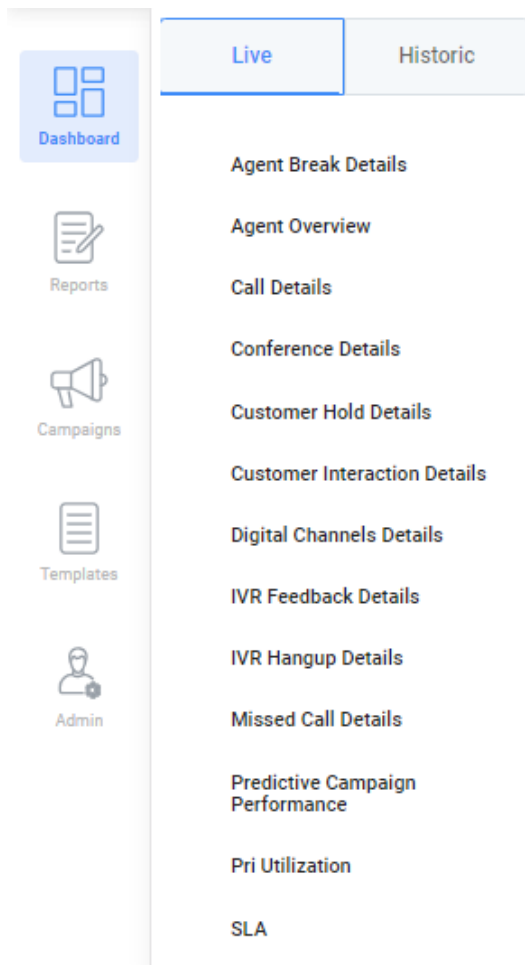


Introduction

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

Browsing the Menu in Live Reports

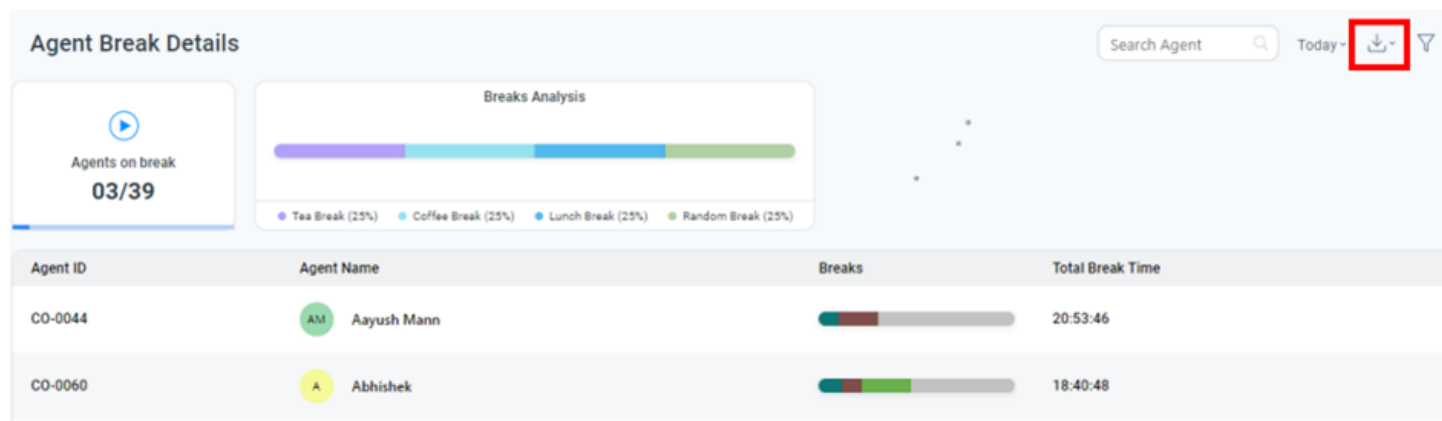
It is essential to know the significance of each option and where to go for the required reporting information. On the left side of the page, click on the dashboard tab and select the Live sub-tab to view the list of available reports.



