REPORTING GUIDE

Clarity Connect 4.0

REVISION A

CONTENTS

1.0 OVERVIEW

Clarity Connect offers an array of reports capturing data on contact center performance, agent performance, call flows, and more.

2.0 REPORT CONFIGURATION

You must configure reports before using them. From the main menu bar, click **Reports**. Historical performance reports are stored here and are available to users depending on their authorizations (**Figure 1**).

Figure 1 Reports page

From the main menu bar, click **Reports** > **Report Configuration**. This page governs configured reports and whether or not they are visible on the main Reports page.

Select **Visible** next to the desired report to make the link viewable on the Reports page. Click **Save** to finalize changes (**Figure 2**).

Under Add New Report, enter the report's name and the report's SQL Server Reporting Services (SSRS) path, and then click the **Add New Report** icon.

Under Configured Reporting Time Zones, select a time zone from the drop-down menu and click the **Add This Time Zone** icon. Ensure the selected time zone matches the geographical location of your contact center, as this will affect report parameters.

Select a time zone from the Currently Selected Time Zones list and click the **Delete** icon to remove it.

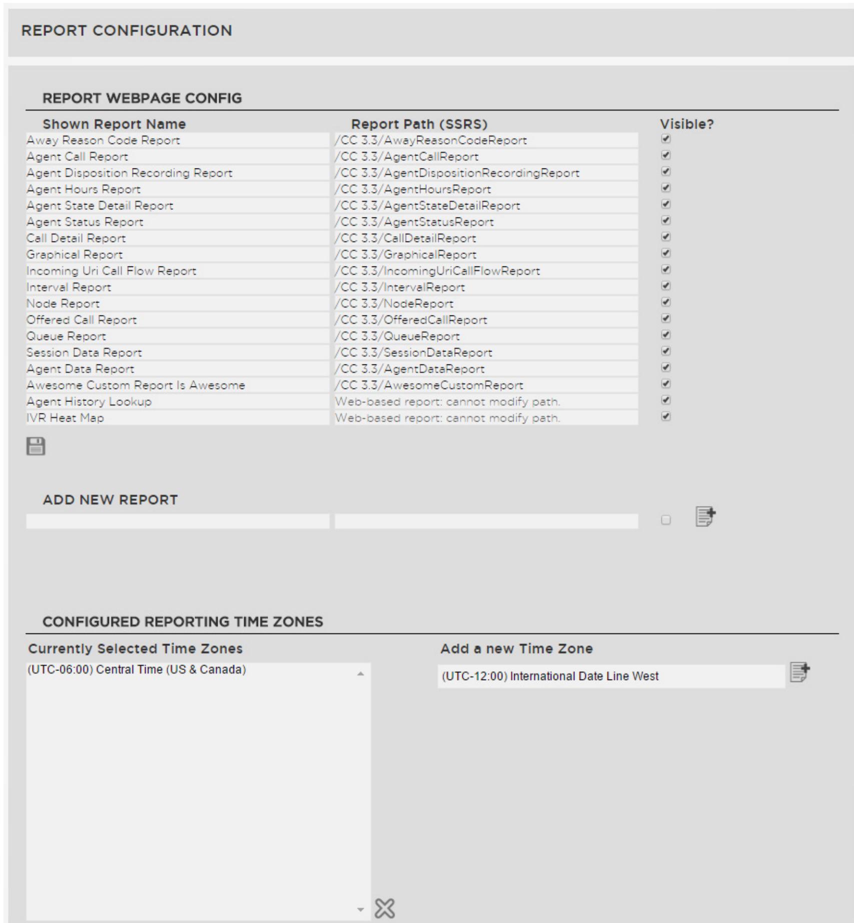


Figure 2 Report Configuration page

3.0 REPORTING SERVICES

Note: To view information on report troubleshooting, see Clarity Connect knowledge base articles in the Support Portal.

When viewing reports, keep the following in mind:

- All reports are based on current configurations for business units, teams, and groups.
- Durations and averages are rounded to the nearest second.
- When viewing a row of data, sometimes values do not sum up exactly. For example, a single call that had 30.4 seconds of talk time and 20.4 seconds of after call time would display as having 00:00:30 talk time, 00:00:20 after call time, and 00:00:51 (50.8 seconds rounded up) handle time.

- For reports that include start time and end time as parameters, Clarity Connect includes data between the start time and end time on each day (in the selected time zone) for each date in the selected range.

Session transfers affect reporting in the following ways:

- The wrap-up agent is changed for a cold transfer, completing a consult (warm transfer), and transferring a session to an invitee. The wrap-up agent is not changed for a re-enqueue, however.
- **# of Calls** and **Your # Handled** counts for transfer target agents are not incremented by transfers.
- Transfers are not counted as extra queued calls or answered calls in any reports.
- Any transfer creates an **Agent Participation** for the transfer target agent; detailed information on this is available on the Session Search page of the website.
- **Re-enqueue** is a special transfer that creates an entirely new session with the caller. The new session is assigned to the chosen queue. The existing session is then closed.
- Transfer to voice mail sends a session directly to an agent's voice mail; the agent that receives the voice mail does not become the wrap-up agent or get any talk time for that session.
- If any type of transfer to a contact is performed and that contact is also an agent, Connect will treat that as an agent transfer.
- Transfers to non-agents and PSTN numbers are treated as if the call has been transferred out of the system.

3.1 AGENT CALL REPORT

This report provides an overview of an agent's call activity.

Parameters include start date, end date, start time, end time, time zone, business unit, group, team, and agent.

Note: Direct inbound or direct outbound indicates the call was proxied through Clarity Connect (to or from the agent's extension or SIP address) and was not routed via the IVR queue.

Note: Clarity Connect does not require agents to execute distinct log on and log off actions to become available to take calls or to go "off phone." Because of this, log on and log off times are based on the agent's Skype for Business presence and/or lack of activity. Rarely, this will lead to the report displaying an inaccurate number of days under the Work Days column.

The following metrics appear in the Agent Call Report:

Agent

The agent's first and last name.

