



ONTRAQ DISPLAYS & REPORTS

OnTraQ gives you visibility and insight into the key metrics you need to keep your call centers running at a high level of performance. You view the information you need, when you need it, and then can make the timely adjustments to meet your performance objectives.

OnTraQ includes a variety of displays and reports. From a single portal, users view real-time and historical reports and also reports for multiple call centers. Real time displays include:

- Agent Status
- Service Group (RCG/Queue) Status
- Life of Call
- Agent Activity Log
- And more.

The Report Options selections allow you to craft the exact information you want for tabular and graphical reports:

- Dates
- Time periods
- Report detail
- ANI/DNIS
- Data groups
- Chart style
- And more.

OnTraQ also provides complete control over how panes are organized. Each pane can be nested inside the OnTraQ window or docked independently outside of it. This allows you to turn any pane into its own independent display, permitting you to keep an eye on key performance indicators while multi-tasking on other work. Show any status display on a full graphic, high definition wallboard display for the entire call center team to view. Clearly, OnTraQ is highly customizable, both in terms of content included and the layout structure.

This document contains samples of OnTraQ's real-time displays and reports:

Real-Time Displays	2
Service Group Status.....	2
Agent Team Status	2
Agent Activity Log.....	3
Life of Call.....	4
Speedometer.....	5
Histograms.....	5
Reports	6
Historical & Current Performance Reports	6
Creating Reports.....	7
Graphical Reports	8
Report Operations	8
Report Samples	9

Real-Time Displays

With OnTraQ's real-time displays, call center managers of all levels keenly focus on their particular issues and take timely, targeted actions that materially and positively affect their personal performance and that of your call centers.

Service Group Status

The Service Group Status includes metrics for Answer Performance, Queue Status and Agent Status. Any column or set of columns can be removed to increase focus on areas of particular interest. Various gauges are available for the data elements in the Service Group Status, creating at-a-glance displays of key performance indices. This feature of OnTraQ helps users drill down into service levels for different service groups (queues). One service group may be struggling to meet service goals because several agents from that group recently left the company. Service levels as a whole may appear low because too many agents are unavailable for a time period. However, when able to drill down to specific service groups, the user finds where the problem is more easily.

Service Group Status																							
Service Group		Answer Performance								Queue Status							Agent Status						
		% Ans w/in Svc Level				Avg Queue Time (sec)				Calls in Queue	Time in Queue (seconds)					Longest Wait	Total	Talk	Work	Idle	Non-ACD	Other	Unavailable
		Qtr Hour	Hour	Session	Day	Qtr Hour	Hour	Session	Day		< 10	< 20	< 30	< 40	> 40								
	Sales/Widgets	85%	91%	99%	85%	32	20	18	28	48	47	1	0	0	0	00:00:17	79	13	6	33	7	6	14
	Sales/Ginsu	92%	84%	91%	84%	5	42	10	30	83	80	1	0	2	0	00:00:32	40	9	3	0	16	11	1
	Sales	75%	93%	92%	85%	33	5	16	29	13	6	3	2	1	1	00:02:07	72	17	20	21	1	3	10

Agent Team Status

The Agent Team Status shows the state of each logged in agent and how long they have been in that state. The display highlights the Service Group (queue) that each agent in Talk state is servicing. Viewed from afar one sees a bar chart reflecting the relative quantity of agents in each state. With this feature all agents are viewed, or a supervisor selects only the applicable agents that he or she supervises.

Talk			Work		Idle		Non-ACD		Other		Unavailable	
Agent	Service Group	Time	Agent	Time	Agent	Time	Agent	Time	Agent	Time	Agent	Time
ID: 2012	Sales/Ginsu	00:22:06	JaneJ	00:17:18	MaryK	00:13:51					JoseQ	00:08:31
DonJ	Sales/Ginsu	00:18:20	AnthonyP	00:10:08	ID: 1467	00:11:05					RickB	00:08:21
JohnC	Sales/Ginsu	00:17:08	BillG	00:07:29	ID: 1129	00:10:34					TedT	00:07:45
MikeH	Sales/Ginsu	00:16:54	DonW	00:06:57	TedK	00:10:00					MelissaH	00:00:32
TomH	Sales/Ginsu	00:10:29	ThomasQ	00:05:57	AshleyB	00:09:10						
TimothyK	Sales/Ginsu	00:08:10	JimmyC	00:05:27	SteveM	00:09:05						
CathyH	Sales/Ginsu	00:08:01	LarryE	00:05:06	CynthiaR	00:08:55						
ID: 2023	Sales/Ginsu	00:05:34	KyleS	00:04:13	ElmerF	00:06:19						
BeckyM	Sales/Widgets	00:05:13	ID: 1113	00:04:03	OscarQ	00:06:09						
ID: 1253	Sales/Ginsu	00:04:52	ChrisH	00:03:49	LarryM	00:03:56						
BillC	Sales/Ginsu	00:04:41	RalphN	00:03:05	DebbiF	00:02:25						
ID: 1989	Sales/Widgets	00:03:21	TariqA	00:02:42	CarmellaW	00:02:04						
ID: 2018	Sales/Widgets	00:03:17	ID: 1023	00:02:13	MeadowB	00:01:45						
SuzyJ	Sales/Widgets	00:02:14	KristieW	00:01:41	PaulH	00:01:38						
JillP	Sales/Ginsu	00:01:50	FrankH	00:01:39	BillK	00:01:28						
JohnK	Sales/Widgets	00:01:11	ID: 1920	00:01:21	PeterF	00:01:16						
MarkS	Sales/Ginsu	00:00:19	MichaelD	00:00:46	JoanC	00:01:09						
SteveM	Sales/Widgets	00:00:01	ID: 1922	00:00:36	ID: 1029	00:01:05						
					JeanH	00:00:56						
18 in Talk			18 in Work		19 Idle		0 in Non-ACD		0 in Other		4 Unavailable	

Agent Activity Log

The Agent Activity Log shows the sequence, duration, start time and end time of the activities for a particular agent, with an agent's current state listed on top in the default settings. The example below has the data sorted by Start Time. As with other OnTraQ reports, users have the ability to view only the data columns that they are interested in viewing.

