

Reports

UC for Business



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Introduction

In today's fast-paced contact center environment, information is power. NEC's UC for Business (UCB) Reports module provides data that is meaningful and easy for managers to analyze and accurately measure contact center and voice messaging performance. Managers get the statistical output they need 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.

Overview

With UCB Reports module, businesses are able to analyze and accurately measure contact center and voice messaging performance through a wide-range of reports.

The on-board database in NEC's UC for Business Reports module collects 'cradle-to-grave' statistics on every facet of every call – whether phone, email, fax, web chat or callback. In contrast to other reporting packages, managers can report on all types of communication within the enterprise from the one platform, with more than 200 pre-designed reports and graphs.

UCB Reports were designed to inform management about the entire enterprise, covering all staff from executives, knowledge workers and contact center agents to the console operator.

Report Categories

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

UCB Reports are divided into the following main categories.

- **Queuing Reports** – Provides Detailed Reports for short-term (i.e. daily) overview information and Historical Reports for long-term information (i.e. weekly or monthly)
- **Multimedia Reporting** – Provides reports for each media type
- **Voice Messaging Reports** – Review voice messaging and mailbox use information.
- **Fax Reports** – Provides information about inbound and outbound fax usage.

- **Operator Reports** – Review operator calls and Console use information.
- **Media Viewer** – Provides the ability to review details of chat, email and fax 'conversations
- **System Reports** – Provides the current system configuration and settings of the contact center
- **Presence Reports** – Provides Presence information on selected users and/or departments such as call activity, Presence profiles, and absenteeism
- **Personal Reports** – Can set up own Personal reports section for commonly used reports. Batch and schedule reporting are available.

Queuing Reports

Queuing Reports deliver the comprehensive management information contact center managers need to effectively manage 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 the time it terminates, valuable data is being collected about each call and the agents who handle it.

UCB's complete reporting package ensures operating parameters can be measured and improved. Accessing critical information is simple and efficient, regardless of whether the contact was a phone call, email, fax, 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.
- Reports can be scheduled. A pre-defined Personal Report can run daily, weekly, monthly or print automatically.
- Access to all reports and user records is controlled by security settings; some users may benefit from running Presence reports and can be restricted to viewing their own data only.

Benefits

- Costs are reduced, revenues increased and customer satisfaction is improved by ensuring 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 media types in the same way they currently manage phone calls.
- All agents can be reviewed and assessed against quantitative standards and evaluated; thus, providing valuable management information to improve contact center performance.
- Wrapup Code reports analyze the impact of marketing campaigns, e.g., increase in call volumes at the time the advertisement was run.
- Managers are provided with the tools they need to solve problems, e.g., why the abandoned call rate increased 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 Administrator.
- Scheduled reports reduce 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 to whom the call was delivered
- After call worktime

Queuing Report Categories

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

- Detailed
- Historical queuing

- System
- Personal
- Media Viewer
- Fax
- Presence

Detailed and Historical Reports will be discussed in this section.

Detailed Reports

Detailed reports use records 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 Multimedia

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 Performance

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 Service Level

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 Traffic Analysis

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. They can also compare the time slots for different days or same days in previous weeks, e.g., compare call volumes daily between 7 a.m. and 8 a.m. or compare Monday volumes between 7 a.m. and 8 a.m.

Queue Traffic Comparison

Provides statistics on a group of queues by time period, e.g., by the hour. 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 Transferred Calls

Provides information on calls 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 when advanced functionality is required for the caller (such as CLI routing and Preferred Agent).

X-Seconds

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

Agent Activity

Identifies agents' activities on a given day. The agent timeline shows what the agent was doing and for what amount of time.

Agent Availability

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. By comparing Queue Traffic with Agent Availability they can modify the contact center's shift times or procedures to maximize performance.

Agent Multimedia

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

Agent Performance

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 Snapshot

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

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 Break/Worktime Reasons

Reports on every instance of breaks and worktime, sorted by agent, for the selected date range.

Break/Worktime Reasons

Reports on every instance of breaks and worktime, sorted by reason for the selected date range.

Call Tracking

Provides start-to-finish data for phone calls based on specified parameters. Calls are grouped by date and 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

Managers can trace a call from beginning to end and plan improvements for customer service techniques and general telephony standards of service.

Callback Analysis

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

Illustrates contact center traffic for each agent and compares agents' daily performance.

Agent Wrapup Code

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

Shows the kinds of calls received and handled by queues. Displays calls broken down by Wrapup codes, i.e., how many calls were quotes, re-queries, complaints and successful resolutions; or the result of a recent advertising campaign.

Wrapup Code

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.

Departmental Inbound and Departmental Outbound

Measures the inbound and outbound traffic on department extensions and queues so 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

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 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 Traffic Analysis

Provides an overview of Indial call activity by queue for a contact center, specifically call frequency, call wait time and length and abandoned calls. The report analyzes Indial call traffic to determine the busy and quiet times for the contact center and to allocate resources and schedule breaks accordingly.

Indial Performance

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

Auto Attendant Option

Provides statistics on how many times each Auto Attendant key option was selected by callers for each queue.

Estimated Time to Answer (ETA) Performance

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

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 automatically being converted into summary form for use in historical reports. The most typically used historical reports include:

Queue Historical

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

Queue Historical Average

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 older than the archive period.

Indial Historical

Measures the traffic for individual Indial numbers to queues using historical data.

Agent Historical

Compares totals of all agents over a time frame older than the archive period.

Agent Historical Average

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

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

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.

