Introduction

Interaction Analyst is a web-based tool that allows access to historical data in the form of reports from anywhere. It provides access to the previous day's data and the current day's analytics in the Live tab. The reports help evaluate the historical performance of contact center agents and supervisors, aiding in understanding performance over time and making informed decisions for the contact center.

Data Retention & Limits of Interaction Analyst

- All historical data is available for a 12-month rolling period.
- Audio recordings are stored for a 1-month rolling period (default). In the case of a longer storage subscription, the data will still be available with us.
- CDR reports can be searched with filters, Caller ID or UCID/Call ID for a 15-day date range. Without filters, a report can be generated and downloaded for a 60-day period.
- All reports have a date range limit of 60 days.

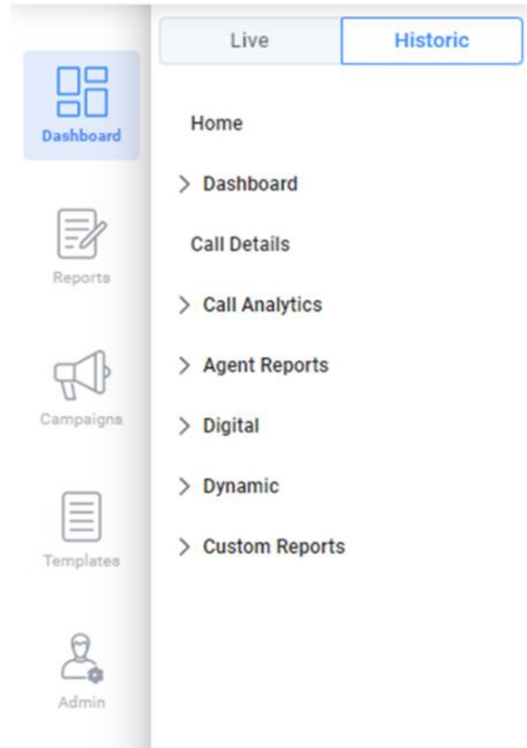
Key Points of Interaction Analyst

- Consolidated view of historical data of contact center for customer data & agent performance
- Intelligent filters to quickly analyze and grasp key improvement areas in the customer service process.
- Can export any report to Excel, CSV, OR XLS formats.
- Run a Dynamic report to define your report formats.
- Over 100+ predefined reports.
- Historical CDR API if you want to use any other analytics tool.
- Schedule the report to your inbox using our report scheduler.

Browsing the Menu in Interaction Analyst

It is essential to know the significance of each option and where to go for the required reporting information.

On the left side of the page, click on the dashboard tab and Select the Historic sub-tab to view the list of available reports.



Home Dashboard

This dashboard provides data on the following metrics for four call categories: Inbound Online, Inbound Offline, Outbound Online, and Outbound Offline.

- Ratio of Connected Calls to Total Calls
- Average Talk Time
- Average Wrap-up Time

Access the data through the following time frame options:

- Yesterday
- Last 7 days
- Custom: Choose a start date and end date to retrieve data for the specified duration.

You also have the flexibility to refine the data using the following filter options:

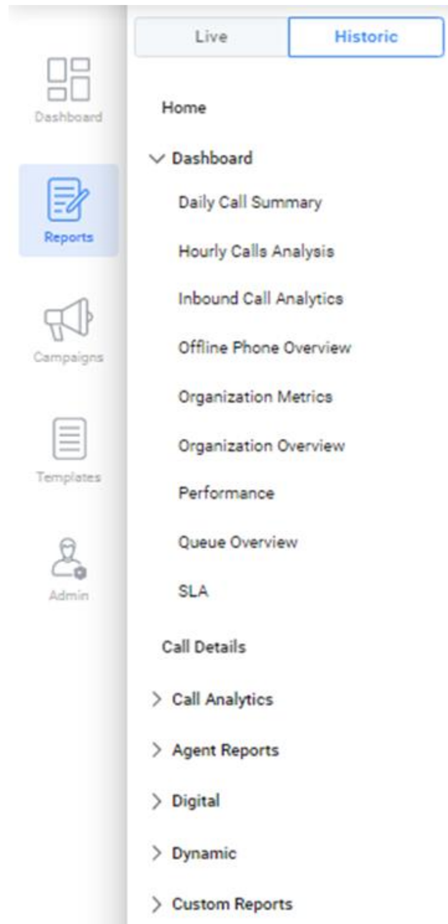
- Campaign Name: Select the campaign names for the desired data.
- Skill: Choose the skills for which you need data.

- Call Type: This encompasses Inbound, IVR, Mail, Manual, Predictive, Preview, and Progressive call types for filtering the data.
- Campaign Type: Specify the campaign type, such as Inbound Offline, Inbound Online, Outbound Online, or Outbound Offline, for targeted data retrieval.

Dashboard

The Dashboard menu provides a graphical report(s) for historical call data, including views on Agent performance, Hourly call trends, SLA reports on pickup times, etc.

The reports menu offers a quick web view of data for a specific date range, with options to filter by campaign and/or skill.



Types of Historic Reports

Continue for brief descriptions of each type of Historic Reports.

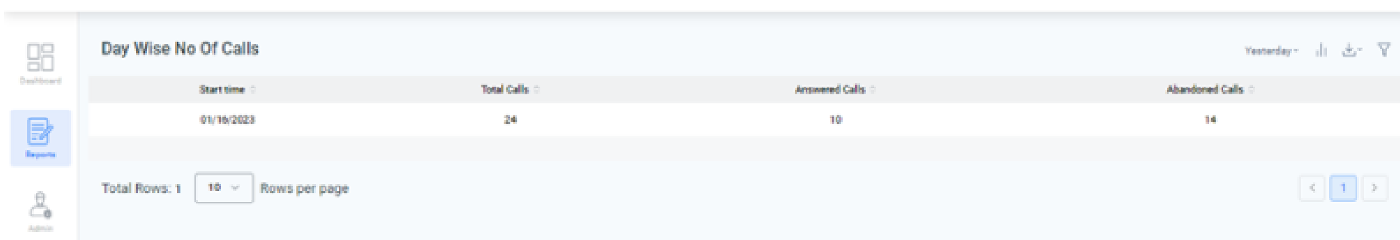
NOTE: For a glossary of terms and definitions found in each type of Historic Report, see the glossary on page 52.

Daily Call Summary Report

This report measures the performance of the contact center in terms of incoming call volume and successful call connections.

This report provides a breakdown of the total number of calls that have landed in the contact center by campaign and skill set. This information helps determine which campaigns are generating the most calls and which skill sets are handling the most volume. The report can assist in identifying which campaigns and skill sets may need additional resources, such as additional agents or training, to improve performance.

Team leads and supervisors of inbound contact centers will benefit from this report, which can be viewed in graphical or tabular form by clicking the top button.



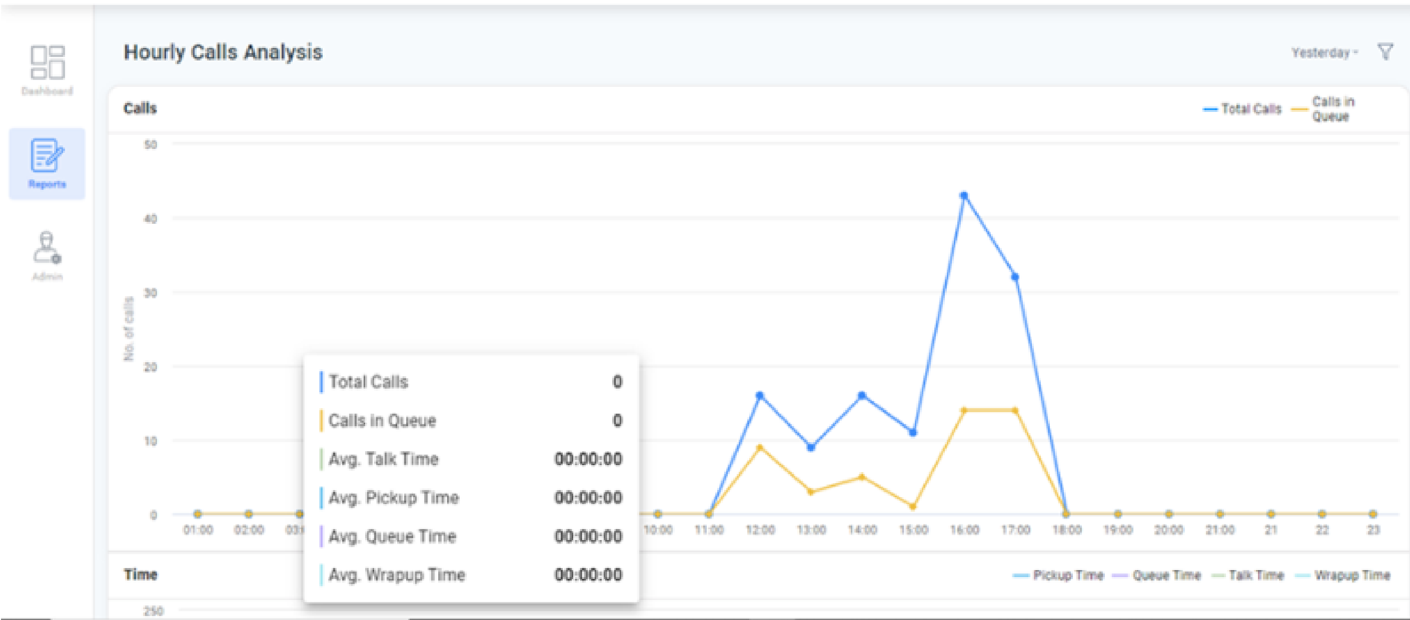
Start time	Total Calls	Answered Calls	Abandoned Calls
01/16/2023	24	10	14

Hourly Calls Analysis Report

This report measures the performance of the contact center on an hourly basis.

This information can be used to determine the busiest hours of the day and the efficiency of the contact center during these peak periods. The report can assist in identifying areas for improvement, such as increasing staffing levels during peak hours or improving call routing processes.

The report can be used by team leads and supervisors to monitor the performance of the contact center, make informed decisions, and optimize operations.



Inbound Call Analytics Report

This report measures the volume of calls that have landed in the contact center in a day, specifically focusing on the journey of the inbound calls (online/offline).

This report generates a web view of the performance on the calls in the contact center for which campaign and for which skill set the call has been assigned. This information can be used to determine the efficiency of the contact center's call-handling processes, identify areas for improvement, and optimize operations.

The report can be used by team leads and supervisors to monitor the performance of the contact center, make informed decisions, and track the progress of improvements.

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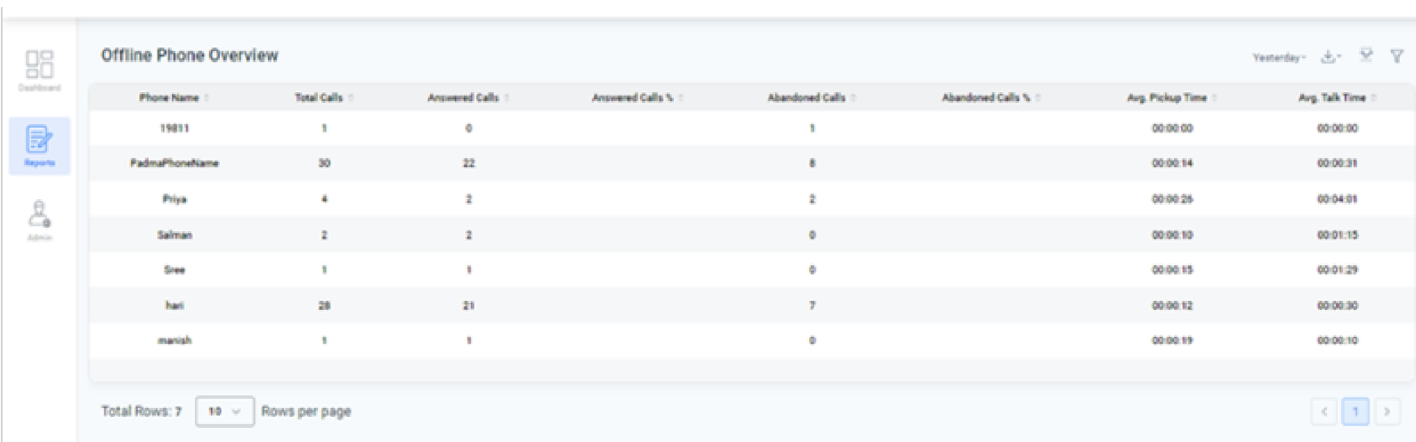
Offline Phone Overview Report

This report measures the volume of calls that have landed in the contact center in a day, specifically focusing on offline calls, either inbound or outbound.

To understand how many calls have landed in the contact center for which campaign and for which skill set in offline mode. The report provides insight into the number of calls received by the contact center and helps to determine the efficiency of operations for offline calls.

The report can be used by team leads and supervisors to monitor the performance of the contact center, make informed decisions, and identify areas for improvement.



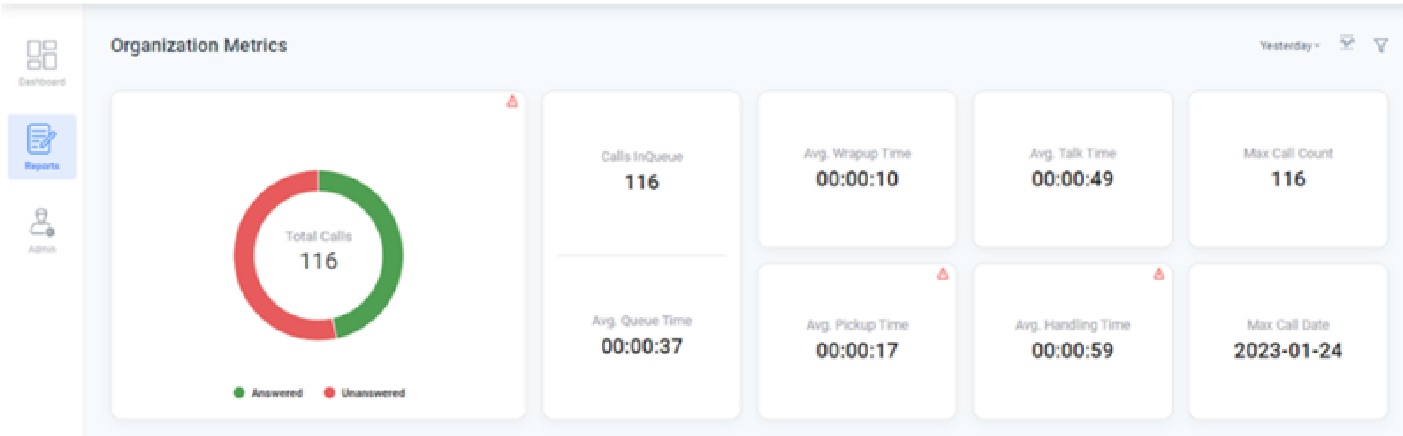
Offline Phone Overview

Phone Name	Total Calls	Answered Calls	Answered Calls %	Abandoned Calls	Abandoned Calls %	Avg. Pickup Time	Avg. Talk Time
19811	1	0		1		00:00:00	00:00:00
PadmaPhoneName	30	22		8		00:00:14	00:00:31
Priya	4	2		2		00:00:26	00:04:01
Salman	2	2		0		00:00:10	00:01:15
Sree	1	1		0		00:00:15	00:01:29
hari	28	21		7		00:00:12	00:00:30
manish	1	1		0		00:00:19	00:00:10

Total Rows: 7 10 Rows per page

Organization Metrics Report

This report offers an overview of the contact center's call handling performance, tracking received calls and how they were handled. Inbound contact center team leads/supervisors can use this report to monitor performance.

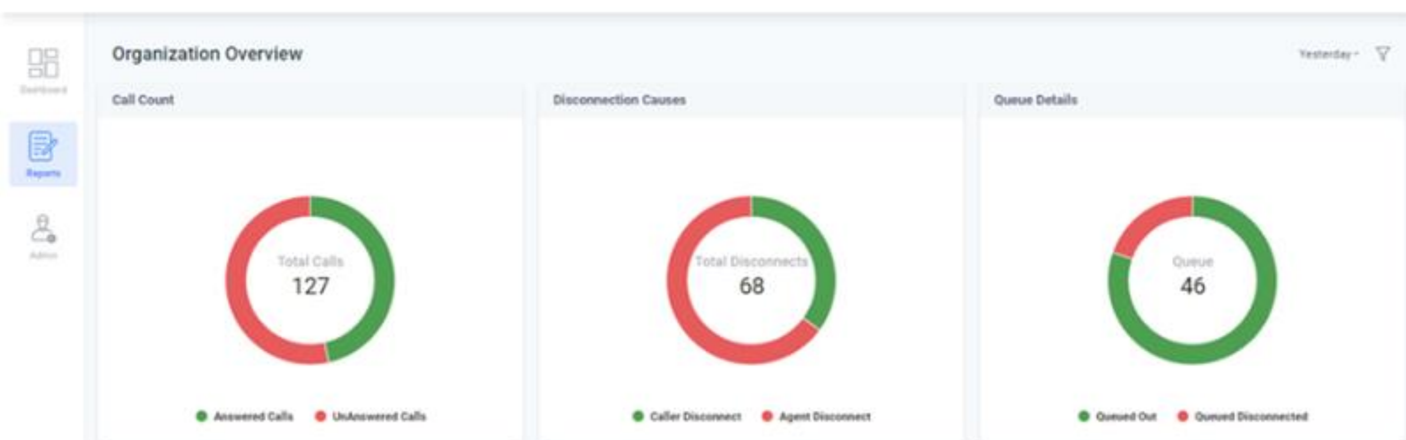


Organization Overview Report

This report analyses the success rate of call connections for the contact center. It examines the number of answered and connected calls and the number of unanswered or disconnected calls. This helps assess the call routing and handling processes and improve them.

The report reveals which campaigns and skill sets may need more resources or training to improve. It also indicates which campaigns and skill sets are performing well.

Team leads and supervisors of inbound contact centers find the report useful, and it can be generated daily, weekly, or monthly.



Performance Dashboard Report

This report measures the performance of the agents in the contact center based on the type of campaign (inbound or outbound). It also measures the handling time of each agent for successful connections.

This information helps to determine the efficiency and effectiveness of the agents in handling calls and can be used to identify areas for improvement and training.

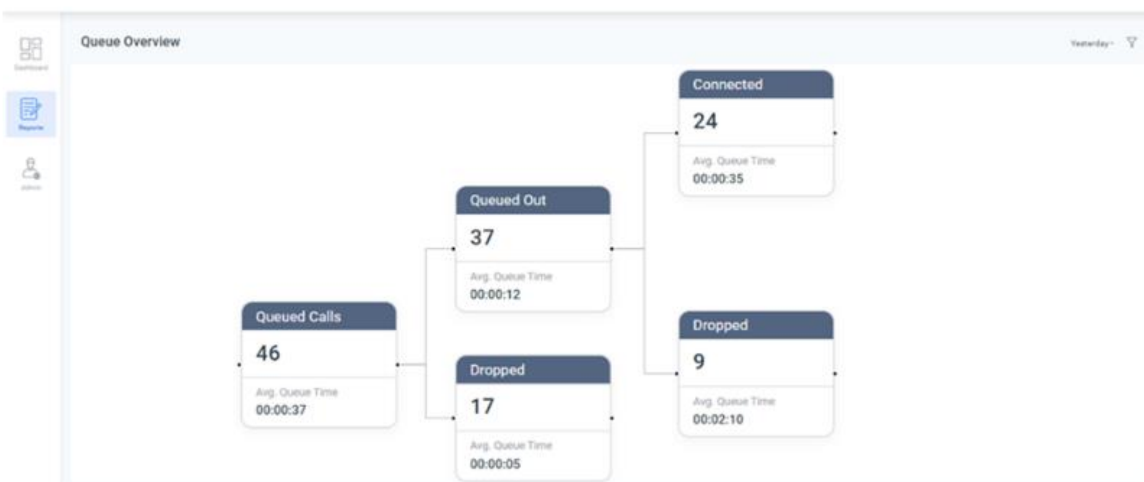
The report can be used by individual business managers of the Inbound contact centers to monitor the performance of the agents and make informed decisions regarding resource allocation and training.

Queue Overview Report

The report provides information on the number of calls in the queue, the average waiting time for a customer to be connected to an agent, and the average time in which a customer disconnects before being answered.

This information can be used to identify bottlenecks in the call-handling process, determine the efficiency of the contact center's operations, and identify areas for improvement.

The report can be used by team leads and supervisors to monitor the performance of the contact center, make informed decisions, and track the progress of improvements.

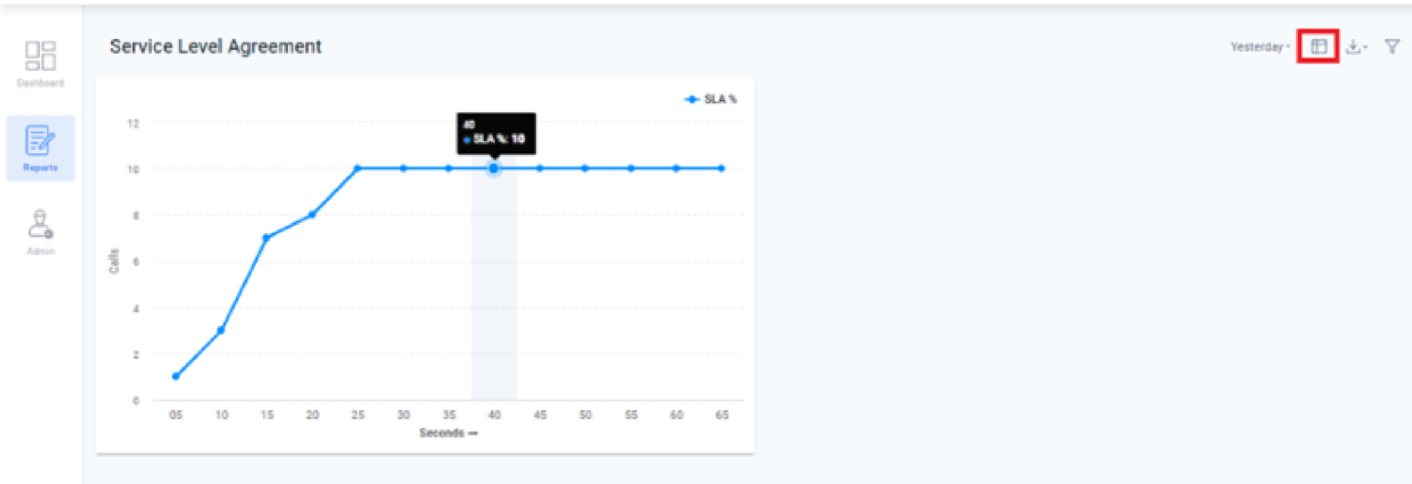


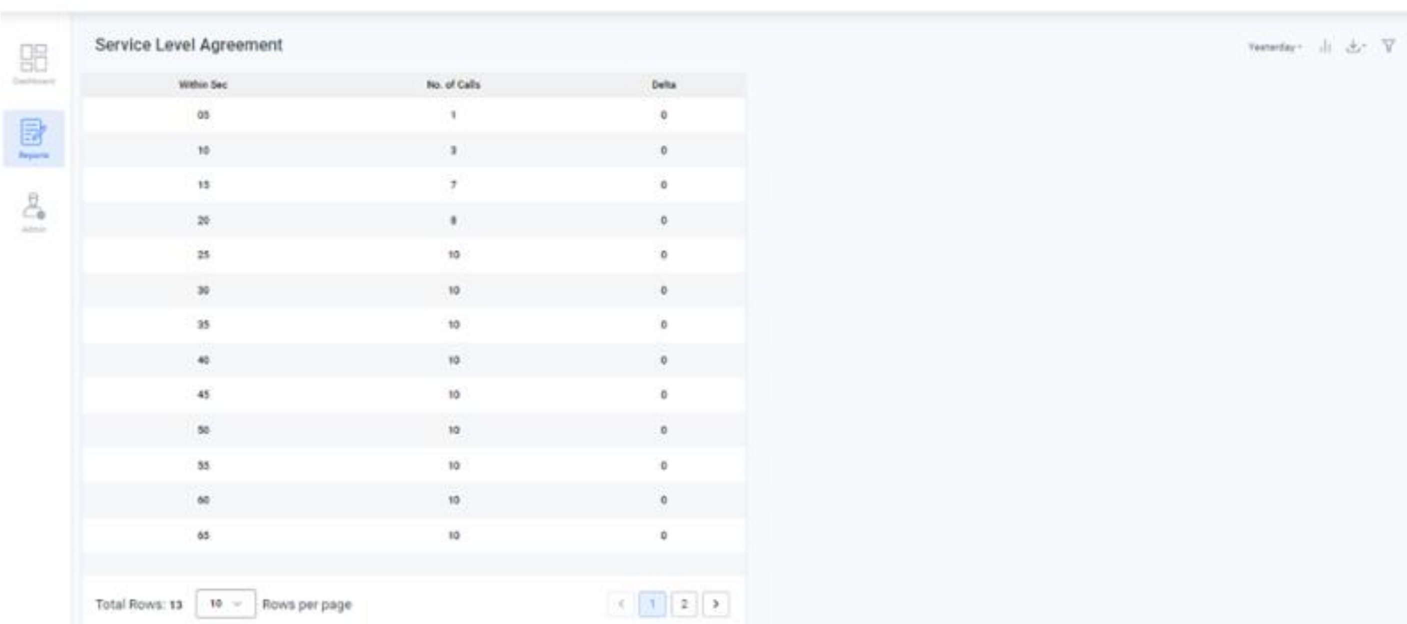
SLA Report

The speed of the contact center's response to customer calls is evaluated in this report.

