

Reports

White Paper

In today's fast paced communications center environment, information is power.

NEC's UC for Business reporting capabilities provide data that is meaningful and easy to analyze so that managers can accurately measure contact center and voice messaging performance. Managers get the statistical output needed to make informed management decisions, prioritize goals and set performance standards. Administrators can review general system operation statistics, configuration details, usage, call frequency and duration.



Introduction

NEC's UC for Business (UCB) on-board database collects 'cradle-to-grave' statistics on every facet of every call – whether phone, email, fax, web chat or callback. In contrast to many other reporting packages you can report on all types of communication within your enterprise from the one platform, with your choice of more than 200 predesigned reports and graphs.

UCB Reports were designed by our customers for real business practice, to inform management about the entire enterprise, covering all staff from executives and knowledge workers through contact center agents to the console operator.

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Overview

Operator Reports enable you to analyze Console use statistics. Choose specific operators, queues or Indials to be included in your report.

Queuing Reports make it easy to analyze how queues and agents are handling customer contacts. You can also review general system operation and call frequency or duration.

Voice Messaging Reports assist you to analyze how users are utilizing their mailboxes and to review your system configuration.

Security privileges control your ability to log in and generate reports.

Report Categories

CT Control queues and prioritizes calls to your contact center. Agents can log out or take a break from Agent Desktop. Once CT Control recognizes that an Agent is available to take delivery of a call, it then routes the call to Agent Desktop.

Reports are divided into the following main categories.

- Detailed Reports - Overviews information on a short-term basis, i.e., daily.
- Historical Reports - Reviews information on a long-term basis, i.e., monthly or weekly.
- Voice Messaging reports - Reviews voice messaging and mailbox use information.
- Operator Reports - Reviews operator calls and Console use information.
- Fax Reports - Overviews information about inbound and outbound fax usage.
- Personal Reports - You can set up your own Personal reports section for commonly used reports. Batch and schedule reporting are available.

Queuing Reports

Queuing Reports¹ deliver the comprehensive management information that contact center managers need to effectively manage their operations and staff. Information comes in a variety of easy-to-understand formats including charts and graphs. Information can be provided on a per agent basis. From the time the contact arrives at the organization through to the time it terminates, valuable data is being collected about each call and the agents who handle it.

Ensure operating parameters can be measured and improved by using UCB's complete reporting package that makes accessing critical information simple and efficient, regardless of whether the contact was a Phone call, Email, Web Chat or a Web Callback request.

Features

- Total flexibility to configure and run reports based on any operating parameter and time period required.
- Access to both detailed and historical reporting data for additional reporting options and long-term trend analysis.
- Full multimedia reporting capabilities, on a per-queue and per agent basis.
- Report Wizards to simplify the report generation process with On-Line Help information on what each report covers.
- Every detail of every call into the contact center can be reported on.
- Reports can be scheduled. You can schedule a predefined Personal Report to run every day, week, or month, or print automatically.
- Access to all reports and user records is controlled by security settings; some users may benefit from running Presence/Productivity reports and can be restricted to viewing their own data only.

¹Reports functionality is built into the CT Control module.

Benefits

- Costs are reduced, revenues increased and customer satisfaction is improved by ensuring your Call Center is staffed appropriately for call volume fluctuations, reducing abandonment at peak times.
- Agent productivity is increased because Supervisors can monitor the service levels of these media types in the same way they currently manage phone calls.
- All agents can be reviewed and assessed against quantitative standards and evaluated, therefore providing valuable management information to improve contact center performance.
- Wrapup code reports analyze the impact of marketing campaigns, for example, the increase in call volumes at the time the advertisement was run.
- Managers are provided with the tools they need to solve problems, for example, why did the abandoned call rate increase by 10%?
- System setup reports offer contact center managers a simple overview of contact center configuration. Easily printed, these reports allow managers to make notes against configurations, not only as a hard copy, but also in soft copy within UCB's Administrator itself.
- Scheduled Reports reduces repetitive interaction by a reports user, saving valuable time.

Detailed Features

Standard reports and graphs

- Detailed reports with associated graphs
- Historical reports with associated graphs
- System reports

Details of every call

- Wait time
- Talk time
- Abandoned calls

- Total calls by queue or agent
- Agent the call was delivered to
- After call Worktime

Queuing report categories

There are six general categories of Queuing reports available within UCB. These include:

- Detailed queuing reports
- Historical queuing reports
- System reports
- Personal reports
- Media Viewer
- Fax

Detailed reports

Detailed reports use records that are stored for a limited amount of time. These enable managers to report on individual call statistics or specific agent activity and investigate the overall performance of the contact center. The report types available are:

Queue Performance

This report evaluates the contact center's performance on a call-volume-per-queue basis, including daily averages, total calls for each queue and whether the target answering time for the contact center is being met.

Queue Traffic Analysis

This report provides statistics on queue calls by time period e.g., by the hour, and gives subtotals. Managers can identify times of peak call volume and schedule resources around these periods, and compare the time slots for different days or same days in previous weeks e.g., compare call volumes daily between 7am and 8am or compare Monday volumes between 7am and 8am.

Queue Traffic Comparison

This report provides statistics on a group of queues by time period e.g., by the hour. The Queue Traffic Comparison also provides a breakdown of the service level achieved within these time periods. Managers can identify times of peak call volume and schedule resources around these periods and

discover how many calls a team or department have handled during the different time slots. They can also indicate the time slots where the Service Level is unsatisfactory, and peak times when call volumes are high.

Queue Service Level

This report provides a periodic snapshot of the Service Level on a per-queue basis. The Service Level is a single figure that represents answering performance for the queue, requiring no further analysis. Comparing this report with the queue traffic analysis report allows managers to analyze how their service level has been affected during call peaks and troughs throughout the day.

Queue Multimedia

This report provides a breakdown of total calls by media type. Supervisors can also obtain information on individual queues via the Queue Performance report but if they want a representation of general call center activity, the Queue Multimedia report provides the best overview of total activity by media type.

Queue Transferred Calls

This report provides information on calls that have been delivered via the queue to an agent and then transferred onwards. It is a good tool to track whether callers are being dealt with by the right agent, agents that need up-skilling or advanced functionality is required for the caller (such as CLI routing and Preferred Agent).

Agent Performance

This report examines the performance of contact center agents individually with daily averages and totals for each agent as well as the details of each call. Managers can help agents reach performance criteria expectations and can recognize top performers.

Agent Activity

This report is a timeline report to identify agents' activities on a given day. The Agent timeline shows what the agent was doing and for what amount of time.

Agent Availability

This report shows the net availability of agents and details all actions that made agents unavailable for calls. Managers can assess why service levels are not being achieved, and comparing Queue Traffic with Agent Availability they can modify the contact center's shift times or procedures to maximize performance

Agent Snapshot

This reports breaks down Agent activity by time period with regard to total queue, direct, outbound calls, Abandons, Average Talk, Average after Call Worktime, Handle Time, and Average Staff available by time period.

Agent Summary

This report monitors the performance of agents both overall and in detail. Managers can identify Agent availability, Call type and Call duration and use the summary to aid training and procedure planning.

Agent Multimedia

This report provides statistics for individual agents across multiple media types. Managers can identify the different types of calls/contacts agents are handling, and their frequency.

X-Seconds

This report provides an alternative report of your queue performance by totaling call wait times into time slots. This is useful when you need to measure queue performance based on an "unacceptable wait time" in your queue. The X-Seconds report also is helpful for analyzing abandoned calls.

Callback Analysis

This report matches Callback peaks with traffic peaks in the queues. This report also demonstrates the efficiency of the Callback process and its resolution.

Call Type Analysis

This report illustrates contact center traffic for each agent and compares agents' daily performance.

Call Tracking

This report provides start-to-finish data for phone calls based on specified parameters. Calls are grouped by date, by time. This report shows calls by any (or combinations) of the following:

- Agent or groups of agents – calls made or received while logged in
- Queue (or queue groups)
- Phonebook – company and /or contact
- CLI

Using the call tracking report, managers can trace a call from beginning to end and plan improvements for customer service techniques and general telephony standards of service.

Wrapup Code

This report lists every call and call subtotals, with Wrapup code information, hourly, daily and for the specified report period. The summary consists of hourly, daily and overall bands, and the total summarizes daily and overall bands.

Agent Wrapup Code

This report matches the Wrapup codes entered against inbound calls by agents. Managers can determine how many calls were repeats, complaints, successful resolutions, new sales or results from the latest advertising campaign. They can also see the proportion of calls that actually have a Wrapup Code ascribed, and identify agents who are not entering Wrapup codes against calls.

Queue Wrapup Code

This report can show the kind of calls that are received and handled by queues. Displays calls broken down by Wrapup codes i.e., how many calls were quotes, re-queries, complaints, successful resolutions or the result of a recent advertising campaign

Departmental Inbound and Departmental Outbound

These reports measure the inbound and outbound traffic on department extensions and queues so that users can determine the frequency and nature of inter-department traffic. This report provides

details of every call transaction for the specified department.

Held Calls

This report provides statistics for held calls, showing how its time is broken up between talk, hold, and wait time. For each call, it shows how long the call is held for compared to how long the agent spends actually talking with the caller.

Indial Calls

This report shows an hourly summary of call origin on your Indial numbers by:

- number of call types received
- date and distribution of calls
- average time that this type of call spent waiting in the queue
- average time the call took to be answered after being delivered to an agent
- average time spent talking to this type of caller

Indial Performance

This report measures the traffic on Indial numbers. It also includes queue-specific breakdowns of calls for each Indial number.