Examples

Selections of commonly used reports are shown below:

Queue Traffic Analysis Report

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	1:25	7:05	0:15	0:50	0:40		
7/06/2007	9:00:00	9:59:59	6								

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

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 6203	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 6665	0:04	5:15	0:15	0:40		
12/06/2007	9:10:32	Q	89523	89610	+1 (949) 555 7700	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

Agent Activity 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	8:58:46	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	9:13:25	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	8:18:33	8:27:52	Direct	9:19		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

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	✓	✓	✓	✓	✓
Wrapup Code	✓	✓	✓	✓	✓
Queue Wrapup Code	✓	✓	✓	✓	✓
Agent Wrapup Code	✓	✓	✓	✓	✓
Departmental Inbound	✓	X	X	X	X
Departmental Outbound	✓	X	X	X	X
Held Calls	✓	X	X	X	X
Indial Calls	✓	X	X	X	X
Indial Performance	✓	X	X	X	X

Report Name	Phone	Chat	Web Callback	Fax	Email
India Traffic Analysis	✓	X	X	X	X
Auto Attendant Option	✓	X	X	X	X
ETA Performance	✓	✓	✓	✓	✓
Mode Change	✓	✓	✓	✓	✓
Queue Historical	✓	✓	✓	✓	✓
Queue Historical Average	✓	✓	✓	✓	✓
Agent Historical	✓	✓	✓	✓	✓
Agent Historical Average	✓	✓	✓	✓	✓
Callback Queue Historical	✓	X	✓	X	X
Callback Agent Historical	✓	X	✓	X	X
India 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 a graphical format that is bright and easy to understand. A variety of graph types are available depending on requirements. The following reports, once run, offer associated graph views.

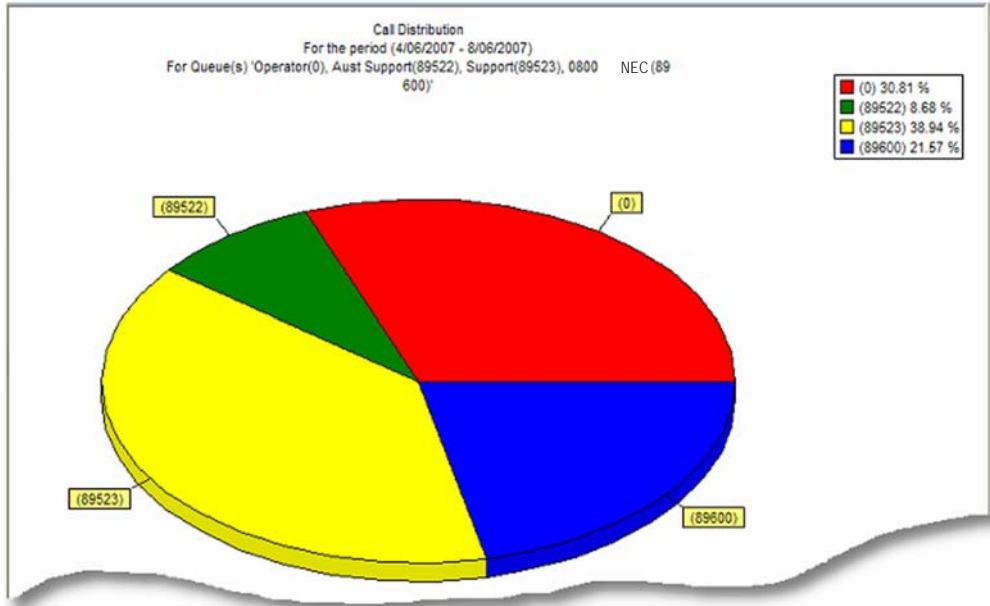
	Ring Time	Talk Time	Call Duration	Total Calls	Abandoned Calls	Call Distribution	Calls & Abandons	Wait Time	Abandonment Rate	Longest Wait	Queue Service Level
Queue Performance	✓	✓	✓	X	X	✓	✓	✓	✓	✓	X
Queue Traffic Analysis	✓	✓	✓	X	X	✓	✓	✓	✓	✓	X
Queue Service Level	X	X	X	X	X	X	X	X	X	X	✓
Agent Performance	✓	✓	✓	✓	✓	✓	✓	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