Work Days

The number of days the agent was "seen" by the system.

Direct IB Connect Call Time

The duration of calls directly to the agent that were proxied through Connect.

Direct IB Connect Call Count

The number of calls directly to the agent that were proxied through Connect.

Direct OB Connect Call Time

The duration of calls dialed by the agent that were proxied through Connect.

Direct OB Connect Call Count

The number of calls dialed by the agent that were proxied through Connect.

Connect Call Time

The duration of Connect voice calls that were not direct inbound or direct outbound. This includes the chat time for escalated calls.

Connect Call Count

The number of Connect voice calls that were not direct inbound or direct outbound. This includes sessions escalated from chat to voice.

Esc.

The number of Connect calls escalated from chat only to voice.

AIT

The average interaction time for queued, direct inbound, and direct outbound voice calls. This includes the talk time for voice calls and the chat plus talk time for chats that were escalated to voice calls.

AHT (Voice)

Average handle time for queued, direct inbound, and direct outbound voice calls. This includes the talk time for voice calls and the chat plus talk time for chats that were escalated to voice calls, as well as the after call work time.

AACW (Voice)

Average after call work time for queued, direct inbound, and direct outbound voice calls.

Unique Dials

The number of unique customer PSTN or SIP addresses for queued, direct inbound, and direct outbound voice calls.

Calls > 1:30

The number of queued, direct inbound, and direct outbound calls longer than 90 seconds.

Calls > 2:00

The number of queued, direct inbound, and direct outbound calls longer than 120 seconds.

Connect Chat Time

The duration of Connect chat sessions.

Connect Chat Count

The number of Connect chat sessions.

ACT

The average chat time for Connect chat sessions.

AHT (Chat)

The average handle time for Connect chat sessions. This includes the chat time plus the after call work time.

AACW (Chat)

The average after call work time for Connect chat sessions.

3.2 AGENT DISPOSITION RECORDING REPORT

This report is designed to show what portion of calls are assigned a disposition by each agent.

Parameters include start date, end date, start time, end time, time zone, business unit, group, team, and agent.

Note: The Agent Disposition Recording Report displays the number of sessions for which an agent was the wrap-up agent and the number of calls for which a call disposition was set from the Agent Console (or shortly after the session completes from the Session Search page). Information for sessions where the agent was just the responding agent or involved in a consult are not included in this report as it is the responsibility of the wrap-up agent to set a call disposition.

The following metrics appear in the Agent Disposition Recording Report:

Agent

The agent's first and last name.

Calls

The number of Connect calls the agent has taken, both queued and direct, for both chat and voice.

Calls w/Disposition

The number of Connect calls the agent has taken, both queued and direct, for both chat and voice that were assigned a disposition.

Percent w/Disposition

The percentage of the agent's calls that were assigned a disposition.

3.3 AGENT HOURS REPORT

This report provides a short summary of an agent's work day.

Parameters include start date, end date, start time, end time, time zone, business unit, group, team, and agent.

Note: Work Hours are calculated as the lessor of either the first status that indicates the agent is present until the last status that indicates the agent is present OR a summation of all statuses that indicate the agent is present. This is done in order to more accurately account for agents logging back on late at night or agents not logging out of their system at night, so their presence remains in an Away state for an extended period.

Note: The Agent Hours Report is based on an agent's Agent Status. In a Call time includes any time the agent was in any type of session during the report timespan. A call initiated before the set timespan and continued into the timespan will add to the In a Call time.

The following metrics appear in the Agent Hours Report:

Agent

The agent's first and last name.

Date

The date the row summarizes.

Work Time

The number of hours the agent worked. This is calculated by the lessor of the following: first status that indicates the agent is present until the last status that indicates the agent is present OR summation of all statuses that indicate the agent is present.

Avail Time

The amount of time the agent was in an Available presence state.

In a Call Time

The amount of time the agent was in a call of any type.

Busy Time

The amount of time the agent was in a Busy presence state.

Away Time

The amount of time the agent was in an Away presence state.

Login

The time of the first status indicating the agent was present.

Logout

The time of the last status indicating the agent was present.

3.4 AGENT STATE DETAIL REPORT

This report shows every state change an agent went through in a given interval, including the away reason code supplied (if applicable).

Parameters include start date, end date, start time, end time, time zone, business unit, group, team, and agent.

Note: This report does not display any state changes lasting fewer than 0.5 seconds. All state change durations are rounded to the nearest second.

The following metrics appear in the Agent State Detail Report:

Agent

The agent's first and last name.

State Start Time

When the agent's presence state changed.

Agent State

The name of the presence state the agent was in (Available, In Call, Away, Busy, Direct, DID, DOD, etc.).

Reason Code

The away reason code provided. This column is only populated for Away presence states. If the agent did not provide an away reason code, this column will be blank.

Duration

How long the agent was in this presence state.

3.5 AGENT STATUS REPORT

This report breaks down how an agent spent his or her time.

Parameters include start date, end date, start time, end time, time zone, business unit, group, team, and agent.

Note: Answered voice counts may include queued, direct inbound, and direct outbound calls.

If the agent answers an IM session and escalates it to voice, it will count as one answered chat and one escalation.

On phone time, chat time, and talk time include all time an agent was in a session with a customer, including consultations and invitations, even if that session was active before the set reporting time frame and carried over into the beginning of the set time frame.

Note: Call centers with agents handling multiple simultaneous sessions should keep the following in mind:

An agent can never have more chat minutes than logon minutes, even if handling multiple IMs at once. Handling two IMs simultaneously that both take five minutes is counted as five minutes of chat time—not ten minutes.

Occupancy rate measures the percentage of time an agent handles customer calls. Occupancy does not distinguish between how many calls are being handled at once.

Handling one call for ten minutes out of 100 logged on minutes counts as a 10% occupancy rate. Handling two calls simultaneously for ten minutes out of 100 logged on minutes also counts as a 10% occupancy rate.