Indial Traffic Analysis

This report provides an overview of Indial call activity by queue for a contact center, specifically call frequency, call wait time and length, and abandoned calls. Using this report, you can analyze Indial call traffic to determine the busy and quiet times for your contact center, and to allocate your resources and schedule breaks accordingly.

Auto Attendant Option

This report provides statistics on how many times each Auto Attendant key option was selected by callers, for each queue.

Estimated Time to Answer (ETA) Performance

This report evaluates how well a contact center is responding to calls, based on the 'Estimated Time to Answer' announced to callers. Specifically, this report measures how well the promised answer time for the contact center is being met. The report

evaluates phone calls only, because emails and web Callbacks do not currently receive ETA announcements.

Mode Change

This report displays details of queue mode changes, including manual and automatic changes and which user performed the change. The report parameters can be defined by time and queues.

Historical Queuing Reports

Detailed records are automatically archived at midnight. The archived information is typically kept in a detailed format for up to four months before being automatically being converted into summary form for use in historical reports. Some of the most typically used historical reports include:

Queue Historical

This report compares queue analysis on all archived data and provides queue traffic analysis comparisons on data that is older than the archive period. Managers can drill-down on interesting events and create a long term view of queue performance.

Queue Historical Average

This report provides the same information as the Queue Historical Report, only the summary values are shown as averages instead of totals. Managers can perform queue traffic analysis on averaged daily call data that is older than the archive period.

Agent Historical

This report compares totals of all agents over a time frame that is older than the archive period.

Agent Historical Average

This report provides the same information as the agent historical report but compares average values. Managers can drill-down on interesting events and compare agent average analysis on all archived data.

Callback Queue Historical

This report provides the same information as the Callback Analysis report, but over a longer period. Managers can analyze Queue Callback using historical data.

Callback Agent Historical

This report provides similar information to the Callback Analysis report but subtotals data by agent. Managers can analyze Callbacks on a per-agent basis, using historical data.

Indial Historical

This report measures the traffic for individual Indial numbers to your Queues using historical data.

Examples

Selections of commonly used reports are shown below.

Queue Traffic Analysis Report

For Queue(s) 'Support (89523)'
For the period (5/06/2007 - 8/06/2007), (0:00:00-23:59:59), Types 'A, C, Q', Min Abnd 'Default', Report Interval '60', Detail 'Summary'

Date	From	To	Calls	Ring	Talk	Total Talk	Wait	Max Wait	ACW	Abnd	Abnd Rate
89523 Support											
5/06/2007	8:00:00	8:59:59	2	0:07	2:57	5:55	0:09	0:11	0:40		
5/06/2007	9:00:00	9:59:59	3	0:02	0:55	2:44	0:02	0:03	0:10		
5/06/2007	10:00:00	10:59:59	9	0:03	1:59	17:54	0:20	0:27	0:37		
5/06/2007	11:00:00	11:59:59	2	0:03	0:58	1:56	0:14	0:25	0:40		
5/06/2007	12:00:00	12:59:59	3	0:05	1:14	3:42	0:16	0:39	0:17		
5/06/2007	13:00:00	13:59:59	2	0:06	1:43	3:27	0:06	0:07	0:25		
5/06/2007	14:00:00	14:59:59	6	0:05	3:51	23:07	0:17	0:39	0:25		
5/06/2007	15:00:00	15:59:59	2	0:03	0:33	1:05	0:04	0:05	0:10		
5/06/2007	16:00:00	16:59:59	2	0:03	1:38	3:16	0:03	0:03	0:10		
5/06/2007	17:00:00	17:59:59	2				0:37	0:38		2	100.00%
5/06/2007			33	0:04	2:02	1:03:06	0:15	0:39	0:25	2	6.06%
6/06/2007	8:00:00	8:59:59	4	0:05	1:23	5:33	0:10	0:23	0:25		
6/06/2007	9:00:00	9:59:59	5	0:04	4:00	19:59	0:13	0:22	0:28		
6/06/2007	10:00:00	10:59:59	4	0:03	1:30	6:01	0:03	0:05	0:23		
6/06/2007	11:00:00	11:59:59	4	0:05	4:41	18:44	0:10	0:25	0:18		
6/06/2007	12:00:00	12:59:59	3	0:04	0:40	2:01	0:04	0:07	0:21		
6/06/2007	13:00:00	13:59:59	5	0:04	1:58	9:52	0:07	0:15	0:16		
6/06/2007	14:00:00	14:59:59	5	0:05	0:38	3:08	0:07	0:19	0:16		
6/06/2007	15:00:00	15:59:59	1	0:03	7:54	7:54	0:03	0:03	0:10		
6/06/2007	16:00:00	16:59:59	2	0:03	17:02	34:03	0:03	0:04	0:10		
6/06/2007	18:00:00	18:59:59	1				2:28	2:28			
6/06/2007			34	0:04	3:15	1:47:15	0:12	2:28	0:19		
7/06/2007	8:00:00	8:59:59	5	0:05	1:26	7:08	0:15	0:50	0:40		
7/06/2007	9:00:00	9:59:59	6								

Figure 1. Queue Traffic Analysis Report

Figure 2. Queue Performance Report

Queue Performance Report

For Queue(s) 'Operator (0), Support (89523)'
For the period (12/06/2007 - 12/06/2007), (0:00:00-23:59:59), Types '1, A, Q', Min Abnd 'Default', Detail 'All Details'

Date	Arrival	Type	User ID	Extension	CLI	Calls	Ring	Talk	Total Talk	Wait	ACW	Prime Agents	Abnd
0 Operator													
12/06/2007	8:43:34	Q	89556	89556	+1 (949) 555 4232		0:01	0:14		0:05			
12/06/2007	9:46:34	Q	89556	89556	+1 (949) 276 9922		0:01	0:26		0:04			
12/06/2007	9:49:37	Q	89566	89566	+1 (949) 544 2366		0:10	0:29		0:10			
12/06/2007	9:52:10	Q	89618	89618	+1 (949) 555 2477		0:07	6:18		0:07			
						4	0:05	1:52	7:27	0:07			
89523 Support													
12/06/2007	8:17:56	Q	89652	89652	+1 (714) 544 2333		0:05	0:41		0:17	0:40		
12/06/2007	8:21:42	Q	89652	89652	+1 (949) 555 4422		0:04	0:30		0:15	0:40		
12/06/2007	8:42:24	Q	89618	89618	+1 (949) 444 5697		0:10	3:09		0:10	0:10	1	
12/06/2007	8:53:12	Q	89618	89618	+1 (949) 555 8977		0:05	5:16		0:05	0:10	1	
12/06/2007	9:01:31	Q	89618	89618	+1 (949) 276 9944		0:03	0:47		0:04	0:10	1	
12/06/2007	9:03:59	Q	89652	89652	+1 (714) 555 2234		0:04	2:43		0:16	0:40	1	
12/06/2007	9:10:20	Q	89610	89610	+1 (949) 444 5666		0:01	0:40		0:13	0:40	1	
12/06/2007	9:12:14	Q	89610	89610	+1 (714) 555 4489		0:06	0:27		0:17	0:40	1	
12/06/2007	9:12:46	Q	89652	89652	+1 (949) 555 6464		0:03	0:29		0:14	0:40	1	
						9	0:05	1:38	14:42	0:12	0:30	1	
						13	0:05	1:42	22:09	0:11	0:21	1	

Agent Performance Report

For Agent(s) 'Support Team (3)'
 For Queue(s) 'Operator (0), Support (89523), Support Queues (134)'
 For the period (12/06/2007 - 12/06/2007), (0:00:00-23:59:59), Min Abnd '0', Min Outgoing '0', Detail 'All Details'

Date	Arrival	Type	Queue	Extension	CLI	Ring	Talk	Wait	ACW	Tran Dest
89566 Hayden Taylor										
12/06/2007	9:49:37	Q	0	89566	+1 (949) 555 4332	0:10	0:29	0:10		
12/06/2007	10:19:44	Q	89523	89566	+1 (949) 544 6464	0:02	7:09	0:02	0:10	
2						0:06	3:49	0:06	0:05	
89582 David Smythe										
12/06/2007	10:11:26	A	89523	89582	+1 (949) 555 6288	0:08		0:19		
12/06/2007	10:12:05	Q	89523	89582	+1 (714) 544 3222	0:08	13:53	0:19	0:40	
12/06/2007	10:26:57	Q	89523	89582	+1 (714) 443 1784	0:06	0:37	0:17	0:40	
3						0:07	7:15	0:18	0:40	
89610 Gloria Brown										
12/06/2007	8:55:02	Q	89600	89610	+1 (949) 443 6565	0:04	5:15	0:15	0:40	
12/06/2007	9:10:32	Q	89523	89610	+1 (949) 555 7788	0:01	0:40	0:13	0:40	8965
12/06/2007	9:12:25	Q	89523	89610	+1 (949) 444 2244	0:06	0:27	0:17	0:40	
12/06/2007	9:13:56	Q	89600	89610	+1 (714) 555 4656	0:02	3:16	0:14	0:40	
4						0:03	2:25	0:15	0:40	1

Figure 3. Agent Performance Report

Agent Activity Report

For Agent(s) 'Alan M (89672), Sanjay M (89652)'
 For the period (12/06/2007 - 12/06/2007)