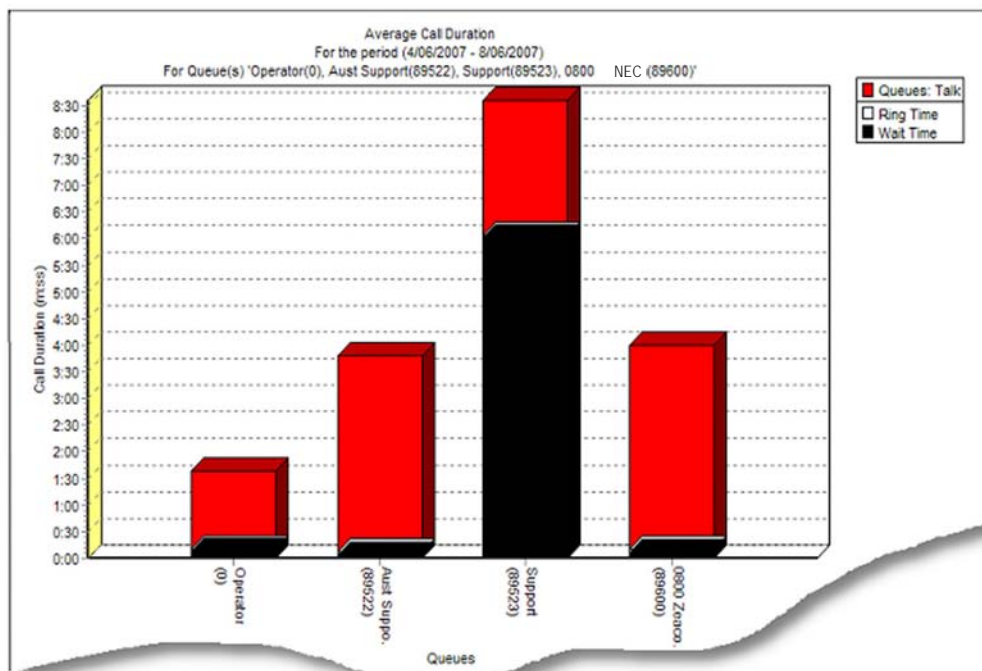
Ring Time	Measured from when the agent's phone starts ringing to when it stops ringing.	Calls and Abandons	Comparison of all answered and abandoned calls for selected queues.
Talk Time	Measured from when the agent's receiver is picked up to when the agent's receiver is replaced.	Wait Time	Measured from the time the call first enters the telephony switch to when the agent picks up the receiver.
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.	Abandonment Rate	Percentage of the total incoming calls in the queues that were abandoned.
Total Calls	Total calls received for selected queues/agents.	Longest Wait	Longest period a call went unanswered in this queue.
Abandoned Calls	Calls 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.	Queue 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.
Call Distribution	Proportion of total calls to the contact center (given any exclusions) to each queue.		

Examples

Queue Performance: Call Distribution



Queue Performance: Call Duration



Running a Queuing Report

Parameters

The following features allow managers to better define the parameters for a 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 calls¹, A = Abandoned calls².
- 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.

Detail Level

There are four options of detail level for each report:

- **All Details** – A totals line per queue/agent, total line per day and one line for each record
- **Summary** – A totals line per queue/agent and a total line per day
- **Totals Only** – One totals line per queue/agent
- **Monthly Breakdown** – One line of totals per month

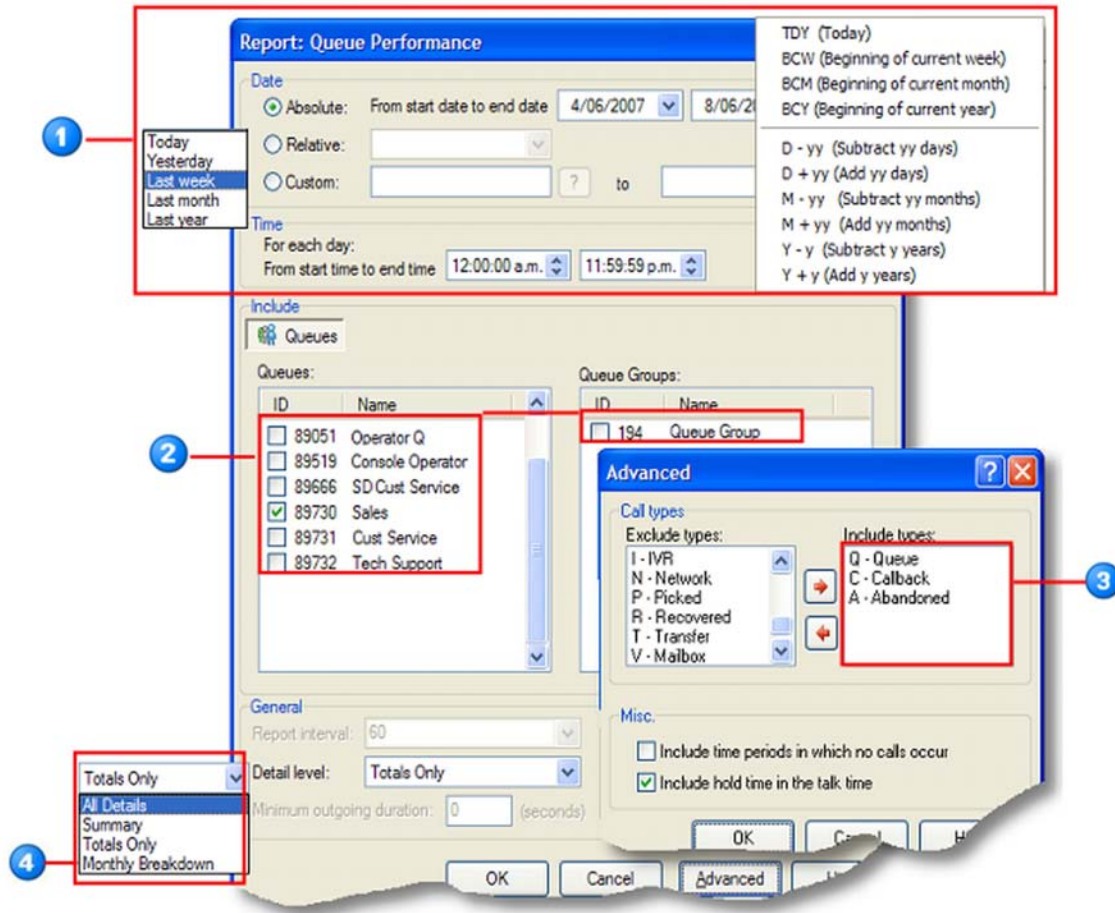
¹ Managers can select a minimum outgoing duration – so all outgoing calls shorter than the time specified would not be included in the report.

