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.



### **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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# TABLE OF CONTENTS

	111
Purpose	III
Document Content and Organization	III
Conventions	IV
Console Screen Output	IV
References	V
Revision History	V
CHAPTER 2. Reporting	5
Starting the Reporting	5
CHAPTER 3. Server	5
IVR Summary	5
Accessing & Viewing IVR Summary	5
ACD Summary	5
Accessing & Viewing ACD Summary	5
CHAPTER 4. Split	5
CHAPTER 4. Split Split Summary	5
CHAPTER 4. Split Split Summary Accessing & Viewing Split Summary	<b>5</b> <b>5</b>
CHAPTER 4. Split Split Summary Accessing & Viewing Split Summary Answered Wait Calls	<b>5</b> <b>5</b> <b>5</b>
CHAPTER 4. Split Split Summary Accessing & Viewing Split Summary Answered Wait Calls Accessing & Viewing Answered Wait Calls.	<b>5</b> 5 <b>5</b> <b>5</b> 5
CHAPTER 4. Split Split Summary Accessing & Viewing Split Summary Answered Wait Calls Accessing & Viewing Answered Wait Calls. Abandoned Wait Calls.	<b>5</b> <b>5</b> <b>5</b> <b>5</b> <b>5</b>
CHAPTER 4. Split Split Summary Accessing & Viewing Split Summary Answered Wait Calls Accessing & Viewing Answered Wait Calls. Abandoned Wait Calls. Accessing & Viewing Abandoned Wait Calls	<b>5</b> <b>5</b> <b>5</b> <b>5</b> <b>5</b> <b>5</b> <b>5</b>
CHAPTER 4. Split Split Summary Accessing & Viewing Split Summary Answered Wait Calls Accessing & Viewing Answered Wait Calls. Abandoned Wait Calls. Accessing & Viewing Abandoned Wait Calls Talk Time Details	<b>55555555555555</b>
CHAPTER 4. Split Split Summary Accessing & Viewing Split Summary Answered Wait Calls Accessing & Viewing Answered Wait Calls. Abandoned Wait Calls. Accessing & Viewing Abandoned Wait Calls Accessing & Viewing Talk Time Details Accessing & Viewing Talk Time Details	<b>55555555555</b>
CHAPTER 4. Split Split Summary Accessing & Viewing Split Summary Answered Wait Calls Accessing & Viewing Answered Wait Calls. Abandoned Wait Calls. Accessing & Viewing Abandoned Wait Calls Talk Time Details Accessing & Viewing Talk Time Details Completion Code Details	<b>5</b> 55555555555
CHAPTER 4. Split         Split Summary         Accessing & Viewing Split Summary         Answered Wait Calls         Accessing & Viewing Answered Wait Calls         Abandoned Wait Calls         Accessing & Viewing Abandoned Wait Calls         Talk Time Details         Accessing & Viewing Talk Time Details         Completion Code Details         Accessing & Viewing Completion Code Detail	5 5 5 5 5 5 5 5 5 5
CHAPTER 4. Split         Split Summary         Accessing & Viewing Split Summary         Answered Wait Calls         Accessing & Viewing Answered Wait Calls         Abandoned Wait Calls         Accessing & Viewing Abandoned Wait Calls         Talk Time Details         Accessing & Viewing Talk Time Details         Completion Code Details         Accessing & Viewing Completion Code Detail	5 5 5 5 5 5 5 5 5
CHAPTER 4. Split         Split Summary         Accessing & Viewing Split Summary         Answered Wait Calls         Accessing & Viewing Answered Wait Calls         Abandoned Wait Calls         Accessing & Viewing Abandoned Wait Calls         Talk Time Details         Accessing & Viewing Talk Time Details         Completion Code Details         Accessing & Viewing Completion Code Detail         CHAPTER 5. Agent         Agent Summary	5 5 5 5 5 5 5 5 5 5

Agent Utilization	5
Accessing & Viewing Agent Utilization	5
Agent Login/Logout	5
Accessing & Viewing Agent Login/Logout	5
Dialed Number	5
Accessing & Viewing Dialed Number	5
Completion Code Detail	5
Accessing & Viewing Completion Code Detail	5

### CHAPTER 6. Tracking

Call Tracking	5
Accessing & Viewing Call Tracking	5
Overflow Tracking	5
Accessing & Viewing Overflow Tracking	5
Lost Call	5
Accessing & Viewing Lost Call	5

#### ABBREVIATION

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5

5

server.

# **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/

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

#### OR

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

OR



- **4.** Click ACD Reporting 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.



	<b>Office</b> Serv ACD Reporting				
		ID admin	Password		
			ОК		
	OfficeServ ACD Reporting V3	.1.2.0   Copyright © 2008 S	amsung Electronics Co., Ltd.		
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# 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.



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

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.

OfficeServ ACD Reporti	ng	🔯 12:22:23 PM	() LOGOUT
Default Supervisor	Server > IVR Summary		
Server IVR Summary ACD Summary Split Split Summary Answered Wait Calls Abandoned Wait Calls Talk Time Details Completion Code Detail Agent Summary Agent Logni/Logout Dialed Number Completion Code Detail Tracking Completion Code Detail Contracking Contracking Contracking Contracking Summary Call Tracking Call Tracking Call Section Call Sectio	07/11/2008       IO       IO       . 24       Preview         Interval:       Day       III       IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII		
Done	Second in the second	tranet 🔍	100% 🔹 🛒

- *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.
    - o 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  $\bowtie$  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.



*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.

