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Sample Reports for Interaction Reporter

Technical Reference

Abstract

Interaction Reporter, an add-on module for IC Business Manager, allows you to generate pre-defined reports. Depending on the report, Interaction Reporter uses the ActiveReports 6 or Crystal Reports reporting runtime. This document contains examples of actual reports that have been generated in Interaction Reporter. For more information on creating reports using Interaction Reporter, see the Interaction Reporter Help.

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Sample Reports for Interaction Reporter

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Sample Reports for Interaction Reporter

Introduction

Interaction Reporter is an IC Business Manager module that allows you to generate predefined reports. With Interaction Reporter, you can easily navigate, generate, and view IC reports.

This document includes examples of actual reports, generated by Interaction Reporter.

For more information, see About Sample Reports for Interaction Reporter.

About Sample Reports for Interaction Reporter

Interaction Reporter, is an IC Business Manager module that allows you to generate pre-defined reports. Depending on the report, Interaction Reporter uses the ActiveReports 6 or Crystal Reports reporting runtime. Reports are organized in the Navigation Pane by category. The report categories include:

- Analyzer Reports
- Dialer Reports
- Interaction Optimizer
- Line Reports
- Queue Reports
- Interaction Quality Manager Reports
- Tracker Reports
- User Reports
- Wrap-Up Codes
- Account Code Supervisor
- Agent Queue Activation
- Call Supervisor
- Director
- DNIS
- General Administrative
- Interaction Feedback
- IVR
- Queue / Wrap-up
- Legacy Historical Reports

Note By default, **Legacy Historical Reports** category is not visible. To display this category, from **Interaction Administrator**, in the **Report Management** node, select **Report Configuration**. On the **Report Configuration** page, in the **Categories** list, select **Legacy Historical Reports**, and click the icon **Edit the selected Category**. In the Edit Category dialog, select **Visible**.

Legacy Reports

Note The **Legacy Reports** category contains reports that are generated using ActiveReports. The reports in the Legacy Reports category have been replaced in Interaction Reporter in IC Business Manager with new versions built on Crystal Reports. The new Crystal reports can be found in Interaction Reporter under their respective categories. For example, the new Crystal User reports can be found under the User Reports category, and the new Crystal Queue reports can be found under the Queue Reports category.

Sample Reports are examples of actual reports that have been generated by Interaction Reporter. The sample reports illustrate the report designs and the content of each report type, based on ActiveReports 6 or Crystal Reports.

This document contains examples of Interaction Reporter reports, listed in the order they appear in the Interaction Reporter Navigation Pane, in IC Business Manager.



For detailed information on creating reports using Interaction Reporter, see the Interaction Reporter Help.

Sample Reports for Interaction Reporter

Analyzer Reports

Analyzer Reports

The Analyzer Reports provide information on contact center management for agent and customer interactions.

Analyzer Scoring Detail Report

The Analyzer Scoring Detail Report provides historical Analyzer scoring data on agent and customer cumulative scores for contact center management. The report provides insight into predominance of agent positive and negative keywords compared to customer positive and negative keywords.

The information in the Scoring Detail report is displayed by interval and workgroup and includes:

- The sum of positive customer scores for the interaction
- The sum of negative customer scores for the interaction
- The sum of positive agent scores for the interaction
- The sum of negative customer scores for the interaction
- The total sum of customer scores for the interaction
- The total sum of agent scores for the interaction
- The total sum of customer and agent scores for the interaction



Keyword Hit Report

The Keyword Hit report provides Analyzer summary and detail views that identify and compare the volume, or percentage, of calls containing one or more phrases pertaining to a specific category over a specified period of time. The Keyword Hit report has hyperlinks to a Keyword Detail view and an Interaction Detail View that contain additional information.

The information in the Keyword Hit report is displayed by Workgroup, Keyword Set Category, and Keyword Set name and includes:

- Keyword
- Date
- Number of recordings
- Number of hits

Keyword Hit

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-	cAlb			
eyword Set Nam	e: «Alb			
	Top Category	Hits: 10		
100				
80				
lings				
60 Becord	,			
age of				
40 40				
2				
20				
	United the participation of th	Hogen Hogen Land Hogen	a ^{nine} ed Heeted	Hilo Others
		Recordings Total	%	
	Category	63	100.00	
	Unhappy Customer	34	53.97	
	Нарру	25	39.68	
	FOR Customer	19	30.16	
	Positive Agent	13	20.63	
	Utilities Customer Problems	6	9.52	

Keyword Hit



Date:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM				
Workgroup:	dib				
Category:	<all></all>				
Keyword Set Name:	CAID>				
interval:	Daily				
K				# 12*-	
Keyword		Date	# Recordings	# nits	
Care Center	Disease		1	5	
DH - Agent - Magic	(Asest)				
Langlorize	s (AGent)	10/01/0015	-	-	
Medical Vertical		10/21/2015		4	
Madical Terms				-	
chest pains		10/21/2015	- 1	-	
heart attack	*		-		
I can't stand	d			1	
lientServices			1	13	
DH - Upselling Age	ints		1	2	
DH - Upselling Ager	nts		1	2	
if you order	r today	10/26/2015	1	1	
Would you	be interested in		1	1	
FCR Agent			1	10	
First Call Resolution	n - Agent		1	10	
cell you bec	ck	10/26/2015	1	1	
get back to	you		1	2	
I don't know	w		1	7	
Intx2014 - Escalatio	on		1	1	
intx2014 - Escalatio	on Request		1	1	
to your sup	pervisor	10/26/2015	1	1	
nsurance Agents			1	5	
Auto			1	1	
insurance Compliar	nce		1	1	
lots of static	ic .	10/20/2015	1	1	
Auto Cleims			1	4	
insurance Auto Cla	ims		1	4	
I'm not hap	рру	10/20/2015	1	4	
PA TeleHealth			3	6	
Health Demo			3	6	
PA TeleHealth - Cu	ustomer		3	6	
not feeling:	so hot	10/21/2015	3	4	
swollen leg:	15		2	2	
Aarketing			40	175	
Agent Training Nee	eded		1	1	
Service - Agent Tra	ining Needed		1	1	
I never said	1 that	10/26/2015	1	1	
Churn			1	4	
Customer Churn			1	4	
Cancel my a	account	10/27/2015	1	3	
cancel my s			1	1	
Fuk Gustomer	a - Curtomar		16	28	
rist call Resolution	n - oussenfler		16	28	
seeb o ying		10/10/2015	7		
		10/19/2015			
rint Date: Friday, Aug	gust 4, 2017 2:28:50AM	Genesys			Page 3 of 6

Dialer Reports

Dialer Reports

The Dialer Reports display detailed information on Agent success on Dialer calls and Dialing algorithm statistics.

Agent Success Results Report

The Agent Success Results report displays detailed information about an Agent's success on Dialer calls that were routed to the agent. The details are displayed by the Site ID and Campaign name, by agent, for the specified date and period of time for a connected call.

The information in this report is displayed by Agent and includes:

- Difference From Average (DFA) for the number of Dialer Calls
- Percentage of Right party Contacts (RPC) related to total dialed calls
- Percentage of successes related to number of Right Party Contacts
- Total Results per Right Party Contacts
- Total results per successes

	10/17/2015 12	- MA 00:00	10/17/2015 11:59:59 Pt	4								
Campaign: Display Legends:	IS not null No											
Site ID: HQSimroom	Ca	mpaign:	Lead Gen									
	Dialer C	alls	Right Party Contact	(RPC)		Successes			,	Results		
Agent		DFA	# %Calls	DFA		%RPC	DFA	Total	Per RPC	DFA	Per Succ	DFA
	1 🚛	(1.50)	0 0.0% 🚛	-20.0%	0	0.0% 🏠	0.0%		0.0	0.0	0.0 🏠	0.0
Partner 681	4 🖡	1.50	1 25.0% 🏠	5.0%	0	0.0% 👔	0.0%		0.0	0.0	0.0 🐅	0.0
Average:	2.5		0.5 20.0%		0.0	0.0%			0.0		0.0	
Total:	5.0		1.0		0.0			0.0				

Call History Report

The Call History report displays detailed information for all dialing results from call history. The report includes many parameters for specific reporting results.

The information in this report includes:

- Campaign name
- Phone number
- Call Date
- Remote Answer time
- Message Play time
- Connected Agent time
- Agent name
- Call disconnected time
- Call duration
- Abandon OR Contacted
- Category
- Wrap-up code

DateTime: Show Legend:	10/17/2015 12:00:00 No	0 AM - 10/27/2	015 11:59:50	9 PM								
				Remote		Conn				Abd		Disposition
Campaign	Phone No	Call Date	Call Time	Answer	Msg Play	Agent	Agent	Call Disc	Dur	Con	Category	Code
ARM Collections	3000003391	10/21/2015	17:20:10	17:20:11	19:00:00	10:19:57	Rian Logan	17:30:00	00:03:55	C	-	
ARM Collections	011 5/311501939 0	10/21/2015	17:03:34	17:03:34	18.09.09	17:03:34	Brad.Forsythe	18.08.20	00:14:51	0	•	
ARM Collections	3055553477	10/21/2015	18:18:08	18:18:09	19:00:00	18:16:12	Rian Logan	18:18:11	00:00:03	C	-	
ARM Collections	3120003300	10/21/2015	18:18:10	18:18:10	10:00:00	18:18:13	Rian Logan	18:18:21	00.00.04		•	•
ARM Collections	3125553365	10/21/2015	18:18:41	18:18:41	10:00:00	18:18:23	Rian Logan	18:19:03	00.00.22	0		
APON Collections	3120007623	10/21/2015	18:19:16	18:19:16	10:00:00	18:19:05	Rian Logan	18:19:21	00.00.04	0		
ARM Collections	3125555589	10/21/2015	18:19:32	18:19:32	19:00:00	18:19:29	Brad.Forsythe	18:19:42	00.00.00	C	•	-
ARM Collections	3120001244	10/21/2015	18:20:37	18:20:37	19:00:00	18:18:42	Brad.Forsyme	18:20:43	00:00:06		-	-
				Remote		Conn				Abd		Disposition
Campaign	Phone No	Call Date	Call Time	Answer	Msg Play	Agent	Agent	Call Disc	Dur	Con	Category	Code
DH Collections	011 5/311561939 0	10/21/2015	17:53:34	17:53:34	18:59:59	17:53:34	Brad.Forsythe	18:08:25	00:14:51		•	•
				Remote		Conn				Abd		Disposition
Campaign	Phone No	Call Date	Call Time	Answer	Msg Play	Agent	Agent	Call Disc	Dur	Con	Category	Code
Dialer	HOME	10/21/2015	11:00:48	11:00:50	19:00:00	19:00:00		11:00:50	00:00:01		•	•
Dialer	2819830328	10/21/2015	11:00:49	11:01:11	19:00:00	19:00:00		11:01:11	00:00:22		-	-
Dialer	PRIM	10/21/2015	11:00:49	11:00:52	19:00:00	11:00:52	Sara.Newman	11:02:25	00:01:37	С	•	
Dialer	PRIM	10/21/2015	11:00:49	11:01:02	19:00:00	11:01:02	Henrietta.Hall	11:05:32	00:04:43	С	•	•
Dialer	PRIM	10/21/2015	11:00:52	11:00:54	19:00:00	11:00:55	Rudy.Hunter	11:03:59	00:03:08	С	-	-
Dialer	4046270443	10/21/2015	11:00:52	11:01:14	19:00:00	19:00:00		11:01:14	00:00:22		-	-
Dialer	9528951867	10/21/2015	11:00:52	11:00:54	19:00:00	19:00:00		11:00:54	00:00:01		-	-
Dialer	HOME	10/21/2015	11:00:54	11:01:07	19:00:00	11:01:07	Sharon.Fletcher	11:07:26	00:06:33	С	•	
Dialer	PRIM	10/21/2015	11:01:11	11:01:13	19:00:00	19:00:00		11:01:13	00:00:01			
Dialer	HOME	10/21/2015	11:01:13	11:01:35	19:00:00	19:00:00		11:01:35	00:00:22		-	
Dialer	PRIM	10/21/2015	11:01:35	11:01:38	19:00:00	11:01:38	Ellis.Mcbride	11:03:15	00:01:41	С	-	-
Dialer	2102264759	10/21/2015	11:01:35	11:01:48	19:00:00	11:01:48	Rolando.Lawrence	11:03:46	00:02:12	С	-	-
Dialer	7137237215	10/21/2015	11:02:27	11:02:28	19:00:00	19:00:00		11:02:28	00:00:01		-	-
Dialer	3033267372	10/21/2015	11:02:46	11:02:49	19:00:00	11:02:49	Sara.Newman	11:05:57	00:03:12	С		
		100010015	11.02.08	11-02-28	10-00-00	19-00-00		11-03-28	00-00-01			
Dialer	PRIM	10/21/2015	11.03.20	11.00.20	10.00.00	10.00.00		11.00.20	00.00.01		-	

Campaign Disposition Summary Report

The Campaign Disposition Summary Report is an analysis of call dispositions, by Agent-assigned dispositions and Dialer-assigned dispositions, with wrap-up category and wrap-up code breakdown.

The detailed statistics for disposition by Category and Wrap-up Code are:

Category

- Category
- Number of calls
- Calls percentage of total
- Call Length Total
- Call Length Average
- Call length percentage of total

Wrap-up Code

- Category
- Wrap-up code
- Number of calls
- Calls percentage of total
- Calls percentage of category
- Call Length total
- Call length average
- Call length percentage of total
- Call length percentage of category

ARM Collections										
All Dispositions by Cat	egory									
Category		"	Calls	% Total	Total	Call Leng Average	jth ie	% Total		
		1		12.5%	00:00:22	00:00:2	12	1.9%		
		8		100%	00:19:34	00:02:2	17	100%		
gent-Assigned Dispo	sitions by	Category								
			Calls		Total	Call Leng	h			
Category				% I otal	00:00:22	Averag	3e	% lotal		
		8		100%	00:19:34	00:02:	27	100%		
All Dispositions by Wra	p-up Code	e								
				Calls						
Category	Wra	p-up Code	# % Total		% Category	Total	Average	rerage % Total		
	-		1	12.5%	12.5%	00:00:22	00:00:22	1.9%	1.9	
			8	100%	100%	00:19:34	00:02:27	100%	100	
Agent-Assigned Dispor	sitions by	Wrap-up Code		Calls			Call	Length		
	Wra	p-up Code	#	% Total	% Category	Total	Average	% Total	% Catego	
Category			0	100.0%	100.0%	00:19:34	00:02:27	100.0%	100.0	
Category	-		•	100.016						

Campaign Statistics Report

The Campaign Statistics Report displays detailed Dialing algorithm statistics. The statistics are reported to the interval level of detail, including record and agent counts, pace, and Campaign events.

