Reporting

Hermes.Net V5

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LEGAL STATEMENT

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1 I N T R O D U C T I O N

This chapter provides a general overview of the Reporting.Net application and how to launch it.

1.1 General Information

Hermès.Net Edition and its applications provide a report creation tool called « Reporting ». This document explains in detail all it's available functions. This application allows a user to customize reports or view pre-defined reports relative to calls, mails, chats, social media, ivr and agent activities.

1.2 First Steps

Once the application is installed, it can be accessed through the following URL:

http://localhost/hermes_net_v5/
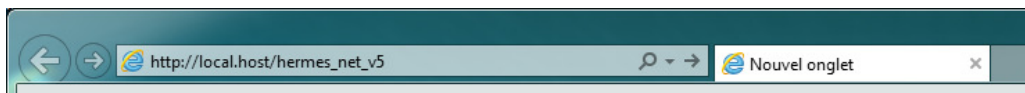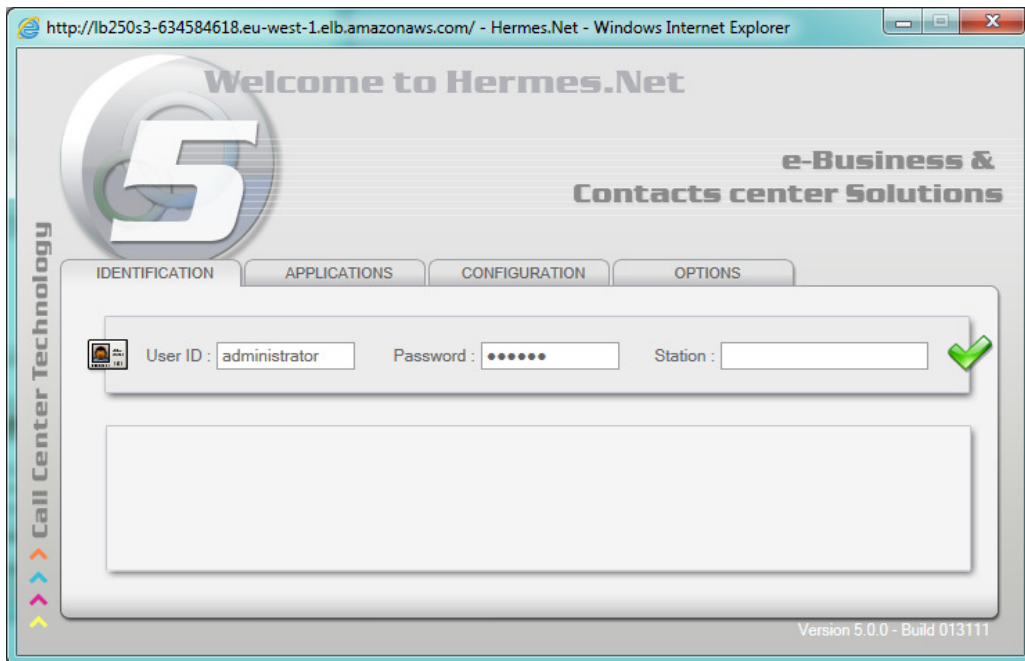
In this window, the user has to enter his identification information before starting using the application.
The **language** field in the options tab allows selecting the language displayed in the application.

After entering the necessary information, the user presses the enter button**,** or clicks on the button.

Note: if you add the URL listed in the trusted sites of Internet Explorer of the workstation on which the application is running, the status bar at the bottom of the screen does not appear.

1.3 The application selection screen
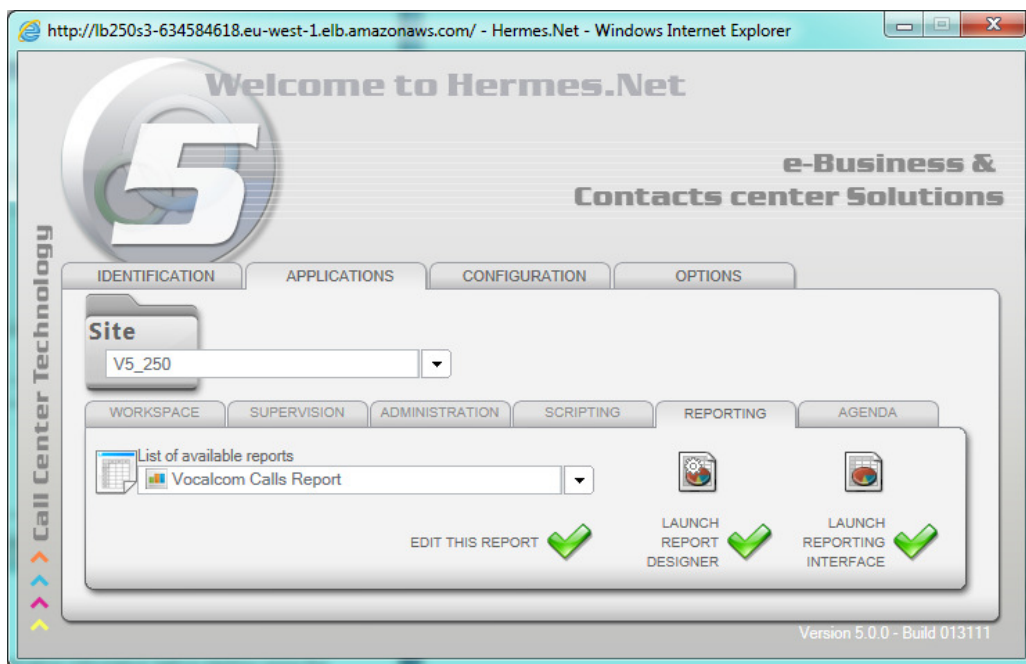
In this window the user can launch one of the following applications:

- Workspace
- Supervision
- Administration
- Scripting
- Reporting
- Agenda

These applications are available depending on the rights given to the identified user. If only one application is granted to the user, the system will automatically launch it. If not, the user must press the [✓] button next to the application he wants to start.

This document only explains the Reporting application. Please refer to other documents for other applications.

1.4   The Main screen

When launched, the application shows a screen with the first kind of report ready to be configured: **Inbound Campaigns overview**.
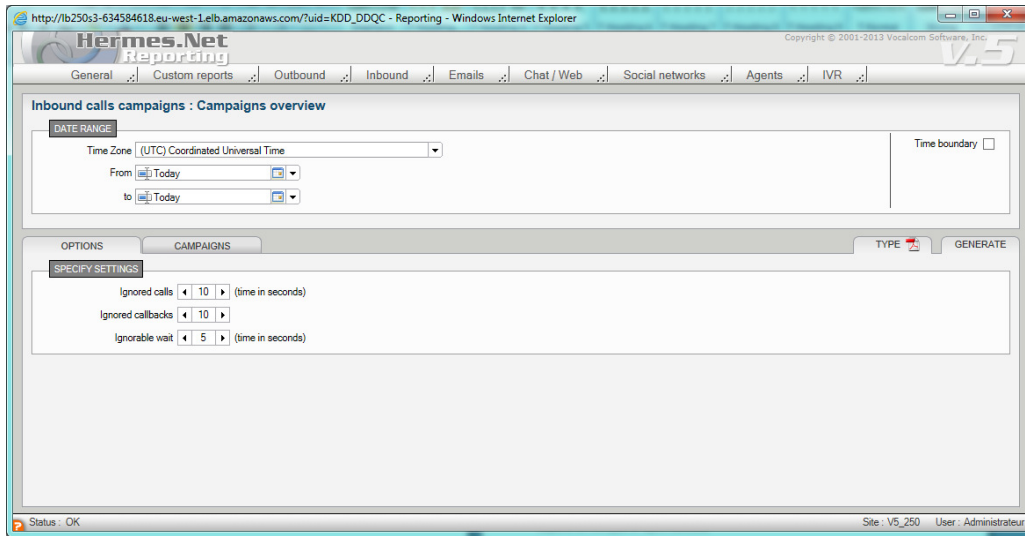
In the main menu, all the reports are grouped by data type.

Custom Reports, Outbound, Inbound, Manuals, E-mails, Chat/Web, Social networks, Aents and **IVR.**

Select a report to open the configuration window of the selected report.

Each report requires a start and end date. The report options, underneath the date area, depend on the type of report.

1.5   General information on "options" and "filter screen"

1.5.1   Date range

In general, the first part of the screen allows selecting the date range to take into account for generating the report information.
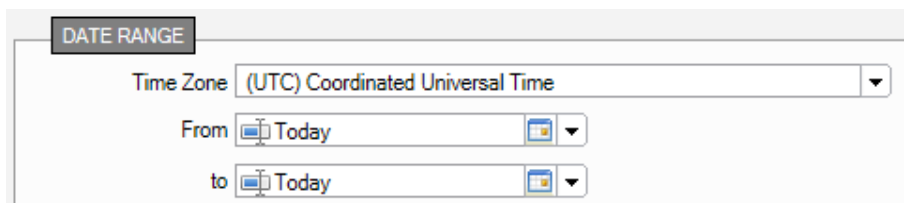
Choose here the date period desired. By clicking on the button, the calendar in which you may select the dates will pop up.

Today's date is highlighted in bold.

The date selected is marked by a grey square.

The other months and years are accessible using the ◀ , ▶ , and ◀◀ , ▶▶ arrows.

By un-checking the box **From**, you indicate that your report must take all data into account, without any starting date.

By un-checking the box **To**, you indicate that your report must take into account all data recorded up to this date.

1.5.2   Filters

Other filtering options are presented through specific tabs on the below part of the screen. (In this example, a tab is related to the **Campaigns** but it's also applicable to agents and supervision groups).

The button allows checking all of the campaign boxes at once.

The checkbox allows specifying that the user wants to cancel all filters to select all the data in the database, including the campaigns (or agents) that have been eliminated, but existed before and were active during the time period selected.

An extra filter based on supervisor groups and names is also proposed at the right of the tab.

1.5.3   Report export format

At the top of the tab, **Type** can be used to select the report export format.
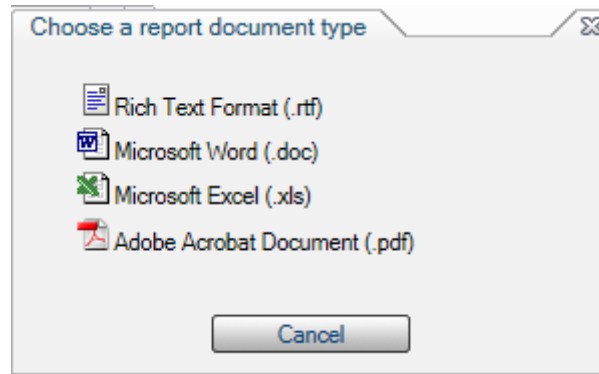
Once the type has been selected, it's indicated by an icon and it's used for every future report generation.

1.6 Report Generation

The **Generate** button allows generating the current report.
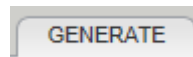
The **Generated reports list** window opens and lists all the generated report.
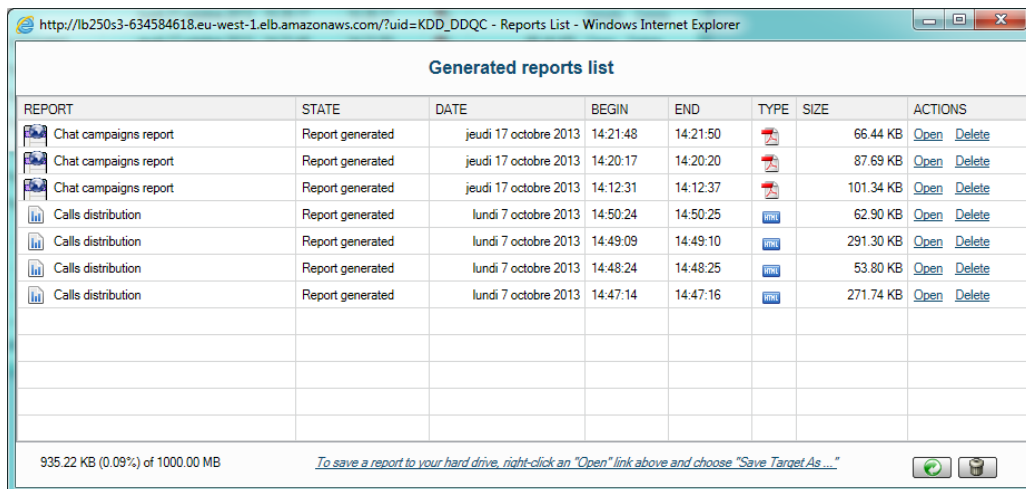
Each report remains available and can be opened later by clicking on **Open**.

Report opens in an Internet Explorer window, and can be saved locally under the corresponding format, using the option **File -> Save as**.

Report can also be deleted.

Note that this window can also be opened at any moment via the **General** menu, by clicking on the **Generated reports list** item.

2 OUTBOUND CAMPAIGNS

This set of reports is based on the outbound campaigns activities and on the distribution of their calls.

5 predefined reports are proposed and detailed in this chapter:

- Manual calls report
- Call file progress report
- Call status report
- Call status by agent report
- Call status distribution report
- Call status by agent distribution report

2.1   Call file progress report

This report allows visualizing the distribution of records in calls files based on their progression status.

Options tab

Data: allows choosing between a detailed or summarized report.

Show: allows choosing if you want to visualize the data for:

- All call files and summary

- Only currently used call file

- Currently used call file and summary

- All call files

If you choose the summarized display, the data of all selected campaigns is summed up on a single page.

If you choose the detailed and summarized display, then the campaign pages are followed by a summarized page.

The report is divided into 3 frames.

Records

Attempts before a record is set in state

Conversations before a record is set in state

In these three areas the records are divided in the following categories: « to call » and « finished ».

Next to each category, the distribution of records is represented graphically.

Records			
	Number	Abs. %	Category %
To call			
■ Not processed	4	14,8%	19,0%
■ To call back (personal)	0	0,0%	0,0%
■ To call back (global)	0	0,0%	0,0%
■ To retry	17	63,0%	81,0%
	21	77,8%	

In this example, the blue-cyan line in interpreted as follows:

Not processed (blue): 4 (19%)

To retry (cyan): 17 (81%)

In this report, the percentages of the number of calls by call result and in comparison to the total number of calls are also shown.

The last two areas also show the average quantity and the average duration of calls by result.

The second area gives the total number of attempts done by the system sorted by final result. This number must be divided by the number of file record having the same result (this information can be found in the first table) to find the average of attempts by records.

Note that recycling process will always cause abnormal results into this report: the number of attempts will increase at each file processing, and not the number or physical records.

2.2   Call status report

This report gives an overview of the number of calls, the durations of calls, wrap-up and handling time of inbound calls based on their call status, for campaigns and agents selected, in a defined time period (detailed by campaign).

Options tab

This part allows defining additional parameters to filter the report data.

> **Lost time**: Enter here the duration below which the call is accounted for in lost or abandoned calls.

> **Data**: allows choosing if you want to see the details per campaign and/or the recapitulative summary.

Call status tab

On this tab, you choose to take into account or not the standard call status, and to take into account or not the non qualified calls.

You can also indicate that you want only take the last call result into account concerning a client record.

Add call status: allows indicating that you also want to take into account the call status not used for this report.

None

Standard

Custom (these call status have been created by way of a personal call status creation function in the Administration application)

All (the standard and personalized call status)

If you have chosen the detailed display, a page shows the data of a single campaign.

If you choose the summarized display, the data of all selected campaigns is summed up on a single page.

If you choose the detailed and summarized display, then the campaign pages are followed by a summarized page.

The report is divided into several columns.
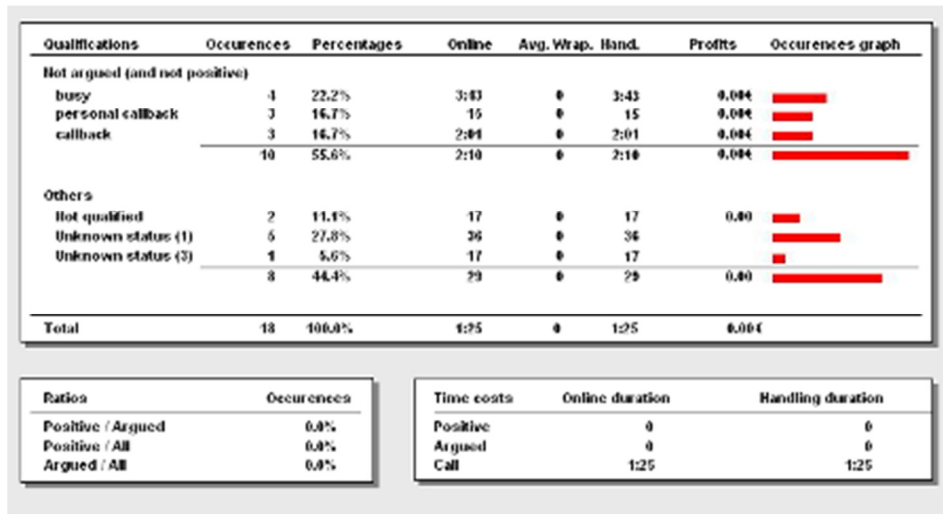
Occurrences and percentage of calls,

Average duration of communications,

Average Wrap-up and handling,

Provisional profits,

Graphical representations

        by call status

        and by category of call status (positive, argued).