The Activity Log tracks not only the chronological flow of states for an agent, but also provides details regarding inbound and outbound calls – both on the ACD extension and an agent's second line (if applicable). In the example, note that when outbound calls are made, OnTraQ lists the number dialed, as seen below for both main line and 2nd line calls. In addition to standard analytics, this log also shows the service group or queue that calls came from. The agent below answered a call from the MUST ANSWER queue at approximately 1:40 PM. Customers may define alarm thresholds that are also clearly shown in the Activity Log. Notice the alarm showing this agent was on a Non-ACD call for over 45 minutes, ending at 3:21 PM. Also,

1421 Dresch							
Activity Log							
		Print	Export	Detail: 11/12/2009	Category: (All Categories)	Activity: (All Activities)	Go
	Activity	Service Group	Alarm	Time Elapsed	Start Time	End Time	
?	Other State: Ringing			00:02	11/12/2009 1:33:11 PM	1:33:13 PM	
	Talk State	MUST ANSWER		00:16	11/12/2009 1:33:13 PM	1:33:29 PM	
	2nd Line Call Out: #8002474695			08:28	11/12/2009 1:33:28 PM	1:41:56 PM	
	Idle State			06:58	11/12/2009 1:33:29 PM	1:40:27 PM	
?	Other State: Ringing			00:05	11/12/2009 1:40:27 PM	1:40:32 PM	
	Talk State	MUST ANSWER		00:30	11/12/2009 1:40:32 PM	1:41:02 PM	
	Idle State			10:33	11/12/2009 1:41:02 PM	1:51:35 PM	
	2nd Line Call Out: #8007553901			06:29	11/12/2009 1:42:16 PM	1:48:45 PM	
	Non-ACD Call Out: #4103927054			00:44	11/12/2009 1:51:35 PM	1:52:19 PM	
	Idle State			02:45	11/12/2009 1:52:19 PM	1:55:04 PM	
	2nd Line Call In: #4353380			00:10	11/12/2009 1:54:54 PM	1:55:04 PM	
	Non-ACD Call In: #4353380			00:45	11/12/2009 1:55:04 PM	1:55:49 PM	
	Idle State			06:00	11/12/2009 1:55:49 PM	2:01:49 PM	
	2nd Line Call In: #4794434301			02:28	11/12/2009 1:59:23 PM	2:01:51 PM	
	2nd Line Call Out: #1421			00:11	11/12/2009 2:01:35 PM	2:01:46 PM	
?	Other State: Offhook			00:02	11/12/2009 2:01:49 PM	2:01:51 PM	
	Non-ACD Call In: #4794434301			1:19:40	11/12/2009 2:01:51 PM	3:21:31 PM	
	2nd Line Call In: #3789734			01:23	11/12/2009 2:04:37 PM	2:06:00 PM	
	Non-ACD Call Time Alarm: 10:00 or more		Low Severity	35:00	11/12/2009 2:11:51 PM	2:46:51 PM	
	2nd Line Call In: #4103984000			00:13	11/12/2009 2:21:36 PM	2:21:49 PM	
	2nd Line Call Out: #4103927054			07:29	11/12/2009 2:26:48 PM	2:34:17 PM	
	Non-ACD Call Time Alarm: 45:00 or more		Medium Severity	34:40	11/12/2009 2:46:51 PM	3:21:31 PM	
	Idle State			02:34	11/12/2009 3:21:31 PM	3:24:05 PM	

Life of Call

Life of Call displays a real-time chronology of call activity for an Agent, Agent Team or Service Group (queue). It shows you detailed information about each activity state the call progressed through, such as In Queue, Talking, On Hold, Transferred and more. Users drill deeper into situations by filtering the data for specific activities, dates and/or times.

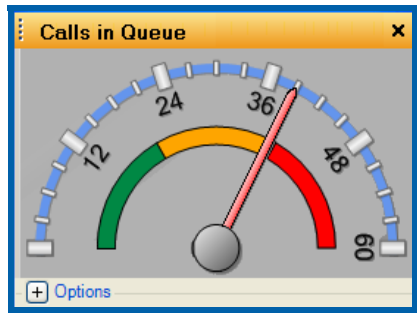
In the example below for Agent 1406 Baumann, the call at 1:18 PM highlights a call between two monitored agents. Baumann placed a non-ACD outbound call on her ACD extension (3533). She dialed Dresch on her second line (1421). The Life of Call display clearly shows the Outgoing Non ACD Call and the Incoming Non ACD Call 2nd (where the "2nd" designates the activity on the second line).

Also, notice that the call received at 3:25 PM was placed on Consult Hold twice. The first time, this agent consulted with a coworker (extension 1410) and then returned to the original caller. Shortly after this, the call was put on Consult Hold again before being successfully transferred to extension 1402.