The detailed statistics include:

- Date and Time range
- Count of numbers to dial after filters have been applied
- Count of numbers to redial after a recycle operation
- Total number of Agents for the time interval
- Number of agents idle for the time interval
- Percentage of agents idle for the time interval
- Number of Non-Dialer agents
- Percent of Non-Dialer agents
- Pace Dialer is placing calls. A negative number means Dialer is placing fewer calls than expected, in order to keep agents busy.
- Base number of calls per agent (CPA)
- Adjusted number of calls per agent
- Number of Dialed calls in time interval
- · Penetration rate based on filter size--dialed calls divided by filter size
- Percentage of Contacts dialed
- Percentage of Right Party Contacts
- Percentage of Abandoned Dials
- Percentage of Abandons related to detections--call analysis detected a live party, or not
- Percentage of Abandoned Contacts

Date Fime: Campaign: Period Type: Display Legend	s:	10/ Is n Hall No	17/2015 12:00 ot null ! Hour	00 AM - 10/2	7/2015 11:	59:59 PI	м												
ARM Collect	ons																		
Statistics in D	ite/Time	[Ave	rages O	ver Tim	e Rang	je .					Based o	on Counts	During Ti	me Rang		
runge		- 1	Contact Records Agents											Contacts	RPCs	Abandons			
Date/Tir	ne Range		Contact	Records		A (gents				CP	A		Filter	Contacts	RPCs	· ·	ioanoons	
Date/Tin Date	ne Range Time		Contact Filter	Records Recycle	Total	A(Idle	gents %idle	NDir	%NDir	Pace	Base	Adj	Dials	Pen Rt	%Dials	RPCs %Conts	%Dials	%Dets %	6Cont
Date/Tir Date 10/21/2015	ne Range Time 10:00		Contact Filter 43	Records Recycle 39	Total 1.0	Idle 0.0	%idle 0.0	NDir 0	%NDir 0.0	Pace 0.0	Base 0.0	Adj 0.0	Dials	Pen Rt 0.0	%Dials 0.0	RPCs %Conts 0.0	%Dials	%Dets %	6Cont 0
Date/Tir Date 10/21/2015	ne Range Time 10:00 16:30		Contact Filter 43 43	Records Recycle 39 39	Total 1.0 1.0	Idle 0.0 0.0	9ents %idle 0.0 0.0	NDir 0	%NDir 0.0 0.0	Pace 0.0 0.0	Base 0.0 0.0	Adj 0.0 0.0	Dials (Pen Rt 0.0 0.0	%Dials 0.0 0.0	RPCs %Conts 0.0 0.0	%Dials 0.0 0.0	%Dets % 0.0 0.0	6Cont 0 0
Date/Tir Date 10/21/2015	ne Range Time 10:00 10:30 17:30		Contact Filter 43 43 43	Records Recycle 39 39 39	Total 1.0 1.0 1.5	A Idle 0.0 0.0 0.0	9ents %Idle 0.0 0.0 0.0	NDir 0 0	%NDir 0.0 0.0 9.6	Pace 0.0 0.0 0.0	Base 0.0 0.0 0.0	Adj 0.0 0.0 0.0	Dials (Pen Rt 0.0 0.0 2.3	%Dials 0.0 0.0 0.0	RPCs %Conts 0.0 0.0 0.0	%Dials 0.0 0.0 0.0	%Dets 9 0.0 0.0 0.0	6Cont 0 0
Date/Tin Date 10/21/2015	ne Range Time 10:00 10:30 17:30 18:00	:	Contact Filter 43 43 43 43 41	Records Recycle 39 39 39 42	Total 1.0 1.5 1.0	Ag 0.0 0.0 0.0 0.0	%idle 0.0 0.0 0.0 0.0 0.0	NDir 0 0 0	%NDir 0.0 0.0 9.6 0.0	Pace 0.0 0.0 0.0 0.0	Base 0.0 0.0 0.0 0.0	Adj 0.0 0.0 0.0 0.0	Dials 0 1	Pen Rt 0.0 0.0 2.3 14.5	%Dials 0.0 0.0 0.0 68.7	RPCs %Conts 0.0 0.0 0.0 50.0	%Dials 0.0 0.0 0.0 0.0	%Dets 9 0.0 0.0 0.0 0.0	6Cont 0 0 0

Date	Time	Event	Mode	Filter	Recycle	Total	Idle	% Idle	NDir	%NDir	Pace	Base	Adj
10/21/2015	5:48:43	Recycle	Preview	43	38	1.5	0.0	0.0	0	0.0	0.0	0.0	0.0
	5:52:36	Recycle	Preview	43	38	1.5	0.0	0.0	0	0.0	0.0	0.0	0.0
	5:52:41	New Active Group	Preview	43	38	1.5	0.0	0.0	0	0.0	0.0	0.0	0.0
	5:52:42	Reset	Preview	43	38	1.5	0.0	0.0	0	0.0	0.0	0.0	0.0
	6:08:42	Recycle	Preview	42	43	1.2	0.0	0.0	0	0.0	0.0	0.0	0.0
	6:08:59	Recycle	Preview	42	43	1.2	0.0	0.0	0	0.0	0.0	0.0	0.0
	6:09:05	New Active Group	Preview	42	43	1.2	0.0	0.0	0	0.0	0.0	0.0	0.0
	6:09:05	Reset	Preview	42	43	1.2	0.0	0.0	0	0.0	0.0	0.0	0.0
	6:09:05	Recycle	Preview	42	43	1.2	0.0	0.0	0	0.0	0.0	0.0	0.0
	6:09:05	Recycle	Preview	42	43	1.2	0.0	0.0	0	0.0	0.0	0.0	0.0
	6:09:11	New Active Group	Preview	42	43	1.2	0.0	0.0	0	0.0	0.0	0.0	0.0
	6:09:11	Reset	Preview	42	43	1.2	0.0	0.0	0	0.0	0.0	0.0	0.0
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10/2017 6:18	AM	Dialer Repo	rts	Campai	gn Statistics								

Campaign Success Results Report

The Campaign Success Results Report displays a campaign analysis by interval, including: Agent, Dials, Contacts, Successes, Right Party Contacts (RPC), and actual results.

The detailed statistics include:

- Site ID
- Campaign
- Day
- Time
- Agents
- Number of dials
- Number of contacts
- Contacts percentage of dials
- Number of Right Party Contacts (RPC)
- RPC percentage of dials
- RPC percentage of Contacts
- Number of successes
- Successes percentage of dials
- Successes percentage of Right Party Contacts (RPC)
- Number of results
- Results per RPC
- Results per agent
- Number of Abandons
- Abandons percentage of dials
- Abandons percentage of detects
- Abandons percentage of contacts