OfficeServ ACD Reportir	g	🔯 12:22:45 PM	() LOGOUT
Default Supervisor	Server > ACD Summary		
Server • IVR Summary • ACD Summary Split • Split Summary • Answered Wait Calls • Abandoned Wait Calls • Talk Time Details • Completion Code Detail Agent • Agent Summary • Agent Utilization • Agent Outlization • Dialed Number • Completion Code Detail Tracking • Call Tracking • Overflow Tracking • Lost Call	07/11/2008       0       •       #       Interval:         1       •       •       •         Service Level Thresholt:       •       •       •         1       •       •       •       •         10       •       •       •       •         10       •       •       •       •         10       •       •       •       •         10       •       •       •       •         10       •       •       •       •         10       •       •       •       •         10       •       •       •       •         10       •       •       •       •         10       •       •       •       •         100       •       •       •       •         100       •       •       •       •         100       •       •       •       •         100       •       •       •       •         100       •       •       •       •       •         100       •       •       •       •       •       <		
Done	Second Local in	tranet 🔍	100% • .:

14/2008 18.30	, Report ge	enerateu i	by Default	Supervisor		4	ACD Inhoun	d						Nor	-ACD Inho	01
Date	Total	Agt Rqst	Tx2Phone	Callback	Ans	Abd	Ans Trsf	Abd Trsf	Ovf	Ans %	Svc Lvl	Avg Wait	Talk Time	Int Ans	Ext Ans	5.0
Total	11	10	0	1	9	1	0	0	0	90.0	77.8	00:00:02	00:03:33	1	0	a
07/01/2008	7	7	0	0	7	0	0	0	0	100.0	85.7	00:00:01	00:03:33	1	0	2
07/04/2008	2	1	0	1	1	0	0	0	0	100.0	0.0	00:00:08	00:00:00	0	0	D
07/07/2008	2	2	0	0	1	1	0	0	0	50.0	100.0	00:00:02	00:00:00	0	0	2
07/10/0000	0	0	0	0	0	0	0	0	0	0.0	0.0	00:00:00	00:00:00	0	0	ō.
07/10/2008																
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<i>1/10/2006</i>																
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//10/2006																

#### *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.
  - o 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  $\stackrel{\text{loc}}{=}$  to print the report.
- **11.** Click  $\bowtie$  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.

OfficeServ ACD Reportin	ng	🔯 05:43:40 PM	🕅 LOGOUT
Default Supervisor	📓 Split > Split Summary		
Default Supervisor     Server         • IVR Summary         • ACD Summary         • ACD Summary         • Split Summary         • Answered Wait Calls         • Split Summary         • Answered Wait Calls         • Canget Unitization         • Anseet Cangel(Constant)         • Completion Code Detail         • Cangetion Code Detail         • Call Tracking         • Lost Call	Split > Split Summary         10/01/2007		
		arnet 4	.100% *

- *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 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.
    - o If Interval type is 30 Mins then the report will display every 30 minute details.
    - o 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.

Shift Summary keport																ĺ
None for the probability of the probability o	plit Summa	ary Repo	ort	00 24.0												
Note: Substrate Subst	rvice Level Thr erval: Day	eshold: 5 s	ec	00 - 24:0												
Total         20         20         0         0         3         17         0         0         1         15.0         0.0         00:00:11         00:00:07           efault Split	/06/2008 17:44 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)	
efault Split           09/19/2008         04         04         0         0         2         2         0         0         0         5         0         00:00:10         00:00:01         00:00:01           09/19/2008         01         01         0         0         0         0         0         0         0         0         0         00:00:01         00:00:01           09/24/2008         03         03         03         03         03         03         03         03         00:00:02         00:00:02           09/24/2008         03         03         03         03         03         03         03         03         00:00:02         00:00:02           09/24/2008         03	Total	20	20	0	0	3	17	0	0	1	1	15.0	0.0	00:00:11	00:00:07	
09/19/2008         4         4         0         0         2         2         0         0         0         50.0         0.0         00:00:11         00:00:30           09/22/2008         1         1         0         0         1         0         0         1         0         0         0         0         0.0         0.00         00:00:11         00:00:30           09/22/2008         3         3         0         0         1         2         0         0         1         3.3         0.0         00:00:01         00:00:01           09/24/2008         3         5         0         0         0         0         0         0         0.0         0.00         00:00:01         00:00:01           09/26/2008         2         0         0         2         0         0         0         0         0.0         0.0         00:00:00         00:00:00           09/36/2008         1         1         0         0         2         0         0         0         0         0.0         00:00:00         00:00:00           10/01/2008         3         3         0         0         0         0         0	efault Split															
09/22/2008     1     1     0     0     1     0     0     0     0     0.0     0.00     00:00:00     00:00:00       09/24/2008     3     3     0     0     0     1     2     0     0     1     3.3     0.0     00:00:00     00:00:00       09/24/2008     3     5     0     0     0     0     0     0.0     0.00     00:00:00       09/26/2008     3     5     0     0     0     0     0     0.0     0.00     00:00:00       09/26/2008     3     5     0     0     0     0     0     0.0     0.00     00:00:00       09/30/2008     1     1     0     0     0     0     0     0     0     0.0     00:00:00       09/30/2008     1     1     0     0     0     0     0     0     0     0     0     0       10/01/2008     1     1     0	09/19/2008	4	4	0	0	2	2	0	0	0	0	50.0	0.0	00:00:11	00:00:30	
09/24/2008       3       3       0       0       1       2       0       0       1       33.3       0.0       00:00:02       00:00:00         09/26/2008       5       5       0       0       5       0       0       0       0       0       0       0       0       00:00:00	09/22/2008	1	1	0	0	0	1	0	0	0	0	0.0	0.0	00:00:00	00:00:04	
09/26/2008         5         0         0         5         0         0         0         0         0.0         0.00         00:00:00         00:00:00           09/26/2008         2         2         0         0         0         0         0         0         0.0         0.00         00:00:00         00:00:00           10/01/2008         1         0         0         1         0         0         0         0.0         0.0         00:00:00         00:00:00           10/05/2008         3         3         0         0         0         0         0         0.0         0.0         00:00:00         00:00:00           10/05/2008         3         3         0         0         0         0         0         0         0.0         00:00:00         00:00:00           10/05/2008         1         9         0         3         16         0         0         1         1         1         00:00:01         00:00:00           10         1         0         0         1         0         0         0         0         0.0         00:00:01         00:00:00           10         1         0         0 </td <td>09/24/2008</td> <td>3</td> <td>3</td> <td>0</td> <td>0</td> <td>1</td> <td>2</td> <td>0</td> <td>0</td> <td>1</td> <td>1</td> <td>33.3</td> <td>0.0</td> <td>00:00:12</td> <td>00:00:00</td> <td></td>	09/24/2008	3	3	0	0	1	2	0	0	1	1	33.3	0.0	00:00:12	00:00:00	
09/30/2008       2       0       0       2       0       0       0       0       0.0       0.0       00:00:00       00:00:06         10/01/2008       1       1       0       0       1       0       0       0       0       0.0       0.0       00:00:00       00:00:00         10/06/2008       3       3       0       0       3       0       0       0       0       0.0       0.0       00:00:00       00:00:00         10/06/2008       3       3       0       0       3       16       0       0       0       0.0       0.0       0.0       00:00:00       00:00:00         Sub Total       19       10       0       3       16       0       0       1       1       1       0:00:00:00         CD SVC1	09/26/2008	5	5	0	0	0	5	0	0	0	0	0.0	0.0	00:00:00	00:00:00	
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10/05/2008       3       3       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       00:00:00       00:00:00         Sub Total       19       19       0       0       3       16       0       0       1       1       15.8       0.0       00:00:01       00:00:05         CD SVC1                  09/24/2008       1       1       0       0       1       0       0       0       0.0       0.0       00:00:00       00:00:045	10/01/2008	1	1	0	0	0	1	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         00:00:01         00:00:05           CD SVC1	10/06/2008	3	3	0	0	0	3	0	0	0	0	0.0	0.0	00:00:00	00:00:00	
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09/24/2008 1 1 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0.0 0.	CD CUCI															
	CD SVCI					~ 1			1.00				1212	and the second	and the second sec	
	09/24/2008	1	1	0	0	0	1	0	0	0	U	0.0	0.0	00:00:00	00:00:45	
	09/24/2008	1	1	Ö	0	0	1	0	0	U	Ŭ	0.0	0.0	00:00:00	00:00:45	
	09/24/2008	1	1	0	0	0	1	0	0	U	U	0.0	0.0	00:00:00	00:00:45	
	09/24/2008	1	1	0	0	0	1	0	0	U	U	0.0	0.0	00:00:00	00:00:45	
	09/24/2008	1	1	0	0	0	1	0	0	U	0	0.0	0.0	00:00:00	00:00:45	
	09/24/2008	1	1	0	0	0	1	0	0	U		0.0	0.0	00:00:00	00:00:45	
	09/24/2008	1	1	0	0	0	1	0	0	0	U	0.0	0.0	00:00:00	00:00:45	
	09/24/2008	1	1	0	0	0	1	0	0	U	U	0.0	0.0	00:00:00	00:00:45	
	09/24/2008	1	1	0	0	0	1	0	0	U	U	0.0	0.0	00:00:00	00:00:45	
	09/24/2008	1	1	0	0	0	1	0	0	U	U	0.0	0.0	00:00:00	00:00:45	
	09/24/2008	1	1	0	0	0	1	0	0	U	U	0.0	0.0	00:00:00	00:00:45	
	09/24/2008	1	1	0	0	0	1	0	0	0	U	0.0	0.0	00:00:00	00:00:45	
	09/24/2008	1	1	0	0	0	1	0	0	U	U	0.0	0.0	00:00:00	00:00:45	

