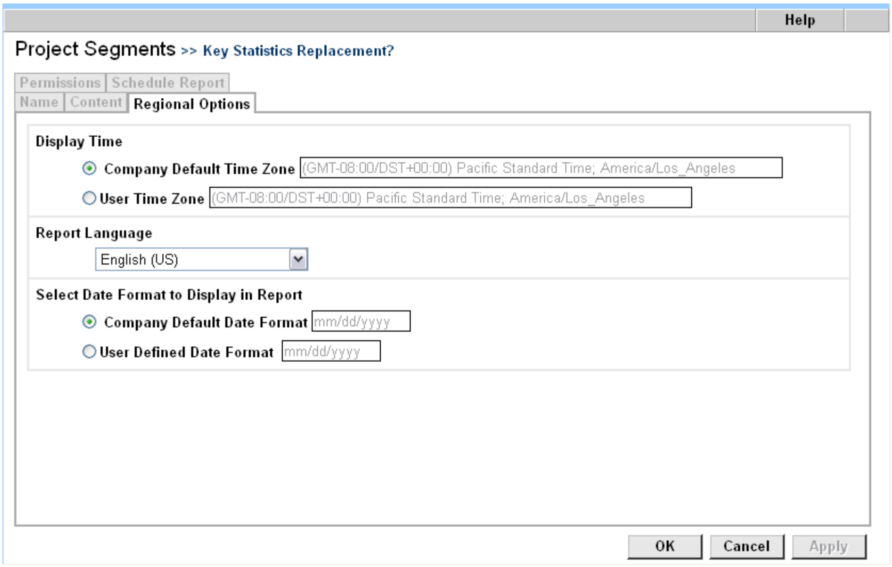


Figure 6-4. Add Report Definition: Regional Options Tab

8. Complete the **Regional Options** tab.

Table 6-5

Choose...	To display...
Company Default Time Zone	All times using the indicated time zone set for the Company.
User Time Zone	All times using the indicated time zone set for your workstation.
Report Language	All report contents in the language you choose.
Company Default Date Format	All dates using the indicated format set for the Company.
User Defined Date Format	All dates using the indicated format set for your workstation.

9. Click **Permissions**.

Figure 6-5 **Add Report Definition: Permissions Tab**

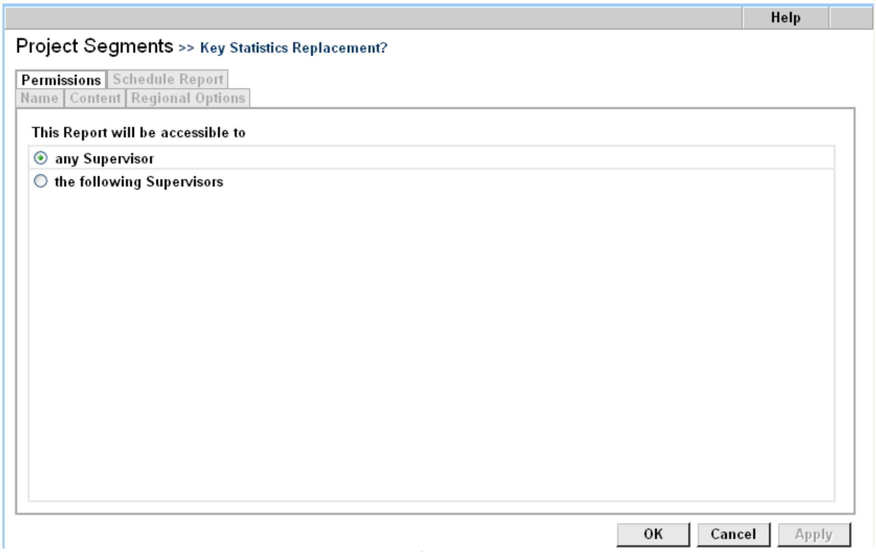


Figure 6-5. Add Report Definition: Permissions Tab

10. Check the Supervisors to grant permission to view and print the report. Supervisors you do not check do not see the report definition in the Supervision Manager. Click **All** to include the entire list, or click **Clear** to clear all selections.

11. Click **OK**.

    - See page 14-3 for information about viewing and printing a report.

See page 14-10 for information about deleting a r