² Managers can also select a minimum abandoned time so 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:

Configuration Parameters



- 1 A variety of date selection criteria is available to allow users to define the period the report will cover. Choose Absolute to specify the actual calendar date. Choose Relative to specify the date relative to the day the report is run. Choose Custom to specify a formula using the parameters shown.
- 2 Include the Queues or Queue Groups you want to report 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 Reports, built into the Voice Messaging module, assist administrators in identifying areas of the system that require maintenance or users that need assistance. The reports use records from the system's voice messaging configuration and voice messaging usage activity. The reports allow viewing of 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 who have not set their mailbox up correctly.
- Use these reports to analyze any area of the system that requires maintenance, e.g., a mailbox user who has an unusually high number of messages taking up a large amount of disk space; or a user who has left the company but their mailbox has not been deleted.

Reports

Mailbox Profile

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

Reviews 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 the messages are.

Mailbox Auto Attendant

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

Notification Attempts

Provides a 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 destinations (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.

Mailbox Usage

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

Examples

Mailbox Profile Report

- 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 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 is leaving the message.
- 2 The 'busy greeting' is played to your callers when the phone is busy. This column shows whether users have 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>	Yes
9570	Tim Tucker	In Meeting	Yes	Yes	< Perso	Yes

Notification Attempts Report

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

- 1 Type of notification sent – e.g., Dial (number), Pager, Email, Forward, etc.
- 2 Destination number or address to which the notification was sent
- 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)5554322	Message sent
7/06/2007				1
				1
Gabrielle Hudson				
5/06/2007	15:51:09	Dial	+1(717)2768822	PBX port is allocated and the notification is pending
5/06/2007				1
				1
Howard Hane				
6/06/2007	11:58:19	Email	howardhane@abcmail.com	Message sent
6/06/2007				1
				1
Nick Johns				
5/06/2007	10:53:32	Dial	+1(949)5442660	Message sent
5/06/2007				1
				1

1
2
3

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 a report 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.

Detail Level

There are four options of detail level for each report:

- **All Details** – A totals line per queue/agent, total line per day and one line for each record
- **Summary** – A totals line per queue/agent and a total line per day
- **Totals Only** – One totals line per queue/agent
- **Monthly Breakdown** – One line of totals per month

Fax Reports

Features

Fax Reports, built into the Fax Queuing and Fax Messaging modules, 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 per-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 they 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.

Reports

Inbound Fax Messaging

Reports faxes received on a per-mailbox basis.

Inbound Queue Fax

Provides statistics on call volume and sender details, when faxes have been received by a queue.

Outbound Fax Messaging

Reports faxes sent on a per-mailbox basis.

Fax Destination

Lists fax transmissions sent to selected fax numbers.

There are four options of detail level for each report:

- **All Details** – A totals line per queue/agent, total line per day and one line for each record
- **Summary** – A totals line per queue/agent and a total line per day
- **Totals Only** – One totals line per queue/agent
- **Monthly Breakdown** – One line of totals per month

Examples

Inbound Fax Messaging

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

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	Zea.com	1	Retry
8/05/2007	13:58:59	2	+1 (949) 555 4232	Paula Moore	Zea.com	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	Retrv
8/05/2007	14:17:38	1	+1 (949) 2769920	Laura Brown	ABC Company	3	Failed
		2		5		3	
		2		5		3	
						3	NEC
						3	NEC

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

Inbound Queue Fax Report

- 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
		1			
2/05/2007	7:59:37	1	+1 (949) 276 9920	Martha Shaw	Mentor Co
		1			
6/05/2007	14:30:42	1	+1 (949) 277 5606	Joseph Smythe	ABC Company
6/05/2007	16:43:48	1	+1 (949) 486 5600	Mary Stuart	
		1			
7/05/2007	10:11:24	1	+1 (949) 477 2000	Barbara Davis	Fax Mailer Co
		1			
14/05/2007	15:05:59	1	+1 (949) 356 3626	Paula Moore	
		1			
17/05/2007	15:05:35	1	+1 (949) 822 2660	Michael Smith	NEC
		1			
18/05/2007	10:49:03	1	+61 (2) 7220 7222	Joe Moor	NEC
18/05/2007	22:57:47	1	+1 (949) 277 5606	Joseph Smythe	ABC Company
		1			

Outbound Fax Messaging Report

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

<h3 style="text-align: center;">Outbound Fax Messaging Report</h3> <p style="text-align: center; font-size: small;">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'</p>							
Date	Time	Pages	CLI	Caller	Company	Attempt	Result
Barbara Shaw							
8/05/2007	13:53:08	2	+1 (949) 555 4232	Paula Moore	NEC	1	Retry
8/05/2007	13:58:59	2	+1 (949) 555 4232	Paula Moore	NEC	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

Operator Reports

Operator Reports, built into the Console module, enable reporting on individual operator and Console use statistics daily and assist in easily identifying '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
- 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 summary reports to aid training and procedure planning
- Breaks a report down into time intervals making it easier to identify busy periods and schedule 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

Reports

Console Performance

Provides data to assess call volume performance on a daily basis per Indial. It determines how well the target answering time for the 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

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

Console Service Level

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

Identifies incoming calls transferred to another destination by a Console Operator. The calls are grouped by transfer destination, e.g., all calls transferred to extension 5555 will be grouped together.

Console X-Seconds

Serves as an alternative report of Console performance by totaling call wait times into time slots. Use to measure operator performance based on an 'unacceptable wait time' in the operator queue. Also, use for analyzing abandoned calls. Alternatively, change setup parameters to simply divide data into calls queued and calls that had immediate delivery.