1406 Baumann									
Life Of Call									
		Date: 11/ 9/2009		Start Time: 8:00:00 AM		End Time: 5:00:00 PM		Activity: [All Activities]	
								Go	
Start	End	Elapsed	Service Group	Agent	Activity	Connected Part	Calling Number	Called Number	
8:29:44 AM	8:29:47 AM	00:03		1406 Baumann	Completed Normally				
8:33:07 AM	8:33:55 AM	00:48		1406 Baumann	Completed Normally		3533	1403	
8:50:37 AM	8:51:12 AM	00:35		1406 Baumann	Completed Normally		3533	1414	
11:09:13 AM	11:09:19 AM	00:06	MUST ANSWER	1406 Baumann	Completed Normally		6104236354	1443	
12:50:48 PM	1:00:55 PM	10:07	Sales Primary	1433 Korneffel	Completed Normally		5104503175	1400	
12:51:41 PM	12:51:44 PM	00:03		1406 Baumann	Extension Offhook				
1:18:36 PM	1:18:54 PM	00:18		1421 Dresch	Completed Normally		3533	1421	
1:18:36 PM	1:18:39 PM	00:03		1406 Baumann	Extension Offhook				
1:18:39 PM	1:18:39 PM	00:00		1406 Baumann	Dialing	1421			
1:18:39 PM	1:18:54 PM	00:15		1406 Baumann	Outgoing Non ACD Call		3533	1421	
1:18:39 PM	1:18:54 PM	00:15		1421 Dresch	Incoming Non ACD Call 2nd		3533	1421	
1:18:54 PM	1:18:54 PM	00:00		1421 Dresch	Completed Normally 2nd		3533	1421	
Start	End	Elapsed	Service Group	Agent	Activity	Connected Part	Calling Number	Called Number	
3:25:31 PM	3:26:47 PM	01:16	MUST ANSWER	1406 Baumann	Transferred To	1402	9252745437	1400	
3:25:31 PM	3:25:31 PM	00:00	MUST ANSWER		In Queue		9252745437	1400	
3:25:31 PM	3:25:31 PM	00:00	MUST ANSWER		Sent To Agent	3533	9252745437	1400	
3:25:31 PM	3:25:35 PM	00:04	MUST ANSWER	1406 Baumann	Ringing	3533	9252745437	1400	
3:25:35 PM	3:26:47 PM	01:12	MUST ANSWER	1406 Baumann	Talking		9252745437	1400	
3:25:54 PM	3:26:19 PM	00:25	MUST ANSWER	1406 Baumann	On Consult Hold	3533	9252745437	1400	
3:25:57 PM	3:25:57 PM	00:00	MUST ANSWER	1406 Baumann	Dialing	1410			
3:25:57 PM	3:26:17 PM	00:20	MUST ANSWER	1406 Baumann	Consult Call		3533	1410	
3:26:01 PM	3:26:17 PM	00:16	MUST ANSWER	1406 Baumann	Consult Talking		3533	1410	
3:26:17 PM	3:26:17 PM	00:00	MUST ANSWER	1406 Baumann	Drop From Call	1410	3533	1410	
3:26:17 PM	3:26:19 PM	00:02	MUST ANSWER	1406 Baumann	Extension Offhook		3533	1410	
3:26:19 PM	3:26:19 PM	00:00	MUST ANSWER	1406 Baumann	Retrieved From Consult Hold	3533	9252745437	1400	
3:26:32 PM	3:26:47 PM	00:15	MUST ANSWER	1406 Baumann	On Consult Hold	3533	9252745437	1400	
3:26:34 PM	3:26:34 PM	00:00	MUST ANSWER	1406 Baumann	Dialing	1402			
3:26:34 PM	3:26:47 PM	00:13	MUST ANSWER	1406 Baumann	Consult Call	1402	3533	1400	
3:26:35 PM	3:26:47 PM	00:12	MUST ANSWER	1406 Baumann	Consult Talking		3533	1400	
3:26:47 PM	3:26:47 PM	00:00	MUST ANSWER	1406 Baumann	Transferred To	1402	9252745437	1400	

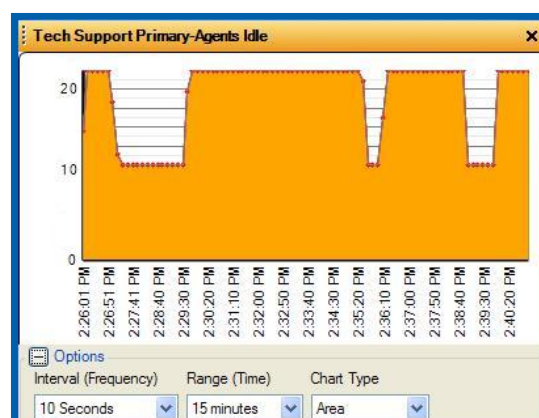
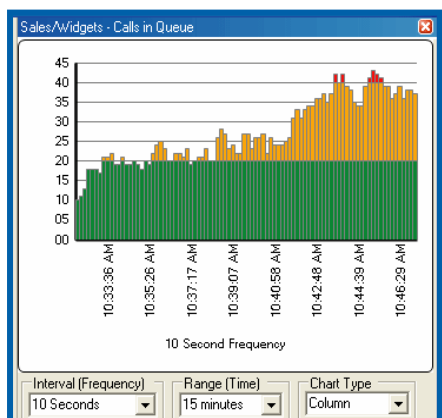
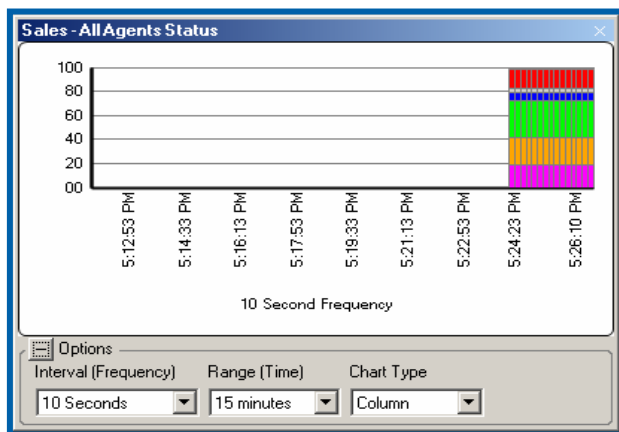
Speedometer

OnTraQ gives you a variety of ways to display information in graphic form. One of the real-time displays is the speedometer graph. You choose the metrics to be graphed. The sample below shows there are currently 39 calls in queue. The Options menu allows the user to set the maximum value shown on the speedometer.