- 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  $\stackrel{\text{le}}{=}$  to print the report.

**13.** Click  $\bowtie$  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.

OfficeServ ACD Report	ting	🔯 05:45:25 PM	🕅 LOGOUT
Default Supervisor	📓 Split > Answered Wait Calls		
Server > IVR Summary > ACD Summary Split > Split Summary > Answered Wait Calls > Abandoned Wait Calls > Talk Time Details > Completion Code Detail Agent > Agent Summary > Agent Utilization > Anst Summary	10/01/2007       10/06/2008       00       -       24       Preview.            • O Split List           • O Selected List           • O Selected List             • Default Division           • e           • e             • w           • e           • e		
<ul> <li>- verient Loginit/Logical</li> <li>- Dialed Mumber</li> <li>- Completion Code Detail</li> <li>Tracking</li> <li>- Call Tracking</li> <li>- Oller Tracking</li> <li>- Lost Call</li> </ul>	Interval: Service Level Threshold: Wait Time Distribution: Wait Time Distribution:		
		🔽 🚇 Internet 🧃	100% -

- *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

NOTE

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  $(\geq)$  button to add the selected interval.



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.

riod: 10/01/20 rvice Level Th erval: Dav	07 10/06/2																
0/06/2008 17:4	5, Report ge	:008, 00:1 :c nerated b	00 - 24:00 by Default	Supervis	or												
Date	Aat Past	Ans	Ans %	Svelvl	Ava Wait					Wait Time	e Distributio	n (sec)					
Dute	Gyrndar	0.10	Ana /o	SVELVI	Avg main	< 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	0	0	0	0	0	0	0	
efault 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	U	0.0	0.0	00:00:00	0	0	0	0	0	0	0	0	0	0	0	
Sub Total	19	3	10.0	0.0	00:00:11	0	U	3	0	0	0	0	U	U	U	U	
CD SVC1																	
09/24/2008	1	0	0.0	0.0	00:00:00	0	0	0	0	0	0	0	0	0	0	0	
Sub Total ACD SVC1 09/24/2008	19	3	0.0	0.0	00:00:11	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  $\bowtie$  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.