To provide optimal customer experience, call response time standards are set by contact centers, e.g., answering 80% of calls within 15 secs or 95% within 10 secs. The report only shows the time taken by an agent to pick up the call, excluding the time in IVR. This can be customized to fit the contact center's needs.

Team leads and supervisors of inbound contact centers will benefit from this report, which can be viewed in graphical or tabular form by clicking a highlighted button.




Service Level Agreement

Within Sec	No. of Calls	Delta
05	1	0
10	3	0
15	7	0
20	8	0
25	10	0
30	10	0
35	10	0
40	10	0
45	10	0
50	10	0
55	10	0
60	10	0
65	10	0

Total Rows: 13 10 Rows per page 1 2

Call Detail Reports

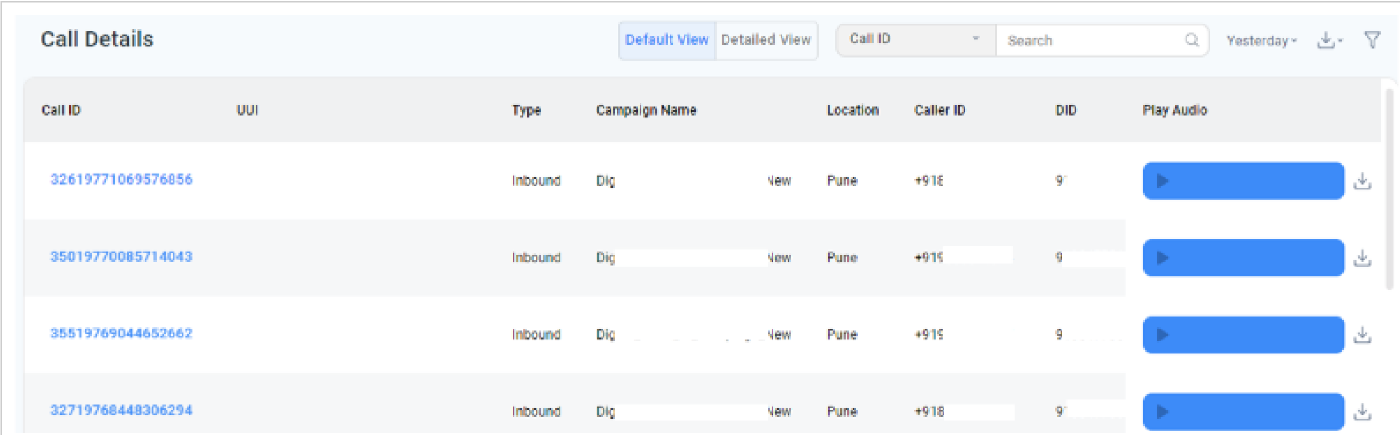
The Call Details report offers a comprehensive view of each call's metrics, including duration, campaign name, dynamic DID number, and more. It's intended for supervisors to track agent performance in the contact center. Generating the report allows supervisors to get a clearer picture of agent performance on calls and find ways to improve.

Utilize the **search** field at the top for quick access to specific data. You have the option to search using:

- Caller ID
- Call ID
- UUI (Note: A maximum of 500 characters can be searched)

Utilize the Date filter located next to the Search button to refine your data. You can filter data for:

- Yesterday
- Last 7 Days
- Custom (Enter the desired start and end dates to customize your filter)
- Utilize the **Filter** option to refine your data. You can filter data by the following criteria:
- Agent Name
- Campaign Name
- Location
- Phone Name
- Skill
- Disposition
- Transferred
- Call Event
- Call Type
- Status
- Campaign Type
- Duration (in sec)



Call Analytics

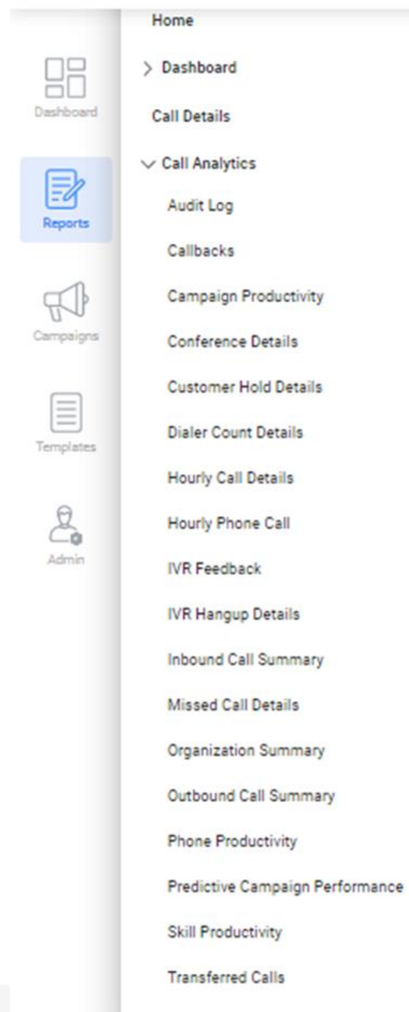
There are several reports within this report which can be generated to understand Agent Efficiency.

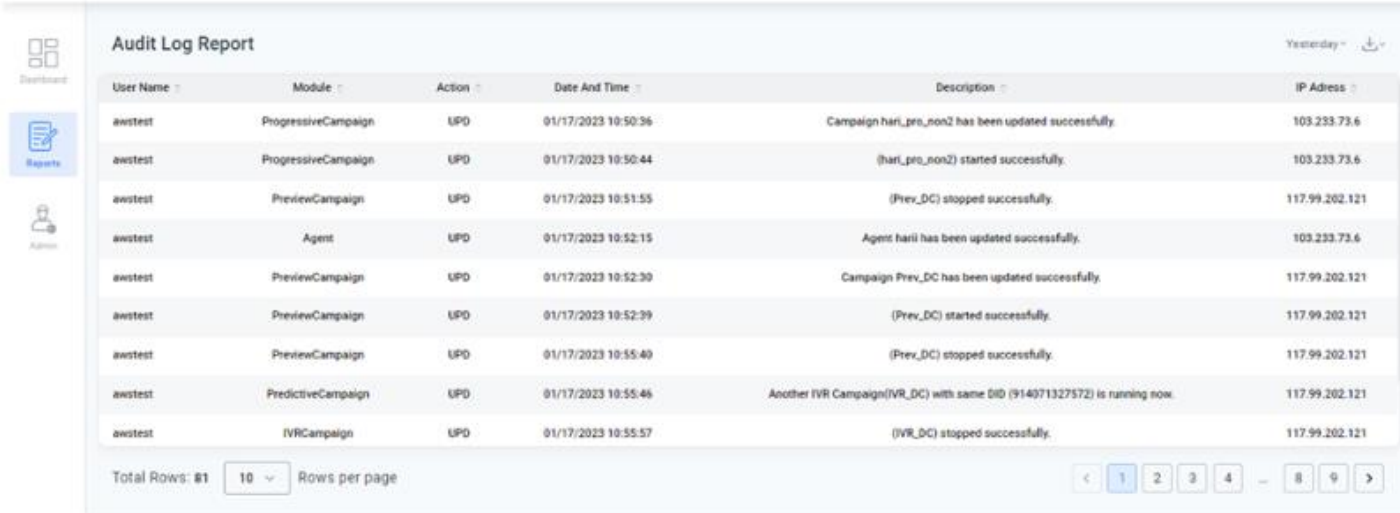
Audit Log Report

This report is useful to audit trail reports on whether any changes were made to the contact center, for example, if any changes were made to the campaign that will be tracked in this report to ensure accountability.

To have control and an audit trail for regulatory purposes. Since contact center configurations are crucial to maintaining a fully working support/sales service, it is important to have a log of all changes made and who made those changes.

This information is valuable to both IT teams and contact center supervisors as it helps ensure that the support and sales service remains fully functional.

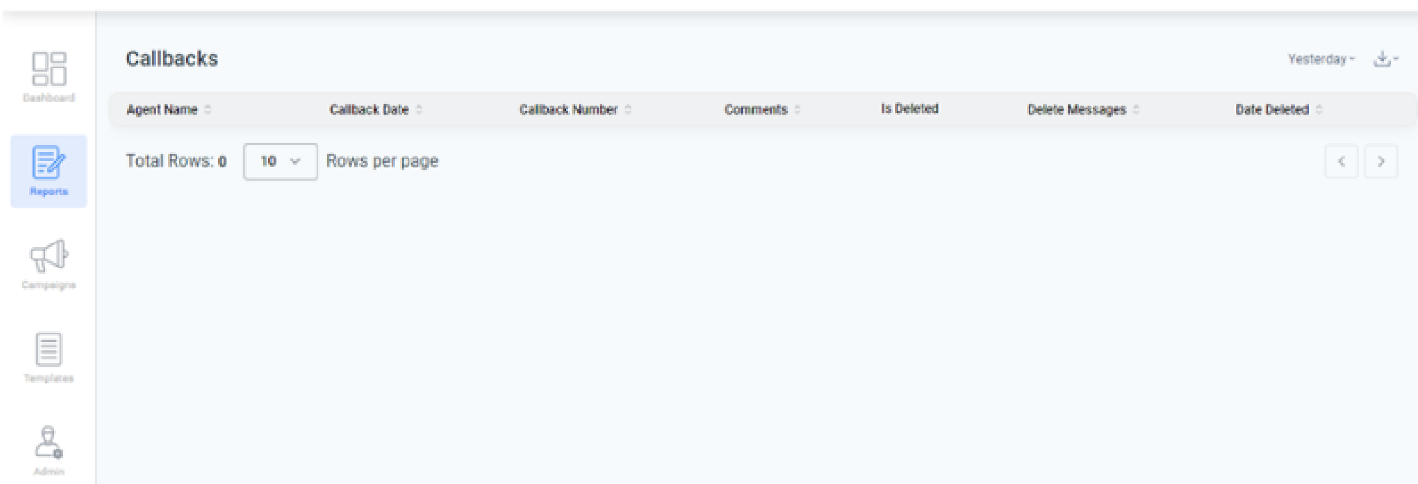




Call Backs Report

The Call-back feature is an optional feature that can be activated upon request. It is not enabled for all user accounts by default.

The Call-back report provides a list of customer records that need to be followed up by agents. The administrator can easily download the report in either CSV or XLS format.

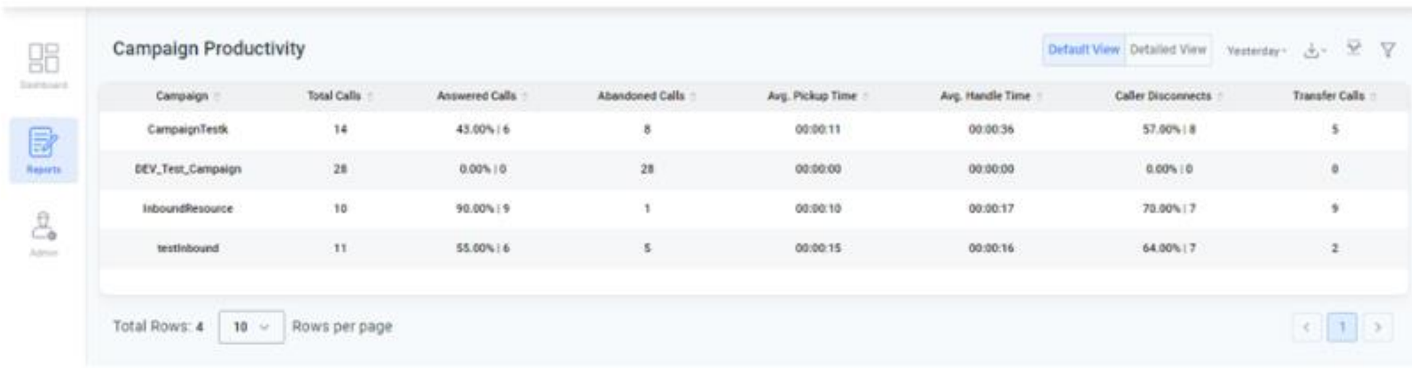


Campaign Productivity Report

This report measures the performance of the contact center's campaigns by providing a breakdown of the number of calls received for each individual campaign.

Additionally, this report can be useful for tracking the success of individual marketing campaigns and for making data-driven decisions about the allocation of resources to specific campaigns. This report gives the entire contact center performance.

The report helps administrators and supervisors understand the volume of calls received for each campaign, allowing them to identify the most active campaigns and allocate resources accordingly.



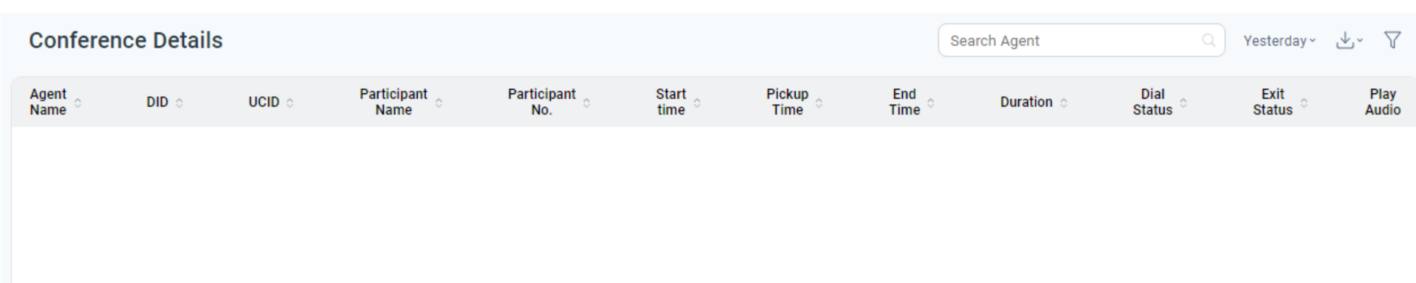
Campaign	Total Calls	Answered Calls	Abandoned Calls	Avg. Pickup Time	Avg. Handle Time	Caller Disconnects	Transfer Calls
CampaignTestk	14	43.00% | 6	8	00:00:11	00:00:36	57.00% | 8	5
DEV_Test_Campaign	28	0.00% | 0	28	00:00:00	00:00:00	0.00% | 0	0
InboundResource	10	90.00% | 9	1	00:00:10	00:00:17	70.00% | 7	9
testInbound	11	55.00% | 6	5	00:00:15	00:00:16	64.00% | 7	2

Conference Details

This report provides comprehensive analytics on conference calls within your account. It includes key information such as:

- **Participant Name:** The third person who joined the existing call
- **Duration:** The duration of the conference
- **Start and End Time:** When the conference began and ended
- **Play Audio:** Call recording for detailed analysis

This report includes historical data, allowing you to filter the information by date as needed.



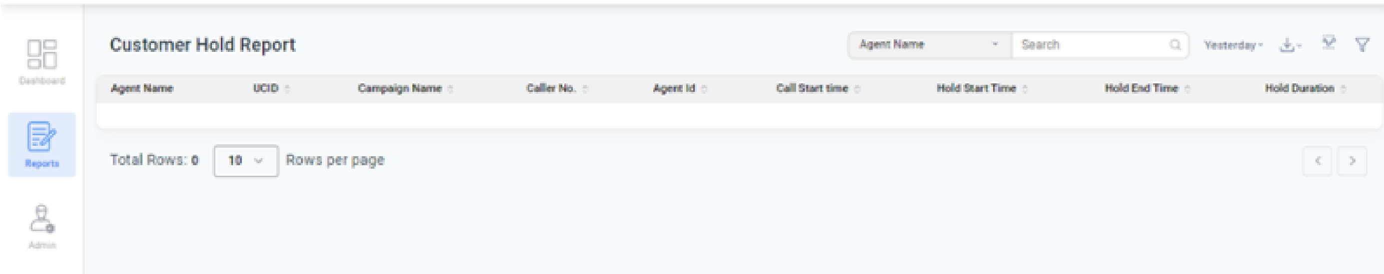
Agent Name	DID	UCID	Participant Name	Participant No.	Start time	Pickup Time	End Time	Duration	Dial Status	Exit Status	Play Audio

Customer Hold Report

This report provides information on the number of calls that were placed on hold and the duration of each hold. It helps to track if the hold time is within acceptable limits and if additional resources are needed to handle the volume of calls.

To understand why a particular call is on hold and to measure the hold times since it impacts customer satisfaction. This also helps to measure the agent's knowledge and skill set in handling a call.

Team leads and supervisors in the contact center can use this report to monitor the performance of agents and ensure that customers are not waiting for too long on hold.

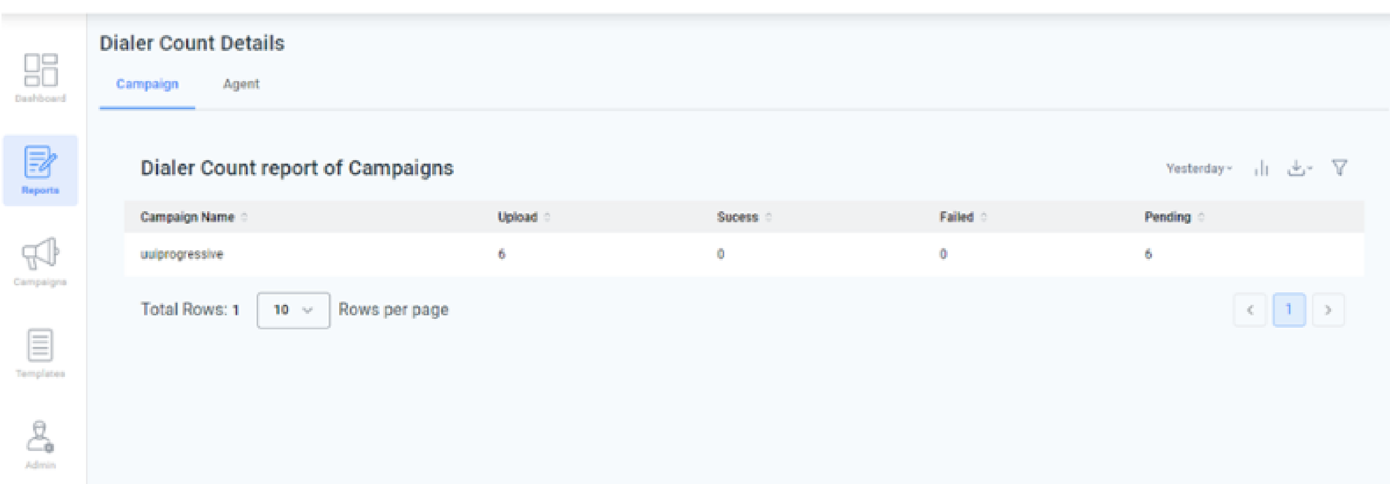


Dialer Count Details Report

This report tracks the number of calls made using the predictive dialer for a specific campaign or agent. It provides detailed information on the dialer's success rate in connecting with customers and the effectiveness of agents in handling the calls.

The report is designed to assess the performance of the predictive dialer and the efficiency of agents on calls made through the dialer. This information can be used to improve the dialer's performance, for example, by adjusting the caller data if the customer pickup rate is low, indicating an ineffective dialer.

The managers responsible for the dialing process and dialer developers can benefit from this report by gaining valuable insights into the dialer's performance and taking necessary action to optimize its efficiency if required.

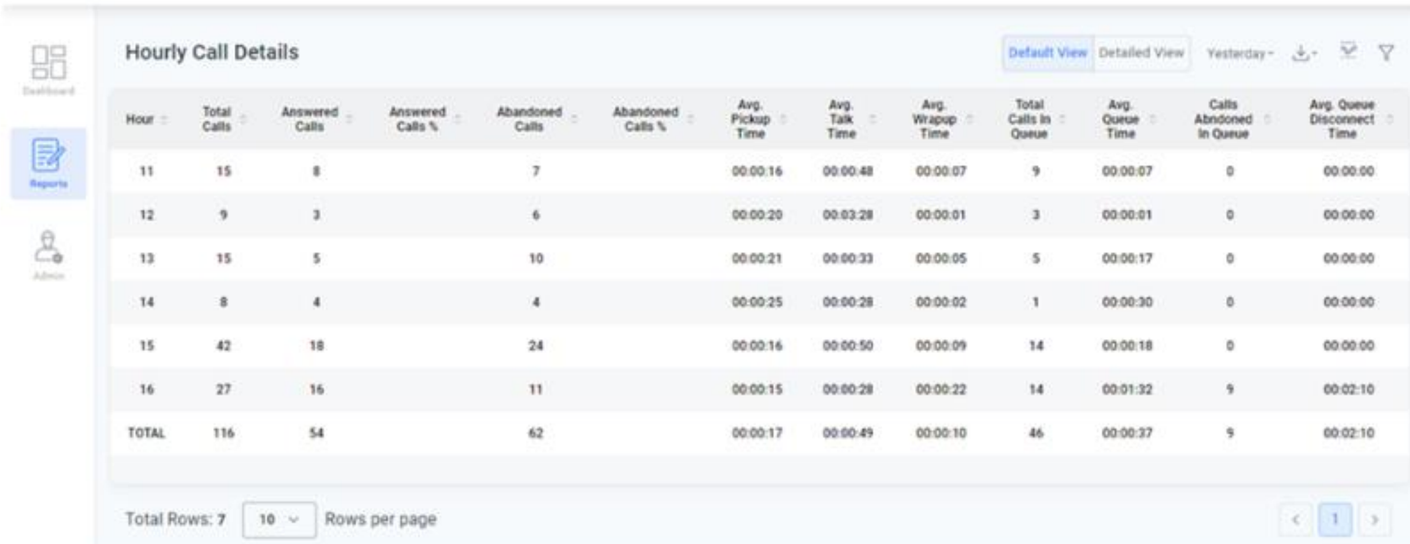


Hourly Call Details Report

This report measures the volume of inbound calls received by the contact center over a specific time, divided by hour.