Agent Break Details

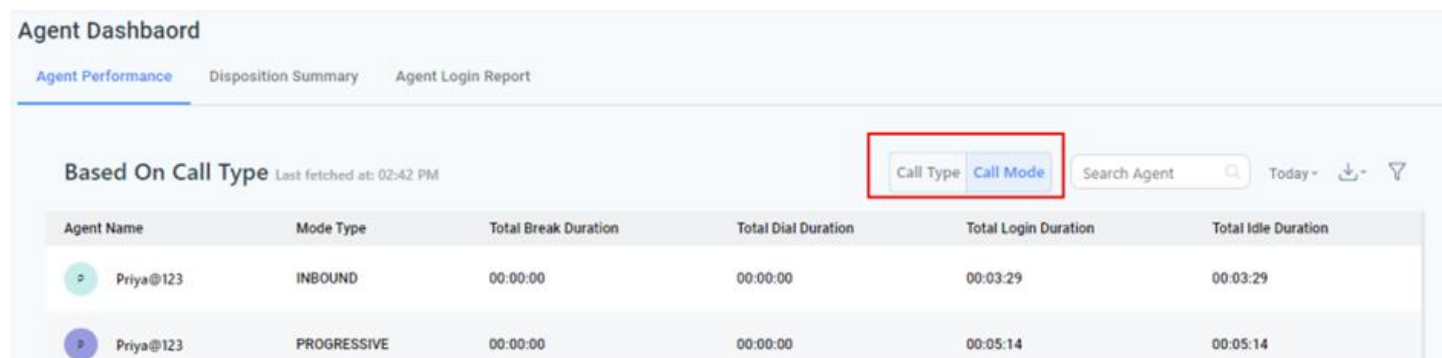
The Agent Break Details report displays an agent's break pattern, such as if they are taking too many breaks or exceeding the approved break duration. This report is useful

for supervisors and administrators to periodically review agent break times and evaluate their performance. The report can be easily obtained by clicking the download tab as shown below.



Agent Performance Report

The Agent Performance report displays real-time data but does not automatically refresh. An administrator can access the report by clicking on the “**Agent Performance**” tab in the Agent Dashboard. The report can be filtered by call type or call mode (Inbound, Manual, Outbound, Progressive) as shown below.



Disposition Summary Report

Administrators can click on the Agent Disposition summary (second tab on the left-hand side of the window) and the dashboard will fetch the Disposition Report Data from the database.

Agent Overview

Agent Performance **Disposition Summary** Agent Login Report

Disposition Summary Report Last fetched at: 6:54 PM

Today ▾ ⬇️ 🔍

Agent ID ▾	Wrapup Time Exceeded Count ▾
hari1	1
Priya@123	0
vinay	6

Agent Login Report









Administrators can click on the Agent Login Report (third tab on the left-hand side of the window). The Dashboard will fetch the Agent Login/Logout report data from the database.

Agent Overview

Agent Performance Disposition Summary **Agent Login Report**

Agent Login Report Last fetched at: 6:57 PM

Today ▾ ⬇️ 🔍

Agent ID ▾	Agent Name ▾	Login time ▾	Logout time ▾	Report
hari1	 hari1	2023-02-20 11:27:14	2023-02-20 12:34:08	
	 hari1	2023-02-20 12:34:12		
hari	 NameisHari1	2023-02-20 05:53:24	2023-02-20 11:27:01	
	 NameisHari1	2023-02-20 12:29:07	2023-02-20 17:50:12	

Call Details Report

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:

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

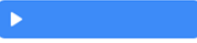







- Detailed View
 - Call ID
 - UCID
 - Caller ID
 - UUI (Note: A maximum of 500 characters can be searched)

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

- Today (Specify the From time and To time for more precise filtering)
- Last 3 Days