Histograms

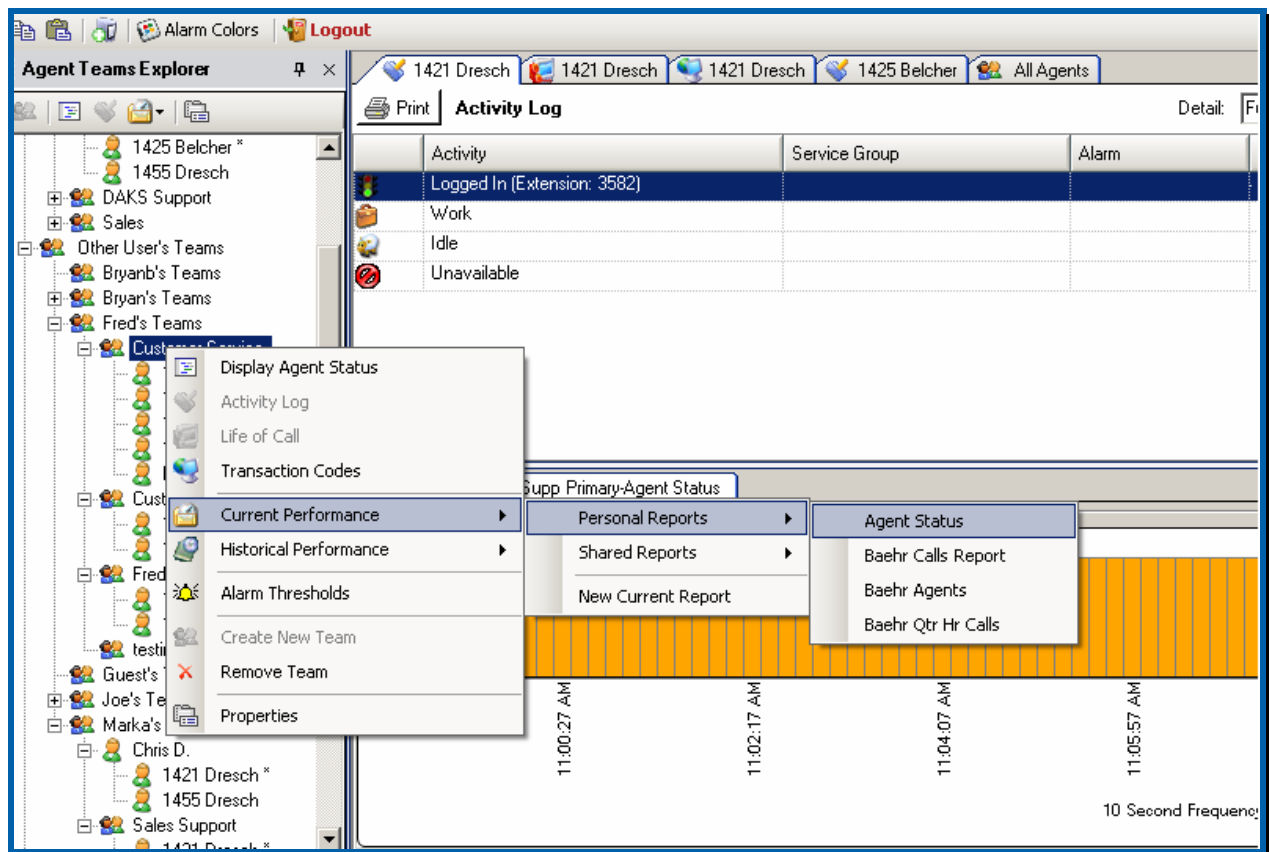
Another real-time display is the histogram. There are two types of histograms in OnTraQ. Single-State Histograms display the selected data item color-coded with the appropriate Alarm Color to represent the alarm state it is in. Multi-State Histograms display agents and the work states they are in. The Options menu allows the user to set the frequency, time range and chart type. Three examples are illustrated below. The top picture is a Multi-State histogram while the other two are Single State.



Reports

Historical & Current Performance Reports

OnTraQ includes both Historical and Current Performance Reports. Current reports display current data in a dynamic fashion, including rolling totals for hours, quarter hours, sessions, and days. Current Reports will update their displays in real-time to reflect changing data. As shown below, both types of reports are available via the same OnTraQ interface. In this example, the user is selecting a Current Performance Report for the Agent Team Customer Service. The user has selected a Personal Report, meaning a report format that the user has previously defined and reserved for their personal use. The name of the report the user is selecting is Agent Status.



Creating Reports

You can choose to design a new Current or Historical report. The variety of reports you create is limited only by your imagination. You choose to create and display reports for your Service Groups, Service Group Pools, Agents and Agent Teams. The Options screen allows you to craft the exact information you need – dates, time periods, report detail, service groups, ANI/DNIS, data groups, chart style and more. You customize performance report templates to create scorecards tailored to the needs of each supervisor and manager. Additionally, you manipulate the columns in a report. You drag and drop columns to rearrange the report display or choose to hide columns.

The example below shows a daily performance summary for agents from the STL Solution Support team. The report has weekly totals, as well as the option to view hourly details, and includes only the columns of data that the user was interested in. The user could quickly modify the report by making changes in the Options window and hitting the Display button. For instance, if you decide you want to see data for the past month, change the Date Selection dropdown option from Week(s) to Months(s). Or, maybe you want to see quarter hour detail, check the Report Detail Quarter Hour checkbox. You can save your changes in new template by entering a new name in Save As box and hitting the Save button. Or, simply hit the Display button and the new report will automatically display.