Distribution of occurrences of calls (positive and argued in comparison to the totality, and positive in comparison to argued).

Total duration of communications and treatment by type of call status (positive, argued and not qualified)

2.3 Call status by agent report

This report gives an overview of the number of calls, the durations of communications, wrap-up and handling of inbound calls based on their call status, for campaigns and agents selected, in a defined time period (detailed by agent).

Options tab

This part allows defining additional parameters to filter the report data.

> **Lost time**: Enter here the duration below which the call is accounted for in lost or abandoned calls.

> **Data**: allows choosing if you want to see the details per agent and/or the recapitulative summary.

Call status tab

On this tab, you choose to take into account or not the standard call status, and to take into account or not the non qualified calls.

You can also indicate that you want only take the last call result into account concerning a client record.

Add call status: allows indicating that you also want to take into account the call status not used for this report.

> **None**

> **Standard**

> **Custom** (these call status have been created by way of a personal call status creation function in the Administration application)

> **All** (the standard and personalized call status)

If you have chosen the detailed display, a page shows the data of a single agent.

If you choose the summarized display, the data of all selected agents is summed up on a single page.

If you choose the detailed and summarized display, then the agents pages are followed by a summarized page.

The report is divided into several frames.

> **Occurrences and percentage of calls, average duration of communications, Wrap-up and handling, estimates of the profits, graphic representations of occurrences**
> > **by call status**
> > **and by type of call status (positive, argued).**

> **Distribution of occurrences of calls (positive and argued in comparison to the totality, and positive in comparison to argued).**

> **Total duration of communications and treatment by type of call status (positive, argued and not qualified)**

2.4 Call status distribution report

This report gives the detail of calls quantity done by hour, grouped by result type, for campaigns and agents selected, in a defined time period (detailed by campaign).
A graphical view is also generated.

Options tab
This part allows defining additional parameters to filter the report data.

Lost time: Enter here the duration below which the call is accounted for in lost or abandoned calls.

Data: allows choosing if you want to see the details per campaign and/or the recapitulative summary.

Call status tab
On this tab, you choose to take into account or not the standard call status, and to take into account or not the non qualified calls.
You can also indicate that you want only take the last call result into account concerning a client record.

Add call status: allows indicating that you also want to take into account the call status not used for this report.

None

Standard

Custom (these call status have been created by way of a personal call status creation function in the Administration application)

All (the standard and personalized call status)

If you have chosen the detailed display, a page shows the data of a single campaign.
If you choose the summarized display, the data of all selected campaigns is summed up on a single page.
If you choose the detailed and summarized display, then the campaigns pages are followed by a summarized page.

The report is divided into several tables followed by a graphic.

Positive

	00h00	01h00	02h00	03h00	04h00	05h00	06h00	07h00	08h00	09h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00	21h00	22h00	23h00
Sold	0	1	0	0	0	0	0	1	0	1	1	0	0	2	2	3	0	1	6	2	0	1	0	0
Sold	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	1	0	0	0	0	0	1	0	1	1	1	0	2	2	3	0	1	6	2	0	1	0	0

Argued (and not positive)

	00h00	01h00	02h00	03h00	04h00	05h00	06h00	07h00	08h00	09h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00	21h00	22h00	23h00
Not Sold	0	0	0	0	0	0	0	0	0	0	0	2	0	0	1	2	1	4	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0	2	0	0	1	2	1	4	0	0	0	0	0	0

Not argued (and not positive)

	00h00	01h00	02h00	03h00	04h00	05h00	06h00	07h00	08h00	09h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00	21h00	22h00	23h00
busy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	0	0	0	0	0	0
wrong number	0	0	0	0	0	0	0	0	0	0	0	0	0	0	8	0	0	0	0	0	0	0	0	0
absent	0	0	0	0	0	0	0	0	0	0	0	5	0	0	0	0	1	0	0	0	0	0	0	0
answering machine	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	14	0	0	0	0	0	0	0
Not Interested	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0
Deceased	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0
answering machine	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	2	0	0	0	0	0	0	0	0
personal callback	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0
callback	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0
answering machine	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
personal callback	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	3	6	0	2	9	1	21	3	0	0	0	0	0	0

The tables show calls hour distribution for results types **Positive**, **Argued** and **Not Argued**.
Under the tables, a graph of the data is displayed.

2.5   Call status by agent distribution report

This report gives the detail of calls quantity done by hour, grouped by result type, for campaigns and agents selected, in a defined time period (detailed by agent).

A graphical view is also generated.

Options tab

This part allows defining additional parameters to filter the report data.

> **Lost time**: Enter here the duration below which the call is accounted for in lost or abandoned calls.

> **Data**: allows choosing if you want to see the details per agent and/or the recapitulative summary.

Call status tab

On this tab, you choose to take into account or not the standard call status, and to take into account or not the non qualified calls.

You can also indicate that you want only take the last call result into account concerning a client record.

Add call status: allows indicating that you also want to take into account the call status not used for this report.

> **None**

> **Standard**

> **Custom** (these call status have been created by way of a personal call status creation function in the Administration application)

> **All** (the standard and personalized call status)

If you have chosen the detailed display, a page shows the data of a single agent.

If you choose the summarized display, the data of all selected agents is summed up on a single page.

If you choose the detailed and summarized display, then the agent's pages are followed by a summarized page.

The report is divided into several tables followed by a graphic.

Positive

	00h00	01h00	02h00	03h00	04h00	05h00	06h00	07h00	08h00	09h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00	21h00	22h00	23h00
Sold	0	1	0	0	0	0	0	1	0	1	1	0	0	2	2	3	0	1	6	2	0	1	0	0
Sold	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	1	0	0	0	0	0	1	0	1	1	1	0	2	2	3	0	1	6	2	0	1	0	0

Argued (and not positive)

	00h00	01h00	02h00	03h00	04h00	05h00	06h00	07h00	08h00	09h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00	21h00	22h00	23h00
Not Sold	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	1	2	1	4	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	1	2	1	4	0	0	0	0	0

Not argued (and not positive)

	00h00	01h00	02h00	03h00	04h00	05h00	06h00	07h00	08h00	09h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00	21h00	22h00	23h00
busy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	0	0	0	0	0	0
wrong number	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	8	0	0	0	0	0	0	0	0
absent	0	0	0	0	0	0	0	0	0	0	0	5	0	0	0	0	0	1	0	0	0	0	0	0
answering machine	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	14	0	0	0	0	0	0
Not Interested	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0
Deceased	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0
answering machine	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	2	0	0	0	0	0	0
personal callback	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0
callback	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0
answering machine	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
personal callback	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0	3	6	0	2	9	1	21	3	0	0	0	0	0

The tables show calls hour distribution for results types **Positive**, **Argued** and **Not Argued**.

Under the tables, a graph of the data is displayed.
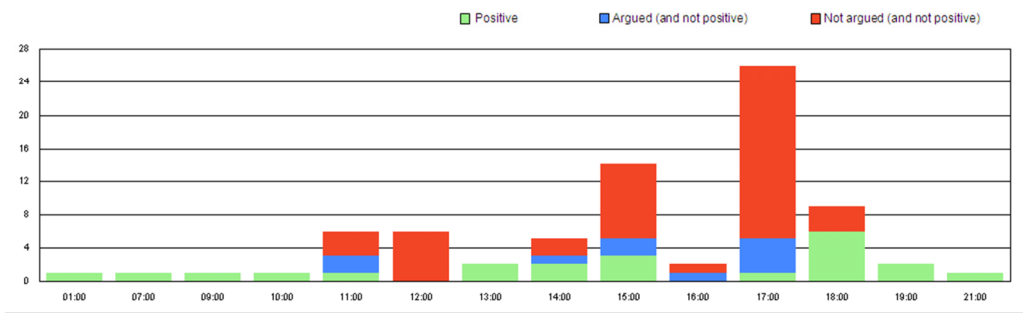
3 I N B O U N D   C A L L S   C A M P A I G N

This set of reports is based on the activities of inbound call campaigns and on the distribution of calls.

8 predefined reports are available and detailed in this chapter:

- Campaigns overview
- Campaigns report
- Calls distribution report
- Waiting time report
- Calls call status report
- Calls call status by agent
- Call status distribution report
- Call status by agent distribution report

3.1 Campaigns overview

This first report gives you an overview of inbound calls and their status, within the frame of selected campaigns in a defined time period.

Options tab

This tab allows defining additional parameters to filter the report data.

Lost time: Enter here the duration below which the call is accounted for in lost or abandoned calls.

Ignorable wait: Enter here the maximum duration of queuing time below which calls are considered as immediately answered (ie. If Ignorable wait = 5 seconds, the calls answered with a waiting time of maximum 5 seconds are considered as calls treated immediately).

These delays are expressed in seconds.

Once created, the report is presented in a separate window.

Campaign	Calls	Closed	Overflow	Rerouted	Lost	IVR	Abandon	Completed	Transferred	Avg talk	Avg wait	Avg aband
4262	176	0	0	0	9	13	8	145	1	16	10	12
		0.0%	0.0%	0.0%	5.1%	7.4%	4.5%	82.4%	0.6%			
4280	10	0	1	0	0	5	0	4	0	46	38	0
		0.0%	10.0%	0.0%	0.0%	50.0%	0.0%	40.0%	0.0%			
4281	132	6	5	0	14	36	3	67	1	1:43	18	22
		4.5%	3.8%	0.0%	10.6%	27.3%	2.3%	50.8%	0.8%			
8357	18	1	3	0	0	6	2	6	0	2:21	24	1:07
		5.6%	16.7%	0.0%	0.0%	33.3%	11.1%	33.3%	0.0%			
Total	338	7	9	0	23	60	13	222	4	46	12	22

The time and date range as well as the filtering parameters are noted in the above table.

In this table, the campaigns selected are listed on the left. For each one, it is possible to view the total number of calls, and then their status. (The fields listed are presented with their formulas in parentheses.)

Calls (@IsACall): all calls arriving at the Call Center.

Closed (@IsClosed): calls that arrived at the Call Center outside opening hours.

Overflow (@IsOverflow): calls that are redirected to the overflow procedure.

Rerouted (@IsRerouted): calls redirected to another destination.

Lost (@IsLost): calls that arrived during opening hours, which are not redirected to the overflow procedure, with duration inferior to the **Lost time** parameter.

IVR (@IsLostInIVR) : calls that are redirected to the IVR and hung up.

Abandon (@IsAbandoned): calls that are not lost, that have arrived during opening hours, which are not redirected to the overflow procedure and not treated by an agent.

Completed (@IsAnsweredWithoutTransf): calls that are not lost and treated by an agent (non transferred).

Transferred (@IsAnsweredWithTransfer): calls that are transferred from one agent to another.

Then, the average durations are detailed per campaign:

Avg. Talk. (@AvgConvDuration): average conversation time

Avg Wait (@AvgAnsweredWaitDuration): average queuing time.

Avg. Aband (@AvgAbandonWaitDuration): average abandon time. A call is abandoned if it is neither lost, nor outside opening hours, nor redirected to the overflow procedure, nor treated by an agent. It is the queuing time of this call that is used here.

Under each value shown in this table, the percentage compared to the total number of inbound calls by campaign is displayed.

Under this table, the total of all campaigns is shown.

3.2 Campaigns report

This report gives an overview of inbound calls and their status, within the framework of selected campaigns in a defined time period.

Options tab

This tab allows defining the additional parameters to filter the report data.

Lost time: Enter here the duration below which the call is accounted for in lost calls.

Service level: Enter here a time reference used to compare the queuing times of calls.

Ignorable wait: Enter here the maximum queuing duration under which a call is considered as immediately handled (as if there was no queuing time).

Data: allows choosing if you want to see the details per campaign and/or the recapitulative summary.

If you have chosen the detailed display, a page shows the data of a single campaign.

If you choose the summarized display, the data of all selected campaigns is summed up on a single page.

If you choose the detailed and summarized display, then the campaign pages are followed by a summarized page.

The report is divided into three frames:

The graphical distribution of call results.

The list of call durations classified by results.

The ratio of calls in comparison to the defined service level.

The date and filtering parameters are recalled at the top of the table.

Calls			176	
☐ Closed			0	0.0%
☐ Overflow			0	0.0%
☐ Rerouted			0	0.0%
☐ Lost			9	5.1%
☐ Ended in IVR			13	7.4%
☐ Abandon			8	4.5%
☐ Answsered by agents			146	83.0%
	Completed	145	99.3%	
	Transferred	0	0.0%	
	Rerouted	1	0.7%	
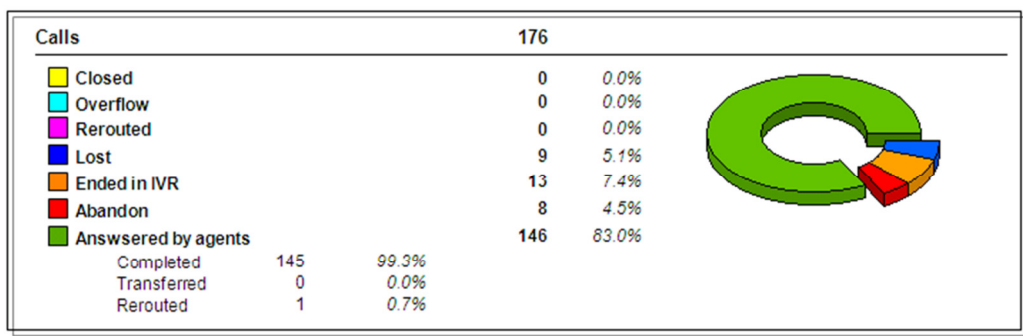
In the **Calls** frame, the data presented are the following**.**

Closed (@IsClosed): calls that arrived at the Call Center outside opening hours.

Overflow (@IsOverflow): calls that are redirected to the overflow procedure.

Rerouted (@IsRerouted): calls that are redirected by the IVR to another destination. Don't confuse this value with the value

Rerouted under **Answered by agents**, which concerns calls transferred by agents to an external destination, not by IVR.

Lost (@IsLost): calls that arrived during opening hours, which are not redirected to the overflow procedure, with duration inferior to the **Lost time** parameter.

Ended in IVR (@IsLostInIVR): calls that are redirected to the IVR and hung up.

Abandon (@IsAbandoned): calls that are not lost, that arrived during opening hours, which are not redirected to the overflow procedure and not treated by an agent.

Remark :

Calls not closed by agent and not redirected to the overflow or rerouted, get to 3 different categories:

    - if the handling duration is less than the **Lost time** value, the call gets to the **Lost** category.

    - else, if the call was hanged up in the waiting queue, it gets to the **Abandon** category.

    - else, if it was hanged up during IVR handling, it gets to the **Ended in IVR** category.

Answered by agents (@SumIsAnswered): calls that are treated by an agent (completed and transferred).

    Completed (@IsAnsweredWithoutTransf): calls that are not lost and treated by an agent (not transferred).

    Transferred (@IsAnsweredWithTransfer): calls that are transferred by one agent to another.

    Rerouted (@IsAnsweredWithRerout) : calls transferred by the first agent to an external destination. Don't confuse this value with the value **Rerouted** at the previous level, which concerns calls transferred by the IVR, not by agents.

    Top 3 queues : this part allows viewing the 3 most used queues linked to the campaign (an agent personal queue will be notified by the agent id).

Next to each value, the percentage in comparison to the total number of calls is displayed.

To the right of the frame, a graph shows the distribution of calls by results.
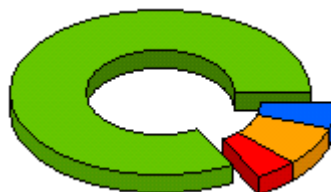
This graph, illustrated as a pie, allows visualizing the distribution of the percentage in time of call results (or recapitulative on the last page).