The report provides a summary of call volume and helps to analyze the load on the contact center, allowing administrators and supervisors to determine if there are enough agents available to handle the volume during different hours of the day.

This report can be used by administrators and supervisors as a basis for workforce management planning, as it provides valuable information on the call volume and agent utilization during different hours of the day.


Hourly Call Details

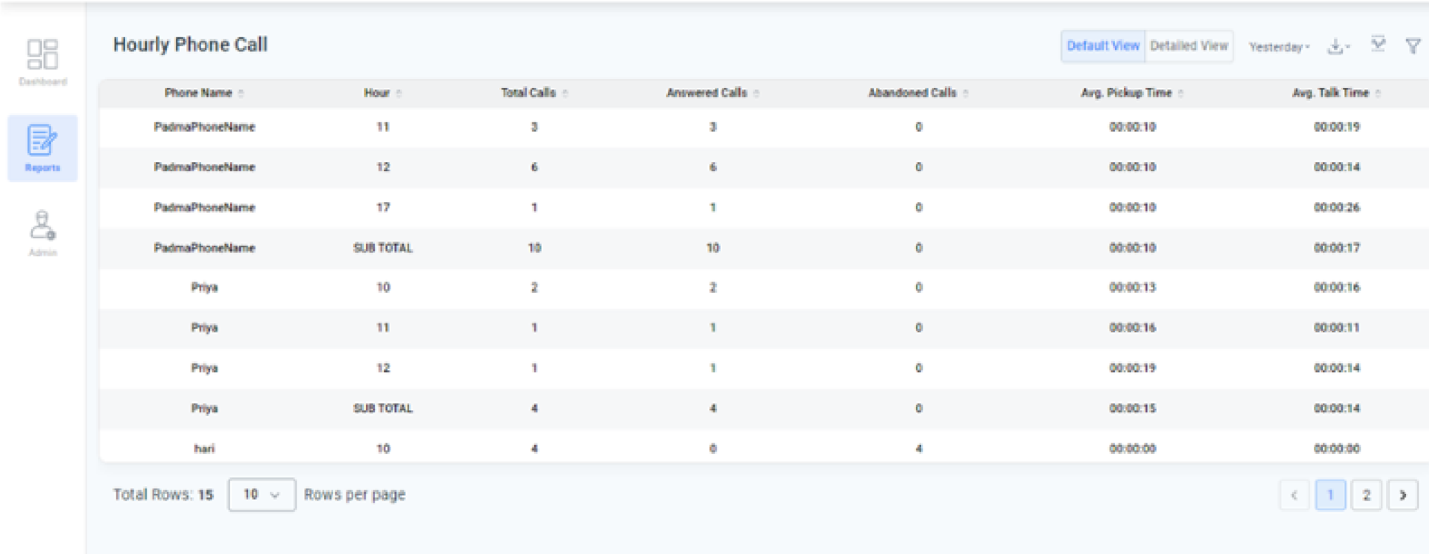
Hour	Total Calls	Answered Calls	Answered Calls %	Abandoned Calls	Abandoned Calls %	Avg. Pickup Time	Avg. Talk Time	Avg. Wrapup Time	Total Calls In Queue	Avg. Queue Time	Calls Abndoned In Queue	Avg. Queue Disconnect Time
11	15	8		7		00:00:16	00:00:48	00:00:07	9	00:00:07	0	00:00:00
12	9	3		6		00:00:20	00:03:28	00:00:01	3	00:00:01	0	00:00:00
13	15	5		10		00:00:21	00:00:33	00:00:05	5	00:00:17	0	00:00:00
14	8	4		4		00:00:25	00:00:28	00:00:02	1	00:00:30	0	00:00:00
15	42	18		24		00:00:16	00:00:50	00:00:09	14	00:00:18	0	00:00:00
16	27	16		11		00:00:15	00:00:28	00:00:22	14	00:01:32	9	00:02:10
TOTAL	116	54		62		00:00:17	00:00:49	00:00:10	46	00:00:37	9	00:02:10

Hourly Phone Call Report

This report measures the volume of inbound calls received in offline mode by the contact center over a specific time, divided by hour.

The report provides a summary of call volume and helps to analyze the load on the contact center, allowing administrators and supervisors to determine if there are enough agents available to handle the volume during different hours of the day in offline mode.

The report will aid Inbound contact center supervisors in optimizing staffing and improving offline center efficiency.



Phone Name	Hour	Total Calls	Answered Calls	Abandoned Calls	Avg. Pickup Time	Avg. Talk Time
PadmaPhoneName	11	3	3	0	00:00:10	00:00:19
PadmaPhoneName	12	6	6	0	00:00:10	00:00:14
PadmaPhoneName	17	1	1	0	00:00:10	00:00:26
PadmaPhoneName	SUB TOTAL	10	10	0	00:00:10	00:00:17
Priya	10	2	2	0	00:00:13	00:00:16
Priya	11	1	1	0	00:00:16	00:00:11
Priya	12	1	1	0	00:00:19	00:00:14
Priya	SUB TOTAL	4	4	0	00:00:15	00:00:14
hari	10	4	0	4	00:00:00	00:00:00

IVR Feedback Report

The report captures customer feedback regarding their interaction with the contact center, encompassing ratings and comments provided through the IVR system post-call.

This insightful report serves as a valuable tool for the contact center, offering a comprehensive understanding of customer satisfaction. By analyzing the feedback, the contact center can identify areas for improvement, ultimately contributing to an enhanced customer experience.

- As an admin, you can access the data through the following time frame options:
- Yesterday
- Last 7 days
- Custom: Choose a start date and end date to retrieve data for the specified duration.

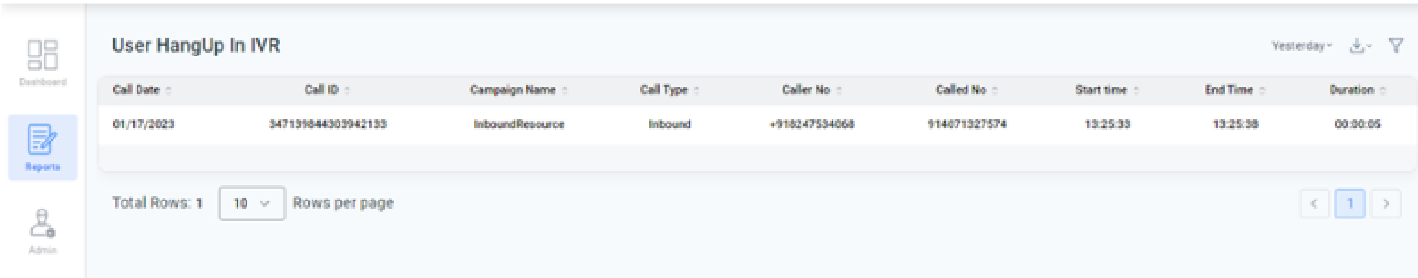
Also, the data can be downloaded in CSV and XLS formats.

IVR Hangup Details Report

This report measures the summary of calls that were disconnected by the customers in the IVR stage of a contact center, specifically for inbound calls.

It helps to understand the rate at which customers are not proceeding with their call and abandoning the IVR process.

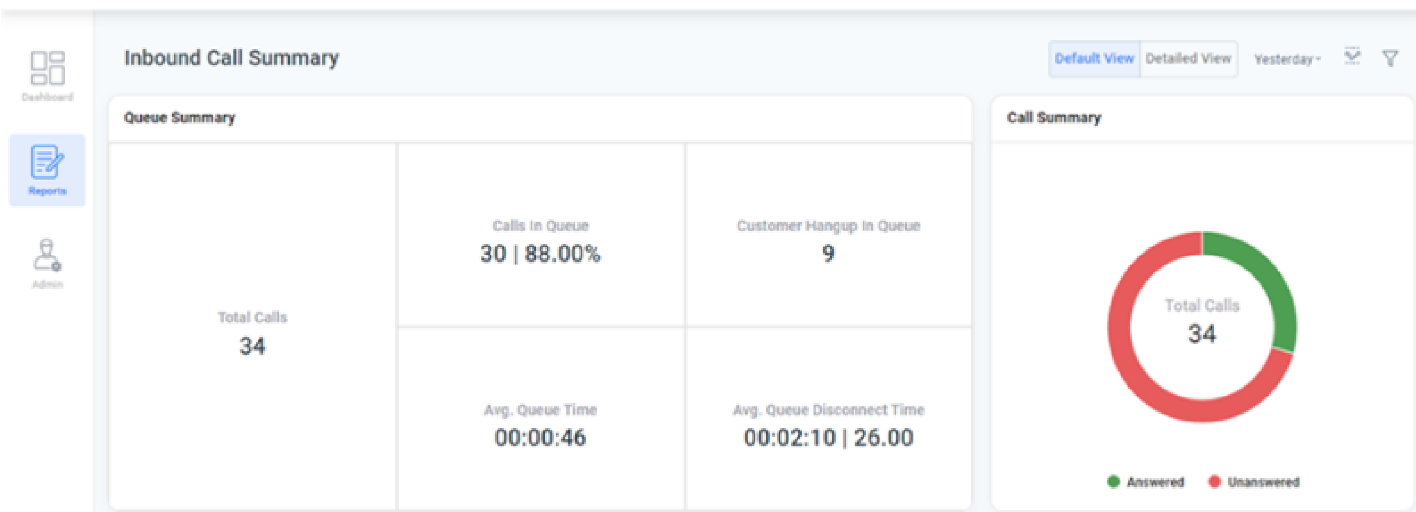
IVR designers, IT teams and CX teams will find this report useful as if the drop percentage is high then it may not be customer friendly and needs to be reconfigured.

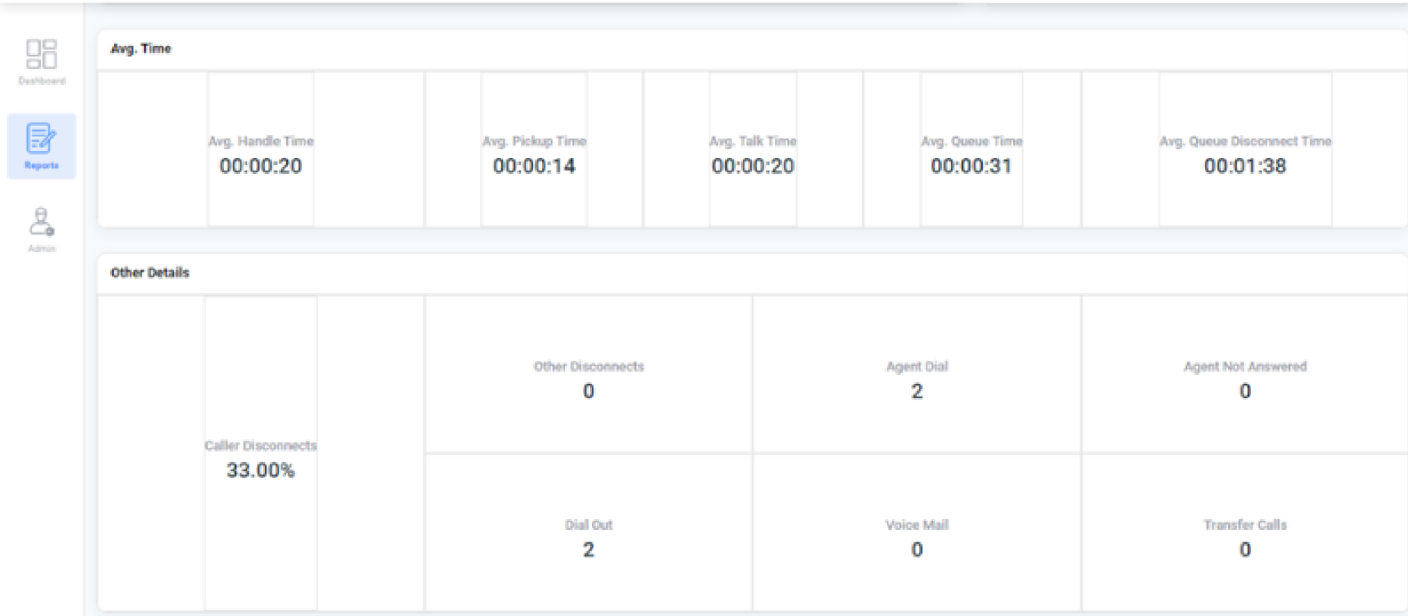


Inbound Call Summary Report

This report measures the performance of an individual agent based on the inbound calls. The inbound calls will be differentiated on the factors of Queue Summary, Call Summary, Average Time, and Other Details.

The report can be used by administrators and supervisors to monitor the performance of individual agents, make informed decisions, and identify areas for improvement.



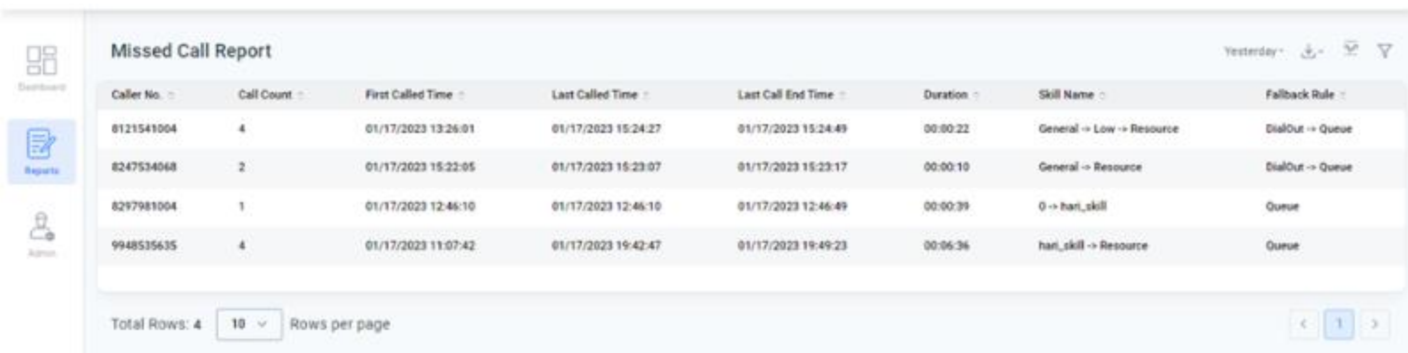


Missed Call Report

This report measures the number of calls that were terminated by the customers before an agent could answer them.

This helps the contact center to understand why customers are abandoning calls and to identify opportunities to improve the customer experience.

This report provides valuable insights for contact center supervisors to understand call abandonment and improve the customer experience.



Missed Call Report

Caller No.	Call Count	First Called Time	Last Called Time	Last Call End Time	Duration	Skill Name	Fallback Rule
8121541004	4	01/17/2023 13:26:01	01/17/2023 15:24:27	01/17/2023 15:24:49	00:00:22	General -> Low -> Resource	DialOut -> Queue
8247534068	2	01/17/2023 15:22:05	01/17/2023 15:23:07	01/17/2023 15:23:17	00:00:10	General -> Resource	DialOut -> Queue
8297981004	1	01/17/2023 12:46:10	01/17/2023 12:46:10	01/17/2023 12:46:49	00:00:39	0 -> hari_skill	Queue
9948535635	4	01/17/2023 11:07:42	01/17/2023 19:42:47	01/17/2023 19:49:23	00:06:36	hari_skill -> Resource	Queue

Total Rows: 4 10 Rows per page

Organization Summary Report

The report provides information on the number of calls received by the contact center, classified based on their call type, such as inbound, outbound, conference calls, etc.

To measure the success rate of a call getting connected and the call handling time on each call type.

This report can be useful for the Head of the contact center to measure the success rate of call connection and the handling time for each call type, helping to assess the overall performance of the contact center.


Organization Summary

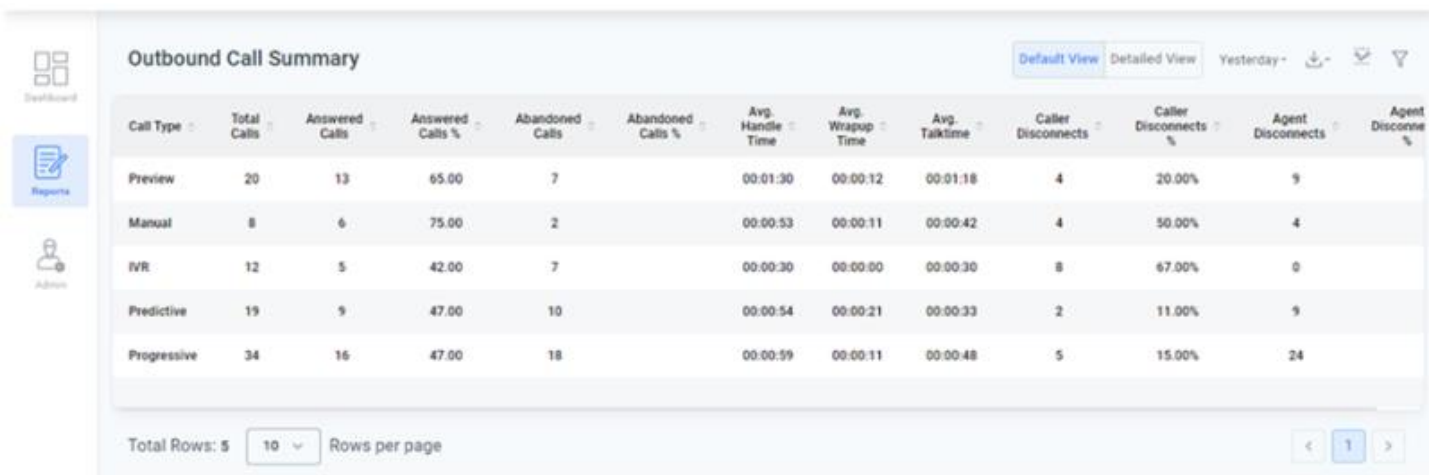
Call Type	Total Calls	Calls Connected	Calls Connected %	Abandoned Calls	Abandoned Calls %	Avg. Handle Time	Avg. Handle Time %	Caller Disconnects	Caller Disconnects %	Transfer Calls	Transfer Calls %
IVR	12	5	42.00%	7		00:00:30		8	67.00%	0	0.00%
Inbound	34	10	29.00%	24		00:00:17		11	32.00%	1	3.00%
Manual	8	6	75.00%	2		00:00:53		4	50.00%	6	75.00%
Predictive	19	9	47.00%	10		00:00:54		2	11.00%	4	21.00%
Preview	20	13	65.00%	7		00:01:30		4	20.00%	11	55.00%
Progressive	34	16	47.00%	18		00:00:59		5	15.00%	14	41.00%

Outbound Call Summary Report

This report tracks the number of outbound calls made by a contact center and assesses their performance.

It provides information on the number of calls handled by call type and the success rate of connecting with the intended recipient.

This report creates a web-based display of all outbound calls made by a contact center. It helps the supervisors to evaluate the accuracy of data used in outbound calling and identifies the success rate of connecting with customers by lead source.


Outbound Call Summary

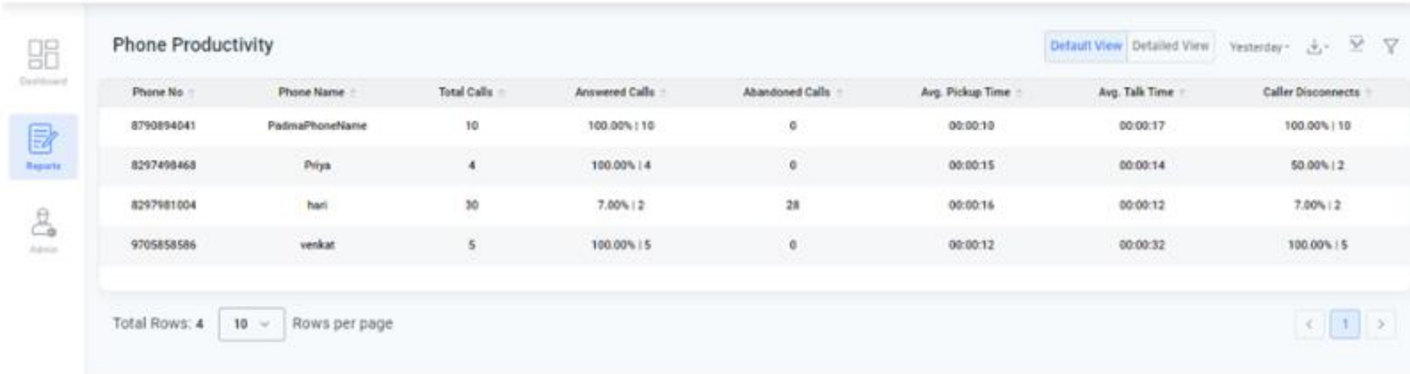
Call Type	Total Calls	Answered Calls	Answered Calls %	Abandoned Calls	Abandoned Calls %	Avg. Handle Time	Avg. Wrapup Time	Avg. Talktime	Caller Disconnects	Caller Disconnects %	Agent Disconnects	Agent Disconne %
Preview	20	13	65.00	7		00:01:30	00:00:12	00:01:18	4	20.00%	9	
Manual	8	6	75.00	2		00:00:53	00:00:11	00:00:42	4	50.00%	4	
IVR	12	5	42.00	7		00:00:30	00:00:00	00:00:30	8	67.00%	0	
Predictive	19	9	47.00	10		00:00:54	00:00:21	00:00:33	2	11.00%	9	
Progressive	34	16	47.00	18		00:00:59	00:00:11	00:00:48	5	15.00%	24	

Total Rows: 5 10 Rows per page

Phone Productivity Report

This report measures the performance of a specific agent in handling calls in offline mode, in both inbound and outbound campaigns.

The report assists administrators and supervisors in assessing an agent's performance when offline and pinpointing areas that require enhancement.



Phone No	Phone Name	Total Calls	Answered Calls	Abandoned Calls	Avg. Pickup Time	Avg. Talk Time	Caller Disconnects
8790894041	PadmaPhoneName	10	100.00% | 10	0	00:00:10	00:00:17	100.00% | 10
8297498468	Priya	4	100.00% | 4	0	00:00:15	00:00:14	50.00% | 2
8297981004	hari	30	7.00% | 2	28	00:00:16	00:00:12	7.00% | 2
9705858586	venkat	5	100.00% | 5	0	00:00:12	00:00:32	100.00% | 5

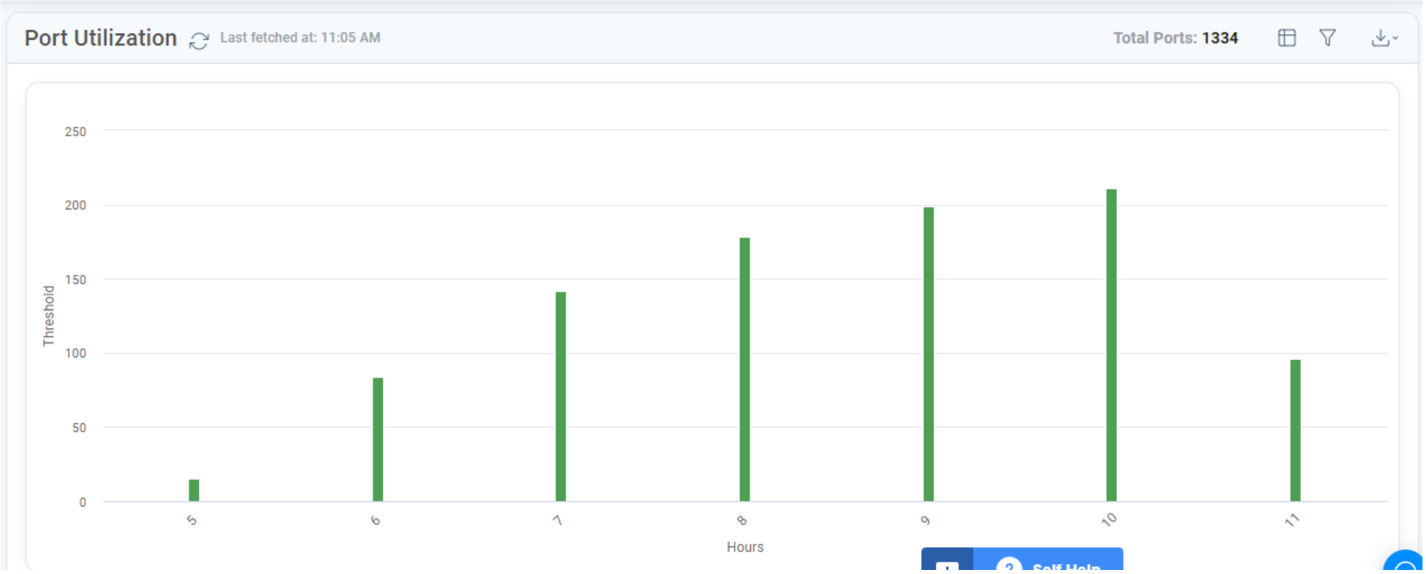
Port Utilization Report

The port utilization report offers valuable insights into the utilization levels of network ports. It aids admins in monitoring and optimizing network performance by identifying potential bottlenecks, optimizing resource allocation, and planning for future capacity needs.