Utilize the **Filter** option to refine your data. You can filter data by the following criteria:

- Agent Name
- Campaign Name
- Location
- Phone Name
- Skill
- Transferred
- Call Event
- Call Type
- Status

Call Details <small>Last fetched at: 8:22 AM</small>							
Default View		Detailed View		Call ID		Search	
						Today	
Call ID	UUI	Campaign Name	Location	Caller ID	DID	Dynamic DID	Play Audio
1792171980149611	click2call	Inbr	!50	951	918	50	 
1792171980061461	click2call	Inbr	!50	98:	918	50	 
1792171980022351	click2call	Inbr	!50	85:	918	50	 
25219800169533007		Inbr	!50	Delhi	+918	9 918 50	 

No information will automatically flow into the **UUI** column of the CDR Report by default i.e., there is no condition by default due to which information is pushed into the UUI field. Unless customers make use of some variables in the IVR to show up in the UUI column of the CDR Report based on the need.

Call Details											
<div> Default View Detailed View </div> <div> Caller ID Search Today Download Filter </div>											
UCID	UUI	Campaign Name	Location	Caller ID	DID	Dynamic DID	Skill	Call Date	Start Time	A	Play Audio
802217059266728		inbound_918040246064		9838353516	918040246064			01/22/2024	18:01:12		
802217059266117		inbound_918040246064		9838353516	918040246064			01/22/2024	18:00:11		
802217059265439		inbound_918040246064		9838353516	918040246064			01/22/2024	17:59:03		
802217059263479		inbound_918040246064		9838353516	918040246064			01/22/2024	17:55:47		

You as an admin will be able to see the 'Hold Duration' parameter in the CDR to have a clear understanding of the call information. The **Hold Duration** parameter is the consolidated time for multiple hold times from multiple agents during the call duration for each call.

Call Details											
<div> Default View Detailed View </div> <div> Caller ID Search Today Download Filter </div>											
Dynamic DID	Skill	Call Date	Start Time	Answer Time	End Time	Talk Time	Wrapup Duration	Duration	Hold Duration	Customer Ring Time	Fallback Rule
											Dialed Number
											Play Audio

Admins can give ratings and add comments for calls within the detailed view of the live reports page. However, it's important to note that in the default view tab, users can only view ratings and comments without the option to edit them.

Call Details											
<div> Default View Detailed View </div> <div> Caller ID Search Today Download Filter </div>											
Transfer	Transfer To	Comments	DialStatus	Customer Status	Agent Status	Ratings	Rating Comments	Play Audio			
			answered	answered	answered	☆☆☆☆☆	<input type="text"/>				
			answered	answered	answered	☆☆☆☆☆	<input type="text"/>				
			answered	answered	answered	☆☆☆☆☆	<input type="text"/>				
			answered	answered	answered	☆☆☆☆☆	<input type="text"/>				




Conference Details

This report provides comprehensive analytics on conference calls that occurred on your account for the current day. 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
- **Audio Recording:** Available for detailed analysis

Additional information such as DID and UCID is also provided, offering a thorough overview of each conference call for better insights and analysis.

Conference Report  Last fetched at: 7:36 AM Today ▾  

DID ▾	UCID ▾	Participant Name ▾	Participant No. ▾	Agent Name ▾	Start time ▾	End Time ▾	Duration ▾	Pickup Time ▾	Dial Status ▾	Exit Status ▾	Play Audio ▾
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Customer Hold Details Report

This report monitors calls that are placed on hold during inbound or outbound interactions in a specific campaign and skill set within a contact center.

The purpose of the report is to gain an understanding of why calls are placed on hold and to measure the duration of these hold times as it affects customer satisfaction. Additionally, this report helps to evaluate the agents' knowledge and skill level in handling calls.

Immediate managers of contact center agents will find this report valuable in assessing the agent's knowledge and understanding of customer queries.