Times	Average	Standard deviation	Maximum
Ended in IVR			
■ Total time	7:49	27:18	1:38:43
Abandon			
■ IVR time	18	0	19
■ Wait time	12	4	18
Total time	30	4	35
Answsered by agents			
■ IVR time	19	8	2:00
■ Wait time	10	5	1:00
■ Talk time	17	15	1:31
■ Rerouted time	0	1	20
■ Wrapup time	0	0	0
Total time	46	20	2:49
Wait > 5 (97.9%) : 143 calls			
Wait time	10	5	1:00

In the **Times** frame, the data presented are the following.

The various call results are presented vertically:

Closed

Overflow

Ended in IVR

Abandon

Answered by agents

For each result, the call durations (in seconds) are detailed by steps:

IVR time

Wait time

Talk time

Wrap-up time

For each step, the average and maximum durations and standard deviation are shown.

Next to each result, the distribution by step is represented as a graph.

Answsered by agents			
■ IVR time	20	19	3:16
■ Wait time	10	39	5:41
■ Talk time	1:24	2:30	23:07
■ Wrapup time	1:56	8:44	1:57:16
Total time	3:50	9:17	1:59:08

In this example, the blue-red-green-yellow line represents the distribution of average wait time:

IVR time (blue): 20 seconds

Wait time (red) : 10 seconds

Talk time (green): 1:24 seconds

Wrap-up time (yellow): 1:56 sec

Service levels	(Service quality : 95,00%)				
Answsered by agents			**Abandon, overflow and agents**		
Wait ≤ SL (30 s.)	143	97.9%	Wait ≤ SL (30 s.)	151	98.1%
Wait > SL (30 s.)	3	2.1%	Wait > SL (30 s.)	3	1.9%

In the **Service Levels** frame, the data presented are the following.

A total quality service appreciation in percent.

For the calls **Answered by agents:**

The quantity and percentage of calls per report at the defined service level (comparison of queuing time)

For **Abandon, overflow and agents**:

The quantity and percentage of calls per report at the defined service level (comparison of queuing time)

3.3   Calls distribution report

This report gives an overview of inbound calls and their status, in the frame of selected campaigns in a defined time period.

Options tab

This tab allows defining the additional parameters to filter the report data.

Lost time: Enter here the duration below which the call is accounted for in lost or abandoned calls.

Ignorable wait: Enter here the maximum queuing duration under which it is considered that there was no queuing period.

These delays are expressed in seconds.

Data: allows choosing if you want to see the details per campaign and/or the recapitulative summary.

Distribution: allows selecting the type of call distribution (per month, day, hour, ½ hour, ¼ hour, or no distribution at all).

Begin/**End hour** : Enter here the common minimal hour of begin and end of the report (in case of distribution by hour, ½ hour or ¼ hour).

Once created, the report is presented in a separate window.

	Calls	Closed	Overflow	Rerouted	Lost	IVR	Abandon	Compl.	Transf.	Avg talk	Avg wait	Avg aband.	Tot. talk
00:30	1	0	0	0	0	0	0	1	0	35	0	0	35
08:00	0	0	0	0	0	0	0	0	0	0	0	0	0
08:30	1	0	0	0	1	0	0	0	0	0	0	0	0
09:00	0	0	0	0	0	0	0	0	0	0	0	0	0
09:30	11	0	1	0	0	3	2	5	0	32	9	53	2:42
10:00	26	0	2	0	3	9	4	8	0	57	8	28	7:37
10:30	30	0	0	0	4	10	8	8	0	1:05	18	36	8:42
11:00	21	0	1	0	0	6	1	13	0	1:28	23	11	19:15
11:30	7	0	0	0	1	2	2	2	0	28	13	1:05	57
12:00	13	0	1	0	0	3	4	5	0	3:23	12	29	16:58
12:30	16	0	1	0	0	3	0	12	0	1:39	30	0	19:48
13:00	1	0	1	0	0	0	0	0	0	0	0	0	0
13:30	3	0	0	0	0	0	0	3	0	1:00	38	0	3:02
14:00	11	0	3	0	1	2	1	4	0	1:14	12	33	4:59
14:30	17	0	0	0	1	5	2	9	0	1:29	18	34	13:24
15:00	10	0	0	0	1	7	0	2	0	47	16	0	1:34
15:30	36	0	5	0	3	7	8	12	1	1:39	45	33	21:34
16:00	22	0	2	0	1	6	4	9	0	1:27	15	21	13:09
16:30	44	0	5	0	1	19	2	17	0	1:07	24	39	19:05
17:00	43	0	5	0	5	12	4	17	0	1:09	9	30	19:33
17:30	25	0	5	0	1	5	2	12	0	39	14	30	7:59
18:00	10	0	1	0	1	1	3	4	0	1:45	28	44	7:03
18:30	7	0	0	0	0	3	0	4	0	6	11	0	27
19:30	5	0	0	0	0	5	0	0	0	0	0	0	0
20:00	2	0	0	0	0	2	0	0	0	0	0	0	0
23:00	1	0	0	0	1	0	0	0	0	0	0	0	0
Total	**363**	**0**	**33**	**0**	**24**	**111**	**47**	**147**	**1**	**1:16**	**20**	**34**	**3:08:23**
		0.0%	9.1%	0.0%	6.6%	30.6%	12.9%	40.5%	0.3%				

The time and date period as well as the filtering parameters are noted in the above table.

In this table, the distribution parameter is displayed vertically on the left:

The months of the year, the weeks, days of the week, hours, ½ hours¼ hours of the day. (in this example, the distribution per 1/2h has been chosen.)

The details of the figures are presented in a table per call type:

Calls (@IsACall): all calls arriving at the Call Center.

Closed (@IsClosed): calls that have arrived at the Call Center outside opening hours.

Overflow (@IsOverflow): calls that are redirected to the overflow procedure.

Rerouted (@IsRerouted): calls having been redirected to another destination.

lost (@IsLost): calls that have arrived during opening hours, which are not redirected to the overflow procedure, with duration inferior to the **Lost time** parameter.

IVR (@IsLostInIVR): calls that are redirected to the IVR and hung up.

Abandon (@IsAbandoned): calls that are not lost, that have arrived during opening hours, which are not redirected to the overflow procedure and not treated by an agent.

Compl. (@IsAnsweredWithoutTransf): calls that are not lost and treated by an agent (not transerred).

Transf. (@IsAnsweredWithTransfer): calls that are transferred by the first agent to another agent.

Then, the average duration times are detailed by campaign:

Avg. Talk. (@AvgConvDuration): average conversation time

**Avg. Wait (@AvgAnsweredWaitDuration)**: average queuing time.

Avg. Aband. (@AvgAbandonWaitDuration) : average abandons time. A call is abandoned if it is neither lost, nor outside opening hours, nor redirected to the overflow procedure, nor treated by an agent. It is the queuing time of this call that is used here.

Tot. Talk : total talk duration for all the calls found in this interval. Note that the values have been rounded and that the calculations nb of completed and transferred calls multiplied by the average talk duration can differ from the indicated value.

Under each column of the table, the total and the percentage in comparison to the total number of inbound calls are displayed.

Each value is also identified by a formula that can be viewed by placing the mouse cursor on the said percentage.

Under the table, a graph of the data is displayed.
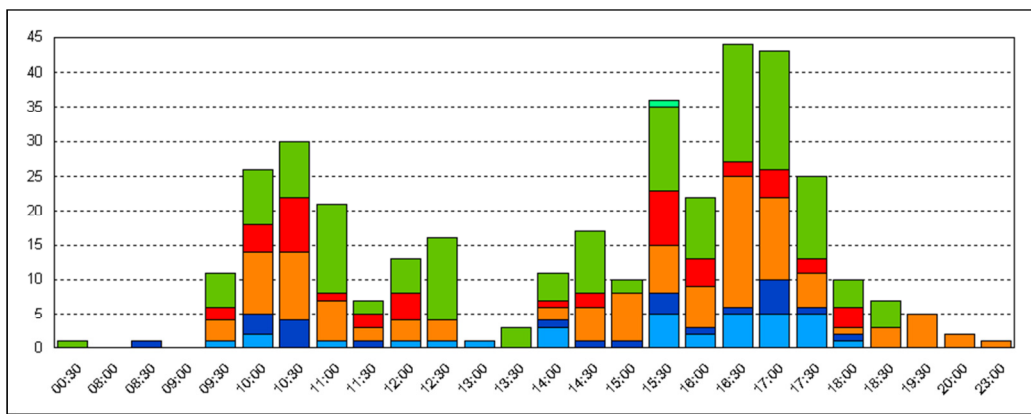
The colors used for the distribution of data are indicated next to each type of call, above the table.
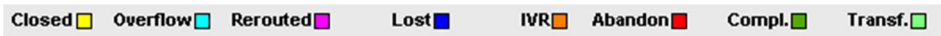
The number of calls is displayed vertically; the unit of distribution is displayed horizontally.

3.4   Waiting time report

This report gives an overview of the waiting time of inbound calls based on their status, in the frame of selected campaigns in a defined time period.

Options

This tab allows defining the additional parameters to filter the report data.

> **Lost time**: Enter here the duration below which the call is accounted for in lost or abandoned calls.
>
> **Data:** allows choosing if you want to see the details per campaign and/or the recapitulative summary.

Graphics

This tab allows defining which kind of data must be visible on the graphic.

Show graphics : this list can be used to select the graphic that you want to see: the first (red bars), the second (blue shapes), or both of them.
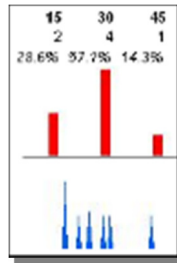
Once created, the report is presented in a separate window.

If you have chosen the detailed display, a page shows the data of a single campaign.

If you choose the summarized display, the data of all selected campaigns is summed up on a single page.

If you choose the detailed and summarized display, then the campaign pages are followed by a summarized page.

The report is divided into several frames.

The distribution of calls based on their result.

The average, minimum and maximum values of duration of calls redirected to the IVR, waiting time and talk time.

A graph of the distribution of the number of calls ended in the IVR, abandoned and handled by agents during the specified time period.

The time and date period as well as the filtering parameters are noted in the above table.

Calls	Closed	Overflow	Rerouted	Lost	Ended IVR	Abandon	Handled
363	0	33	0	24	111	47	148
	0.0%	9.1%	0.0%	6.6%	30.6%	12.9%	40.8%

In the first frame, the data presented are the following.

Calls (@IsACall) : all calls arriving at the Call Center.

Closed (@IsClosed) : calls that arrived at the Call Center outside opening hours.

Overflow (@IsOverflow) : calls that are redirected to the overflow procedure.

Rerouted (@IsRerouted) : calls redirected to another destination.

Lost (@IsLost) : calls that arrived during opening hours, that are not redirected to the overflow procedure, with a duration inferior to the **Lost time** parameter.

Ended IVR (@IsLostInIVR) : calls that are redirected to the IVR and hung up.

Abandon (@IsAbandoned) : calls that are not lost, that arrived during opening hours, that are not redirected to the overflow procedure and not treated by an agent.

Handled (@IsAnswered) : calls that are treated by an agent (completed and transferred).

Under each value, the percentage in comparison to the total number of calls is shown.

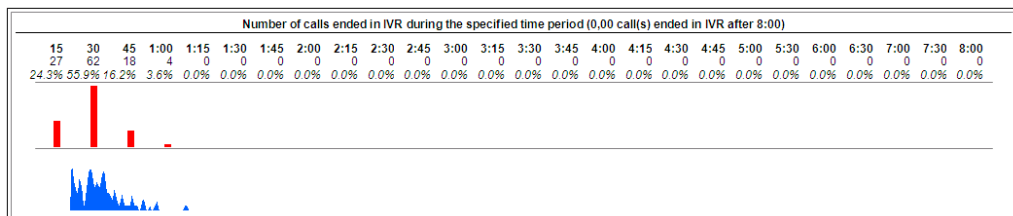| IVR Duration		wait duration		Calls duration	
Maximum	2:12	Maximum	3:21	Maximum	14:09
Minimum	10	Minimum	1	Minimum	10
Average	26	Average	29	Average	1:17

In the **IVR Duration**, **Wait duration**, and **Calls duration** frames, the data is presented as follows.

IVR Duration

Wait Duration

Calls Duration

For each type, the average, maximum and minimum durations are given.


	15	30	45	1:00	1:15	1:30	1:45	2:00	2:15	2:30	2:45	3:00	3:15	3:30	3:45	4:00	4:15	4:30	4:45	5:00	5:30	6:00	6:30	7:00	7:30	8:00
	27	62	18	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	24.3%	55.9%	16.2%	3.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

In the 3 next graphic windows, the data presented is as follows.

The distribution of the **number of calls**

- **ended in IVR**

- **abandoned**

- **handled by an agent**

by period of 15 seconds.

Under the number of calls is indicated the percentage in comparison to the total number of calls. In blue is shown the detail per second.
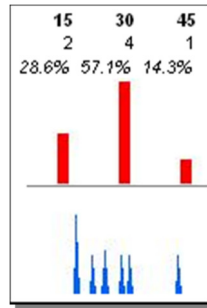
In this example, 2 calls (28,6%) were hung up between the 1st and 15th seconds.

4 calls (57,1%) were hung up between the 16th and 30th second.

1 call (14,3%) was hung up between the 31st and 45th second.

3.5   Calls call status report

This report gives an overview of the number of calls, the duration of the communications, the wrap-up and handling of inbound calls based on their call status, for campaigns and agents selected, in a defined time period (detailed by campaign).

Options tab

This tab allows defining the additional parameters to filter the report data.

Lost time: Enter here the duration below which the call is accounted for in lost or abandoned calls.

Data: allows choosing if you want to see the details per campaign and/or the recapitulative summary.

Call status tab

On this tab, you choose to take into account or not the standard call status, and to take into account or not the non qualified calls.

Add call status: allows indicating that you also want to take into account the call status not used for this report.

None

Standard

Custom (these call status have been created by way of a personal call status creation function in the Administration application)

All (the standard and personalized call status)

Once created, the report is presented in a separate window.

If you have chosen the detailed display, a page shows the data of a single campaign.

If you choose the summarized display, the data of all selected campaigns is summed up on a single page.

If you choose the detailed and summarized display, then the campaign pages are followed by a summarized page.

The report is divided into several frames.

Qualifications	Occurences	Percentages	Avg. online	Avg. wrap	Avg. hand.	Profits	Occurences graph
Positive							
Sold	29	12.8%	55	23	1:18	1 160.00€	
	29	12.8%	55	23	1:18	1 160.00€	
Argued (and not positive)							
Not Sold	9	4.0%	1:14	21	1:35	90.00€	
	9	4.0%	1:14	21	1:35	90.00€	
Not argued (and not positive)							
Not Interested	5	2.2%	1:43	38	2:21	10.00€	
Deceased	1	0.4%	15	0	15	0.00€	
answering machine	2	0.9%	4:38	4:14	8:51	0.00€	
personal callback	4	1.8%	49	41	1:29	0.00€	
callback	4	1.8%	1:32	34	2:06	0.00€	
rappel personnel	1	0.4%	3:11	0	3:11	0.00€	
	17	7.5%	1:48	58	2:47	10.00€	
Others							
Not qualified	164	72.6%	35	34	1:09	0.00	
Unknown status (1 - 2)	1	0.4%	1:32	5	1:37		
Unknown status (2 - 1)	6	2.7%	1:56	8	2:04		
	171	75.7%	38	33	1:11	0.00	
Total	226	100.0%	47	33	1:20	1 260.00€	

Ratios	Occurences
Positive / Argued	76.3%
Positive / All	12.8%
Argued / All	16.8%

Time costs	Online duration	Handling duration
Positive	6:04	10:25
Argued	4:38	7:57
Call	46	1:20

Occurrences and percentage of calls, average duration of calls,

Wrap-up and handling,

estimates of the profits,

graphic representations of occurrences

> **by call status**
> **and by type of call status (positive, argued).**

Distribution of occurrences of calls (positive and argued in comparison to the totality, and positive in comparison to argued).

Total duration of communications and handling by type of call status (positive, argued and not qualified)

3.6   Calls call status by agent report

This report gives an overview of the number of calls, the duration of the communications, the wrap-up and handling of inbound calls based on their call status, for campaigns and agents selected, in a defined time period (detailed by agent).

Options tab

This tab allows defining the additional parameters to filter the report data.

> **Lost time**: Enter here the duration below which the call is accounted for in lost or abandoned calls.
> **Data**: allows choosing if you want to see the details per agent and/or the recapitulative summary.

Call status tab

On this tab, you choose to take into account or not the standard call status, and to take into account or not the non qualified calls.

Add call status: allows indicating that you also want to take into account the call status not used for this report.

> **None**
>
> **Standard**
>
> **Custom** (these call status have been created by way of a personal call status creation function in the Administration application)
>
> **All** (the standard and personalized call status)

Once created, the report is presented in a separate window.