By reviewing and analyzing this report, you can:

- Identify the total number of ports assigned to your account.
- Identify and address network congestion
- Plan for capacity upgrades
- Optimize network resource allocation
- Ensure smooth and efficient operations

Additionally, the report allows data filtering by DIDs and custom dates for more precise analysis.



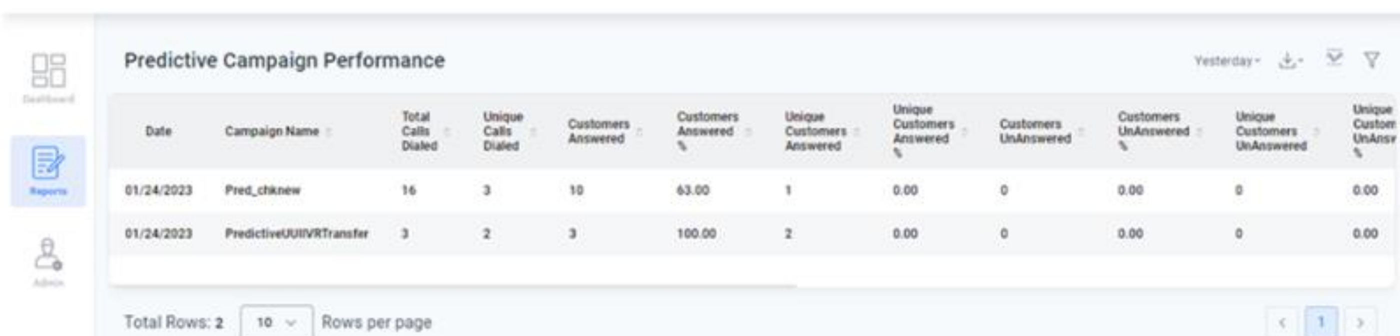
Predictive Campaign Performance Report

This report provides insights into the efficiency of the predictive dialer and the agent performance during a day for a specific campaign in the outbound or inbound calls in a contact center.

The report measures the number of calls dialed and the success rate of connecting to customers, as well as the agent's handling of the calls.

This information can be used to improve the performance of the dialer and optimize the calling data if the pickup rate is low, indicating that the predictive dialer is not functioning efficiently.

Managers of the dialing process will find this report useful to gather productive dialer information and the developers to reconfigure the predictive dialer if needed.



Predictive Campaign Performance

Yesterday

Date	Campaign Name	Total Calls Dialed	Unique Calls Dialed	Customers Answered	Customers Answered %	Unique Customers Answered	Unique Customers Answered %	Customers UnAnswered	Customers UnAnswered %	Unique Customers UnAnswered	Unique Custom UnAnsw %
01/24/2023	Pred_chknew	16	3	10	63.00	1	0.00	0	0.00	0	0.00
01/24/2023	PredictiveUUIIVRTransfer	3	2	3	100.00	2	0.00	0	0.00	0	0.00

Total Rows: 2 10 Rows per page

Skill Productivity Report

This report measures the number of calls received by the contact center based on the specific skill set or department that the call is assigned to.

This report can be used to optimize staffing levels, monitor performance by skill set or department, and improve the overall efficiency and effectiveness of the contact center.

The report provides a breakdown of the number of calls received for each skill set or department, which can help administrators and supervisors understand the volume of calls being handled by each team and identify areas that may need additional support.

Skills Productivity

Default View | Detailed View | Yesterday

Skill	Total Calls	Answered Calls	Abandoned Calls	Avg. Pickup Time	Avg. Handle Time	Caller Disconnects	Transfer Calls
General	2	0.00% | 0	2	00:00:00	00:00:00	0.00% | 0	0
Low	1	0.00% | 0	1	00:00:00	00:00:00	0.00% | 0	0
Resource	6	0.00% | 0	6	00:00:00	00:00:00	83.00% | 5	0
hari_skill	9	22.00% | 2	7	00:00:14	00:00:20	11.00% | 1	0

Total Rows: 4 | 10 | Rows per page

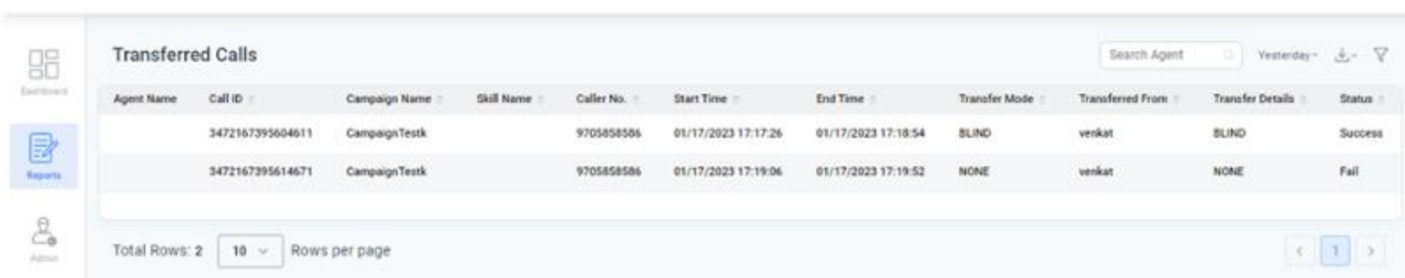
Transferred Calls Report

This report provides information on the number and details of calls that were transferred to another agent or supervisor within a contact/call center for a particular campaign and skill set.

It helps to analyze the effectiveness of the call transfer process and track customer interactions with different agents.

To understand the agent's product knowledge and their skill set in handling the customers if transferred for further assistance. This report also triggers the calls if transferred due to different skill sets required.

Agents' immediate reporting managers will find this report useful to understand the agent's knowledge base.



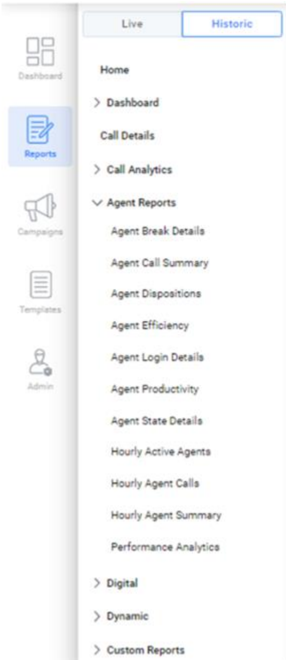
Transferred Calls

Search Agent | Yesterday

Agent Name	Call ID	Campaign Name	Skill Name	Caller No.	Start Time	End Time	Transfer Mode	Transferred From	Transfer Details	Status
	3472167395604611	CampaignTestk		9705858586	01/17/2023 17:17:26	01/17/2023 17:18:54	BLIND	venkat	BLIND	Success
	3472167395614671	CampaignTestk		9705858586	01/17/2023 17:19:06	01/17/2023 17:19:52	NONE	venkat	NONE	Fail

Total Rows: 2 | 10 | Rows per page

Agents Reports

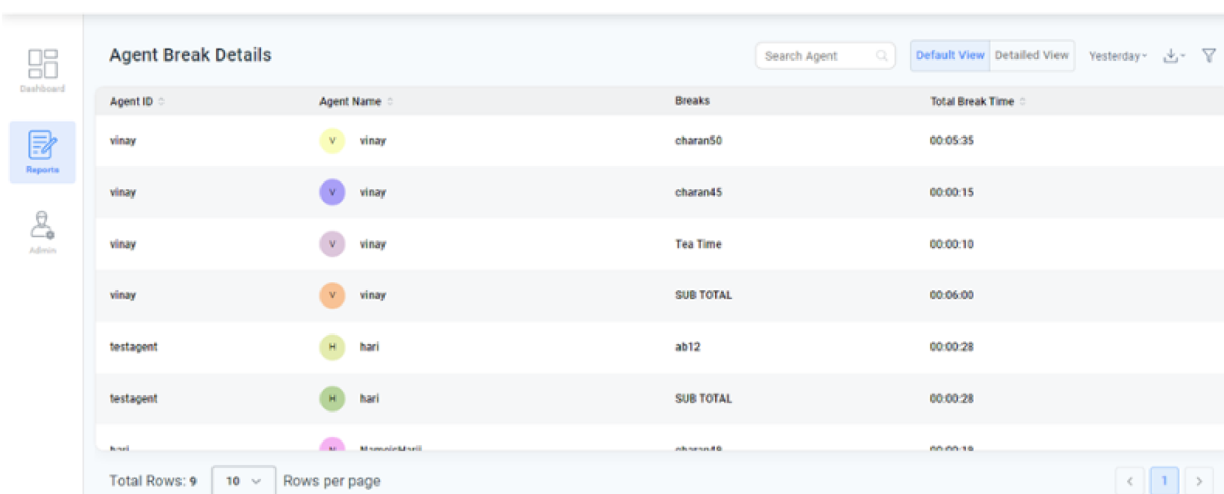


Agent Break Details Report

This report provides an administrator with details about the amount of time agents spend on breaks, including instances where breaks exceed the allotted time.

It enables regular audits of agent pause times for review with the agents.

This information is useful for team leads or supervisors as it can help identify any issues or areas for improvement with individual agents or the team.

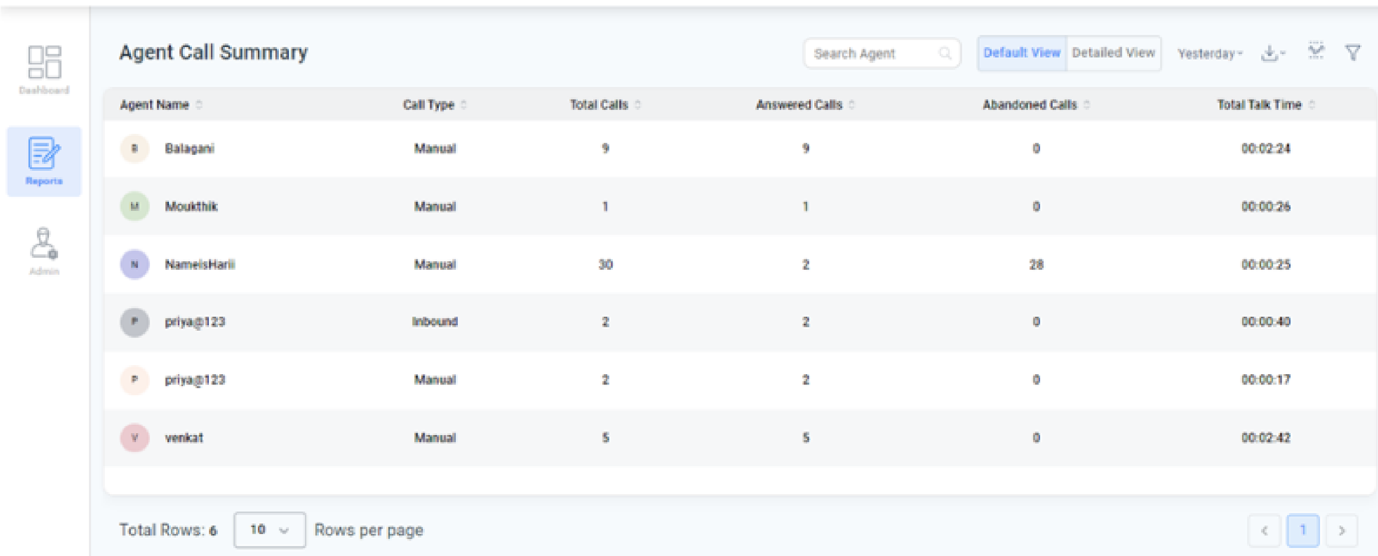


Agent Call Summary Report

This report provides an overview of how individual agents are performing based on the type of calls they handle in the contact center.

It helps managers to understand which agents excel in handling certain types of calls and which agents may need additional training or support to handle these calls more effectively.

This report gives the Call Metrics (click here for more info) of the agents based on the call type. This helps understand the types of communication the agent has been handling and to analyze if any changes are needed to agent modes for a particular agent.

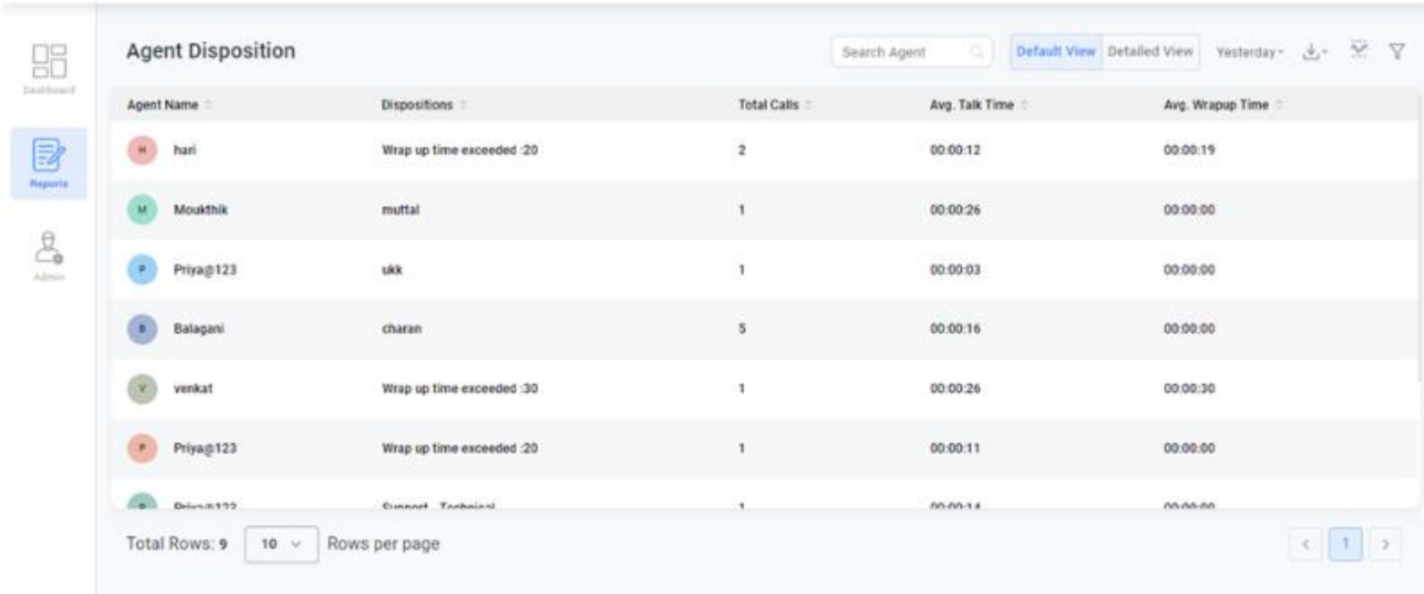


Agent Disposition Report

This report analyzes the different types of calls received by the contact center, based on the dispositions assigned by agents.

It presents a comprehensive overview of the dispositions assigned by agents for all calls handled by the center.

Supervisors in the contact center will find this report useful to assess the reasons or issues that prompt customers to call the contact center. It provides insight into the types of inquiries received by the center.

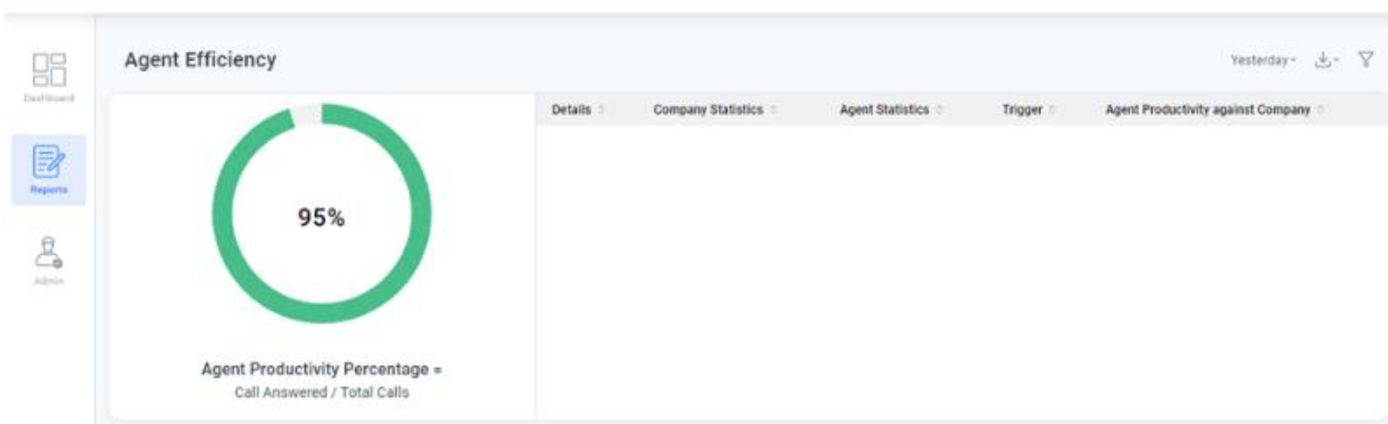


Agent Efficiency Report

This report evaluates individual agent performance based on the average statistics of the contact center for various metrics in both inbound and outbound online calls.

It provides a comparative analysis of individual agent performance against the center's overall averages.

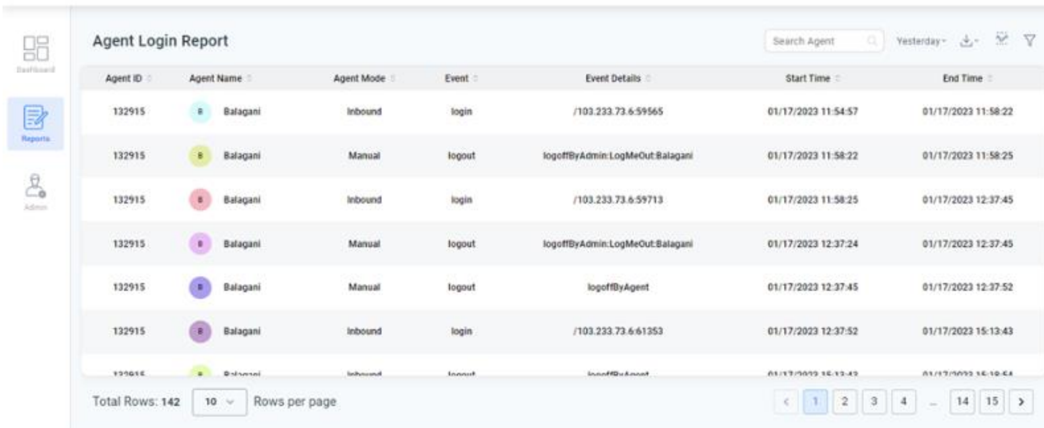
Supervisors in the contact centers will find this report useful to calculate an agent's productivity percentage for regular performance reviews with the agents. It provides an assessment of each agent's output relative to their workload.



Agent Login Report

This report provides a complete record of an agent's activity during their logged-in time. It acts as an audit trail and tracks all actions performed by the agent during their shift.

This report monitors the status of agents, with a focus on tracking escalations. Supervisors in the contact centers will find this report useful to identify and resolve issues in real-time by providing up-to-date information on agent availability and workload.



Filters

As an administrator, you can conveniently refine data using two filter parameters: Agent Name and Event. The Agent Name encompasses all agents within the CloudAgent account. The Event filter parameter provides the below options for data filtering:

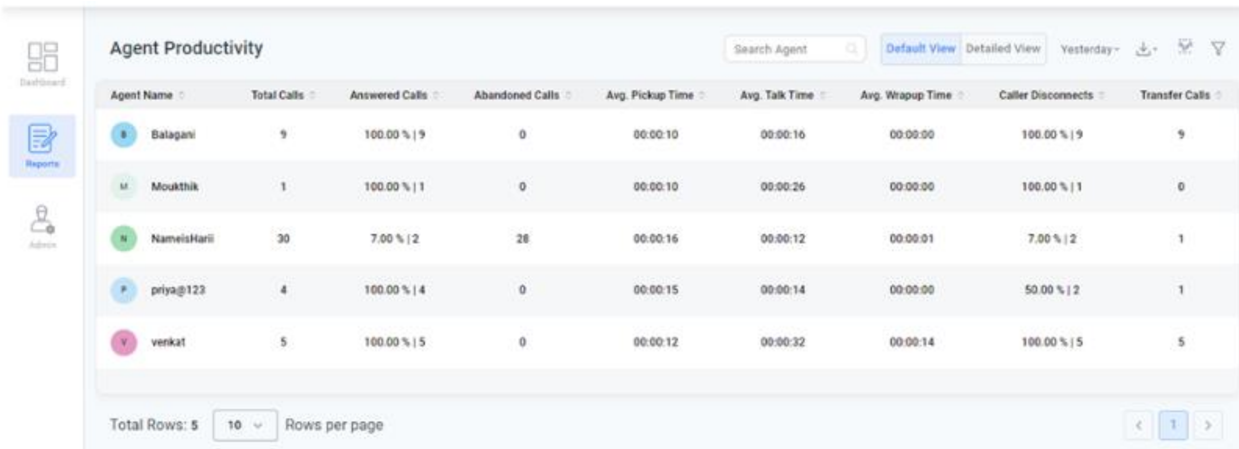
- All
- login
- AUX
- logout
- calling
- Idle
- ACW
- pause
- Chat
- Busy
- EXCEPTION

Agent Productivity Report

This report evaluates the overall performance of an individual agent within a contact center.

It provides an assessment of the agent's proficiency, efficiency, and effectiveness in handling customer inquiries.

This report tracks an agent's performance in a contact center. Supervisors in the contact centers will find this report useful as it provides insight into an agent's efficiency, effectiveness, and overall proficiency in handling customer inquiries.