Customer Hold Details Caller No ⌵ Search ⌵ Today ⌵ ⌵									
UCID	Campaign Name	Caller No	Agent ID	Call Start Time	Hold Start Time	Hold End Time	Hold Duration	Hold Started After Call	Hold Ended After Call
Total Rows: 0 10 ⌵ Rows per page < >									

Customer Interaction Details Report

The Customer Interaction Details offers information about the customers' behavior and choices while interacting with the IVR system. The report tracks the points at which the customers navigate through the IVR menus and provides an understanding of their needs.

It enables contact center leaders and business professionals to enhance the IVR experience and increase customer satisfaction.

Customer Interaction Details

[Default View](#)
[Detailed View](#)

Today



Call ID	Campaign Name	Caller No.	Circle	Operator	Call Date	Call Time	Check Point	CheckPoint Duration (in secs)
347136207948872750	inbound	918121541004			2023-02-20	11:29:30	CALL_END	20
347166380684872790	inbound	918121541004			2023-02-20	11:30:35	CALL_END	45

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

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	7076167688889288	whatsapp	Chat	15:58:09	16:20:45		00:22:35	2023-02-20 15:58:10	NEXT_FREE_AGENT -> AGENT	 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.

IVR Feedback Details Report

The IVR Feedback Details offers a way to assess customer satisfaction with the contact center by tracking feedback collected through the IVR system. By measuring the net

This report is important in guiding efforts to improve customer service and create a positive customer experience.

IVR Hangup Details Report





The IVR Hangup Details offers an overview of inbound calls that were ended by customers before they were able to connect with an agent in the contact center. It records the number of calls in which customers failed to navigate the IVR to reach an agent. This data can be used to evaluate the ease of use of the IVR and determine areas for improvement.

This report is useful for IVR developers, IT departments, and customer experience teams, as a high disconnect rate may indicate a requirement for adjustments to enhance the customer journey.

Missed Call Details Report

The Missed Call Report records the number of undisturbed or ignored calls in a contact center. It provides details on customer interactions that failed to result in a connection with an agent.

This report can be used to evaluate the call volume and aid contact centers in determining if they have adequate staffing and to guarantee that customer requirements are being fulfilled, and resources are properly allocated.

Missed Call Details								Today ~		
Caller No.	CallCount	Duration	Last Call Time	First Call Time	Last Call End Time	Skill Name	Fallback Rule			
Total Rows: 0								10	Rows per page	
										

Predictive Campaign Performance Report

The Predictive Campaign Performance Report tracks the results of a predictive dialer and the handling of calls by agents in a contact center. It displays data such as the number of dialed calls, their handling status, and campaign specifics. This report can help managers evaluate the dialer's effectiveness and identify areas for improvement. It also provides valuable information for developers working to optimize the dialer. For instance, if the report shows a low rate of customer pickups, it may indicate the need for dialer reconfiguration to increase its efficiency.

Predictive Campaign Performance

Today ▾ ⬇️ ▾

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 Customers UnAnswered%	Dial Failed	Queue Drop	Queue Drop%
hari_new_pred	3	1	3	100.00	1	100.00	0	0.00	0	0.00	0	0	0.00