If you have chosen the detailed display, a page shows the data of a single agent.

If you choose the summarized display, the data of all selected agents is summed up on a single page.

If you choose the detailed and summarized display, then the agents pages are followed by a summarized page.

The report is divided into several frames.

Qualifications	Occurences	Percentages	Avg. online	Avg. wrap	Avg. hand.	Profits	Occurences graph
Positive							
Sold	29	12.8%	55	23	1:18	1 160.00€	
	29	12.8%	55	23	1:18	1 160.00€	
Argued (and not positive)							
Not Sold	9	4.0%	1:14	21	1:35	90.00€	
	9	4.0%	1:14	21	1:35	90.00€	
Not argued (and not positive)							
Not Interested	5	2.2%	1:43	38	2:21	10.00€	
Deceased	1	0.4%	15	0	15	0.00€	
answering machine	2	0.9%	4:38	4:14	8:51	0.00€	
personal callback	4	1.8%	49	41	1:29	0.00€	
callback	4	1.8%	1:32	34	2:06	0.00€	
rappel personnel	1	0.4%	3:11	0	3:11	0.00€	
	17	7.5%	1:48	58	2:47	10.00€	
Others							
Not qualified	164	72.6%	35	34	1:09	0.00	
Unknown status (1 - 2)	1	0.4%	1:32	5	1:37		
Unknown status (2 - 1)	6	2.7%	1:56	8	2:04		
	171	75.7%	38	33	1:11	0.00	
Total	226	100.0%	47	33	1:20	1 260.00€	

Ratios	Occurences
Positive / Argued	76.3%
Positive / All	12.8%
Argued / All	16.8%

Time costs	Online duration	Handling duration
Positive	6:04	10:25
Argued	4:38	7:57
Call	46	1:20

Occurrences and percentage of calls, average duration of calls,

Wrap-up and handling,

estimates of the profits,

graphic representations of occurrences

> **by call status**
>
> **and by type of call status (positive, argued).**

Distribution of occurrences of calls (positive and argued in comparison to the totality, and positive in comparison to argued).

Total duration of communications and handling by type of call status (positive, argued and not qualified)

3.7   Call status distribution report

This report gives the detail of calls quantity received by hour, grouped by result type, for campaigns and agents selected, in a defined time period (detailed by campaign).
A graphical view is also generated.

Options tab
This part allows defining additional parameters to filter the report data.
> **Lost time**: Enter here the duration below which the call is accounted for in lost or abandoned calls.
> **Data**: allows choosing if you want to see the details per campaign and/or the recapitulative summary.

Call status tab
On this tab, you choose to take into account or not the standard call status, and to take into account or not the non qualified calls.

Add call status: allows indicating that you also want to take into account the call status not used for this report.
> **None**
> **Standard**
> **Custom** (these call status have been created by way of a personal call status creation function in the Administration application)
> **All** (the standard and personalized call status)

Once created, the report is presented in a separate window.
If you have chosen the detailed display, a page shows the data of a single campaign.
If you choose the summarized display, the data of all selected campaigns is summed up on a single page.
If you choose the detailed and summarized display, then the campaigns pages are followed by a summarized page.

The report is divided into several tables followed by a graphic.

Positive

	00h00	01h00	02h00	03h00	04h00	05h00	06h00	07h00	08h00	09h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00	21h00	22h00	23h00
sold	0	0	0	0	0	0	0	0	0	2	1	5	2	0	7	0	0	1	0	0	0	0	0	0
Facturation	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	2	1	6	2	0	7	0	0	1	0	0	0	0	0	0

Argued (and not positive)

	00h00	01h00	02h00	03h00	04h00	05h00	06h00	07h00	08h00	09h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00	21h00	22h00	23h00
not-sold	0	0	0	0	0	0	0	0	0	1	1	0	1	0	2	1	0	0	1	0	0	0	0	0
afspraak	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0
Dispute																								
Documentation	0	0	0	0	0	0	0	0	0	1	1	0	1	0	0	1	0	0	1	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	1	1	0	1	0	2	1	0	0	1	0	0	0	0	0

Not argued (and not positive)

	00h00	01h00	02h00	03h00	04h00	05h00	06h00	07h00	08h00	09h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00	21h00	22h00	23h00
busy																								
wrong number																								
absent																								
answering machine																								
personal callback																								
callback																								
correspondent not available																								
transfer																								
unreachable																								
busy	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0
wrong number	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0
answering machine	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0
rappel personnel																								

The tables show calls hour distribution for results types **Positive**, **Argued** and **Not Argued**.

Under the tables, a graph of the data is displayed.

3.8 Call status by agent distribution report

This report gives the detail of calls quantity received by hour, grouped by result type, for campaigns and agents selected, in a defined time period (detailed by agent).

A graphical view is also generated.

Options tab

This part allows defining additional parameters to filter the report data.

> **Lost time**: Enter here the duration below which the call is accounted for in lost or abandoned calls.

> **Data**: allows choosing if you want to see the details per agent and/or the recapitulative summary.

Call status tab

On this tab, you choose to take into account or not the standard call status, and to take into account or not the non qualified calls.

Add call status: allows indicating that you also want to take into account the call status not used for this report.

> **None**

> **Standard**

> **Custom** (these call status have been created by way of a personal call status creation function in the Administration application)

> **All** (the standard and personalized call status)

Once created, the report is presented in a separate window.

If you have chosen the detailed display, a page shows the data of a single agent.

If you choose the summarized display, the data of all selected agents is summed up on a single page.

If you choose the detailed and summarized display, then the agent's pages are followed by a summarized page.

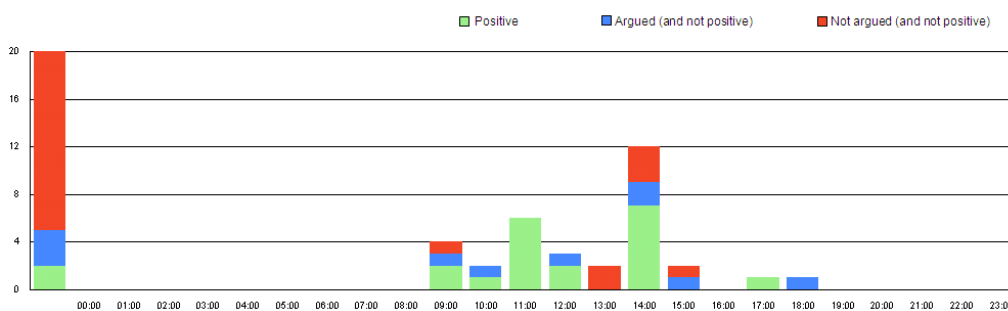The report is divided into several tables followed by a graphic.

Positive

	00h00	01h00	02h00	03h00	04h00	05h00	06h00	07h00	08h00	09h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00	21h00	22h00	23h00
sold	0	0	0	0	0	0	0	0	0	2	1	5	2	0	7	0	0	1	0	0	0	0	0	0
Facturation	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	2	1	6	2	0	7	0	0	1	0	0	0	0	0	0

Argued (and not positive)

	00h00	01h00	02h00	03h00	04h00	05h00	06h00	07h00	08h00	09h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00	21h00	22h00	23h00
not-sold	0	0	0	0	0	0	0	0	0	1	1	0	1	0	2	1	0	1	0	0	0	0	0	0
afspraak	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0
Documentation	0	0	0	0	0	0	0	0	0	1	1	0	1	0	0	1	0	0	1	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	1	1	0	1	0	2	1	0	0	1	0	0	0	0	0

Not argued (and not positive)

	00h00	01h00	02h00	03h00	04h00	05h00	06h00	07h00	08h00	09h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00	21h00	22h00	23h00
busy	0	0	0	0	0	0	0	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	0
wrong number	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0
answering machine	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0
indisponible	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	1	0	0	0	2	3	1	0	0	0	0	0	0	0	0

Others

	00h00	01h00	02h00	03h00	04h00	05h00	06h00	07h00	08h00	09h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00	21h00	22h00	23h00
Not qualified	0	0	0	0	0	0	0	0	0	5	2	0	1	3	2	7	1	3	0	0	0	0	0	0
Unknown status (1 - 1)	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unknown status (2)	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	6	2	0	1	4	2	7	1	3	0	0	0	0	0	0

The tables show calls hour distribution for results types **Positive**, **Argued** and **Not Argued**.

Under the tables, a graph of the data is displayed.

4 MANUAL CALLS

This set of reports is based on the manual calls done by the agents.

3 predefined reports are available and detailed in this chapter:

- Manual calls report
- Calls call status by agent report
- Call status by agent distribution report

4.1 Manual calls report

This first report gives the list of manual calls made by the selected agents in a defined time period.

Once created, the report is presented in a separate window.

1.000: Moonen, Jos	Calls	Success	Avg Dur.	Total dur.	Percentages	
Top 5 destinations						
024678295	12	12	22	4:21	16.9%	19.4%
0473475504	12	12	1:11	14:07	16.9%	19.4%
013610710	10	10	1:07	11:09	14.1%	16.1%
1200	6	6	43	4:19	8.5%	9.7%
0478729996	4	4	5:05	20:21	5.6%	6.5%
Others	18	18	1:06	19:40	25.4%	29.0%
	62	62	1:12	1:13:57	87.3%	100.0%

1.003: Frenay, Fabien	Calls	Success	Avg Dur.	Total dur.	Percentages	
Top 5 destinations						
024678295	3	3	36	1:48	4.2%	42.9%
0473475504	2	2	16	31	2.8%	28.6%
0032473475504	1	1	55	55	1.4%	14.3%
1200	1	1	3:19	3:19	1.4%	14.3%
	7	7	56	6:33	9.9%	100.0%

Each agent who has made manual calls, his/her data is indicated in a separate frame.

In this frame, you will see the number of calls per destination and among these calls, the number of successful calls.

It is also possible to see the average duration per destination, and the total duration.

At the bottom of the table, are also calculated for each destination number:

The percentage of how many times that number appears in the total number of manual calls made by all the agents.

The percentage of how many times that number appears in the total of manual calls made by that agent.

Summary	Calls	Success	Avg Dur.	Total dur.	Percentages
Top 10 destinations:					
024678295	15	15	25	6:09	21.1%
0473475504	14	14	1:03	14:38	19.7%
013610710	10	10	1:07	11:09	14.1%
1200	8	8	59	7:53	11.3%
0478729996	4	4	5:05	20:21	5.6%
0475855553	3	3	52	2:37	4.2%
024678255	2	2	2:27	4:53	2.8%
0473475503	2	2	13	25	2.8%
295	2	2	21	42	2.8%
473475504	2	2	1:04	2:07	2.8%
Others	9	9	1:07	10:05	12.7%
	71	71	1:08	1:20:59	100.0%

The last frame presents the summary of all the manual calls per destination and their total:

Number of manual calls made

Number of successful calls

Average duration of calls

Total duration of calls

Percentage of how many times a number appears in the total of manual calls

4.2   Calls call status by agent report

This first report gives the list of manual calls made by the selected agents in a defined time period.

Options

This tab allows defining the additional parameters to filter the report data.

Lost time: Enter here the duration below which the call is accounted for in lost or abandoned calls.

Data: allows choosing if you want to see the details per agent and/or the recapitulative summary.

Call status

On this tab, you choose to take into account or not the standard call status, and to take into account or not the non qualified calls.

Add call status: allows indicating that you also want to take into account the call status not used for this report.

None

Standard

Custom (these call status have been created by way of a personal call status creation function in the Administration application)

All (the standard and personalized call status)

Once created, the report is presented in a separate window.

If you have chosen the detailed display, a page shows the data of a single agent.

If you choose the summarized display, the data of all selected agents is summed up on a single page.

If you choose the detailed and summarized display, then the agent's pages are followed by a summarized page.

The report is divided into several frames.

Qualifications	Occurences	Percentages	Avg. online	Avg. wrap.	Avg hand.	Profits	Occurences graph
Positive							
Sold	0	0.0%	0	0	0	0.00€	
Appointment taken	0	0.0%	0	0	0	0.00€	
	0	0.0%	0	0	0	0.00€	
Not argued (and not positive)							
rappel personnel	0	0.0%	0	0	0	0.00€	
relance	1	2.7%	4	0	4	0.00€	
	1	2.7%	4	0	4	0.00€	
Others							
Not qualified	36	97.3%	17	0	17		
	36	97.3%	17	0	17		
Total	37	100.0%	17	0	17	0.00€	

Ratios	Occurences
Positive / Argued	0.0%
Positive / All	0.0%
Argued / All	0.0%

Time costs	Online duration	Handling duration
Positive	0	0
Argued	0	0
Call	16	16

Occurrences and percentage of calls, average duration of calls,

Wrap-up and handling,

profit estimation,

graphical view of occurrences

by call status

and by type of call status (positive, argued, not argued).

Distribution of occurrences of calls (positive and argued in comparison to the totality, and positive in comparison to argued).

Total duration of communications and handling by type of call status (positive, argued and not qualified)

4.3   Calls status by agent distribution report

This report gives the detail of calls quantity received by hour, grouped by result type, for campaigns and agents selected, in a defined time period (detailed by agent).
A graphical view is also generated.

Options tab
This tab allows defining the additional parameters to filter the report data.

Lost time: Enter here the duration below which the call is accounted for in lost or abandoned calls.

Data: allows choosing if you want to see the details per agent and/or the recapitulative summary.

Call status
On this tab, you choose to take into account or not the standard call status, and to take into account or not the non qualified calls.

Add call status: allows indicating that you also want to take into account the call status not used for this report.

None

Standard

Custom (these call status have been created by way of a personal call status creation function in the Administration application)

All (the standard and personalized call status)

Once created, the report is presented in a separate window.
If you have chosen the detailed display, a page shows the data of a single agent.
If you choose the summarized display, the data of all selected agents is summed up on a single page.
If you choose the detailed and summarized display, then the agent's pages are followed by a summarized page.

The report is composed into table followed by a graphic.

Positive

	00h00	01h00	02h00	03h00	04h00	05h00	06h00	07h00	08h00	09h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00	21h00	22h00	23h00
sold	0	0	0	0	0	0	0	0	0	2	1	5	2	0	7	0	0	1	0	0	0	0	0	0
Facturation	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	2	1	6	2	0	7	0	0	1	0	0	0	0	0	0

Argued (and not positive)

	00h00	01h00	02h00	03h00	04h00	05h00	06h00	07h00	08h00	09h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00	21h00	22h00	23h00
not-sold	0	0	0	0	0	0	0	0	0	1	1	0	1	0	2	1	0	0	1	0	0	0	0	0
afspraak	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0
Documentation	0	0	0	0	0	0	0	0	0	1	1	0	1	0	0	1	0	0	1	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	1	1	0	1	0	2	1	0	0	1	0	0	0	0	0

Not argued (and not positive)

	00h00	01h00	02h00	03h00	04h00	05h00	06h00	07h00	08h00	09h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00	21h00	22h00	23h00
busy	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0
wrong number	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0
answering machine	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0
indisponible	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	1	0	0	0	2	3	1	0	0	0	0	0	0	0	0

Others

	00h00	01h00	02h00	03h00	04h00	05h00	06h00	07h00	08h00	09h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00	21h00	22h00	23h00
Not qualified	0	0	0	0	0	0	0	0	0	5	2	0	1	3	2	7	1	3	0	0	0	0	0	0
Unknown status (1 - 1)	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unknown status (2)	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	6	2	0	1	4	2	7	1	3	0	0	0	0	0	0

The tables show calls hour distribution for results types **Positive**, **Argued** and **Not Argued**.

Under the tables, a graph of the data is displayed.

5 E-MAILS CAMPAIGNS

This set of reports is based on the e-mails handling done by the agents.

5 predefined reports are available and detailed in this chapter:

- E-mails distribution report
- E-Mails call status report
- E-Mails call status by agent report
- E-Mails status distribution report
- E-Mails status by agent distribution report

5.1 E-Mails distribution report

This report gives an overview of inbound e-mails and their status, in the frame of selected campaigns in a defined time period.

Options tab

This tab allows defining the parameters linked to the report layout.

> **Data**: allows choosing if you want to see the details per campaign and/or the recapitulative summary.

> **Distribution**: allows selecting the type of call distribution (per month, day, hour, ½ hour, ¼ hour, or no distribution at all).

> **Begin**/**End hour**: Enter here the common minimal hour of begin and end of the report (in case of distribution by hour, ½ hour or ¼ hour).

Once created, the report is presented in a separate window.