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DateTin			10/17/2	015 12:00	-00 AM	10/27/2015	11-50-50 P	м										
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Period	Type:		Half Ho	ur														
Display	Legends		No															
Site ID:	HQSim	oom		Cam	paign:	ARM Colle	etions											
Date/Tir	me Range			Cont	acts	Right F	Party Conta	ots	S	uccesses		R	esults			Abando	ns	
Day	Time	Agents	#Dials		%Dials	#	%Dials	%Cnts		%Dials	%RPC		Per RPC P	er Agt	#	% Dials	%Dets 9	6Cnts
10/21/2	015 17:00	1	1	1.8-	100.0%	0	0.0% 👫	0.0%	0.5-	0.0%	0.0%	0.00	0.00 🕪	0.00	0 🕪	0.0% 🚺	0.0% 🌆	0.0%
	17:30	1	1	0.1-	0.0%	0 🚛	0.0% 🚛	0.0%	0.8-	0.0% 👎	0.0%	0.00	0.00 🏠	0.00	0 🎓	0.0% 🎓	0.0% 🏠	0.0%
	18:00	2	6	41+	66.7%	2 🍺	33.3% 🍞	50.0%	1 🌬	16.7% 🕯	50.0%	0.00 🕪	0.00 🌬	0.00	0 🕪	0.0% 🕯	0.0% 🌬	0.0%
Day T	otal/Avg	1	8	5	62.5%	2	25.0%	40.0%	1	12.5%	50.0%	0.00	0.00	0.00	0	0.0%	0.0%	0.0%
Cmp T	otal/Avg	1	8	5	62.5%	2	25.0%	40.0%	1	12.5%	50.0%	0.00	0.00	0.00	0	0.0%	0.0%	0.0%
Site ID:	HQSim	oom		Cam	paign:	DH Collect	tions											
Date/Tir	me Range			Cont	acts	Right F	Party Conta	cts	5	uccesses		R	esults			Abando	ns	
Day	Time	Agents	#Dials	#	%Dials	#	%Dials	%Cnts	#	%Dials	%RPC	#	Per RPC P	er Agt	#	% Dials	%Dets 9	%Cnts
10/21/2	015 17:30	1	1	01+	0.0%	0 🌆	0.0% 🕯 🕫	0.0%	0 🕪	0.0% 🕯	0.0%	0.00	0.00 🚺	0.00	0 🕪	0.0% 🚺	0.0% 🕪	0.0%
Day T	otal/Avg	1	1	0	0.0%	0	0.0%	0.0%	0	0.0%	0.0%	0.00	0.00	0.00	0	0.0%	0.0%	0.0%
Cmp T	otal/Avg	1	1	0	0.0%	0	0.0%	0.0%	0	0.0%	0.0%	0.00	0.00	0.00	0	0.0%	0.0%	0.0%
Site ID:	HQSim	oom		Can	paign:	Dialer												
Site ID: Date/Tir	HQSimr me Range	oom		Can Cont	paign: acts	Dialer Right F	Party Conta	icts	s	uccesses		R	esults			Abando	ns	
Site ID: Date/Tir Day	HQSimr me Range Time	oom Agents	#Dials	Can Cont	paign: acts %Dials	Dialer Right F #	Party Conta %Dials	icts %Cnts	\$ #	WCCESSES	%RPC	R #	esults Per RPC P	er Agt		Abando % Dials	ns %Dets 9	%Cnts
Site ID: Date/Tir Day 10/21/20	HQSimr me Range Time 015 11:00	Agents 6	#Dials 60	Cont # 34	paign: acts %Dials 56.7%	Dialer Right F # 34	Party Conta %Dials 58.7%	%Cnts 100.0%	\$ # 01+	WDials	%RPC	R # 57.00 1 ≁	esults Per RPC P 1.68	Per Agt 9.50	# 0.\$	Abando % Dials 0.0% -	ns %Dets %	6Cnts 0.0%
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Site ID: Date/Tir Day 10/21/20	HQSimr me Range Time 015 11:00 11:30 12:00	Agents 6 6 6	#Dials 60 65 44	Can Cont # 34 1+ 29 =>	paign: acts %Dials 56.7% 52.3% 65.9%	Dialer Right F # 34 1+ 33 1+ 29 =>	Party Conta %Dials 56.7% == 50.8% == 65.9% =•	ects %Cnts 100.0% 97.1% 100.0%	s # 01+ 01+	uccesses %Dials 0.0% ≇• 0.0% ≇•	%RPC 0.0% 0.0% 0.0%	# 57.00 ∳+ 28.00 ↓- 42.00 ➡	esults Per RPC P 1.88 1+ 0.85 5- 1.45 1+	Per Agt 9.50 4.67 7.00	# 0.!- 0.!-	Abando % Dials 0.0%	ns %Dets 9 0.0% - 19.5% -	%Cnts 0.0% 23.5% 0.0%
Site ID: Date/Tir Day 10/21/20	HQSimr me Range Time 015 11:00 11:30 12:00 12:30	Agents 6 6 6	#Dials 60 65 44 55	Can Cont # 34 1• 34 1• 34 1• 31 •	paign: acts %Dials 56.7% 52.3% 65.9% 50.4%	Dialer Right F # 34 10 33 10 29 ➡ 31 ➡	Party Conta %Dials 58.7% ➡ 50.8% ↓ 65.9% ↓ 50.4% ↓	ects %Cnts 100.0% 97.1% 100.0% 100.0%	\$ # 01+ 01+ 01+	%Dials 0.0% 1 0.0% 1 0.0% 1 0.0% 1	%RPC 0.0% 0.0% 0.0%	# 57.00 ↓+ 28.00 ↓− 42.00 ➡ 52.00 ↓+	esults Per RPC P 1.68 * 0.85 * 1.45 * 1.68 *	Per Agt 9.50 4.67 7.00 8.67	# 08"+ 08- 18-	Abando % Dials 0.0% \$** 12.3% \$* 0.0% \$** 1.8% \$*	ns %Dets 9 0.0% (* 19.5% (* 0.0% (* 3.1% (*	*Cnts 0.0% 23.5% 0.0% 3.2%
Site ID: Date/Tir Day 10/21/20	HQSimm me Range Time 015 11:00 11:30 12:00 12:30 13:00	Agents 6 6 6 6 6	#Dials 60 65 44 55 46	Cont # 34 1• 29 •• 31 •• 28 ••	paign: %Dials 56.7% 52.3% 65.9% 50.4% 60.9%	Dialer Right F # 33 1+ 29= 31= 28.1=	*arty Conta %Dials 56.7% ➡ 50.8% ↓ 65.9% ↓ 50.4% ↓ 60.9% ➡	ects %Cnts 100.0% 97.1% 100.0% 100.0%	\$ # 0 \$+ 0 \$+ 0 \$+ 0 \$+	%Dials 0.0% 1• 0.0% 1• 0.0% 1• 0.0% 1• 0.0% 1• 0.0% 1•	%RPC 0.0% 0.0% 0.0% 0.0%	# 57.00 }+ 28.00 }- 42.00 → 52.00 }+ 45.00 →	esults Per RPC P 1.88 * 0.85 * 1.45 * 1.68 * 1.68 *	Per Agt 9.50 4.67 7.00 8.67 7.50	# 01- 01- 15- 01-	Abando % Dials 0.0% \$** 12.3% \$* 0.0% \$** 1.8% \$* 0.0% \$*	ns %Dets 9 0.0% \$** 19.5% \$* 0.0% \$** 3.1% \$** 0.0% \$*	6Cnts 0.0% 23.5% 0.0% 3.2% 0.0%
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Site ID: Date/Tir Day 10/21/20	HQSimr me Range 71me 015 11:00 12:00 12:30 13:30 13:30 14:30 14:30 14:30 15:00	000m 6 6 6 6 6 6 6 6 6 6	#Dials 60 65 44 55 46 50 50 50 44 60	Comt # 34 1• 34 1• 29 •• 31 •• 28 !• 31 •• 34 1• 29 •• 33 1•	paign: acts %Dials 56.7% 52.3% 65.9% 56.4% 62.0% 62.0% 62.0% 65.9% 55.0%	Dialer Right F # 33 1+ 20 + 31 + 28 1+ 31 + 34 1+ 20 + 33 1+	*arty Conta *Dials 50.8% ↓ 50.8% ↓ 50.8% ↓ 60.9% ↓ 60.9% ↓ 68.0% ↓ 65.9% ↓ 55.0% ↓	ets %Cnts 100.0% 97.1% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0%	S # 01+ 01+ 01+ 01+ 01+ 01+ 01+ 01+	400 Cesses %Dials 0.0% 10 0.0% 10 0 0.0% 10 0.0% 10	%RPC 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0%	R # 57.00 ₽+ 28.00 ₽+ 42.00 ₽+ 52.00 ₽+ 45.00 ₽+ 47.00 ₽+ 50.00 ₽+ 40.00 ₽+ 57.00 ₽+	esults Per RPC P 1.68 + 0.85 + 1.45 + 1.68 + 1.67 + 1.68 + 1.67 + 1.68 + 1.67 + 1.68 + 1.67 + 1.6	Per Agt 9.50 4.67 7.00 8.67 7.50 7.83 8.33 6.67 9.50	# 0.5- 0.5- 0.5- 0.5- 0.5- 0.5- 0.5- 0.5-	Abando % Dials 0.0% == 12.3% == 0.0% == 1.8% == 0.0% == 0.0% == 0.0% == 0.0% == 0.0% ==	ns %Dets 9 0.0% I ⁻ 19.5% I+ 0.0% I ⁻ 0.0% I ⁻ 0.0% I ⁻ 0.0% I ⁻ 0.0% I ⁻ 0.0% I ⁻ 0.0% I ⁻	600% 0.0% 23.5% 0.0% 3.2% 0.0% 6.5% 0.0% 0.0% 9.1%
Site ID: Date/Tir Day 10/21/20	HQSimr me Range 71me 015 11:00 12:00 12:30 13:00 13:30 14:00 14:30 14:30 15:00 15:30	oom Agents 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	#Dials 60 65 44 55 46 50 50 50 44 60 54	Cam Cont # 34 1 • 29 ➡ 31 ➡ 28 1➡ 31 ➡ 34 1 • 29 ➡ 33 1 ➡ 33 1 ➡	paign: acts %Dials 56.7% 52.3% 65.9% 60.9% 62.0% 62.0% 65.9% 55.0% 55.0%	Dialer Right F # 33 1+ 29 31 28 31 28 31 32 31 33 34 29 33 30	*arty Conta *50 ats 56.7% = 50.8% = 50.8% = 50.9% = 62.0% = 62.0% = 68.0% = 65.0% = 55.0% = 55.0% =	ets %Cnts 100.0% 97.1% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 96.8%	5 # 0 }+ 0 }+ 0 }+ 0 }+ 0 }+ 0 }+ 0 }+ 0 }+	uccesses %Dials 0.0%	%RPC 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0	R # 57.00 }+ 28.00 }- 42.00 ↓- 42.00 ↓- 45.00 ↓- 50.00 ↓- 50.00 ↓- 57.00 ↓- 51.00 ↓- 51.00 ↓-	esults Per RPC P 1.68 + 0.85 + 1.45 + 1.68 + 1.68 + 1.68 + 1.68 + 1.61 + 1.52 + 1.38 + 1.73 + 1.73 + 1.70 +	Per Agt 9.50 4.67 7.00 8.67 7.50 7.83 8.33 6.67 9.50 8.50	# 0.1 0.1 0.1 0.1 0.1 0.1 0.1 0.1 0.1 0.1	Abando % Dials 0.0% 1= 12.3% 1= 0.0% 1= 1.8% 1= 0.0% 1= 0.0% 1= 0.0% 1= 5.0% 1= 16.7% 1=	ns %Dets 9 0.0% - 19.5% + 0.0% - 0.0% - 0.0% - 0.0% - 8.3% = 23.1% +	6Cnts 0.0% 23.5% 0.0% 3.2% 0.0% 0.0% 0.0% 9.1% 29.0%
Site ID: Date/Tir Day 10/21/20	HQSim me Range Time 015 11:00 12:00 12:30 13:30 13:30 13:30 14:50 14:30 14:30 15:50 15:30 16:30	000m Agents 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	#Dials 60 65 44 55 48 50 50 50 44 60 54 49	Cant 29	paign: acts %Dials 56.7% 52.3% 65.9% 62.0% 62.0% 65.9% 55.0% 55.0% 57.4% 61.2%	Dialer Right F # 34 1+ 33 1+ 29 => 31 => 34 1+ 29 => 31 => 31 => 31 => 31 => 31 => 33 1+> 33 1+> 30 => 30 =>	*arty Conta *50.3% * 50.8% * 50.8% * 50.8% * 50.9% * 62.0% * 62.0% * 68.0% * 65.0% * 55.0% * 55.0% * 61.2% *	ets %Cnts 100.0% 97.1% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 98.8% 100.0%	5 # 01+ 01+ 01+ 01+ 01+ 01+ 01+ 01+	%Dials 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0%	%RPC 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0	R 57.00 ₽- 28.00 ₽- 42.00 ₽- 42.00 ₽- 45.00 ₽- 47.00 ₽- 50.00 ₽- 40.00 ₽- 57.00 ₽- 51.00 ₽- 51.00 ₽- 51.00 ₽-	esults Per RPC P 1.68 + 0.85 + 1.45 + 1.68 + 1.68 + 1.68 + 1.68 + 1.61 + 1.52 + 1.38 + 1.73 + 1.73 + 1.70 + 1.50 +	Per Agt 9.50 4.67 7.00 8.67 7.50 7.83 8.33 6.67 9.50 8.50 7.50	# 01- 01- 01- 01- 01- 01- 01- 01- 11-	Abando % Dials 0.0% 1" 12.3% 1= 0.0% 1" 1.8% 1" 0.0% 1" 0.0% 1" 0.0% 1" 5.0% 1" 10.7% 1= 2.0% 1"	%Dets % 0.0% 1 19.5% 0 0.0% 1 0.1% 1 0.0% 1 0.0% 1 0.0% 1 0.0% 1 0.0% 1 0.0% 1 0.0% 1 0.0% 1 0.0% 1 0.0% 1 23.1% 1 3.2% 1	6Cnts 0.0% 23.5% 0.0% 6.5% 0.0% 0.0% 9.1% 29.0% 3.3%
Site ID: Date/Tir Day 10/21/20	HQSim me Range Time 015 11:00 12:00 12:30 13:00 13:30 14:00 14:30 14:30 15:00 15:30 15:30 16:00 This doc	Agents 6 6 6 6 6 6 6 6 6 6 6 6 6 6	#Dials 60 65 44 55 48 50 50 50 44 60 54 49 94 84	Cont # 34 1- 34 1- 29 - 31 - 34 1- 34 1- 34 1- 33 1- 33 1- 30 - 30 - 30 -	paign: acts %Dials 56.7% 52.3% 65.9% 65.9% 62.0% 62.0% 62.0% 65.9% 55.0% 55.0% 55.0% 57.4% 61.2%	Dialer Right F # 34 i+ 29 ↔ 31 ↔ 28 i- 31 ↔ 28 i- 31 ↔ 33 i+ 30 ↔ 30 ↔ 30 ↔	Party Conta %Dials 56.7% → 50.8% ↓ 65.9% ↓ 60.9% → 60.9% → 62.0% → 68.0% ↓ 65.0% ↓ 65.0% ↓ 61.2% → rsion of Ac	ets %Cnts 100.0% 97.1% 100.0% 100.0% 100.0% 100.0% 100.0% 98.8% 100.0% stveRep	5 0 0 0 0 0 0 0 0 0 0 0 0 0	**************************************	%RPC 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0	R # 57.00 + 28.00 - 42.00 + 45.00 + 45.00 + 45.00 + 57.00 + 51.00 + 45.00 +	esults Per RPC P 1.68 i+ 0.85 i+ 1.45 i+ 1.61 i+ 1.52 i+ 1.47 i+ 1.38 i+ 1.73 i+ 1.70 i+ 1.50 i+ e reports f	Per Agt 9.50 4.67 7.00 8.67 7.50 7.83 8.33 6.67 9.50 8.50 7.50 or use in	# 01- 11- 01- 21- 01- 3- 91+ 11- 11-	Abando % Dials 0.0% 1" 12.3% 1+ 0.0% 1" 1.8% 1" 0.0% 1" 0.0% 1" 0.0% 1" 0.0% 1" 0.0% 1" 0.0% 1" 10.7% 1+ 2.0% 1"	%Dets % 0.0% 1 19.5% 0 0.0% 1 3.1% 1 0.0% 1 0.1% 1 0.0% 1 0.0% 1 0.0% 1 0.0% 1 0.0% 1 0.0% 1 8.3% 2 23.1% 1 3.2% 1 port 1	6Cnts 0.0% 23.5% 0.0% 3.2% 0.0% 0.0% 0.0% 9.1% 29.0% 3.3%
Site ID: Date/Tir Day 10/21/20	HQSim/ me Range Time 015 11:00 11:30 12:00 12:00 13:30 13:30 14:30 14:30 14:30 15:30	Agents 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 7 7	#Dials 60 65 44 50 50 50 60 64 40 54 49 vas create dress que	Cont # 34 1- 34 1- 29 - 31 - 34 1- 34 1- 34 1- 33 1- 33 1- 31 - 31 - 30 - 30 - 31 - 30 - 31 - 30 - 31 - 30 - 31 - 30 - 31 - 31 - 31 - 31 - 32 - 33 1- 34 1-	paign: acts %Dials 56.7% 52.3% 65.9% 65.9% 62.0% 62.0% 62.0% 62.0% 65.0% 55.0% 57.4% 61.2% en EVAL sales@:	Dialer Right F # 34 1+ 33 1+ 29 → 31 → 28 1- 31 → 28 1- 31 → 33 1+ 30 → 30 → 30 → 30 → 30 → 30 →	Party Conta %Dials 56.7% → 50.8% ↓ 65.9% ↓ 60.9% → 60.9% →	ets %Cnts 100.0% 97.1% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 96.8% 100.0% etveRep pyright @	s 01+ 01+ 01+ 01+ 01+ 01+ 01+ 01+ 01+ 01+	%Dials 0.0%	%RPC 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0	R # 57.00 } 22.00 52.00 45.00 45.00 45.00 45.00 1	esults Per RPC P 1.68 i + 0.85 i - 1.45 i + 1.45 i + 1.61 i + 1.52 i + 1.47 i + 1.38 · 1.73 i + 1.50 i + e reports f red.	Per Agt 9.50 4.67 7.00 8.67 7.50 7.83 8.33 6.67 9.50 8.50 7.50 or use in	# 01- 01- 01- 01- 01- 01- 01- 01- 01- 01-	Abando % Dials 0.0% [= 12.3% [= 0.0% [= 1.8% [= 0.0% [= 0.0% [= 0.0% [= 5.0% [= 10.7% [= 2.0% [= Please rep	ns %Dets % 0.0% - 19.5% + 0.0% - 0.0% -	6Cnts 0.0% 23.5% 0.0% 3.2% 0.0% 0.0% 0.0% 9.1% 29.0% 3.3%

Call Analysis Report

The Call Analysis report displays a breakdown of call analysis results in summary, by hour of day, and by detailed result.

The information in this report includes:

- Call Analysis result
- Number of dials
- Hour
- Dials
- Live Voice count
- Live voice percentage
- Answering machine count
- Answering machine percentage
- Fax count
- Fax percentage
- SIT (Special Information Tones) count
- SIT percentage
- Failure count
- Failure percentage
- Unknown count
- Unknown percentage
- Percentage of total dials

DateTime: Campaign:	10/17/2015 12:00:00 AM -	10/27/2015 11:59:59	PM				
ARM Collection 10/21/2015	5						
CA Result		# Dials		%			
Live Voice		7	87.5	%			
Unknown		1	12.5	*			
	Total Dials	8	100	%			
	Live Voice	Ans Mach	Fax	SIT	Failure	Unknown % Total Dials	
From	Dials # %	# %	# %	# %	# %	# % 100%	
17:00	2 1 - 50.0%	0 - 0.0%	0.1- 0.0%	0 - 0.0%	0 - 0.0%	1 - 50.0% 25.0%	
10:00	e e 100.0%	0.01	0 - 0.0%	0 - 0.0%	0.0		
10.00	0 0 0	0.0%	0.0%	0.8- 0.0%	0.0%	0.0 % / 0.0 %	
Unknown Details		# Dials		%			
		1	100.0	1%			
	Total Dials	1	100	%			
Triate		- EVALUATION					
This do	sument was created using an	I EVALUATION vers	sian of ActiveReport	s. Only a licensed 002-2010 GraneC	f user may legally i	steate reports for use in production. Ple	ase report

Agent Utilization Report

The Agent Utilization report displays time usage information by agent across all campaigns, including: talk, ACW, non-Dialer, idle, break, preview.