**6.** To Add Split:

To add all Splits, click Add All ().
 OR

OfficeServ ACD Reportin	ng	🤯 05:46:43 PM
Default Supervisor	📓 Split > Abandoned Wait Calls	
Server  IVR Summary	10/01/2007 🔯 - 10/06/2008 👿 00 🗸 - 24 💌	
► ACD Summary	Split List     Selected List	
Split Split Summary Answered Wait Calls Abandoned Wait Calls Talk Time Details Completion Code Detail Agent Agent Summary Agent Utilization Agent Ubilization	Befault Division	
<ul> <li>Dialed Number</li> <li>Completion Code Detail</li> </ul>	Interval: Day	
Coll Tracking     Coll Tracking     Overflow Tracking     Lost Call	Wait Time Distribution:         100 minute         < 5	

- 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 - Windo	ws Intern	et Explore	r												
http://107.108.72.20	9/Reporting/Ana	alyst/rptAbd\	VaitCall.asp>	?t1=&TSD=200	071001&TED	2008100685	T=00008ET=	24008/at=en	us&tms=10/0	01/2007;10/0	6/2008;00;24	Kvh=08svcl=	&tvl=70&dst	1,2,3,4,6,9	,12,15,18,2980	:sl=%
																<b>e x</b>
Abandoned	Wait Cal	ls														
Period: 10/01/200 Interval: Day 10/06/2008 17:47	7 - 10/06/2 , Report ge	2008, 00:1	00 - 24:0 Iv Default	0 : Supervisor	r											
									Wait Time	e Distributi	on (sec)					
Date	Agt Rqst	Abd	Abd %	Avg Wait	< 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	2	0	0	0	0	
Default Split																
09/19/2008	4	2	50.0	00:00:30	1	0	0	0	0	0	1	0	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	1	0	0	0	0	
ACD SVC1																
09/24/2008	1	1	100.0	00:00:45	0	0	0	0	0	0	1	0	0	0	0	
one														<b>5</b>	Internet	€ 100% ×

- 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  $\blacksquare$  to print the report.

**13.** Click  $\bowtie$  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.

OfficeServ ACD Reportin	ng			🔯 05:48:44 P	n 🕅 LOGOUT
Default Supervisor	🚮 Split > Talk Time Details				
Server 1 IVR Summary ACD Summary Split Split Summary Answered Wait Calls Abandoned Wait Calls Talk Time Details Completion Code Detail Agent Agent Summary Agent Otilization Agent Otilization Agent Agent Ogun/Logout Dialed Number Completion Code Detail Tracking Coll Tracking Coverflow Tracking Lost Call	10/01/2007       Invoid/2008       Invoid       Invoid         Split List       Invoid       Invoid       Invoid       Invoid         Interval:       Day       Interval:       Day       Interval:       Interva:       Interval:       Inte	24 ¥ 	Image: Selected List         All	■ Internet	* 100%

- *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	- Windows	Internet Exp	plorer													
http://107.108.72.20	9/Reporting//	Analyst/rptTalkTi	meDst.aspx?	t1=&TSD=20	071001&TED=	2008100685	5T=00008ET=	2400⪫=en	us&tms=10/	01/2007;10/0	6/2008;00;24	&vh=0&svcl=	&tvl=70&csl=	•%		
alk Time D	etails														(	
eriod: 10/01/200 iterval: Day	07 - 10/06	/2008, 00:0	0 - 24:00	Cupanica												
J/06/2008 17:49	, Report g	generated b	y Derault	Superviso	4		Tal	k Time Dist	ribution (se	ec)						
Date	Ans	Talk Time	< 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		
efault Solit																
09/19/2008	2	00:00:13	1	1	0	0	O	0	0	0	0	O	0	0		
09/24/2008	1	00:00:06	0	1	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		

*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.
- o If Interval type is 30 Mins then the report will display every 30 minute details.
- o 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  $\stackrel{\text{lick}}{=}$  to print the report.
- **12.** Click  $\bowtie$  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.

OfficeServ ACD Report	ting	
Default Supervisor	Split > Completion Code Detail	
Server	10/01/2007 🔯 - 10/06/2008 🔯 00 🕶 - 24	✓ Preview
IVR Summary		
ACD Summary	Split List	Selected List
Split	• Default Division	All
<ul> <li>Split Summary</li> <li>Approvered Wait Calls</li> </ul>		
Ahswered Wait Calls     Abandoned Wait Calls		
► Talk Time Details		
<ul> <li>Completion Code Detail</li> </ul>		
Agent	•	
Agent Summary		
<ul> <li>Agent Utilization</li> <li>Agent Login/Logout</li> </ul>		
Dialed Number		1
<ul> <li>Completion Code Detail</li> </ul>	Interval: Day 💌	
Tracking		
<ul> <li>Call Tracking</li> <li>Overflow Tracking</li> </ul>		
<ul> <li>Overnow Tracking</li> <li>Lost Call</li> </ul>		

- *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:

- 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.

	i code botal		memer						
http://107.108.72.20	09/Reporting/Ai	alyst/rptAgen	tCCode.asp:	x?oby=G&t1=	&TSD=20071	001&TED=20	J6651=00008£1=24008iat=en-us8tms=10/01/2007;10/06/2008;00;248vh=08tvl=708csl=%		
		a an ai						E.	<b>X</b>
ompletion	Code De	tails by	/ Split					_	
riod: 10/01/200 terval: Day 1/06/2008 17:5	07 - 10/06/ 1. Report a	2008, 00:0	0 - 24:0	0 Supervisc	r				
efault Solit	.,pore g		,						
addit Opin	Min	or1	Min	or3	Mir	ior4			
Date	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 <sup>la</sup> to print the report.

**12.** Click  $\bowtie$  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.

OfficeServ ACD Reporti	ng		😇 04	:05:46 PM 🕅 LOGOUT
Default Supervisor	Agent > Agent Summary			
Server ► IVR Summary ► ACD Summary	09/01/2008 🟹 . 10/06/2008 🐼 00 💌 . 2	24 V Preview		
<ul> <li>ACD Summary</li> <li>Split</li> <li>Split Summary</li> <li>Answered Wait Calls</li> <li>Abandoned Wait Calls</li> <li>Talk Time Details</li> <li>Completion Code Detail</li> <li>Agent Summary</li> <li>Agent Summary</li> <li>Agent Login/Logout</li> <li>Dialed Number</li> <li>Completion Code Detail</li> <li>Tracking</li> <li>Coll Tracking</li> <li>Lost Call</li> </ul>	• Agent List          Agent 2          Agent 3          Agent 4          Interval:         Day         Working Split:         Ø Include         Group by:         Ø Split:         O Date	Selected List		
			🗊 😌 Internet	🔍 100% 🔹 🛒

- *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:

- 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.