	Mails received	Mails traited	Avg wait	Max wait	Avg work	Tot. work
Monday	8	20	502:50:22	2278:54:12	25	8:32
Tuesday	7	19	1841:12:58	3131:35:11	40	12:41
Wednesday	8	2	1579:50:12	3159:37:07	49	1:38
Thursday	28	13	19:51:33	213:17:13	47	10:13
Friday	14	23	3444:32:28	3876:53:07	5	2:04
Saturday	2	0	0	0	0	0
Sunday	10	0	0	0	0	0
Total	77	77	1658:12:37	3876:53:07	27	35:08
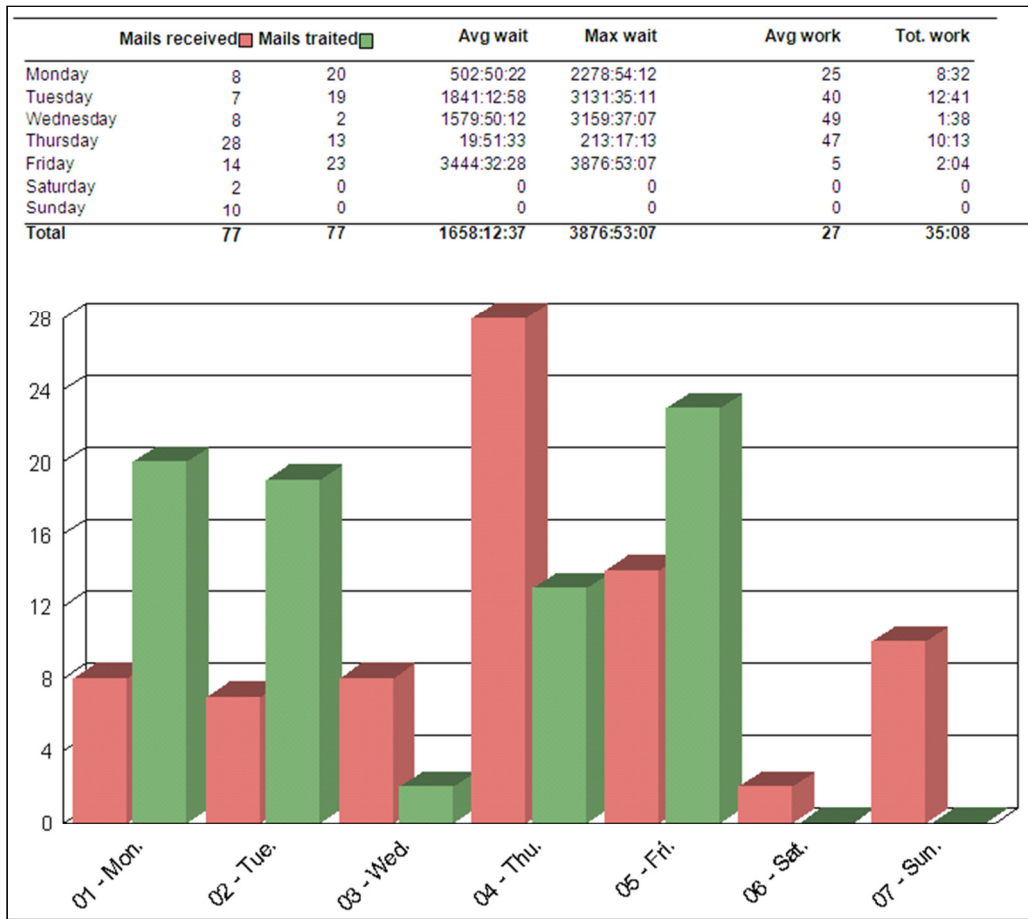
Received e-mails are shown in red, handled e-mails are shown in green.

Note that it's possible to have more handled e-mails than received e-mails, which indicate that received e-mails were not immediately handled. The handling of these e-mails is thus counted in a later period.

5.2 E-Mails call status report

This report gives an overview of the number of e-mails, the duration of the handling and the wrap-up of inbound e-mails based on their call status, for campaigns and agents selected, in a defined time period (detailed by campaign).

Options

This tab allows defining the parameters linked to the report layout.

>   **Data**: allows choosing if you want to see the details per campaign and/or the recapitulative summary.

Call status

On this tab, you choose to take into account or not the standard call status, and to take into account or not the non qualified e-mails.

Add call status: allows indicating that you also want to take into account the call status not used for this report.

None

Standard

Custom (these call status have been created by way of a personal call status creation function in the Administration application)

All (the standard and personalized call status)

Once created, the report is presented in a separate window.

If you have chosen the detailed display, a page shows the data of a single campaign.

If you choose the summarized display, the data of all selected campaigns is summed up on a single page.

If you choose the detailed and summarized display, then the campaign pages are followed by a summarized page.

The report is divided into several frames.

Qualifications	Occurences	Percentages	Avg. online	Avg. wrap	Avg. hand.	Profits	Occurences graph
Positive							
Mail Plainte	57	74.0%		27	0	27	0.00€
—Résolu	57	74.0%	100.0%	27	0	27	0.00€
Mail demande Information	5	6.5%		48	0	48	0.00€
—Information donnée	5	6.5%	100.0%	48	0	48	0.00€
	62	80.5%		29	0	29	0.00€
Not argued (and not positive)							
TEST	11	14.3%		28	0	28	0.00€
—TEST OK	11	14.3%	100.0%	28	0	28	0.00€
	11	14.3%		28	0	28	0.00€
Others							
Not qualified	4	5.2%		0	0	0	
	4	5.2%		0	0	0	
Total	77	100.0%		27	0	27	0.00€

Ratios	Occurences
Positive / Argued	100.0%
Positive / All	80.5%
Argued / All	80.5%

Time costs	Online duration	Handling duration
Positive	34	34
Argued	34	34
Call	27	27

Occurrences and percentage of e-mails, average duration of e-mails handling

And Wrap-up,

Estimates the profits,

Graphical representations of occurrences

by call status
and by type of call status (positive, argued).

Distribution of occurrences of e-mails (positive and argued in comparison to the totality, and positive in comparison to argued).

Total duration of communications and handling by type of call status (positive, argued and not qualified)

Note that for e-mails, there is no distinction between communication and handling durations.

5.3   E-Mails call status by agent report

This report gives an overview of the number of e-mails, the duration of the handling and the wrap-up of inbound e-mails based on their call status, for campaigns and agents selected, in a defined time period (detailed by agent).

Options

This tab allows defining the parameters linked to the report layout.

> **Data**: allows choosing if you want to see the details per agent and/or the recapitulative summary.

Call status

On this tab, you choose to take into account or not the standard call status, and to take into account or not the non qualified e-mails.

Add call status: allows indicating that you also want to take into account the call status not used for this report.

> **None**
>
> **Standard**
>
> **Custom** (these call status have been created by way of a personal call status creation function in the Administration application)
>
> **All** (the standard and personalized call status)

Once created, the report is presented in a separate window.

If you have chosen the detailed display, a page shows the data of a single agent.

If you choose the summarized display, the data of all selected agents is summed up on a single page.

If you choose the detailed and summarized display, then the agent's pages are followed by a summarized page.

The report is divided into several frames.

Qualifications	Occurences	Percentages	Avg. online	Avg. wrap	Avg. hand.	Profits	Occurences graph
Positive							
Mail Plainte	57	74.0%		27	0	27	0.00€
—Résolu	57	74.0%	100.0%	27	0	27	0.00€
Mail demande Information	5	6.5%		48	0	48	0.00€
—Information donnée	5	6.5%	100.0%	48	0	48	0.00€
	62	80.5%		29	0	29	0.00€
Not argued (and not positive)							
TEST	11	14.3%		28	0	28	0.00€
—TEST OK	11	14.3%	100.0%	28	0	28	0.00€
	11	14.3%		28	0	28	0.00€
Others							
Not qualified	4	5.2%		0	0	0	
	4	5.2%		0	0	0	
Total	77	100.0%		27	0	27	0.00€

Ratios	Occurences
Positive / Argued	100.0%
Positive / All	80.5%
Argued / All	80.5%

Time costs	Online duration	Handling duration
Positive	34	34
Argued	34	34
Call	27	27

> **Occurrences and percentage of e-mails, average duration of e-mails handling and Wrap-up,**

estimates of the profits,
graphic representations of occurrences

       by call status
       and by type of call status (positive, argued).

Distribution of occurrences of e-mails (positive and argued in comparison to the totality, and positive in comparison to argued).

Total duration of communications and handling by type of call status (positive, argued and not qualified)

Note that for e-mails, there is no distinction between communication and handling durations.

5.4 E-Mails status distribution report

This report gives the detail of e-mails quantity received by hour, grouped by result type, for campaigns and agents selected, in a defined time period (detailed by campaign).
A graphical view is also generated.

Options

This tab allows defining the parameters linked to the report layout.
    Data: allows choosing if you want to see the details per campaign and/or the recapitulative summary.

Call status

On this tab, you choose to take into account or not the standard call status, and to take into account or not the non qualified e-mails.

Add call status: allows indicating that you also want to take into account the call status not used for this report.
    None
    Standard
    Custom (these call status have been created by way of a personal call status creation function in the Administration application)
    All (the standard and personalized call status)

Once created, the report is presented in a separate window.
If you have chosen the detailed display, a page shows the data of a single campaign.
If you choose the summarized display, the data of all selected campaigns is summed up on a single page.
If you choose the detailed and summarized display, then the campaign pages are followed by a summarized page.

The report is divided into several frames.

Positive	00h00	01h00	02h00	03h00	04h00	05h00	06h00	07h00	08h00	09h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00	21h00	22h00	23h00
Mail Plainte	0	0	0	0	0	0	0	0	0	0	2	6	0	23	13	2	3	2	3	0	0	0	3	0
Résolu	0	0	0	0	0	0	0	0	0	0	2	6	0	23	13	2	3	2	3	0	0	0	3	0
Mail demande Information	0	0	0	0	0	0	0	0	0	0	2	1	0	0	0	1	0	1	0	0	0	0	0	0
Information donnée	0	0	0	0	0	0	0	0	0	0	2	1	0	0	0	1	0	1	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	4	7	0	23	13	3	3	3	3	0	0	0	3	0

Not argued (and not positive)	00h00	01h00	02h00	03h00	04h00	05h00	06h00	07h00	08h00	09h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00	21h00	22h00	23h00
TEST	0	0	0	0	0	0	0	0	0	0	9	0	0	0	0	1	0	0	0	0	0	1	0	0
TEST OK	0	0	0	0	0	0	0	0	0	0	9	0	0	0	0	1	0	0	0	0	0	1	0	0
Total	0	0	0	0	0	0	0	0	0	0	9	0	0	0	0	1	0	0	0	0	0	1	0	0

Others	00h00	01h00	02h00	03h00	04h00	05h00	06h00	07h00	08h00	09h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00	21h00	22h00	23h00
Not qualified	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	3	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	3	0	0	0	0	0	0

The tables show e-mails hour distribution for results types **Positive**, **Argued** and **Not Argued**.

Under the tables, a graph of the data is displayed.

5.5 E-Mails status by agent distribution report

This report gives the detail of e-mails quantity received by hour, grouped by result type, for campaigns and agents selected, in a defined time period (detailed by agent).
A graphical view is also generated.

Options
This tab allows defining the parameters linked to the report layout.

>   **Data**: allows choosing if you want to see the details per agent and/or the recapitulative summary.

Call status
On this tab, you choose to take into account or not the standard call status, and to take into account or not the non qualified e-mails.

Add call status: allows indicating that you also want to take into account the call status not used for this report.

>   **None**
>   **Standard**
>   **Custom** (these call status have been created by way of a personal call status creation function in the Administration application)
>   **All** (the standard and personalized call status)

Once created, the report is presented in a separate window.

If you have chosen the detailed display, a page shows the data of a single agent.

If you choose the summarized display, the data of all selected agents is summed up on a single page.

If you choose the detailed and summarized display, then the agent's pages are followed by a summarized page.

The report is divided into several frames.

Positive

	00h00	01h00	02h00	03h00	04h00	05h00	06h00	07h00	08h00	09h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00	21h00	22h00	23h00
Mail Plainte	0	0	0	0	0	0	0	0	0	0	2	6	0	23	13	2	3	2	3	0	0	0	3	0
Résolu	0	0	0	0	0	0	0	0	0	0	2	6	0	23	13	2	3	2	3	0	0	0	3	0
Mail demande Information	0	0	0	0	0	0	0	0	0	0	2	1	0	0	0	1	0	1	0	0	0	0	0	0
Information donnée	0	0	0	0	0	0	0	0	0	0	2	1	0	0	0	1	0	1	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	4	7	0	23	13	3	3	3	3	0	0	0	3	0

Not argued (and not positive)

	00h00	01h00	02h00	03h00	04h00	05h00	06h00	07h00	08h00	09h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00	21h00	22h00	23h00
TEST	0	0	0	0	0	0	0	0	0	0	9	0	0	0	0	1	0	0	0	0	0	1	0	0
TEST OK	0	0	0	0	0	0	0	0	0	0	9	0	0	0	0	1	0	0	0	0	0	1	0	0
Total	0	0	0	0	0	0	0	0	0	0	9	0	0	0	0	1	0	0	0	0	0	1	0	0

Others

	00h00	01h00	02h00	03h00	04h00	05h00	06h00	07h00	08h00	09h00	10h00	11h00	12h00	13h00	14h00	15h00	16h00	17h00	18h00	19h00	20h00	21h00	22h00	23h00
Not qualified	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	3	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	3	0	0	0	0	0	0

The tables show e-mails hour distribution for results types **Positive**, **Argued** and **Not Argued**.

Under the tables, a graph of the data is displayed.

6 CHAT/WEB CAMPAIGNS REPORTS

This set of reports is based on Chat and Web activities.

Following reports are available and detailed in this chapter:

- Chats distribution reports
- Chat campaigns reports
- Chats distribution reports per country
- Chat status
- Chat status per agent
- Chat status distribution
- Chat status by agent distribution
- Proactive Chat
- Sequences of pages
- Fax status by agent distribution

6.1 Chats distribution reports
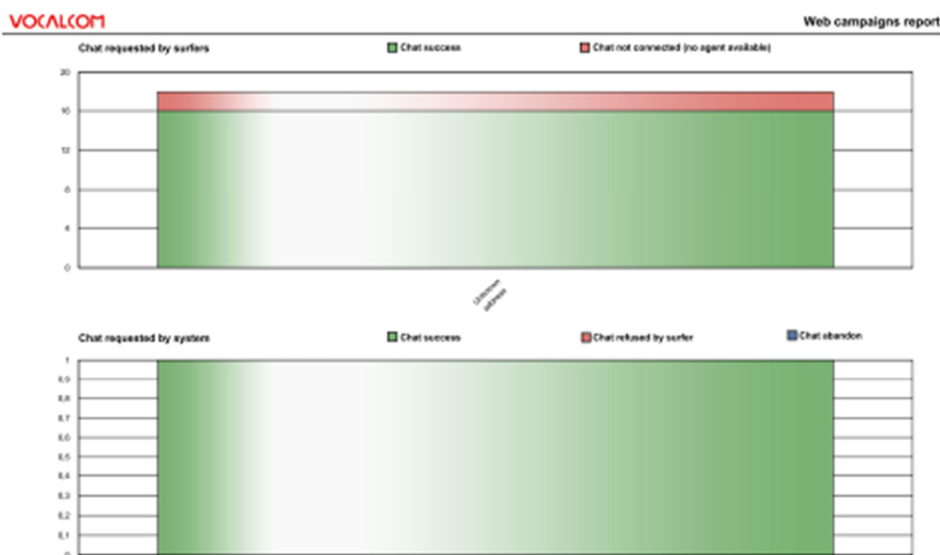
This report gives an overview of the chat requests and visits of the internet site, in the frame of selected campaigns in a defined time distribution (month, day, hour, ½ hour, and ¼ hour).

According to the hour distribution chosen in the options, this report will show you the activity of your web campaigns, per interval. 3 areas are visible:

- **Web site visits**: indicates the total number of visits on the website; the transformation rate (also known as conversion rate) as well as the average duration of a chat session. *Conversion rate = amount of* **chat sessions requested by surfer** *+* **chat sessions requested by system** *(DIVIDED BY) /* **amount of visits on site.**
- **Chat requested by surfer**: indicates the total number of chat sessions requested by the surfer; the actual amount of connected chat sessions; chat reachability rate; transformation rate (=connected chat sessions compared to site visits) as well as the average duration of a chat session.
- **Chat requested by system**: indicates the total number of chat sessions requested by the system; the actual amount of connected chat sessions; connection rate; transformation rate (=connected chat sessions compared to site visits); the average duration of a chat session; the chat sessions refused by surfer; the chat sessions abandoned by surfer.