The information in this report includes:

- Agent ID
- Logged in time
- Number of calls
- Average talk time for Dialer calls
- Total talk time for Dialer calls
- Talk time percentage for Dialer calls
- Average wrap-up time for Dialer calls
- Total wrap-up time for Dialer calls
- Wrap-up time percentage for Dialer calls
- Number of inbound calls
- Average number of inbound calls
- Total number of inbound calls
- Percentage of inbound calls
- Number of manual dialed calls
- Average number of manual dialed calls
- Total number of manual dialed calls
- Percentage of manual dialed calls
- Total idle time
- Percentage of idle time
- DND and break time total
- DND and break time percentage

Campaign:	ls not	null											1		
			0	Dia	iler Ca	ls n				Non-D	ialer Cal	ls		Idle Time	DND / Break T
Annat	Logged	Calle	Conn	ected / Tall	×	Previe	w / Wrap-up	Calle	Inbour	Total %	Calle	Manual Di	aled Calls	Total W	UNU/Break I
Ellis Mobride	00:00:00	242	00:05:39	22:49:28	- 0.0	00:00:01	00:05:52 - 0.0	0	00:00:00	00:00:00 2.0	0 0	00:00:00	00:00:00 2. 0.0	01:03:25 - 0.0	00:00:00
Henrietta Hall	00:00:00	251	00:05:24	22:37:38	- 0.0	00:00:01	00:05:59 - 0.0	0	00:00:00	00:00:00	0 0	00:00:00	0.0	01:11:58 - 0.0	00:00:00
Partner 713	00:03:13	0	00:00:00	00:00:00	. 0.0	00:00:00	00:03:08	0	00:00:00	00:00:00 0	0 0	00:00:00	0.00:00:00	00:00:05 2.6	00:00:00
Ramon Szeltszam	00:10:11	2	00:01:09	00:02:19	22.7	00:02:34	00:05:09	0	00:00:00	00:00:00 0	0 0	00:00:00	00:00:00	00:00:02	00:02:41
Rolando Lawrence	00:00:00	251	00:05:25	22:42:08	0.0	00:00:01	00:06:02 - 0.0	0	00:00:00	00:00:00 0.0	0 0	00:00:00	00:00:00 0.0	01:10:22 - 0.0	00:00:00
Rudy Hunter	00:00:00	242	00:05:37	22:42:10	0.0	00:00:01	00:05:51 - 0.0	0	00:00:00	00:00:00 0	.0 0	00:00:00	0.0 00:00 0.0	01:06:55 - 0.0	00:00:00
Sara Newman	00:00:00	246	00:05:32	22:41:42	0.0	00:00:01	00:05:42 - 0.0	0	00:00:00	00:00:00 0	0 0	00:00:00	00:00:00 0.0	01:08:16 - 0.0	00:00:00
Sharon Fletcher	00:00:00	250	00:05:27	22:45:33	. 00	00:00:01	00:06:05 - 0.0	0	00:00:00	00:00:00	0 0	00:00:00	00:00:00	01:07:55 - 0.0	00:00:00
Totai:	00:13:24	148	4 5	16:20:58	_		00:43:48	0		00:00:00	0		00:00:00	05:48:58	00:02:41
Average:	00:01:40	186	00:05:30	17:02:37	61005	00:00:01	00:05:28 326.	0	00:00:00	00:00:00 0	0 0	00:00:00	00:00:00 0.0	00:51:07 3049	0

Agent Disposition Summary Report

The Agent Disposition Summary report displays detailed information about agent-assigned call dispositions, with an analysis of call counts and call lengths by disposition.

The information in this report is displayed by Agent and includes:

- Campaign name
- Dialer site
- Category
- Category code
- Number of calls
- Percentage of total calls
- Percentage of calls in category
- Total call length
- Average call length
- Percentage of total call length
- Percentage of call length in category

Campaign: ARM Collection	nc		-						
	115		0	ialer site:	HQSimroom				
			Calls			Call Len	gth		
Category	Wrap-up Code		% Total	% Category	Total	Average	% Total	% Category	
rad Forsythe									
		1	33.3	33.3	00:00:06	00:00:06	0.7	0.7	
		1	33.3	33.3	00:14:51	00:14:51	98.3	98.3	
	•	1	33.3	33.3	00:00:09	00:00:09	1.0	1.0	
No. 1		3	100.0		00:15:06	00:05:02	100.0		
aan Logan			14.2	14.2	00:00:00	00.00.00	0.0	0.0	
			14.3	14.3	00:00:00	00:00:00	8.2	8.2	
		1	14.3	14.3	00:00:04	00:00:04	1.5	1.5	
		1	14.3	14.3	00:00:00	00:00:00	0.0	0.0	
		1	14.3	14.3	00:00:04	00:00:04	1.5	1.5	
		2	28.6	28.6	00:03:58	00:01:59	88.8	88.B	
		7	100.0		00:04:28	00:00:38	100.0		
ampaign: DH Collection	5		0	ialer site:	HQSimroom				
			Calls			Call Len	gth		
Category	Wrap-up Code		% Total	% Category	Total	Average	% Total	% Category	
arad Forsythe									
	-	1	100.0	100.0	00:14:51	00:14:51	100.0	100.0	
		1	100.0		00:14:51	00:14:51	100.0		
			D	ialer site:	HQSimroom				
Campaign: Dialer									
Campaign: Dialer			Calls			Call Len	gth		

Agent Utilization by Campaign Report

The Agent Utilization by Campaign report displays time usage information for agents, by campaign, on Dialerrelated tasks. The report includes statistics on tasks such as: logged-in time, connected/talk time, and wrap-up time.

The information in this report is displayed by Campaign and Agent, and includes:

- Campaign name
- Agent
- Logged-in time
- Number of calls
- Average Connected/Talk time
- Total Connected/Talk time
- Percentage Connected/Talk time
- Average Wrap-up time
- Total Wrap-up time
- Percentage Wrap-up time
- Average Preview time
- Total Preview time
- Percentage Preview time

o Agent Utilization By Campaign

DateTime: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Campaign :											
	Logged In		Co	nnected / Talk			Wrap-up			Preview	
Agent	Time	Calls	Avg	Total	%	Avg	Total	%	Avg	Total	%
Brad Forsythe	00:00:00	0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	+ 0.0	00:00:00	00:00:00	o.c م
Danilo Rivera	00:00:00	0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	÷ 0.0	00:00:00	00:00:00	l+ 0.0
Dave Gussin	00:00:00	0	00:00:00	00:00:00 🌬	0.0	00:00:00	00:00:00	+ 0.0	00:00:00	00:00:00	l+ 0.0
David Bolefski	00:00:00	0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	+ 0.0	00:00:00	00:00:00	l+ 0.0
Erik Skoog	00:00:00	0	00:00:00	00:00:00 🌬	0.0	00:00:00	00:00:00	• 0.0	00:00:00	00:00:00	• 0.0
Justin Hawkins	00:00:00	0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	► 0.0	00:00:00	00:00:00	l• 0.0
Mike Bode	00:00:00	0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	• 0.0	00:00:00	00:00:00	• 0.0
Partner 572	00:00:00	0	00:00:00	00:00:00 🌬	0.0	00:00:00	00:00:00	• 0.0	00:00:00	00:00:00	• 0.0
Ramon Szeitszam	00:00:00	0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	• 0.0	00:00:00	00:00:00	le 0.0
Rian Logan	00:00:00	0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	o.o م
Stephen Irecki	00:00:00	0	00:00:00	00:00:00 🌬	0.0	00:00:00	00:00:00	÷ 0.0	00:00:00	00:00:00	l+ 0.0
Tom Van Lemmens	00:00:00	0	00:00:00	00:00:00 🌬	0.0	00:00:00	00:00:00	+ 0.0	00:00:00	00:00:00	l+ 0.0
Total:	00:00:00	0		00:00:00			00:00:00			00:00:00	
Average:	00:00:00	0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	0.0	00:00:00	00:00:00	0.0

Campaign : ARM Collec	tions										
	Logged In		C	connected / Talk			Wrap-up			Preview	
Agent	Time	Calls	Avg	Total	%	Avg	Total	%	Avg	Total	%
Brad Forsythe	00:24:00	2	00:00:08	00:00:16	1+ 1.1	00:00:00	00:00:00	1+ 0.0	00:00:29	00:00:58	i+ 4.0
Rian Logan	02:05:53	5	00:00:54	00:04:29	1+ 3.6	00:00:01	00:00:04	i+ 0.1	00:21:22	01:46:48	1+ 84.8
Total:	02:29:53	7		00:04:45			00:00:04			01:47:46	
Average:	01:14:56	4	00:00:41	00:02:22	2.3	00:00:01	00:00:02	0.0	00:15:24	00:53:53	44.4

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8/10/2017 5:54 AM	Dialer Reports	Agent Utilization By Campaign	
Best Time to Call Analysis Report

The Best Time to Call analysis Report provides analysis by Contacts, Right Party Contacts (RPC), and success rates of best hours to call for one (1) or many campaigns. The line chart uses the calculations of the tabular data, specifically charting the values of contacts Per dial, RPC per Dial, and Success per Dial for each hour.

The information in the Best time to Call Analysis report is displayed by Time and includes:

- Number of Dials
- Number of Contacts per Dial
- Percent of contacts per Dial
- Number of RPC per Dial
- Percent of RPC per Dial
- Percent of RPC per Contact
- Number of Success per Dial
- Percent of Success per Dial
- Percent of Success per Contact
- Percent of Success per RPC



Call Answer Distribution Report

The Call Answer Distribution report displays summary data and a graph with analysis on the seconds to answer a call. This report provides guidance on where to set the no-answer timeout. The line chart uses the calculations of the tabular data, and it charts the number of answered calls per seconds to answer.

The information in the Call answer Distribution Report includes:

- Number of calls
- Number of calls answered within seconds
- Percent of calls answered within seconds
- A Running Total of the percent of calls answered within seconds

Sample Report

Campaign name: Diater Site: HQSimroom Campaign name: Diater Site: HQSimroom Campaign Stroup: aligroups Site: HQSimroom Impaign Stroup: Impaign Stroup: Site: HQSimroom Impaign Stroup: Impaign Stroup:	Campaign Rame: Place: Dampaign Rame: Dialer Dampaign Rame: Biller Dampaign Rame: Biller Status Biller Status KQSimnom Impaign Rame: Biller Impaign Rame	Con Answer Di.	AM to: 10/	28/2015 7:59:59 AM			GENESYS
Campaign name: Dialer Site: HQSimroom Campaign Group: alignoups Answered Gails Running 0.600 2 14.36 14.36 1.050 2 14.36 14.37 1.050 12 9.57 58.64 1.050 12 9.57 58.64 1.050 12 9.57 58.64	Campaign Group: Diam Site: KQSimroom Impaign Group: Answered Munning Impaign Group: Impaign Group: Nunning Impaign Group: Impaign Group: Nunning	Campaign: "I-222" Campaign Group: 0					
Answered Oalis Running Calts within % Total 1.560 2 14.36 14.36 3.214 3 29.59 43.96 1 5 0.01 41.97 1.050 12 9.67 55.64 5.036 13 46.36 100.00	Answered Cells Running Cells within N Total 1,860 2 14,36 14,36 3,214 3 25,55 44,36 1,150 1.2 9,67 53,64 1,050 1.2 9,67 53,64 10,05 1.3 46,36 100,00	Sampaign name: Dialer					Site: wQSimroom
Answered Calls Galls Funning Total 1.860 2 14.36 14.36 3.214 3 25.59 44.36 1 5 0.01 43.57 1,650 12 9.67 53.64 1,055 13 44.36 100.00	Answered Cats Cats within Funning % 1.860 2 14.36 1.851 3 1255 1.1 5 0.01 1.050 12 9.67 1.050 13 -6.36 10.860 13	tampaign Group: allgroups					
Cats within Pa Total 1.860 2 14.36 14.36 3.214 3 25.59 43.96 1 5 0.01 43.97 1.060 12 9.67 55.64 1.035 13 44.36 100.00	Cats within 96 Tetal 1.560 2 14.36 14.36 3.214 3 25.59 48.56 1 5 0.05 48.57 1.650 12 9.677 53.64 3.055 13 46.36 100.00			Answered	Cells	Running	
1.860 2 14.36 14.36 3.214 3 29.59 48.96 1 5 0.01 44.97 1.650 12 9.67 53.64 8.635 13 44.36 100.00 10.860	1.580 2 14.38 14.58 3.214 3 1955 4356 1 5 0.01 43.57 1.050 12 5.57 53.54 5.051 13 46.36 100.00		Cells	within	n	Total	
3.214 3 2559 43.96 1 5 0.01 44.97 1.050 1.2 9.67 53.64 1.035 1.3 44.36 100.00 10.860 1.080 1.080	3,214 3 2959 4396 1 5 0.01 43,57 1,050 12 9,67 53,54 5,015 13 46,36 100.00 10,860		1,560	2	14.36	14.36	
1 5 001 43.57 1.050 12 5.67 53.64 5.035 13 46.36 100.00 10,860	1 5 0.01 43.97 1.050 12 9.57 53.64 1.015 13 46.36 100.00 10.660		3,214	3	29.59	43.96	
10.860 11 15.0 15.0 15.0 100.00 10.860	1.080 11 1.50 33.64 1.015 13 46.36 100.00 10.880		1	5	0.01	41.97	
10,860	10,860		5.035	13	46.36	100.00	
			10,060				-

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Genesys

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Interaction Optimizer Reports

Interaction Optimizer Reports

Interaction Optimizer Reports present information on agents' and workgroups' schedule adherence and conformance.

Schedule Adherence and Conformance Detail Report

The Schedule Adherence and Conformance Detail report displays detailed information on an agent's adherence and conformance by date.

The report details are grouped by Workgroups and Agents. The report details include:

- Date
- Adherence percentage by date
- Conformance percentage by date
- Agent name
- Adherence percentage by agent
- Conformance percentage by agent
- Scheduled time
- Scheduled duration
- Scheduled activity
- Actual time
- Actual duration
- Actual activity
- Exceptions

Sample Report

Schedule Adherence and Conformance Detail Report

၀၀ န	chedule	Adhere	ence and	Con	form	ance	Detail	
Date Range: Time Zone:	2/10/2014 Selected: (- 2/10/2014 (UTC-05:00) Easte	rn Time (US & Cana	da)				
Group By: Scheduling Unit:	Local: (UT Date Reportings	C-05:00) Eastern SUTest9	Time (US & Canada)					
Number of minutes to Treat all activities oth Activities counting to	o automatically ex her than ACD as b oward conforman	kcuse: being equivalent: ce:	5 minutes No ACD; Non-AC	D				
2/10/2014			Ad	dherence:	6.48 %		Conformance:	0.00 %
ReportingAgent1	0		Ad	dherence:	6.48 %		Conformance:	0.00 %
	SCHEDULED					ACTUAL		
Time	Duration	Activity	Time	D	uration	Activity		Exception
8:00 AM - 9:30 AM	1:30:00	ACD	8:00 AM - 9:30 A	M 1	:30:00			Skipped
9:30 AM - 9:45 AM	0:15:00	Break	9:30 AM - 9:45 A	м о	:15:00			Skipped
9:45 AM - 12:00 PM	2:15:00	ACD	9:45 AM - 12:00	PM 2	:15:00			Skipped
12:00 PM - 1:00 PM	1:00:00	Meal	12:00 PM - 1:00 PM	PM 1	:00:00			Skipped
1:00 PM - 2:30 PM	1:30:00	ACD	1:00 PM - 2:30 P	M 1	:30:00			Skipped
2:30 PM - 2:45 PM	0:15:00	Break	2:30 PM - 2:45 P	м о	:15:00			Skipped
2:45 PM - 5:00 PM	2:15:00	ACD	2:45 PM - 5:00 P	М 2	:15:00			Skipped
				* =	Spans M	idnight		= Exception

Schedule Adherence and Conformance Summary Report

The Schedule Adherence and Conformance Summary report displays a summary chart on agents' adherence and conformance by date.