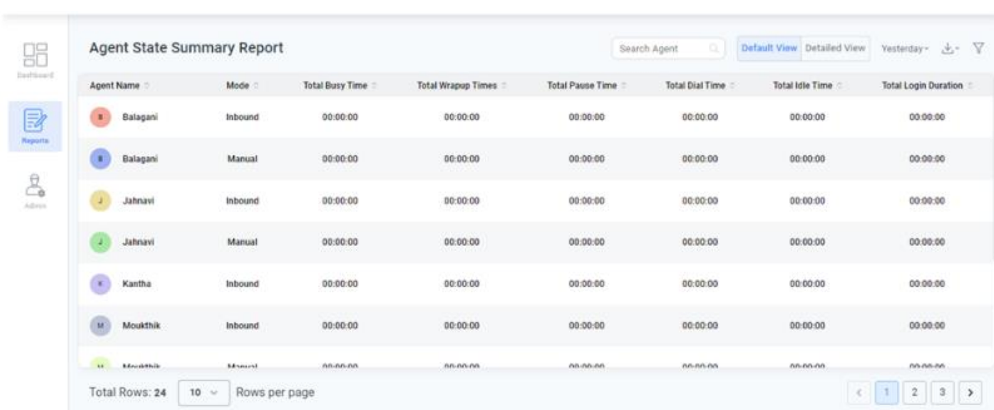


Agent State Summary Report

This report tracks the amount of time an individual agent spends in each mode (e.g. available, on a call, after-call work, etc.) in a contact center.

It provides information on how an agent is utilizing their time and helps identify areas for improvement. (Click here for Agent State).

Supervisors in the contact centers will find this report useful it provides insight into an agent's efficiency, effectiveness, and overall proficiency in handling customer inquiries.



Hourly Active Agents Report

This report provides a summary of the availability of agents for inbound calls, measured hour-by-hour on a 24-hour scale.

It helps to determine the number of available agents to handle incoming call volume.

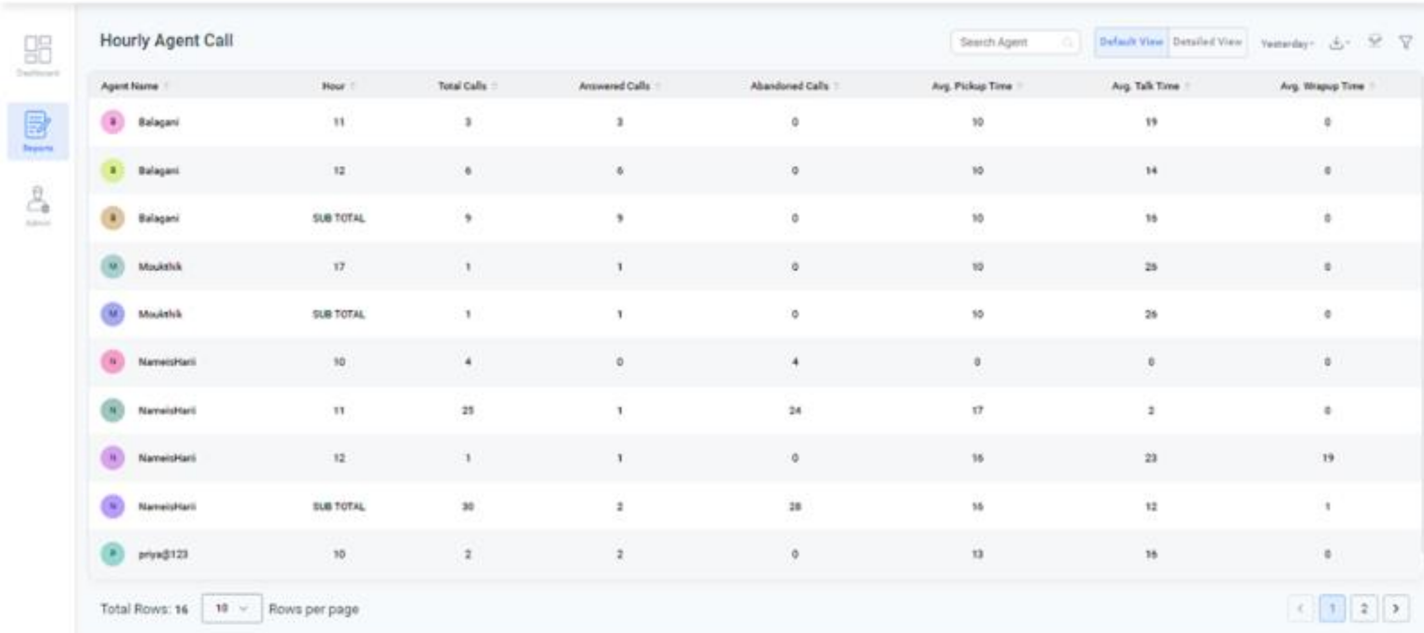
This report enables supervisors to assess whether their contact center is properly staffed to handle the inbound call volume.

Hourly Agent Call Report

This report summarizes the capacity of agents in handling calls in a contact center.

It provides information on the number of calls an agent can handle, helping to identify areas for improvement and ensure efficient utilization of resources.

This report allows managers to track and evaluate an agent's performance on an hourly basis. It provides insight into an agent's efficiency, effectiveness, and overall proficiency in handling customer inquiries, helping to identify areas for improvement and adjust staffing levels as needed.



Hourly Agent Call

Agent Name	Hour	Total Calls	Answered Calls	Abandoned Calls	Avg. Pickup Time	Avg. Talk Time	Avg. Wrapup Time
Balagani	11	3	3	0	10	19	0
Balagani	12	6	6	0	10	14	0
Balagani	SUB TOTAL	9	9	0	10	16	0
Moukthik	17	1	1	0	10	25	0
Moukthik	SUB TOTAL	1	1	0	10	26	0
NameisHari	10	4	0	4	0	0	0
NameisHari	11	25	1	24	17	2	0
NameisHari	12	1	1	0	16	23	19
NameisHari	SUB TOTAL	30	2	28	16	12	1
priya@123	10	2	2	0	13	16	0

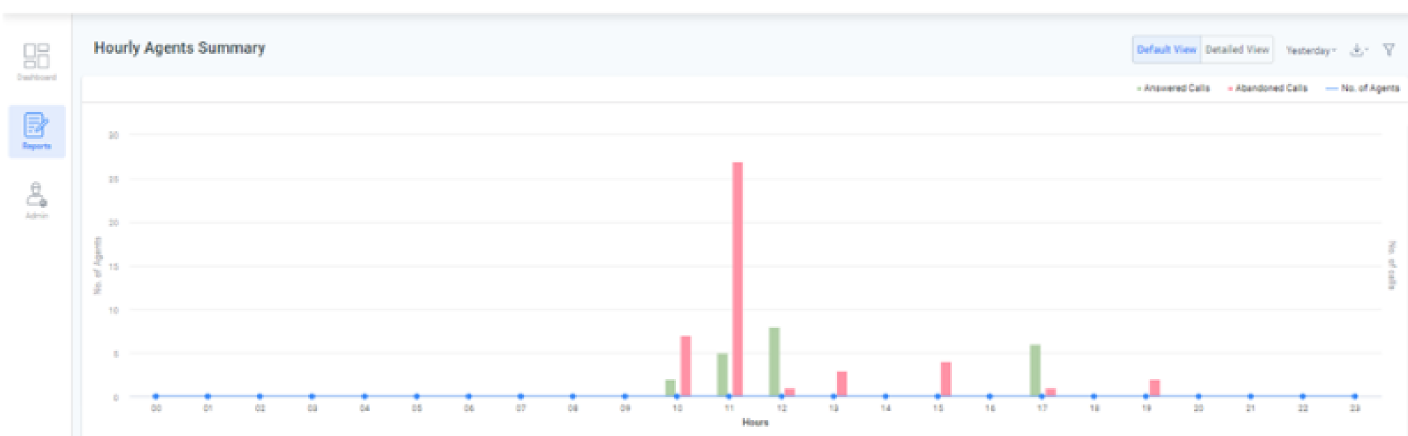
Total Rows: 16 10 Rows per page

Hourly Agents Summary Report

This report summarizes the performance of multiple agents in handling the call volume in a contact center.

It provides information on how well the agents are handling incoming calls, helping to identify areas for improvement and ensuring efficient utilization of resources.

This report helps managers schedule the working hours of agents in a contact center. It allows supervisors to compare the call volume in the center to the staffing availability of agents, allowing them to quickly identify any discrepancies and make necessary adjustments to the roster.

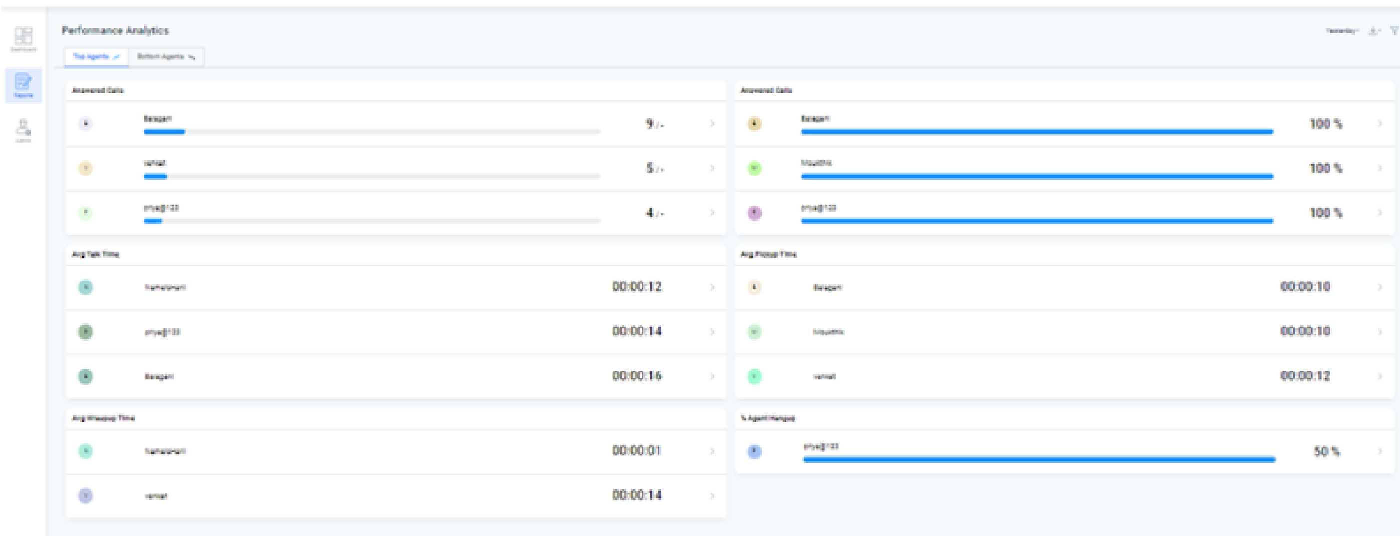


Performance Analytics Report

This report provides a visual summary of an agent's performance in various metrics, presented in a compact and easily understandable card format.

It gives a comprehensive overview of an agent's efficiency, effectiveness, and proficiency, enabling managers to quickly identify areas for improvement and make informed decisions about coaching, training, or other performance interventions.

This report helps supervisors to identify the top and bottom-performing agents in the contact center based on the number of calls they have handled.

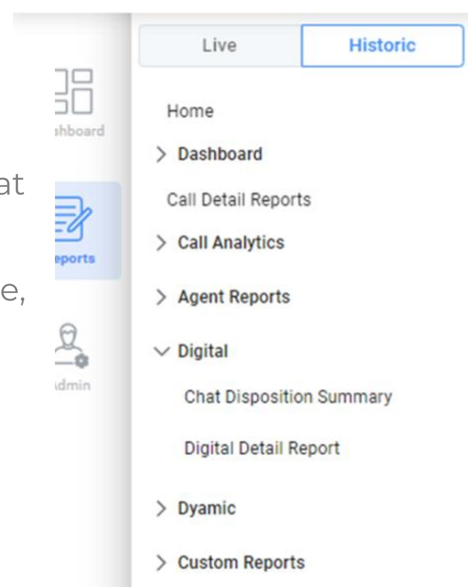


Digital Reports

This report provides a comprehensive record of all digital chats that occur in the account.

It includes details such as chat start and end time, chat duration, customer information, and chat transcripts.

This report can be used to monitor agent performance, evaluate customer satisfaction, and track the effectiveness of the digital chat channel.



Digital Channels Details

The Digital Channel Details offers a complete overview of all chats and the associated metrics. It allows for online analysis of agent performance in the contact center based on various chat metrics.

This report is helpful for supervisors of inbound contact centers to monitor their agents' performance.

Digital Channels Details

Agent Name | Search | Today

Sessions	Monitor UCID	Channel	Campaign Name	Start Time	End Time	Agent TTA	Agent Chat Time	Agent Digital Channel Start Time	Node	Agent Name	Transcript
+919573093220	70761676894661930	whatsapp	Chat	17:34:21	17:34:28				NEXT_FREE_AGENT		Chat History
+919573093220	70761676888889288	whatsapp	Chat	15:58:09	16:20:45		00:22:35	2023-02-20 15:58:10	NEXT_FREE_AGENT -> AGENT	H hari1	Chat History
b48fdc78-d6a4-4af5-95fb-8a99be48e59b	70761676887769133	Web	Chat	15:39:29	24:00:00				CHAT_BOT		Chat History

Transcript (Chat History)

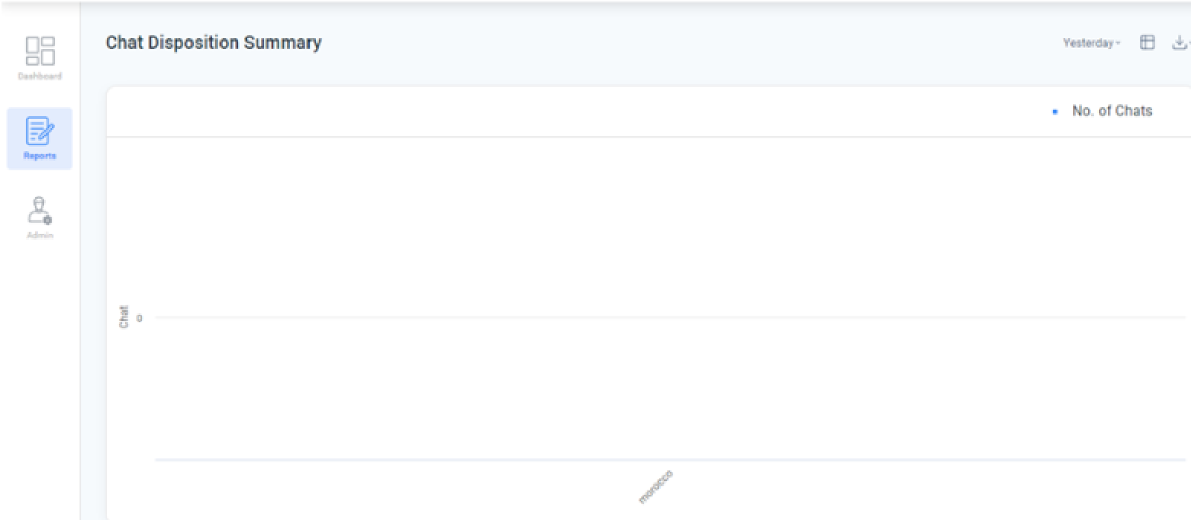
- Messages are labeled by the sender (chatbot, agent, or customer) to clearly indicate who sent the message.
- The chat history is also accessible on the agent toolbar, under the Chat History page.
- Chat disconnect messages can be configured from the ICR designer as well.

Chat Disposition Summary Report

The report provides a summary of the outcome or final status of each chat interaction in the contact center, as designated by the agent handling the chat.

The information can be used to understand the types of inquiries or issues being addressed through the chat channel and to track the efficiency and effectiveness of the chat operations.

Supervisors of Inbound contact centers will find this report useful about what disposition is given for each chat or digital interaction.



Digital Detail Report

This report provides a comprehensive view of chat interactions, which has all the possible Chat Metrics tracked for a chat.

To generate the web view of the performance of the agent on the chats in the contact center based on all possible Chat Metrics of the chat.

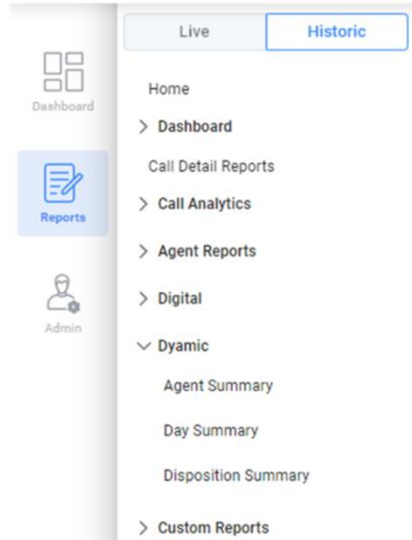
Supervisors of Inbound contact centers will find this report useful as it provides insight into an agent's efficiency, effectiveness, and overall proficiency in handling customer inquiries.

The data in this report can be swiftly accessed by utilizing the filters Campaign Name and Channel Type. The Channel Type filter offers the following options to refine the data:

- All
- Web
- WhatsApp
- Email
- SMS
- Chat
- Webchat
- Mail
- Twitter
- Facebook

Dynamic Reports

Dynamic Reports provide a comprehensive overview of agent performance, chat metrics, and disposition summary for in-depth analysis of the contact center's digital chat operations.



Agent Call Summary Report

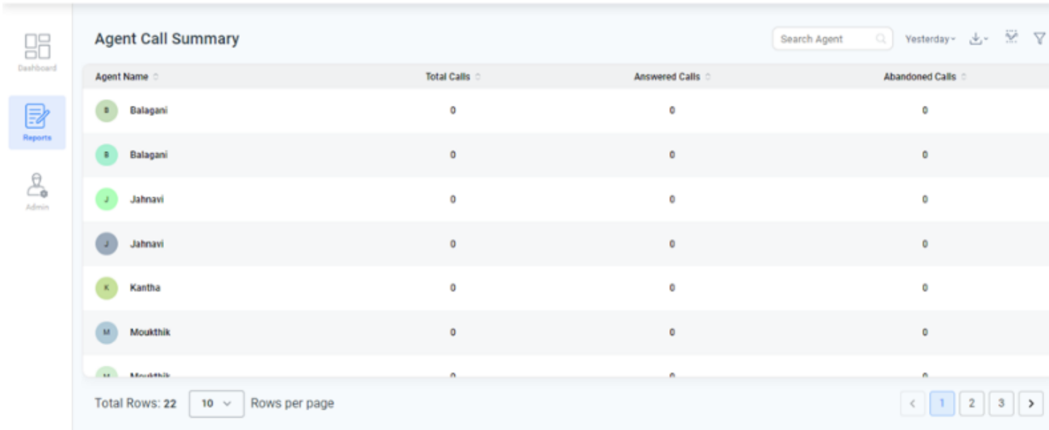
This report measures the call summary of the agents in a contact center for all Mode Types and all Metrics.

The reports vary in the fields selected. If only call metrics are selected and the report generates all the information available about the call. If the mode type is selected, then only the calls landed, and the connected call information will be generated. You can also select multiple things like Mode Type, and Call Metrics and then opt for which information you need.

The data in this report can be accessed quickly using the below filters to generate a report on all the calls handled by the agents in the contact center:

- From Date
- To Date
- Date Format
- Mode Type
- Metrics
- Agents

Supervisors of contact centers will find this report useful to understand the number of calls connected to an agent and his performance.

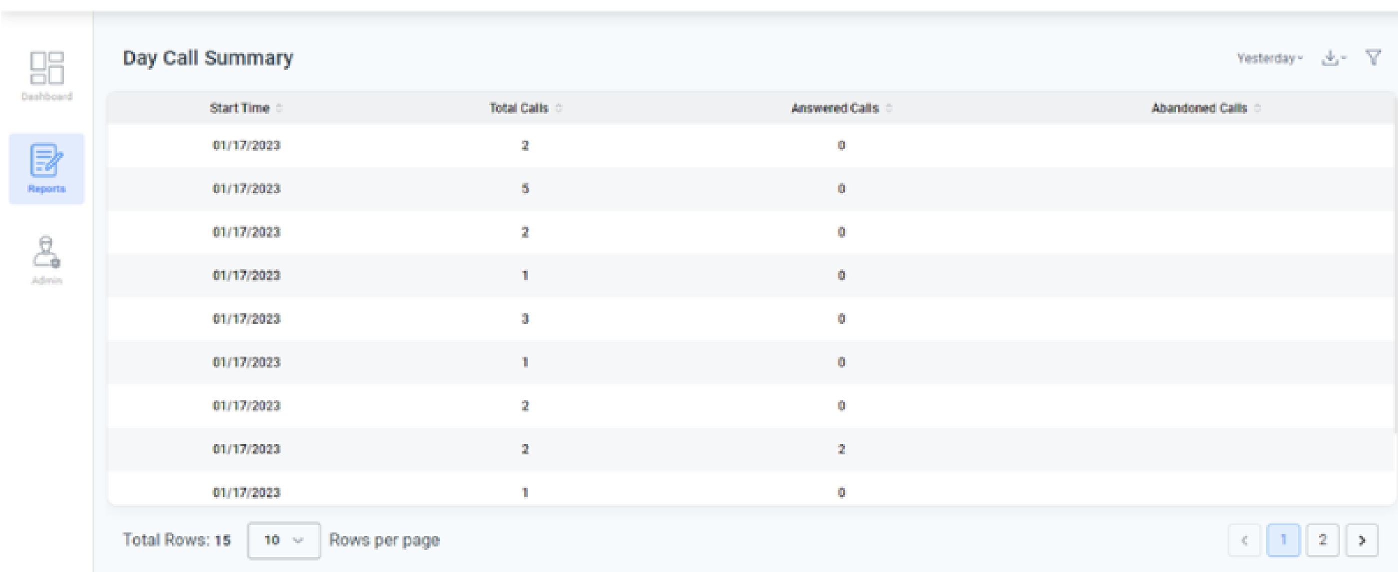


Day Call Summary Report

This report provides a summary of the connected calls in a contact center, based on the selected fields. For example, if a campaign is selected, it generates call information per campaign. The report can be customized based on the different fields available.

To measure the success rate of call connections in the contact center and analyze performance based on different parameters.

This information is useful for supervisors as it provides insight into the performance of the contact center and can help identify areas for improvement.

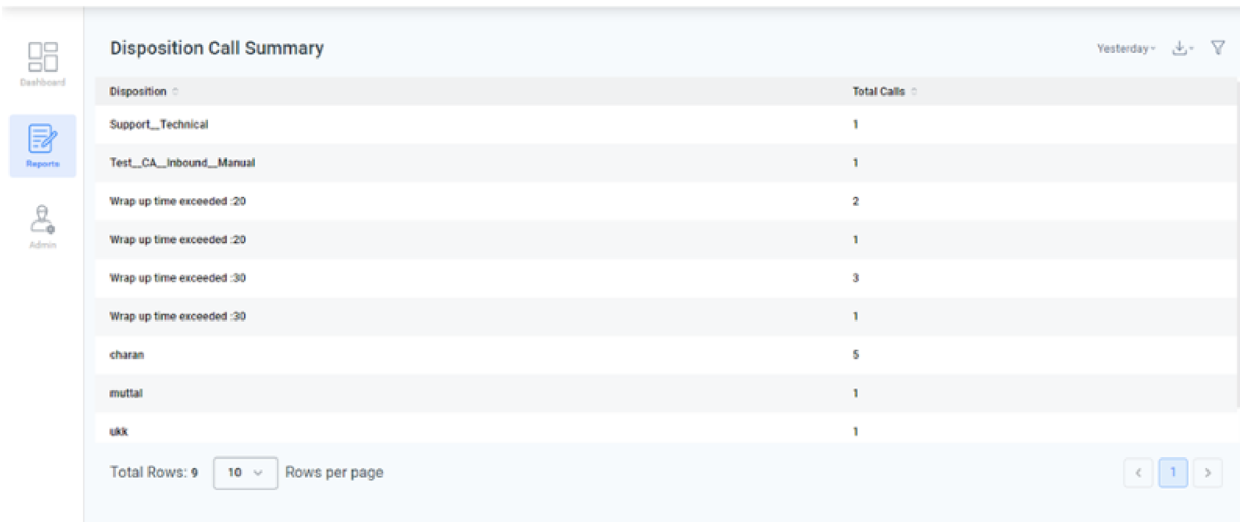


Disposition Call Summary Report

This report provides a comprehensive view of call dispositions in the contact center, breaking down the data by agent, campaign, and skill, allowing managers to understand the different types of calls received and how they were handled.