Total Rows: 1

10 ▾

Rows per page

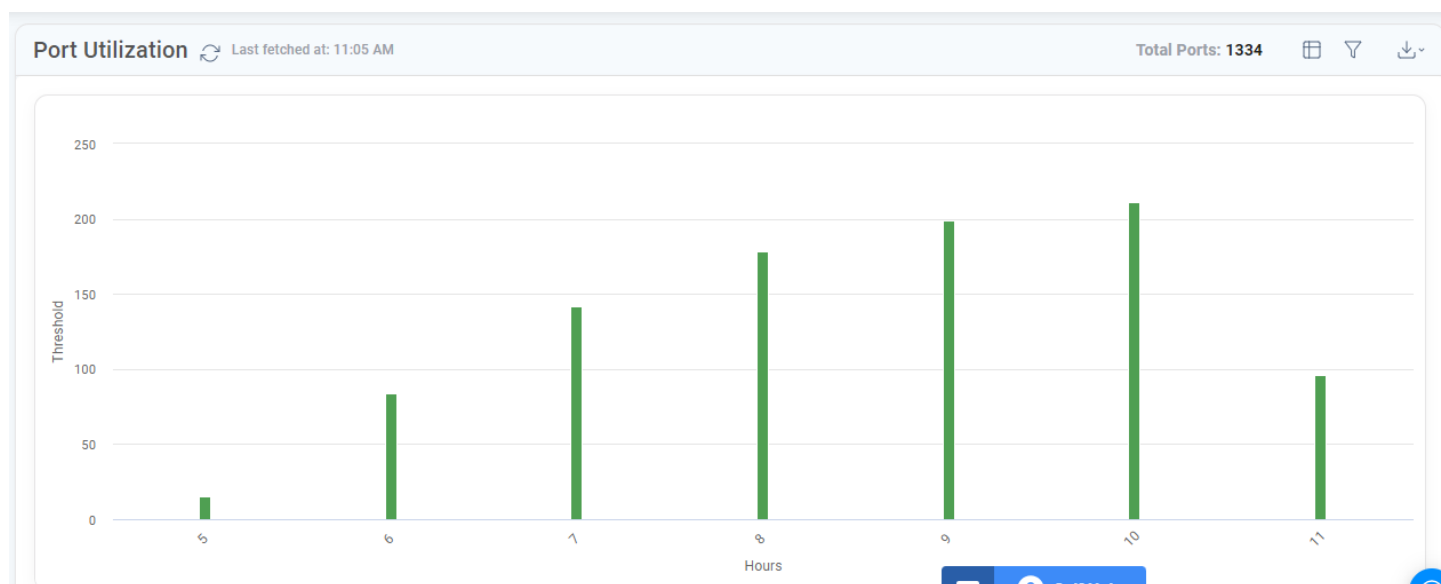
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PRI Utilization Report

The report provides insight into the number of channels being used and their effectiveness. It tracks the usage of ports for the number of calls received in the inbound contact center. This information allows the organization to manage the number of ports effectively, such as increasing or decreasing them based on call volume. This report can be useful for managers or supervisors to adjust the number of ports based on the call volumes.



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.

SLA Report					
Hour	Total Calls	Total Answered Calls	Total Answered within SLA	SLA%	SLAAchieved
4	4	4	4	4	Not Achieved
4	4	4	4	4	Not Achieved
4	4	4	4	4	Not Achieved
4	4	4	4	4	Not Achieved

SMS Report

This report provides the status of all the SMSs received by a contact center including details such as the date and time received. It helps to track and manage SMS interactions with customers. Team leads and supervisors of contact centers use this report to generate the web view of the status of all the SMSs received in the contact center.

SMS

00:00:00

→

23:59:59

SMS Number	SMS Date	Status
Total Rows: 0 <div><div>10</div></div> Rows per page <div><div><</div><div>></div></div>		

Skill Report

The Skill Distribution Report provides insight into the assignment of agents to specific skills within a contact center. This information allows administrators to evaluate the distribution of calls among skills and assess the adequacy of staffing. It also helps identify potential adjustments to agent assignments, as well as skill-specific staffing needs. Team leads or supervisors of inbound contact centers will find this report valuable.

Skill Last fetched at: 3:36 PM

Agent Status Skill Wise Skill Wise Today - [Download Icon] [Filter Icon]

Skill Name	Queue Count	Agents Available	Agents Ringing	Agents on ACD Call	Agents in ACW	Agents in Other	Agents in AUX	Agents Staffed
19122022	0	0	0	0	0	0	0	0
asdsaf	0	0	0	0	0	0	0	0
Balraj_Skill	0	0	0	0	0	0	0	0
Balu_Skill	0	0	0	0	0	0	0	0
case23	0	0	0	0	0	0	0	0

VoiceMail Report

This report provides a comprehensive analysis of all calls, including all relevant metrics for each call. This provides a real-time insight into the performance of agents in the contact center, based on all the available call metrics. Team leaders and supervisors in inbound contact centers can utilize this report to monitor the performance of their agents.