Date	Start	Finish	Activity	Duration	Queue	Extension	Delay	Class
89652 Sanjay M								
12/06/2007	8:01:56	11:29:10	Login	3:27:14				
12/06/2007	8:02:56	8:03:30	Outbound	0:34		89652		47
12/06/2007	8:05:24	8:05:59	Break	0:35				
12/06/2007	8:06:01	8:06:10	Break	0:09				
12/06/2007	8:18:08	8:18:49	Queue	0:41	89523	89652	0:10	47
12/06/2007	8:21:53	8:22:23	Queue	0:30	89523	89652	0:10	47
12/06/2007	8:25:08	8:27:10	Queue	2:02	89600	89652	0:10	47
12/06/2007	8:30:40	8:31:04	Outbound	0:24		89652		47
12/06/2007	8:46:23	8:46:55	Direct	0:32		89652		47
12/06/2007	8:47:40	8:38:46	Direct	11:06		89652		47
12/06/2007	9:04:11	9:06:54	Queue	2:43	89523	89652	0:10	47
12/06/2007	9:11:13	9:12:42	Direct	1:29		89652		47
12/06/2007	9:12:57	9:13:26	Queue	0:29	89523	89652	0:10	47
12/06/2007	9:43:25	10:19:25	Break	36:00				
12/06/2007	10:21:13	10:21:29	Queue	0:16	89600	89652	0:10	47
89672 Alan M								
12/06/2007	8:00:31	8:04:53	Login	4:22				
12/06/2007	8:04:59	9:53:26	Login	1:48:27				
12/06/2007	8:05:33	8:05:35	Break	0:02				
12/06/2007	8:05:54	8:17:19	Break	11:25				
12/06/2007	8:18:53	8:27:52	Direct	8:59		89672		61
12/06/2007	8:34:24	8:35:04	Outbound	0:40		89672		61
12/06/2007	9:01:58	9:10:41	Direct	8:43		89672		61

Figure 4. Agent Activity Report

Multimedia Reporting

Reports

This table shows which reports are available for each media

Report Name	Phone	Chat	Web Callback	Fax	Email
Queue Performance	√	√	√	√	√
Queue Traffic Analysis	√	√	√	√	√
Queue Traffic Comparison	√	√	√	√	√
Queue Service Level	√	√	X	√	√
Queue Multimedia	√	√	√	√	√
Agent Performance	√	√	√	√	√
Agent Activity	√	√	√	√	√
Agent Availability	√	√	√	√	√
Agent Snapshot	√	√	√	√	√
Agent Summary	√	√	√	√	√
Agent Multimedia	√	√	√	√	√
X-Seconds	√	√	X	√	√
Callback Analysis	√	√	√	√	√
Call Type Analysis	√	X	√	X	X
Call Tracking	√	√	√	√	√

Report Name	Phone	Chat	Web Callback	Fax	Email
Wrapup Code	√	√	√	√	√
Queue Wrapup	√	√	√	√	√
Agent Wrapup	√	√	√	√	√
Departmental Inbound	√	X	X	X	X
Departmental Outbound	√	X	X	X	X
Held Calls	√	X	X	X	X
Indial Calls	√	X	X	X	X
In-dial Performance	√	X	X	X	X
Indial Traffic Analysis	√	X	X	X	X
Auto Attendant Option	√	X	X	X	X
ETA Performance	√	√	√	√	√
Mode Change	√	√	√	√	√
Queue Historical	√	√	√	√	√
Queue Historical Average	√	√	√	√	√
Agent Historical	√	√	√	√	√

Report Name	Phone	Chat	Web Callback	Fax	Email
Agent Historical Average	√	√	√	√	√
Callback Queue Historical	√	X	√	X	X
Callback Agent Historical	√	X	√	X	X
Indial Historical	√	X	X	X	X
Agent Setup	√	√	√	X	X
Queue Setup	√	√	√	√	√
Graphs	√	√	√	X	X

Graphs

Once a report is run it can be transformed into graphical format that is bright and easy to understand. A variety of graph types are available depending on your requirements. The following UCB reports once run, offer associated graph views.

	Ring Time	Talk Time	Call Duration	Total Calls	Abandon Calls	Call Distribution	Calls & Abandons	Wait Time	Abandonment Rate	Longest Wait	Queue Service Level
Queue Performance	√	√	√	X	X	√	√	√	√	√	X
Queue Traffic Analysis	√	√	√	X	X	√	√	√	√	√	X
Queue Service Level	X	X	X	X	X	X	X	X	X	X	√
Agent Performance	√	√	√	√	√	√	√	X	X	X	X
Queue Historical	√	√	√	X	X	X	√	√	√	√	X
Queue Historical Average	√	√	√	X	X	X	√	√	√	√	X
Agent Historical	√	√	√	√	√	√	X	X	X	X	X
Agent Historical Average	√	√	√	√	√	√	X	X	X	X	X
Operator Performance	√	√	√	√	√	X	X	X	X	X	X

Graph Definitions

Calls and Abandons	A comparison of all answered and abandoned calls for selected queues.	Abandonment Rate	The percentage of the total incoming calls in the queues that were abandoned.
Wait Time	Wait time is measured from the time the call first enters the telephony switch to when the agent picks up the receiver.	Longest Wait	Longest period a call went unanswered in this queue.
Ring Time	Ring time is measured from when the agent's phone starts ringing to when it stops ringing.	Call Distribution	Proportion of total calls to your contact center (given any exclusions) to each queue.
Talk Time	Talk time is measured from when the agent's receiver is picked up to when the agent's receiver is replaced.	Total Calls	Total calls received for these queues/agents.
Call Duration	Accumulations of call wait time, ring time and talk time. Effectively, the period of time from when a call enters the system to when the caller hangs up.	Service Level	Service Level achieved by each selected queue for each selected interval. This is the only graphical option available for the Service Level reports.
Abandoned Calls	Abandoned calls are those where, at any point after entering the queue or being delivered to an agent, the caller hangs up. Calls abandoned in less than the value specified as the Minimum Abandon time (in the setup parameters) will be ignored.		

Examples of Graphs

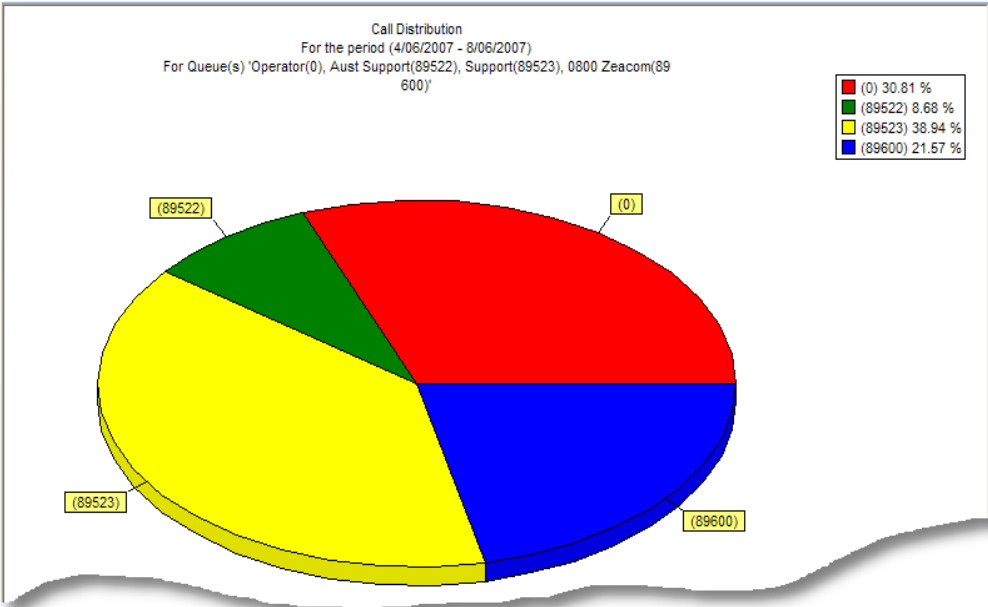


Figure 5. Queue Performance: Call Distribution graph [3D]

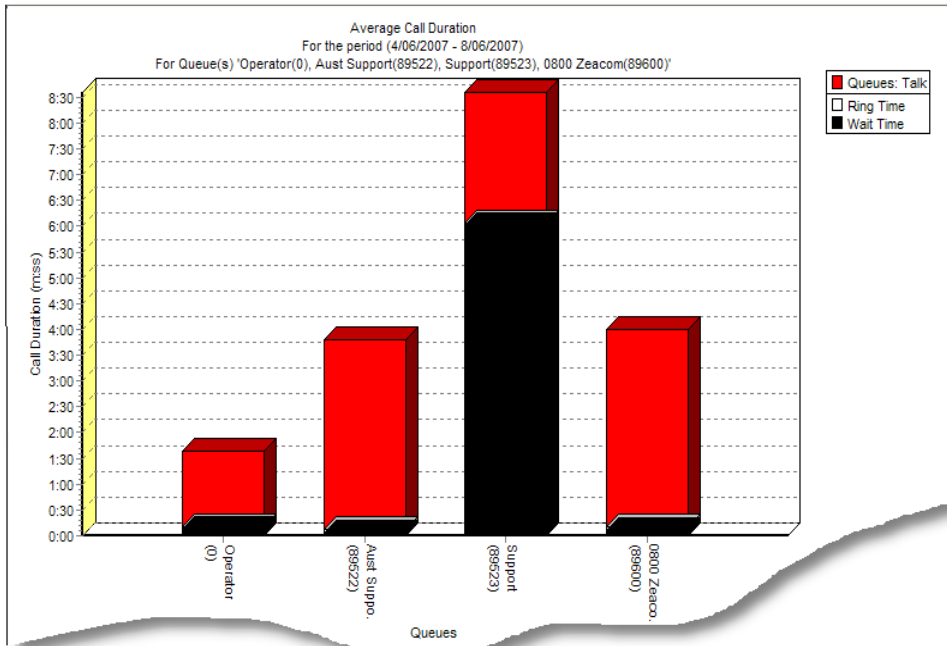


Figure 6. Queue Performance: Call Duration graph [3D]

Running a Queuing Report

Parameters

The following features allow managers to better define the parameters for their report:

- Media type(s) – phone, email, fax, web chat, web Callback
- Start and end date, and specific time the report should cover
- Queue number(s) to include
- Queue group(s) to include
- Call types – (e.g., I = Inbound queue calls, O = Outbound calls², A = Abandoned calls³).
- Agent(s) to include
- Agent group(s) to include

Level of detail

Empty Records

- By default, only records that exist will be printed. Selecting 'show empty records' will show zeros against a period when there are no calls to report on.