This report provides insight into the outcome of each call, as classified by the agents who handled the calls, and can help to identify trends and patterns in customer inquiries and interactions.

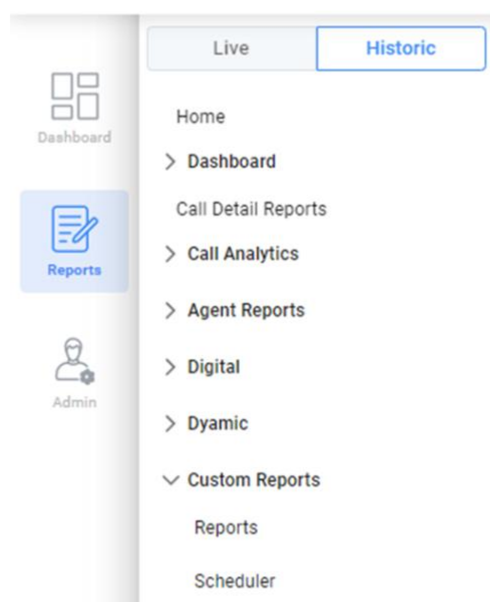
Supervisors of Inbound contact centers will find this report useful for what disposition is given for each call.



Custom Reports

This option helps the administrator to build a custom report according to the contact center's requirements.

This option is available only on demand.

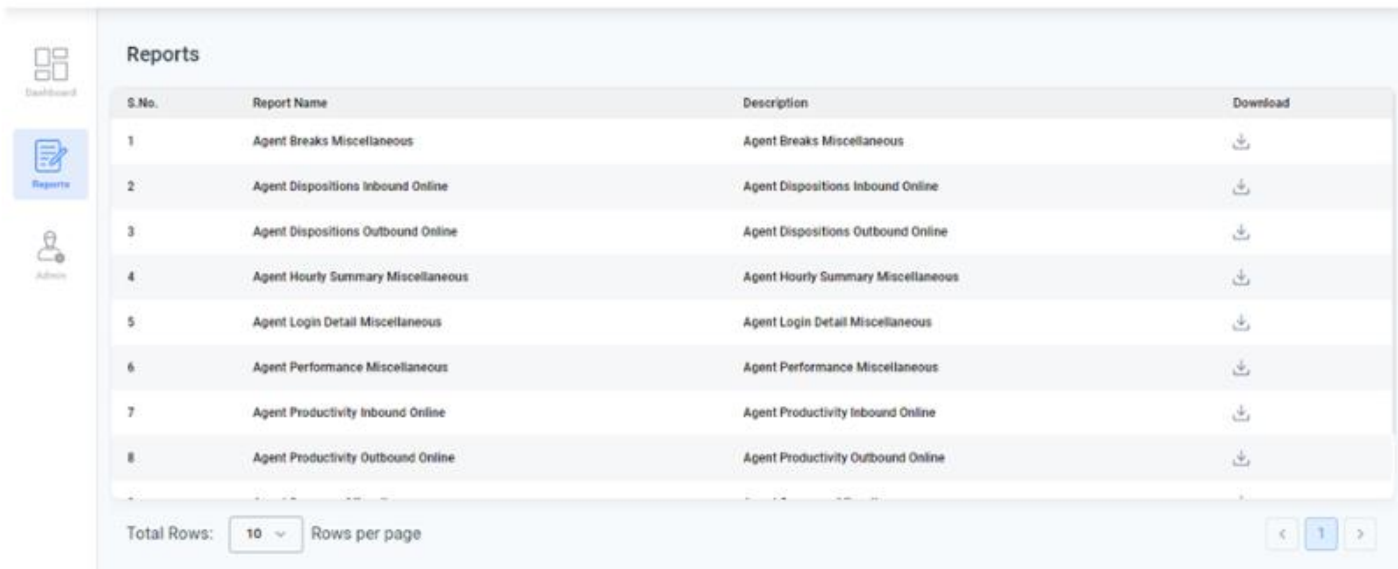


Reports List

This report is a predefined customized report and any further requirements, or any other customized report is created on request.

The reports are available for download in PDF, CSV, XLS, and HTML formats, providing a user-friendly and easy-to-understand layout of the data.

Supervisors of Inbound contact centers will find this report useful as these reports are predefined with the necessary filters.



Scheduler Reports

The reports scheduler helps you get your periodic reports into your inbox directly. You can also schedule these reports for your colleagues and management. The scheduler allows you to schedule One Report at a time and with one frequency (Hourly, Daily, weekly, monthly, Current month to date).

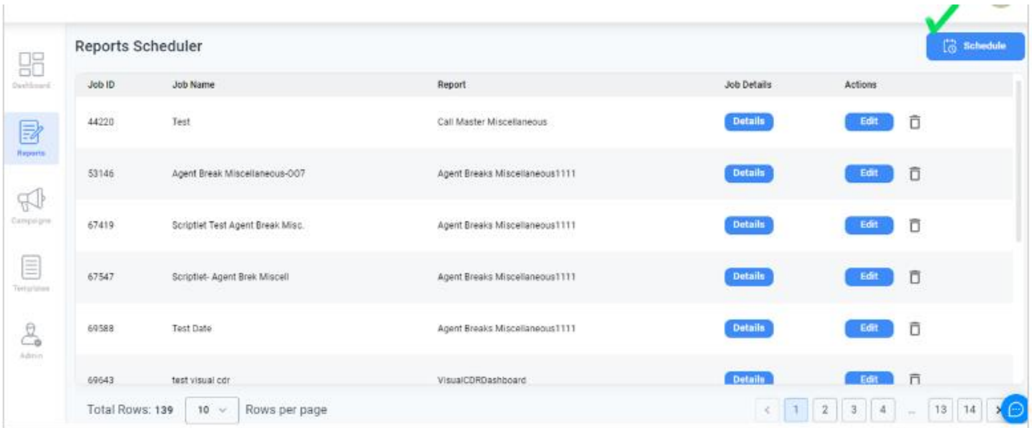
This helps in keeping track of the workflow in the contact center at the required frequency.

Supervisors and Business heads of Inbound contact centers will find this report useful as they receive regular reports according to the frequency set.

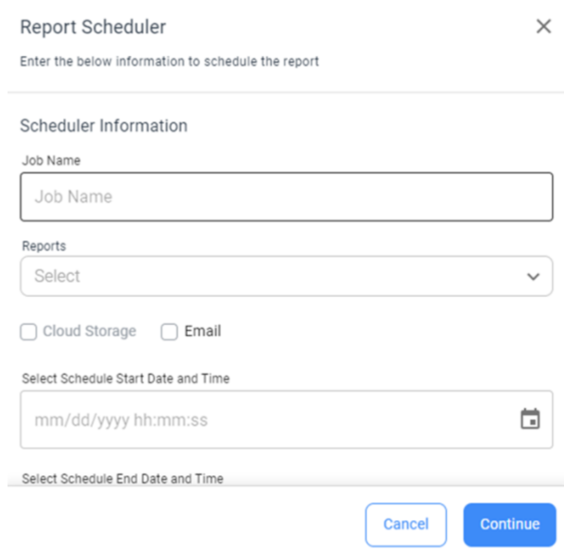
Run Scheduler Report

Follow the instructions to schedule a report:

1) Click the Scheduler option on the top right-side menu, as shown below.



2) Fill in the fields in the next window. Fields descriptions are given below.



- **Job Name**: This is an identifier for the scheduler job you are creating for sending automated email reports. You can put any name/number in this field as convenient. It is a mandatory field.
- **Email IDs**: Can give multiple email IDs with comma separation.
- **Email Subject**: Subject of the email sent.
- **Email Message**: If any message is to be sent along the email.
- **Select Date and Time**: The date and time when the email is required to be sent.
- **Reports**: Select any of the reports available in the menu from the dropdown.
- **Export Type**: The export types allowed are Excel, CSV & PDF files.

- **Frequency**: The frequency of the scheduler can be set to:
    - **Once** – This means the report will be emailed to you only once.
    - **Hourly** – If it is an hourly report and you want it every hour to your email (usually this is not suggested for Hourly reports, and it is better to look at it directly in the portal).
    - **Daily** – for any report which is needed to be in your inbox daily.
    - **Weekly** – for any report you need once a week.
    - **Monthly** – for any report you need for your monthly reviews with agents.

3) Click "**Continue**" then fill in the fields as per the requirement. Fields and their descriptions are given below:
    - **From Date**: Gives you the option to select the frequency in which you want the report to be generated.
    - **To Date**: Gives you the option to select the frequency in which you want the report to be generated.
    - **Campaigns**: Select the list of campaigns
    - **Agents**: Select the list of agents
    - **Call Types**: Select the call types - Manual / Inbound / Progressive / Preview / Predictive / Mail / IVR
4) Click "**Confirm"** to have the selected report scheduled to the provided email.

Push Reports to your Cloud Storage

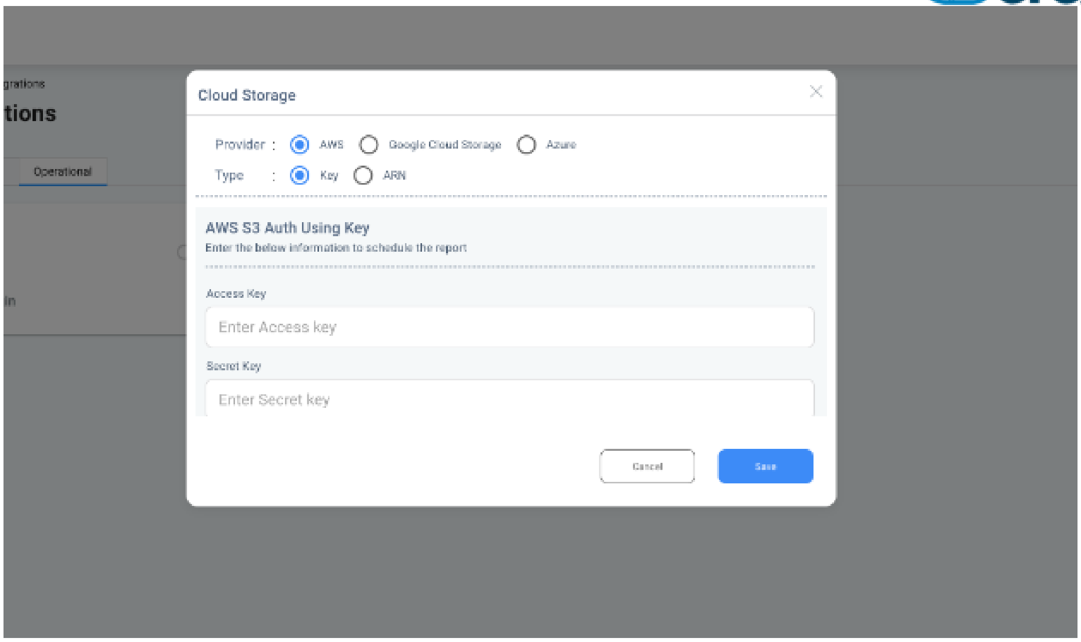
The Cloud Agent platform now enables customers to seamlessly push reports to their own cloud storage. Here's how to set it up:

Step 1: Connect to Your Cloud Storage

You can integrate with any of the following cloud providers: AWS (via Key or ARN), Azure, or GCP.

To connect:

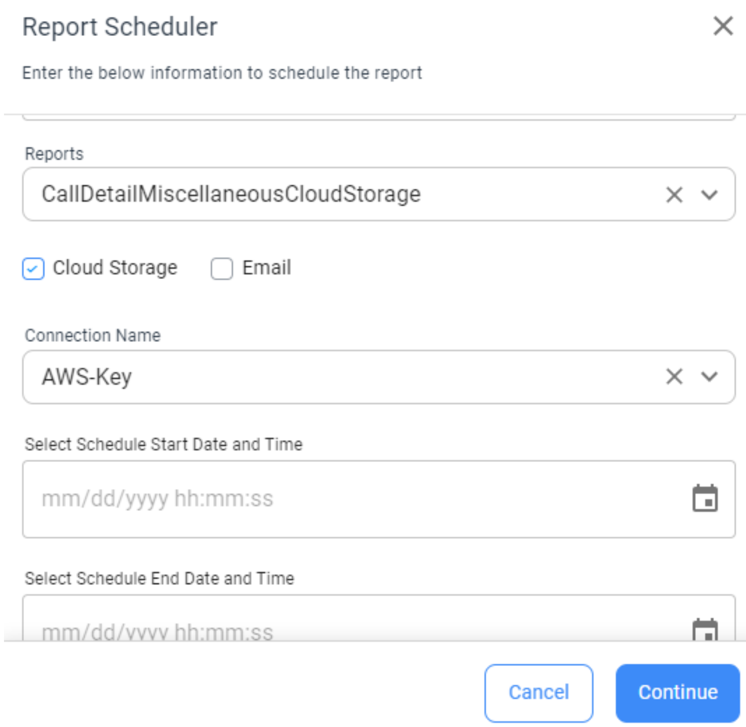
1) Navigate to Admin > Settings > Integrations > Operational > Cloud Storage.
2) Select your preferred cloud storage provider and enter the required details, such as access key, bucket name, and folder path, based on the provider you choose.



Step 2: Configure Report Scheduling

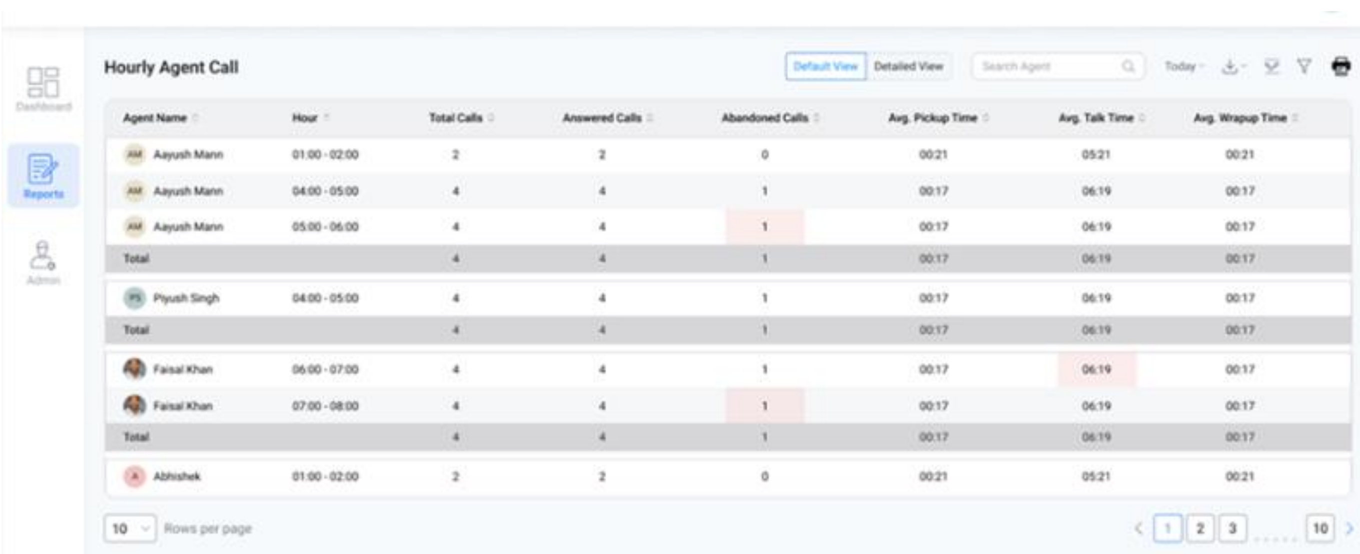
Once connected, you can schedule reports for automatic upload via the Reports Scheduler. To do this:

1) Go to the Historic Reports page.
2) Access the Scheduler Reports.
3) Select the reports you wish to push from the available options:
   - Call Detail Miscellaneous
   - Agent Login Detail Miscellaneous
   - Call Master Miscellaneous
   - Agent Breaks Miscellaneous
   - Agent State Summary
4) Choose the connection you set up in Step 1.
5) Select the desired date range, time period, and frequency for pushing the reports.
6) Once the details are filled in, click "**Confirm**" to save the configuration.



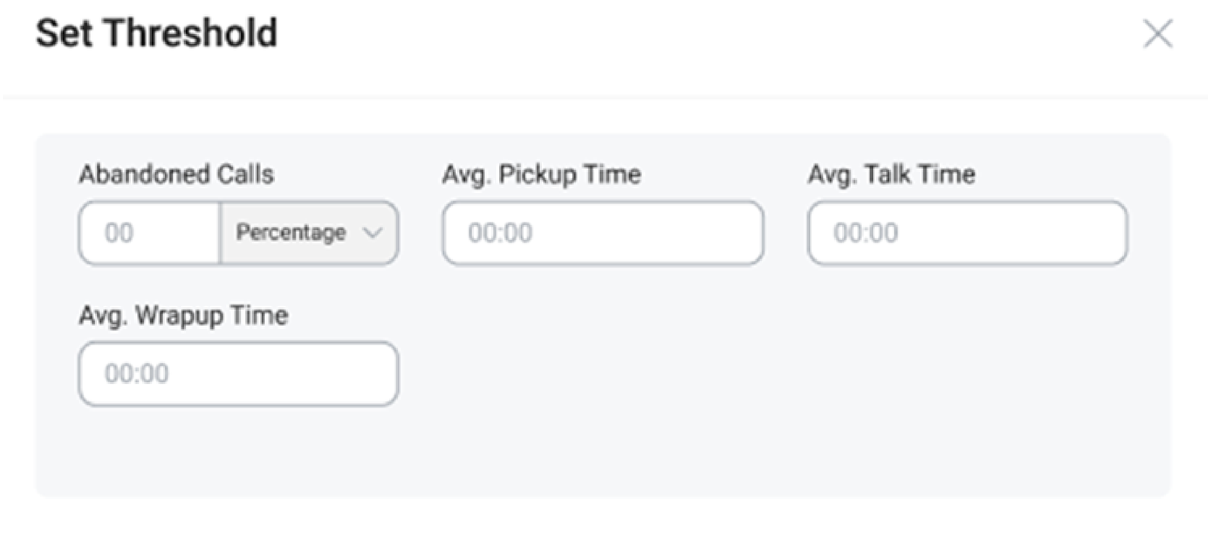
Threshold

There are some differences for some reports, an extra button is present to set the threshold as shown below. When clicked on save, whatever threshold is set for whichever parameter, the report generated will be highlighted in red if any data is out of the set threshold.



Agent Name	Hour	Total Calls	Answered Calls	Abandoned Calls	Avg. Pickup Time	Avg. Talk Time	Avg. Wrapup Time
AM Aayush Mann	01:00 - 02:00	2	2	0	00:21	05:21	00:21
AM Aayush Mann	04:00 - 05:00	4	4	1	00:17	06:19	00:17
AM Aayush Mann	05:00 - 06:00	4	4	1	00:17	06:19	00:17
Total		4	4	1	00:17	06:19	00:17
PS Piyush Singh	04:00 - 05:00	4	4	1	00:17	06:19	00:17
Total		4	4	1	00:17	06:19	00:17
Faisal Khan	06:00 - 07:00	4	4	1	00:17	06:19	00:17
Faisal Khan	07:00 - 08:00	4	4	1	00:17	06:19	00:17
Total		4	4	1	00:17	06:19	00:17
A Abhishek	01:00 - 02:00	2	2	0	00:21	05:21	00:21

The data in the Abandoned calls is 0 and 1. If the threshold is set as 1 in abandoned calls as shown below, then the Agents which have the abandoned calls as 1 will be highlighted in red, likewise for all the fields in the Threshold.



The following reports have the Threshold button to view the reports with more clarity:

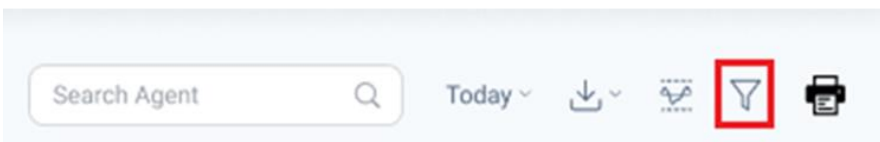
- Offline Phone Overview Report
- Performance Dashboard Report
- Call Details Report
- Campaign Productivity Report
- Conference Details Report
- Customer Hold Reports
- Inbound Call Summary Report
- Missed Call Report
- Hourly Call Details Report
- Hourly Phone Call Report
- Organization Summary Report
- Outbound Call Summary Report
- Phone Productivity Report
- Predictive Campaign Performance Report
- Skill Productivity Report
- Agent Call Summary Report
- Agent Disposition Report
- Agent Login Report

- Agent Productivity Report
- Hourly Agent Call Report
- Digital Detail Report
- Agent Summary Report

Filters

The button in the below figure will give you the result based on any of the filters you have selected. Select filters as needed if you are searching for data on a specific campaign, agent, or skill. This is optional, but more importantly, it will generate 1 row per call and if you want to see events of the call flow, you can click on the CALL ID / UCID of the call. If you click the Apply Filter button, this will be 1 record and 1 row in excel.

This button is placed in the top right corner.
All the reports have this option to create filters, however, all the reports may not have all the filters but will have some of the filters listed below and the figures are just an example of how the filters will look like:



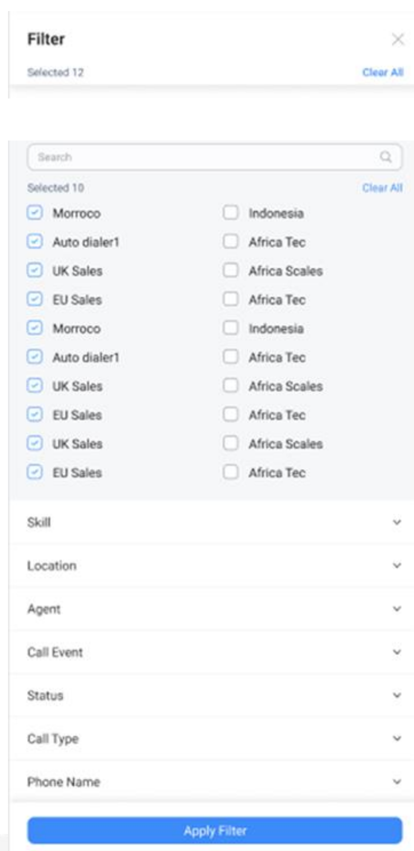
Campaign Filter

There can be multiple campaigns, if a specific skill has not been selected then the report shown will be of all the campaigns included, and the data may be vast.

They can be selected by selecting the filter button and selecting the campaigns individually.

As an example, in the screenshot, out of the 20 campaigns, 10 are selected.

Any number of campaigns can be selected; it is purely based on requirements.