Operator Call Type Analysis

Illustrates contact center traffic for each operator. Use to compare daily performance of operators. Lists all operators and results on the same page as an alternative format to the Operator Summary Report.

Operator Performance

Examines individual performance of contact center operators. Knowing daily averages and totals for each operator and the details of each call enables managers to help operators reach performance criteria expectations and to recognize top performers. A minimum call duration buffer is available.

Operator Summary

Monitors performance of 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.

Example

Console Performance Report

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
- 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		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%

Running a Console Report

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

Parameters

Depending on the report type Console Reports require selecting Queues, Indial numbers or particular operators to include in the report.

All queues, indials and operators available to managers are automatically available for selection 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.

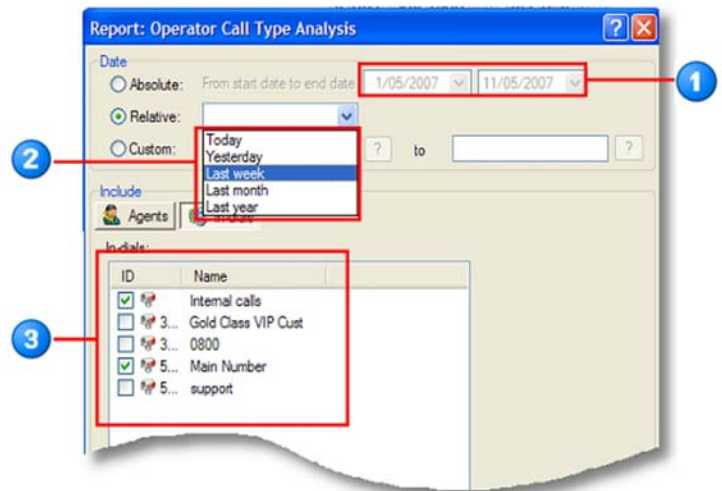
Detail Level

There are four options of detail level for each report:

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

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 to include in the report



Operator Report Configuration Parameters

Media Viewer

The Media Viewer, built into the CT Control module, provides the ability to review details of chat, email and fax 'conversations.' Managers can go back and review the 'conversations' that occur for specific call media. Contact centers and their customers can feel confident knowing their communications are being dealt with and tracked.

The Media Viewer Preview window allows managers 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

- Ability to go back and review the 'conversations' that occur for specific call media.
- In the case of Fax, both the initial fax image and 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 from which the call was delivered.

- The Media Viewer Preview window allows reviewing 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.

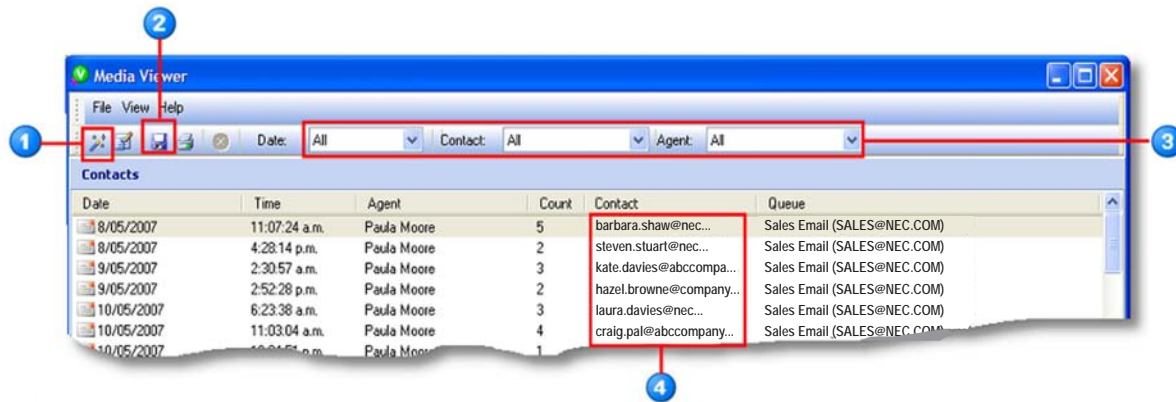
Benefits

- 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 handled.
- 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.