A graphical view is also generated.

The first graph indicates in green the connected chat sessions and in red the chat sessions which weren't connected to an agent (no agent available).

The second graph indicated in green the connected chat sessions, chat refused by surfer, chat abandon.

6.2 Chat campaigns reports

The options tab allows choosing between different criteria to be shown in the report:

Surfer language: indicates the language chosen on the site.

Referrer: indicates the referring site.

New surfer: registers when a new IP address is detected on the site.

Keywords: link with keywords added to search engine of the site.

Page name: indicates the amount of visits for each page of the site.

Page group: indicates the visit of one or more pages of a same group of pages.

Previous page: indicates the pages to which the surfer came back to.

VOCALCOM

Campaign Global_Customer_Care Global Customer Care
From 01/01/2011 To 28/03/2011

Referrer	Visits	Auto. call	Chat requested by surfers Request	Chat	Request	Chat	Chat requested by system Refused	E-mails	Callbacks	Abandon	Quit site	Qualifications Positive	Argued	Other	Configured
Direct access to web site	42	0	55	37 67%	0	1 0%	0 0%	D 0%	0 0%	-1 0%	0 0%	4 11%	9 24%	25	No
http://www.vocalcom.fr	142	D	206	199 97%	0	1 0%	0 0%	D 0%	0 0%	-1 0%	0 0%	8 4%	19 10%	173	No
Total	184	0	261	236 90%	0	2 0%	0 0%	0 0%	0 0%	-2 0%	0 0%	12 5%	28 12%	198	

Page name	Visits	Auto.call	Chat requested by surfers Request	Chat	Request	Chat	Chat requested by system Refused	E-mails	Callbacks	Abandon	Quit site	Qualifications Positive	Argued	Other	Configured
PAGE ACHAT CREDIT	79	0	59	43 73%	0	1 0%	0 0%	D 0%	0 0%	-1 0%	0 0%	2 5%	5 11%	37	No
cce_frame.htm	99	0	159	147 00%	0	0 0%	0 0%	D 0%	0 0%	0 0%	0 0%	1 1%	19 7%	136	No
demo_live_chat_4_10page1.htm	1	0	2	2 100%	0	0 0%	0 0%	D 0%	0 0%	0 0%	0 0%	0 0%	0 0%	2	No
mobile.htm	23	0	7	7 100%	0	0 0%	0 0%	D 0%	0 0%	0 0%	0 0%	0 0%	0 0%	7	No

Page group	Visits	Auto. call	Chat requested by surfers Request	Chat	Request	Chat	Chat requested by system Refused	E-mails	Callbacks	Abandon	Quit site	Qualifications Positive	Argued	Other	Configured
No group	184	0	261	236 90%	0	2 0%	0 0%	D 0%	0 0%	-2 0%	0 0%	12 5%	28 12%	198	No

Previous page name	Visits	Auto. cal	Chat requested by surfers Request	Chat	Request	Chat	Chat requested by system Refused	E-mails	Callbacks	Abandon	Quit site	Qualifications Positive	Argued	Other	Configured
First page visited	184	0	164	97 93%	0	1 0%	0 0%	D 0%	0 0%	-1 0%	0 0%	8 5%	13 13%	77	No
PAGE ACHAT CREDIT	35	0	26	11 42%	0	0 0%	0 0%	D 0%	0 0%	0 0%	0 0%	0 0%	2 10%	9	No
cce_frame.htm	64	0	95	94 98%	0	0 0%	0 0%	D 0%	0 0%	0 0%	0 0%	1 1%	6 0%	87	No
demo_live_chat_4_10page1.htm	1	0	0	0 0%	0	0 0%	0 0%	D 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0	No
mobile.htm	4	0	4	4 100%	0	0 0%	0 0%	D 0%	0 0%	0 0%	0 0%	0 0%	0 0%	4	No
page2.htm	24	0	5	5 100%	0	0 0%	0 0%	D 0%	0 0%	0 0%	0 0%	1 25%	0 0%	4	No
page3.htm	32	0	3	3 60%	0	0 0%	0 0%	D 0%	0 0%	0 0%	0 0%	0 0%	1 25%	3	No
page4.htm	28	0	6	6 500%	0	0 0%	0 0%	D 0%	0 0%	0 0%	0 0%	1 20%	0 0%	2	No
page5.htm	20	0	11	10 97%	0	0 0%	0 0%	D 0%	0 0%	0 0%	0 0%	1 1%	1 10%	7	No
page5_2.htm	14	0	1	1 100%	0	1 0%	0 0%	D 0%	0 0%	-1 0%	0 0%	0 0%	2 100%	0	No
page6.htm	7	0	1	1 500%	0	0 0%	0 0%	D 0%	0 0%	0 0%	0 0%	0 0%	1 500%	0	No
page6.htm	1	0	0	0 0%	0	0 0%	0 0%	D 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0	No

Each of these categories is separated in <u>3 sections</u>:

Chat requested by surfer: displays visits, the Auto call, Requests, Connected chat.

Chat requested by system: displays Chat Requests, Connected chats, Refused, Emails sent from page, callbacks (amount of web callback requests), Abandon, and Quit site (when the surfer quits the site while being on a certain page).

Call status: indicates which category of call status has been registered for the chat session (positive, argued, not argued).

6.3 Chats distribution reports per country

This report gives an overview of the chat requests and visits of the internet site per country identified, in the frame of selected campaigns in a defined time distribution (month, day, hour, ½ hour, and ¼ hour).

According to the hour distribution chosen in the options, this report will show you the activity of your web campaigns, per interval and per country. 3 areas are visible:

- **Web site visits**: indicates the total number of visits on the website; the transformation rate (also known as conversion rate) as well as the average duration of a chat session. *Conversion rate = amount of* **chat sessions requested by surfer** + **chat sessions requested by system** *(DIVIDED BY) /* **amount of visits on site.**
- **Chat requested by surfer**: indicates the total number of chat sessions requested by the surfer; the actual amount of connected chat sessions; chat reachability rate; transformation rate (=connected chat sessions compared to site visits) as well as the average duration of a chat session.
- **Chat requested by system**: indicates the total number of chat sessions requested by the system; the actual amount of connected chat sessions; connection rate; transformation rate (=connected chat sessions compared to site visits); the average duration of a chat session; the chat sessions refused by surfer; the chat sessions abandoned by surfer.

A graphical view is also generated:

The first graph indicates in green the connected chat sessions and in red the chat sessions which weren't connected to an agent (no agent available).
The second graph indicated in green the connected chat sessions, chat refused by surfer and chat abandon.

6.3 Chat status

This report gives an overview of the number of chat sessions, the duration of the handling and the wrap-up of the chat based on their call status, for campaigns and agents selected, in a defined time period (detailed by campaign).

This report also displays profits depending on the call status value configured in the administration module as well as a graph that compares the occurrence related to the category.

6.4 Chat status per agent

This report gives an overview of the number of chat sessions, the duration of the handling and the wrap-up of inbound chat sessions based on their call status, for campaigns and agents selected, in a defined time period (detailed by agent).

Agent 1008: Eric, Agenda
All campaigns
From 01/01/2011 To 28/03/2011
Standard qualifications included
Not qualified calls included

Qualifications	Occurences	Percentages	Avg. conv	Avg. wrap.	Avg hand.	Hangup by agent	Profits
Positive							
promesse contrat	2	1.5%	0h01'55	0h00'05	0h02'00	0 0.0%	10.00€
	2	1.5%	0h01'55	0h00'05	0h02'00	0 0.0%	10.0
Argued (and not positive)							
Contact à relancer	7	5.2%	0h00'22	0h00'02	0h00'25	0 0.0%	0.00€
	7	5.2%	0h00'22	0h00'02	0h00'25	0 0.0%	0.0
Not argued (and not positive)							
SPAM	78	58.2%	0h00'22	0h00'04	0h00'27	0 0.0%	0.00€
	78	58.2%	0h00'22	0h00'04	0h00'27	0 0.0%	0.0
Others							
Not qualified	47	35.1%	0h03'17	0h00'03	0h03'19	0 0.0%	
	47	35.1%	0h03'17	0h00'03	0h03'19	0 0.0%	
Total	134	100.0%				0 0.0%	10.00€

Ratios	Occurences
Positive / Argued	22.2%
Positive / All	1.5%
Argued / All	6.7%

Time scale	Conversation duration	Handling duration
Positive	3h01'47	3h03'15
Argued	0h47'04	0h52'17
Call	0h03'19	0h05'31

This report also displays profits depending on the call status value configured in the administration module as well as a graph that compares the occurrence related to the category.

6.5 Chat status distribution

This report gives the detail of chat sessions quantity received by hour, grouped by result type, for campaigns and agents selected, in a defined time period (detailed by campaign).

All campaigns
From 01/01/2011 To 28/03/2011
Standard qualifications included
Not qualified calls included

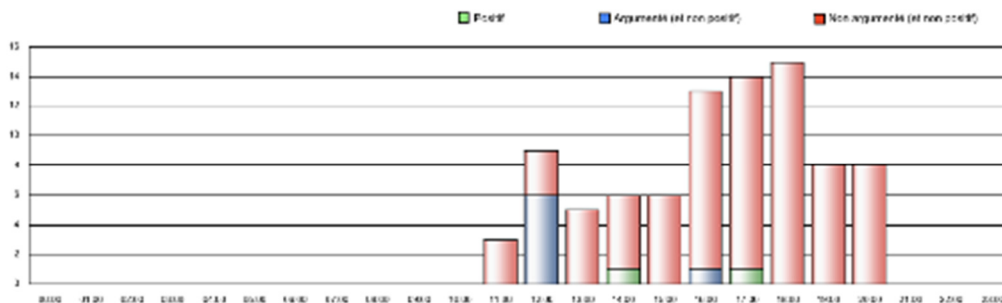A graphical view of these data is also generated:

6.6 Chat status by agent distribution

This report gives the detail of chat sessions quantity received by hour, grouped by result type, for campaigns and agents selected, in a defined time period (detailed by agent).

A graphical view of these data is also generated that the proportions between Positive, Argued, No argued categories:

6.7 Proactive chat

This report is designed to present statistics about the proactive chats activities.

The option tab of this report allows the user to have a "page break after each campaign" or sum all the campaigns in one page. The campaigns tab is used to filter the campaigns shown in the report.
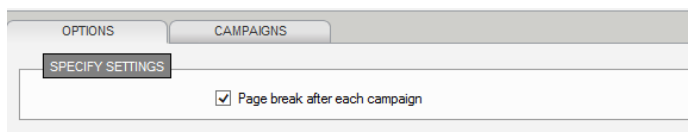
The first column (on the left) shows the Proactive rules set up on the chat campaign.
In the "Proactive chat" section as well as "Proactive calls" we see:

- - Attempts: amount of proactive chat attempts
- - Quit site: net surfer quits the page after the chat attempt
- - Success: reachability ratio
- - Avg. duration: avg. duration time of proactive chat session
- - Argued: amount of argued chats (according to chat status category)
- - Positive: amount of positive chats (according to chat status category)
- - Profit: provisional profit (according to value set in chat status group)

6.8   Sequences of pages

This report is designed to show the different "sequences" that have happened on the site as well as the sequences happening on the pages.
The options tab allows setting the amount of sequences per page and per site.
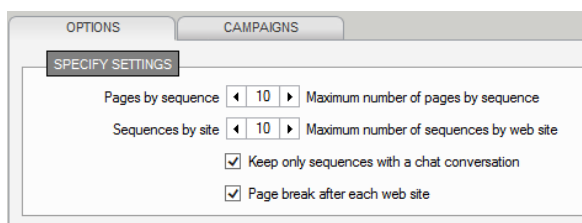
"print screen of report not available"

6.9 Fax status by agent distribution

This report gives the detail of chat sessions quantity received by hour, grouped by result type, for campaigns and agents selected, in a defined time period (detailed by agent).

A graphical view of these data is also generated that the proportions between Positive, Argued, No argued categories:

7 AGENT ACTIVITIES

This set of reports is based on agent activities.

5 predefined reports are available and detailed in this chapter:

- Agents report
- Activities by agent report
- Activities by date report
- Agents state distribution report
- Agents state distribution report (with e-mails)
- Billing by agent
- Billing by date
- Production by agent
- Agent Pause report

7.1   Agents report

This report gives an overview of the distribution of selected agent activities during a defined time period.

Options

This tab allows defining the additional parameters to filter the report data.

> **Data**: allows choosing if you want to see the details per campaign and/or the recapitulative summary.
>
> **Ignore Pause** : indicates that pause states must not be taken into account for reporting.
>
> **Page break after each agent**: allows having the data of each agent on a separate page.

Once created, the report is presented in a separate window.
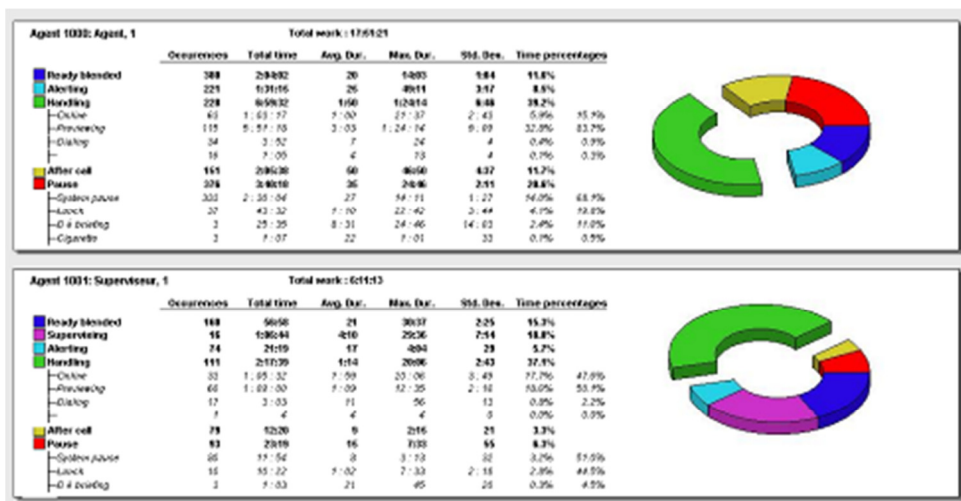
A frame represents the activities of an agent.

In this frame you will see:

> **The number of occurrences and the total duration per type of activity (supervising, alerting, handling, pause…)**
>
> **The detailed handling time divided in sub-activities (on line, dialing…)**
>
> **The detailed pause time divided in sub-categories of pauses (system pause, general pause ,…)**

You can also see the average and maximum durations per activity, the standard deviation and the percentage in comparison to the total time.

The **Handling** category gives the total number of calls handled.

> **Online** : number of treated calls (out, in and manual)
>
> **Previewing** : number of previewed outbound calls
>
> **Dialing** : number of manual calls
>
> **Callback** : number of registered callbacks in an inbound campaign
>
> **Search mode** : number of customer search before calling
>
> **E-mail** : number of treated mails

Remark :

The **Standard Deviation** gives the dispersion of values around the average.

Example: Total duration in state "Ready" for an agent is 13:22 seconds. The average duration is 1:15 seconds by call. The standard deviation is 16 seconds: We can consider that the agent stays on average in "Ready" state 1:15 seconds ± 16 sec (results are dispersed between 59 and 1:31 sec.)

If you choose the detailed display, a frame shows the data of a single agent.

If you choose the summarized display, the data of all selected agents will be shown on a single page.

If you choose the detailed and summarized display, then the agent frames are followed by a summarized page.

In each frame, a graph shows the distribution of activities.
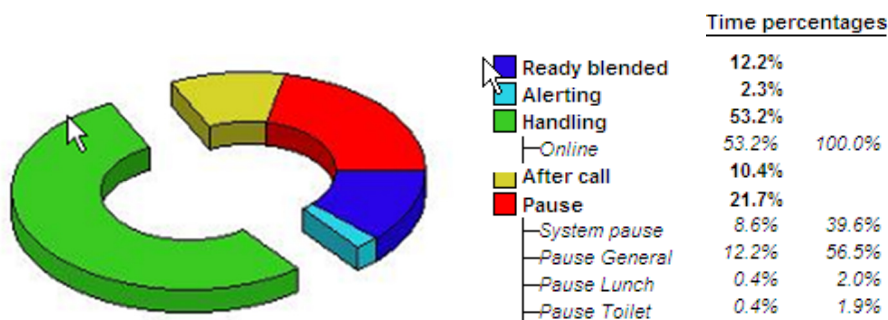
This pie chart shows the distribution of an agent's activity time percentage (or a recapitulative on the last page).