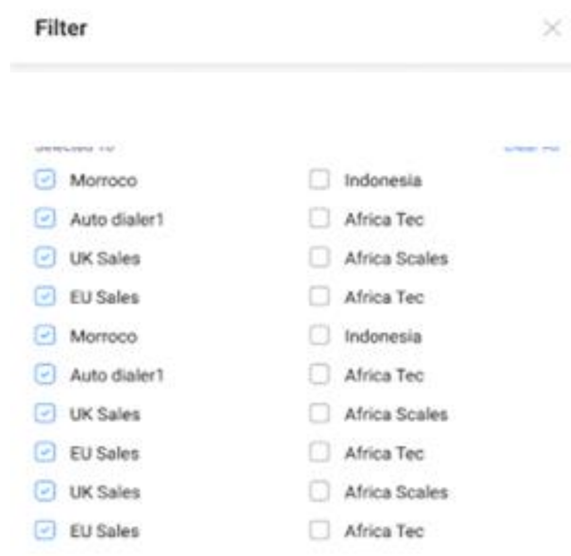


Agent Filter

There can be multiple agents, if a specific skill has not been selected then the report shown will be of all the agents included, the data may be vast.

They can be selected by selecting the filter button and selecting the agents individually.

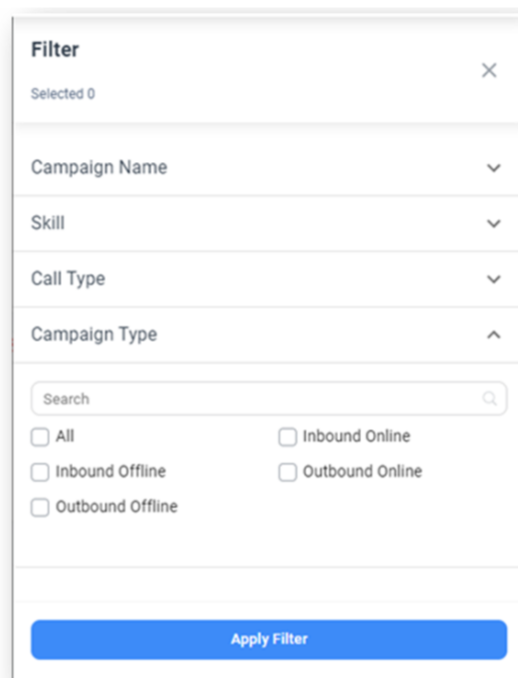
As an example, in the figure out of the 20 agents, 10 are selected. Any number of agents can be selected; it is purely based on



Campaign Type Filter

Admins can select any campaign type based on the requirement as shown below, parameters in the campaign type are:

- **Inbound online:** Calls received when the agents are online or logged in to CloudAgent.
- **Inbound offline:** Calls received when the agents are offline or not logged in to CloudAgent.
- **Outbound online:** Calls made by the agents when online or logged in to CloudAgent.
- **Outbound offline:** Calls made by the agents when offline or not logged in to CloudAgent.



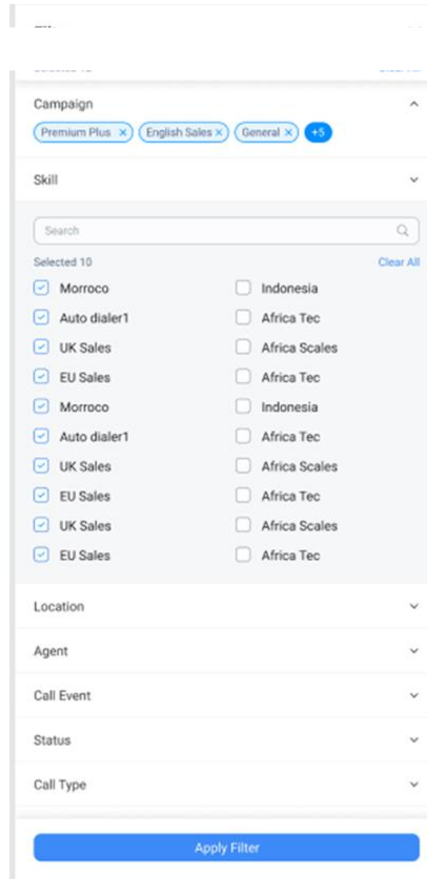
Skill Filter

There can be multiple skills, if a specific skill has not been selected then the report shown will be of all the campaigns included, and the data may be vast.

They can be selected by selecting the filter button and selecting the skills individually.

As an example, in the below figure out of the 20 skills, 10 are selected.

Any number of skills can be selected; it is purely based on requirements.



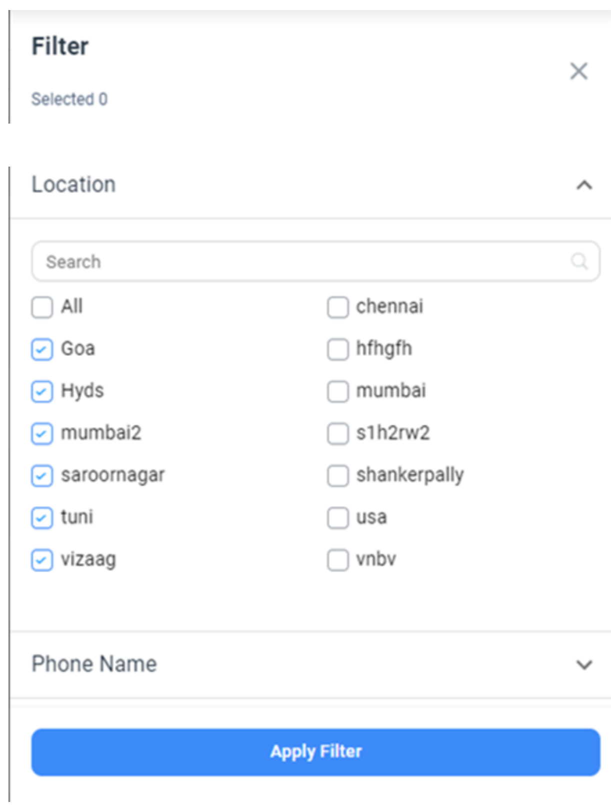
Location Filter

There can be multiple locations, if a specific location has not been selected then the report shown will be of all the locations included, and the data may be vast.

They can be selected by selecting the filter button and selecting the locations individually.

As an example, in the screenshot, out of the 20 locations, 10 are selected.

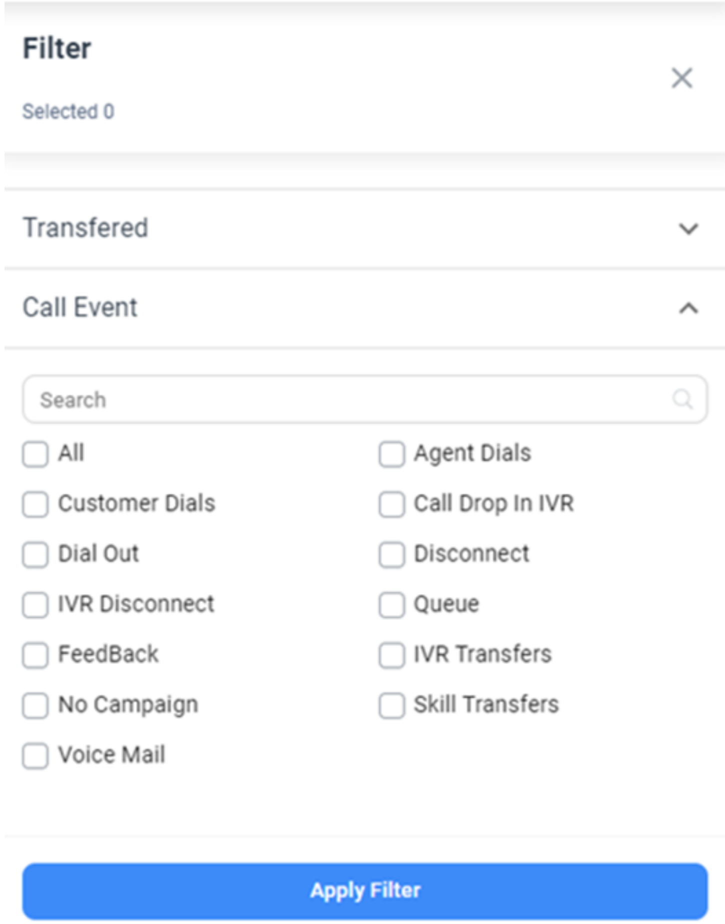
Any number of locations can be selected; it is purely based on requirements.



Call Event Filter

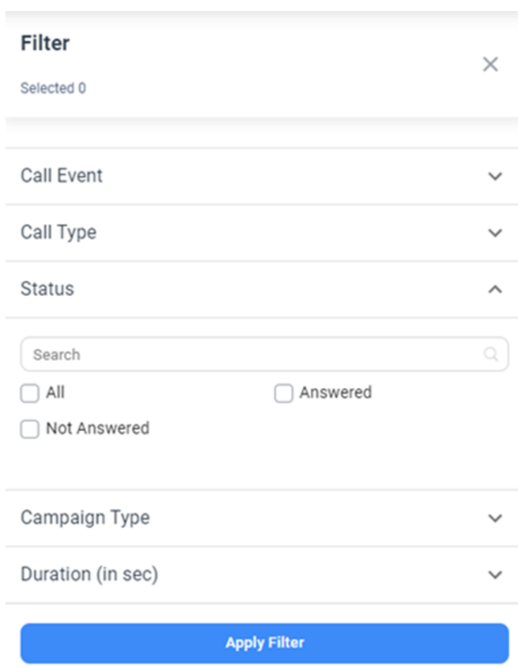
Admins can select any call event based on the requirement as shown below, parameters in the call event are:

- **Agent Dials**: the total number of calls dialed to the agent.
- **Customer Dials: It is the total number of calls dialed to customers.**
- **Call Drop in IVR**: Interactive Voice Response (IVR) is a system that plays prompts to the caller before connecting them to an agent. If the call is disconnected by the system or manually by the caller at this stage, it is referred to as a Call Drop in the IVR.
- **Dial out**: the total number of Dial-out calls. This occurs as a fallback event when agents are not available, and callers are in a queue.
- **Disconnect**: Disconnect = Total calls - (Total Calls in Queue and Total Disconnect calls)-Totalansweredcalls.
- **IVR disconnect**: Interactive Voice Response (IVR) is a system that plays prompts to the caller before connecting them to an agent. An IVR disconnect occurs when the caller presses a key for information that can be provided by the IVR and does not require connecting to an agent, such as an order status. The caller will then hear the information provided by the IVR and disconnect the call.
- **Queue**: When a call is waiting in a queue to be answered but has not been answered yet, it is called an unanswered call. This typically happens when there are no available agents to take the call/interaction.
- **Feedback**: Opinions or evaluations provided by the customer regarding their interaction with the agents.
- **IVR Transfers**: If a call is transferred within the IVR system, this will indicate the type of transfer (e.g., skill-based, agent-based, or phone transfer) and the number to which it was transferred.
- **No Campaign**: If no campaign is selected as a regulator, then all the campaigns report will be generated.
- **Skill Transfers**: The call is transferred to another skill required to assist the customer. Any agent available in the skill can receive the call.
- **Voice Mail**: A voicemail is an electronically stored voice message that is left by the customer to be retrieved later by the intended agent.



Status Filter

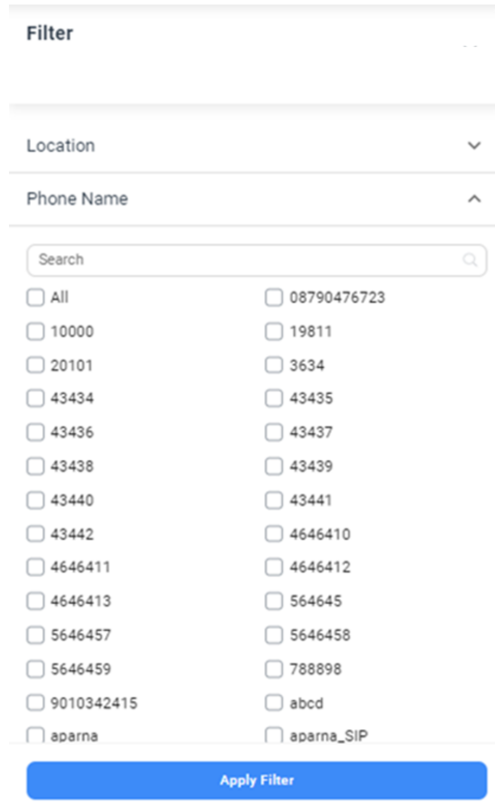
Admins can select any status which are answered calls or unanswered calls based on the requirement as shown below.



Phone Name Filter

There can be multiple Phone Names, if a specific Phone Name has not been selected then the report shown will be of all the Phone Names included, and the data may be vast.

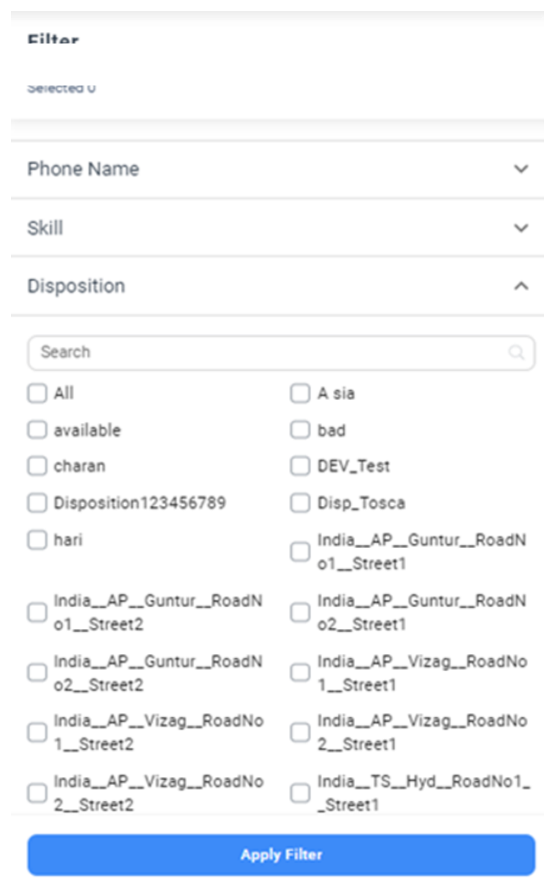
They can be selected by selecting the filter button and selecting the Phone Name individually.



Disposition Filter

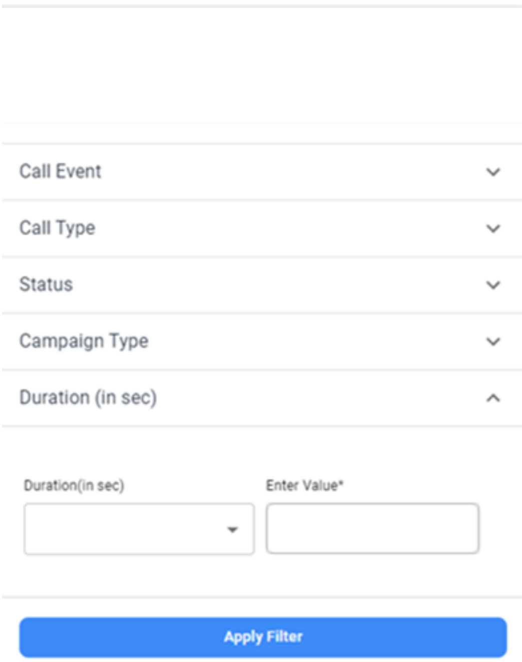
There can be multiple Dispositions, if a specific skill has not been selected then the report shown will be of all the dispositions included, and the data may be vast.

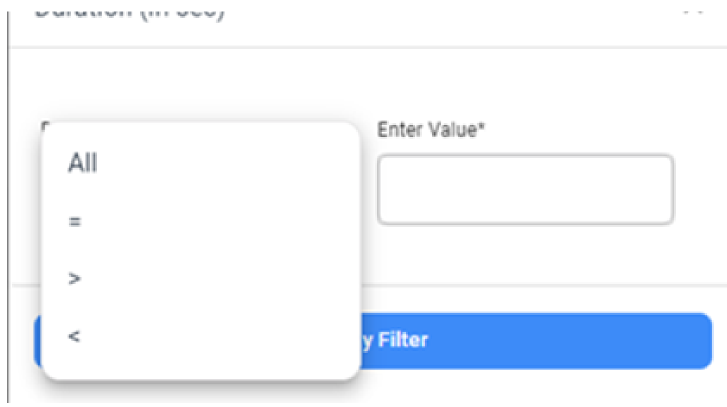
They can be selected by selecting the filter button and selecting the dispositions individually.



Duration Filter

Duration can be set as a threshold filter to generate the reports. The value can be set as greater than or less than or equal to by clicking on the duration and then entering the required value, as shown below.

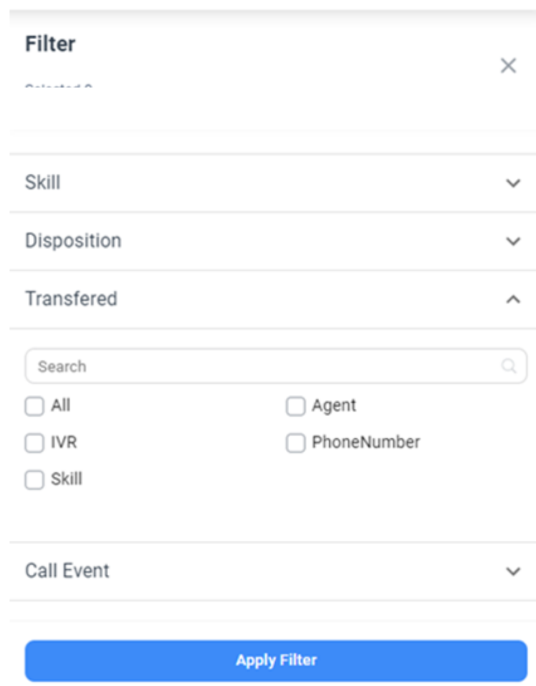




Transferred Filter

The transferred filter is used if any calls have been transferred and that data should be shown, then this filter is used.

It can be of IVR, Skill, Agent, or Phone Number transfer. Any number of options can be selected as per requirement.



Mode Type Filter

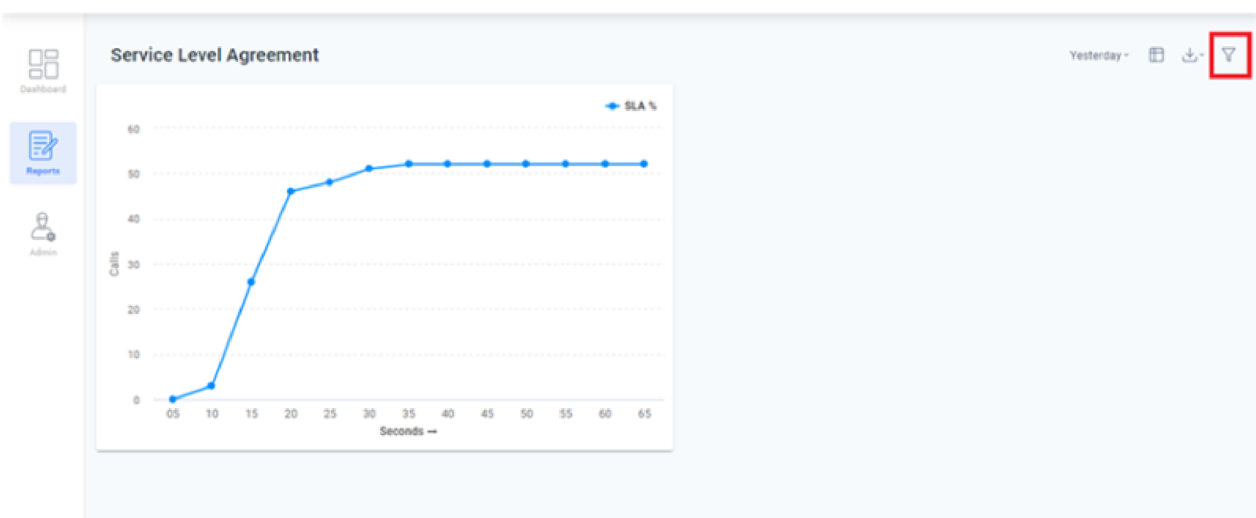
Admins can select any mode type based on the requirement as shown below, more information on the parameters in the Mode Type are:

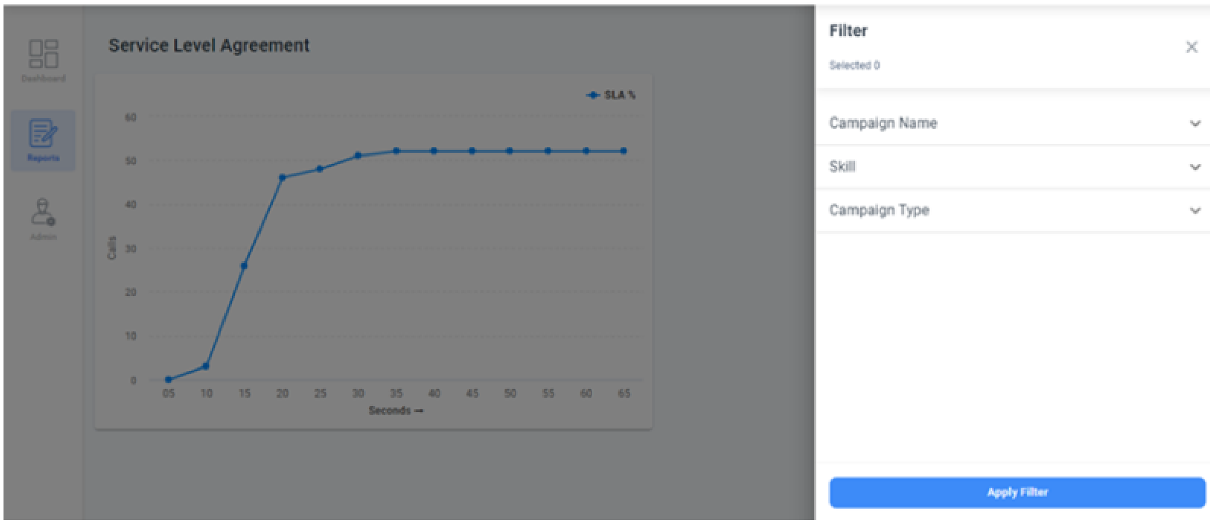
- **Blended**: Agents can take all types of interactions (calls and digital) with the customers.
- **Digital/Chat**: the Agent can take any interactions based on digital mode for example Facebook, Twitter, Web Chat, SMS, WhatsApp, and Email.
- **Inbound**: agents can receive Inbound calls and Predictive dialer calls. Since the predictive dialer queues the calls for agents, Inbound mode allows them to receive these calls.
- **Manual**: the agent can manually type a number in the dialer for outbound calls.
- **Preview**: the agent can see the number in the dialer to dial the call or skip the dialer for auto-outbound calls.
- **Progressive**: calls are placed automatically for outbound calls.