Detail Level

There are 4 options of detail level for each report:

- Monthly breakdown – One line of totals per month
- Totals only – One totals line per queue/agent
- Summary – A totals line per queue/agent and a total line per day
- All details – A totals line per queue/agent, total line per day and one line for each record

² Managers can select a minimum outgoing duration – so that all outgoing calls shorter than the time specified here would not be included in the report.

³ Managers can also select a minimum abandoned time so that calls that hang up before the time specified are not included in the report as 'Abandoned calls'

Setup

In this example Queue Performance Report parameters are shown:

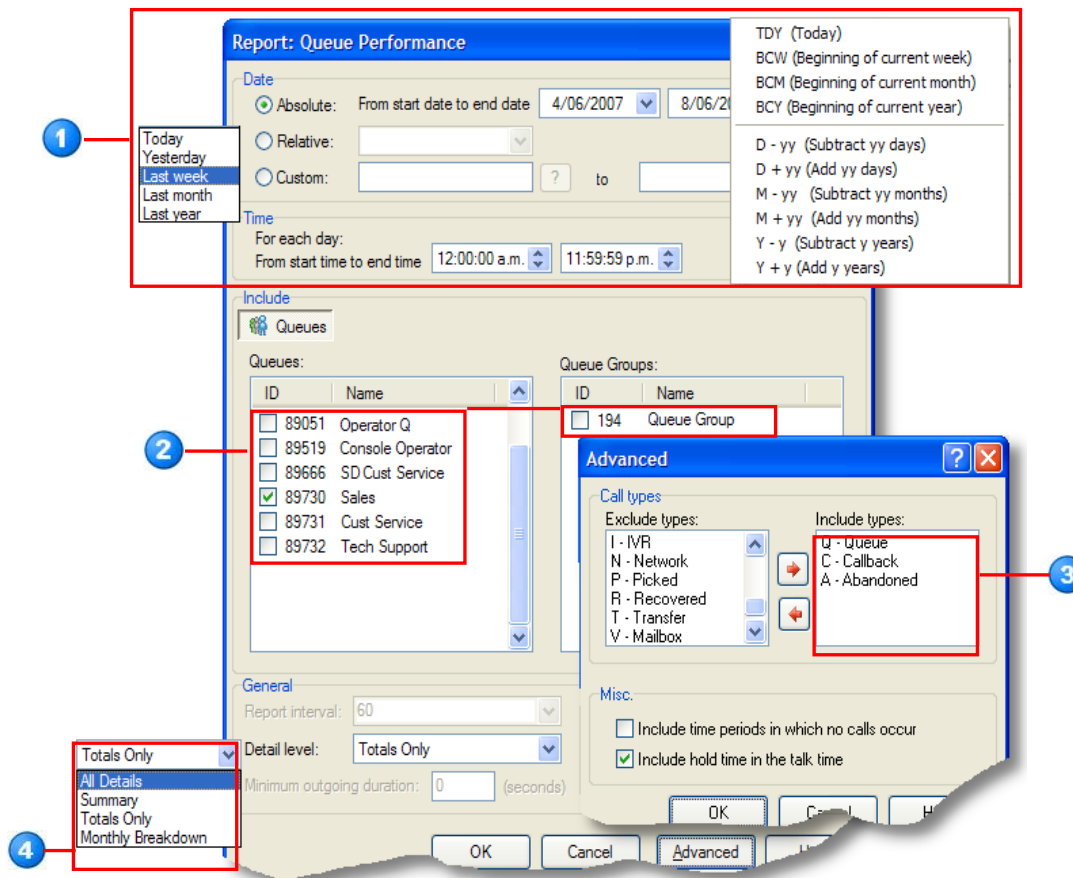


Figure 7. Configuration Parameters

- 1 A variety of **date** selection criteria is available to allow users to define the period the report will cover. Absolute allows you to specify the actual calendar date; Relative allows you to specify the date relative to the day you run the report and Custom allows you to specify a formula using the parameters shown
- 2 Include the Queues or Queue Groups you want to report on by checking the appropriate boxes
- 3 Choose the call types to be included in the report
- 4 Choose the detail level required

Voice Messaging Reports

Voice Messaging Reports⁴ assist Administrators to identify any areas of the system that require maintenance or users that need assistance. The report use records from your system's voice messaging configuration and voice messaging usage activity. Here you can view the voice messaging setup and mailbox usage.

Voice Messaging Reports are designed to be run daily or weekly. The recommended run frequency is included with each report.

Features

- View and document the Voice Messaging system setup
- View details and status of each available mailbox
- Configure and run reports based on time period required
- Use Report Wizards to simplify the report generation process with On-Line Help information on what each report covers

Benefits

- Analyze how users are utilizing their mailboxes
- Easily identify and provide assistance to mailbox users that have not set their mailbox up correctly.
- Administrators are able to use these reports to analyze any area of the system that require maintenance e.g. A mailbox user has an unusually high number of messages taking up a large amount of disk space, or a user has left the company but their mailbox has not been deleted.

Mailbox Profile

This report shows the current configuration of each available mailbox in the system. It provides details such as the user's currently active profile, which standard greetings have been customized by the user and whether the user is using scheduled or manual Presence profiles. Use this report to identify which users have not activated their mailbox, are not using it correctly or require setup assistance.

Mailbox Summary

Run this report to review the current message status for all mailboxes in the system. The report provides a summary of the message status such as the number of new, saved and deleted messages in each mailbox. Use this report to identify any mailboxes that may require assistance or have an unusually high number of new messages and how old these messages are.

Notification Attempts

The Notification Attempts report provides an historical view of outbound notification statistics. Voice Messaging can be set up to notify any pre-specified address (dependent on user security settings) when a message is left in a mailbox. Users can set up a number of notification 'profiles' to notify different types of destination (extensions, pagers, telephones, email) or different numbers. This report is useful to identify which address a notification was sent to and when the user logged in as a result of that notification. This report can also help to identify whether a user's notification settings are resulting in unnecessary toll call charges.

Voice Messaging Auto-Attendant Option

Run this report to analyze your Voice Messaging Auto Attendant actions over a specified period of time. This report is typically used for company, queue, or departmental mailboxes.

⁴ Voice Messaging Reports are built in to the Voice Messaging module.

Voice Messaging Usage

Run this report to review voice messaging use and access history for all voice mailboxes. This can provide a daily summary of voice mail traffic for your entire system. This report can provide information for the current date, or historical information for dates within the past three months.

Mailbox Profile Report Example

- 1 Personal User ID numbers. They will use this number when they log in to the system.
This column shows whether a user has recorded their mailbox name or not. It is important that this is recorded as this name is used to play the mailbox owner's name in their own voice both to callers and to other internal users to identify who a message is from.
- 2 The "busy greeting" is played to your callers when your phone is busy. This column shows whether a user has recorded a personalized greeting or whether they are using the default system "busy greeting".

User ID	Name	Current Profile	Mailbox Name	Schedule On	Busy Greeting	Pre-Record Prompt
9551	Nick Tucker	<In the Office>	Yes	No	< Personal >	No
9552	Martin Bone	Tuesday in the buildin	Yes	Yes	< Personal >	Yes
9554	Tony Wiley	Tue In	Yes	No	< Personal >	Yes
9557	Peter Bonika	<In the Office>	Yes	No	< Personal >	Yes
9558	Alex Ingram	<At My Desk>	Yes	No	< System Generated >	Yes
9561	Jon Watkins	Tuesday	Yes	Yes	< Personal >	Yes
9562	David Lyon	In the Office	Yes	Yes	< Personal >	Yes
9563	Grant Stuart	<In the Office>	Yes	Yes	< System Generated >	Yes
9565	Belinda Hudson	In Tuesday	Yes	Yes	< Personal >	No
9568	Richard Thomas	<In the Office>	Yes	No	< Personal >	
9570	Tim Tucker	In Meeting	Yes	Yes	< Personal >	

Figure 8. Mailbox Profile Report

Notification Attempts Report Example

Voice Messaging can be set up to notify any pre-specified address when a message is left in your mailbox. You can set up a number of notification 'profiles' to notify different types of destination (i.e. extensions, pagers, telephone, email) or different numbers.

- 1 The type of notification sent – e.g. Dial(number), Pager, Email, Forward etc.
- 2 The destination number or address that the notification was sent to
- 3 Result of each notification attempt

Notification Attempts Report				
For the period (4/06/2007 - 8/06/2007), (0:00:00-23:59:59), Report Interval '60', Detail 'All Details'				
Date	Time	Notification Type	Notification Address	Result
Andrew Johnson				
7/06/2007	11:27:47	Dial	+1(717) 555 4322	Message sent
7/06/2007				
				1
				1
Gabrielle Hudson				
5/06/2007	15:51:09	Dial	+1(717) 276 9922	PBX port is allocated and the notification is pending
5/06/2007				
				1
				1
Howard Hane				
6/06/2007	11:58:19	Email	howard.hane@abcomail.com	Message sent
6/06/2007				
				1
				1
Nick Johns				
5/06/2007	10:53:32	Dial	+1(949) 544 2660	Message sent
5/06/2007				
				1
				1

Figure 9. Notification Attempts Report

Running a Voice Messaging Report

The Mailbox Profile and Mailbox Summary reports are static. They report the current mailbox configuration and message status for all mailboxes in the system. Simply select the report you require and it will automatically run.