STL Solution Support - Agent Performance

		--Total-- Calls									--Total-- Time per Call (secs)		--Total-- Time in ACD State								
Level	Date & Time	Received	Answered	Abandoned	Disconnected	Hold	Transfers	Non-ACD In	Non-ACD Out	Talk	Work	Total Login	Talk	Work	ACD Call Handling	% Available	% Occupancy	% Non-ACD	% Idle	% Unavailable	% Other
STL Solution Support	All	187	164	1	3	27	34	85	554	172.0	0.0	466:41:51	7:52:01	00:00	7:52:01	79%	2%	7%	78%	4%	0%
	Week: 03/15/2009	41	37	1	0	4	11	14	108	121.0	0.0	114:41:31	1:14:53	00:00	1:14:53	82%	1%	6%	81%	2%	0%
	Week: 03/22/2009	44	37	0	1	9	7	14	123	289.0	0.0	101:01:10	2:58:48	00:00	2:58:48	76%	3%	4%	73%	4%	0%
	Week: 03/29/2009	41	36	0	1	4	6	27	123	129.0	0.0	112:08:18	1:17:54	00:00	1:17:54	78%	1%	10%	77%	3%	0%
	Week: 04/05/2009	31	26	0	0	7	2	20	138	271.0	0.0	72:50:06	1:57:35	00:00	1:57:35	79%	3%	11%	76%	4%	0%
	Week: 04/12/2009	30	28	0	1	3	8	10	62	49.0	0.0	66:00:46	22:51	00:00	22:51	82%	0%	6%	81%	6%	0%
1421 Dresch	All	72	61	1	1	5	13	59	449	227.0	0.0	243:23:54	3:51:04	00:00	3:51:04	74%	2%	12%	73%	1%	0%
	Week: 03/15/2009	17	15	1	0	0	4	8	94	107.0	0.0	78:04:14	26:46	00:00	26:46	82%	0%	8%	82%	1%	0%
	Week: 03/22/2009	19	16	0	1	0	4	11	110	406.0	0.0	44:43:49	1:48:23	00:00	1:48:23	65%	6%	9%	61%	1%	0%
	03/23/2009	6	6	0	0	0	2	4	13	854.0	0.0	10:14:23	1:25:26	00:00	1:25:26	92%	15%	3%	78%	0%	0%
	03/24/2009	4	3	0	1	0	1	2	8	50.0	0.0	6:44:27	02:30	00:00	02:30	78%	0%	1%	77%	0%	0%
	03/25/2009	3	3	0	0	0	0	0	21	109.0	0.0	9:31:05	05:29	00:00	05:29	70%	1%	8%	69%	5%	0%
	03/26/2009	3	2	0	0	0	1	3	37	9.0	0.0	8:28:40	00:19	00:00	00:19	34%	0%	16%	34%	0%	0%
	03/27/2009	3	2	0	0	0	0	2	31	439.0	0.0	9:45:14	14:39	00:00	14:39	50%	5%	17%	47%	0%	0%
	Week: 03/29/2009	13	11	0	0	1	2	23	98	75.0	0.0	55:28:47	13:47	00:00	13:47	68%	0%	18%	67%	1%	0%
	Week: 04/05/2009	14	11	0	0	2	1	11	102	404.0	0.0	37:04:41	1:14:12	00:00	1:14:12	77%	4%	16%	74%	0%	0%
	Week: 04/12/2009	9	8	0	0	2	2	6	45	59.0	0.0	28:02:23	07:56	00:00	07:56	74%	0%	13%	74%	2%	0%
1422 Asher	All	115	103	0	2	22	21	26	105	140.0	0.0	223:17:57	4:00:57	00:00	4:00:57	85%	2%	2%	83%	6%	0%

Options

Date Selection

All Available

Current

Last

Start

End

Day

Week(s)

3/15/2009

4/15/2009

Time Periods

Days

Hours

All

All

Start

End

6:00:00 AM

6:00:00 PM

Report Detail

☐ Quarter Hour

☒ Hour

☒ Day Total

☒ Week Totals

☐ Hide Details

Organization

Levels: Max

Service Groups

☐ Master Group

☐ MUST ANSWER

☐ New pool

☐ Sales

☐ Sales Primary

☐ Sales Secondary

☐ Service

☐ St. Louis

☐ Tech Support Primary

Data Groups

☒ Calls

☒ Time per Call

☒ Time in State

Formatting

Time In State in:

Hours: Mins: Secs

Display

Save As:

Agent Performance

Available To:

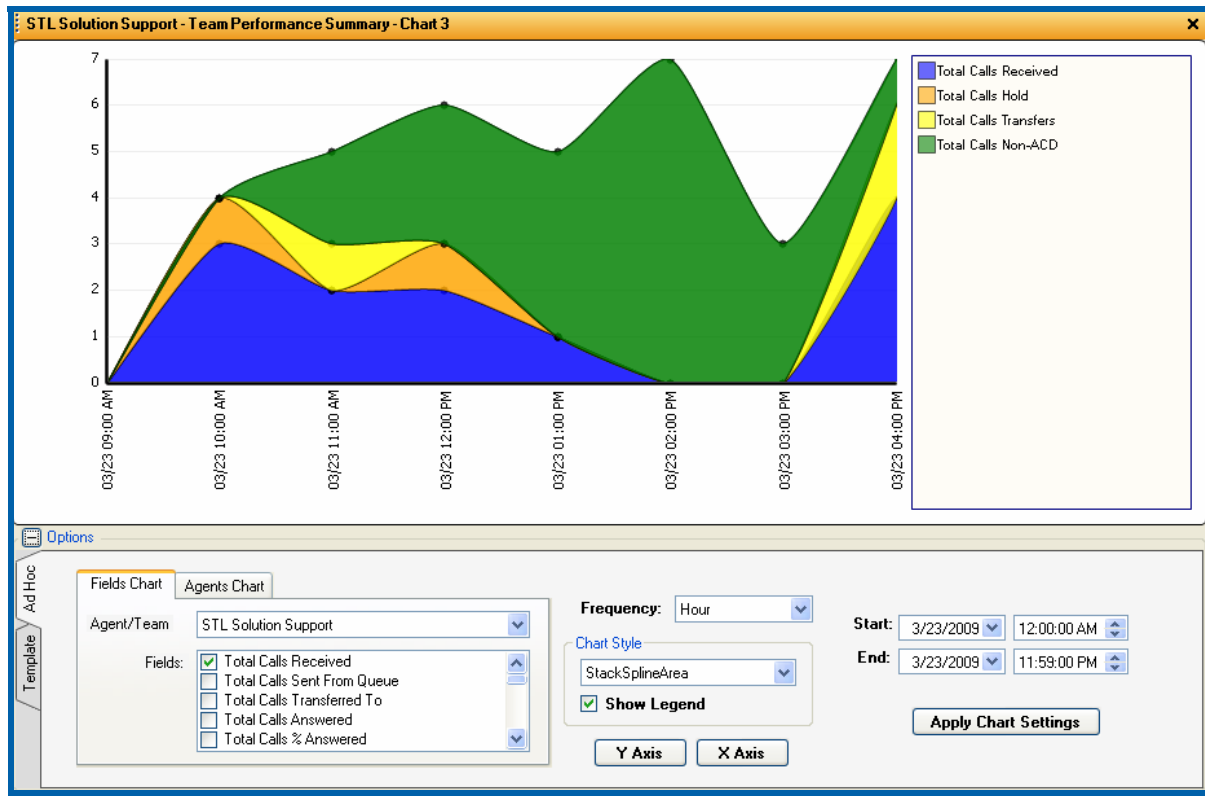
You

Everyone

Save

Graphical Reports

In addition to creating tabular reports, OnTraQ supports graphical reports. You have complete control of the data points to include in the graph. The report below, for example, gives an hourly team performance summary for March 23rd. Users have the option to select one specific field to chart or as many as they wish. Users may also select their chart style – such as line, column, area, stack area and more.



Report Operations

Once you customize a report, OnTraQ provides many report options.

- **Save** – You may save your report design as a template only available to you in the future or available to everyone who uses OnTraQ.
- **Export** - You can export the report data in four formats – an Excel spreadsheet format (.xls), Adobe Acrobat (.pdf), XML paper (.xml) or OnTraQ's own report format (.otr).
- **Schedule** - You can schedule reports to be generated at a later time and date. The reports may also be automatically e-mailed to a set of recipients.
- **Print** – You may print your reports to a local printer.

Report Samples

With the unlimited options to tailor reports, it is impossible to provide a complete list of reports. The sample reports below illustrate some options available to you in OnTraQ.

This report is an example of a quarter hour summary of Agent Team activity. It includes most of the data columns available. Note that the online report is interactive as the user can use tree control buttons (the plus or minus sign) next to the rows to expand or collapse data. When printed, all rows are expanded.