The report summary includes:

- Agent's name
- Adherence percentage by date
- Conformance percentage by date

Sample Report

Schedule Adherence and Conformance Summary Report

*:	2/10/2014 - 2/10/2014 Selected: (UTC-05:00) Eastern ⁽ Local: (UTC-05:00) Eastern Tim	ime (US & Canada) ; (US & Canada)	
Unit:	ReportingSUTest9 Daily		
minutes to tivities oth ounting to	automatically excuse: er than ACD as being equivalent: ward conformance:	5 minutes No ACD: Non-ACD	
110.00%			
100.00%			
90.00%			
80.00%-			
70.00%			
60.00%			
50.00%			
40.00%			
30.00%			
20.00%			
10.00%			
10.00%			
0.00% R	eportingAg		
	ent10		
nce	6.48 %		
ance	0.00 %		
	e: g Unit: minutes to tivities ofth counting to 100.00% 90.00% 90.00% 70.00% 60.00% 70.00% 40.00% 20.00% 10.00% Re 20.00% 10.00% Re 20.00% 10.00%	e: 2/10/2014 - 2/10/2014 : Selected: (UTC-05:00) Eastern Time t.cocal: (UTC-05:00) Eastern Time g Unit: ReportingSUTest9 Daily minutes to automatically excuse: tivities other than ACD as being equivalent: counting toward conformance: 110.00% 90.00	e: 2/10/2014 - 2/10/2014 : Selected: (UTC-05.00) Eastern Time (US & Canada) Local: (UTC-05.00) Eastern Time (US & Canada) Julii: ReportingSUTest9 Daily minutes to automatically excuse: S minutes tritles other than ACD as being equivalent: No sounting toward conformance: ACD; Non-ACD 110.00% 9

Actual vs. Forecast Historical Analysis Report

This report displays the offered interactions, completed interactions, ACD talk time, and Number ACW for actual and forecasted volumes.

Forecast S Site ID Ran Workgroup Skills track	tart Date Time: ge: 0 o(s): <ai> red</ai>	8/31/2015	12:00:00 AN	1 - 8/14/2017	11:59:59 P	M							<mark>ଟ</mark> ୍ଚ GE	NESY	(S [°]	
Customer	Service	N.	han Differen						atual Malue				Ecro	arted Volum		
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	<u>Completed</u>	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complet
Forecast: Schedule 8	Week of 8/31/2	015														
131/2015	12:00AM	-35	-48	-03:37:09	-44	-107.28						35	48	03/37/09	44	107.2
and the second	12:30AM	-35	-48	-03:40:49	-48	-:07:50						35	48	03:40:49	48	:07:5
	1:00AM	-34	-48	-03:41:46	-47	<:07:53						34	48	03:41:45	47	:07:1
	1:30AM	-37	-46	-03:21:58	-46	-:07:32						37	46	03:21:58	45	:07:
	2:00AM	-34	-49	-03:46:50	-49	-:08:02						34	49	03:46:50	49	:08:1
	2:30AM	-35	-48	-03:41:58	-48	-:07:52						35	48	03:41:58	48	:07:
	3:00AM	-36	-49	-03:41:53	-47	-:07:58						36	49	03:41:53	47	:07:
	3:30AM	-34	-48	-03:49:25	-48	-:07:51						34	48	03:49:25	48	:07:
	4:00AM	-37	-50	-03:43:32	-49	-:08:11						37	50	03:43:32	49	:08:
	4:30AM	-36	-49	-03:42:44	-48	-:08:04						36	49	03:42:44	48	:08:
	5:00AM	-33	-44	-03:24:57	-38	-:06:38						33	44	03:24:57	38	:05:
	5:30AM	-33	-44	-03:21:07	-41	-:06:58						33	44	03:21:07	41	:06:
	6:00AM	-39	-47	-03:53:09	-46	-:07:35						39	47	03:53:09	46	:07:
	6:30AM	-39	-50	-04:10:17	-48	-:08:04						-39	50	04:10:17	48	:08:
	7:00AM	-37	-48	-03:52:25	-42	-:07:11						37	48	03:52:25	42	:07:
	7:30AM	-39	-48	-04:04:12	-46	-:07:43						39	48	04:04:12	46	:07:
	8:00AM	-40	-53	-09:21:30	-49	-:08:07						40	53	09:21:30	49	:08:1
	8:30AM	-42	-56	-04:25:12	-56	-:09:13						42	56	04:25:12	56	:09:
	9:00AM	-43	-57	-04:40:10	-55	-:09:20						43	57	04:40:10	55	:09:
	9:30AM	-43	-59	-04:53:45	-59	-:09:53						43	59	04:53:45	59	:09:
	10:00AM	-43	-54	-04:25:23	-46	-:07:51						43	54	04:25:23	46	:07:
	10:30AM	-43	-62	-05:13:14	-62	<10:22						43	62	05:13:14	62	:10:
	11:00AM	-43	-62	-05:10:29	-61	<10:17						43	62	05:10:29	61	:10:
	11:30AM	-43	-61	-05:07:14	-61	<10:10						43	61	05:07:14	61	:10:
	12:00PM	-41	-61	-04:58:39	-54	-:09:08						- 41	61	04:58:39	54	:09:
	12:30PM	-43	-60	-05:00:24	-61	-:09:59						43	60	05:00:24	61	:09:
	1:00PM	-44	-62	-05:20:52	-55	-:09:11						44	62	05:20:52	55	:09:
	1:30PM	-43	-62	-05:00:37	-63	~10:18						43	62	05:00:37	63	:10:
	2:00PM	-62	-61	-05:08:11	-61	<10:03						62	61	05:08:11	61	:10:
	2:30PM	-61	-63	-05:30:41	-62	<10:28						61	63	05:30:41	62	:10:

Headcount Summary: Scheduled vs. Forecasted Report

This report displays the summary of scheduled and forecasted headcount reported in 15-minute intervals for a given schedule.

reactor	int ə	umn	iary	: Scr	ieau	led v	SFO	reca	sted														
chedule range: Isers:		<al></al>																ő	GE	NES	SYS [®]		
orecast Schedule chedule Date/Tin Chedule 9 Scheduling Ur Published on 0	e Date ran ne Range)/20/2(nit: date/time	ige: : 015 ::	11/22 08/31 08/14 Supp 09/03	/2013 12: /2015 08 /2017 08 /2017 18 port 3/2015 1	00:00 AM :30:22 :30:22 :30:22	- 8/14/20	17 11:59:	59 PM															
9/20/2015	1 ACD	E · F	orecaste	и	D : D#	erence																	
0			1	1	0.00		1	2				3				4		_		5			
S 0 F 1.00 D -1.00	0 1.00 -1.00	0 1.00 -1.00	0 1.00 -1.00	0 1.00 -1.00	0 1.00 -1.00	0 1.00 -1.00	0 1.00 -1.00	0 1.00 -1.00	0 1.00 -1.00	0 1.00 -1.00	0 1.00 -1.00	0 1.00 -1.00	0 1.00 -1.00	0 1.00 -1.00	0 1.00 -1.00	0 1.00 -1.00	0 1.00 -1.00	0 1.00 -1.00	0 1.00 -1.00	0 1.00 -1.00	0 1.00 -1.00	0 1.00 -1.00	0 1.0 -1.0
6				7			8	8			ĺ	9				10				11			
S 2 F 1.00 D 1.00	2 1.00 1.00	2 1.00 1.00	2 1.00 1.00	2 1.00 1.00	2 1.00 1.00	2 1.00 1.00	2 1.00 1.00	2 1.00 1.00	2 1.00 1.00	2 1.00 1.00	2 1.00 1.00	0 1.00 -1.00	2 1.00 1.00	2 1.00 1.00	2 1.00 1.00	0 1.00 -1.00	0 1.00 -1.00	0 1.00 -1.00	0 1.00 -1.00	2 1.00 1.00	2 1.00 1.00	2 1.00 1.00	2 1.0 1.0
12				13			1	14				15				16				17			_
s 0	0	0	0	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2	2	2
F 1.00 D -1.00	-1.00	-1.00	1.00 -1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	-1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.0
18				19			1	20				21			:	22				23			_
S 2	2	2	2	2	2	2	2	2	2	0	2	2	2	2	2	2	2	2	2	1	1	1	1
D 1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	-1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	0.00	0.00	0.00	0.0
Mean Absolute t Date: Monda	e Deviation	n: 0 st 14, 20	.96 17 8:4:	2:03AM		Star	ndard Dev	vlation:	0.95	Genes	ys	N	imber of s	schedulabi	e time p	erlods:	96					Page 1	of 19

Individual Schedule Detail Report

The Individual Schedule Detail report is an Interaction Optimizer scheduling report. It shows the work activities of the Interaction Optimizer published schedule for an individual. Use this report to view planned activities for an individual's work load based on an Interaction Optimizer schedule generated for anticipated workload. This report shows start and stop times for each activity, and includes Total and Paid hours.

thedule: <all> ublished date: 10/17/20 sers: <all></all></all>	015 12:00:00 AM - 10/27/2015 11:	59:59 PM			GENESYS [®]
sername: Allan chedule: Sche	.Lucus dule 10/26/2015				
Monday 10/26/15 10:30:00 Total hours: 09:30:00 5:00 7:30 ACD 7:30 7:45 Break 7:30 0:30:00 10:30:00 3:00 7:30 ACD 10:30 10:30 Mark 10:30 12:15 ACD 12:15 12:30 Break 12:30 15:30 ACD	Tuesday 10/27/15 Total hours: 09:30:00 Paid hours: 09:30:00 5:00 7:00 ACD 7:00 7:15 Break 7:15 9:30 ACD 9:30 10:30 K:04 10:30 12:15 ACD 12:15 12:30 Break 12:30 15:30 ACD	Wednesday 10/28/15 Total hours: 11:00:00 Paid hours: 10:00:00 7:00 7:15 Break 7:15 9:30 ACD 9:30 10:30 K:961 10:30 12:15 ACD 12:15 12:30 Break 12:30 16:00 ACD	Thursday 10/29/15 Total hours: 09:30:00 Pald hours: 09:30:00 6:30 6:45 Break 6:45 9:30 ACD 9:30 10:30 Ubsd 10:30 12:15 ACD 12:15 12:30 Break 12:30 15:30 ACD	Friday 10/30/15 Total hours: 11:00:00 Paid hours: 10:00:00 5:00 7:15 7:30 Break 7:30 9:30 9:30 10:30 10:30 12:00 12:00 ACD 12:15 Break 12:15 16:00	
				weekly paid hours 48:30:00	
rint Date: Friday, August 4.	2017 2:24:41AM		Genesus		Page 1 of 2

Individual Schedule Summary Report

The Individual Schedule Summary report is an Interaction Optimizer scheduling report. It shows the totals for scheduled activities for an individual based on an Interaction Optimizer published schedule. Use this report to view a summary of planned activities for an individual's projected workload. This report summarizes the total amount of time for each activity per day, and it includes Total and Paid hours.

Schedule: Publish date: Jsers:	<ali> 10/17/20 <ali></ali></ali>	15 12:00:00 AM - 10	0/27/2015 11:5	9:59 PM						<mark>ଟ</mark> ି GENI	ESYS
Username: Schedule:	Allan. Schee	Lucus Jule 10/26/20	15								
Monday 10/26/15 Total hours: Paid hours: 3reak Kend ACD	10:30:00 09:30:00 :30:00 01:00:00 09:00:00	Tuesday 10/27/1 Total hours: Pald hours: Break Wheat ACD	7 10:30:00 09:30:00 :30:00 01:00:00 09:00:00	Wednesd 10/28/ Total hours: Paid hours: Break Webal ACD	Isy 11:00:00 10:00:00 :30:00 01:00:00 09:30:00	Thursday 10/29/15 Total hours: Paid hours: Break Witcal ACD	10:30:00 09:30:00 (30:00 01:00:00 09:00:00	Friday 10/30/16 Total hours: Paid hours: Break Wesci ACD	11:00:00 10:00:00 :30:00 01:00:00 00:30:00		
							w	eekly paid hours	48:30:00		
						_					

Schedule (Graph) Report

The Schedule (Graph) is a report based on the published employee schedules generated by Interaction Optimizer. This report displays a graph of individuals' start and end times--in 15 minute intervals--of planned work shift activities, for a specified date and time range. Use this report to view a summary of planned work shift activities for a group of individuals in a graph format.