Parameters

All mailboxes in the system are automatically included in the report. The following features allow managers to better define the parameters:

- Absolute start and end dates
- Relative date– choose a day or other period relative to today
- Custom date – use a formula to customize parameters for a relative period (i.e. relative to today)
- Specific times of each day the report should cover

Level of detail

Empty Records

- By default, only records that exist will be printed. Selecting 'show empty records' will show zeros against a period when there are no calls to report on.

Detail Level

There are 4 options of detail level for each report:

- Monthly breakdown – One line of totals per month
- Totals only – One totals line per mailbox
- Summary – A totals line per mailbox and a total line per day
- All details – A totals line per mailbox, total line per day and one line for each record

Fax Reports

Features

Fax Reports⁵ provide accountability and control of fax communications which increase customer satisfaction. The reports provide summary and detailed information on Fax delivery and sending.

- Reports can be run on all inbound and outbound faxes
- CLI and the details of the contact (if available) are reported for Inbound faxes received
- Reports can be run on a per mailbox or queue basis
- Details for faxes received by queues and/or personal mailboxes
- Outbound reports provide information on how many pages were sent, the number of attempts and the result of each attempt
- Queuing reports include reply information from Inbound queue faxes
- Report Wizards and On-Line Help

Benefits

- Details of how many pages were received and when are provided on a per mailbox basis
- Users can choose between summary information and optional full details of fax activity
- Names are provided in addition to CLI information when a match is found in the Phonebook
- Wizards and Help simplify the report generation process and provide information on what each report covers

Inbound Queue Fax

This report provides statistics on call volume and sender details when faxes have been received by a queue.

Outbound Queue Fax

This report provides information on faxes sent as replies from queue faxes.

Fax Destination

The Fax Destination Report allows you to list fax transmissions sent to selected fax numbers.

Outbound Fax Messaging

The Outbound Fax Messaging Report allows you to report on faxes that have been sent on a per mailbox basis.

Outbound Queue Fax

The Outbound Queue Fax Report allows you to report on faxes that have been sent on a per queue basis.

⁵ Fax Reports are built in to the Fax Queuing and Fax Messaging modules

Inbound Fax Messaging Report Example

- 1 Number of fax pages received into the user's mailbox
- 2 The CLI details of the contact sending the fax (if available)
- 3 The name of the contact (provided CLI is available and matches a Phonebook contact)
- 4 The company name from the Phonebook record (provided CLI is available and matches a Phonebook contact)

Inbound Fax Messaging Report						
For Mailbox(es) 'Barbara Taylor (9578)'						
For the period (1/05/2007 - 31/05/2007), (0:00:00-23:59:59), Detail 'All Details'						
Date	Time	Pages	CLI	Caller	Company	
9578					Barbara Taylor	
5/05/2007	7:32:41	1	+1 (949) 544 3660	Joe Robinson	ABC Company	
		1		1		
9/05/2007	11:05:36	1	+1 (949) 622 3600	Mary Davies	NEC Unified Solutions, Inc.	
		1		1		
14/05/2007	11:14:13	1	+1 (949) 522 2771	Martha Browne	Mentor Co	
14/05/2007	17:56:56	1	+61 (2) 7222 6220	Callum Smythe	NEC Unified Solutions, Inc.	
14/05/2007	18:02:50	1	+1 (949) 355 3600	Laura Pond	NEC Unified Solutions, Inc.	
		1		3		
15/05/2007	13:58:01	3	+1 (949) 300 2220	Alex Dalton	Fax Mail Co	
		3		1		
19/05/2007	4:21:48	1	+1 (949) 478 7800	Kate Shaw		
		1		1		

Figure 10. Fax Messaging Report

Inbound Queue Fax Report Example

- 1 Name of the Queue that received the fax
- 2 CLI details of the contact sending the fax (if available)
- 3 Name of the contact (if CLI matches a Phonebook entry)
- 4 Company name of the contact (if CLI matches a Phonebook entry)

Inbound Queue Fax Report
For Queue(s) 'SUPPORT FAX Q (3357211)'
 For the period (1/05/2007 - 31/05/2007), (0:00:00-23:59:59), Detail 'All Details'

Date	Time	Pages	CLI	Caller	Company
SUPPORT FAX Q					
1/05/2007	12:06:42	1	+1 (949) 555 5600	Joe Davies	NEC Unified Solutions, Inc.
2/05/2007	7:59:37	1	+1 (949) 276 9920	Martha Shaw	Mentor Co
6/05/2007	14:30:42	1	+1 (949) 277 5606	Joseph Smythe	ABC Company
6/05/2007	16:43:48	1	+1 (949) 488 5600	Mary Stuart	
7/05/2007	10:11:24	1	+1 (949) 477 2000	Barbara Davis	Fax Mailer Co
14/05/2007	15:05:59	1	+1 (949) 356 3626	Paula Moore	
17/05/2007	15:05:35	1	+1 (949) 822 2660	Michael Smith	NEC Unified Solutions, Inc.
18/05/2007	10:49:03	1	+61 (2) 7220 7222	Joe Moor	NEC Unified Solutions, Inc.
18/05/2007	22:57:47	1	+1 (949) 277 5606	Joseph Smythe	ABC Company

Figure 11. Fax Queuing Report

Outbound Fax Messaging Report Example

- 1 User mailbox that the fax was sent from
- 2 Number of pages that were sent
- 3 Number of attempts made for this fax
- 4 Result of the attempt

Outbound Fax Messaging Report							
For MailBox(es) 'Barbara Stuart (9578), Angela Jenkins (89556)'							
For the period (1/05/2007 - 31/05/2007), (0:00:00-23:59:59), Detail 'All Details'							
Date	Time	Pages	CLI	Caller	Company	Attempt	Result
Barbara Shaw							
8/05/2007	13:53:08	2	+1 (949) 555 4232	Paula Moore	NEC Unified Solutions, Inc.	1	Retry
8/05/2007	13:58:59	2	+1 (949) 555 4232	Paula Moore	NEC Unified Solutions, Inc.	2	Success
8/05/2007	14:05:15	1	+1 (949) 2769920	Laura Brown	ABC Company	1	Retry
8/05/2007	14:11:26	1	+1 (949) 2769920	Laura Brown	ABC Company	2	Retry
8/05/2007	14:17:38	1	+1 (949) 2769920	Laura Brown	ABC Company	3	Failed
		2		5		3	
		2		5		3	

Outbound Fax Summary	
Number of Successful Attempts	1
Number of Failed Attempts	1
Number of Retries	3
Number of Cancelled Faxes	0

Figure 12. Fax Messaging Report

Operator Reports

Operator Reports⁶ enable you to report on individual operator and Console use statistics daily and assist you to easily identify 'hot spots'. Resources can then be scheduled accordingly to handle calls during these busy periods. Reports can be grouped on a per Indial basis and broken down into time intervals so Managers can easily identify 'hot spots' and schedule their resources accordingly.

Features

- Evaluate call volume performance on a per operator basis
- Measure how well calls are being answered within target answering times
- Analyze each call for each operator
- Group calls on a per Indial basis in the report
- Configure and run reports based on specific time of the day/date
- Operator Performance Graphs
- Choose specific Operators, Queues or Indials to be included in the report
- Break reports into time intervals
- Report Wizards
- On-Line Help

Benefits

- Use your summary reports to aid training and procedure planning
- Breaking a report down into time intervals allows you to more easily identify busy periods and therefore schedule your resources appropriately
- Report Wizards simplify the report generation process
- Use On-Line help for report information, how to use a specific report and helpful hints

Console Performance

The Console Performance Report provides data so that you can assess call volume performance on a daily basis per Indial. You can determine how well your target answering time for your contact center is being met by viewing daily averages and totals for each Indial. Run a detailed report to view individual calls.

Console Traffic Analysis

This report provides a snapshot of the Operator's call activity, with calls grouped by Indial for the Operator queue. Break the report into (e.g. 60-minute) intervals to easily identify busy periods.

Console Service Level

This report provides a periodic snapshot of the Service Level on a per Indial basis. It reviews trends in service levels based on time of day. The Service Level is a single figure that represents answering performance for each Indial, requiring no further analysis. The parameters used to calculate the service level are taken from the Operator queue.

Console Transferred Calls

The Console Transferred Calls report identifies incoming calls transferred to another destination by a Console Operator. The calls are grouped by transfer destination i.e. all calls transferred to extension 5555 will be grouped together.

Console X Seconds

Use X Seconds for an alternative report of your Console performance by totaling call wait times into time slots. Use this where you need to measure Operator performance based on an "unacceptable wait time" in the Operator queue. Also use X Seconds for analyzing abandoned calls.

Alternatively, change your setup parameters to simply divide your data into calls that queued and calls that had immediate delivery.

Operator Call Type Analysis

The Console Call type analysis report illustrates contact center traffic for each Operator. You can use this report to compare daily performance of Operators. List all Operators and results on the

⁶ Console Reports are built in to the Console Module

same page, as an alternative format to the Operator Summary Report.

Operator Performance

The Operator Performance report examines the individual performance of your contact center Operators. Daily averages and totals for each Operator, and the details of each call, enable you to help your Operators reach your performance criteria expectations and to recognize your top performers. A minimum call duration buffer is available.

Operator Summary

The Operator Summary report monitors the performance of your Operators overall and in detail. Use this report to summarize operator availability, call type and call duration. This report provides a full breakdown of an Operator's shift.

Console Performance Report Example

This example of a Console Performance report has been run in Summary format to provide daily statistics.