7.2   Activities by agent

This first report gives a detailed view of activities carried out by selected agents, per day, during a defined time period.

Options

This tab allows defining the additional parameters to filter the report data.

> **Dates used**: allows choosing if the dates used for the report are those when all selected agents were active or those when at least one selected agent was active.
>
> **Begin/End hour** : allows specifying the common minimal hour interval to select.
>
> **Ignore Pause** : indicates that pause states must not be taken into account for reporting.
>
> **Page break after each agent**: allows having the data of each agent on a separate page.
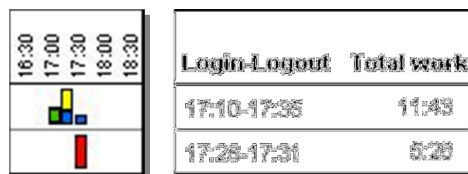
Once created, the report is presented in a separate window.
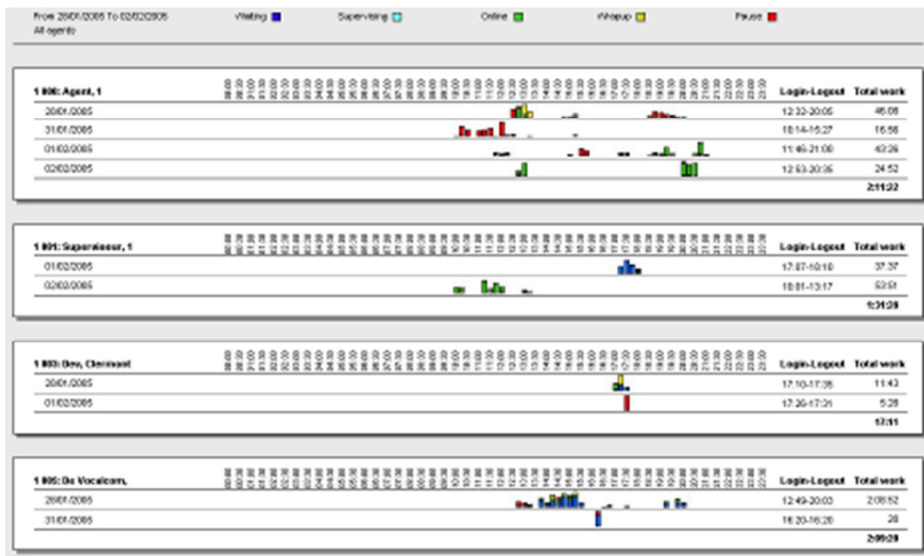
A frame shows the data for each agent.

Vertically, the dates of the agent's activity are aligned (according to the **dates used** option).

Horizontally, the time scale of the day in 30 minute periods is displayed.

The activities are represented graphically by color bars whose legend is shown in the top part of the window.

Right of the graph, for each day, the Log-in Log-out times are displayed, as well as the total work time.

7.3   Activities by date

This report gives an overview of the activities carried out by selected agents, organized per day, during a defined time period.

Options

This tab allows defining the additional parameters to filter the report data.

> **Display agents**: allows choosing if the data used for the report are those for all selected agents, or only for active agents.
>
> **Begin**/**End hour** : allows specifying the common minimal hour interval to select.
>
> **Ignore Pause** : indicates that pause states must not be taken into account for reporting.
>
> **Page break after each agent**: allows having the data of each agent on a separate page.

Once created, the report is presented in a separate window.
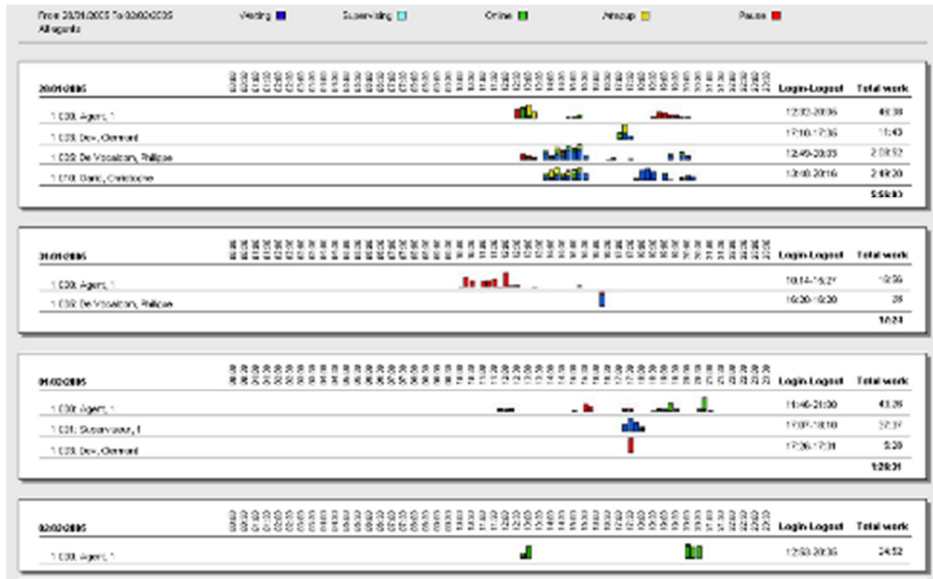
A frame presents the data for each date.

The agents are aligned vertically (according to the **Display agents options**).

The time scale for the day is shown horizontally in 30 minutes time periods.

The activities are represented graphically by color bars whose legend is displayed at the top of the window.

.

Right of the graph, for each day, the log-in and log-out time is displayed, as well as the total work time.

On the illustrated example, the agent worked 16:56 sec between 10h14 and 15h27.

7.4   Agents state distribution

This report gives an overview of the distribution of inbound calls and their status in the frame of selected campaigns during a defined time period.

Options

This tab allows defining the additional parameters to filter the report data.

> **Data**: allows choosing if you want to see the details per campaign and/or the recapitulative summary.
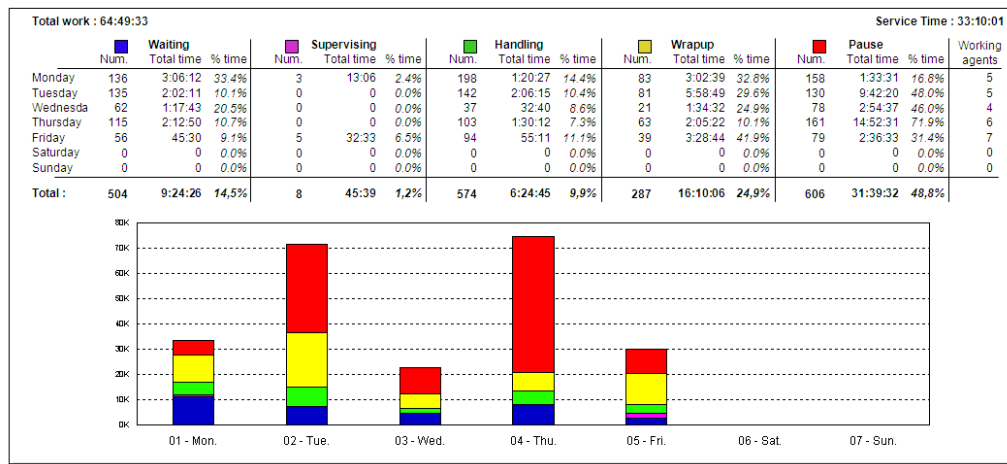>
> **Ignore Pause**: indicates that pause states must not be taken into account for reporting.
>
> **Distribution**: allows selecting the type of distribution of activities (per month, week, days, hour, ½ hour, ¼ hour, (or no distribution at all).
>
> **Begin/End hour**: allows specifying the common minimal hour interval to select (in case of distribution by hour, ½ hour or ¼ hour). If the system detects production data before of after the indicated begin/end hours, the report will take the totality of the production data into account, and not only the indicated interval.

Select on the right the supervision group or the supervisor you want to see the supervised data.

Once created, the report is presented in a separate window.

Total work : 64:49:33 — Service Time : 33:10:01

	Waiting Num.	Total time	% time	Supervising Num.	Total time	% time	Handling Num.	Total time	% time	Wrapup Num.	Total time	% time	Pause Num.	Total time	% time	Working agents
Monday	136	3:06:12	33.4%	3	13:06	2.4%	198	1:20:27	14.4%	83	3:02:39	32.8%	158	1:33:31	16.8%	5
Tuesday	135	2:02:11	10.1%	0	0	0.0%	142	2:06:15	10.4%	81	5:58:49	29.6%	130	9:42:20	48.0%	5
Wednesda	62	1:17:43	20.5%	0	0	0.0%	37	32:40	8.6%	21	1:34:32	24.9%	78	2:54:37	46.0%	4
Thursday	115	2:12:50	10.7%	0	0	0.0%	103	1:30:12	7.3%	63	2:05:22	10.1%	161	14:52:31	71.9%	6
Friday	56	45:30	9.1%	5	32:33	6.5%	94	55:11	11.1%	39	3:28:44	41.9%	79	2:36:33	31.4%	7
Saturday	0	0	0.0%	0	0	0.0%	0	0	0.0%	0	0	0.0%	0	0	0.0%	0
Sunday	0	0	0.0%	0	0	0.0%	0	0	0.0%	0	0	0.0%	0	0	0.0%	0
Total :	504	9:24:26	14,5%	8	45:39	1,2%	574	6:24:45	9,9%	287	16:10:06	24,9%	606	31:39:32	48,8%	

In this table, the distribution parameter is displayed vertically on the left:

The months of the year, the weeks, the days of the week, the hours, ½ hours or ¼ hours in a day. (In this example, the distribution per day has been selected)

The detail of the numbers is presented in a table per agent activity:

Num.: number of occurrences of activities.

Total time: total time of the activity.

% time: percentage of time of the activity in comparison to the total time.

The last column **Working agents** indicates how many agents were detected during this period.

Under the table, a graph of the data is shown.

The colors used for the distribution of data are indicated next to each activity above the table.

■ Waiting	■ Supervising	■ Handling	■ Wrapup	■ Pause
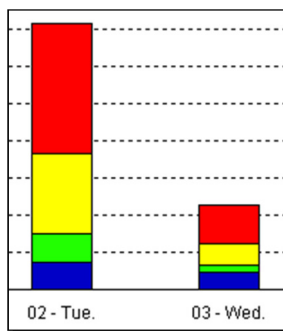
The number of activities is displayed vertically; the unit of distribution is displayed horizontally.

This report doesn't report any e-mails related activities.

7.5 Agents state distribution (with e-mails)

This report gives an overview of the distribution of inbound calls and e-mails, together with their status in the frame of selected campaigns during a defined time period.

Options

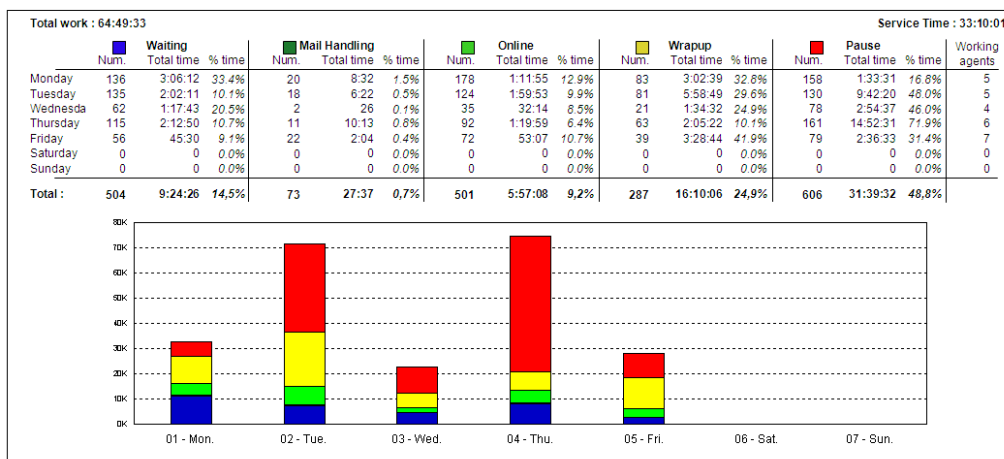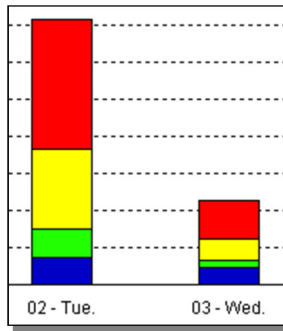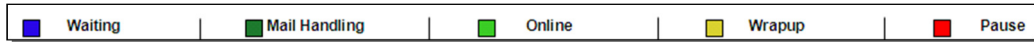This tab allows defining the additional parameters to filter the report data.

Data: allows choosing if you want to see the details per campaign and/or the recapitulative summary.

Ignore Pause : indicates that pause states must not be taken into account for reporting.

Distribution: allows selecting the type of distribution of activities (per month, week, days, hour, ½ hour, ¼ hour, (or no distribution at all).

Begin/End hour : allows specifying the common minimal hour interval to select (in case of distribution by hour, ½ hour or ¼ hour). If the system detects production data before of after the indicated begin/end hours, the report will take the totality of the production data into account, and not only the indicated interval.

Once created, the report is presented in a separate window.

Total work : 64:49:33   Service Time : 33:10:01

	Waiting Num.	Total time	% time	Mail Handling Num.	Total time	% time	Online Num.	Total time	% time	Wrapup Num.	Total time	% time	Pause Num.	Total time	% time	Working agents
Monday	136	3:06:12	33.4%	20	8:32	1.5%	178	1:11:55	12.9%	83	3:02:39	32.8%	158	1:33:31	16.8%	5
Tuesday	135	2:02:11	10.1%	18	6:22	0.5%	124	1:59:53	9.9%	81	5:58:49	29.6%	130	9:42:20	48.0%	5
Wednesda	62	1:17:43	20.5%	2	26	0.1%	35	32:14	8.5%	21	1:34:32	24.9%	78	2:54:37	46.0%	4
Thursday	115	2:12:50	10.7%	11	10:13	0.8%	92	1:19:59	6.4%	63	2:05:22	10.1%	161	14:52:31	71.9%	6
Friday	56	45:30	9.1%	22	2:04	0.4%	72	53:07	10.7%	39	3:28:44	41.9%	79	2:36:33	31.4%	7
Saturday	0	0	0.0%	0	0	0.0%	0	0	0.0%	0	0	0.0%	0	0	0.0%	0
Sunday	0	0	0.0%	0	0	0.0%	0	0	0.0%	0	0	0.0%	0	0	0.0%	0
Total :	504	9:24:26	14,5%	73	27:37	0,7%	501	5:57:08	9,2%	287	16:10:06	24,9%	606	31:39:32	48,8%	

In this table, the distribution parameter is displayed vertically on the left:

The months of the year, the weeks, the days of the week, the hours, ½ hours or ¼ hours in a day. (In this example, the distribution per week day has been selected)

The detail of the numbers is presented in a table per agent activity:

Num.: number of occurrences of activities.

Total time: total time of the activity.

% time: percentage of time of the activity in comparison to the total time.

The last column **Working agents** indicates how many agents were detected during this period.

Under the table, a graph of the data is shown.

The colors used for the distribution of data are indicated next to each activity above the table.

■ Waiting	■ Mail Handling	■ Online	■ Wrapup	■ Pause

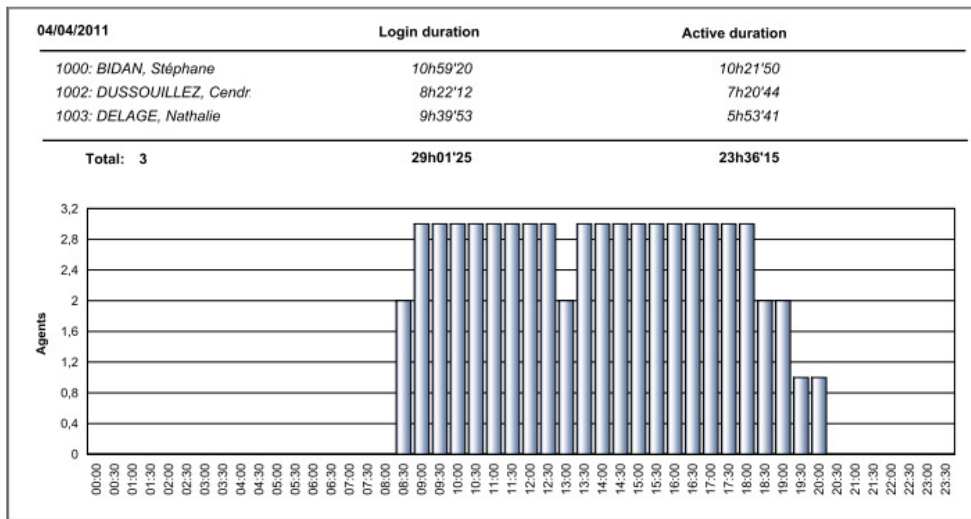The number of activities is displayed vertically; the unit of distribution is displayed horizontally.