How to generate a Report

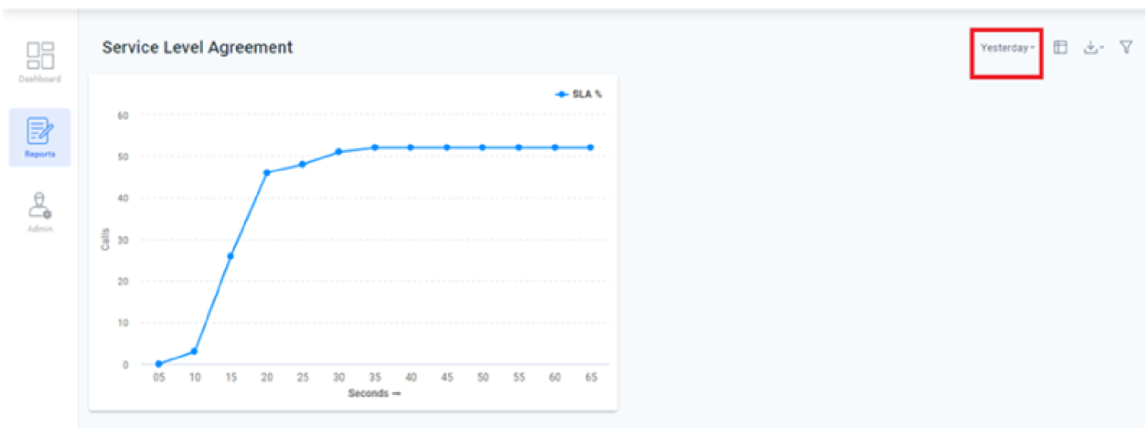
The following are the steps to generate a report:

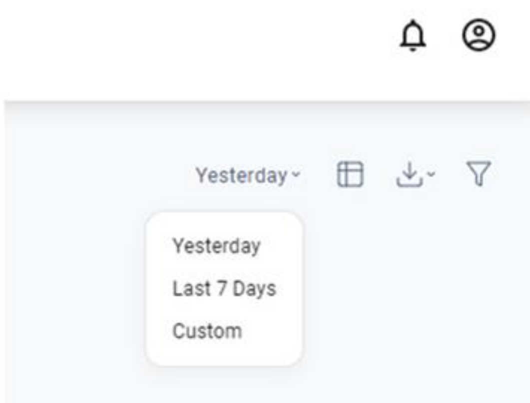
1) Click on the highlighted button to select filters. A new popup window will appear as shown in the figure.
2) Select filters as needed if you are searching for data on a specific campaign, agent, or skill. This is optional.



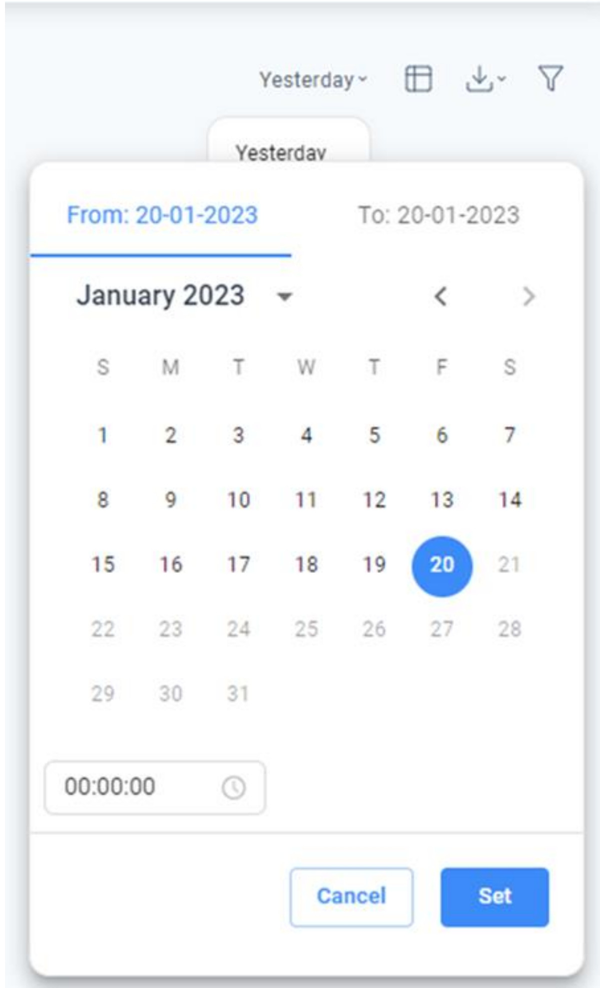


3) The default report shown will be of yesterday's date, as per requirement this can be changed by clicking on the highlighted button as shown below.





4) When clicked, a dropdown menu will be shown as shown above. Click on custom to select the date range if the required report is more than the last 7 days.



5) Select the date range as shown above for which the report is required and click on Set to generate the report.

Glossary

The Interaction Analyst reports utilizing various fields, the definitions of which are provided below. These definitions will assist in understanding the reasoning behind the calculations of each header in the report, and how to utilize them.

- **Total Pick-up Time** = Call Start Time minus Call Pickup Time
- **Total Hold Time** = Sum (HoldDuration)
- **Other Disconnect Percentage** = Total calls minus Total Queue Calls and Total Disconnect Calls minus Total Answered Calls / Total Calls
- **Caller Disconnects** = Total Disconnect Calls minus Total Queue Calls and Total Disconnect Calls
- **Agent Disconnects** = Total Disconnect Calls minus Total calls
- **Agent No Answer** = Total Agent Dial Unanswered calls
- **Total Voice Mails** = Total Voicemail calls
- **Transfer Calls** = Total Transfer calls
- **Busy** = Total Busy calls
- **DND** = Total DND calls
- **Unknown** = Unknown is not status received from the carrier for the call
- **Invalid Number** = Total Invalid Number calls
- **User Disconnect** = Total User Disconnect calls
- **Channel Unavailable** = Total Channel Unavailable calls
- **Subscriber Unavailable** = Total Subscriber Unavailable calls
- **Average Pickup Time** = Agent Dial Answered calls / Total answered calls
- **Average Hold Time** = Hold Duration / Total answered calls
- **Abandoned Calls Percentage** = Total calls minus total answered calls/total calls / 100
- **Connected Calls Percentage** = Total answered calls / Total calls / 100
- **Total Calls** = Count of the total calls
- **Connected Call** = Total number of answered calls

Agent State Terms

- **Mode Type**: there are 6 types of Mode an agent can be in, they are:
    1. Blended
    2. Digital/Chat
    3. Inbound
    4. Manual
    5. Preview
    6. Progressive
- **Total Busy Time**: Total time when the agent is busy talking/interacting with customers for the selected duration.
- **Total Wrap-Up Time**: Total time the agent takes to dispose of the calls/interactions received for the selected duration.
- **Total Pause Time**: Total break time used by an agent.
- **Total Dial Time**: Total break time used by an agent.
- **Total Dial Time**: Total amount of Login Duration minus Total Talk Time minus Total Wrap-Up Time minus Total Pause Time minus Total Idle Time.
- **Total Idle Time**: Total amount of Login Duration minus Total Talk Time minus Total Wrap-Up Time minus Total Pause Time.
- **Total Login Duration**: Total time of the agent logged in.

Call Event Terms

- **Agent Dials**: the total number of calls dialed to the agent.
- **Customer Dials**: the total number of calls dialed to customers.
- **Call Drop in IVR**: Interactive Voice Response (IVR) is a system that plays prompts to the caller before connecting them to an agent. If the call is disconnected by the system or manually by the caller at this stage, it is referred to as a Call Drop in the IVR.
- **Dial Out**: the total number of Dial-out calls. This occurs as a fallback event when agents are not available, and callers are in a queue.

- **Disconnect**: total calls minus (Total Calls in Queue and Total Disconnect calls) minus Total Answered Calls.
- **IVR Disconnect**: Interactive Voice Response (IVR) is a system that plays prompts the caller before connecting them to an agent. An IVR disconnect occurs when the caller presses a key for information that can be provided by the IVR and does not require connecting to an agent, such as order status. The caller will then hear the information provided by the IVR and disconnect the call.
- **Queue**: When a call is waiting in a queue to be answered but has not been answered yet, it is called an unanswered call. This typically happens when there are no available agents to take the call/interaction.
- **Feedback**: Opinions or evaluations provided by the customer regarding their interaction with the agents.
- **IVR Transfers**: If a call is transferred within the IVR system, this will indicate the type of transfer (e.g., skill-based, agent-based, or phone transfer) and the number to which it was transferred.
- **No Campaign**: If no campaign is selected as a regulator, then all the campaigns report will be generated.
- **Skill Transfers**: the call is transferred to another skill required to assist the customer. Any agent available in the skill can receive the call.
- **Voice Mail**: an electronically stored voice message that is left by the customer to be retrieved later by the intended agent.

Call Metrics Terms

- **Total Talk Time**: Talktime (Duration) is considered as the SUM of all the differences between the PickupTime & EndTime of each unique call identifier (UCID).
- **Total Wrap-Up Time**: Total Wrap-up time = SUM (WrapupStartTime - WrapupEndTime)
- **Total Handling Time**: Total Talk time + Total Wrap-up Time
- **Total Pause Time**: Total break time used by an agent.
- **Total Idle Time**: Total Idle time=Total amount of Login Duration – Total Talk time – Total Wrap-up Time – Total Pause Time.
- **Total Login Duration**: Total time of the agent logged in.
- **Average Talk Time**: Agent Dial Answered calls / Total answered calls.
- **Average Wrap-up Time**: Total Wrap-up time / Total Agent Dial Answered calls.

- **Average Handling Time**: (Total talk time + total wrap-up time) of all answered calls / Total Answered calls.
- **First Login Time**: Agent's first login time for the day.
- **Last Login Time**: Agent's last Log off time for the day.
- **Abandoned calls**: Total calls -Total answered calls.
- **Pickup Time**: Time an agent takes to answer a call when the call is offered to the agent.
- **Average Pickup Time**: Average Pickup Time = Total Pickup time /Total answered calls.
- **Connected Percentage**: Total Calls offered / Pickup Time _ 100.
- **Customer disconnect**: Total number of calls disconnected by the customers.

Call Status

- **Unallocated (unassigned) number**: An indication that the called party cannot be reached despite having a valid phone number format, and the number is not currently assigned to a routing path is referred to as an Unallocated number.
- **No route to a specified transit network (national use):** It indicates that the equipment sending has received a request to route the call through a particular transit network which it does not recognize either because the transit network does not exist or because that transit network, while it does exist, does not serve the equipment which is sending.
- **No route to the destination**: It indicates that the called party cannot be reached because the network through which the call has been routed does not serve the destination (Called party) desired.
- **Misdialed trunk prefix (national use):** It indicates the erroneous inclusion of a trunk prefix in the called party number. Usually occurs when agents do a typo or data in CRM is incorrect.
- **Channel unacceptable**: Indicates that the channel most recently identified is not acceptable to the sending entity for use in this call.
- **Normal call clearing**: Here there is no issue with the carrier network, this status is shown only if the user disconnects the call, but the carrier does not get the busy status or the CCaaS dialer disconnects the call in a very short duration even before the carrier responds with a status.
- **User busy:** This indicates that the called party cannot accept another call because the user busy condition has been encountered. The value may be generated by the

called user or by the network. In the case of a user-determined value as busy, it is noted that the user equipment is compatible with the call.

- **No user responding**: Is used when a called party does not respond to a call establishment message with either an alerting or connect indication within the prescribed time allocated.
- **No answer from user (user alerted):** Is used when the called party has been alerted but does not respond with a connect indication within a prescribed time. The call has been placed on the dialer, but the agent did not respond by disconnecting or answering the call.
- **Subscribers absent**: Absent subscriber due to any network issue in the carrier, also because of the blind spots in the carrier intercoms while switching between telecommunications towers while changing locations.
- **Call rejected**: Indicates that the equipment cannot accept the call, due to being busy or incompatible. It may also be generated by the network indicating the call was rejected due to a supplementary service constraint. Additional information may be provided in the diagnostic field.
- **Number changed**: Is returned to a calling party when the called party number indicated by the calling party is no longer assigned. The new called party number may optionally be included in the diagnostic field. If a network does not support, 1, an unallocated (unassigned) number shall be used.
- **Destination out of order**: Indicates that the destination indicated by the user cannot be reached because the interface to the destination is not functioning correctly. The term "not functioning correctly" indicates that a signal message was unable to be delivered to the remote party, e.g., a physical layer or data link layer failure at the remote party or user equipment offline.
- **Invalid number format (address incomplete):** Indicates that the called party cannot be reached because the called party number is not in a valid format or is not complete.
- **Facilities rejected**: Is returned when a supplementary service requested by the user cannot be provided by the network.
- **Normal:** Unspecified is used to report a normal event only when no other cause in the normal class applies.
- **No circuit/channel available**: This indicates that there is no appropriate circuit/channel presently available to handle the call. Usually means that your operator has exhausted the full capacity given to your account. You will need to enhance your capacity.
- **Call Queued [Q.850]:** The call is queued but not dialed yet.

- **Network out of order**: Indicates that the network is not functioning correctly and that the condition is likely to last a relatively long period e.g., immediately re-attempting the call is not likely to be successful.
- **Temporary failure**: Indicates that the network is not functioning correctly and that the condition is not likely to last a long period, e.g., the user may wish to try another call attempt almost immediately.
- **Switching equipment congestion**: Indicates that the switching equipment generating is experiencing a period of high traffic.
- **Access information discarded**: Indicates that the network could not deliver access information to the remote user as requested. i.e., user-to-user information, low layer compatibility, high layer compatibility, or sub-address as indicated in the diagnostic. It is noted that the type of access information discarded is optionally included in the diagnostic.
- **Requested circuit/channel not available**: Is returned when the circuit or channel indicated by the requesting entity cannot be provided by the other side of the interface.
- **Resource unavailable, unspecified**: Is used to report a resource unavailable event only when no other cause in the resource unavailable class applies.
- **Requested facility not subscribed**: Indicates that the user has requested a supplementary service which is implemented by the equipment generated but the user is not authorized to use.
- **Outgoing calls barred**: The outbound calls are barred due to billing issues.
- **Incoming calls barred**: The inbound calls are barred due to billing issues.
- **Bearer capability not authorized**: Indicates that the user has requested a bearer capability which is implemented by the equipment generated but the user is not authorized to use.
- **Bearer capability not presently available**: Indicates that the user has requested a bearer capability that is implemented by the equipment generated but which is not available at this time.
- **Inconsistency in outgoing information element**: Indicates an inconsistency in the designated outgoing access information and subscriber class.
- **Service or option not available**: Unspecified is used to report a service or option not available event only when no other cause in the service or option, not available class applies.
- **Bearer capability not implemented**: Indicates that the equipment sending does not support the bearer capability requested.

- **Channel type not implemented**: Indicates that the equipment sending does not support the channel type requested.
- **Requested facility not implemented**: Indicates that the equipment sending does not support the requested supplementary services.
- **Only restricted digital information bearer capability is available (national use):** Indicates that the calling party has requested an unrestricted bearer service but the equipment sending only supports the restricted version of the requested bearer capability.
- **Service or option not implemented unspecified**: Is used to report a service or option not implemented event only when no other cause in the service or option not implemented class applies.
- **Invalid call reference value**: Indicates that the equipment sending has received a message with a call reference that is not currently in use on the user-network interface.
- **The identified channel does not exist**: Which indicates that the equipment sending has received a request to use a channel not activated on the interface for a call. For example, if a user has subscribed to those channels on a primary rate interface numbered from l to 12 and the user equipment or the network attempts to use channels l3 through 23, is generated.
- **Incompatible destination**: Indicates that the equipment sending has received a request to establish a call that has low layer compatibility. high layer compatibility or other compatibility attributes (e.g., data rate) which cannot be accommodated.
- **Message not compatible with call state**: Indicates that a message has been received which is incompatible with the call state.
- **Recovery on timer expiry**: Indicates that a procedure has been initiated by the expiration of a timer in association with error handling procedures.
- **Parameter non-existent or not implemented - passed on (national use):** Indicates that the equipment sending has received a message which includes parameters not recognized because the parameters are not defined or are defined but not implemented by the equipment sending. The cause indicates that the parameter(s) were ignored. In addition, if the equipment sending is an intermediate point, then indicates that the parameter(s) were passed unchanged.
- **A message with an unrecognized parameter discarded**: Indicates that the equipment sending has discarded a received message which includes a parameter that is not recognized.
- **Call ID**: Unique Call ID which is different for each call. You can click on this number to see the detailed call flow view.

- **Campaign**: Inbound Campaign Name on which the call has landed
- **Skill**: Agent group / Skill Name which the user selected on the call has landed
- **Location**: Value of Location set in the skill
- **Caller No (inbound CDR) / Called No (outbound CDR):** The caller ID of the user who called.
- **Call Date**: Date of call landed or dialed.
- **Start Time**: The time when the call landed from IVR into the ACD. (Please note that the actual call start time might be different if the customer spent some time in the IVR).
- **Time to Answer:** Time is taken to answer the inbound call from the time the call has been transferred to the skill. In case multiple agents were tried, or the caller stays in queue, then that is considered in the time to answer. This field is also called Speed of Answer or pickup time as well.
- **End Time**: Time when the call ended.
- **Talk Time**: Talktime (Duration) is considered as the difference between the PickupTime & EndTime of each UCID.
- **Hold Time**: Time duration recorded to check how long the call was kept on hold.
- **Duration**: Duration of the call recorded from call answered to call disconnected.
- **Call Flow**: This is the sequence of events through which the caller has been taken. Possible events are 1)
- **Agent Dials:** If an agent is available and the call is dialed to an agent.
- **Dial Out**: If Call has been dialed out to a number that was given in the fallback Rule of the skill.
- **VoiceMail**: The call will be routed to Voicemail Due to unavailability of agents or due to the call being dialed in during After Office Hours (AOH).
- **Disconnect**: Fallback rule applied in skill due to unavailability of agents.
- **Agent**: Agent Name to whom the call was offered. If multiple agents were tried, the record will show multiple agent names with this symbol as the separator " -> ".
- **Wrap-up Duration**: Time taken by the agent to dispose of the call or After Call Work time spent by the agent after ending the call.
- **Disposition**: Code selected by an agent for the type of call. Disposition is the nature or type of call the agent received. This helps standardize your reporting.
- **Handling Time**: This is the sum of talk time + Wrap Up Duration

- **Status**: Final call status returned as “Answered or Unanswered”.
- **Dial Status (Inbound CDR) or Agent Dial status (Outbound CDR):** Status of call dialed to the agent. Following are the status agent phones will get:
  - **Answered**: If the Agent’s phone was answered
  - **Not Answered / No Answer**: The agent did not answer the call on the webrtc/ agent device (happens only if it is set to manual answer button), or No response from the agent toolbar.
  - **Interworking unspecified**: This cause is shown when the agent webrtc is not acknowledging incoming sip messages (does not accept offered calls)
  - **Invalid Number**: In case the agent logs in with an invalid number. This scenario occurs when the supervisor adds a number with an invalid length, or it is a PSTN number (mobile/landline) but incorrect.
  - **Busy**: The agent’s phone is already busy on another call and a second call is offered. It can occur if an agent is on a call on his number and gets released to a ready state and another call is offered or the agent is on a mobile phone on another call that landed directly on his phone, but now the contact center offered a call since he was in ready state.
  - **Unknown**: The Agent messaging server does not get any response from the Agent toolbar. This usually happens if the agent toolbar loses connectivity, and the agent remains in a ready state in the system.
- **Dial Status (Outbound CDR)**: It will show the final dial status of a call to the customer. possible entries are given in the call status description.
- **Hangup By**: Who disconnected the call first is reported in this field - Caller Disconnect or Agent Disconnect: Sometimes it will show as ‘system disconnect’ if the system is programmed to do so.
- **Transfer**: If the call is transferred, this will show the type of transfer - skill / Agent / Phone transfer and the Skillname / AgentID/Number to whom it was transferred
- **UUI**: This is an additional data field used to pass application data from an API or user inputs on IVR into the report.
- **Comments**: Whatever free text an Agent enters against a call while disposing of the call/ interaction, it is shown here. This is an optional field for agents so it can be empty.
- **Rating**: Stars show the rating a TL / QA gives to the agent against the audio recording of the call
- **Rating Comments**: These are the comments the reviewer can write here about the agent’s performance for that call. This is editable in the CDR itself.

- **Play Audio**: It will show an audio icon that will play the audio file for answered calls or voicemails within the browser.
- **Download**: If you click this, the audio file is opened in a new window and then you can download the recording to your local computer.
- **Call Type**: It displays the call types - Inbound, Manual, Progressive, Preview, Predictive & IVR click here for more info.
- **Total Calls**: Total number of inbound calls (offline/online).
- **Calls Connected**: The total calls successfully connected to the agent.
- **Calls Connected %:** (Total Calls Connected / Total Calls) _ 100.
- **Calls Abandoned**: Total calls - Total calls connected.
- **Average Handling Time**: This is the sum of talk time + Wrap Up Duration.
- **Caller Disconnects**: Total number of calls disconnected by the caller after speaking with an agent.

Call Type Glossary

- **Inbound**: In this mode, agents can have only Inbound calls.
- **Manual**: In this mode Manually type a number in the dialer for outbound calls.
- **Preview**: In this mode, the agent can see the number in the dialer to dial the call or skip the dialer for auto-outbound calls.
- **Progressive/ Predictive**: In this mode, calls are placed automatically for outbound calls.
- **IVR**: Interactive voice response, or IVR, is an automated telephone system that combines pre-recorded messages or text-to-speech technology interface to engage callers, allowing them to provide and access information without a live agent.
- **Mail**: It is a computer-based application for the exchange of messages between users.

Chat Metrics Glossary

- **Session**: Unique ID of a chat session
- **MonitorUCID:** Unique id for each session.
- **Campaign**: Campaign Name on which the chat has landed.

- **Start Time**: The time when the chat landed in the ACD.
- **End Time**: The time when the chat has ended.
- **First Response Time**: The time in which the first response has been sent to the customer.
- **Agent Chat Time**: Time of the total chats of an agent.
- **Agent Chat Start Time**: Start of the agent's chat.
- **End By**: Shows which agent has ended the chat if transfers happen.
- **Comments**: Comments/feedback given by the customer.
- **Disposition**: the nature or type of chat the agent received.
- **Name**: Name of the customer.
- **Email**: Email from the customer.

Mode Type Glossary

- **Blended**: In this mode, Agents can take all types of interactions (calls and digital) with the customers.
- **Digital/Chat**: In this mode, the Agent can take any interactions based on digital mode for example Facebook, Twitter, Web Chat, SMS, WhatsApp, and Email.
- **Inbound**: In this mode, agents can receive Inbound calls and Predictive dialer calls. Since the predictive dialer queues the calls for agents, Inbound mode allows them to receive these calls.
- **Manual**: In this mode Manually type a number in the dialer for outbound calls.
- **Preview**: In this mode, the agent can see the number in the dialer to dial the call or skip the dialer for auto-outbound calls.
- **Progressive**: In this mode, calls are placed automatically for outbound calls.

Queue Summary Glossary

- **Total Calls**: Total Calls = Total number of inbound calls (offline/online).
- **Calls In Queue**: Total number of calls landed in Queue.
- **Calls In Queued Percentage**: Queued Percentage = (Calls in Queue/Total Calls) 100.
- **Customer Hangup in Queue**: Calls disconnected by the callers while in the queue.

- **Customer Hangup in Queue Percentage**: (Customer Hangup in Queue / Calls in Queue)/ 100
- **Queue Time**: Queue Time is the time a caller spends waiting for an agent to be available for an interaction.
- **Average Queue Time**: Average Queue Time = Total Queue time of all calls in Queue/Calls in Queue
- **Average Queued Disconnect Time**: Average Queued Disconnect Time = Total wait time of calls that were Disconnected in the queue/Total calls that were disconnected in the queue.
- **Queued Disconnect calls**: Queued Disconnect calls= Total queue calls which were disconnected without connecting to an agent.
- **Queued Disconnect percentage**: Total Queue Disconnect calls / Calls in Queue_ 100.
- **Overall Queued Disconnect Percentage**: Total calls in queue time and DisconnectType / Total calls _ 100.
- **Caller Disconnect Percentage**: Caller Disconnect Percentage =Total customer Disconnect calls/Total answered calls _100.

Campaign Type Glossary

- **Inbound online**: Calls are received when the agents are online or logged in to CloudAgent.
- **Inbound offline**: Calls are received when the agents are offline or not logged in to CloudAgent.
- **Outbound online**: Calls made by the agents when online or logged in to CloudAgent.
- **Outbound offline**: Calls made by the agents when offline or not logged in to CloudAgent.