- 1 Report is summarized by each Indial selected in the report parameters
- 2 Total calls per day summarized by Indial, including a grand total for all Indials
- 3 Average wait time per day and total average for the period reported on
- 4 Percentage of calls answered within target answering time as configured against the queue

Queue	Name	Date	Arrival Type	Agent	Extn	Number	Calls	Ring	Talk	Wait	Prime Agents	Abnd	Abnd Rate	Target
In-Dial: Internal calls														
0	Operator	5/06/2007					9	0:02	0:45	0:08		1	11.00%	75.00%
0	Operator	6/06/2007					19	0:02	1:05	0:14		3	16.00%	56.00%
0	Operator	7/06/2007					2		0:13	0:13		2	100.00%	
0	Operator	8/06/2007					2	0:07	0:19	0:13		1	50.00%	
0	Operator						32	0:02	0:57	0:12		7	22.00%	60.00%
In-Dial: (5555) Main Number														
0	Operator	4/06/2007					1			0:26		1	100.00%	
0	Operator	5/06/2007					20	0:03	0:48	0:10				40.00%
0	Operator	6/06/2007					20	0:02	2:18	0:08		1	5.00%	63.00%
0	Operator	7/06/2007					16	0:04	2:52	0:09				6.00%
0	Operator	8/06/2007					21	0:05	0:58	0:08				
0	Operator						78	0:03	1:39	0:09		2	3.00%	28.00%
							110	0:03	1:29	0:10		9	8.00%	36.00%

Figure 13. Console Operator Report

Running a Console Report

Certain Console reports are designed to be run daily. Others, such as the Operator Summary report, can be run on a weekly or monthly basis. The recommended run frequency is included with each report

Parameters

Depending on the report type Console reports require you to select Queues, Indial numbers or particular Operators you wish to include in your report.

All Queues, Indials and Operators that belong to the company you have access to are automatically available for selection in your report. The following features allow managers to better define the parameters:

- Absolute start and end dates
- Relative date– choose a day or other period relative to today
- Custom date – use a formula to customize parameters for a relative period (i.e. relative to today)
- Specific times of each day the report should cover

Level of detail

Empty Records

- By default, only records that exist will be printed. Selecting 'show empty records' will show zeros against a period when there are no calls to report on.

Detail Level

There are 4 options of detail level for each report:

- Monthly breakdown – One line of totals per month
- Totals only – One totals line per mailbox
- Summary – A totals line per mailbox and a total line per day
- All details – A totals line per mailbox, total line per day and one line for each record

Console Report Parameters Example

- 1 Optionally specify a fixed daily start and end time
- 2 Quickly select report parameters by selecting a period relative to today
- 3 Choose specific Indial numbers you wish to include in your report

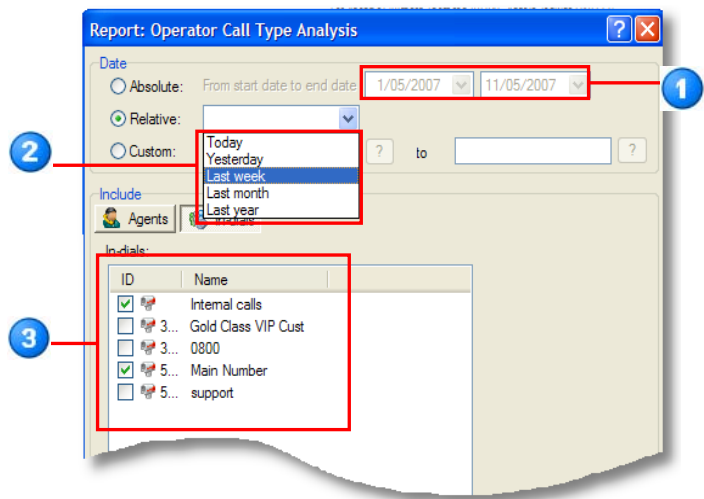


Figure 14. Operator Report Configuration Parameters

Media Viewer

The Media Viewer⁷ provides the ability to review details of chat, email and fax conversations. It allows you to go back and review the “conversations” that occur for specific call media. Contact Centers and their Customers can feel confident knowing that their communications are being dealt with and can be tracked.

The Media Viewer Preview window allows you to review a specific call and its associated details e.g., a copy of the delivered fax. These can be saved to a disk or printed.

Features

- The ability to go back and review the “conversations” that occur for specific call media.
- In the case of Fax, both the initial fax image as well as any fax-back images would be captured and presented as the “conversation” all.
- Email Queuing stores the communications from the customer and the agent.
- In the case of Phone and Web Chat, the conversation is stored as one record for each call, as the conversation is more dynamic.
- The Media Viewer Calls window lists the calls (based on search criteria), providing an overview of the call details: the agent who received the call, Caller ID if received and queue name/number that the call was delivered from.

- The Media Viewer Preview window allows you to review a specific call and its associated details.
- Emails archived to the data server, or internal database, can be viewed by the Media Viewer, accessible via the standard Reports application.
- Under each record, any subsequent “conversation” records are shown.
- Conversations can be saved or printed from the File Menu or toolbar.
- Filter controls to limit the conversations shown.

Benefits

- Managers can confidently track any email on record, allowing them to follow up on any anomalies or issues under discussion.
- Archiving provides security for the customer and the contact center that all communications are being dealt with.
- The effect of archiving is similar to that of conversation monitoring or recording, which are both credited with maintaining a high standard of effort and performance from contact center staff, who are aware of the possibility of a conversation being opened, and read by management.
- All details of a specific call can be viewed e.g. a copy of the fax.

⁷ The Media Viewer is built into the CT Control Module

Media Viewer Example

- 1 A wizard allows you to define the report parameters
- 2 You can save the report topics or topics and replies to a file
- 3 Once the report has been generated, you can limit the view by date, contact, agent or media
- 4 Detail lines show call information such as the agent who received the call, date received, queue it was delivered from, CLI if available or email address

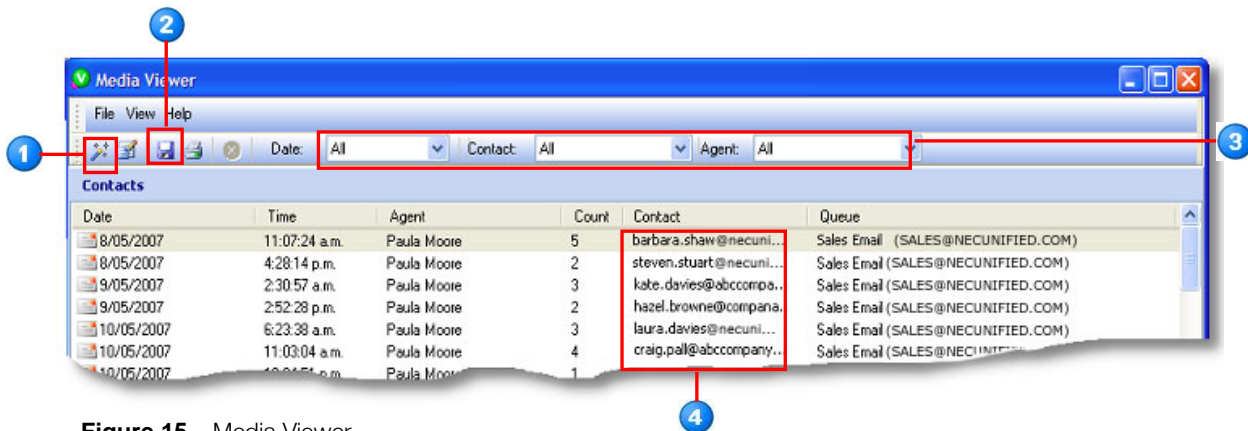


Figure 15. Media Viewer

- 1 Select a contact detail line to view more information
- 2 The preview pane shows the details of the contact. In this example the agent's reply to the customer's email is shown.

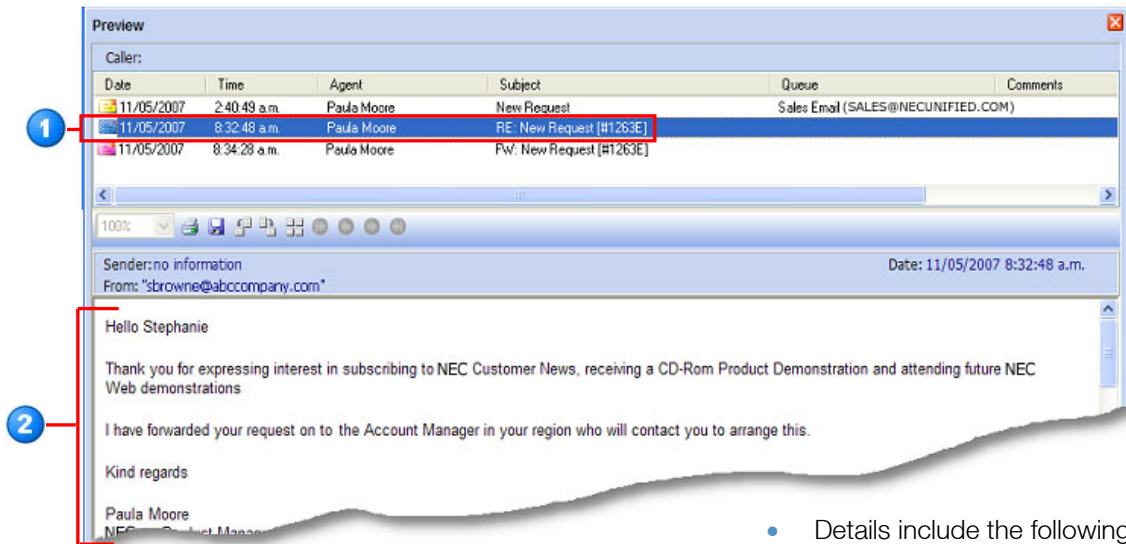


Figure 16. The Media Viewer Preview window

Launching the Media Viewer

If a user is logged in to Reports they can launch the Media Viewer from the Reports Tools menu. In addition users can have the Media Viewer shortcut on their PC Desktop. Clicking on the shortcut will activate the login screen. Using their personal login maintains security. The user name and password, and security privilege for Reports (set in the Administrator application) control login rights to Media Viewer.

