

OfficeServ ACD — Reporting User's Guide

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This manual should be read before the installation and operation, and the operator should correctly install and operate the product by using this manual.

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CHAPTER 1. Introduction

Purpose

This document introduces the OfficeServ ACD — Reporting application and describes how to operate the Reporting application

Document Content and Organization

This document contains six chapters and an abbreviation.

Chapter 2. Reporting

This chapter introduces the Reporting application.

Chapter 3. Server

This chapter describes about accessing and viewing IVR and ACD Server Reports.

Chapter 4. Split

This chapter describes about accessing and viewing Split Summary, Answered Wait Calls, Abandoned Wait Calls, Talk Time Detail and Completion Code Detail Reports.

Chapter 5. Agent Configuration

This chapter describes about accessing and viewing Agent Summary, Agent Utilization, Login/Logout, Dialed number and Completion Code Reports.

Chapter 6. Tracking

This chapter describes about accessing and viewing Call Tracking, Overflow Tracking and Lost Call Reports.

ABBREVIATION

This chapter describes the frequently used acronyms.

Conventions

The following special paragraphs are used to point out information that should be read. This information may be set-off from the surrounding text, but is always preceded by a bold title in capital letters.

	NOTE	Note	Indicates additional information as a reference.
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Console Screen Output

- The lined box with 'Courier New' font will be used to distinguish between the main content and console output screen text.
- '**Bold Courier New**' font will indicate the value entered by the operator on the console screen.

References

Revision History

Edition No.	Date of Issue	Remarks
00	Jul 2008	Base document version 1.0
01	Oct 2008	Incorporate HQ comments



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ABBREVIATION	5
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A	5
C	5
D	5
I	5
H	5

CHAPTER 2. Reporting

This section describes about accessing the ACD Reporting module.

Starting the Reporting

1. Assumption: The installation steps are successfully finished.
2. Click **Internet Explorer** icon on the taskbar and enter the following URL in the address field **http://(Domain name)/Reporting/**



NOTE

Reporting

If the domain name is not available then enter the IP address of the web server.

OR

3. From the **Windows** desktop, click the **Start** then choose **Programs » Samsung Electronics » OfficeServ ACD » Reporting**.

OR



4. Click **Reporting icon** on the desktop.

5. Press enter. The **OfficeServ ACD Login** page is displayed.

6. Enter appropriate **Login ID** and **Password**.

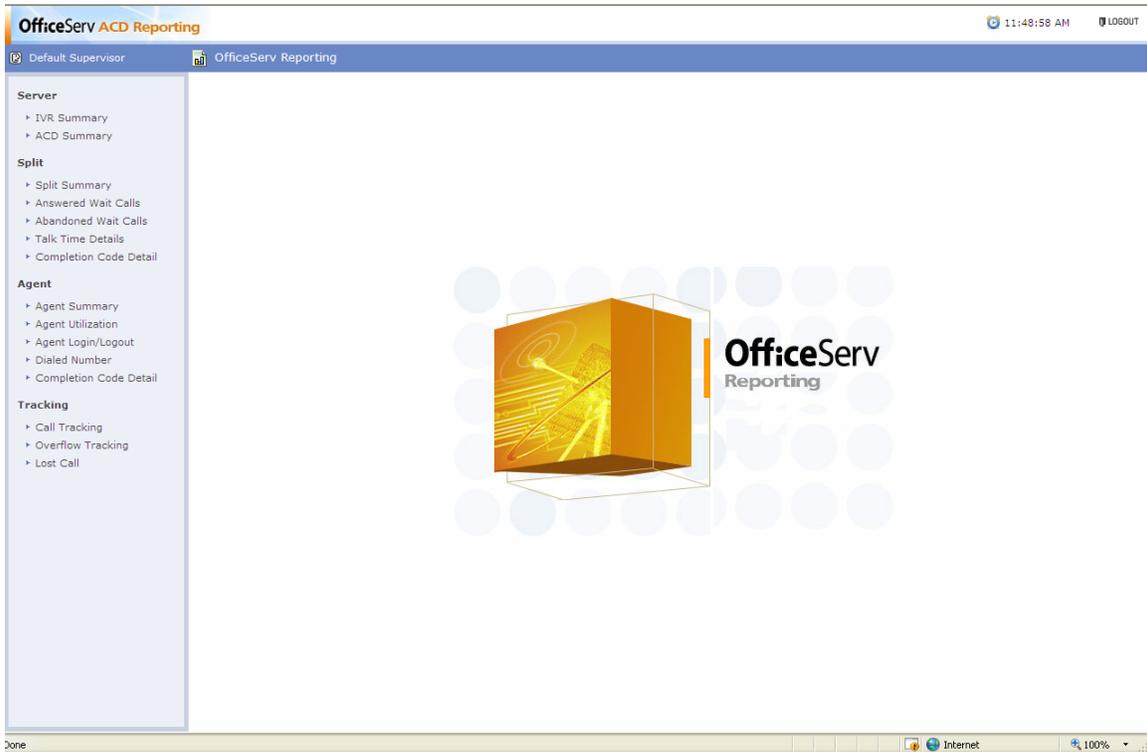
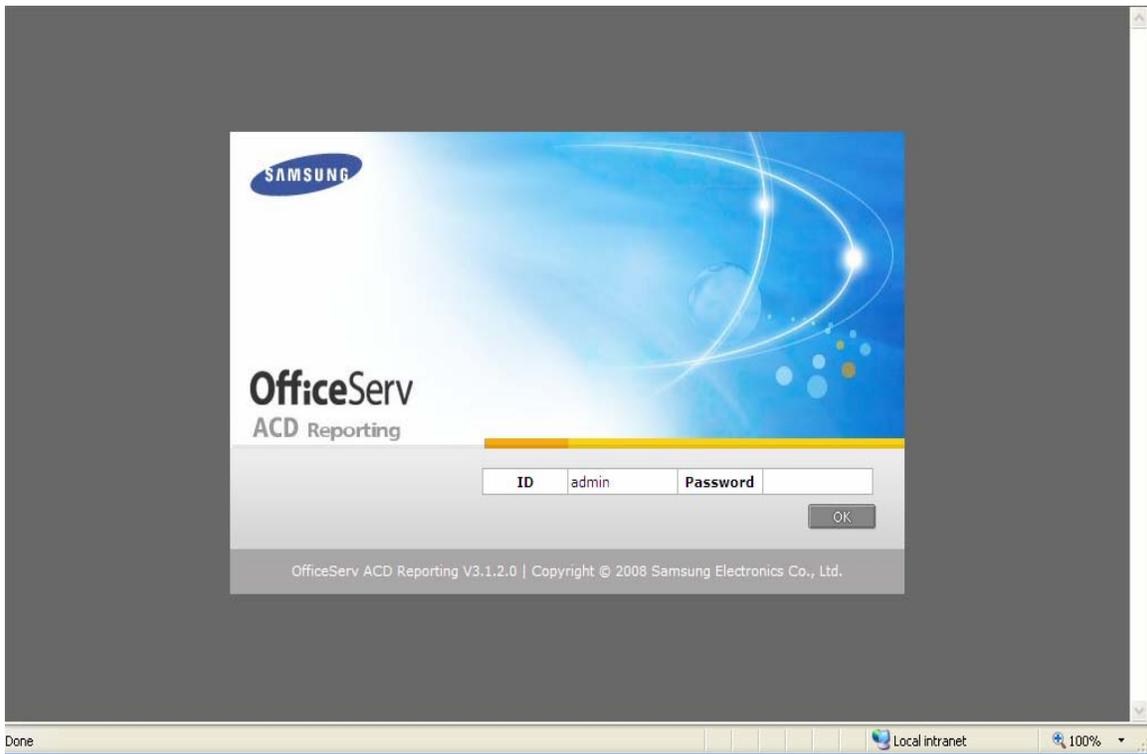
7. Press **OK**. The **OfficeServ Reporting Home Page** is displayed to access the Reporting features.



NOTE

Login ID

The login ID should be registered in Supervisor prior to use. The ID "admin" is provided by default.



CHAPTER 3. Server

This section describes about accessing and viewing IVR and ACD Server reports.

IVR Summary

The IVR Summary option allows the user to view the summary of IVR Server.

Accessing & Viewing IVR Summary

The below section describes how to access the IVR Summary Report page.

1. Click **IVR Summary** on the **Reporting** left pane.
2. The **IVR Summary** page is displayed.
3. Select Start Date and End Date.
 - Click  icon, a calendar providing a date picker is displayed.
 - Select the date for the corresponding month and year.
4. Select **From** and **To** timings from the dropdown list.



NOTE

Time

The Time is displayed in 24-hr format.

5. **Interval** — Select the interval from the dropdown list.

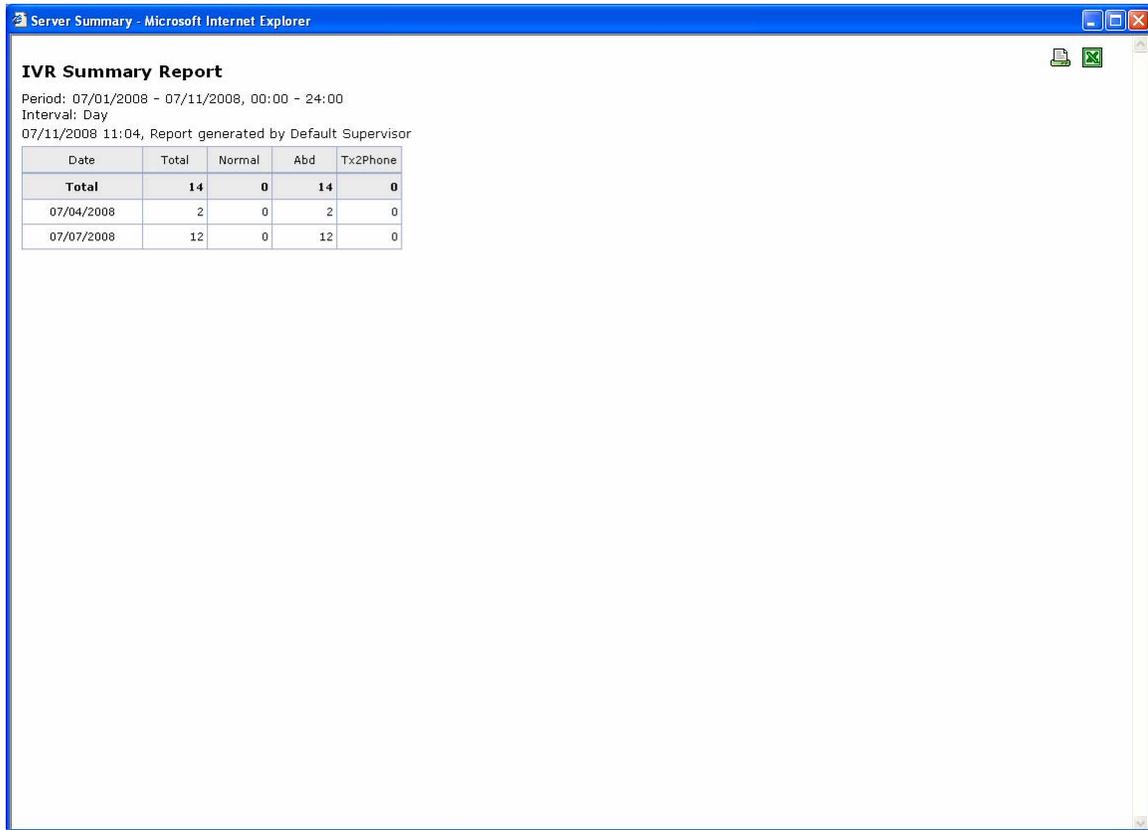
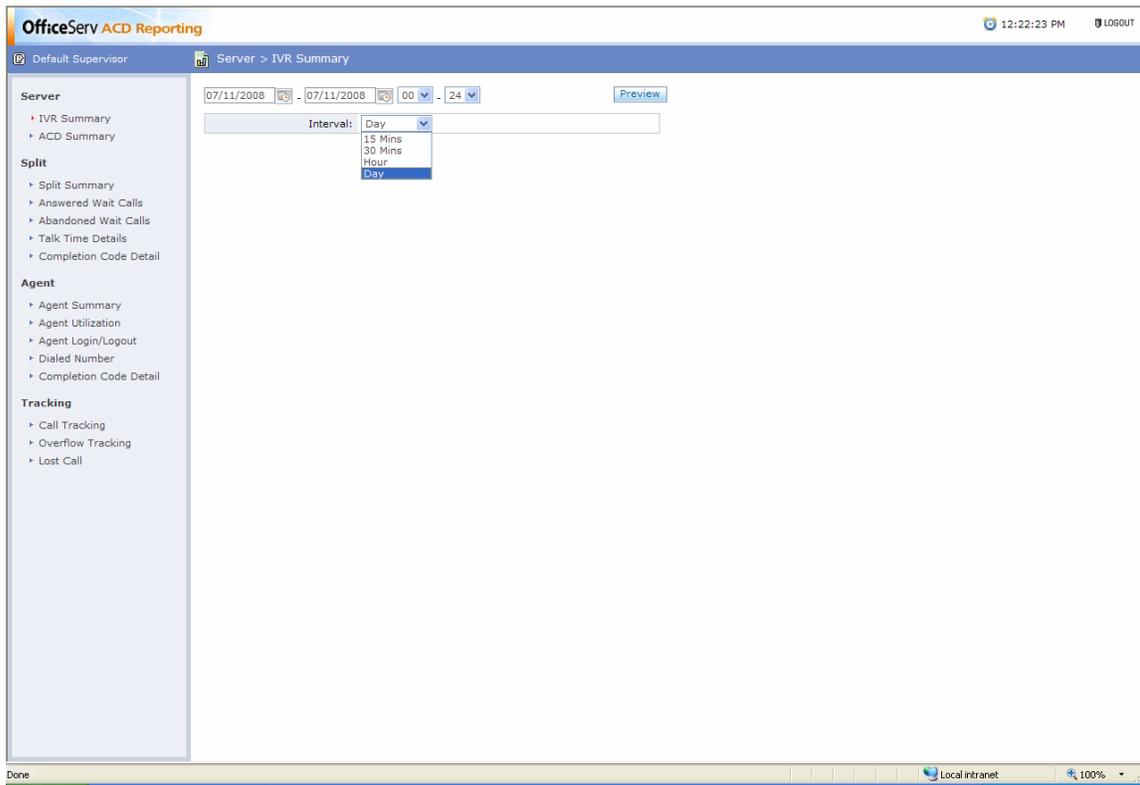


NOTE

Interval

The available options are Day, Hour, 30 Minutes & 15 Minutes.

6. Click **Preview** to view the report.
7. The **IVR Summary Report** page is displayed.



8. The details displayed are:
- **Date** — based on the interval type, the date field is displayed.
 - If **Interval** type is **Day** then the report will be date-wise.
 - If **Interval** type is **Hour** then the report will be hour-wise.
 - If **Interval** type is **30 Mins** then the report will display every 30 minute details.
 - If **Interval** type is **15 Mins** then the report will display every 15 minute details.
 - **Total** — Shows total number of IVR Calls.
 - **Normal** — Shows total number of regular IVR Calls.
 - **Abd** — Shows total number of abandoned IVR Calls.
 - **Tx2Phone** — Shows total number of IVR Calls transferred to Phone.
9. Click  to print the report.
10. Click  to export the report to Microsoft Excel.