Examples

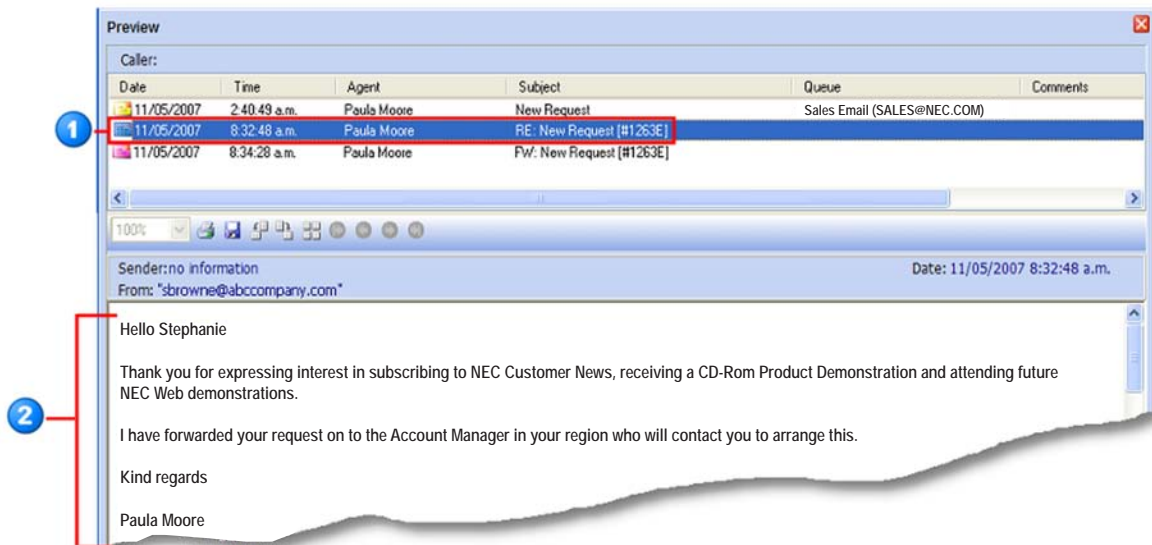
Media Viewer

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



Media Viewer Preview Window

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



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 included in the report
- 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:** date of the first call in the conversation
 - + **Time:** time of the first call in the conversation
 - + **Agent:** agent who took the calls
 - + **Count:** number of items in the conversation
 - + **Caller:** phone number, email address or Chat identifier of the external party
 - + **Queue:** queue 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 Reports, built into the CT Control module, 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 users who 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

- 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 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.

Reports

Agent Setup

Documents the current Agent configuration.

Voice Port Exception

Allows viewing of all calls that experienced a delay in their announcement. It is generated based on call data, not on system data saved in Administrator.

Voice Port Usage

Breaks down how the Announce ports are being used. This provides a detailed record of all announcements played and the types of calls and actions to which the announcements were related.

Audit Trail

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

Documents current Auto Attendant configuration.

Call Tracking

Displays the history of each call for the queues and agents selected over the period selected. Consultations and transfers related to the call are displayed in the same group. This report is intended to track calls from outside the system.

System Agent Login Class Setup

Documents how Agent Login Classes have been set up, who is assigned to each class and the parameters assigned (e.g., Auto Logout action for the class).

Customer Query Setup

Documents current Customer Query configuration and entries.

Delivery Pattern Setup

Documents current pattern configuration.

Group Setup

Documents current Report Group configuration.

Line Setup

Documents current line configuration. This report describes all available lines, phone lines, email lines and other lines.

System Break/Worktime Reasons Setup

Documents all the Break and Worktime Reasons configured in the system.

Phonebook Setup

Documents current Phonebook configuration and entries.

Progress Setup

Documents current Progress announcement configuration and entries.

Query Database Setup

Documents current Query Database configuration.

Queue Setup

Documents current Queue configuration.

Site Notes

Shows all information text associated with setup items (entered by clicking the “i” icon at lower left of the edit window for the item in Administrator). Items with information text include announcements, queues, patterns and classes.

Wrapup Setup

Documents 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

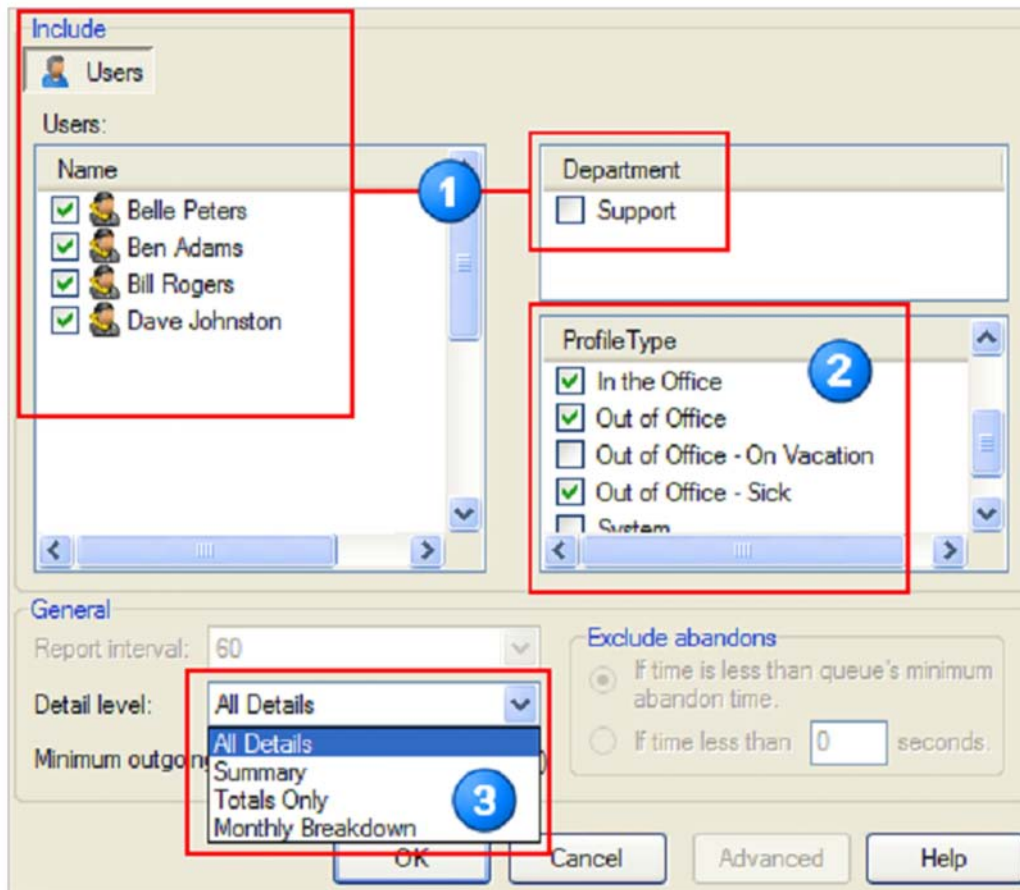
Presence reports provide:

- 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 the user’s desk
 - + Absenteeism – how many days staff is away sick or on vacation

Examples

Presence Report Configuration



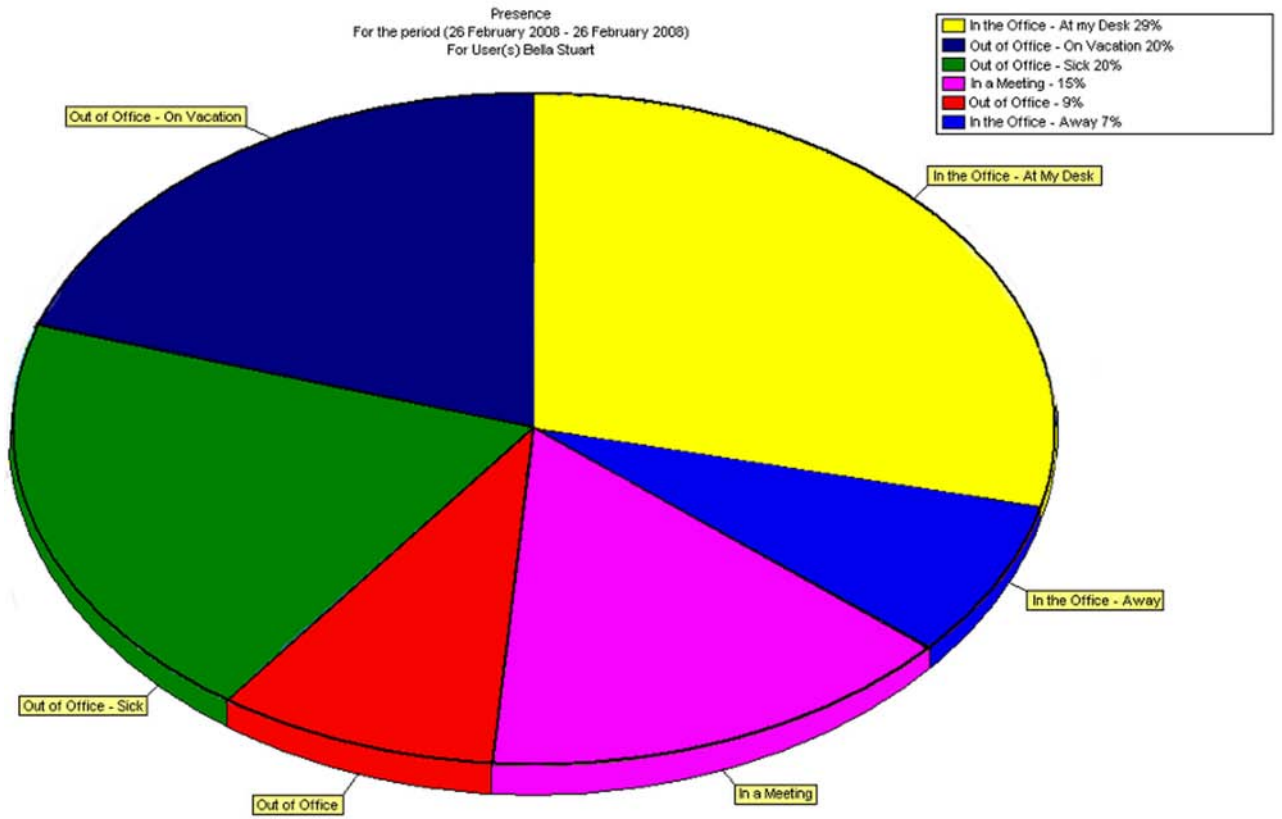
Call History Presence Report by Department

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
Aman 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

Call History Presence Report for Me

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

Presence Profile Graph



Personal Reports

Personal reports, built into the CT Control module, 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 supervisors.

For example, configure performance reports to be run weekly, for each queue or queues report group 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 to run the same report on a regular basis.

Features

- Right-click pop up menus enable 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.