STL Customer Service Mgr - Agent Team Activity: Qtr Hr																											X
		--Total-- Calls												--Total-- Time per Call (secs)			--Total-- Time in ACD State										
Level	Date & Time	Received	Unanswered	% Unanswered	Abandoned	% Abandoned	% Hold	Transfers	% Transfers	Non-ACD In	Non-ACD Out	External	Talk	Non-ACD	External	Total Login	Talk	Idle	% Idle	Unavailable	% Unavailable	Non-ACD	% Non-ACD	Other	% Other		
STL Customer Service Mgr	All	3	0	0%	0	0%	0%	0	0%	0	16	10	465.0	478.0	804.0	19:22:00	23:15	8:28:05	43%	00:01	0%	2:07:31	11%	01:48	0%		
02/24/2009		3	0	0%	0	0%	0%	0	0%	0	16	10	465.0	478.0	804.0	19:22:00	23:15	8:28:05	43%	00:01	0%	2:07:31	11%	01:48	0%		
	9:00 AM	0	0	0%	0	0%	0%	0	0%	0	1	0	0.0	27.0	0.0	1:00:00	00:00	59:31	99%	00:00	0%	00:27	0%	00:02	0%		
	9:00 AM	0	0	0%	0	0%	0%	0	0%	0	0	0	0.0	0.0	0.0	15:00	00:00	15:00	100%	00:00	0%	00:00	0%	00:00	0%		
	9:15 AM	0	0	0%	0	0%	0%	0	0%	0	1	0	0.0	27.0	0.0	15:00	00:00	14:31	96%	00:00	0%	00:27	3%	00:02	0%		
	9:30 AM	0	0	0%	0	0%	0%	0	0%	0	0	0	0.0	0.0	0.0	15:00	00:00	15:00	100%	00:00	0%	00:00	0%	00:00	0%		
	9:45 AM	0	0	0%	0	0%	0%	0	0%	0	0	0	0.0	0.0	0.0	15:00	00:00	15:00	100%	00:00	0%	00:00	0%	00:00	0%		
10:00 AM		1	0	0%	0	0%	0%	0	0%	0	1	1	573.0	103.0	573.0	1:00:00	09:33	48:31	80%	00:00	0%	01:43	2%	00:13	0%		
	10:00 AM	0	0	0%	0	0%	0%	0	0%	0	1	0	0.0	103.0	0.0	15:00	00:00	13:13	88%	00:00	0%	01:43	11%	00:04	0%		
	10:15 AM	0	0	0%	0	0%	0%	0	0%	0	0	0	0.0	0.0	0.0	15:00	00:00	15:00	100%	00:00	0%	00:00	0%	00:00	0%		
	10:30 AM	1	0	0%	0	0%	0%	0	0%	0	0	1	216.0	0.0	216.0	15:00	03:36	11:15	75%	00:00	0%	00:00	0%	00:09	1%		
	10:45 AM	0	0	0%	0	0%	0%	0	0%	0	0	0	0.0	0.0	0.0	15:00	05:57	09:03	60%	00:00	0%	00:00	0%	00:00	0%		
11:00 AM		0	0	0%	0	0%	0%	0	0%	0	3	2	0.0	131.0	102.0	1:00:00	00:00	52:56	88%	00:00	0%	06:34	10%	00:30	0%		
	11:00 AM	0	0	0%	0	0%	0%	0	0%	0	1	0	0.0	190.0	0.0	15:00	00:00	11:48	78%	00:00	0%	03:10	21%	00:02	0%		
	11:15 AM	0	0	0%	0	0%	0%	0	0%	0	0	0	0.0	0.0	0.0	15:00	00:00	15:00	100%	00:00	0%	00:00	0%	00:00	0%		
	11:30 AM	0	0	0%	0	0%	0%	0	0%	0	2	2	0.0	102.0	102.0	15:00	00:00	11:08	74%	00:00	0%	03:24	22%	00:28	3%		
	11:45 AM	0	0	0%	0	0%	0%	0	0%	0	0	0	0.0	0.0	0.0	15:00	00:00	15:00	100%	00:00	0%	00:00	0%	00:00	0%		
12:00 PM		2	0	0%	0	0%	0%	0	0%	0	1	2	411.0	121.0	411.0	1:00:00	13:42	43:58	73%	00:00	0%	02:01	3%	00:19	0%		
	12:00 PM	1	0	0%	0	0%	0%	0	0%	0	0	1	30.0	0.0	30.0	15:00	00:30	14:19	95%	00:00	0%	00:00	0%	00:11	1%		
	12:15 PM	1	0	0%	0	0%	0%	0	0%	0	0	1	686.0	0.0	686.0	15:00	11:26	03:30	23%	00:00	0%	00:00	0%	00:04	0%		
	12:30 PM	0	0	0%	0	0%	0%	0	0%	0	0	0	0.0	0.0	0.0	15:00	01:46	13:14	88%	00:00	0%	00:00	0%	00:00	0%		
	12:45 PM	0	0	0%	0	0%	0%	0	0%	0	1	0	0.0	121.0	0.0	15:00	00:00	12:55	86%	00:00	0%	02:01	13%	00:04	0%		
	1:00 PM	0	0	0%	0	0%	0%	0	0%	0	1	0	0.0	72.0	0.0	1:00:00	00:00	58:46	97%	00:00	0%	01:12	2%	00:02	0%		

This report is an example of a daily summary of Agent Team activity. It includes only the Time in ACD State data columns.

STL Admin - Agent Team Activity		--Total-- Time in ACD State									
Level	Date & Time	Total Login	Tak	Idle	% Idle	Unavailable	% Unavailable	Non-ACD	% Non-ACD	Other	% Other
STL Admin	All	53:27:41	14:23	37:58:26	71%	13:25:11	25%	1:45:40	3%	04:01	0%
	05/01/2009	7:57:58	03:07	5:57:48	74%	1:44:41	21%	11:37	2%	00:45	0%
	05/04/2009	7:39:40	00:00	4:57:06	64%	2:29:06	32%	13:17	2%	00:11	0%
	05/05/2009	7:58:33	02:09	6:26:02	80%	1:20:24	16%	09:19	1%	00:39	0%
	05/06/2009	7:59:27	02:20	5:33:23	69%	1:47:18	22%	35:33	7%	00:53	0%
	05/07/2009	5:59:34	03:29	3:03:15	51%	2:34:41	43%	17:31	4%	00:38	0%
	05/08/2009	7:54:15	00:55	5:40:41	71%	2:03:15	26%	08:55	1%	00:29	0%
	05/11/2009	7:58:14	02:23	6:20:11	79%	1:25:46	17%	09:28	2%	00:26	0%

This report is an example of a monthly summary of Service Group activity and is broken out by week. The available data columns are very similar to Agent Team reports, but new Service Level columns are added.