 **NOTE** | **Microsoft Excel**

Microsoft and Excel are the property of Microsoft Inc.

ACD Summary

The ACD Summary option allows the user to view the summary of ACD Server.

Accessing & Viewing ACD Summary

The below section describes how to access the ACD Summary Report page.

1. Click **ACD Summary** on the **Reporting** left pane.
2. The **ACD Summary** page is displayed.
3. Select Start Date and End Date.
 - Click  icon, a calendar providing a date picker is displayed.
 - Select the date for the corresponding month and year.
4. Select the **From** and **To** timings from the dropdown list.

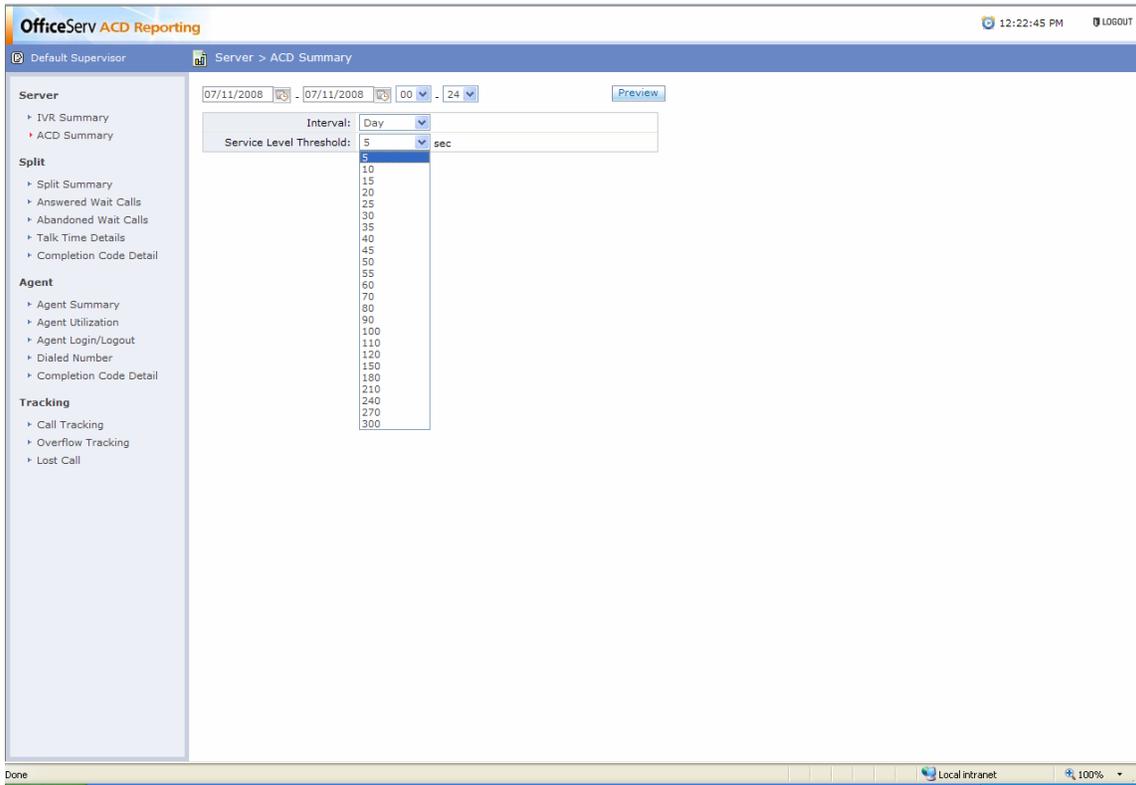
5. Interval — Select the interval from the dropdown list.

 **NOTE** | **Interval**
The available options are Day, Hour, 30 Minutes & 15 Minutes.

6. Select the seconds for the **Service Level Threshold** from the dropdown list.

7. Click **Preview** to view the report.

8. The **ACD Summary Report** page is displayed.



Server Summary - Microsoft Internet Explorer

ACD Summary Report

Period: 07/01/2008 - 07/14/2008, 00:00 - 24:00
 Service Level Threshold: 5 sec
 Interval: Day
 07/14/2008 18:30, Report generated by Default Supervisor

Date	ACD Inbound											Non-ACD Inbound				
	Total	Agt Rqst	Tx2Phone	Callback	Ans	Abd	Ans Trsf	Abd Trsf	Ovf	Ans %	Svc Lvl	Avg Wait	Talk Time	Int Ans	Ext Ans	Ta
Total	11	10	0	1	9	1	0	0	0	90.0	77.8	00:00:02	00:03:33	1	0	00
07/01/2008	7	7	0	0	7	0	0	0	0	100.0	85.7	00:00:01	00:03:33	1	0	00
07/04/2008	2	1	0	1	1	0	0	0	0	100.0	0.0	00:00:08	00:00:00	0	0	00
07/07/2008	2	2	0	0	1	1	0	0	0	50.0	100.0	00:00:02	00:00:00	0	0	00
07/10/2008	0	0	0	0	0	0	0	0	0	0.0	0.0	00:00:00	00:00:00	0	0	00

9. The details displayed are:

- **Date** — based on the interval type, the date field is displayed.
 - If **Interval** type is **Day** then the report will be date-wise.
 - If **Interval** type is **Hour** then the report will be hour-wise.
 - If **Interval** type is **30 Mins** then the report will display every 30 minute details.
 - If **Interval** type is **15 Mins** then the report will display every 15 minute details.
- In **ACD Inbound**,
 - **Total** — Shows total number of inbound calls connected to ACD.
 - **Agt Rqst** — Shows total number of ACD inbound calls requested to the agent.
 - **Tx2Phone** — Shows total number of ACD inbound calls transferred to phone.
 - **Callback** — Shows total number of re-requested ACD inbound calls.
 - **Ans** — Shows total number of answered ACD inbound calls.
 - **Abd** — Shows total number of abandoned ACD inbound calls.
 - **Ans Trsf** — Shows total number of ACD inbound calls answered while transmitted between Splits/Agents.
 - **Abd Trsf** — Shows total number of ACD inbound calls that are not answered while transmitted between Splits/Agents.
 - **Ovf** — Shows total number of unhandled inbound calls by ACD due to waiting queue overflow.
 - **Ans %** — Response ratio within specified service level objective (sec).
 - **Svc Lvl** — Shows total number of calls within service level threshold divided by total number of calls answered.
 - **Avg Wait** — Average Waiting Time of ACD calls.
 - **Talk Time** — Time taken to answer ACD calls.
- In **Non-ACD Inbound**,
 - **Int Ans** — Shows total number of Non-ACD inbound calls answered internally.
 - **Ext Ans** — Shows total number of Non-ACD inbound calls answered externally.
 - **Talk Time** — Time Taken to Answer Non-ACD inbound calls.
- In **Non-ACD Outbound**,
 - **Int Conn** — Shows total number of connected Non-ACD outbound calls with an internal telephone number (Extension).
 - **Ext Conn** — Shows total number of connected Non-ACD outbound calls with an external telephone number.
 - **Talk Time** — Time taken to answer Non-ACD outbound calls.

10. Click  to print the report.

11. Click  to export the report to Microsoft Excel.

CHAPTER 4. Split

This section describes about accessing and viewing Split related reports.

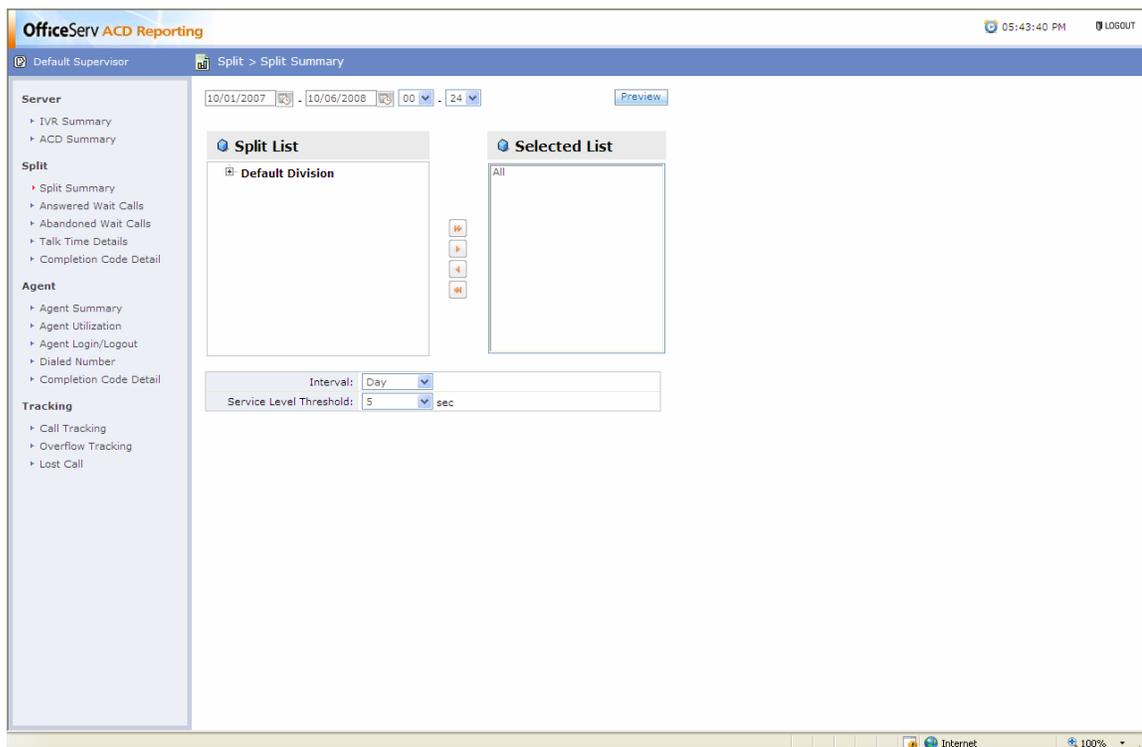
Split Summary

The Split Summary option allows the user to view the summary of Split for the selected Interval and Service Level Threshold.

Accessing & Viewing Split Summary

The below section describes how to access the Split Summary Report page.

1. Click **Split Summary** on the **Reporting** left pane.
2. The **Split Summary** page is displayed.



3. Select Start Date and End Date.
 - Click  icon, a calendar providing a date picker is displayed.
 - Select the date for the corresponding month and year.

4. Select **From** and **To** timings from the dropdown list.

5. **Interval** — Select the interval from the dropdown list.

 **Interval**
The available options are Day, Hour, 30 Minutes & 15 Minutes.

6. To Add Split:

- To add all Splits, click **Add All** ().

OR

- Select the Split from the **Split List**.
- Click **Add** () button to add the Selected Split.

7. To Remove Split:

- Click **Remove All** () button to remove all Splits.

OR

- Select the Split from the **Selected List**.
- Click **Remove** () button to remove the Selected Split.

8. Select the seconds for the **Service Level Threshold** from the dropdown list.

9. Click **Preview** to view the report.

10. The **Split Summary Report** page is displayed.

11. The following details are displayed, for each selected split:

- **Date** — based on the interval type, the date field is displayed.
 - If **Interval** type is **Day** then the report will be date-wise.
 - If **Interval** type is **Hour** then the report will be hour-wise.
 - If **Interval** type is **30 Mins** then the report will display every 30 minute details.
 - If **Interval** type is **15 Mins** then the report will display every 15 minute details.
- **Total** — Shows total number of inbound calls connected to ACD.
- **Agt Rqst** — Shows total number of ACD inbound calls requested to the agent.
- **Tx2Phone** — Shows total number of ACD inbound calls transferred to phone.
- **Callback** — Shows total number of re-requested ACD inbound calls.

Split Summary - Windows Internet Explorer

http://107.108.72.209/Reporting/Analyst/ptSplitSummary.aspx?l1=81SD=20071001&TED=20081006&ST=0000&ET=2400&lat=en-us&tms=10/01/2007;10/06/2008;00;24&v=0&svcl=1&tvl=70&csl=%

Split Summary Report

Period: 10/01/2007 - 10/06/2008, 00:00 - 24:00
 Service Level Threshold: 5 sec
 Interval: Day
 10/06/2008 17:44, Report generated by Default Supervisor

Date	Total	Agt Rqst	Tx2Phone	Callback	Ans	Abd	Ans Trsf	Abd Trsf	Ovf In	Ovf Out	Ans %	Svc Lvl	Avg Wait (Ans)	Avg Wait (Abd)
Total	20	20	0	0	3	17	0	0	1	1	15.0	0.0	00:00:11	00:00:07
Default Split														
09/19/2008	4	4	0	0	2	2	0	0	0	0	50.0	0.0	00:00:11	00:00:30
09/22/2008	1	1	0	0	0	1	0	0	0	0	0.0	0.0	00:00:00	00:00:04
09/24/2008	3	3	0	0	1	2	0	0	1	1	33.3	0.0	00:00:12	00:00:00
09/26/2008	5	5	0	0	0	5	0	0	0	0	0.0	0.0	00:00:00	00:00:00
09/30/2008	2	2	0	0	0	2	0	0	0	0	0.0	0.0	00:00:00	00:00:06
10/01/2008	1	1	0	0	0	1	0	0	0	0	0.0	0.0	00:00:00	00:00:00
10/06/2008	3	3	0	0	0	3	0	0	0	0	0.0	0.0	00:00:00	00:00:00
Sub Total	19	19	0	0	3	16	0	0	1	1	15.8	0.0	00:00:11	00:00:05
ACD SVC1														
09/24/2008	1	1	0	0	0	1	0	0	0	0	0.0	0.0	00:00:00	00:00:45

- **Ans** — Shows total number of answered ACD inbound calls.
- **Abd** — Shows total number of abandoned ACD inbound calls.
- **Ans Trsf** — Shows total number of ACD inbound calls answered while transmitted between Splits/Agents.
- **Abd Trsf** — Shows total number of ACD inbound calls that are not answered while transmitted between Splits/Agents.
- **Ovf In** — Shows total number of unhandled inbound calls by ACD due to waiting queue overflow.
- **Ovf out** — Shows total number of unhandled outbound calls by ACD due to waiting queue overflow.
- **Ans %** — Response ratio within specified service level objective (sec).
- **Svcs Lvl** — Shows total number of calls within service level threshold divided by total number of calls answered.
- **Avg Wait (Ans)** — Average Waiting Time to answer a call.