The following metrics appear in the Agent Status Report:

Team

The name of the team the agent belongs to. This is aggregated with a subtotal for all agents on that team.

Agent

The agent's first and last name.

Ans. Chat

The number of chat sessions the agent answered.

Ans. Voice

The number of audio calls the agent answered.

Esc.

The number of chat sessions escalated to voice sessions.

RONA

The number of calls and chats from the queue (and consult/invite requests, if configured) the agent missed.

On Phone Time

The amount of time the agent was available to take a session or was actively handling a session.

Chat Time

The amount of time the agent was only in a chat or multiple chats. The agent's chat time includes the time when a session was just a chat, even if that session was later escalated.

Talk Time

The amount of time an agent was in a voice call managed by Connect (queued call or direct call that was proxied). The agent's talk time includes the time after a chat is escalated to voice.

ACW Time

The amount of time the agent spent in after call work.

Idle Time

The amount of time the agent was available to take a call but was not actively on a call.

Direct Time

The amount of time the agent was in a direct call that was not proxied through Connect.

Unavail Time

The amount of time an agent was logged in but in an Away presence state.

OCC %

The agent's occupancy rate. This is calculated as Handle Time divided by On Phone Time.

Chat %

The agent's chat rate. This is calculated as Chat Time divided by On Phone Time.

Talk %

The agent's talk rate. This is calculated as Talk Time divided by On Phone Time.

ACW %

The agent's after call work rate. This is calculated as After Call Time divided by On Phone Time.

Idle %

The agent's idle rate, or the percentage of time he or she was in a position to take a session but did not have one. This is calculated as Available Time divided by On Phone Time.

Unavail %

The agent's unavailable rate. This is calculated as Unavailable Time divided by On Phone Time.

3.6 AWAY REASON CODE REPORT

This report summarizes an agent's work hours (logged on time) versus the time they were unavailable to take incoming Clarity Connect calls.

Parameters include start date, end date, start time, end time, time zone, business unit, group, team, and agent.

The following metrics appear in the Away Reason Code Report:

Agent Name

The agent's first and last name.

Interval Start Time

The start date and start time (in 15 minute intervals).

Interval End Time

The end date and end time.

Work Hours

The sum of time the agent was logged on during the interval (including time spent in Available, After Call, Direct Call, Direct Inbound, Direct Outbound, Conference Call, Ringing (reserved), Busy, RONA, In Call, In IM Call, and any Unavailable (Away) time, including away time with an associated away reason code.

Unavailable

The sum of time the agent was working (logged on) but not ready to take incoming Clarity Connect calls. This includes time spent in Unavailable (away) with or without an away reason code, in addition to After Call, RONA, Busy, Conference Call, Direct Call, Direct Inbound, and Direct Outbound. Unavailable time is a subset of Work Hours.

After Call

The amount of time the agent spent in after call work.

RONA

The amount of time the agent spent in ring on no answer.

Busy

The amount of time the agent spent in a Busy presence state.

Direct

The amount of time the agent spent on direct calls that were not proxied through Connect.

DID

The amount of time the agent spent on direct inbound calls that were proxied through Connect.

DOD

The amount of time the

agent spent on direct outbound calls that were proxied through Connect.

Conference Call

The amount of time the agent spent in non-Clarity Connect conference calls.

At Lunch

The amount time the agent spent in an Away presence state with a reason code of At Lunch.

On Break

The amount of time the agent spent in an Away presence state with a reason code of On Break.

In A Meeting

The amount of time the agent spent in an Away presence state with a reason code of In A Meeting.

Other

The sum of all times an agent was in an Away presence state with a custom reason code. The time in this column should be the difference between the preceding columns and the total Not Ready time.

3.7 CALL DETAIL REPORT

This report displays information about each call that went through Connect.

Parameters include start date, end date, start time, end time, time zone, business unit, group, team, and agent.

The following metrics appear in the Call Detail Report:

Session ID

The Clarity Connect session ID for the interaction.

Date

The date of the interaction

Start Time

The time the interaction was initiated.

Caller

The address of the outside party participating in the interaction.

Queue

The queue the session was placed in.

Agent

The responding agent that handled the session.

Modality

Chat or audio. A chat that escalated to a voice session will display as Audio.

Esc.

Escalated flag. The flag will display as “Y” if the call was escalated to a voice session from a chat session.

Call Type

The type of session: direct inbound dial (DID), direct outbound dial (DOD), or IVR queued call (IVR).

Attend Time

The amount of time the call spent in the automated IVR attendant.

Queue Time

The amount of time the call spent in queue waiting for an agent to become available.

Accept Time

The amount of time the agent took to accept the call or chat session.

Chat Time

The amount of time the agent was instant messaging with the caller.

Talk Time

The amount of time the agent was speaking with the caller. An escalated call will display both chat and talk time.

AfterCall Time

The amount of time the agent spent on after call work following the session.

3.8 INCOMING URI CALL FLOW REPORT

This report details calls that came into each call flow and mapped URI. It can help determine which call flows and URI mappings are used most often, as well as help identify potential areas of improvement by identifying call flows with high abandon rates or long durations spent in IVR.

Note: For this report, data in Clarity Connect 3.2 was aggregated by session. In Clarity Connect 4.0, data is aggregated by call flow node broken down by incoming URI.

Because this data cannot be migrated from 3.2 to 4.0, legacy data, while still present, will display an incoming URI of “UNKNOWN.” Be sure to export any 3.2 reports with this information prior to upgrading to 4.0.

Parameters include start date, end date, start time, end time, time zone, incoming URI, and call flow name.

The following metrics appear in the Incoming URI Call Flow Report:

Call Flow (revision)

The name of the active call flow with revision number.

URI

The incoming URI called by the customer.

Total Calls

The total number of calls placed to the incoming URI and handled by the call flow.

Avg Duration in Call Flow

The average amount of time calls spent in the call flow. This is calculated as the Total Call Flow time divided by Total Calls.

Avg Total Duration

The average amount of total call time. This is calculated as the Total Call Time divided by the Total Calls.