Schedule ((Graph)																				
Schedule range:	<ai></ai>																				
Users:	<ai></ai>																90	JEN	IES	YS	
Data/Time Danasi	06/06/2	013 14:17:57																			
Dater i me Range.	08/09/2	017 14:17:57																			
Schedule 9/2	0/2015	2015 11-00	30																		
Published (local b	me): Usida	2015 11.09													-						
Break	Meal	Meeting	50	neduled A	CD	Sone	iduled Non	ACD		chedule	dime	UIII I		ning	Una	PICE		V30	ation		Unscheduled
	Sunday, Se	ptember 20,	2015																		
	6 7	8 9	10	11	12	13	14 1	15	16	17	18	19	20	21	22	23					
Serard.Campbell																					
larriet.Terry													_				_				
Percy.Bowman		-									_					_	_				_
Rachel,Conner																					
nt Date: Thursday,	. August 10, 201	17 6:09:15AM						Ge	nesys											Pag	e 1 of 1,03

Schedule (Graph) All Schedules: Published and not Published Report

This report displays a graph of published and not published scheduled activities in intervals of 15 minutes for selected users.

chequie range:	<ai></ai>									
sers:	<ai></ai>							ල්	GENESY	'S'
orecast Schedule Date schedule Date/Time R: Schedule 9/2	e range: inge: 10/2015	6/6/2013 12:00:00 06/06/2013 13:53 08/09/2017 13:53	AM - 8/9/2017 11:59. :49 :49	59 PM						
Published: Yes	Published	DateTime time	: 09/03/2015 1	1:09:30						
Break	Meal	Meeting	Scheduled ACD	Scheduled	d Non-ACD	Scheduled Time Off	Training	Unavailable	Vacation	Unscheduled
	Sunday, Se	ptember 20, 20	015							
	6 7	8 9	10 11	12 13 14	15 16	17 18 1	9 20 21	22 23		
arard.Campbell										
rriet.Terry										
rcy.Bowman		_			-				_	
schel.Conner		_			_					

Schedule (List) Report

The Schedule Report (List) is based on the published employee schedules generated by Interaction Optimizer. This report lists individuals' start and end times of planned work shift activities, for a specified date and time range. Use this report to view the details of planned work shift activities for a group of individuals.

chedule rang	e:	<ai></ai>						0
sers:		<ai></ai>						GENESYS
)ate/Time Rar	ige:	06/06/2014	4 09:28:38					
		08/09/2017	7 09:28:38					
Schedul	e 9/20/2	015						
ublished (I	ocal time)	09/03/20	15 11:09:30					
Sunday,	Septemb	er 20, 2015		23:00:00	00:00:00	Meal		
	-	-		00:00:00	02:00:00	Scheduled ACD		
Gerard.Ca	mpbell			02:00:00	04:16:00	meeting		
	Total time	c	12:00:00	03:00:00	04:30:00	Scheduled ACD		
18:00:00	20:30:00	Scheduled ACD		04:30:00	06-00-00	Scheduled ACD		
20:30:00	20:45:00	Break		S-1.55.00	30.00.00	201000000000000		
20:45:00	00:00:00	Scheduled ACD						
01-00-00	02-00-00	Meeting		Rachel.Co	nner			
02:00:00	03:30:00	Scheduled ACD			Total time	e:	12:00:00	
03:30:00	03:45:00	Break		00:00:00	09:00:00	Scheduled ACD		
03:45:00	06:00:00	Scheduled ACD)	09:15:00	10-00-00	Scheduled ACD		
				10:00:00	11:00:00	Meeting		
Harriet Te	m			11:00:00	12:00:00	Scheduled ACD		
marriet.re	Total time	-	12:00:00	12:00:00	13:00:00	Meal		
06:00:00	09:00:00	Scheduled ACD)	13:00:00	15:00:00	Scheduled ACD		
09:00:00	09:15:00	Break		15:00:00	15:15:00	Break		
09:15:00	10:00:00	Scheduled ACD)	15:15:00	18:00:00	Scheduled ACD		
10:00:00	11:00:00	Meeting						
11:00:00	12:00:00	Scheduled ACD						
12:00:00	13:00:00	Meal						
13:00:00	15:00:00	Scheduled ACD						
15:15:00	18:00:00	Scheduled ACD						
Percy.Boy	vman							
	Total time	c	12:00:00					
18:00:00	20:30:00	Scheduled ACD						
20.20.00	20:45:00	Break						
20.30.00								

Schedule (Text Based) All Schedules: Published and not Published Report

This report displays a text-based graph, for non-graphical printers, of published and not published scheduled activities in intervals of 15 minutes for selected users.

Schedule (Tex	t based) All schedules: Published and	not Published
Schedule range:	<ai></ai>	
Users:	<ai></ai>	GENESYS
Forecast Schedule Date range:	6/6/2012 12:00:00 AM - 8/9/2017 11:59:59 PM	
Date/Time Range:	06/06/2012 13:55:04 06/09/2017 13:55:04	
Schedule 9/20/201	5	
Published (local time) :	09/03/2015 11:09:30	
D Break Mea	i Meeting a Scheduled ACD n Scheduled Non-ACC	o Scheduled Time Off t Training u Unavailable v Vacation t Unscheduled
Sund	ay, September 20, 2015	
6 Gerard.Campbell	7 8 9 10 11 12 13 14 15	
Harriet.Terry		
Percy.Bowman	· · · · · · · · · · · · · · · · · · ·	
Rachel.Conner a a a		
'rint Date: Thursday, August	10, 2017 7:03:51AM	Genesys Page 1 of 2.031

Schedule (Text Based) Report

The Schedule (text based) is a report based on the published employee schedules generated by Interaction Optimizer. This report displays a text-based graph of individuals' start and end times--in 15 minute intervals--of planned work shift activities, for a specified date and time range. Use this report to view a summary of planned work shift activities for a group of individuals in a text-based graph format. This graph can be printed in color or black and white.

		·											
Schedule range:	<ai></ai>										o cr		C.
Users:	<ai></ai>										000	ENEST	5
Date/Time Range:	06/06/201	4 09:31:48											
	06/20/201	7 09:31:48											
Schedule 9/2	20/2015												
Published (local	time): 09/03/20)15 11:09:	30										
b Break	l Meal m	Meeting	a Sched	uled ACD	n Scheduled	Non-ACD	Scheduled Ti	ime Off	t Training	U Unava	lable	V Vacation	f Unschedule
	Sunday, Septer	nber 20, 20	015	11 112	10 10	145 140	107 10	0 110	lan lar	22	22		
Gerard.Campbell		8	10	11 12	13 14	15 10	17 18	8 19	20 21	22	23		
Harrist Terror							a		a a a a <mark>b</mark> a a :		3 3 3 3 3 I	l l l <mark>mmmm</mark> a a	
namecreny		a a a <mark>b</mark> a a	a a mmmm	aaaalii	1	a <mark>b</mark> aaaaa							
0 0						_							
Percy.Bowman						-	а		aaaa <mark>b</mark> aa;		a a	a a a a a a a a mm	mm a a a a a <mark>b</mark> a a a
Rachel.Conner						_	a		a a a a <mark>b</mark> a a a	1 a a a a a	a I I I I a	a a a a a a a <mark>m</mark> r	1 00 0 a a a a a <mark>b</mark> a a a
Percy.Bowman		. a a a <mark>1</mark> a a	a <mark>mmmm</mark>	a a a a	1	a <mark>1</mark> a a a a a	a a a a a a a		a a a a <mark>b</mark> a a :		a a	a a a a a a a <mark>m</mark> a	11111 <mark>3333<mark>8</mark>333</mark>
Rachel.Conner		a a a <mark>a</mark> a a	1 3 MMMM	a a a a	1 a a a a a a a	a a a a a a a	3 3 3 3 3 3 3		a a a a <mark>n</mark> a a a		a a		mm a a a a a <mark>a</mark> a a a
Percy.Bowman		1 a a a <mark>a</mark> a a	a mmm m	a a a a	1	a a a a a a	a a a a a a a		a a a a <mark>s</mark> a a :		a a	a a a a a a a <mark>m</mark> n	
Rachel.Conner		1 a a a <mark>1</mark> a a	a a marma	3 3 3 3	1	a a a a a a	a a a a a a a		a a a a <mark>s</mark> a a :		a a	a a a a a a a <mark>m</mark> in	
Rachel.Conner	*******	<mark>.</mark>	a a manana	a a a a i i i i	1	a a a a a a	3 3 3 3 3 3 3		a a a a <mark>s</mark> a a a		<mark>a a</mark>	3 3 3 8 8 8 8	1999 <mark></mark>
Percy, Bowman		1 a a a <mark>1</mark> a a	a <mark>mmmm</mark>	<mark>a a a a</mark>		a a a a a	a a a a a a a		a a a <mark>a</mark> a a :		a a		
Rachel.Conner		• • • • • • •	a a <mark>1989/07</mark> /	3 3 3 3		a a a a a a	a a a a a a a		a a a <mark>a</mark> a a a		9 9 9	••••••••••	
Rachel.Conner			a a <mark>660 mm</mark>	a a a a	1	a a a a a a					a I I I I a	a a a a a a a a	
Rachel.Conner			• a 6.75 70	<u>aaaa</u> 111	1	0 0 0 0 0 0 0					• • • • • • •	a a a a a a a	
Rachel.Conner			a a mmmm	<mark>a a a a</mark> []]	1	a a a a a a	3				a a		
Rachel.Conner				3 3 3 8		a a a a a a	3				• • • • • • •		
Rachel.Conner	••••••		• • • 1 0000000	<mark>3333</mark>		3					•		

Schedule Unit Detail Report

This report displays detailed Interaction Optimizer Schedule Unit information.

cheduling Ur	nit Detail <u>Rep</u>	ort				
Scheduling Unit:	: <all></all>				<mark>ទ</mark> ំGENES	YS
cheduling Unit:	Customer Serv	ice / Help Desk				
Workgroup:	Customer Servic	ce				
Defaul	It Service Level:					
Se	ervice level selected	-	Yes			
Percent answered: Within time period (seconds): Average speed of answer?			80			
			20			
			Yes	30 seconds		
Utiliza	Utilization: In		2	Percent Utilization	Maximum Assignable	
		Generic Obje Call Back Call Chat Email	ect	100 100 100 50 25	1 0 1 2 3	
Miscel	llaneous:					
U	ses Skills?		Yes			
Workgroup:	Help Desk					
Defaul	It Service Level:					
Se	ervice level selected	;	Yes			
Pe	ercent answered:		90			
Wi	ithin time period (se	conds):	15			
A.,	orage encod of one		No			

Time Off Request by Agent Report

This report displays the time off request by Agent, and includes: Request Date, Agent, Request Type, the state of the request, Time Off Duration, and indicates it the request is Paid Time Off.

Date Time Range:	10/17/2015 12:00:00PM	to: 10/28/201	5 11:59:59AM		GENESYS
Agent(s):	! to				02112010
Agent	Request Date	Request Type	Request State	Time Off Duration	Paid Time Off
Andy.West					
	10/22/2015	Full Day		08:00:00	Yes
Becky.Oliver					
	10/18/2015	Full Day	Denied	08:00:00	Yes
Grace.Ray					
	10/19/2015	Full Day		08:00:00	Yes
	10/20/2015	Full Day		08:00:00	Yes
	10/22/2015	Full Day		08:00:00	Yes
	10/23/2015	Full Day		08:00:00	Yes

Print Date: Friday, August 4, 2017 10:13:57AM

Genesys

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Time Off Request by Scheduling Unit Report

This report displays the time off request by scheduling unit, and includes: Request Date, Agent, Request Type, the state of the request, Time Off Duration, and indicates it the request is Paid Time Off.

Optimizer Time Off Request Report By Scheduling Unit

Date Time Range: 10/17/2015 12:00:00PM to: 10/28/2015 11:59:59AM

Scheduling Unit: -:

Scheduling Unit	Request Date	Agent	Request Type	Request State	Time Off Duration	Paid Time Off
Customer Service / Help De	esk					
	10/18/2015	Becky.Oliver	Full Day	Denied	08:00:00	Yes
	10/19/2015	Grace.Ray	Full Day		08:00:00	Yes
	10/20/2015	Grace.Ray	Full Day		08:00:00	Yes
	10/22/2015	Andy.West	Full Day		08:00:00	Yes
	10/22/2015	Grace.Ray	Full Day		08:00:00	Yes
	10/23/2015	Grace.Ray	Full Day		08:00:00	Yes

GENESYS

Print Date: Friday, August 4, 2017 2:28:37AM

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Interaction Process Automation Reports

Interaction Process Automation Reports

Interaction Process Automation Reports present information on your organization's business processes, compiling and displaying information on those tasks that flow through your defined business processes.

Process Detail Report

The Process Detail report displays detailed information on the States of specific business processes. The details are grouped by Process and Process ID, and displayed by process State, for the specified period of time.

The report details for the process include:

- Process name
- Process ID
- Dynamic Details associated with the process
- Total work time on all agent tasks for the process
- States associated with the process
- Date and time the state started
- Date and time the state ended
- Duration of time the process was in the state
- Due date and time assigned to user to complete the task
- User or queue assigned to the task
- Pick up date and time the task was accepted by the agent
- Length of time agent worked on the task
- Notes related to the instance of the process
- Interactions related to the instance of the process

Site ID: 1 wgAssignUser							
vgAssignUser							
rocess ID: 69295	588 String 1: Assign to User					Total Work Time :	00:03:09
States	Started	Ended	Duration	Due Date	user/queue	Picked Up	Work time
Initial State	8/21/2017 7:45:51 AM		00:06:28			Subtotal :	00:03:09
ACD WI	test Integer: 6,938, String 1: Assign to User	8/21/2017 7:49:39 AM	00:03:47		user2	8/21/2017 7:46:30 AM	00:03:09
Admin WI	test Integer: 8,938, String 1: Assign to User, assign User: user2		00:02:40		cafe_user	8/21/2017 7:49:47 AM	00:00:00

Work Items Report

The Work Items report displays detailed information on Work Items performed for a process. The information is grouped by user and then by Work Item, and includes Dynamic Details related to Work Items.

The detailed information in the report includes:

- Process name
- Total Duration of time for all Work Items for the process
- Total Work Time agents spent on all Work Items
- Dynamic Details associated with the Work Item
- Process ID
- Date and time the Work Item started
- Date and time the Work Item ended
- Duration of time for the instance of the Work Item
- Date and Time the instance of the Work Item was picked up by the agent
- Length of time an agent spent working on the instance of the Work Item
- Agent or queue assigned to complete a Work Item
- Work Item name
- Average amount of time the user or queue users spent working on the picked-up tasks associated with the Work Item
- Average duration of all the tasks associated with the Work Item