Dashboard

Reports

Voicemail

Voicemail Report

Caller ID

Search

Telnet

UCID	URI	Campaign Name	Skill	Call Date	Start Time	Answer Time	End Time	Talk Time	Wrapup Time	Duration	Customer Ring Time	Fallback Rule	Called Number	Type	Agent Name	Disposition	Status	Hangup By	Hangup	Transfer
34714091684210950		testbound	test_skill	2023-01-20	15:58:45		2023-01-20	15:58:45		00:00:00		Queue		Inbound			NotAnswered			No Transfer
347147548584210112		testbound	test_skill	2023-01-20	15:52:58		2023-01-20	15:52:58		00:00:00		Queue		Inbound			NotAnswered			No Transfer
3472167420832111		InboundResource		2023-01-20	15:53:35	00:00:10	2023-01-20	15:53:13		00:00:02	00:00:04	AgentCall	9758858385	Manual	venkat	Answered	UserHangup			N/A
3472167420753741	6552013237	Prog_newbs		2023-01-20	15:58:57		2023-01-20	15:58:57		00:00:00	00:00:10	AgentCall	9165768935	Progressive	Ajayash	NotAnswered	UserHangup			No Transfer
3472167420751511	6790006882	Prog_newbs		2023-01-20	15:58:25		2023-01-20	15:58:45		00:00:00	00:00:10	AgentCall	886748529	Progressive	Omair	NotAnswered	UserHangup			No Transfer
3472167420748431	6552013237	Prog_newbs		2023-01-20	15:58:14		2023-01-20	15:58:24		00:00:00	00:00:10	AgentCall	26701601290	Progressive	Arun	NotAnswered	UserHangup			No Transfer
3472167420747211	6552013237	Prog_newbs		2023-01-20	15:57:52		2023-01-20	15:58:52		00:00:00	00:00:10	AgentCall	43442	Progressive	43442	NotAnswered	UserHangup			No Transfer
3472167420745001	6790006882	Prog_newbs		2023-01-20	15:57:30		2023-01-20	15:57:40		00:00:00	00:00:10	AgentCall	43440	Progressive	43440	NotAnswered	UserHangup			No Transfer
34716243683257264		testbound	test_skill	2023-01-20	15:04:37		2023-01-20	15:04:57		00:00:00		Queue - Disconnect		Inbound			NotAnswered	SystemHangup		No Transfer
347189615724320468		testbound	test_skill	2023-01-20	14:59:40		2023-01-20	15:00:10		00:00:00		AgentCall - 1558378	4297498468	Inbound	Priya	NotAnswered	SystemHangup			No Transfer

Total Rows: 89

10

Rows per page

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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:

Port Utilization

Last fetched at: 19-06-2024 12:52:02

Hours	Threshold
10	6
11	4
12	2

This report provides detailed insights into your outbound WhatsApp communications. To access a comprehensive overview of all outbound WhatsApp conversations with customers, follow these steps:

1. Log in to your admin account.
2. Navigate to the "**Reports**" section.
3. Select "**Live.**"
4. Choose the "**WhatsApp Outbound Report.**"

NOTE: This report currently shows both Live & Historical data.

Outbound Whatsapp Report

Today ▾
📄 ▾
🔍

Session Id	Campaign Name	Whatsapp DID	Recipient Number	Agent Name	Template Name	Message	Status	Format	Created Time	Sent Time	Queued Time	Delivered Time	Seen Time	Failed Time
------------	---------------	--------------	------------------	------------	---------------	---------	--------	--------	--------------	-----------	-------------	----------------	-----------	-------------