Abandon Rate %

The percentage of calls abandoned. This is calculated as Calls Abandoned * 100 divided by Total Calls.

Queued %

The percentage of calls placed into queue. This is calculated as Calls Queued * 100 divided by Total Calls.

Transfer %

The percentage of calls transferred out of the call flow. This is calculated as Calls Transferred * 100 divided by Total Calls.

HangUp %

The percentage of calls disconnected by the call flow. This is calculated as Calls Ended * 100 divided by Total Calls.

3.9 INTERVAL REPORT (VOICE ONLY)

This report shows the load experienced throughout the day and it impacts a variety of metrics.

Parameters include start date, end date, start time, end time, time zone, business units, groups, teams, and queue.

The following metrics appear in the Interval Report (Voice Only):

15-Min Start

The start time of the 15-minute interval this row represents.

Queued Calls

The number of calls placed into a queue to wait for an agent.

Aband Calls

The number of calls abandoned.

Transf Calls

The number of calls transferred out of the portal.

Ans. Calls

The number of call connected to an agent, including from queues and direct proxied calls.

Service Level %

The percentage of calls answered within a configurable time allotted in the configured service level agreement.

ASA (sec)

The average speed of answer for calls answered.

ABA %

The percentage of abandoned queued calls.

ATA

The average time to abandon for calls waiting in queue.

Avg Talk Time

Average amount of talk time for all answered calls.

Avg Call ACW

Average amount of after call work for all answered calls.

AHT

Average handle time for all answered calls. This is calculated as Talk Time + After Call Work time divided by Answered Call Count.

Total Call Time

The total amount of handle time for calls.

3.10 INTERVAL SESSION REPORT

This report shows the load experienced throughout the day and how it impacts a variety of metrics.

Parameters include start date, end date, start time, end time, time zone, business units, groups, teams, and queue.

The following metrics appear in the Interval Session Report:

15-Min Start

The start time of the 15-minute interval this row represents.

Modality

Voice or chat. Escalated calls will display as Voice.

Queued Calls

The number of calls placed into a queue to wait for an agent.

Aband Calls

The number of calls abandoned.

Transf Calls

The number of calls transferred out of the portal.

Ans. Calls

The number of calls connected to an agent, including from queues and direct proxied calls.

Service Level %

The percentage of calls answered within a configurable time allotted in the configured service level agreement.

ASA

The average speed of answer for calls answered.

ABA %

The percentage of abandoned queued calls.

ATA

The average time to abandon for calls waiting in queue.

Avg Interact Time

The average amount of interaction time for all answered session. This is calculated as Chat Time + Talk Time.

Avg ACW

Average amount of after call work for all answered calls.

AHT

Average handle time for all answered calls. This is calculated as Talk Time + After Call Work Time divided by Answered Call Count.

Total Call Time

The total amount of handle time for calls.

3.11 MESSAGE AGENT REPORT

This report allows supervisors to identify all messaging metrics at an agent level. Data is grouped by agent.

Parameters include start date, end date, start time, end time, time zone, business units, group, teams, and agents.

The following metrics appear in the Message Agent Report:

Agent

The agent's first and last name.

Offered Sessions

The number of e-mails offered to the agent.

Accepted Sessions

The number of e-mails accepted by the agent.

 # RONA

The number of e-mails ignored or declined by the agent.

In Progress Replies

The number of response e-mails sent by the agent tagged as "in progress."

Waiting Replies

The number of response e-mails sent by the agent tagged as "waiting for customer response."

Completed Replies

The number of response e-mails sent by the agent tagged as "completed."

% Completed then Reopened

The percentage of e-mail responses sent by the agent, marked as “completed” and re-opened for additional follow up.

Avg Replies per Session

The average number of replies the agent sent per session he or she worked with (not including other agents’ replies to that session).

Max Response Time (Hrs)

The maximum amount of time within business hours between an agent accepting an e-mail offer and responding with either “waiting” or “completed.”

Avg Response Time (Hrs)

The average amount of time within business hours between an agent accepting an e-mail offer and responding with either “waiting” or “completed.”

Total Active Time (Hrs)

The total amount of time within business hours where the agent had at least one e-mail that was accepted but not responded to.

Transfer Requests

The number of sessions the agent accepted and then transferred to a different agent or queue.

3.12 MESSAGE DATA REPORT

This report shows every message that went through Connect, giving customers a complete view of information that can be aggregated and summarized using whatever technology is most familiar (Excel, MatLab, etc.) if Connect’s standard reports do not provide the desired data or aggregation type.

Every message session that goes through Connect contains a line on this report. The columns provide information to assist in filtering and summarizing as needed.

Parameters include start date, end date, and time zone.

The following metrics appear in the Message Data Report:

Session ID

The session ID of the corresponding session represented in this row.

Date

The session's start date.

Call Disposition

A call's disposition.

Call Sub-Disposition

A call's sub-disposition.

Initial From Address

The e-mail address the first message was sent from.

Initial To Address

The e-mail address the first message was sent to.

Initial Subject

The first e-mail's subject.

Start Time

The time the first e-mail arrived. This is in the selected time zone.

Completed Time

The time the last reply tagged with "completed" was sent or the time the session was closed (if manually closed without a "completed" reply).

Total Calendar Time

The calendar duration between the start time and end time.

Was SLA

Whether or not the first e-mail an agent responded to (counting the duration within business hours) was within the SLA time.

Initial Queue

The queue the session was initially placed in.

Completed Queue

The queue the session was in when it was closed.

All Queues

All queues the session passed through.

Avg Queue Time (Hrs)

The average amount of time within business hours a session was waiting in queue before an agent accepted an offer to handle the response.

Answering Agent

The agent that accepted the session's first e-mail.

Max Active Time

The maximum time inside business hours between a message being accepted by an agent and the agent responding with "waiting" or "completed."

Completed Agent

The agent who marked the session as "completed" when it was closed or the agent who was last assigned to the session before it was closed.

Avg Active Time

The average time within business hours between a session being accepted by an agent and the agent responding with "waiting" or "completed."