				1	iotal du	ration:	00:06:06	Total Work Time:	00:03:09	
escription	1	Process	Started			Ended	Duration	Picked Up	Work time	
				Tabalas			00-02-10		00-00-00	
	un Total Time	00:02-10		10(3)5.	1		00.02:19		00.00.00	
at Integer: 6,938, String 1 User, assign User: user2	: Assign 69	295588	8/21/2017 7:49:39 AM				00:02:19	8/21/2017 7:49:47 AM	00:00:00	
				Totals:	1		00:03:47		00:03:09	
03:09 Å	vg. Total Time:	00:03:47								
st Integer: 6,938, String 1	: Assign 69	295588	8/21/2017 7:45:52 AM	8/21/2	017 7:4	9:39 AM	00:03:47	8/21/2017 7:46:30 AM	00:03:09	
	A t integer: 6,938, String 1 User, assign User: user2 03.09 <u>A</u> tinteger: 6,938, String 1 User	Avg. Total Time: Linteger: 6,938, String 1: Assign 60 User, assign User: user2 03:09 <u>Avg. Total Time;</u> 103:09 <u>Avg. Total Time;</u> User User: 6,936, String 1: Assign 60	Avg. Total Time: 00:02:19 Linteger: 6,938, String 1: Assign 09205588 User, assign User: user2 03:09 <u>Avg. Total Time:</u> 00:03:47 Linteger: 6,938, String 1: Assign 09295588 User	Avg. Total Time: 00:02:19 Linteger: 6,938, String 1: Assign 69295588 8/21/2017 7:49:39 AM User, assign User: user/2 00:03:47 1 103:09 Avg. Total Time: 00:03:47 1 104:eger: 6,938, String 1: Assign 69295588 8/21/2017 7:45:52 AM	Exactlation Totals: Avg_Total Time: 00:02:19 t Integer: 6,938, String 1: Assign 69295588 8/21/2017 7:49:39 AM User, assign User: user/2 Iotals: 03:09 Avg_Total Time; 00:03:47 11theger: 6,938, String 1: Assign 69295588 8/21/2017 7:45:52 AM 8/21/2	Exact late Totals: 1 Avg_Total Time: 00:02:19 1 Linteger: 6.938, String 1: Assign 69295588 8/21/2017 7:49:39 AM User, assign User: user: 1 03:09 Avg_Total Time: 00:03:47 1 theger: 6,938, String 1: Assign 69295588 9/21/2017 7:45:52 AM 8/21/2017 7:4 8/21/2017 7:4	Exactlation Integer: 1 Avg_Total Time: 00:002:19 Integer: 6,038, String 1: Assign 60205588 8/21/2017 7:49:39 AM User, assign User: user/2 Integer: 6,038, String 1: Assign 60205588 8/21/2017 7:49:39 AM 03:09 Avg_Total Time; 00:03:47 Integer: 6,038, String 1: Assign 60205588 8/21/2017 7:45:52 AM 8/21/2017 7:49:39 AM User String 1: Assign 60205588 8/21/2017 7:45:52 AM 8/21/2017 7:49:39 AM	Exactlation Litesta statistic Extended Avg_Total Time: 00:02:19 00:02:19 Integer: 6,938, String 1: Assign 90:02:588 8/21/2017 7:49:39 AM 00:02:19 Integer: 00:02:19 Integer: 1 00:02:19 Integer: 00:02:19 Integer: 00:02:19 Integer: 00:02:19 00:02:19 00:02:19 Integer: 00:03:47 00:03:47 00:03:47 Integer: 6,938, String 1: Assign 69295588 8/21/2017 7:45:52 AM 8/21/2017 7:49:39 AM 00:03:47	Each Links Links <thlinks< th=""> Links Links</thlinks<>	Each Lose Loses D0:00:00 AvgTotal Time: 00:02:19 8/21/2017 7:49:39 AM 00:02:19 8/21/2017 7:49:47 AM 00:00:00 Linkey er: 6,938, String 1: Assign 69295588 8/21/2017 7:49:39 AM 00:03:47 00:03:47 00:03:09 AvgTotal Time: 00:03:47 1 00:03:47 8/21/2017 7:46:30 AM 00:03:09 00:03:09 AvgTotal Time: 00:03:47 8/21/2017 7:46:30 AM 00:03:09 00:04:01 String 1: Assign 69295588 8/21/2017 7:45:52 AM 8/21/2017 7:49:39 AM 00:03:47 8/21/2017 7:46:30 AM 00:03:09 User String 1: Assign 69295588 8/21/2017 7:45:52 AM 8/21/2017 7:49:39 AM 00:03:47 8/21/2017 7:46:30 AM 00:03:47

Process Summary Report

The Process Summary report displays information on your business processes sorted by Date/Time and Status. The statistics are displayed by Process name and are summarized by Process ID for each instance.

The summarized statistics include:

- Dynamic Details associated with the process
- Duration of time the instance of the process ran
- Status of the instance of the process and reason for the status, if available
- Date and Time the instance of the process began
- Date and Time the instance of the process ended
- Agent or process that launched the instance of the process
- Version of the instance of the process

Date Range: Process:	8/21/2017 12:00:00 AM - 8/21 wgAssignUser	/2017 11:59:59 PM (Today)			
Site ID: 1						
wgAssignUs	er (Executions: 1 Avg. duratio	n: 00:06:46)		1		
Process ID	Details	dd:hh:mm:ss	Status/Reason	Start Date	End Date Started by	Version
09295588	String 1: Assign to User	00:06:45	Running	8/21/2017 7:45:50 AM	cafe_user	1

Line Reports

Line Reports

The Line Reports display detailed statistics for lines and line groups.

(Graph) Calls Entered Line Group by Hour Report

This graph shows the number of inbound and outbound calls attempted on each line group for every hour of a specified day.

This graph can be used to evaluate calling volumes throughout the day on each line group. Each line group's call volume is plotted for each hour to allow system administrators to see line traffic at a glance. Call attempts are evaluated versus actual connected calls to give a true picture of line group activity.



(Graph) Calls Inbound Entered Line Group by Hour Report

This graph shows the number of inbound call attempts per hour for each line group during an interval you specify. This includes all inbound calls that reached a Connected state (that is, connected to the IC server, not necessarily Client_Connected where an agent answered a call).



Sample Reports for Interaction Reporter

(Graph) Calls Outbound Blocked Line Group by Hour Report

This graph shows all outbound blocked line group calls by hour. IC sorts the outbound calls by blocked line group name.

10/17/201	5 12:00:00 AM - 10/27/2015 11:59:59 PM	6 GENESYS				
00:00:00-2	23:59:59					
<al></al>						
Hour	Calls Outbound Blocked by Hour					
a	0					
1	0					
2	0					
3	D					
4	0					
5	0					
6	0					
7	0					
8	0					
9	0					
10	0					
11	0					
12	0					
13						
14	0					
15	0					
10	0					
17						
10						
20	0					
20	0					
22	0					
23	0					
	-					
	00:00:00 <all> 00:00:00 All> 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23</all>	INTERPORTATION PLANDING				

(Graph) Calls Outbound Line Group by Hour Report

This graph shows the number of outbound call attempts per hour for each line group (LineGroupID), during an interval you specify. Outbound call attempts include all calls (for example, wrong or invalid numbers, and busy calls).



(Graph) Erlang Study Report

This report gives line group usage in terms of Erlang or CCS (see below). These numbers can be used with Erlang calculators to determine if the proper number of lines is available to handle the call utilization.

Simply defined, an Erlang is the total line usage divided by the number of seconds available on one line in one hour (for example, one Erlang is equal to one full hour of conversation).



(Graph) Percent All Lines Busy by Hour Report

This report graphs the percentage of all lines busy in a particular line group. This graph only shows times when all lines in the line group are busy with activity and additional calls could not be placed in the line group. You can use this graph to evaluate line traffic distribution and the need for line resources.



(Graph) Percent Line Group Busy by Hour Report

This graph plots the percent of report line groups that were busy by hour during the hours included in the specified date and time range. Use this graph to evaluate line traffic distribution and the need for line resources.


Line Activity by Hour Report

This report evaluates call activity on the lines in a line group on an hourly basis. It shows LineID, start time, duration, utilization, and out of service time. Because this report generates a large amount of data, you should limit your view to a specific line group for a short duration.

ate Time Range: ite ID Range: ctivity Time Range:	10/17/2015 <all> 00:00:00-2</all>	5 12:00:00 AM - 10/27 3:59:59	2015 11:59:59 PN	1			<mark>0</mark> 0 (GENES	ΎS
ine Group ate / Line / Hour		Duration per Line	Utilization	% Utilization	Total Calls	Avg Call Duration	Calls Out	% Calls Out	% Out Blocked
ite ID: 1									
015-10-17									
Stations-TCP>									
	1	01:00:00	:00:00	0.00%	٥	:00:00	0	0.00%	0.00%
	2	01:00:00	:00:00	0.00%	0	:00:00	0	0.00%	0.00%
	3	01:00:00	:00:00	0.00%	0	:00:00	0	0.00%	0.00%
	4	01:00:00	:00:00	0.00%	0	:00:00	0	0.00%	0.00%
	5	01:00:00	:00:00	0.00%	0	:00:00	0	0.00%	0.00%
	6	01:00:00	100:00	0.00%		:00:00	0	0.00%	0.00%
		01:00:00	100:00	0.00%	0	:00:00		0.00%	0.00%
	9	01:00:00	:00:00	0.00%	0	:00:00	0	0.00%	0.00%
	10	01:00:00	:00:00	0.00%	0	:00:00	0	0.00%	0.00%
	11	01:00:00	:00:00	0.00%	0	:00:00	0	0.00%	0.00%
	12	01:00:00	:00:00	0.00%	o	:00:00:	0	0.00%	0.00%
	13	01:00:00	:00:00	0.00%	٥	:00:00	0	0.00%	0.00%
	14	01:00:00	:00:00	0.00%	0	:00:00	0	0.00%	0.00%
	15	01:00:00	:00:00	0.00%	0	:00:00:	٥	0.00%	0.00%

Line Group All Trunks Busy for Interval by Day Report

This report shows all intervals a report line group had when all lines were busy. Use this report to evaluate line traffic distribution and the need for line resources.

Line Group Range:	<all></all>									<mark>ଟ</mark> ି GE	NESY	ίS ^τ	
)ate Time Range:	10/17/201	5 12:00:00 AM - 10	/27/2015 11:5	9:59 PM									
Site ID Range:	<aii></aii>												
Line Group Date/Time/Hour	Avg Lines Available	Interval Start	Duration per Line	Maximum Available Duration	Utilization	% Utilization	Total Calls	Avg Call Duration	Calls Out	% of Calls Out	% Out Blocked	% All Busy	Max Calls Entered
iite ld: 1													
SimGateway													
10/17/2015													
23	1	1:00:00AM	:30:00	:30:01	:05:57	19.82%	5	:01:11	5	100.00%	0.00%	0.26%	2
10/17/2015	1	1:00:00AM	23:00:00	23:00:01	:05:57	0.43%	5	:01:11	5	100.00%	0.00%	0.26%	2
rint Date: Friday, Augus	st 4, 2017 2:09:44/	AM				Genesys							Page 1 of 56

Line Group Identification Report

This report shows the line group membership and the line configuration information to assist configuration management and problem resolution.

ine Group Range: <all></all>				SGEN	ESYS	
ite ID 1 Group ID TFN SIP Trunks					Reporting Flag Dial Group Flag	On On
Lineld	Active Line	Phone Number	LineType	Direction	1	
INDSIM0A01SD01-UDP Level3 SimGatewayJNB SimGatewayUK SimGatewayYUL SimLyncTieLine TheBucaDialer TheLevel3	Yes No Yes	3178723000 8667771184 8667771184 +27878250980 +44 17530418874 +15148401438 +8667771184 TheBucaDialer 8667771184	SIP	Both		

Print Date: Friday, August 4, 2017 10:33:30AM

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Line Group Least Used Trunks by Day Report

This report shows the least used lines for each reporting line group for a specified day. It displays the Line Group ID, Description, Line ID, and the number of calls received on a particular line.

e Groups: te Time Range: e ID Range:	< AII> 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 <aii></aii>	PM		<mark>ଟ</mark> ି GENES	SYS
es Shown per Group:	5				
e: 1 17/2015					
Line ID	Group ID	Utilization	Calls	Avg. Call Duration	Calls Out
SimGatewayYUL	SimGatewayYUL	:00:00	0	:00:00	0
SimGatewayJNB	SimGatwayJNB	:00:00	O	:00:00	O
NDSIM0A01SD01-UDP	TFN SIP Trunks	:00:00	O	:00:00	O
SimGateway	SimGateway	:05:57	5	:01:11	5
TheLevel3	SIP Trunk Providers	03:09:37	39	:04:52	O
TheBucaDialer	TheBUCADIaler	11:30:44	2,761	:00:15	2761
<stations-tcp></stations-tcp>		:00:00	0	:00:00	0
<stations-tls></stations-tls>		:00:00	٥	:00:00	0
<stations-udp></stations-udp>		:00:00	٥	:00:00	D
BulkCaller		406:21:57	7,905	:03:05	0
DefaultSIP		:00:00	0	:00:00	0

Line Summary and Detail

The Line Summary and Detail report displays line statistics. These statistics are grouped and summarized by site, line, month, week, day, and interval. From the summary page, click the date hyperlink to display the detailed interactions. Line Summary and Detail statistics include:

- Average number of lines available
- Duration of time the line was in use
- Maximum duration a line was available
- Total amount of time the line was in use
- Percentage of time the line was in use
- Total number of calls for a line
- Number of outbound calls on a line
- Percentage of outbound calls on a line
- Average call duration on a line
- Percentage of outbound calls blocked on a line