Parameters

- Absolute start and end dates
- Specific start and end times of each day within the date range selected
- Which clients are to be included in the report
- Which agents are to be reported on
- Which media type you wish to report on (Email, Chat, Fax)

Level of detail

Calls Window

- This window displays a list of all conversations that match the parameters entered in the Wizard or Setup dialog

- Details include the following columns:
 - Type (icon): Shows whether the call is a Chat, Email or Fax
 - Date: the date of the first call in the conversation
 - Time: the time of the first call in the conversation
 - Agent: The agent who took the calls
 - Count: the number of items in the conversation
 - Caller: the phone number, email address, or Chat identifier of the external party
 - Queue: the queue that the calls were delivered through

Preview Window

- All parts of the conversation are listed separately (e.g. initial delivery to agent, agent reply)
- Double-click a conversation to view details in the Message window

System Reports

System Reports⁸ are run to document the current system configuration and settings of the contact center. Administrators can analyze this data to fine-tune system configurations, identify any users that may require assistance or export the data for use in other applications.

Features

- Reports are generated based on the Administrator data
- Most system reports are available in .csv format
- Announce reports provide information on announcement port traffic and what types of calls and how the ports are being utilized
- Track changes made to the system configuration

Benefits

- The ability to save in .csv format allows Administrator to export the report for use in other applications
- Most reports do not require parameters to be entered
- Administrators can view calls that experienced announcement delays and therefore analyze whether configuration adjustments need to be made for certain parts of the day or whether there is a need for additional ports in the system
- Identify who made changes to the system configuration and when those changes were made

Agent Setup

The Agent Setup Report documents the current Agent configuration

Announce Exception

Run this report to view all calls that experienced a delay in their announcement. It is generated based on call data, not on system data saved in Administrator.

Announce Usage

Run this report to view a breakdown of how the Announce ports are being used. This provides a detailed record of all announcements that have played and the types of calls and actions that the announcements were related to.

Audit Trail

This report enables the user to track all changes to the current system configuration. Changes are made to objects within the application and the report identifies the type of change made.

Auto Attendant Setup

Run this report to document your current Auto Attendant configuration.

Class Setup

Run this report to document your current Agent Class configuration.

Customer Query Setup

Run this report to document your current Customer Query configuration and entries.

Delivery Pattern Setup

Run this report to document your current pattern configuration.

Group Setup

Run this report to document your current Report Group configuration.

Line Setup

The Line Setup Report documents your current line configuration. This report describes all available lines; phone lines, email lines, and other lines.

Phonebook Setup

Run this report to document your current Phonebook configuration and entries.

⁸ System Reports are built into the CT Control module

Progress Setup

Run this report to document your current Progress announcement configuration and entries.

Query Database Setup

Run this report to document your current Query Database configuration.

Queue Setup

The Queue Setup Report documents your current Queue configuration.

Site Notes

The Site Notes report shows all of the information text associated with setup items (entered by clicking the "i" icon at lower left of the edit window for the item in Administrator.) Some examples of Items with information text are announcements, queues, patterns, and classes.

Wrapup Setup

Run this report to document your current Wrapup Template and/or code configuration.

Presence Reports

Two Presence Reports are available for all enterprise users, regardless of whether they are part of the contact center, depending on their permissions:

1. Presence
2. Call History

Presence reports provide...

- Management of self and staff
- Access to all reports and users is controlled by security settings so people can be restricted to viewing their own records, or managers may wish to monitor staff

- Report on...
 - Selected Users and/or Departments
 - Specified dates and times of day
 - Call activity – how many calls were received/made over a period, of what type: inbound, outbound etc
 - Presence Profiles – how much time was spent in meetings, away from your desk
 - Absenteeism – how many days you're your staff away sick or on vacation?

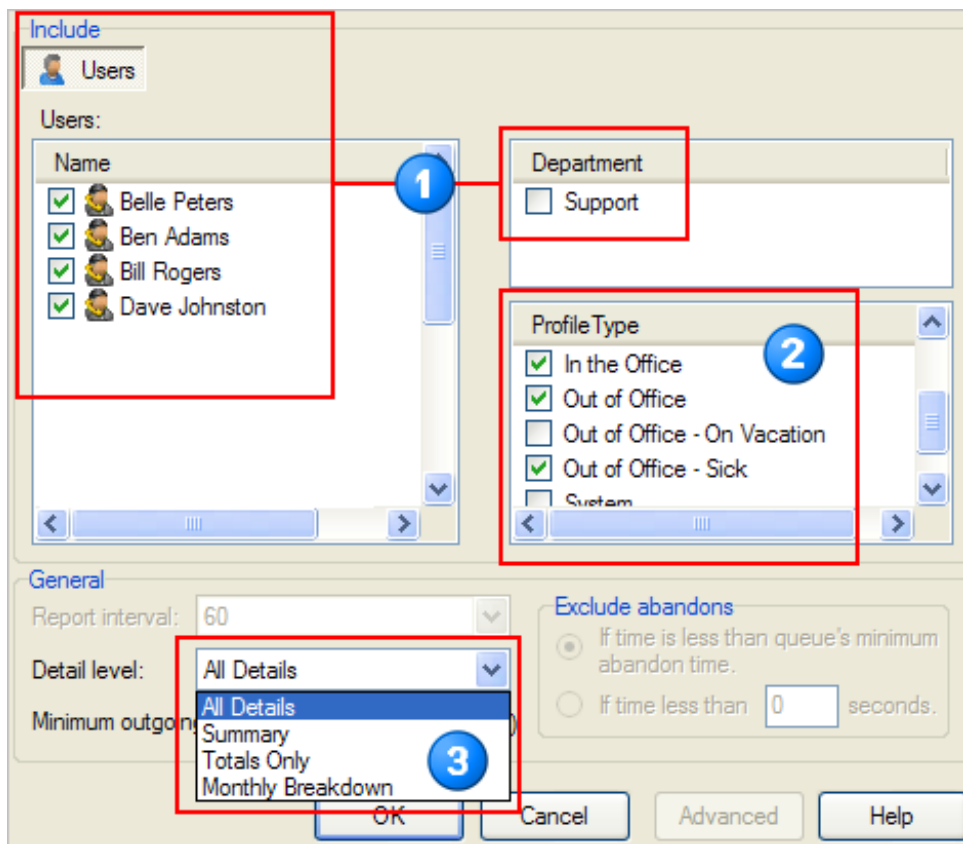


Figure 17. Presence Report configuration

Call History Report

For User(s) ''
For Department(s) 'Marketing'
For the period (24/03/2008 - 28/03/2008), (0:00:00-23:59:59), Min Outgoing '0', Detail 'Monthly Breakdown'

Date	Arrival	Type	Queue	Extension	Calls	Ring	Talk	Wait	ACW	Transfer Destination	Max Talk
Arran Boon											
Mar/2008					25	0:05	2:10				7:37
					25	0:05	2:10				7:37
Barbara Stuart											
Mar/2008					134	0:04	1:47		1		17:49
					134	0:04	1:47		1		17:49
Craig Powell											
Mar/2008					5	0:02	3:32				3:32
					5	0:02	3:32				3:32
George Bond											
Mar/2008					28	0:05	3:22				14:24
					28	0:05	3:22				14:24
Jason Robb											
Mar/2008					1						
					1						
Paul Moor											
Mar/2008					87	0:03	1:13		1		12:56
					87	0:03	1:13		1		12:56
					280	0:04	1:49		2		17:49

Figure 18. Call History Presence Report by Department

Call History Report

For User(s) 'Barbara Stuart'
For Department(s) ''
For the period (25/03/2008 - 28/03/2008), (0:00:00-23:59:59), Min Outgoing '0', Detail 'Summary'

Date	Arrival	Type	Queue	Extension	Calls	Ring	Talk	Wait	ACW	Transfer Destination	Max Talk
Barbara Stuart											
28/03/2008					58	0:04	1:29				12:28
27/03/2008					30	0:04	1:43		1		7:50
26/03/2008					31	0:05	2:12				13:23
25/03/2008					15	0:02	2:09				17:49
					134	0:04	1:47		1		17:49