12. Click  to print the report.

13. Click  to export the report to Microsoft Excel.

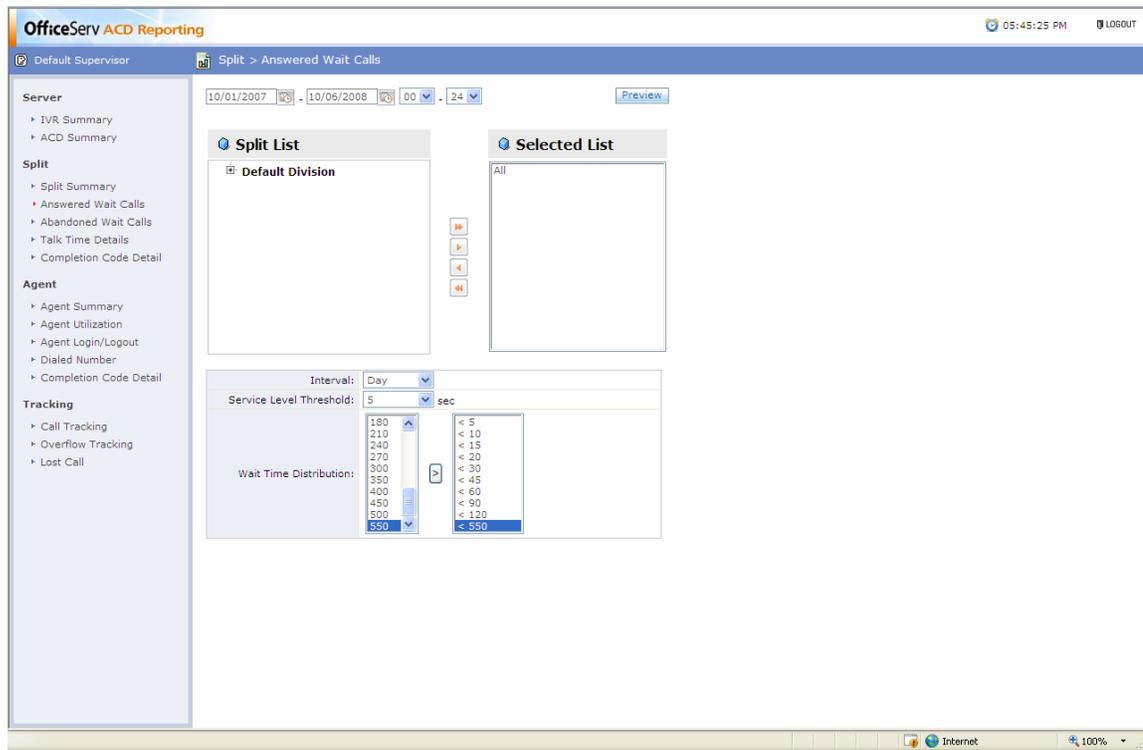
Answered Wait Calls

The Answered Wait Calls option allows the user to view the summary of Answered Wait Calls for the selected Interval, Service Level Threshold and Wait Time Distribution.

Accessing & Viewing Answered Wait Calls

The below section describes how to access the Answered Wait Calls page.

1. Click **Answered Wait Calls** on the **Reporting** left pane.
2. The **Answered Wait Calls** page is displayed.



3. Select Start Date and End Date.
 - Click  icon, a calendar providing a date picker is displayed.
 - Select the date for the corresponding month and year.
4. Select **From** and **To** timings from the dropdown list.
5. **Interval** — Select the interval from the dropdown list.

 **NOTE** **Interval**
The available options are Day, Hour, 30 Minutes & 15 Minutes.

6. To Add Split:

- To add all Splits, click **Add All** ().

OR

- Select the Split from the Split list.
- Click **Add** () button to add the Selected Split.

7. To Remove Split:

- Click **Remove All** () button to remove all Splits.

OR

- Select the Split from the **Selected List**.
- Click **Remove** () button to remove the Selected Split.

8. Select the seconds for the **Service Level Threshold** from the dropdown list.**9.** To select Wait Time Distribution

- Select max time interval in the right listbox.
- Select the time interval in the left listbox.
- Click () button to add the selected interval.



NOTE

Interval

The time interval selected in left listbox should be greater than max time interval in right listbox.

10. Click **Preview** to view the report.**11.** The **Answered Wait Calls Report** page is displayed.

Answered Wait Calls
 Period: 10/01/2007 - 10/06/2008, 00:00 - 24:00
 Service Level Threshold: 5 sec
 Interval: Day
 10/06/2008 17:45, Report generated by Default Supervisor

Date	Agt Rqst	Ans	Ans %	Svc Lvl	Avg Wait	Wait Time Distribution (sec)										
						< 5	< 10	< 15	< 20	< 30	< 45	< 60	< 90	< 120	< 550	>= 550
Total	20	3	15.0	0.0	00:00:11	0	0	3	0							
Default Split																
09/19/2008	4	2	50.0	0.0	00:00:11	0	0	2	0	0	0	0	0	0	0	0
09/22/2008	1	0	0.0	0.0	00:00:00	0	0	0	0	0	0	0	0	0	0	0
09/24/2008	3	1	33.3	0.0	00:00:12	0	0	1	0	0	0	0	0	0	0	0
09/26/2008	5	0	0.0	0.0	00:00:00	0	0	0	0	0	0	0	0	0	0	0
09/30/2008	2	0	0.0	0.0	00:00:00	0	0	0	0	0	0	0	0	0	0	0
10/01/2008	1	0	0.0	0.0	00:00:00	0	0	0	0	0	0	0	0	0	0	0
10/06/2008	3	0	0.0	0.0	00:00:00	0	0	0	0	0	0	0	0	0	0	0
Sub Total	19	3	15.8	0.0	00:00:11	0	0	3	0							
ACD SVC1																
09/24/2008	1	0	0.0	0.0	00:00:00	0	0	0	0	0	0	0	0	0	0	0

12. The details displayed are:

- **Date** — based on the interval type, the date field is displayed.
 - If **Interval** type is **Day** then the report will be date-wise.
 - If **Interval** type is **Hour** then the report will be hour-wise.
 - If **Interval** type is **30 Mins** then the report will display every 30 minute details.
 - If **Interval** type is **15 Mins** then the report will display every 15 minute details.
- **Agt Rqst** — Shows total number of ACD inbound calls requested to the agent.
- **Ans** — Shows total number of answered ACD inbound calls.
- **Ans %** — Response ratio within specified service level objective (sec).
- **Svcs Lvl** — shows the total number of Calls within service level threshold divided by total number of calls answered.
- **Avg Wait** — Average Waiting Time to answer a call.
- **Wait Time Distribution (sec)** – Displays number of calls lasted less than 5 seconds, 10 seconds ... and longer than 180 seconds.

13. Click  to print the report.

14. Click  to export the report to Microsoft Excel.

Abandoned Wait Calls

The Abandoned Wait Calls option allows the user to view the summary of Abandoned Wait Calls for the selected Interval, Service Level Threshold and Wait Time Distribution.

Accessing & Viewing Abandoned Wait Calls

The below section describes how to access the Abandoned Wait Calls page.

1. Click **Abandoned Wait Calls** on the **Reporting** left pane.
2. The **Abandoned Wait Calls** page is displayed.
3. Select Start Date and End Date.
 - Click  icon, a calendar providing a date picker is displayed.
 - Select the date for the corresponding month and year.
4. Select **From** and **To** timings from the dropdown list.
5. **Interval** — Select the interval from the dropdown list.



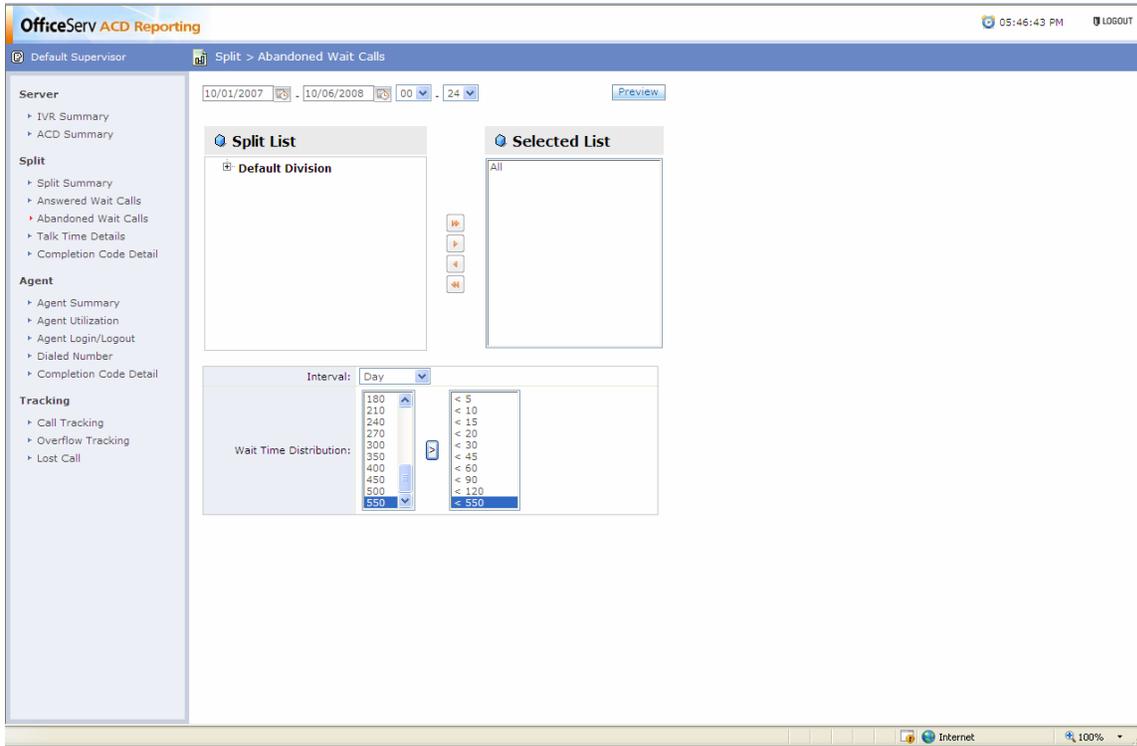
NOTE

Interval

The available options are Day, Hour, 30 Minutes & 15 Minutes.

6. To Add Split:
 - To add all Splits, click **Add All** ().

OR



- Select the Split from the Split List.
- Click **Add** (➤) button to add the Selected Split.

7. To Remove Split:

- Click **Remove All** (✖) button to remove all Splits.
- OR
- Select the Split from the **Selected List**.
- Click **Remove** (◀) button to remove the Selected Split.

8. To select Wait Time Distribution

- Select max time interval in the right listbox.
- Select the time interval in the left listbox.
- Click (➤) button to add the selected interval.

 **NOTE** | **Interval**
The time interval selected in left listbox should be greater than max time interval in right listbox.

9. Click **Preview** to view the report.

10. The **Abandoned Wait Calls Report** page is displayed.

11. The details displayed are:

- **Date** — based on the interval type, the date field is displayed.
 - If **Interval** type is **Day** then the report will be date-wise.
 - If **Interval** type is **Hour** then the report will be hour-wise.

Abandoned Wait Calls
 Period: 10/01/2007 - 10/06/2008, 00:00 - 24:00
 Interval: Day
 10/06/2008 17:47, Report generated by Default Supervisor

Date	Agt Rqst	Abd	Abd %	Avg Wait	Wait Time Distribution (sec)											
					< 5	< 10	< 15	< 20	< 30	< 45	< 60	< 90	< 120	< 550	>= 550	
Total	20	17	85.0	00:00:07	14	0	1	0	0	0	0	2	0	0	0	
Default Split																
09/19/2008	4	2	50.0	00:00:30	1	0	0	0	0	0	0	1	0	0	0	
09/22/2008	1	1	100.0	00:00:04	1	0	0	0	0	0	0	0	0	0	0	
09/24/2008	3	2	66.7	00:00:00	2	0	0	0	0	0	0	0	0	0	0	
09/26/2008	5	5	100.0	00:00:00	5	0	0	0	0	0	0	0	0	0	0	
09/30/2008	2	2	100.0	00:00:06	1	0	1	0	0	0	0	0	0	0	0	
10/01/2008	1	1	100.0	00:00:00	1	0	0	0	0	0	0	0	0	0	0	
10/06/2008	3	3	100.0	00:00:00	3	0	0	0	0	0	0	0	0	0	0	
Sub Total	19	16	84.2	00:00:05	14	0	1	0	0	0	0	1	0	0	0	
ACD SVC1																
09/24/2008	1	1	100.0	00:00:45	0	0	0	0	0	0	0	1	0	0	0	

- If **Interval** type is **30 Mins** then the report will display every 30 minute details.
- If **Interval** type is **15 Mins** then the report will display every 15 minute details.
- **Agt Rqst** — Shows total number of ACD inbound calls requested to the agent.
- **Abd** — Shows total number of abandoned ACD inbound calls.
- **Abd %** — Ratio of number of abandoned calls to the total number of ACD inbound calls.
- **Avg Wait** — Average Waiting Time to answer a call.
- **Wait Time Distribution (sec)** – Displays number of abandoned calls lesser than 5 seconds, 10 seconds ..., and longer than 180 seconds.

12. Click  to print the report.

13. Click  to export the report to Microsoft Excel.

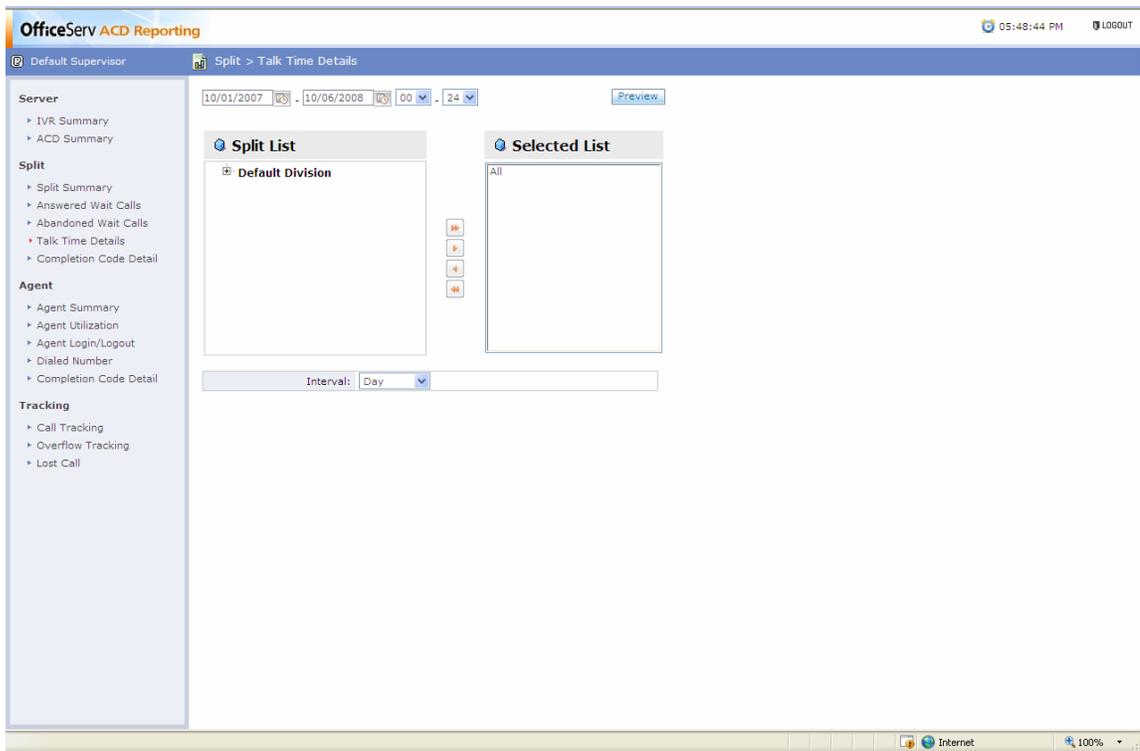
Talk Time Details

The Talk Time Details option allows the user to view the Talk Time details of the answered calls.

Accessing & Viewing Talk Time Details

The below section describes how to access the Talk Time Details page.

1. Click **Talk Time Details** on the **Reporting** left pane.
2. The **Talk Time Details** page is displayed.



3. Select Start Date and End Date.
 - Click  icon, a calendar providing a date picker is displayed.
 - Select the date for the corresponding month and year.
4. Select **From** and **To** timings from the dropdown list
5. **Interval** — Select the interval from the dropdown list.