7.6 Billing by agent report

This report was created to give an overview of the amount of worked hours of a particular agent during a specified period. In this report, a difference is made between "Active duration" (excluding Pause time) and "Login time" (including Pause time).

This report offers different options for opening:

- **Always include actions with no campaign**: actions with no campaign are the actions performed by the agents when no skill has been affected to them; in other words, when the agent doesn't have any skill while being logged in.

- **Page break after each agent**: this option allows showing more than one agent per page.

VOCALCOM   **Billing Report**

1003: DELAGE, Nathalie	Login duration	Active duration
04/04/2011	9h39'53	5h53'41
05/04/2011	9h16'46	5h54'29
06/04/2011	7h09'58	3h51'51
07/04/2011	8h15'06	5h09'15
08/04/2011	4h29'13	4h29'13
Total: 5	38h50'56	25h18'29

1002: DUSSOUILLEZ, Cendrine	Temps de présence	Temps de travail
11/04/2011	6h53'29	6h47'03
12/04/2011	8h50'37	5h46'20
13/04/2011	8h38'31	6h41'34
14/04/2011	9h26'00	5h39'13
Total : 4	33h48'37	24h54'10

1003: DELAGE, Nathalie	Temps de présence	Temps de travail
11/04/2011	6h57'23	6h57'04
12/04/2011	8h17'48	7h09'24
13/04/2011	8h14'07	6h16'48
14/04/2011	8h25'56	7h01'04
15/04/2011	8h06'05	3h41'39
Total : 5	40h01'19	31h05'59

Résumé	Jours connectés	Temps de présence	Temps moyen de présence / jour	Temps de travail	Temps moyen de travail / jour
1000: BIDAN, Stéphane	1	3h42'42	3h42'42	2h30'30	2h30'30
1001: COUDRE, Sabrina	4	33h06'29	8h16'37	30h20'34	7h35'08
1002: DUSSOUILLEZ, Cendr	4	33h48'37	8h27'09	24h54'10	6h13'32
1003: DELAGE, Nathalie	5	40h01'19	8h00'16	31h05'59	6h13'12
Total : 4	14	110h39'07	7h54'13	88h51'13	6h20'48

Login duration and **Active duration** are displayed per agent and per day.

The last page of the report is the summary where the **Amount of days logged** is displayed as well as the **Total Active duration** and **Total Login time**.

7.7 Billing by date report

This report was created to give an overview of the amount of worked hours of a particular day and for the specified agents. In this report, a difference is made between "Active duration" (excluding Pause time) and "Login time" (including Pause time).

This report offers different options for opening:

- **Always include actions with no campaign**: actions with no campaign are the actions performed by the agents when no skill has been affected to them; in other words, when the agent doesn't have any skill while being logged in.
- **Page break after each agent**: this option allows showing more than one agent per page.
- **Show graphics**: allows showing the graphic of max logged agents during specified interval
-

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A graphical view is also presented to show the maximum amount of agents present during a specified interval of time.

7.8   Agent production report

This report was designed to show the quality and the quantity produced by agents.

For each agent the quantity of "calls" and "emails" are displayed.

To measure the quality, we refer to call status categories used in Hermes .NET, which are **Argued calls** and **Positive calls.**

This report offers different options for opening:

- **Always include actions with no campaign**: actions with no campaign are the actions performed by the agents when no skill has been affected to them; in other words, when the agent doesn't have any skill while being logged in.
- **Ignore pause**: this option allows showing or hiding the pause time.
- **Show campaign details:** allows showing per agent the different campaigns on which the agent has worked. The campaigns are displayed under the agent name

VOCALCOM   **Agents production report**

From 04/04/2011 To 08/04/2011

Agents	Calls	E-mails	Nb. Argu.	% Argu.	Dur. Argu.	Argu./H.	Nb. Pos.	% Pos.	Dur. Pos.	Pos./H.	% Pos./Argu.	Work	Login
1008: Eric, Agenda	0	0	0	0.00%	0h00'00	0.00	0	0.00%	0h00'00	0.00	0.00%	0h12'26	0h24'05
1013: STEPHANE, TT	2	0	0	0.00%	0h00'00	0.00	0	0.00%	0h00'00	0.00	0.00%	1h02'18	1h23'05
FORMATION_FINAXY	*2*	*0*	*0*	*0.00%*	*0h00'00*	*0.00*	*0*	*0.00%*	*0h00'00*	*0.00*	*0.00%*	*0h53'24*	*0h53'39*
1014: Etienne, Venot	2	0	2	100.00%	0h00'20	0.50	1	50.00%	0h00'28	0.20	50.00%	4h11'51	9h08'31
Manual	*2*	*0*	*2*	*100.00%*	*0h00'20*	*62.10*	*1*	*50.00%*	*0h00'28*	*31.00*	*50.00%*	*0h01'56*	*0h03'59*
1015: Sanchez, Philippe	0	0	0	0.00%	0h00'00	0.00	0	0.00%	0h00'00	0.00	0.00%	0h00'00	0h00'23
1020: Delb, Bruno	0	0	0	0.00%	0h00'00	0.00	0	0.00%	0h00'00	0.00	0.00%	0h13'21	0h35'13
1021: Allonsius, Jean-Claude	1	0	0	0.00%	0h00'00	0.00	0	0.00%	0h00'00	0.00	0.00%	0h09'45	0h11'28
8529	*1*	*0*	*0*	*0.00%*	*0h00'00*	*0.00*	*0*	*0.00%*	*0h00'00*	*0.00*	*0.00%*	*0h02'10*	*0h03'23*
1023: Support, Agent 1	2	0	2	100.00%	0h07'34	5.30	0	0.00%	0h00'00	0.00	0.00%	0h22'49	0h35'42
Manual	*2*	*0*	*2*	*100.00%*	*0h07'34*	*5.30*	*0*	*0.00%*	*0h00'00*	*0.00*	*0.00%*	*0h22'49*	*0h34'44*
1999: RINGO, FORMATION	9	0	5	55.60%	0h00'46	16.80	4	44.40%	0h00'45	13.40	80.00%	0h17'51	0h17'58
8529	*5*	*0*	*3*	*60.00%*	*0h00'41*	*21.00*	*3*	*60.00%*	*0h00'41*	*21.00*	*100.00%*	*0h08'35*	*0h08'42*
ATION_RINGO_SORTANT	*4*	*0*	*2*	*50.00%*	*0h00'54*	*13.40*	*1*	*25.00%*	*0h00'57*	*6.70*	*50.00%*	*0h08'59*	*0h08'59*
2000: Sanchez, Steeve	1	0	0	0.00%	0h00'00	0.00	0	0.00%	0h00'00	0.00	0.00%	1h30'14	1h33'03
Manual	*1*	*0*	*0*	*0.00%*	*0h00'00*	*0.00*	*0*	*0.00%*	*0h00'00*	*0.00*	*0.00%*	*0h06'32*	*0h06'32*
5555: FORMATION, FINAXY	6	0	3	50.00%	0h01'37	3.70	3	50.00%	0h01'37	3.70	100.00%	0h48'01	0h50'24
8529	*1*	*0*	*1*	*100.00%*	*0h01'03*	*53.70*	*1*	*100.00%*	*0h01'03*	*53.70*	*100.00%*	*0h01'07*	*0h01'07*
FORMATION_FINAXY	*5*	*0*	*2*	*40.00%*	*0h01'54*	*2.60*	*2*	*40.00%*	*0h01'54*	*2.60*	*100.00%*	*0h46'34*	*0h46'58*
8888: Lhachimi, hicham	0	0	0	0.00%	0h00'00	0.00	0	0.00%	0h00'00	0.00	0.00%	0h01'34	0h01'39
9999: Nakos, Roussis	0	0	0	0.00%	0h00'00	0.00	0	0.00%	0h00'00	0.00	0.00%	0h00'36	0h00'44
Summary	**23**	**0**	**12**	**52.20%**	**0h02'02**	**1.40**	**8**	**34.80%**	**0h01'02**	**0.90**	**66.70%**	**8h50'46**	**15h02'15**

For each of these 2 categories the statistics are provided

Argued category:

- Nb argued: amount of qualified argued calls

- % argued: amount of argued compared to total of calls

- Avg duration: average duration of a argued call

- Arg/H: amount of qualified argued calls per hour

Positive category:

- Nb positive: amount of qualified positive calls

- % positive: amount of positive compared to total of calls

- Pos duration: average duration of a positive call

- Pos/H: amount of qualified positive calls per hour

- Pos/Argu: Positive calls compared to argued calls

At the right of the report page, the work time (with pause time excluded) as well as Login time are displayed (with pause time included).

At the bottom of the report page a "Summary" is provided.

7.9   Agent pause report

This report has been designed to give a complete overview of the pauses used by agents per interval and during a specified period.

This report offers different options for opening:

- **Always include actions with no campaign**: actions with no campaign are the actions performed by the agents when no skill has been affected to them; in other words, when the agent doesn't have any skill while being logged in.

- **Page break after each agent**: this option allows showing more than one agent per page.

VOCALCOM   Agents pause report

1018: De Sousa, Jessica

		12:00	12:30	01:00	01:30	02:00	02:30	03:00	03:30	04:00	04:30	05:00	05:30	06:00	06:30	07:00	07:30	08:00	08:30	09:00	09:30	10:00	10:30	11:00	11:30	Total
LUNCH	a.m.	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	
	p.m.	00'00	27'50	03'59	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	0h31'49
PAUSE MATIN	a.m.	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	16'51	00'00	
	p.m.	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	0h16'51
Reunion	a.m.	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	08'31	00'00	00'00	00'00	00'00	00'00	
	p.m.	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	00'00	0h08'31

Summary

Total work : 3h58'45

Service Time : 3h01'34

Pause duration : 0h57'11

Login-Logout : 09h05-13h04

■ LUNCH	55,6%
■ PAUSE MATIN	29,5%
■ Reunion	14,9%
Total:	100,0%

Following data are shown in the report:

- Each pause reason used by agent is divided in 2 horizontal lines: am (morning) & pm (afternoon).
- The different day intervals (12:00 → 11:30) are presented vertically and allow checking exactly when a certain pause has been used and also for how long.
- At the end right of the report the total time of the pause is displayed.
- A graphical view is also displayed showing the proportion of each pause.

8 IVR REPORTS

8.1 IVR Distribution report

This report gives an overview of the distribution of the IVR visits per hour.

The following information is displayed per column:

- Visits: amount of visits in the IVR

- Max duration: indicates the length of the longest visit duration

- Avg duration: indicates the average duration of a visit

- Min duration: Indicates the length of the shortest visit duration

- Hand by agent: indicates the call that has been forwarded to an agent

- Hang-up in IVR: calls which ended in IVR following a system disconnection

- Abandons: calls which ended in IVR following a user disconnection (hang up)

A graph is also generated indicating the amount of simultaneous visits (vertical scale) for each time slot (horizontal scale).

Number of maximum simultaneous connections for each time slot
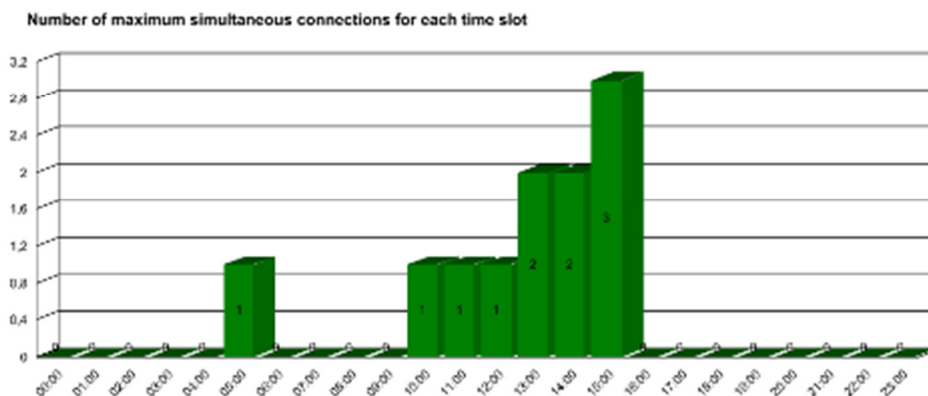
8.2 IVR Message report

This report gives an overview of the distribution of the IVR messages (markers). Those markers are placed at some points in the IVR branches and every time a call passes through one of the markers, a new occurrence is registered (see IVR editor documentation for the configuration of the markers).

An average duration is also displayed under the message.

The total amount of visits per message is displayed at the end of each message.

VOCALCOM — IVR messages report

Campaign : 8522
IVR : 846 SVI_ABRISUD
From 01/01/2011 To 28/03/2011

8.3 IVR durations report

This report shows the different markers of the IVR script and how long the calls spend in each one of them. Those markers are placed at some points in the IVR branches and every time a call passes through one of the markers, a new occurrence is registered (see IVR editor documentation for the configuration of the markers) Graduation is divided in 5 segments: Less than 5sec, between 5 sec and 20 sec, between 1 min up to 5 min, more than 5 min.

VOCALCOM — IVR durations report

Campagne : 8395 024678395
SVI : 42 roussis
Le 10/02/2011

	Moins de 5s	De 5s à 20s	De 20s à 1min	De 1min à 5min	Plus de 5min	Total
Menu Interactif (1)	1	1	0	0	0	2
Strat??gie de fin d'appel (1)	4	0	1	0	0	5
PASSAGE FR	1	0	0	0	0	1
Saut (1)	1	0	0	0	0	1

9 SCHEDULING REPORTS

9.1 Setup &Save report

The first step of scheduling a report is to choose the report you want to schedule from the top menu. In the example here below, we've chosen the "Call Status by agent report".

Next choose the periodicity of your scheduling and select the appropriated "Date range" for your report. You can either select a **static** date range (ex: 01/01/2011 to 31/02/2011) or a **dynamic** range by selecting a predefined dynamic date range from the "From" field and from the "To" field:

Open the dropdown list to choose from the following options:

- **Today**: will select data related to the day of the report generation
- **Yesterday**: will select data related to the day of the report generation -1 day
- **Current week**: will select data of the current week until the day of generation
- **Previous week**: will select data from previous week (Monday to Sunday)
- **Current month**: will select current calendar month
- **Previous month**: will select previous calendar month

For a daily report make sure to select "Yesterday" on order to get the data -1 day.

Once you've selected the date range you can save this report configuration by opening the menu: **General \ Save this report.**

9.2 Schedule report

Go to the **General** menu and open the "**Saved reports list**". You will see the list of all the saved report configurations.

Select the one you wish to schedule and press the "**Scheduling**" button at the bottom part of the screen.

Now select the frequency ("Occurs") of the report generation by selecting Daily, Weekly, Monthly according to the date range you've selected on the report setup.

You can as well select the time of generation from the "Schedule" area: Planified task start hour.

9.3 Send report via Email

To send the report by email as an attachment:
- Specify in the "Send to e-mail" field one or more email addresses separated by "**;**".
- Also select the mail template you want to use to attach the document to. The mail templates are created in the administration module (menu "outgoing media\Outbound email\Templates for reporting)

There's no button so save this operation, you can simply close the screen using the red cross. Your report will from now on be generated automatically and sent by email.

9.4   Open generated reports

You can always open reports that have been scheduled and sent by email.
Go to menu "General \ Generated reports list:

Generated reports list

Report	State	Date	Begin	End	Type	Actions
AGENT DAILY	Report generated	vendredi 1 avril 2011	06:00:04	06:00:07	📕	Open Delete
Ad AGENT DAILY	Report generated	jeudi 31 mars 2011	06:00:01	06:00:03	📕	Open Delete
Chat status by agent distribution	Report generated	mercredi 30 mars 2011	17:26:20	17:26:25	📕	Open Delete
Call file progress report	Report generated	mercredi 30 mars 2011	12:02:05	12:02:06	📗	Open Delete
Call file progress report	Report generated	mercredi 30 mars 2011	12:01:24	12:01:28	📕	Open Delete
Call status by agent	Report generated	mercredi 30 mars 2011	12:00:34	12:00:38	📕	Open Delete
Agents report	Report generated	mercredi 30 mars 2011	11:59:29	11:59:35	📕	Open Delete

You new freshly generated reports will be presented in the list of the generated report together with all the other reports you've created manually or automatically scheduled.

10 CUSTOM REPORTS

For this section, please consult the **"Custom Reports"** documentation.

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10 CUSTOM REPORTS