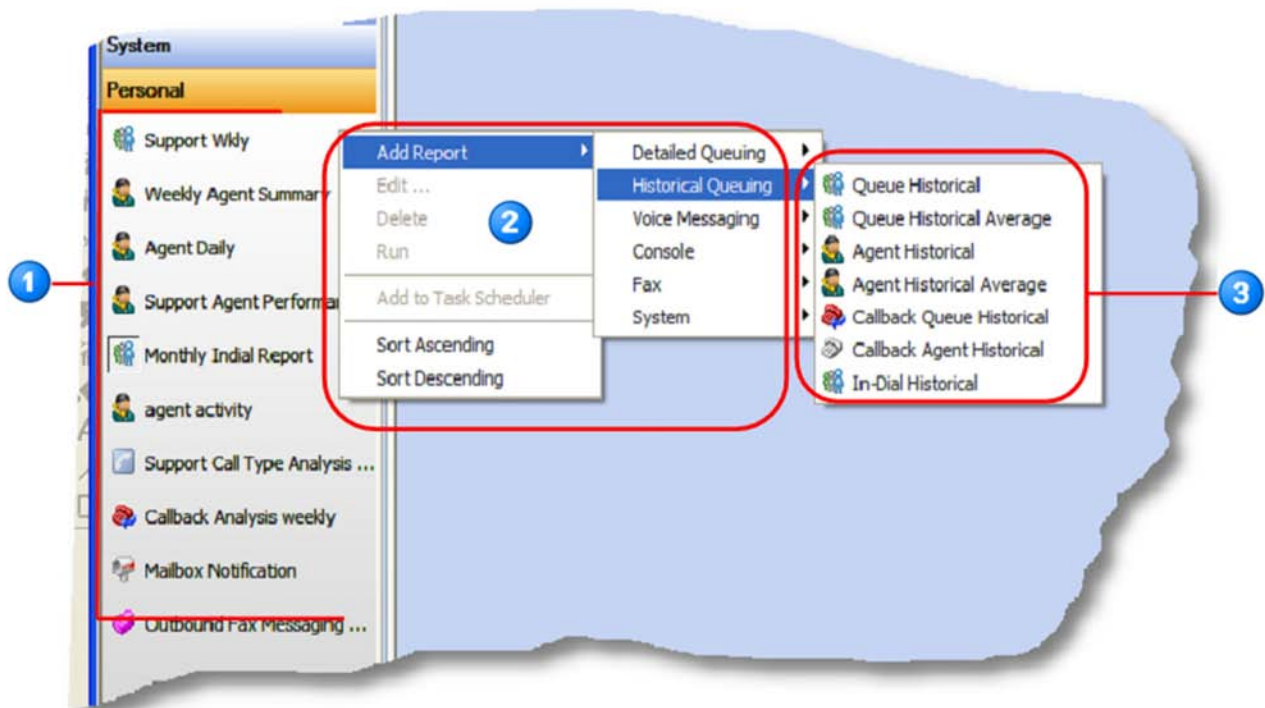
Benefits

- Use of relative or custom dates means no parameters need to be altered to run the same report regularly.
- Wizards offer effortless selection of parameters for the report profile.
- Ability to customize the name of a report enables the selection of the right report at a glance, already knowing the parameters that will be selected, e.g., 'Support Agent Performance for last week.'
- Scheduling 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.

Examples

Adding a new Personal Report

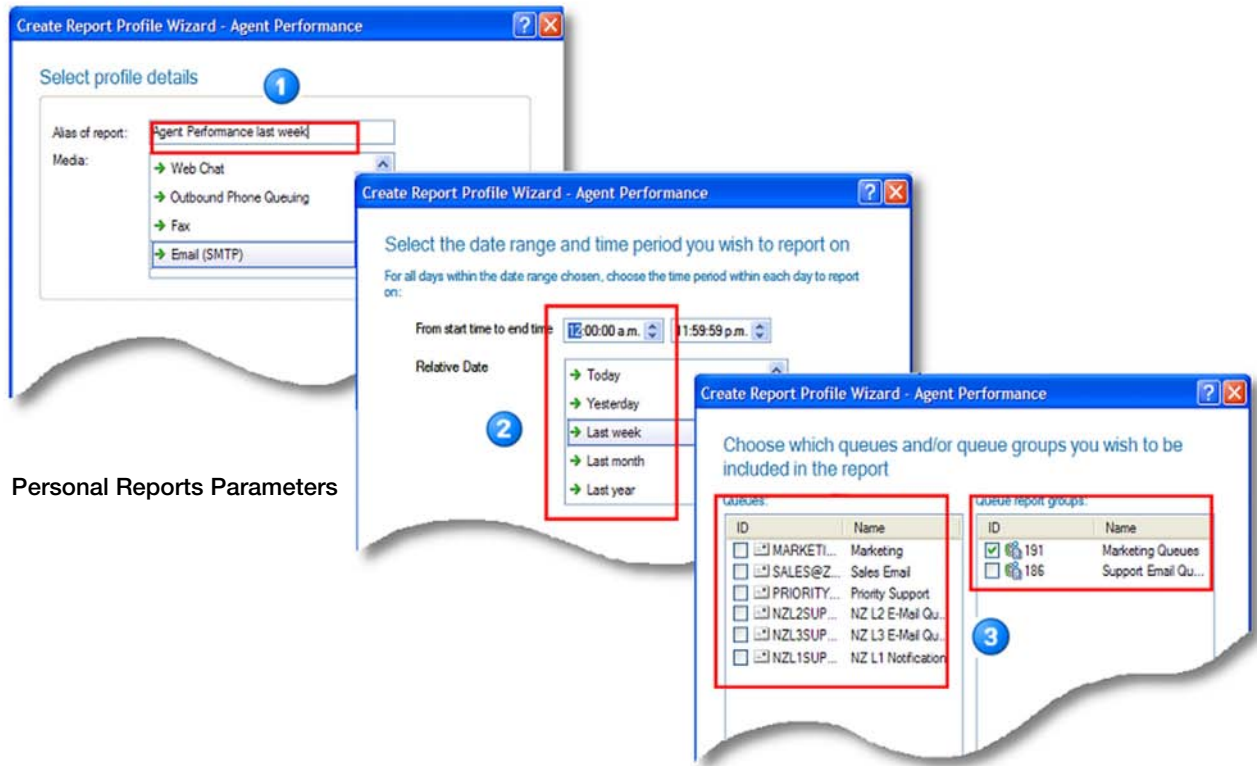
- 1 Personal Reports already configured and available
- 2 Pop up menus which enable simple selection of new Report Profile
- 3 All reports the logged in user can access can be customized and saved as a Personal Report



Personal Report

Using the wizard to customize a Personal Report

- 1 Choose a name for the Personal Report.
 Select Relative, and drop down the list to choose a day or other period relative to today.
- 2 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 the Personal Report.



Personal Reports Parameters

For more information, visit www.nec.com.au, email contactus@nec.com.au or call 131 632

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