 **NOTE** **Interval**
The available options are Day, Hour, 30 Minutes & 15 Minutes.

6. To Add Split:

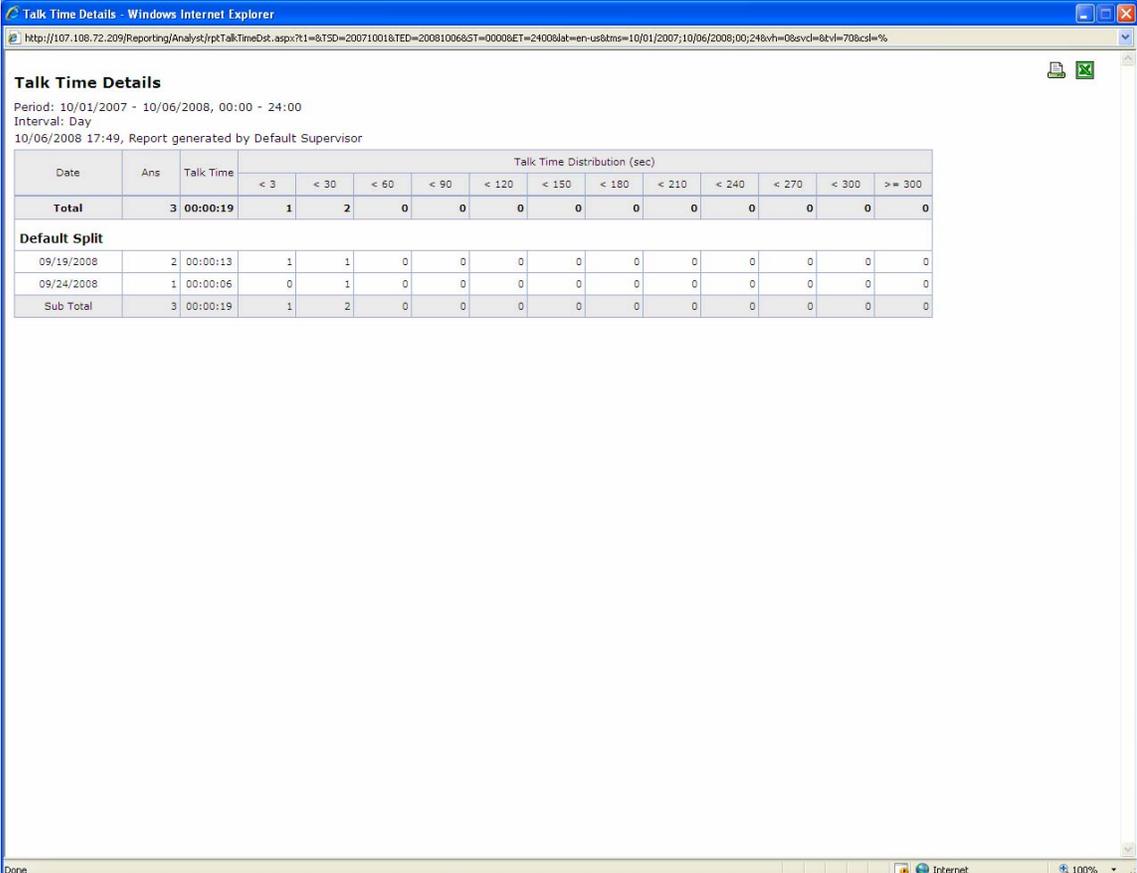
- To add all Splits, click **Add All** ()
- OR
- Select the Split from the Split List.
- Click **Add** () button to add the Split.

7. To Remove Split:

- Click **Remove All** () button to remove all Splits.
- OR
- Select the Split from the **Selected List**.
- Click **Remove** () button to remove the Selected Split.

8. Click **Preview** to view the report.

9. The **Talk Time Details Report** page is displayed.



Talk Time Details

Period: 10/01/2007 - 10/06/2008, 00:00 - 24:00
Interval: Day
10/06/2008 17:49, Report generated by Default Supervisor

Date	Ans	Talk Time	Talk Time Distribution (sec)												
			< 3	< 30	< 60	< 90	< 120	< 150	< 180	< 210	< 240	< 270	< 300	>= 300	
Total	3	00:00:19	1	2	0	0	0	0	0	0	0	0	0	0	0
Default Split															
09/19/2008	2	00:00:13	1	1	0	0	0	0	0	0	0	0	0	0	0
09/24/2008	1	00:00:06	0	1	0	0	0	0	0	0	0	0	0	0	0
Sub Total	3	00:00:19	1	2	0	0	0	0	0	0	0	0	0	0	0

10. The details displayed are:

- **Date** — based on the interval type, the date field is displayed

- If **Interval** type is **Day** then the report will be date-wise.
- If **Interval** type is **Hour** then the report will be hour-wise.
- If **Interval** type is **30 Mins** then the report will display every 30 minute details.
- If **Interval** type is **15 Mins** then the report will display every 15 minute details.
- **Ans** — Shows total number of answered ACD inbound calls.
- **Talk Time** — Time taken to answer ACD calls.
- **Talk Time Distribution (sec)** – Displays number of calls lasted less than 3 seconds, 30 seconds ... and longer than 300 seconds.

11. Click  to print the report.

12. Click  to export the report to Microsoft Excel.

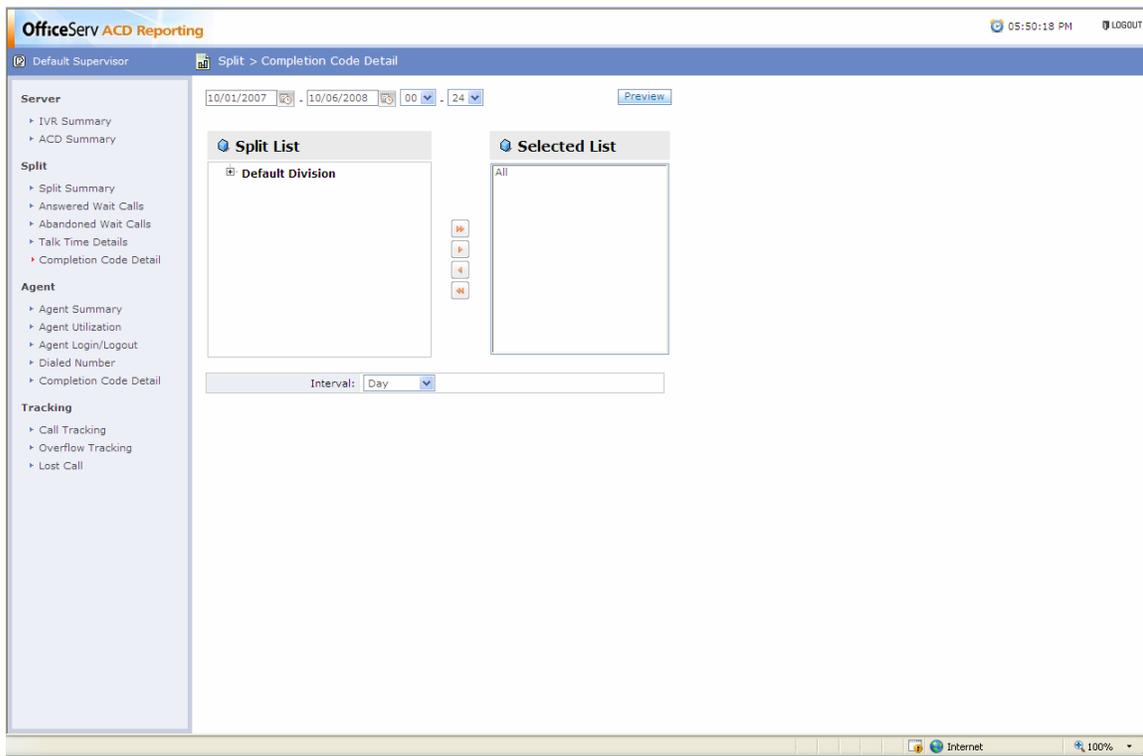
Completion Code Details

The Completion Code Details option allows the user to view the summary of each Completion Code detail with respect to selected Split.

Accessing & Viewing Completion Code Detail

The below section describes how to access the Completion Code Detail page.

1. Click **Completion Code Detail** on the **Reporting** left pane.
2. The **Completion Code Detail** page is displayed.



3. Select Start Date and End Date.

- Click  icon, a calendar providing a date picker is displayed.
- Select the date for the corresponding month and year.

4. Select **From** and **To** timings from the dropdown list.

5. **Interval** — Select the interval from the dropdown list.

 **NOTE** **Interval**
The available options are Day, Hour, 30 Minutes & 15 Minutes.

6. To Add Split:

- To add all Splits, click **Add All** ()
- OR
- Select the Split from the Split List.
- Click **Add** () button to add the Selected Split.

7. To Remove Split:

- Click **Remove All** () button to Remove all Splits.
- OR

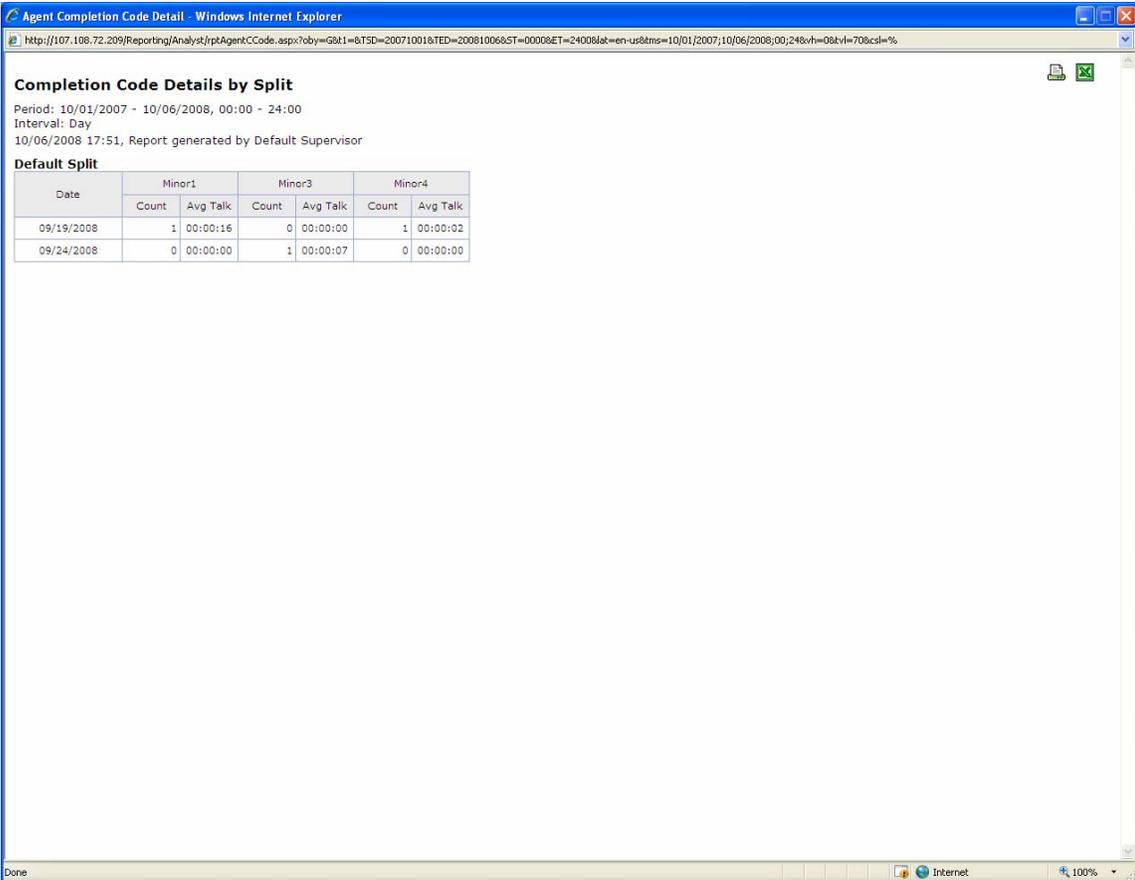
- Select the Split from the **Selected List**.
- Click **Remove** () button to remove the Selected Split.

8. Click **Preview** to view the report.

9. The **Completion Code Detail Report** page is displayed.

10. The details displayed are:

- **Date** — based on the interval type, the date field is displayed
 - If **Interval** type is **Day** then the report will be date-wise.
 - If **Interval** type is **Hour** then the report will be hour-wise.
 - If **Interval** type is **30 Mins** then the report will display every 30 minute details.
 - If **Interval** type is **15 Mins** then the report will display every 15 minute details.
- **Count** — Shows the count for each Completion Code.
- **Avg Talk** — Shows the average talk duration for each Completion Code.



Agent Completion Code Detail - Windows Internet Explorer

http://107.108.72.209/Reporting/Analyst/rptAgentCCode.aspx?oby=G&l1=8&TSD=20071001&TED=20081006&ST=0000&ET=2400&lat=en-us&trms=10/01/2007;10/06/2008;00;24&vht=0&vhl=70&cdl=%

Completion Code Details by Split

Period: 10/01/2007 - 10/06/2008, 00:00 - 24:00
Interval: Day
10/06/2008 17:51, Report generated by Default Supervisor

Default Split

Date	Minor1		Minor3		Minor4	
	Count	Avg Talk	Count	Avg Talk	Count	Avg Talk
09/19/2008	1	00:00:16	0	00:00:00	1	00:00:02
09/24/2008	0	00:00:00	1	00:00:07	0	00:00:00

11. Click  to print the report.

12. Click  to export the report to Microsoft Excel.

CHAPTER 5. Agent

This section describes about accessing and viewing Agent related reports.

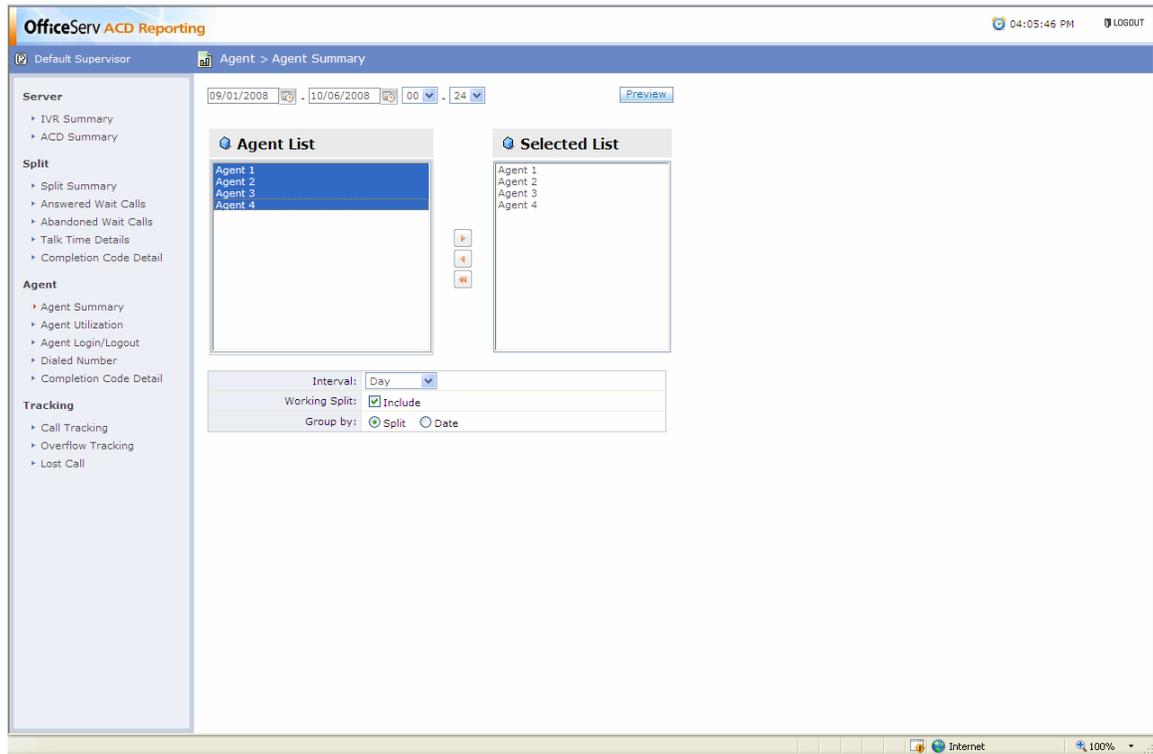
Agent Summary

The Agent Summary option allows the user to view the summary of Agent for the selected Date, Time, Interval and/or Working split.