Period: 09/01/2008 - 10/0	06/2008, 00:00 - 24:00	0													
nterval: Day .0/06/2008 16:04, Report	denerated by Default	Superviso	r												
		r i				Inbound Ca	1				Out	bound C	all		
Split	Date			ACD In	bound			Non-	ACD Inbo	und	Non-A	CD Outb	ound	Effic	ency
		Ans	Unans	Trsf In	Trsf Out	Talk Time	Avg Talk Time	Int	Ext	Talk Time	Int	Ext	Talk Time	Talk Time	Avg Talk Time
Tota	ıl	3	0	0	0	00:00:19	00:00:06	2	26	00:03:47	17	3	00:01:49	00:05:32	00:00:03
Agent 1															
Default Split	09/19/2008	2	0	0	0	00:00:13	00:00:07	0	0	00:00:00	0	c	00:00:00	00:00:13	00:00:07
Default Split	09/22/2008	0	0	0	0	00:00:00	00:00:00	0	0	00:00:00	1	2	00:00:08	00:00:08	00:00:03
Default Split	09/24/2008	1	0	0	0	00:00:06	00:00:06	0	5	00:01:54	3	C	00:00:27	00:02:19	00:00:15
Default Split	09/26/2008	0	0	o	O	00:00:00	00:00:00	0	5	00:00:48	3	c	00:00:25	00:01:06	00:00:08
Default Split	09/29/2008	0	0	0	0	00:00:00	00:00:00	0	8	00:00:21	0	C	00:00:00	00:00:21	00:00:03
Sub To	otal	3	0	0	0	00:00:19	00:00:06	0	18	00:03:03	7	2	00:01:00	00:04:07	00:00:08
Agent 2															
Default Split	09/24/2008	0	0	0	0	00:00:00	00:00:00	0	0	00:00:04	0	c	00:00:00	00:00:04	00:00:00
ACD SVC1	09/24/2008	0	0	0	0	00:00:00	00:00:00	2	5	00:00:29	0	c	00:00:00	00:00:29	00:00:04
ACD SVC1	10/03/2008	0	0	0	0	00:00:00	00:00:00	0	0	00:00:00	1	c	00:00:16	00:00:08	00:00:00
ACD SVC1	10/06/2008	0	0	0	0	00:00:00	00:00:00	0	1	00:00:00	7	1	00:00:14	00:00:14	00:00:00
Sub To	otal	0	0	0	0	00:00:00	00:00:00	2	6	00:00:33	8	1	00:00:30	00:00:55	00:00:00
Agent 3															
ACD SVC2	09/25/2008	0	0	0	0	00:00:00	00:00:00	0	1	00:00:02	0	c	00:00:00	00:00:02	00:00:02
ACD SVC2	09/26/2008	0	0	0	0	00:00:00	00:00:00	0	1	00:00:09	2	c	00:00:19	00:00:28	00:00:09
o. 1. T.	otal	0	0	0	0	00:00:00	00:00:00	0	2	00:00:11	2	C	00:00:19	00:00:30	00:00:00

### **11.** The details displayed are:

Category	Subcategory1	Subcategory2	Description
Inbound Call	ACD Inbound	Ans	Total Number of ACD inbound calls answered.
		Unans	Total Number of ACD inbound calls not answered.
		Trsf In	Total Number of ACD inbound calls sent to agent.
		Trsf Out	Total Number of ACD inbound calls sent from agent.
		Talk Time	Total talk time taken to answer the ACD calls.
		Avg Talk Time	Average Talk Time taken to answer the ACD calls.
	Non-ACD Inbound	Int	Total Number of Non-ACD inbound calls connected internally.
		Ext	Total Number of Non-ACD inbound calls connected externally.
		Talk Time	Answered Time through Non-ACD

			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 <sup>la</sup> to print the report.

<i>13.</i>	Click	$\mathbf{N}$	to export	the	report to	o N	Aicrosoft	Excel.
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# **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.

OfficeServ ACD Reportin	ng				🔯 04:08:07 PM	() LOGOUT
😢 Default Supervisor	Agent > Agent Utilization					
Server IVR Summary ACD Summary Split Split Summary Answered Wait Calls Abandoned Wait Calls Talk Time Detail Agent Completion Code Detail Agent Summary Agent Guin/Logout Dialed Number Completion Code Detail Tracking Overflow Tracking Lost Call	OS/01/2008 3 . 10/06/2008 3 0 V	() () () () () () () () () () () () () (	Preview			
				Tota	mat 🕀	100% *

- *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:

- 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.

gent Utiliza	ation													
riod: 09/01/200 terval: Day	08 - 10/06	/2008, 00:	00 - 24:0	0 Supervisi	or									
,00,2000 10.00	s, nepore g		by bendan	- ouper this	_					Break	Details			
Date	Logged In Time	Talk Time	Idle Time	Wrap-up Time	Break Time	Avail %	Personal Break	Meal Break	Rest Break	Training	Meeting	Extended Wrap-	User1	
gent 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	
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	
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	
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	
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	
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	
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	
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	
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	
gent 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	
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	
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	
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	
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	
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	
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	
gent 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	
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	
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	
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	
gent 4												dia and a second		
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	
											1			-
													20)	

*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:
  - o Personal Break
  - o Meal Break
  - o Rest Break
  - o Training
  - o Meeting
  - o Extended Wrap-up
  - o User1
  - o User2

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

**11.** Click to print the report.

**12.** Click  $\bowtie$  to export the report to Microsoft Excel.

## Agent Login/Logout

The Agent Login/Logoutoption 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.