All Agents

All agents who interacted with the session.

Max Waiting Time

The maximum time within business hours between when an agent responded with "waiting" or "completed" and the customer responded before the ticket closed.

E-mails from Customer

The number of e-mails received from the customer over the duration of the session.

Avg Waiting Time

The average time within business hours between when an agent responded with "waiting" or "completed" and the customer responded before the ticket closed.

E-mails from Agent

The number of e-mails sent by the agent to the customer over the duration of the session.

Max Queue Time

The maximum amount of time within business hours a session was waiting in queue before an agent accepted an offer to handle the response.

Total Queue Time

The total amount of time within business hours a session was waiting in queue before an agent accepted an offer to handle the response.

Queue Time Count

The number of times a session was waiting in queue.

Total Active Time (Hrs)

The total time within business hours between a session being accepted by an agent and the agent responding with “waiting” or “completed.”

Active Time Count

The number of times an agent accepted an offer to respond to a customer message relating to this session.

Total Waiting Time (Hrs)

The total time within business hours between when an agent responded with “waiting” or “completed” and the customer responded before the ticket closed.

Waiting Time Count

The number of times an agent replied indicating he or she was “waiting” for a response or indicated “completed” and the customer responded before it closed.

3.13 MESSAGE QUEUE REPORT

This report is designed to allow supervisors to identify all messaging metrics at a queue level. Data is grouped by queue.

Parameters include start date, end date, start time, end time, time zone, business units, group, teams, and queues.

The following metrics appear in the Message Queue Report:

Queue

The name of the queue the session came through.

 # New Received

The number of new e-mail sessions received.

 # Replies Received

The number of replies received to existing e-mail sessions.

 # Transfers Received

The number of existing e-mail sessions transferred into this queue from a different queue.

 # Accepted

The number of offers for e-mail sessions in this queue that were accepted by an agent.

 # In Progress Sent

The number of e-mail responses to a customer that were sent from agents for sessions in this queue tagged as “in progress.”

 # Waiting Sent

The number of e-mail responses to a customer that were sent from agents for sessions in this queue tagged as “waiting for customer response.”

 # Completed Sent

The number of e-mail responses to a customer that were sent from agents for sessions in this queue tagged as “completed.”

 # Completed

The number of e-mail sessions that were responded to with “completed” and were not reopened or were manually closed.

% SLA

The percentage of sessions where the agent responded in any way to the first e-mail (counting the duration within business hours) within the SLA time.

Max Queue Time (Hrs)

The highest maximum queue time for e-mail sessions, as defined in the e-mail data definition.

Avg Queue Time (Hrs)

The average queue time for e-mail sessions, as defined in the e-mail data definition.

Max Active Time (Hrs)

The highest maximum active time for e-mail sessions, as defined in the e-mail data definition.

Avg Active Time (Hrs)

The average active time for e-mail sessions, as defined in the e-mail data definition.

Max Waiting Time (Hrs)

The highest maximum waiting time for e-mail sessions, as defined in the e-mail data definition.

Avg Waiting Time (Hrs)

The average waiting time for e-mail sessions, as defined in the e-mail data definition.

Max Total Time (Hrs)

The highest total time for e-mail sessions, as defined in the e-mail data definition.

Avg Total Time (Hrs)

The average total time for e-mail sessions, as defined in the e-mail data definition.

3.14 NODE REPORT

This report displays information about each Quick IVR node to identify problems, heavy traffic areas, and potential improvements in the Quick IVR call flows.

Parameters include start date, end date, start time, end time, time zone, and call flow name.

The following metrics appear in the Node Report:

Call Flow (Revision)

The name of the active call flow with revision number.

Node

The name of the node the data describes.

Type

The type of node (e.g., CheckQueueState, CheckTime, Enqueue, HangUp, etc.).

Option

The option allowed for nodes with user interaction (e.g., Prompt) for sub-aggregation.

# of Calls

The total number of calls that went through the node.

Avg Duration

The average amount of time calls spent in the node. This is calculated as total time spent in node divided by total number of calls that went through the node.

# of No Matches

The total number of calls that hit the node and did not match user input to a possible outcome path.

# of No Inputs

The total number of calls that hit the node and did not receive any user input when user input was expected.

# of Repeats

The total number of times the prompt needed to be repeated while attempting to collect user input.

3.15 OFFERED CALL REPORT (VOICE ONLY)

This report displays a daily breakdown of calls that came in through the system.

This report is designed for contact centers that only handle voice calls. The data for chats will not be shown on this report; use the Offered Session Report instead.

Parameters include start date, end date, start time, end time, and time zone.

The following metrics appear in the Offered Call Report (Voice Only):

Date

The date the row summarizes.

Offered

The total number of calls that went through the platform.

IVR Abandon

The number of calls that were abandoned while in IVR.

IVR Transfer

The number of calls that were transferred directly out of the IVR.

Queued

The number of calls that were placed into a queue to find an agent.

Queue Abandon

The number of calls that were abandoned while waiting in queue for an agent.

Queue Transfer

The number of calls that were transferred directly out of the queue.

Answered

The number of calls waiting in queue that successfully connected to an agent.

ReEnqueued

The number of calls that were re-enqueued to a new queue.

ASA

Average Speed of Answer. The average amount of time it took an agent to answer a call.

ABA %

Abandon Rate. The percentage of queued calls abandoned before being connected to an agent.

ATT

Average Talk Time. The average amount of time an agent spent speaking with a customer.

AACW

Average After Call Work. The average amount of time an agent spent on after call work following a call.

Call Time

The total amount of handle time spent on calls that came in from an IVR queue. Talk time + after call work time.

3.16 OFFERED SESSION REPORT

This report provides a daily breakdown of calls that came in through Connect (excluding direct proxied calls).

Parameters include start date, end date, start date, end time, and time zone.

Date

The date the row summarizes.

Modality

Voice or chat. Voice for escalated calls.

Offered

The total number of offered calls that went through Connect.

IVR Abandon

The number of calls that were abandoned while in IVR.