Accessing & Viewing Agent Summary

The below section describes how to access the Agent Summary Report page.

1. Click **Agent Summary** on the **Reporting** left pane.
2. The **Agent Summary** page is displayed.



3. Select Start Date and End Date.
 - Click  icon, a calendar providing a date picker is displayed.
 - Select the date for the corresponding month and year.

4. Select **From** and **To** timings from the dropdown list.

5. **Interval** — Select the interval from the dropdown list.



6. To Add an Agent:

- Select the Agent from the Agent List.
- Click **Add** () button to add the Selected Agent.

7. To Remove Agent:

- Click **Remove All** () button to remove all Agents.

OR

- Select the Agent from the **Selected List**.
- Click **Remove** () button to remove the Selected Agent.

8. To **Include** Working Split:

- Select the checkbox to view the report based on Split or Date.

OR

- To view the report without Split details.

9. Click **Preview** to view the report.

10. The **Agent Summary Report** page is displayed.

			inbound calls.
Outbound Call	Non-ACD Outbound	Int	Total Number of Non-ACD outbound calls connected internally.
		Ext	Total Number of Non-ACD outbound calls connected externally.
		Talk Time	Answered Time through Non-ACD outbound calls.
Efficiency	Talk Time		Total Talk Time.
	Average Talk Time		Average Talk Time.

12. Click  to print the report.

13. Click  to export the report to Microsoft Excel.

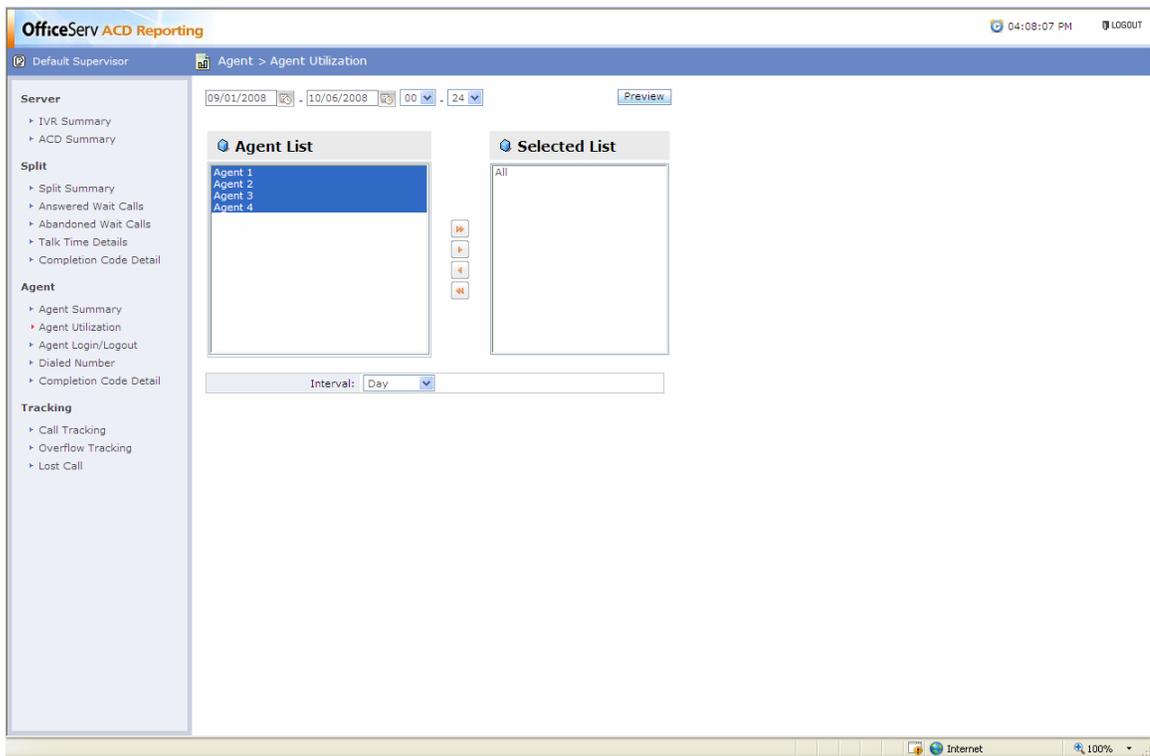
Agent Utilization

The Agent Utilization option allows the user to view the summary of Agent Utilization for the selected Date, Time and Interval.

Accessing & Viewing Agent Utilization

The below section describes how to access the Agent Utilization Report page.

1. Click **Agent Utilization** on the **Reporting** left pane.
2. The **Agent Utilization** page is displayed.



3. Select Start Date and End Date.

- Click  icon, a calendar providing a date picker is displayed.
- Select the date for the corresponding month and year.

4. Select **From** and **To** timings from the dropdown list.

5. **Interval** — Select the interval from the dropdown list.

 **NOTE** **Interval**
The available options are Day, Hour, 30 Minutes & 15 Minutes.

6. To Add Agent:

- To add all Agents, click **Add All** ()
- OR
- Select the Agent from the Agent List.
- Click **Add** () button to add the Selected Agent.

7. To Remove Agent:

- Click **Remove All** () button to remove all Agents.
- OR

- Select the Agent from the Selected List.
- Click **Remove** () button to remove the Selected Agent.

8. Click **Preview** to view the report.

9. The **Agent Utilization Report** page is displayed.

Agent Utilization
 Period: 09/01/2008 - 10/06/2008, 00:00 - 24:00
 Interval: Day
 10/06/2008 16:08, Report generated by Default Supervisor

Date	Logged In Time	Talk Time	Idle Time	Wrap-up Time	Break Time	Avail %	Break Details							
							Personal Break	Meal Break	Rest Break	Training	Meeting	Extended Wrap-up	User1	
Agent 1														
09/19/2008	00:03:59	00:00:13	00:03:24	00:00:14	00:00:08	96.7	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0
09/22/2008	00:05:14	00:00:08	00:05:03	00:00:00	00:00:03	99.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0
09/24/2008	00:06:58	00:02:19	00:01:23	00:00:11	00:03:05	55.7	00:02:41	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0
09/26/2008	00:06:42	00:01:06	00:02:47	00:00:00	00:02:49	58.0	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0
09/29/2008	02:55:04	00:00:21	00:02:08	00:00:00	02:52:34	1.4	00:02:29	00:00:00	00:00:00	00:00:00	00:08:43	00:00:00	00:00:00	0
09/30/2008	03:45:41	00:00:00	03:37:34	00:00:00	00:08:07	96.4	00:00:27	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0
10/01/2008	00:18:45	00:00:00	00:00:00	00:00:00	00:18:44	0.1	00:07:04	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0
10/03/2008	00:03:15	00:00:00	00:00:00	00:00:00	00:03:15	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0
Sub Total	07:25:38	00:04:07	03:52:19	00:00:25	03:28:45	53.2	00:12:47	00:00:00	00:00:00	00:00:00	00:08:43	00:00:00	00:00:00	0
Agent 2														
09/19/2008	00:00:03	00:00:00	00:00:00	00:00:00	00:00:03	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0
09/24/2008	00:30:57	00:00:33	00:28:44	00:00:00	00:01:40	94.6	00:00:09	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0
09/29/2008	00:04:11	00:00:00	00:00:00	00:00:00	00:04:11	0.0	00:00:02	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0
09/30/2008	00:07:19	00:00:00	00:03:16	00:00:00	00:04:03	44.6	00:02:26	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0
10/03/2008	00:23:04	00:00:08	00:00:00	00:00:00	00:22:55	0.7	00:00:27	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0
10/06/2008	00:15:15	00:00:14	00:14:30	00:00:01	00:00:30	96.7	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0
Sub Total	01:20:49	00:00:55	00:46:30	00:00:01	00:33:22	58.7	00:03:05	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0
Agent 3														
09/24/2008	00:00:09	00:00:00	00:00:00	00:00:00	00:00:09	0.0	00:00:02	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0
09/25/2008	00:02:42	00:00:02	00:00:57	00:00:00	00:01:43	36.4	00:00:04	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0
09/26/2008	12:08:43	00:00:28	00:05:13	00:00:00	12:03:02	0.8	00:00:04	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	1
Sub Total	12:11:34	00:00:30	00:06:10	00:00:00	12:04:54	0.9	00:00:10	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	1
Agent 4														
09/29/2008	01:20:58	00:00:00	01:20:58	00:00:00	00:00:00	100.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0

10. The following details are displayed, for each selected agent:

- **Date** — based on the interval type, the date field is displayed.
 - If **Interval** type is **Day** then the report will be date-wise.
 - If **Interval** type is **Hour** then the report will be hour-wise.
 - If **Interval** type is **30 Mins** then the report will display every 30 minute details.
 - If **Interval** type is **15 Mins** then the report will display every 15 minute details.
- **Logged in Time** — Duration of the agent logged in.
- **Talk Time** — Time taken to answer ACD calls.
- **Idle Time** — Total Time with Available Status.
- **Wrap-up Time** — Total Wrap-up time.

- **Break Time** — Total break time spent by the Agent.
- **Avail %** — Shows Availability percentage of an Agent.
- **Break Details** — Displays total time spent in respective Break Types:
 - Personal Break
 - Meal Break
 - Rest Break
 - Training
 - Meeting
 - Extended Wrap-up
 - User1
 - User2



NOTE

Break Types

Break Types description can be customized in Supervisor's System Configuration page.

11. Click  to print the report.

12. Click  to export the report to Microsoft Excel.

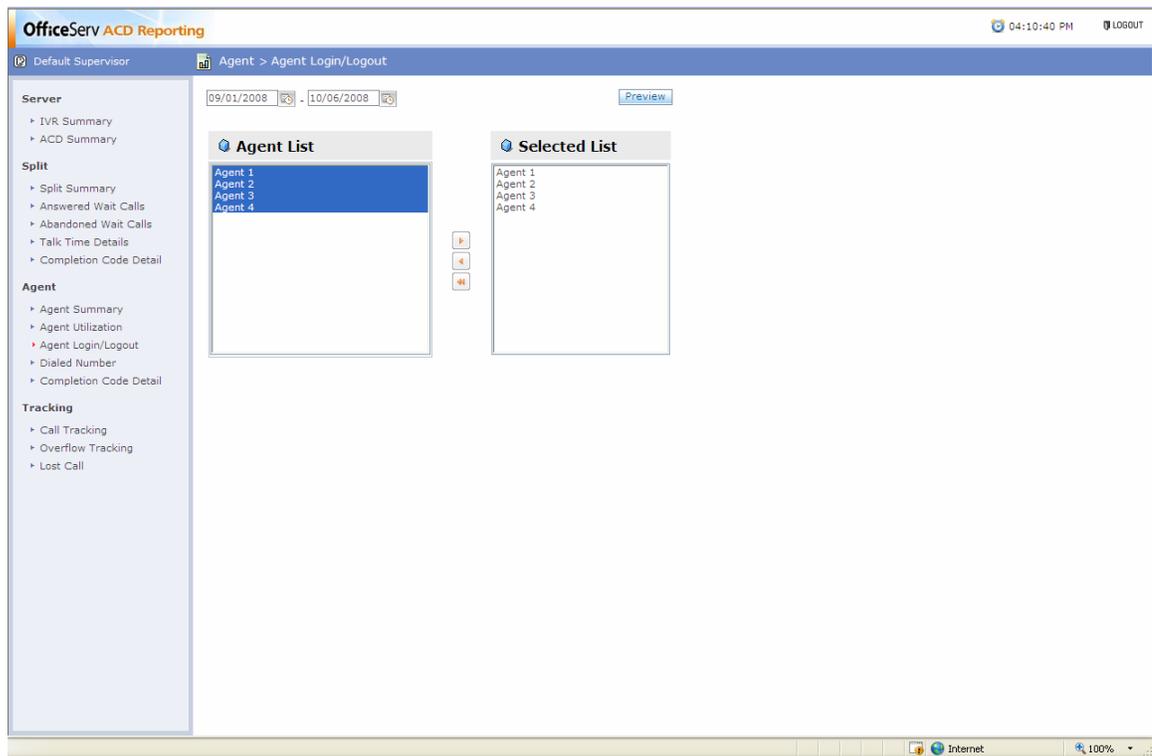
Agent Login/Logout

The Agent Login/Logout option allows the user to view the summary of Agent's Login/Logout time for the selected Date.

Accessing & Viewing Agent Login/Logout

The below section describes how to access the Agent Login/Logout Report page.

1. Click **Agent Login/Logout** on the **Reporting** left pane.
2. The **Agent Login/Logout** page is displayed.



3. Select Start Date and End Date.

- Click  icon, a calendar providing a date picker is displayed.
- Select the date for the corresponding month and year.

4. To Add an Agent:

- Select the Agent from the Agent List.
- Click **Add** () button to add the Selected Agent.

5. To Remove Agent:

- Click **Remove All** () button to remove all Agents.

OR

- Select the Agent from the Selected List.
- Click **Remove** () button to remove the Selected Agent.