OfficeServ ACD Repor	ting				 0	😈 04:10:40 PM
P Default Supervisor	🚽 Agent > Agent Login/Logout					
Server	09/01/2008 🔞 - 10/06/2008 🔞		Preview			
<ul> <li>IVR Summary</li> <li>ACD Summary</li> </ul>	Agent List		Colocted List			
Split ► Split Summary ► Answered Wait Calls	Agent 1 Agent 2 Agent 3 Agent 4	1	Agent 1 Agent 2 Agent 3 Agent 4			
<ul> <li>Abandoned Wait Calls</li> <li>Talk Time Details</li> <li>Completion Code Detail</li> </ul>		•	-			
Agent > Agent Summary > Agent Utilization > Agent Login/Logout > Dialed Number > Completion Code Detail		**				
Tracking → Call Tracking → Overflow Tracking → Lost Call						
					👩 😂 Internet	🙆 🖨 Internet 👻

- *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.

lgent Login/Logout - Windo	ws Internet Explorer	
tp://107.108.72.209/Reporting//	Analyst/rptAgentLoginout.aspx?t1=&TSD=200	80901&TED=2008100
gent Login/Logou	ut Report	
iod: 09/01/2008 - 10/06	5/2008	
1/06/2008 16:11, Report (	generated by Derault Supervisor	Logged In
Login Time	Logout Time	Time
gent 1		
9/19/2008 16:25:36	09/19/2008 16:29:31	00:03:55
9/19/2008 16:33:31	09/22/2008 10:20:32	65:47:01
9/22/2008 17:59:22	09/22/2008 18:04:36	00:05:14
9/24/2008 14:26:18	09/24/2008 14:27:05	00:00:47
9/24/2008 14:38:45	09/24/2008 14:41:29	00:02:44
9/24/2008 14:49:22	09/24/2008 14:49:44	00:00:22
9/24/2008 1 <mark>4:51:55</mark>	09/24/2008 14:54:52	00:02:57
9/26/2008 13:59:58	09/26/2008 14:01:23	00:01:25
9/26/2008 14:01:26	09/26/2008 14:02:36	00:01:10
9/26/2008 14:02:40	09/26/2008 14:02:51	00:00:11
9/26/2008 14:23:56	09/26/2008 14:24:00	00:00:04
9/26/2008 16:27:07	09/26/2008 16:28:09	00:01:02
9/26/2008 17:20:42		
9/26/2008 18:25:07	09/26/2008 18:25:15	00:00:08
9/26/2008 18:25:21	09/26/2008 18:25:29	00:00:08
9/26/2008 18:25:35	09/26/2008 18:25:40	00:00:05
9/26/2008 18:25:45	09/26/2008 18:25:51	00:00:06
9/26/2008 18:30:23	09/26/2008 18:30:32	00:00:09
9/26/2008 18:30:37	09/26/2008 18:30:42	00:00:05
9/26/2008 18:30:52	09/26/2008 18:30:56	00:00:04
9/26/2008 18:35:18	09/26/2008 18:35:29	00:00:11
9/26/2008 18:35:34	09/26/2008 18:35:44	00:00:10
9/26/2008 18:35:48	09/26/2008 18:35:54	00:00:06
9/26/2008 18:37:23	09/26/2008 18:37:36	00:00:13
9/26/2008 18:38:03	09/26/2008 18:38:16	00:00:13
9/26/2008 18:38:20	09/26/2008 18:38:31	00:00:11
9/26/2008 18:38:37	09/26/2008 18:38:55	00:00:18
9/26/2008 18:39:12	09/26/2008 18:39:19	00:00:07
9/26/2008 18:39:25	09/26/2008 18:39:46	00:00:21
9/26/2008 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  $\stackrel{\text{le}}{=}$  to print the report.

*10.* Click  $\bowtie$  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.

OfficeServ ACD Reportin	ng			<b>0</b> 4:13:2	3 PM 🚺 LOGOUT
Default Supervisor	Agent > Dialed Number				
<ul> <li>(P) Default Supervisor</li> <li>Server <ul> <li>IVR Summary</li> <li>ACD Summary</li> </ul> </li> <li>Split</li> <li>Split Summary</li> <li>Answered Wait Calls <ul> <li>Abandoned Wait Calls</li> <li>Abandoned Wait Calls</li> </ul> </li> <li>Talk Time Details <ul> <li>Completion Code Detail</li> </ul> </li> <li>Agent Summary <ul> <li>Agent Utilization</li> <li>Agent Utilization</li> <li>Agent Utilization</li> <li>Agent Outlization</li> </ul> </li> <li>Agent Utilization</li> <li>Agent Outlization</li> <li>Call Tracking <ul> <li>Congletion Code Detail</li> </ul> </li> <li>Tracking <ul> <li>Coll Tracking</li> <li>Lost Call</li> </ul> </li> </ul>	Agent > Dialed Number  D9/01/2008  Agent List  Agent 1  Agent 3  Agent 4  Dial Result:  Connected	g • 24 ¥	Image: Selected List		
Г				👍 😝 Internet	100% • .:

- *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 (Im)
     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	Wind	ows Interne	t Explore	r -			
http://	107.108.72	.209/Rep	orting/Analyst/	rptOutgoing	Dest.aspx?t1=&T5D=20	080901&TED=	20081006851	=00008ET=24008Jat=e
Diale Period: Dial Re: 10/06/2	og/01/2 sult: Cor 2008 16:	nber 2008 - 2 nected 13, Rep	10/06/2008 d only port genera	3, 00:00 ated by I	- 24:00 Default Supervisor			
No	Desti	nation	Answered	Talk Time	Dial Type			
1	3201	indition	5	00:00:21	. Sidi Type			
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	6			
	10000000							
Dest	ination	C	onnect Time		Disconnect Time	Ring Time	Talk Time	Dial Type
Agen	t 1							
(Int) 32	201	09/22	/2008 17:59	:38 0	9/22/2008 17:59:39	00:00:02	00:00:01	
93502		09/22	/2008 17:59	:44 0	9/22/2008 17:59:50	00:00:00	00:00:06	
93202		09/22	/2008 17:59	:58 0	9/22/2008 17:59:59	00:00:01	00:00:01	
(Int) 20	002	09/24	/2008 14:53	:50 0	9/24/2008 14:53:54	00:00:02	00:00:04	Transfer
(Int) 20	002	09/24	/2008 14:54	:12 0	9/24/2008 14:54:29	00:00:01	00:00:17	Conference
(Int) 20	002	09/24	/2008 14:54	:40 0	9/24/2008 14:54:44	00:00:01	00:00:04	
(Int) 32	201	09/26	/2008 14:00	:43 0	9/26/2008 14:00:54	00:00:02	00:00:11	
(Int) 32	202	09/26	/2008 16:27	:43 0	9/26/2008 16:27:47	00:00:04	00:00:04	Consult
(Int) 32	202	09/26	/2008 16:27	:58 0	9/26/2008 16:28:01	00:00:03	00:00:03	Consult
Agen	+ 2							
(Int) 00	12	10/02	/2009 16-21	.22 .	0/02/2009 16:21:41	00,00,10	00,00,00	Consult
(Int) 20	201	10/05	/2008 12:01	.53 1	0/06/2008 12:01:52	00-00-05	00.00.08	Consult
(Int) 32	201	10/06	/2008 12:01	.01 1	0/06/2008 12:01:52	00:00:05	00:00:01	
(Int) 22	202	10/06	/2008 12:02	.28 1	0/06/2000 12:02:21	00:00:02	00.00.00	
(Int) 20	103	10/06	/2008 12:02	-15 1	0/06/2008 12:02:29	00-00-03	00.00.00	
02201	103	10/06	/2008 12:03	.09 1	0/06/2008 12:03:13	00:00:03	00.00.00	
(Int) 27	0.1	10/00	(2008 12:04	.00 1	0/05/2008 12:04:00	00.00.03	00.00.00	
(1110) 32	101	10/00	2008 12:12	.03 1	0/06/2008 12:12:11	00.00.07	00.00.03	
(100) 20	0.00	10/08	/2008 15:54	.42 1	0/06/2008 15:54:45	00:00:04	00:00:01	
(100) 20	103	10/06	/2000 15:59	:05 1	0/06/2008 15:59:06	00:00:02	00:00:03	
Agen	t 3							
ne								

*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  $\triangleq$  to print the report.

**13.** Click  $\bowtie$  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.

OfficeServ ACD Reportin	ng				🔯 04:19:58 PM	() LOGOUT
Default Supervisor	Agent > Completion Code Detail					
Server • IVR Summary • ACD Summary Split • Split Summary • Answerd Wait Calls • Abandoned Wait Calls • Talk Time Details • Completion Code Detail Agent Utilization • Agent Join/Logout • Dialed Number • Completion Code Detail Tracking • Overflow Tracking • Lost Call	09/01/2008 () IO/06/2008 () O V	24 V Agent 1 Agent 2 Agent 3 Agent 4	Preview			

- *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 an Agent:
  - Select the Agent from the Agent List.
  - Click Add ()) button to add the Selected Agent.
- 7. To Remove Agent:

• 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.

http://107.108.72.20		- Window	s Internet	Explorer		
	09/Reporting/An	alyst/rptAger	tCCode.asp:	×?oby=A8t1=	&TSD=20080	0901&TED=200
Completion eriod: 09/01/200 nterval: Day 0/06/2008 16:1	<b>Code De</b> 08 - 10/06/ 9, Report ge	t <b>ails b</b> 2008, 00: merated b	<b>y Agen</b> 00 - 24:0 1y Default	l <b>t</b> 0 t Supervisc	HT.	
gent 1						
Data	Mino	or1	Min	lor3	Min	or4
Date	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.
  - o 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  $\stackrel{\square}{=}$  to print the report.

**12.** Click  $\bowtie$  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 <u>Accessing & Viewing Call Tracking</u>.
- *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.

OfficeServ ACD Report	rting	06:03:39
Default Supervisor	n Tracking > Call Tracking	
Server	10/01/2007 🔯 - 10/06/2008 🐼 00 💌 - 24 💌	
IVR Summary		
ACD Summary	List Agent Split     Split     Selected List	
Split	E Default Division	
Split Summary		
Answered Wait Calls		
<ul> <li>Abandoned Wait Calls</li> </ul>	•	
<ul> <li>Talk Time Details</li> </ul>		
<ul> <li>Completion Code Detail</li> </ul>		
Agent		
<ul> <li>Agent Summary</li> </ul>		
<ul> <li>Agent Utilization</li> </ul>		
<ul> <li>Agent Login/Logout</li> <li>Dialed Number</li> </ul>		
Completion Code Detail	CLI/DID Number: O CLI O DID Start with	
Tracking		
Coll Tracking		
Overflow Tracking		
► Lost Call		
		📑 😂 Internet

- *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.

all Tracking - Window	ws Internet Ex	plorer								
http://107.108.72.209/Rep	orting/Analyst/rpt	CallTracking.aspx?oby=G	8t1=8TSD=20071001	&TED=200810	068ST=00008ET=24008Jat	=en-us&tms=10/01/2007;10/06/20	08;00;248;vh=08;ntp=C	8ndi=8csl=%		
all Tracking riod: 10/01/2007 - : I Number: All /06/2008 18:03, Rej	10/06/2008, ( port generate	00:00 - 24:00 ed by Default Supe	rvisor							<u>,</u>
Time	CLI	DID	Cust ID	Cust Lvl	Call Type	Agent	Wait Time	More Records	Talk Time	
09/24/2008 15:25:35	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	-	80:00:00	
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	
VR waiting										
09/22/2008 17:59:46	20017001	3502			ACD In Abd		00:00:04			
afault Calit										
		[		1						
09/19/2008 16:25:44	3201/001	5051			ACD In Ans	Agent 1	00:00:18		00:00:13	
09/19/2008 16:27:00	3202/001	5051			ACD IN ANS	Agent 1	00:00:12	-	00:00:00	
09/19/2008 16:33:45	32017001	5051			ACD IN ADD		00:00:59			
09/19/2006 17:29:36	32017001	5061			ACD IN ADD	Annual 1	00:00:00		00,00,06	
09/24/2008 14:52:17	22017001	5061			ACD IN Ans	Agent 1	00:00:12	-	00:00:06	
09/24/2008 18:29:59	32017001	5061			ACD IN ADD		00:00:00	-		
00/26/2008 12:30:49	32017001	5061		-	ACD IN ADD		00:00:00	2		
05/20/2006 12:08:27	32017001	5061			ACD IN ADD		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	-		
00/20/2000 12:10:20	52017001	5001			ACD IN ADU		00.00:00			

*10.* The details displayed are:

- Time Shows the date and time of each call.
  - o Click to view details about the call.
  - The **Cradle-to-Grave** page is displayed.
  - Click <sup>≞</sup> 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.
- 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  $\bowtie$  to export the report to Microsoft Excel.