Figure 19. Call History Presence Report for me

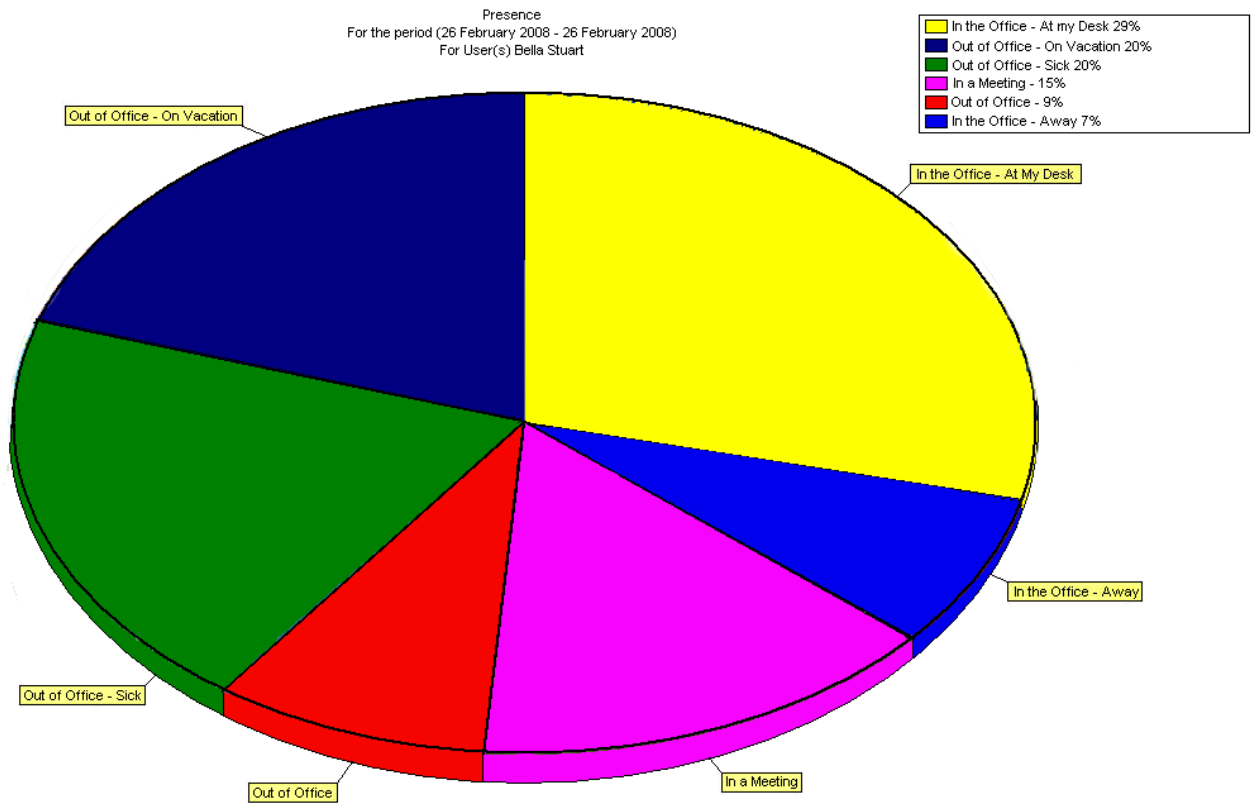


Figure 20. Presence Profile Graph

Personal Reports

Personal reports⁹ reduce repetitive interaction and ensure reports are always available on time when they are due. Customized reports can be created for a particular scenario or analysis and allow supervisors or managers to re-use a set of parameters whenever they wish, without re-specifying them each time the report needs to be run. These reports can also be scheduled to run automatically – a significant time saving factor for both Managers and their Supervisors.

For example, configure performance reports to be run weekly, for each queue or queues report group that is of interest, with the appropriate parameters set. By specifying a relative date (e.g., from the beginning of “last week” to the end of “last week”), no parameters need to be altered in order to run the same report on a regular basis.

Features

- Right-click pop-up menus enables straight forward selection when adding a new report
- Wizards and On-Line Help
- Configure and save reports using absolute, relative or custom date formats

- Report names can be customized
- Reports can be created for any media type
- Modify report parameters at any time

Schedule Personal Reports to run every day, week, or month.

Benefits

- The use of relative or custom dates means no parameters need to be altered in order to run the same report regularly
- Wizards offer effortless selection of parameters for your report profile
- The ability to customize the name of a report means you can select the right report at a glance, already knowing the parameters that will be selected e.g. “Support Agent Performance for last week”
- Scheduling your personal reports reduces repetitive interaction and means reports are always available on time. They can be saved in a preset location, printed or emailed automatically

⁹ Personal Reports are built into the CT Control module

Example – Adding a new Personal Report

- 1 Personal Reports already configured and available
- 2 Pop-up menus which enable simple selection of new Report Profile
- 3 All reports the logged in user can access can be customized and saved as a Personal Report

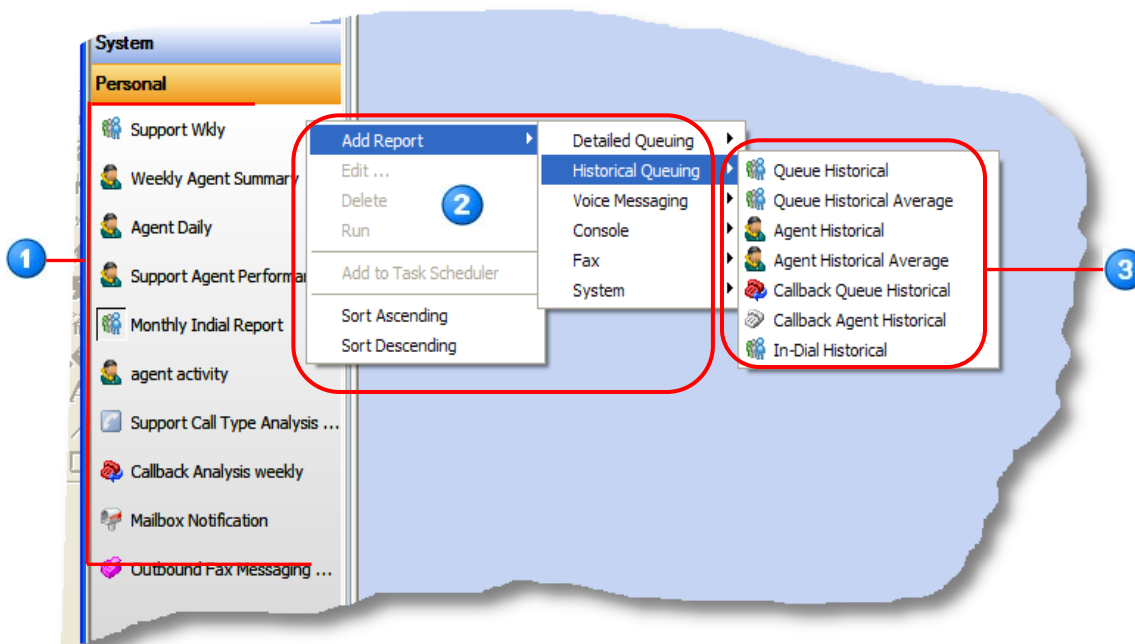


Figure 21. Personal report

Example – Using the wizard to customize a Personal Report

- 1 Choose a name for your Personal Report
- 2 Select Relative, and drop down the list to choose a day or other period relative to today. This enables the user to easily run this report on demand without the need to specify particular date parameters each time
- 3 Choose parameters for your Personal Report

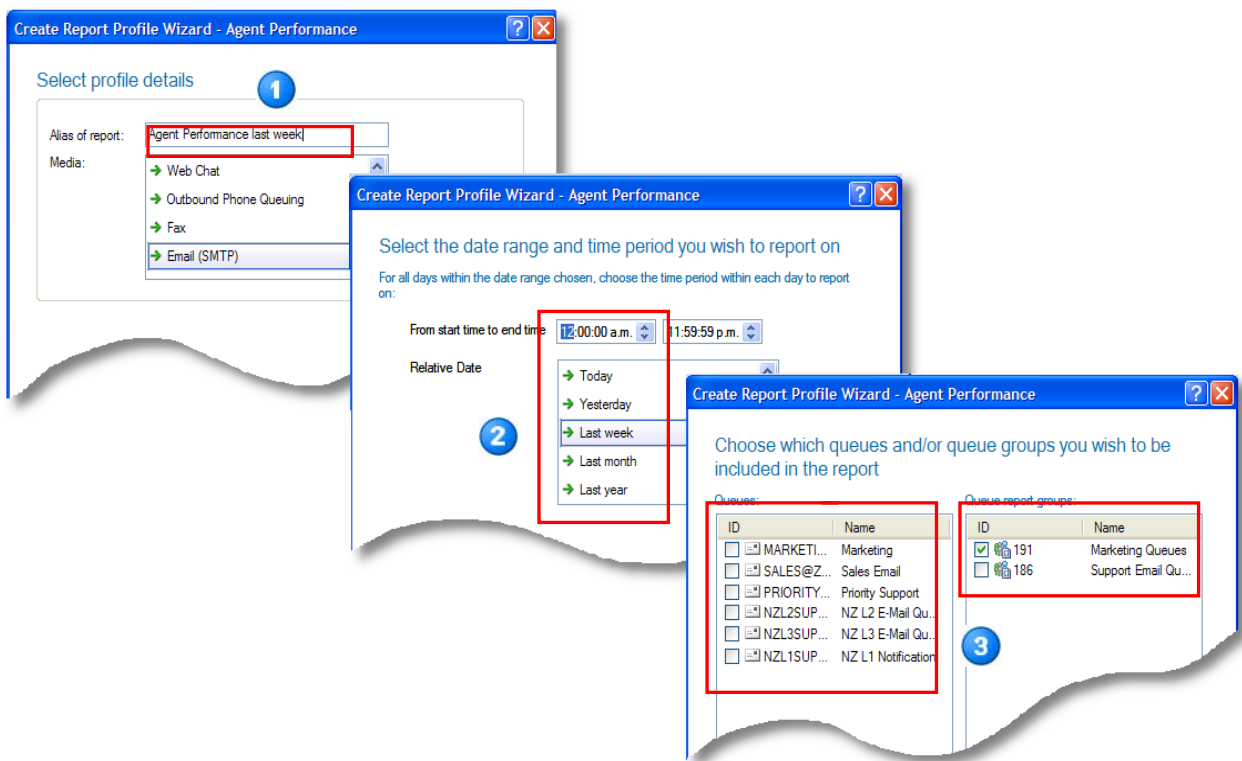


Figure 22. Personal Reports Parameters

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