6. Click **Preview** to view the report.

7. The **Agent Login/Logout Report** page is displayed.

Agent Login/Logout Report
 Period: 09/01/2008 - 10/06/2008
 10/06/2008 16:11, Report generated by Default Supervisor

Login Time	Logout Time	Logged In Time
Agent 1		
09/19/2008 16:25:36	09/19/2008 16:29:31	00:03:55
09/19/2008 16:33:31	09/22/2008 10:20:32	65:47:01
09/22/2008 17:59:22	09/22/2008 18:04:36	00:05:14
09/24/2008 14:26:18	09/24/2008 14:27:05	00:00:47
09/24/2008 14:38:45	09/24/2008 14:41:29	00:02:44
09/24/2008 14:49:22	09/24/2008 14:49:44	00:00:22
09/24/2008 14:51:55	09/24/2008 14:54:52	00:02:57
09/26/2008 13:59:58	09/26/2008 14:01:23	00:01:25
09/26/2008 14:01:26	09/26/2008 14:02:36	00:01:10
09/26/2008 14:02:40	09/26/2008 14:02:51	00:00:11
09/26/2008 14:23:56	09/26/2008 14:24:00	00:00:04
09/26/2008 16:27:07	09/26/2008 16:28:09	00:01:02
09/26/2008 17:20:42	-	-
09/26/2008 18:25:07	09/26/2008 18:25:15	00:00:08
09/26/2008 18:25:21	09/26/2008 18:25:29	00:00:08
09/26/2008 18:25:35	09/26/2008 18:25:40	00:00:05
09/26/2008 18:25:45	09/26/2008 18:25:51	00:00:06
09/26/2008 18:30:23	09/26/2008 18:30:32	00:00:09
09/26/2008 18:30:37	09/26/2008 18:30:42	00:00:05
09/26/2008 18:30:52	09/26/2008 18:30:56	00:00:04
09/26/2008 18:35:18	09/26/2008 18:35:29	00:00:11
09/26/2008 18:35:34	09/26/2008 18:35:44	00:00:10
09/26/2008 18:35:48	09/26/2008 18:35:54	00:00:06
09/26/2008 18:37:23	09/26/2008 18:37:36	00:00:13
09/26/2008 18:38:03	09/26/2008 18:38:16	00:00:13
09/26/2008 18:38:20	09/26/2008 18:38:31	00:00:11
09/26/2008 18:38:37	09/26/2008 18:38:55	00:00:18
09/26/2008 18:39:12	09/26/2008 18:39:19	00:00:07
09/26/2008 18:39:25	09/26/2008 18:39:46	00:00:21
09/26/2008 18:39:50	09/26/2008 18:39:58	00:00:08

8. The details displayed are:
- **Login Time** — Shows the start time of the Agent login.
 - **Logout Time** — Shows the end time of the Agent login.
 - **Logged In Time** — Shows the duration of the Agent login.

9. Click  to print the report.

10. Click  to export the report to Microsoft Excel.

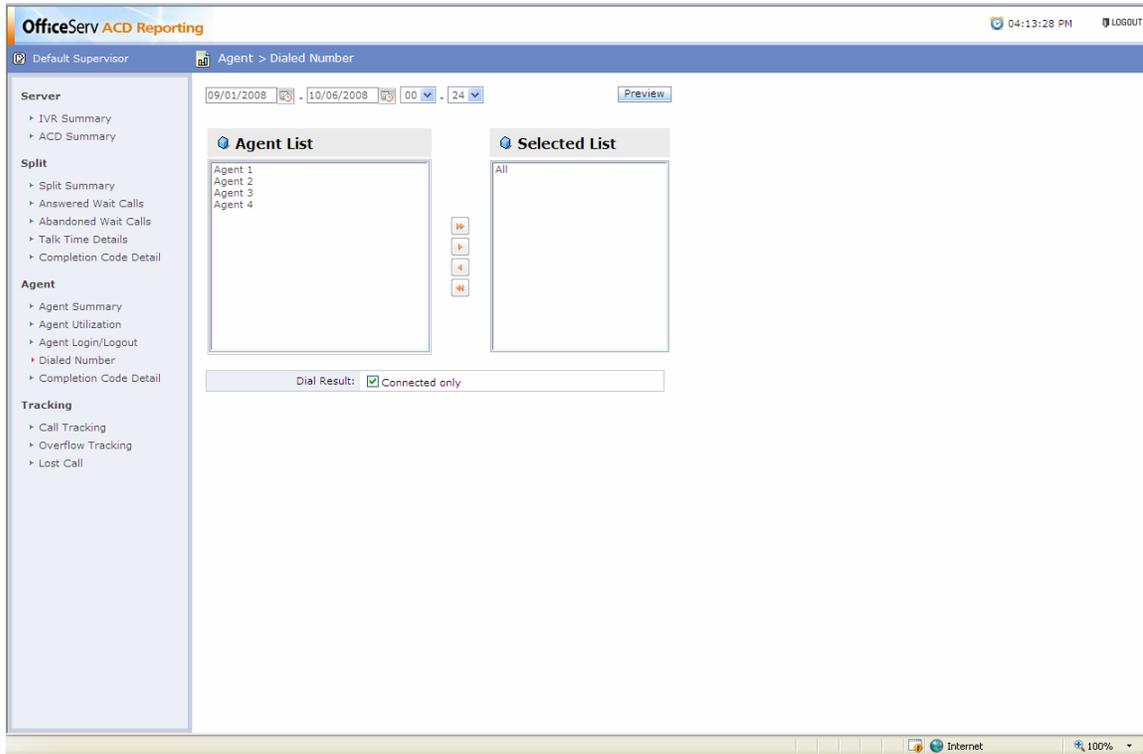
Dialed Number

The Dialed Number option allows the user to view the summary of Dialed Numbers for the selected Date, Time and/or Dial Result.

Accessing & Viewing Dialed Number

The below section describes how to access the Dialed Number Report page.

1. Click **Dialed Number** on the **Reporting** left pane.
2. The **Dialed Number** page is displayed.



3. Select Start Date and End Date.
 - Click  icon, a calendar providing a date picker is displayed.
 - Select the date for the corresponding month and year.
4. Select **From** and **To** timings from the dropdown list.
5. To Add Agent:
 - To add all Agents, click **Add All** ()
 - OR
 - Select the Agent from the Agent List.
 - Click **Add** () button to add the Selected Agent.
6. To Remove Agent:
 - Click **Remove All** () button to remove all Agents.
 - OR
 - Select the Agent from the Selected List.
 - Click **Remove** () button to remove the Selected Agent.

7. To include **Dial Result**

- Check **Connected Only** option to include connected details.

OR

- Uncheck **Connected Only** option to view all details.

8. Click **Preview** to view the report.

9. The **Dialed Number Report** page is displayed.

Dialed Number
 Period: 09/01/2008 - 10/06/2008, 00:00 - 24:00
 Dial Result: Connected only
 10/06/2008 16:13, Report generated by Default Supervisor

Most Frequently Dialed Number

No	Destination	Answered	Talk Time	Dial Type
1	3201	5	00:00:21	
2	2003	3	00:00:04	
3	2001	2	00:00:19	
4	3202	2	00:00:07	Consult
5	93201	1	00:00:00	

Destination	Connect Time	Disconnect Time	Ring Time	Talk Time	Dial Type
Agent 1					
(Int) 3201	09/22/2008 17:59:38	09/22/2008 17:59:39	00:00:02	00:00:01	
93502	09/22/2008 17:59:44	09/22/2008 17:59:50	00:00:00	00:00:06	
93202	09/22/2008 17:59:58	09/22/2008 17:59:59	00:00:01	00:00:01	
(Int) 2002	09/24/2008 14:53:50	09/24/2008 14:53:54	00:00:02	00:00:04	Transfer
(Int) 2002	09/24/2008 14:54:12	09/24/2008 14:54:29	00:00:01	00:00:17	Conference
(Int) 2002	09/24/2008 14:54:40	09/24/2008 14:54:44	00:00:01	00:00:04	
(Int) 3201	09/26/2008 14:00:43	09/26/2008 14:00:54	00:00:02	00:00:11	
(Int) 3202	09/26/2008 16:27:43	09/26/2008 16:27:47	00:00:04	00:00:04	Consult
(Int) 3202	09/26/2008 16:27:58	09/26/2008 16:28:01	00:00:03	00:00:03	Consult
Agent 2					
(Int) 2003	10/03/2008 16:21:33	10/03/2008 16:21:41	00:00:18	00:00:08	Consult
(Int) 3201	10/06/2008 12:01:51	10/06/2008 12:01:52	00:00:05	00:00:01	
(Int) 3201	10/06/2008 12:02:21	10/06/2008 12:02:21	00:00:02	00:00:00	
(Int) 3202	10/06/2008 12:02:28	10/06/2008 12:02:29	00:00:02	00:00:01	
(Int) 2003	10/06/2008 12:03:15	10/06/2008 12:03:15	00:00:03	00:00:00	
93201	10/06/2008 12:04:08	10/06/2008 12:04:08	00:00:03	00:00:00	
(Int) 3201	10/06/2008 12:12:03	10/06/2008 12:12:11	00:00:07	00:00:08	
(Int) 2003	10/06/2008 15:54:42	10/06/2008 15:54:43	00:00:04	00:00:01	
(Int) 2003	10/06/2008 15:59:03	10/06/2008 15:59:06	00:00:02	00:00:03	
Agent 3					

10. The **Most Frequently Dialed Number** details are displayed:

- **No** — Shows the serial number.
- **Destination** — Shows the destination number dialed.
- **Answered** — Shows the number of calls answered.
- **Talk Time** — Shows total time taken to answer the call.
- **Dial Type** — Shows the dial type.

11. The following details are displayed, for each selected agent:

- **Destination** — Shows the destination number dialed.

- **Connect Time** — Shows the time when the call was connected.
- **Disconnect Time** — Shows the time when the call was disconnected.
- **Ring Time** — Shows the time taken before answering the call.
- **Talk Time** — Shows total time taken to answer the call.
- **Dial Type** — Shows the dial type.

12. Click  to print the report.

13. Click  to export the report to Microsoft Excel.

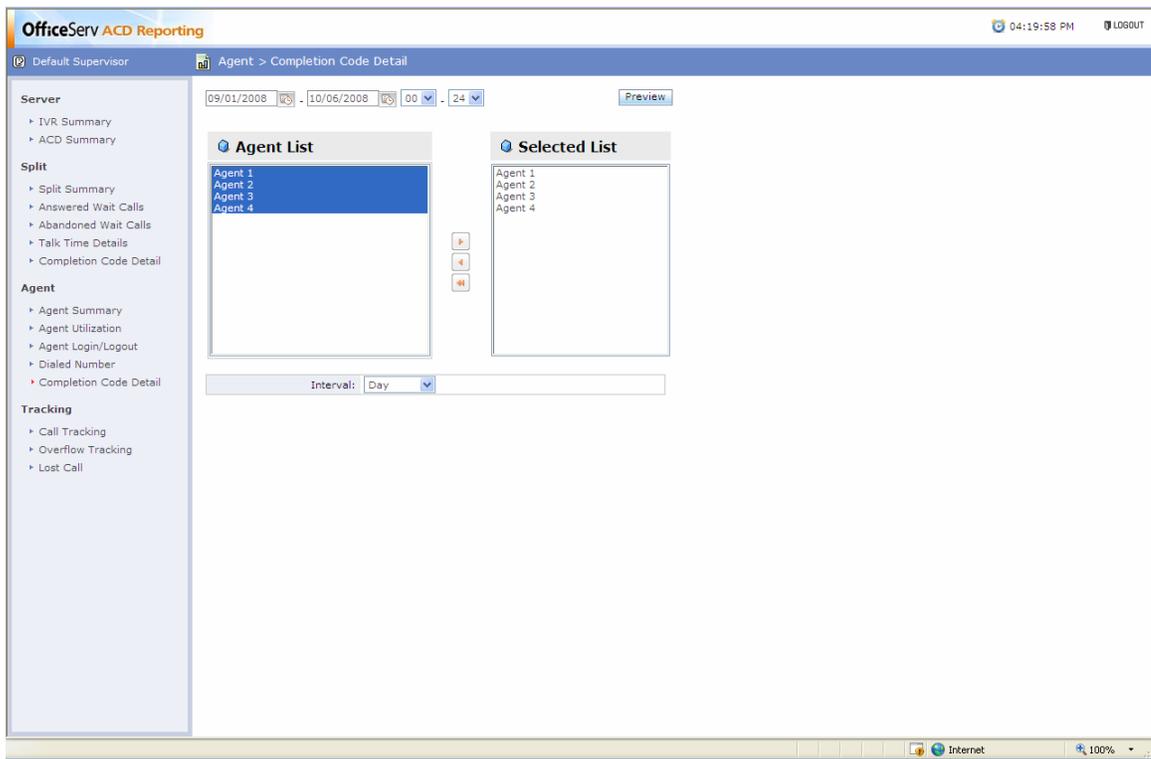
Completion Code Detail

The Completion Code Detail option allows the user to view the summary of each Completion Code detail with respect to selected Agent.

Accessing & Viewing Completion Code Detail

The below section describes how to access the Completion Code Detail page.

1. Click **Completion Code Detail** on the **Reporting** left pane.
2. The **Completion Code Detail** page is displayed.



3. Select Start Date and End Date.

- Click  icon, a calendar providing a date picker is displayed.
- Select the date for the corresponding month and year.

4. Select **From** and **To** timings from the dropdown list.

5. **Interval** — Select the interval from the dropdown list.



NOTE

Interval

The available options are Day, Hour, 30 Minutes & 15 Minutes.

6. To Add an Agent:

- Select the Agent from the Agent List.
- Click **Add** () button to add the Selected Agent.

7. To Remove Agent:

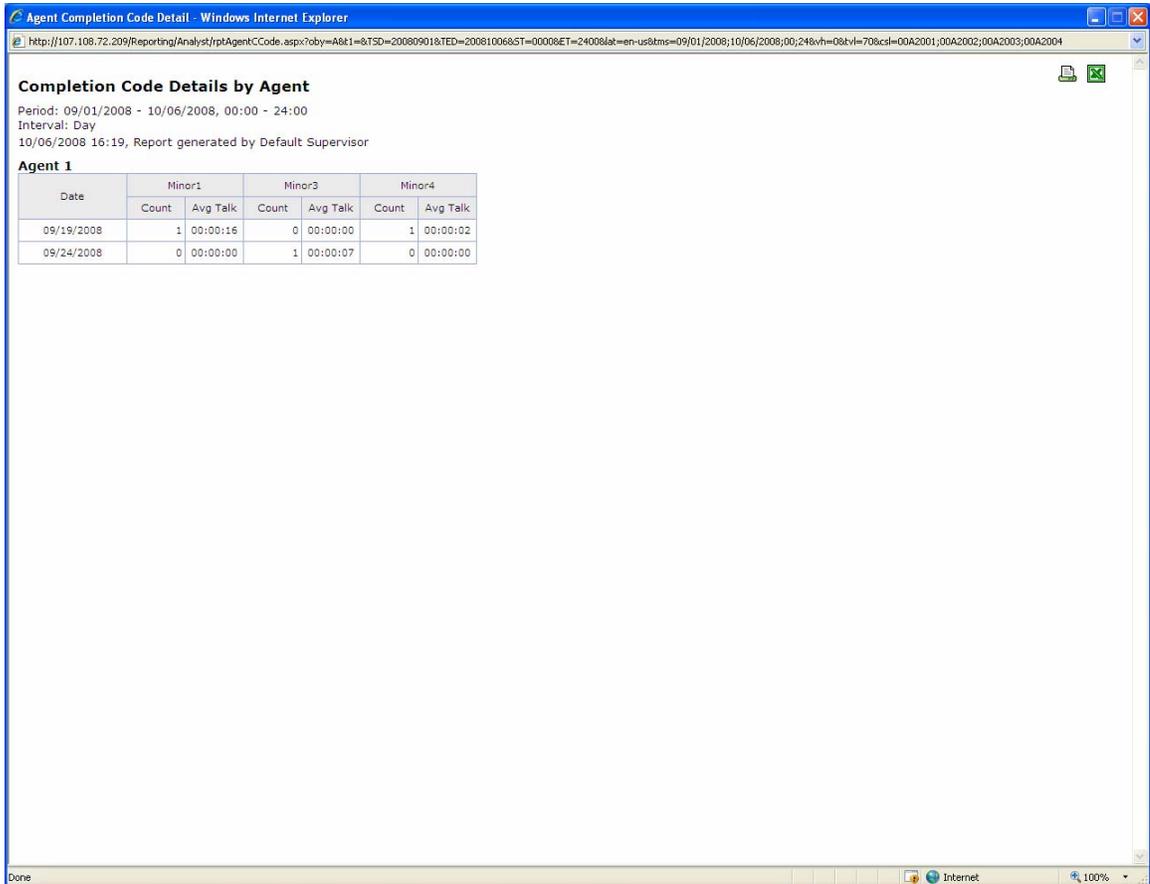
- Click **Remove All** () button to remove all Agents.