IVR Transfer

The number of calls that were transferred directly out of the IVR.

Queued

The number of calls that were placed into a queue to find an agent.

Queue Abandon

The number of calls that were placed into a queue to find an agent.

Queue Transfer

The number of calls that were transferred directly out of the queue.

Answered

The number of calls that were waiting in queue that successfully connected to an agent.

ReEnqueued

The number of calls that were re-enqueued to a new queue.

Esc.

The number of calls escalated from chat to voice.

ASA

Average Speed of Answer. The average amount of time it took an agent to answer a call.

ABA %

Abandon Rate. The percentage of queued calls that were abandoned before being connected to an agent.

AIT

Average Interaction Time. Average amount of interaction time for all answered calls. This is calculated as Chat Time + Talk Time.

AACW

Average After Call Work. The average amount of time an agent spent on after call work following a call.

AHT

Average Handle Time. The average amount of time an agent spent on a call. This is calculated as Interaction Time + After Call Work Time divided by Answered Calls.

Session Time

The total amount of handle time spent on calls that came in from an IVR queue. This is calculated as Talk Time + After Call Work Time.

3.17 QUEUE LEVEL REPORT (VOICE ONLY)

This report is designed to allow supervisors to drill down into queues to identify the topic of calls (if disposition is set by agent) and various metrics for each type of call that came in through the IVR.

This report is designed for contact centers that only handle voice calls. The data for chats will not be displayed in this report. Use the Queues Session Report instead.

Parameters include start date, end date, start time, end time, time zone, business unit, group, team, and queue.

The following metrics appear in the Queue Level Report (Voice Only):

Disposition

The disposition the agents applied to the calls within this grouping.

Sub-Disposition

The sub-disposition agents applied to the calls this row represents.

Queued Calls

The number of calls that were placed into queue to wait for an agent.

Queue Abandons

The number of calls the customer abandoned while waiting in queue for an agent.

Queue Transfers

The number of calls where the customer was transferred out of the portal while waiting in queue.

Answered Calls

The number of calls answered by an agent.

Service Level %

The percentage of calls answered within the configured time allotted in the service level agreement.

ASA

Average Speed of Answer. The average amount of time it took for an agent to be connected to a call after it entered a queue.

ABA %

Abandon Rate. The percentage of queued calls that were abandoned before being connected to an agent.

Max Queue Time

The longest time a caller spent waiting in queue for an agent.

ATA

Average time to abandon.

Avg Talk Time

Average amount of talk time for all answered calls.

Avg Call ACW

Average amount of after call work for all answered calls.

AHT

Average handle time for all answered calls. This is calculated as (Talk Time + ACW Time) divided by Answered Call Count.

Call Time

The total amount of time spent on calls that came in from an IVR queue.

3.18 QUEUE SESSION REPORT

This report allows supervisors to drill down into queues to identify the topic of calls (if disposition is set by the agent) and various metrics for each type of call encountered that was not a direct proxied call.

This report is designed for contact centers that handle both voice calls and chats. Data is grouped by disposition, then sub-disposition, and finally by modality.

Parameters include start date, end date, start time, end time, time zone, business unit, group, team, and queue.

The following metrics appear in the Queue Session Report:

Disposition

The disposition agents applied to calls within this grouping.

Sub-Disposition

The sub-disposition agents applied to the calls this row represents.

Modality

Voice or chat. Escalated calls will display as Voice.

Queued Calls

The number of calls that were placed into queue to wait for an agent.

Queue Abandons

The number of calls the customer abandoned while waiting in queue for an agent.

Queue Transfers

The number of calls where the customer was transferred out of the portal while waiting in queue.

Ans. Calls

The number of calls answered by an agent.

Service Level %

The percentage of calls answered within the configured time allotted in the service level agreement.

ASA

Average Speed of Answer. The average amount of time it took for an agent to be connected to a call after it entered a queue.

ABA %

Abandon Rate. The percentage of queued calls that were abandoned before being connected to an agent.

Max Queue Time

The longest time a caller spent waiting in queue for an agent.

ATA

Average Time to Abandon.

Avg Interact Time

The average amount of interaction time for all answered calls. This is calculated as Chat Time + Talk Time.

Avg Call ACW

Average amount of after call work for all answered calls.

AHT

Average Handle Time for all answered calls. This is calculated as (Interaction Time + ACW Time) divided by Answered Call Count.

Session Time

The total amount of handle time spent on calls that came in from an IVR queue. This is calculated as Talk Time + After Call Work Time.

3.19 SESSION DATA REPORT

This report is different from others as it does not aggregate information. It instead provides a complete data dump of information that can then be aggregated and summarized by customers using whatever technology they are familiar with (Excel, MatLab, etc.) if Connect's standard reports do not provide the desired data or aggregation type.

Every message session that goes through Connect contains a line on this report. The columns provide information to assist in filtering and summarizing as needed.

Parameters include start date, end date, and time zone.

The following metrics appear in the Session Data Report:

Session ID

The session ID associated with the interaction. This can be cross-referenced with the Session Search page on the administrative website.

Date

The date of the interaction.

Start Time

The time the interaction started.

Caller ID

The caller ID delivered with the session, either based on context passed in or the telecom provider.

Caller SIP URI

The Unique Resource Identifier of the outside party on the interaction.

Queue

The queue the interaction was placed in.

Business Unit

The business unit associated with the queue or the agent's team in the case of a direct call that was not in a queue.

Agent

The answering agent for the session. This field will be left blank if there was no answering agent for the session.

Team

The answering agent's team. This field will be left blank if there was no team.

Groups

The groups that contain the agent's team. This field will be left blank if there was no group.

Modality

The session's modality (voice or chat).

Queue Time

The amount of time the interaction spent waiting for an agent to answer the session after being placed into queue.

Talk Time

The amount of time the interaction spent with active audio, between when it was first answered by an agent until either a participant disconnects or the session is escalated to include voice.