All Impact - Monthly Service Group Report		--Total--														--Total--		--Total--						--Total--		
Level	Date & Time	Received	Answered	Unanswered	% Unanswered	Disconnected	Abandoned	% Abandoned	Transfers	% Transfers	Hold	% Hold	Non-ACD In	Non-ACD Out	Talk	Work	ACD Call Handling	ACD Call Handling	Talk	Idle	Unavailable	Non-ACD	Other	Average Time In Queue (secs)	% Answered w/in Service Level	Maximum Calls in Queue
All Impact	All	166	127	0	0%	1	3	1%	47	28%	21	16%	116	628	165.0	0.0	165.0	5:50:12	5:50:12	570:50:43	94:58:05	43:56:58	1:18:20	0.0	54%	1
	Week: 03/29/2009	37	24	0	0%	0	0	0%	8	21%	4	16%	31	161	175.0	0.0	175.0	1:10:11	1:10:11	109:58:24	26:59:54	15:32:12	19:27	0.0	37%	0
	Week: 04/05/2009	35	18	0	0%	0	0	0%	2	5%	8	44%	21	136	219.0	0.0	219.0	1:05:54	1:05:54	91:28:18	20:42:05	8:35:32	15:17	0.0	16%	1
	Week: 04/12/2009	29	28	0	0%	0	0	0%	13	44%	3	10%	19	109	67.0	0.0	67.0	31:26	31:26	129:27:39	22:39:19	7:06:59	16:17	0.0	75%	0
	Week: 04/19/2009	29	24	0	0%	0	2	6%	12	41%	4	16%	29	121	304.0	0.0	304.0	2:01:40	2:01:40	135:36:04	15:14:35	6:46:37	16:16	0.0	58%	1
	Week: 04/26/2009	36	33	0	0%	1	1	2%	12	33%	2	6%	16	101	110.0	0.0	110.0	1:01:01	1:01:01	104:20:18	9:22:12	5:55:38	11:03	0.0	66%	0
Customer Service	All	58	48	0	0%	1	3	5%	2	3%	17	35%	74	566	330.0	0.0	330.0	4:24:36	4:24:36	514:28:13	14:49:15	41:18:51	1:09:26	0.0	0%	1
	Week: 03/29/2009	15	13	0	0%	0	0	0%	1	6%	3	23%	23	149	229.0	0.0	229.0	49:41	49:41	109:58:24	3:41:04	14:51:56	18:33	0.0	0%	0
	Week: 04/05/2009	18	15	0	0%	0	0	0%	0	0%	7	46%	19	130	250.0	0.0	250.0	1:02:42	1:02:42	91:28:18	3:23:02	8:28:40	15:00	0.0	0%	1
	Week: 04/12/2009	4	4	0	0%	0	0	0%	1	25%	2	50%	8	89	178.0	0.0	178.0	11:55	11:55	117:24:45	3:59:16	6:12:37	12:14	0.0	0%	0
	Week: 04/19/2009	10	7	0	0%	2	20%	0	0	0%	4	57%	20	111	809.0	0.0	809.0	1:34:23	1:34:23	112:52:11	3:36:50	6:23:01	14:16	0.0	0%	1
	Week: 04/26/2009	11	9	0	0%	1	1	9%	0	0%	1	11%	4	87	306.0	0.0	306.0	45:55	45:55	82:44:35	09:03	5:22:37	09:23	0.0	0%	0
Tech Support Primary	All	58	48	0	0%	1	3	5%	2	3%	17	35%	65	412	330.0	0.0	330.0	4:24:36	4:24:36	210:02:14	12:38:33	30:40:45	47:19	0.0	95%	1
	Week: 03/29/2009	15	13	0	0%	0	0	0%	1	6%	3	23%	23	111	229.0	0.0	229.0	49:41	49:41	49:21:24	3:26:19	11:41:15	13:56	0.0	100%	0
	Week: 04/05/2009	18	15	0	0%	0	0	0%	0	0%	7	46%	16	119	250.0	0.0	250.0	1:02:42	1:02:42	46:17:48	3:16:23	7:42:31	13:32	0.0	93%	1
	Week: 04/12/2009	4	4	0	0%	0	0	0%	1	25%	2	50%	8	55	178.0	0.0	178.0	11:55	11:55	44:20:20	3:50:20	3:55:54	08:30	0.0	100%	0
	Week: 04/19/2009	10	7	0	0%	2	20%	0	0	0%	4	57%	15	76	809.0	0.0	809.0	1:34:23	1:34:23	44:27:02	2:05:30	4:17:09	06:25	0.0	100%	1
	Week: 04/26/2009	11	9	0	0%	1	1	9%	0	0%	1	11%	3	51	306.0	0.0	306.0	45:55	45:55	25:35:40	00:01	3:03:56	04:56	0.0	88%	0
Tech Support Secondary	All	0	0	0	0%	0	0	0%	0	0%	0	0%	65	412	0.0	0.0	0.0	00:00	00:00	210:07:24	12:38:33	30:40:55	47:19	0.0	0%	0
MUST ANSWER	All	94	69	0	0%	0	0	0%	41	43%	3	4%	66	267	50.0	0.0	50.0	58:30	58:30	164:13:34	37:04:51	20:41:04	35:19	0.0	100%	1
	Week: 03/29/2009	20	9	0	0%	0	0	0%	5	25%	1	11%	23	111	79.0	0.0	79.0	11:52	11:52	49:21:24	3:26:19	11:41:15	13:56	0.0	100%	0
	Week: 04/05/2009	14	3	0	0%	0	0	0%	2	14%	1	33%	16	119	64.0	0.0	64.0	03:12	03:12	46:17:48	3:16:23	7:42:31	13:32	0.0	100%	0
	Week: 04/12/2009	22	21	0	0%	0	0	0%	11	50%	1	4%	6	13	51.0	0.0	51.0	17:50	17:50	24:14:46	9:31:15	20:41	04:11	0.0	100%	0
	Week: 04/19/2009	16	14	0	0%	0	0	0%	12	75%	0	0%	9	10	57.0	0.0	57.0	13:18	13:18	22:43:53	11:37:45	23:36	02:00	0.0	100%	1
	Week: 04/26/2009	22	22	0	0%	0	0	0%	11	50%	0	0%	12	14	33.0	0.0	33.0	12:18	12:18	21:35:43	9:13:09	33:01	01:40	0.0	100%	0
Sales	All	14	10	0	0%	0	0	0%	4	28%	1	10%	74	566	162.0	0.0	162.0	27:06	27:06	514:28:13	14:49:15	41:18:51	1:09:26	0.0	100%	1

The report below provides a graphical display of the number of Calls on Hold, Calls Transferred, Calls Forwarded and Calls Picked weekly, from January through the middle of May. Users can drill down deeper by viewing Daily, Hourly, or Quarter-Hourly results for defined data selections.