OR

- Select the Agent from the Selected List.
- Click **Remove** () button to remove the Selected Agent.

8. Click **Preview** to view the report.

9. The **Completion Code Detail Report** page is displayed.



Agent Completion Code Detail - Windows Internet Explorer

http://107.108.72.209/Reporting/Analyst/rptAgentCode.aspx?oby=A&t1=8.TSD=20080901&TED=20081006&ST=0000&ET=2400&lat=en-us&tms=09/01/2008;10/06/2008;00;24&vfr=0&tvl=70&csi=00A2001;00A2002;00A2003;00A2004

Completion Code Details by Agent

Period: 09/01/2008 - 10/06/2008, 00:00 - 24:00
Interval: Day
10/06/2008 16:19, Report generated by Default Supervisor

Agent 1

Date	Minor1		Minor3		Minor4	
	Count	Avg Talk	Count	Avg Talk	Count	Avg Talk
09/19/2008	1	00:00:16	0	00:00:00	1	00:00:02
09/24/2008	0	00:00:00	1	00:00:07	0	00:00:00

10. The details displayed are:

- **Date** — based on the interval type, the date field is displayed.
 - If **Interval** type is **Day** then the report will be date-wise.
 - If **Interval** type is **Hour** then the report will be hour-wise.
 - If **Interval** type is **30 Mins** then the report will display every 30 minute details.
 - If **Interval** type is **15 Mins** then the report will display every 15 minute details.
- **Count** — Shows the count for each Completion Code.
- **Avg Talk** — Shows the Average Talk duration for each Completion Code.

11. Click  to print the report.

12. Click  to export the report to Microsoft Excel.

CHAPTER 6. Tracking

This section describes about accessing and viewing Call Tracking related reports.

Call Tracking

The Call Tracking option allows the user to view the summary of Call Tracking by Agent/Split.

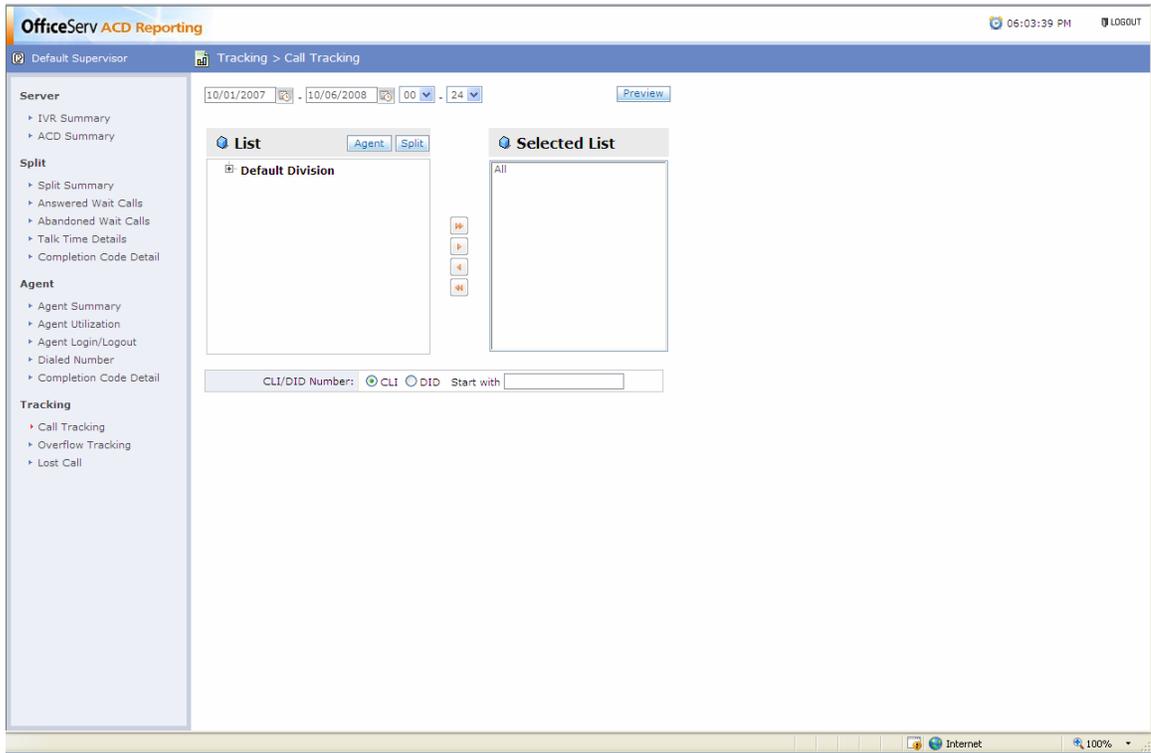
Accessing & Viewing Call Tracking

The below section describes how to access the Call Tracking Report page.

1. Click **Call Tracking** on the **Reporting** left pane.
2. The **Call Tracking** page is displayed.

Split Call Tracking

1. Follow the steps in [Accessing & Viewing Call Tracking](#).
2. Select Start Date and End Date.
 - Click  icon, a calendar providing a date picker is displayed.
 - Select the date for the corresponding month and year.
3. Select **From** and **To** timings from the dropdown list.
4. Click **Split** button on the **List** section.



5. To Add Split:

- To Add all Splits, click **Add All** ()
- OR
- Select the Split from the Split List.
- Click **Add** () button to add the Selected Split.

6. To Remove Split:

- Click **Remove All** () button to remove all Splits.
- OR
- Select the Split from the Selected List.
- Click **Remove** () button to remove the Selected Split.

7. **CLI/DID Number** — Select the CLI or DID radio button and enter the corresponding **Start with** number.

8. Click **Preview** to view the report.

9. The **Split Call Tracking Report** page is displayed.

Call Tracking - Windows Internet Explorer

http://107.108.72.209/Reporting/Analyst/rptCallTracking.aspx?obj=G&1=&TSD=20071001&TED=20081006&ST=0000&ET=2400&at=en-us&trms=10/01/2007;10/06/2008;00:24&vh=0&npr=C&ncl=&cdl=%

Call Tracking

Period: 10/01/2007 - 10/06/2008, 00:00 - 24:00
 CLI Number: All
 10/06/2008 18:03, Report generated by Default Supervisor

Time	CLI	DID	Cust ID	Cust Lvl	Call Type	Agent	Wait Time	More Records	Talk Time
09/24/2008 15:28:35	32017001	2002			ACD In Ans		00:00:00	-	00:00:01
09/24/2008 15:26:10	32017001	2002			ACD In Ans		00:00:00	-	00:00:12
09/24/2008 15:27:06	32017001	2002			ACD In Ans		00:00:00	-	00:00:38
09/24/2008 15:31:03	32017001	2002			ACD In Ans		00:00:00	-	00:02:35
09/24/2008 15:38:05	32017001	2002			ACD In Ans		00:00:00	-	00:00:07
09/24/2008 15:44:48	32017001	2002			ACD In Ans		00:00:00	-	00:00:05
09/24/2008 15:55:41	32017001	2002			ACD In Ans		00:00:00	-	00:00:03
09/25/2008 10:11:36	32027002	2003			ACD In Ans		00:00:00	-	00:00:08
09/25/2008 10:22:19	32027002	2003			ACD In Ans		00:00:00	-	00:00:03
09/25/2008 10:49:45	32027002	2003			ACD In Ans		00:00:00	-	00:06:15
09/25/2008 12:12:58	32027002	2003			ACD In Ans		00:00:00	-	00:00:04
09/25/2008 12:18:25	32017001	2003			ACD In Ans		00:00:00	-	00:00:02
09/26/2008 17:20:44	32017001	2001			ACD In Ans		00:00:00	-	00:00:05
IVR waiting									
09/22/2008 17:59:46	20017001	3502			ACD In Abd		00:00:04	-	
Default Split									
09/19/2008 16:25:44	32017001	5061			ACD In Ans	Agent 1	00:00:18	-	00:00:13
09/19/2008 16:27:00	32027001	5061			ACD In Ans	Agent 1	00:00:12	-	00:00:00
09/19/2008 16:33:45	32017001	5061			ACD In Abd		00:00:59	-	
09/19/2008 17:29:36	32017001	5061			ACD In Abd		00:00:00	-	
09/24/2008 14:52:17	32017001	5061			ACD In Ans	Agent 1	00:00:12	-	00:00:06
09/24/2008 18:28:58	32017001	5061			ACD In Abd		00:00:00	-	
09/24/2008 18:30:49	32017001	5061			ACD In Abd		00:00:00	-	
09/26/2008 12:08:27	32017001	5061			ACD In Abd		00:00:00	-	
09/26/2008 12:09:04	32017001	5061			ACD In Abd		00:00:00	-	
09/26/2008 12:09:47	32017001	5061			ACD In Abd		00:00:00	-	
09/26/2008 12:10:10	32017001	5061			ACD In Abd		00:00:00	-	
09/26/2008 12:10:20	32017001	5061			ACD In Abd		00:00:00	-	

10. The details displayed are:

- **Time** — Shows the date and time of each call.
 - Click to view details about the call.
 - The **Cradle-to-Grave** page is displayed.
 - Click  to print the report.

Cradle-to-Grave - Windows Internet Explorer

http://107.108.72.209/Reporting/Analyst/subCradleToGrave.aspx?uid=20080925121302311

1. **ACD In Ans**

Queued Time: 09/25/2008 12:12:58
Customer: ID - , Level -
Queue Time: 00:00:04
Ring Time: 23:59:56
Split:
Agent:
Talk Time: 00:00:04
Disconnected Time: 09/25/2008 12:13:02

- **CLI** — Shows the Caller Line Identification Number.
- **DID** — Shows the Direct Inward Dialing Number.

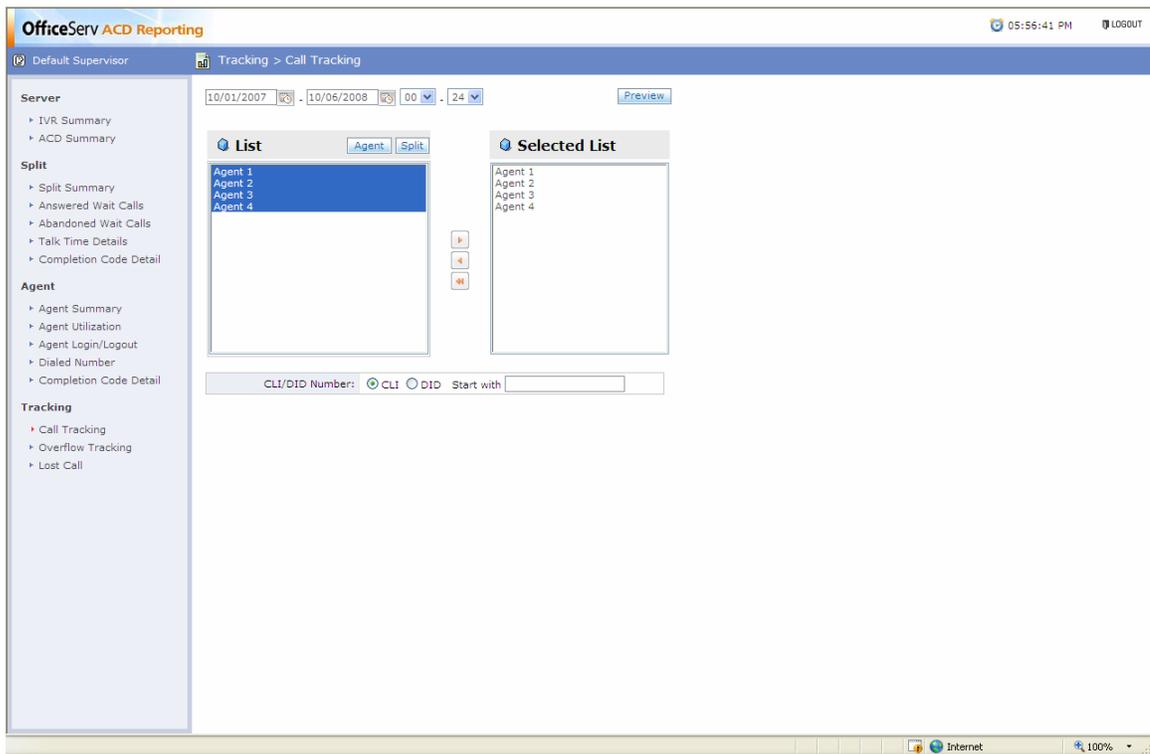
- **Cust ID** — Shows Customer ID.
- **Cust Lvl** — Shows Customer Level.
- **Call Type** — Shows type of call ACD or Non-ACD.
- **Agent** — Shows the Agent Name.
- **Wait Time** — Wait time is summation of Queue Time and Ringing Time.
- **More Records** — Provide details about the call.
- **Talk Time** — Time taken to answer calls.

11. Click  to print the report.

12. Click  to export the report to Microsoft Excel.

Agent Call Tracking

- 1.** Follow the steps in [Accessing & Viewing Call Tracking](#).
- 2.** Select **Start Date** and **End Date**.
 - Click  icon, a calendar providing a date picker is displayed.
 - Select the date for the corresponding month and year.
- 3.** Select **From** and **To** timings from the dropdown list.



4. Click **Agent** button on the **List** section.
5. To Add an Agent:
 - Select an Agent from the **Agent List**.
 - Click **Add** () button to add the Selected Agent.
6. To Remove Agent:
 - Click **Remove All** () button to remove all Agents.
 - OR
 - Select the Agent from the **Selected List**.
 - Click **Remove** () button to remove the Selected Agent.
7. **CLI/DID Number** — Select the CLI or DID radio button and enter the corresponding **Start with** number.
8. Click **Preview** to view the report.