Agent Initiated Hold Time

The amount of time the interaction spent on hold (initiated by the agent). This time is also included in talk time and/or message time.

After Call Time

The amount of time the finishing agent spent wrapping up their work after disconnecting from the customer, until they placed themselves back to an Available presence state to take another session.

Time to ABA

If the session was abandoned before being connected to an agent, this is the amount of time the customer waited before abandoning the session, otherwise this field will be left blank.

Answered?

Whether or not the session was answered (Yes/No).

Xfered from Queue?

Whether or not the session was transferred while waiting in queue hold to the forwarding URI associated with the queue (Yes/No).

Abandoned?

Whether or not the session was abandoned (Yes/No).

DID?

Whether or not the session was a proxied direct inbound call (Yes/No).

DOD?

Whether or not the session was a proxied direct outbound call (Yes/No).

Queued?

Whether or not the session was a queued call (Yes/No).

Escalated?

Whether or not the session was escalated from chat only to include voice (Yes/No).

Re-Enqueued?

Whether or not the session was transferred to a different queue or the name of the queue. This field will be left blank if the session was not re-enqueued.

RONAs

Agents that were offered the call and declined or did not answer. This field will be left blank if there were no RONAs.

Xfered by Agent

The name of the agent or contact the session was transferred to. This field will be left blank if there were no transfers.

Adt'l Agents

Any additional agents who assisted with the call, as well as the type of assistance provided or. This field will be left blank if there were no additional agents.

Supervisors

Any supervisors who silently or whisper joined the session. This field will be left blank if no supervisors silently or whispered joined.

Disposition

The agent-set call disposition assigned to the session. This field will be left blank if no disposition was assigned.

Sub-Disposition

The agent-set call sub-disposition assigned to the session. This field will be left blank if no sub-disposition was assigned.

3.20 AGENT DATA REPORT

This report provides customers with a data dump of information that can be further aggregated and summarized using whatever technology is most familiar (Excel, MatLab, etc.) if Connect's standard reports do not provide the desired data or aggregation type.

This report provides data for the selected time periods (year, month, week, day, hour, quarter-hour) for each configured agent with a variety of information about that agent's activities during that period of time.

Parameters include start date, end date, time zone, and group by.

The following metrics appear in the Agent Data report:

Agent

The agent's first and last name.

Date

The start date for the selected timespan.

Time

The start time of the selected timespan.

Business Unit

The business unit associated with the agent's team.

Team

The team the agent is associated with.

Groups

The group(s) the agent is associated with, if any.

Answered Sessions

The number of queued sessions the agent was offered and accepted.

RONAs

The number of session invites the agent missed.

DIDs

The number of direct inbound dial calls the agent received, whether or not they were answered.

DODs

The number of direct outbound dial calls the agent initiated.

Started IM Sessions

The number of IM sessions the agent initiated. This only includes IM sessions answered from the queue.

Started AV Calls

The number of voice sessions the agent initiated. This includes calls answered from the queue, IM sessions escalated to include voice, and direct inbound/outbound dials.

Escalations

The number of IM-only sessions the agent handled that escalated to include voice.

Invites

The number of session invitations the agent answered, including invites from a consultation.

Consults

The number of session consultations the agent answered.

Transfers

The number of session transfer requests the agent answered, including transfers initiated from an invite or consultation.

Supervisor Joins

The number of sessions the agent joined using either silent or whisper join.

Available Time

The amount of time the agent was available to receive Connect sessions.

Ringing Time

The amount of time the agent had a call ringing to them.

Connect IM Session Time

The amount of time the agent spent in IM-only sessions.

Connect Phone Call Time

The amount of time the agent spent in audio/video sessions.

Connect DID Call Time

The amount of time the agent spent in proxied direct inbound calls.

Connect DOD Call Time

The amount of time the agent spent in proxied direct outbound calls.

Non Connect Call Time

The amount of time the agent spent in a Skype for Business presence indicating they were in a direct call but did not have an associated Connect session.

After Call Time

The amount of time the agent spent in either automatic or manual after call time to wrap up a session.

RONA Time

The amount of time an agent spent in a RONA status after missing a session invitation before changing his or her Skype for Business presence back to Available.

Unavailable Time

The amount of time an agent spent in an Away or Idle Skype for Business presence state.

Off Work Time

The amount of time an agent spent in an Off Work Skype for Business presence state.

Logged Out Time

The amount of time an agent spent logged off of Skype for Business.

On Phone Time

The amount of time an agent was either interacting with a Connect session or was available to interact with a Connect session. This includes Available, Ringing, In Queued Call (IM or voice), In Direct Call, and in After Call status.

Q On Phone Time

The amount of time an agent was either interacting with a queued Connect session or was available to interact with a queued Connect session. This includes Available, Ringing, In Queued Call (IM or voice), In Direct Call, and in After Call status.

Talk Time

The amount of time the agent was actively interacting with the customer in a Connect session. This includes In Queued Call (IM or voice) and In Direct Call.

Q Talk Time

The amount of time the agent was actively interacting with the customer in a Connect session. This includes only In Queued Call (IM or voice).

Handle Time

The amount of time the agent was in the process of handling a Connect session. This includes Ringing, In Queued Call (IM or voice), In Direct Call, and After Call Work.

Q Handle Time

The amount of time the agent was in the process of handling a Connect session that came through the queue. This includes Ringing, In Queued Call (IM or voice), and After Call Work.

OCC %

The agent's occupancy rate. This is calculated as Handle Time divided by On Phone Time.

Q OCC %

The agent's queue occupancy rate. This is calculated as Queue Handle Time divided by On Phone Time.

Talk %

The agent's talk rate for the time period. This is calculated as Talk Time divided by On Phone Time.

Q Talk %

The agent's talk rate for the time period. This is calculated as Queue Talk Time divided by On Phone Time.

ACW %

The agent's after call work rate. This is calculated as After Call Time divided by On Phone Time.

Idle %

The agent's idle rate, or the percentage of time he or she was in a position to take a session but did not have one. This is calculated as Available Time divided by On Phone Time.