### **Agent Call Tracking**

- 1. Follow the steps in <u>Accessing & Viewing Call Tracking</u>.
- *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.

OfficeServ ACD Reportin	ng	🔯 05:56:41 PM	() LOGOUT
Default Supervisor	Tracking > Call Tracking		
Server • IVR Summary • ACD Summary Split • Split Summary • Answered Walt Calls • Talk Time Details • Completion Code Detail Agent Summary • Agent Using/Logout • Dialed Number • Completion Code Detail Tracking • Overflow Tracking • Lost Call	Ivroi 2     Ivroi 2     Agent 3     Agent 4     Ivroi 2     Agent 3     Agent 4     Ivroi 2     Agent 3     Agent 4     Ivroi 2     Agent 4     Ivroi 2     Agent 3     Agent 4     Ivroi 2     Agent 4     Ivroi 2     Agent 5     Agent 6     Agent 7     Ivroi 1000000000000000000000000000000000000		
	a Generation and a second seco	st 🤅	100% • .:

**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:

- 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.

all Tracking										
riod: 10/01/2007 - 1 I Number: All /06/2008 17:57, Rer	10/06/2008, (	00:00 - 24:00 ad by Default Supe	ervisor							
Time	CLI		Cust ID	Cust Lvl	Call Type	Split	Wait Time	More Records	Talk Time	
gent 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 18:25:45	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	
gent 2										
your z										

### 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.

🧟 Cradle-to-Grave - Windows Internet Explorer	
http://107.108.72.209/Reporting/Analyst/subCradleToGrave.aspx?uid=200809191625	420C 🔽
1. ACD In Ans	~
Queued Time: 09/19/2008 16:25:44 Customer: ID - , Level - Queue Time: 00:00:08 Ring Time: 00:00:10 Split: Default Split Agent 1 Talk Time: 00:00:13 Disconnected Time: 09/19/2008 16:26:15	
	~
Done 📑 🧃 🜍 Internet 🔍 100%	•

- $\circ$  Click  $\stackrel{\square}{=}$  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  $\bowtie$  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.

OfficeServ ACD Reportin	ng		😈 06:08:29 PM	() LOGOUT
Default Supervisor	Tracking > Overflow Tracking			
Server I VR Summary ACD Summary Split Split Summary Answered Wait Calls Abandoned Wait Calls Completion Code Detail Agent Agent Summary Agent Summary Agent Summary Agent Utilization Agent Outilization Agent Duilization Completion Code Detail Tracking Call Tracking Overflow Tracking Lost Call	I0/01/2007       I0/06/2008       I0 0         Split List <ul> <li>Default Division</li> <li>CLI/DID Number:</li> <li>CLI ○ D</li> <li>CLI ○ D</li> </ul>	2 2 V		
			🧓 😌 Internet	💐 100% 🔹 🛒

- 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 - W	indows Intern	et Explorer								
http://107.108.72.209/Rep	orting/Analyst/rpt	OvfTracking.aspx?t1=8	TSD=20071001&TED=20	00810068ST=00008	ET=24008lat=en-us8tms=10/01/20	007;10/06/2008;00;248vh=08ntp=C8ndi=	8csl=%			
Overflow Track	<b>ing</b> 10/06/2008,	00:00 - 24:00							Ē	X
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.

to rf	mer: ID - , Level - low History		
#	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
5	Network Exist	Network Sales	00:00:41

**11.** Click <sup>la</sup> to print the report.

**12.** Click  $\bowtie$  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.

OfficeServ ACD Reportin	ng	
Default Supervisor	Tracking > Lost Call	
Server	10/01/2007 🔯 - 10/06/2008 🔯 00 🗸 -	24 V Preview
<ul> <li>IVR Summary</li> <li>ACD Summary</li> </ul>	Split List	Selected List
Split > Split Summary > Answered Wait Calls > Abandoned Wait Calls > Talk Time Details > Completion Code Detail Agent	⊕ Default Division	All All All
<ul> <li>Agent Summary</li> <li>Agent Utilization</li> <li>Agent Login/Logout</li> <li>Dialed Number</li> <li>Completion Code Detail</li> </ul> Tracking <ul> <li>Call Tracking</li> <li>Overflow Tracking</li> <li>Lost Call</li> </ul>	CLI Number: Start with	Abandon Threshold: 0 sec

- *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.

st Call - Wi	ndows Internet Explorer					
http://107.108.7	2.209/Reporting/Analyst/rptLos	tCall.aspx?t1=	=&TSD=20071001&TF	ED=200810068ST=00008ET=2	4008dat=en+us8tms=10	/01/2007;10/06/2008;00;
Lost Call Period: 10/01/ CLI Number: A Abandon Thre 10/06/2008 18	/2007 - 10/06/2008, 00 Ul shold Time: 0 sec 8:11, Report generated	:00 - 24:0 by Defauli	0 t Supervisor			
CLI	Queued Time	Duration	Result	Assign Time	Agent	Handle Time
Default Spli	it					
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 SVC1						
2202	09/34/2008 19:03:11	00:00:45	New	1		1
3202	09/24/2008 19:03:11	00:00:45	New			

*12.* Click  $\stackrel{\text{loc}}{=}$  to print the report.

**13.** Click  $\blacksquare$  to export the report to Microsoft Excel.

# **ABBREVIATION**

Α		
C	ACD	Automatic Call Distribution
	CLI	Calling Line Identification
D	DID	Dialed Number Identification
I	IP	Internet Protocol
ц	IVR	Interactive Voice Response
	HTTP	Hyper Text Transport Protocol

# OfficeServ ACD Reporting User's Guide

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