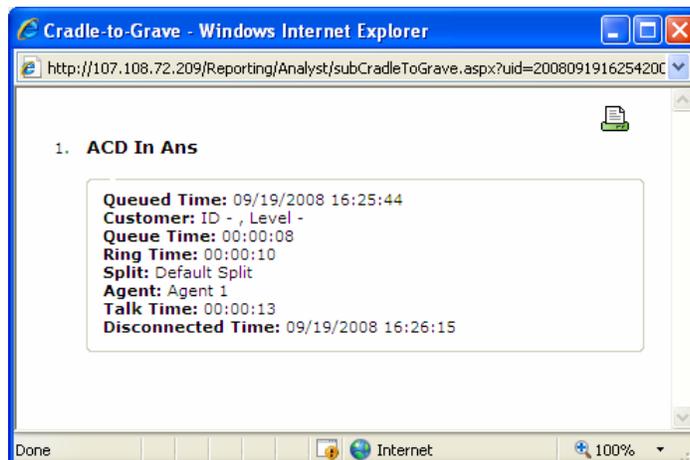
Call Tracking
 Period: 10/01/2007 - 10/06/2008, 00:00 - 24:00
 CLI Number: All
 10/06/2008 17:57, Report generated by Default Supervisor

Time	CLI	DID	Cust ID	Cust Lvl	Call Type	Split	Wait Time	More Records	Talk Time
Agent 1									
09/19/2008 16:25:44	32017001	5061			ACD In Ans	Default Split	00:00:18	-	00:00:13
09/19/2008 16:27:00	32027001	5061			ACD In Ans	Default Split	00:00:12	-	00:00:00
09/22/2008 17:59:44	7001	93502			Ext Non-ACD Out		00:00:00	-	00:00:06
09/22/2008 17:59:57	7001	93202			Ext Non-ACD Out		00:00:01	-	00:00:01
09/24/2008 14:26:46	32017001	2001			Ext Non-ACD In Ans		00:00:02	-	00:00:13
09/24/2008 14:41:13	32017001	2001			Ext Non-ACD In Ans		00:00:02	-	00:00:11
09/24/2008 14:52:03	32017001	2001			Ext Non-ACD In Ans		00:00:02	-	00:00:04
09/24/2008 14:52:17	32017001	5061			ACD In Ans	Default Split	00:00:12	-	00:00:06
09/24/2008 14:52:42	32017001	2001			Ext Non-ACD In Ans		00:00:01	Details	
09/24/2008 14:54:05	32017001	2001			Ext Non-ACD In Ans		00:00:02	Details	
09/26/2008 14:01:38	32017001	2001			Ext Non-ACD In Ans		00:00:02	-	00:00:01
09/26/2008 14:02:22	32017001	2001			Ext Non-ACD In Abd		00:00:01	-	
09/26/2008 16:27:26	32017001	2001			Ext Non-ACD In Ans		00:00:02	Details	
09/26/2008 18:25:08	32017001	2001			Ext Non-ACD In Ans		00:00:01	-	00:00:03
09/26/2008 18:25:22	32017001	2001			Ext Non-ACD In Ans		00:00:01	-	00:00:03
09/26/2008 18:25:46	32017001	2001			Ext Non-ACD In Ans		00:00:01	-	00:00:02
09/26/2008 18:39:12	32017001	2001			Ext Non-ACD In Abd		00:00:01	-	
09/26/2008 18:39:31	32017001	2001			Ext Non-ACD In Abd		00:00:01	-	
09/26/2008 18:39:42	32017001	2001			Ext Non-ACD In Abd		00:00:02	-	
09/29/2008 10:17:05	32017001	2001			Ext Non-ACD In Ans		00:00:04	-	00:00:06
09/29/2008 10:17:28	32017001	2001			Ext Non-ACD In Ans		00:00:02	-	00:00:02
09/29/2008 10:18:00	32017001	2001			Ext Non-ACD In Ans		00:00:06	-	00:00:02
09/29/2008 10:31:55	32017001	2001			Ext Non-ACD In Ans		00:00:01	-	00:00:02
09/29/2008 11:08:47	32017001	2001			Ext Non-ACD In Ans		00:00:10	-	00:00:02
09/29/2008 11:10:01	32017001	2001			Ext Non-ACD In Ans		00:00:07	-	00:00:03
09/29/2008 11:10:25	32017001	2001			Ext Non-ACD In Ans		00:00:05	-	00:00:02
09/29/2008 11:10:34	32017001	2001			Ext Non-ACD In Ans		00:00:05	-	00:00:02
Agent 2									
09/24/2008 15:28:48	32017001	2002			Ext Non-ACD In Ans		00:00:13	-	00:00:02

9. The Agent Call Tracking Report page is displayed.

10. The details displayed are:

- **Time** — shows the date and time of each call.
 - Click to view details about the call.
 - The **Cradle-to-Grave** page is displayed.



- Click  to print the report.
 - **CLI** — Shows the Caller Line Identification Number.
 - **DID** — Shows the Direct Inward Dialing Number.
 - **Cust ID** — Shows Customer ID.
 - **Cust Lvl** — Shows Customer level.
 - **Call Type** — Shows type of call ACD or Non-ACD.
 - **Split** — Shows the Split Name.
 - **Wait Time** — Wait time is summation of Queue Time and Ringing Time.
 - **More records** — Provide details about the call.
 - **Talk Time** — Time taken to answer calls.
11. Click  to print the report.
12. Click  to export the report to Microsoft Excel.

Overflow Tracking

The Overflow Tracking option allows the user to view the Overflowed calls with respect to the selected Split.

Accessing & Viewing Overflow Tracking

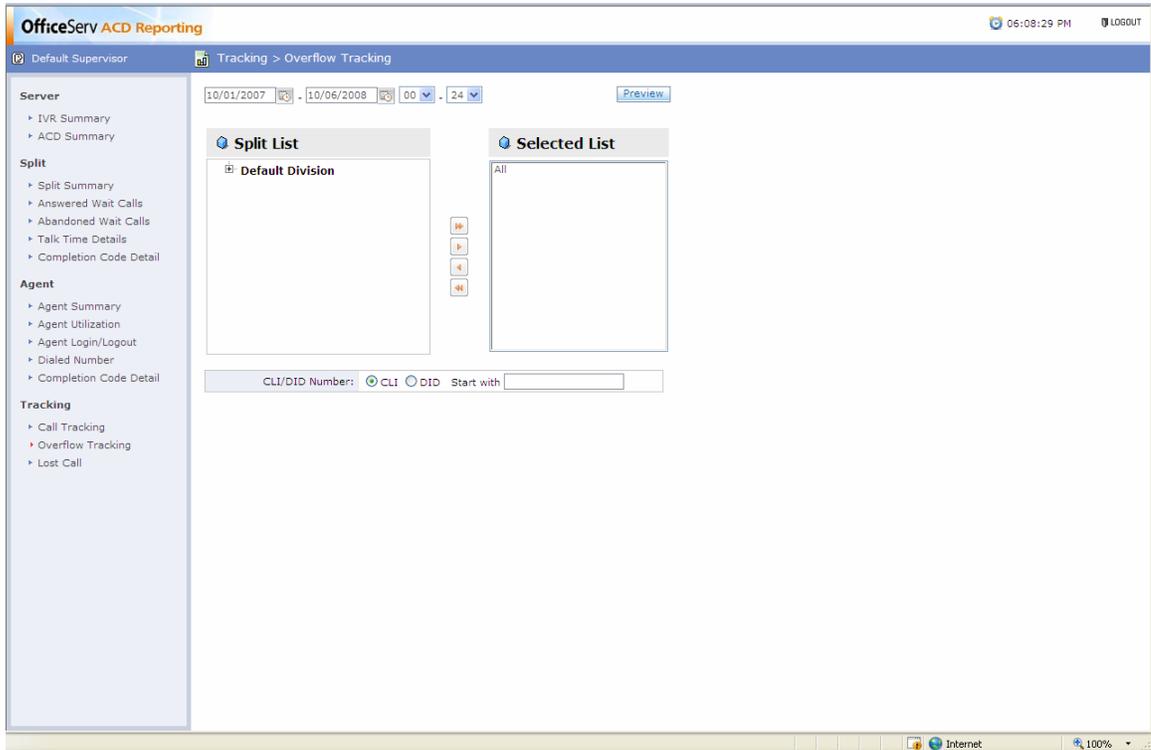
The below section describes how to access the Overflow Tracking Report page.

1. Click **Overflow Tracking** on the **Reporting** left pane.
2. The **Overflow Tracking** page is displayed.
3. Select Start Date and End Date.
 - Click  icon, a calendar providing a date picker is displayed.
 - Select the date for the corresponding month and year.
4. Select **From** and **To** timings from the dropdown list.
5. To Add Split:
 - To add all Splits, click **Add All** ().
 - OR
 - Select the Split from the **Split List**.

- Click **Add** (➤) button to add the Selected Split.

6. To Remove Split:

- Click **Remove All** (⏏) button to remove all Splits.
- OR
- Select the Split from the **Selected List**.
- Click **Remove** (⏏) button to remove the Selected Split.



7. **CLI/DID Number** — Select the CLI or DID radio button and enter the corresponding **Start with** number
8. Click **Preview** to view the report.
9. The **Overflow Tracking Report** page is displayed.
10. The details displayed are:
 - **Time** — Shows the time when the call was received by the Agent.
 - **CLI** — Shows the Caller Line Identification Number.
 - **DID** — Shows the Direct Inward Dialing Number.
 - **Cust ID** — Shows Customer ID.
 - **Cust Lvl** — Shows Customer Level.
 - **Original** — Shows the initial split where the call was received.
 - **Delivery** — Shows the split, where the call was delivered after the original split was overflowed.

Overflow Tracking

Period: 10/01/2007 - 10/06/2008, 00:00 - 24:00
 CLI Number: All
 10/06/2008 18:09, Report generated by Default Supervisor

Time	CLI	DID	Cust ID	Cust Lvl	Original	Delivery	Ovf #	Wait Time	Talk Time
09/24/2008 14:52:17	32017001	5061			Default Split	Default Split	1	00:00:12	00:00:06

- **Ovf #** — Shows the Overflow Number.
- **Wait Time** — Wait time is summation of Queue Time and Ringing Time.
- **Talk Time** — Time taken to answer calls.

#	Original	Ovf Target	Wait Time
1	Network Sales	Network Exist	00:00:40
2	Network Exist	Network Sales	00:00:41
3	Network Sales	Network Exist	00:00:40
4	Network Exist	Network Sales	00:00:41
5	Network Sales	Network Exist	00:00:41
6	Network Exist	Network Sales	00:00:41

11. Click  to print the report.

12. Click  to export the report to Microsoft Excel.

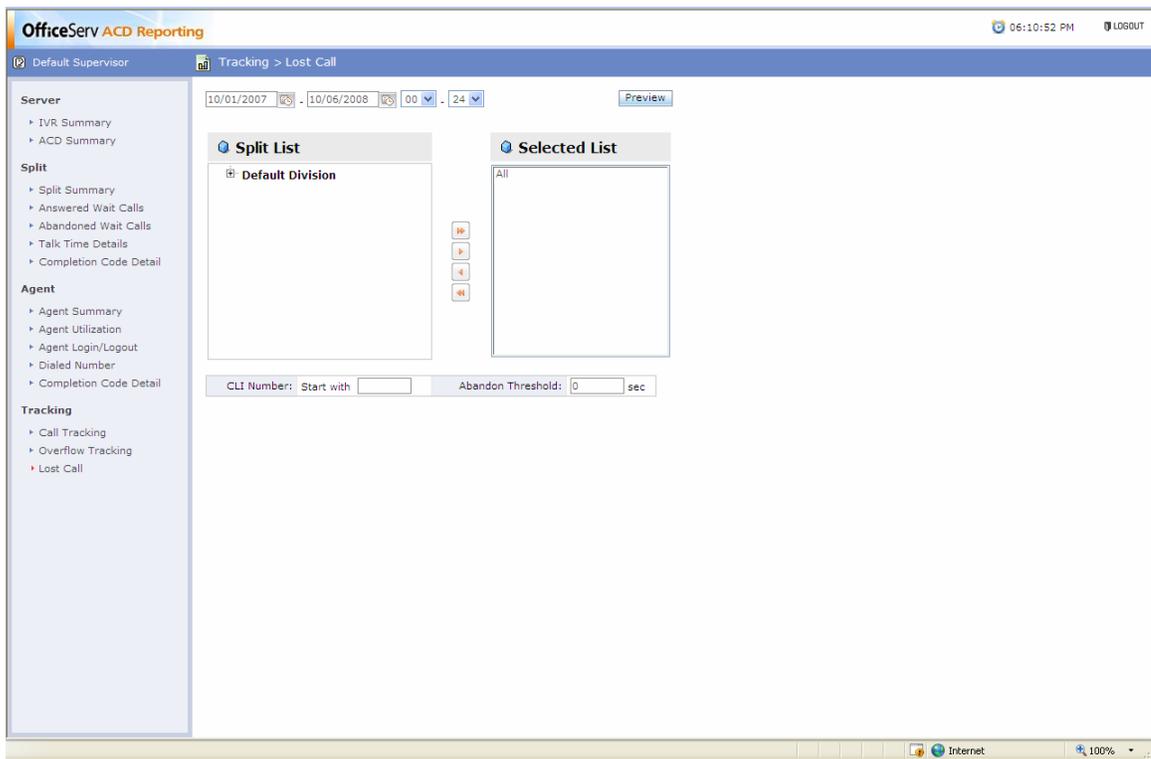
Lost Call

The Lost Call option allows the user to view the abandoned calls with respect to the selected Split.

Accessing & Viewing Lost Call

The below section describes how to access the Lost Call (Abandoned Call Tracking) Report.

1. Click **Lost Call** on the **Reporting** left pane.
2. The **Lost Call** page is displayed.



3. Select Start Date and End Date.

- Click  icon, a calendar providing a date picker is displayed.
- Select the date for the corresponding month and year.

4. Select **From** and **To** timings from the dropdown list.

5. To Add Split:

- To add all Splits, click **Add All** (.
- OR
- Select the Split from the **Split List**.
- Click **Add** () button to add the Selected Split.

6. To Remove Split:

- Click **Remove All** () button to remove all Splits.
- OR
- Select the Split from the **Selected List**.
- Click **Remove** () button to remove the Selected Split.

7. **CLI Number** — Enter the **CLI Start with** number.

8. **Abandoned Threshold** — Enter Abandoned Threshold time in seconds.

9. Click **Preview** to view the report.

10. The **Lost Call Report** page is displayed.

11. The following details are displayed for each split:

- **CLI** — Shows the Caller Line Identification number.
- **Queued Time** — Shows the time when call entered the queue.
- **Duration** — Shows the duration of the call in the queue in seconds.
- **Result** — Shows the result of the lost call which was assigned to agent to call back from Supervisor.
- **Assign Time** — Shows the time when the call was assigned to agent.
- **Agent** — Shows the Agent Name.
- **Handle Time** — Shows the time taken to complete the call.

Lost Call

Period: 10/01/2007 - 10/06/2008, 00:00 - 24:00
CLI Number: All
Abandon Threshold Time: 0 sec
10/06/2008 18:11, Report generated by Default Supervisor

CLI	Queued Time	Duration	Result	Assign Time	Agent	Handle Time
Default Split						
32017001	09/19/2008 16:33:45	00:00:59	New			
32017001	09/19/2008 17:29:36	00:00:00	New			
20017001	09/22/2008 17:59:46	00:00:04	New			
32017001	09/24/2008 18:29:59	00:00:00	New			
32017001	09/24/2008 18:30:49	00:00:00	New			
32017001	09/26/2008 12:08:27	00:00:00	New			
32017001	09/26/2008 12:09:04	00:00:00	New			
32017001	09/26/2008 12:09:47	00:00:00	New			
32017001	09/26/2008 12:10:10	00:00:00	New			
32017001	09/26/2008 12:10:20	00:00:00	New			
32017001	09/30/2008 14:30:05	00:00:12	New			
32017001	09/30/2008 14:30:21	00:00:00	New			
32017001	10/01/2008 11:25:49	00:00:00	New			
32017001	10/06/2008 16:02:24	00:00:00	New			
32017001	10/06/2008 16:03:21	00:00:00	New			
32017001	10/06/2008 16:11:18	00:00:00	New			
ACD SVCL						
3202	09/24/2008 19:03:11	00:00:45	New			

12. Click  to print the report.

13. Click  to export the report to Microsoft Excel.

ABBREVIATION

A

ACD Automatic Call Distribution

C

CLI Calling Line Identification

D

DID Dialed Number Identification

I

IP Internet Protocol

IVR Interactive Voice Response

H

HTTP Hyper Text Transport Protocol

OfficeServ ACD Reporting User's Guide

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