Avg Talk Time

The average amount of time per session the Agent spent actively interacting with a customer. Because this is based on the number of answered calls in the time period, it will be more accurate for larger time ranges (i.e., a full day or longer).

Avg Q Talk Time

The average amount of time per session the agent spent actively interacting with a customer who came through the queue. Because this is based on the number of answered calls in the time period, it will be more accurate for larger time ranges (i.e., a full day or longer).

Avg ACW Time

The average amount of time per session the agent spent in after call work. Because this is based on the number of answered calls in the time period, it will be more accurate for larger time ranges (i.e., a full day or longer).

Avg Q ACW Time

The average amount of time per session the agent spent in after call work for a session that came in through the queue. Because this is based on the number of answered calls in the time period, it will be more accurate for larger time ranges (i.e., a full day or longer).

Avg Handle Time

The average amount of time per session the agent spent handling the session, including both actively speaking with the customer and in after call work. Because this is based on the number of answered calls in the time period, it will be more accurate for larger time ranges (i.e., a full day or longer).

Avg Q Handle Time

The average amount of time per session the agent spent handling the session, including both actively speaking with the customer and in after call work for sessions that came in through a queue. Because this is based on the number of answered calls in the time period, it will be more accurate for larger time ranges (i.e., a full day or longer).

3.21 AGENT HISTORY LOOKUP

This reporting application allows supervisors to view a detailed agent presence state history, enabling them to either validate an agent's status at a given time or assist them with their job function (**Figure 3** and **Figure 4**). The report provides results in real time and it contains historical data as long as the agent has been configured in the system and is not disabled.

Parameters include start date, end date, and agent.

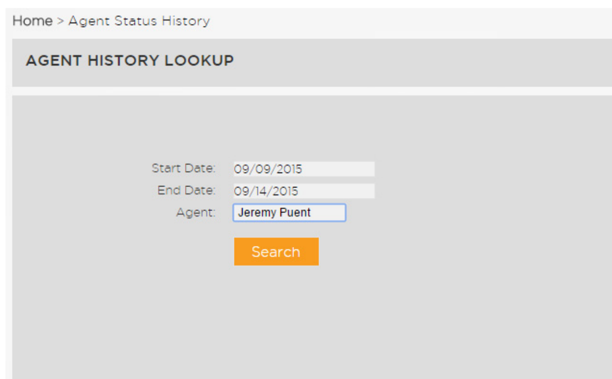
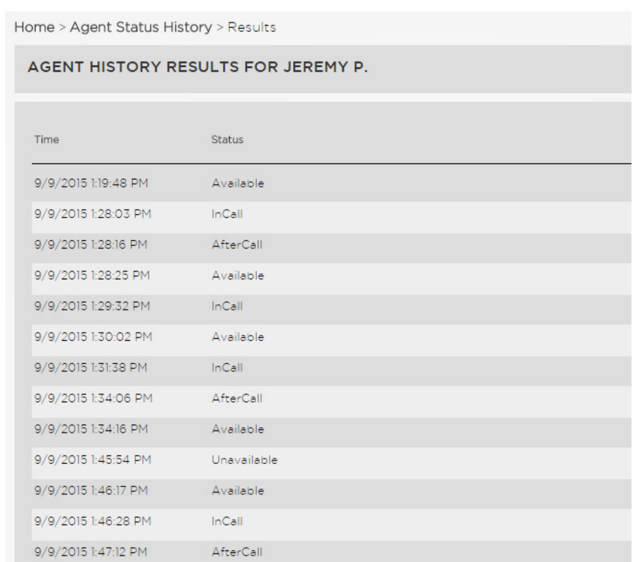


Figure 3 Agent History Lookup Report



Time	Status
9/9/2015 1:19:48 PM	Available
9/9/2015 1:28:03 PM	InCall
9/9/2015 1:28:16 PM	AfterCall
9/9/2015 1:28:25 PM	Available
9/9/2015 1:29:32 PM	InCall
9/9/2015 1:30:02 PM	Available
9/9/2015 1:31:38 PM	InCall
9/9/2015 1:34:06 PM	AfterCall
9/9/2015 1:34:16 PM	Available
9/9/2015 1:45:54 PM	Unavailable
9/9/2015 1:46:17 PM	Available
9/9/2015 1:46:28 PM	InCall
9/9/2015 1:47:12 PM	AfterCall

Figure 4 Agent History Lookup Report Sample

3.22 QUICK IVR HEATMAP

This report allows administrators to view the most frequently traversed paths through IVR call flows. This can help users gain insight into customer issues and identify potential changes to the IVR that may allow customers to have a more positive experience, such as queueing into the most trafficked queue directly from the first prompt instead of going through multiple levels of routing questions.

The report generates a color-coded image of the call flow showing how many times customers passed through a node (**Figure 5**).

Note: The Quick IVR Heatmap only displays one call flow revision at a time.

Parameters include start date, end date, call flow, and revision number.

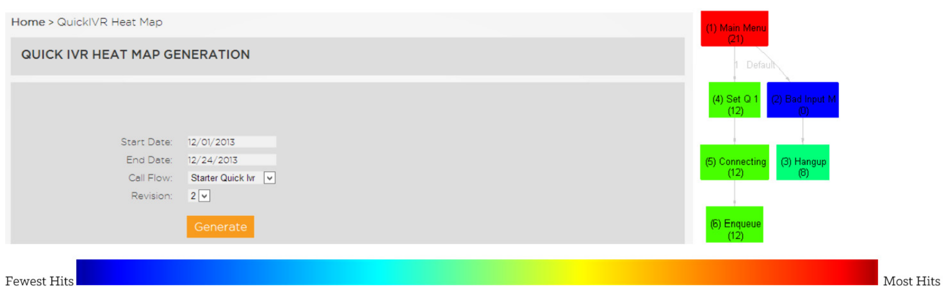


Figure 5 Quick IVR Heatmap Report sample

4.0 REVISION HISTORY

REV	DATE	COMMENTS
A	5/17/16	Initial release.