Sample report

Show Detail: False

iate Time Ra ubtotal Dy: how Detail:	nge:	9/26/2010 12:00:03 AN By Month, By Week No Faise	I - 9/26/2017 11:59:5 mber	i9 PM							
ite ID:	1	Avg Lines	Duration	Max Avail	Utilizat	lon	Teleforen	Calle O	ut	Avg Call	% Out Blocks
	-	Available	Per Line	Duration	dd:hh:mm:ee	- 5	Total Calls		*	Duration	
line:	sipline	1	129:15:17:30	129:18:18:04	10:11:17:30	8.07%	260	22	8.46%	00:57:59	0.00%
	June	1	45:04:04:22	46:04:04:38	10:10:33:24	22.61%	240	18	7.50%	01:02:38	0.00%
	Week #23	1	9:03:40:10	9:03:40:12	5:00:27:18	54.83%	92	6	6.52%	01:18:33	0.00%
	5/5/2017	1	1:09:40:10	1:09:40:12	01:03:54	3.16%	6	0	0.00%	00:10:39	0.00%
	5002017	1	1:23:00:00	1:23:00:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0.00%
	\$(\$)2017	1	1,23:00:00	1:23:00:00	1:02:23:42	55.16%	46	6	13.04%	00:34:26	0.00%
	6/5/2017	1	1:21:00:00	1:21:00:00	1:21:59:42	102.21%	40	0	0.00%	01:09:00	0.00%
	6/10/2017	1	1:23:00:00	1:23:00:00	1:23:00:00	100.00%	0	0	0.00%	00:00:00	0.00%
	Week #24	1	12:22:43:14	12:22:43:14	5:09:43:16	41.75%	124	10	8.06%	01:02:45	0.00%
	6/11/2017	1	1:21:00:00	1:21:00:00	1:21:00:00	100.00%	0	0	0.00%	00:00:00	0.00%
	6/12/2017	1	2:00:00:00	2:00:00:00	14:34:58	30.36%	0	0	0.00%	00:00:00	0.00%
	6/13/2017	1	2:00:00:00	2:00:00:00	20:56:45	43.64%	8	0	0.00%	02:37:06	0.00%
	6/14/2017	1	2:00:00:00	2:00:00:00	1:00:37:40	51.31%	16	4	25.00%	01:32:21	0.00%
	6/15/2017	1	1:13:43:14	1:13:43:14	04:39:40	12.36%	54	4	7.41%	00:05:11	0.00%
	6/16/2017	1	1:23:00:00	1:23:00:00	19:54:12	42.35%	46	2	4.35%	00:25:58	0.00%
	0/117/20117	1	1:13:00:00	1:13:00:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0.00%
	Week #25	1	13:05:44:42	13:05:44:44	00:00:20	0.00%	4	2	50.00%	00:00:05	0.00%
	6/15/2017	1	1:11:00:00	1:11:00:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0.00%
	6/13/2017	1	1:22:00:00	1:22:00:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0.00%
	6/20/2017	1	1:23:00:00	1:23:00:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0.00%
	6/21/2017	1	2:00:00:00	2:00:00:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0.00%
	6/22/2017	1	1:21:44:42	1:21:44:44	00:00:20	0.01%	4	2	50.00%	00:00:05	0.00%
	0/25/2017	1	2:00:00:00	2:00:00:00	00:00:00	0.00%	٥	0	0.00%	00:00:00	0.00%
	6/24/2017	1	2:00:00:00	2:00:00:00	00:00:00	0.00%	٥	0	0.00%	00:00:00	0.00%
	Week #26	1	10:19:56:16	10:19:56:28	00:22:30	0.14%	20	0	0.00%	00:01:08	0.00%
	092592017	1	1:23:00:00	1:23:00:00	00:00:00	0.00%	0	٥	0.00%	00:00:00	0.00%
	6/26/2017	1	1:09:35:02	1:09:35:04	00:00:00	0.00%	0	٥	0.00%	00:00:00	0.00%
	6/27/2017	1	2:00:00:00	2:00:00:00	00:00:00	0.00%	٥	٥	0.00%	00:00:00	0.00%
	6/28/2017	1	2:00:00:00	2:00:00:00	00:16:36	0.58%	16	٥	0.00%	00:01:02	0.00%
	6/29/2017	1	2.00:00:00	2:00:00:10	00:00:00	0.00%	0	٥	0.00%	00:00:00	0.00%
	6/30/2017	1	1:11:21:14	1:11:21:14	00:05:54	0.28%	4	0	0.00%	00:01:28	0.00%
	July	1	\$1:09:07:28	\$1:09:07:40	00:44:05	0.05%	20	4	20.00%	00:02:12	0.00%
	Week #27	1	7:04:48:08	7:04:48:08	00:31:28	0.30%	16	2	12.50%	00:01:58	0.00%
	7/5/2017	1	1:04:48:08	1:04:48:08	00:00:42	0.04%	6	2	33.33%	00:00:07	0.00%
	7/5/2017	1	2:00:00:00	2:00:00:00	00:30:46	1.07%	10	0	0.00%	00:03:05	0.00%
	7/7/2017	1	2.00:00:00	2:00:00:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0.00%

Show Detail: True

Data Time P		8/26/2010 12:00:00 41	4-9/26/2017 11-80-8	0.014							
and the second second	e-ge.	By Marshie By Wards No.	where	9 P.M							
Show Datail		True									
Site ID:	1	Avg Lines	Duration	Max Avail	Utilizati	on		Calls O	hut	Avg Call	% Out Blocker
		Available	Per Line	Duration	dd:hh:mm:ss	- 5	Total Calls		%	Duration	
Line:	sipline June Week #23 6/6/2017 017 7:00:00 AM 017 7:00:00 AM 017 7:30:00 AM	1	129:18:17:30	129:18:18:04	10:11:17:30	8.07%	200	22	8.46%	00:57:59	0.00%
	June	1	48.04.04.22	46:04:04:38	10:10:33:24	22.01%	240	18	7.50%	01:02:38	0.00%
	Week #23	1	9:03:40:10	9:03:40:12	6:00:27:18	54.83%	92	6	6.52%	01:18:33	0.00%
	6/6/2017	1	1:09:40:10	1:09:40:12	01:03:54	3.16%	6	0	0.00%	00:10:39	0.00%
6/6/2017 7:	00:00 AM	1	00:30:00	00:30:00	00:30:00	100.00%	0	0	0.00%	00:00:00	0.00%
6/6/2017 7:0	00:00 AM	1	00:30:00	00:30:00	00/30/00	100.00%	0	0	0.00%	00:00:00	0.00%
6/6/2017 7:2	30:00 AM	1	00:00:35	00:00:35	00:00:35	100.00%	0	0	0.00%	00:00:00	0.00%
6/6/2017 7:3	30:00 AM	1	00:00:35	00:00:35	00:00:35	100.00%	0	0	0.00%	00:00:00	0.00%
6/6/2017 7:4	40:29 AM	1	00:19:30	00:19:31	00.00.00	0.00%	0	0	0.00%	00:00:00	0.00%
6/6/2017 7:	40:29 AM	1	00:19:30	00:19:31	00:00:00	0.00%	0	0	0.00%	00:00:00	0.00%
6/6/2017 8:0	00:00 AM	1	00:30:00	00:30:00	00.00.00	0.00%	0	0	0.00%	00:00:00	0.00%
6/6/2017 8:0	MA 00:00	1	00:30:00	00:30:00	00.00.00	0.00%	0	0	0.00%	00:00:00	0.00%
6/6/2017 8:3	30:00 AM	1	00:30:00	00:30:00	00.00.00	0.00%	0	0	0.00%	00:00:00	0.00%
6/6/2017 8:2	30:00 AM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0:00%
6/6/2017 9:0	MA 00.00	1	00:30:00	00:30:00	00.00.00	0.00%	٥	0	0.00%	00:00:00	0.00%
6/6/2017 9:0	00:00 AM	1	00:30:00	00:30:00	00.00.00	0.00%	0	0	0.00%	00:00:00	0.00%
0/0/2017 9:3	30:00 AM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0.00%
6/6/2017 9:1	30:00 AM	1	00:30:00	00:30:00	00.00.00	0.00%	0	0	0.00%	00:00:00	0.00%
6/6/2017 10	MA 00:001	1	00:30:00	00:30:00	00.00.00	0.00%	0	0	0.00%	00:00:00	0.00%
6/6/2017 10	MA 00:00	1	00:30:00	00:30:00	00.00.00	0.00%	0	0	0.00%	00:00:00	0.00%
6/6/2017 10	MA 00:061	1	00:30:00	00:30:00	00.00.00	0.00%	0	0	0.00%	00:00:00	0.00%
6/6/2017 10	30:00 AM	1	00:30:00	00:30:00	00.00.00	0.00%	0	0	0.00%	00:00:00	0.00%
6/6/2017 11	:00:00 AM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0.00%
6/6/2017 11	MA 00:00	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0.00%
6/6/2017 11	:30:00 AM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0.00%
0/0/2017 11	30:00 AM	1	00:30:00	00:30:00	00.00.00	0.00%	0	0	0.00%	00.00.00	0.00%
6/6/2017 12	00:00 PM	1	00:30:00	00:30:00	00.00.00	0.00%	0	0	0.00%	00:00:00	0.00%
0/0/2017 12	00:00 PM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0.00%
6/6/2017 12	30:00 PM	1	00:30:00	00:30:00	00.00.00	0.00%	0	0	0.00%	00:00:00	0.00%
08/2017 12	-30-00 PM	1	00:30:00	00:30:00	00.00.00	0.00%		0	0.00%	00:00:00	0.00%

Print Date: 9/26/2017 1:57:03AM

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Line Group Summary and Detail

The Line Group Summary and Detail report displays line group statistics. These statistics are grouped and summarized by site, group, month, week, day, and interval. From the summary page, click the date hyperlink to display the detailed interactions. Line Group Summary and Detail statistics include:

- Group name
- Average number of lines available
- Duration of time the line was in use
- Maximum duration a line was available
- Total amount of time the line was in use
- Percentage of time the line was in use
- Total number of calls for a line
- Number of outbound calls on a line
- Percentage of outbound calls on a line
- Average call duration on a line
- Maximum calls entered
- Percentage of All Busy
- Percentage of outbound calls blocked on a line

Sample report

Show Detail: False

Line Group Summary and Detail

e ID: Youp: N	1							Calls Out Avg Call Max Calls % All Busy % Out Bloc										
oup: l	Available Per Lis Ig 1 05:01: May 1 03:	Duration Per Line	Max Avail Duration	Utilizat	ion %	Total Calls	Cal #	ls Out	Avg Call Duration	Max Calls Entered	% All Busy	% Out Blocke						
	0	1	65:01:21:10	65:01:21:30	4:17:18:07	7.25%	125	11	8.80%	00:54:22	4	1.30%	0.00%					
	llay	1	03:13:23	03:13:24	00:00:00	0.00%	0	0	0.00%	00:00:00	D	0.00%	0.00%					
v	Week #18	1	03:13:23	03:13:24	00:00:00	0.00%	0	0	0.00%	00:00:00	D	0.00%	0.00%					
5	5/2/2017	1	03:13:23	03:13:24	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%					
J	June	1	23:03:01:13	23:03:01:23	4:10:54:04	20.34%	115	9	7.83%	00:58:54	4	3.67%	0.00%					
v	Week #23	1	3:23:20:05	3:23:20:06	2:05:13:39	55.83%	46	3	6.52%	01:09:26	4	0.63%	0.00%					
9	5/6/2017	1	15:50:05	15:50:08	00:31:57	3.38%	3	0	0.00%	00:10:39	2	0.11%	0.00%					
9	5/7/2017	1	18:30:00	18:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%					
5	5/8/2017	1	20:00:00	20:00:00	11:11:51	55.99%	23	3	13.04%	00:29:13	4	1.53%	0.00%					
5	5/9/2017	1	20:00:00	20:00:00	20:29:51	102.49%	20	0	0.00%	01:01:30	3	1.38%	0.00%					
9	5/10/2017	1	21:00:00	21:00:00	21:00:00	100.00%	0	0	0.00%	00:00:00	1	0.00%	0.00%					
۷	Week #24	1	7:15:08:44	7:15:08:47	2:11:29:00	32.48%	57	5	8.77%	01:02:37	3	10.09%	0.00%					
9	5/11/2017	1	20:30:00	20:30:00	20:30:00	100.00%	0	0	0.00%	00:00:00	1	0.00%	0.00%					
5	5/12/2017	1	22:30:00	22:30:00	07:00:00	31.11%	D	0	0.00%	00:00:00	1	0.00%	0.00%					
5	5/13/2017	1	1:00:09:35	1:00:09:38	09:28:23	39.21%	4	0	0.00%	02:22:08	1	39.21%	0.00%					
9	5/14/2017	1	1:20:00:00	1:20:00:00	11:18:50	25.71%	8	2	25.00%	01:24:51	3	22.08%	0.00%					
9	5/15/2017	1	1:10:57:09	1:10:57:09	02:19:50	6.67%	27	2	7.41%	00:05:11	3	0.54%	0.00%					
5	S22017 1 0.3.13.23 June 1 23.03.01:13 Week #23 1 3.23.20.05 S452017 1 15.00.05 S472017 1 18.30.00 S882017 1 20.00.00 S492017 1 20.00.00 S4122017 1 20.00.00 S4122017 1 10.00.03 S4122017 1 10.00.03 S4152017 1 10.00.00 S4152017 1 10.00.00<	21:30:00	08:51:57	41.24%	18	1	5.56%	00:29:33	2	0.94%	0.00%							
9	<u>17/2017</u>	1	15:30:00	15:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%					
v	Week #25	1	6:02:52:21	6:02:52:22	00:00:10	0.00%	2	1	50.00%	00:00:05	2	0.00%	0.00%					
9	s/18/2017	1	16:00:00	18:00:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%					
9	5/19/2017	1	19:30:00	19:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%					
9	5/20/2017	1	21:30:00	21:30:00	00:00:00	0.00%	D	0	0.00%	00:00:00	D	0.00%	0.00%					
5	5/21/2017	1	21:00:00	21:00:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%					
	3/22/2017	1	21:22:21	21:22:22	00:00:10	0.01%	2	1	50.00%	00:00:05	2	0.00%	0.00%					
	5/23/2017	1	23:30:00	23:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%					
5	5/24/2017	1	1:00:00:00	1:00:00:00	00:00:00	0.00%	o	o	0.00%	00:00:00	D	0.00%	0.00%					

Show Detail: True

late Time R iubtotal By: ihow Detail:	enge:	9/26/2010 1 By Month, B True	2:00:00 AM - 9/26/2 y Week Number	017 11:59:59 PM									
ite ID:	1	Avg Lines	Duration	Max Avail	Utilizati	ion	Total Calls	Cal	lis Out	Avg Call	Max Calls	% All Busy	% Out Blocke
		Available	Per Line	Duration	dd:hh:mm:ss	%	- Total calls	*	%	Duration	Entered		
Group:	lg	1	65:01:21:10	65:01:21:30	4:17:16:07	7.25%	125	11	8.80%	00:54:22	4	1.30%	0.00%
	May	1	03:13:23	03:13:24	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
	Week #18	1	03:13:23	03:13:24	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
	5/2/2017	1	03:13:23	03:13:24	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
/2/2017 10	MA 00:00	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
/2/2017 10	30:00 AM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
V2/2017 11	MA 00:00:	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
/2/2017 11	:30:00 AM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
2/2017 12	:30:00 PM	1	00:28:17	00:26:17	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
/2/2017 1:	42:53 PM	1	00:17:08	00:17:07	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
2/2017 2:	00:00 PM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
	June	1	23:03:01:13	23:03:01:23	4:16:54:04	20.34%	115	9	7.83%	00:58:54	4	3.67%	0.00%
	Week #23	1	3:23:20:05	3 23 20 06	2:05:13:39	55.83%	48	3	0.52%	01:09:26	4	0.63%	0.00%
	6/6/2017	1	15:50:05	15:50:06	00:31:57	3.36%	3	0	0.00%	00:10:39	2	0.11%	0.00%
06/2017 7:	MA 00:00	1	00:30:00	00:30:00	00:30:00	100.00%	0	0	0.00%	00:00:00	1	0.00%	0.00%
V6/2017 7:	30:00 AM	1	00:00:35	00:00:35	00:00:35	100.00%	0	0	0.00%	00:00:00	1	0.00%	0.00%
V6/2017 7:	40:29 AM	1	00:19:30	00:19:31	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
06/2017 8:	MA 00:00	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
V6/2017 9:	00:00 AM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	٥	0.00%	0.00%
V6/2017 9:	30:00 AM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
06/2017 10	MA 00:001	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
06/2017 10	:30:00 AM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
06/2017 11	MA 00:00:	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
V8/2017 11	:30:00 AM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
V8/2017 12	00:00 PM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
V6/2017 12	:30:00 PM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
V6/2017 1:	00:00 PM	1	00:30:00	00:30:00	00:00:39	2.17%	2	0	0.00%	00:00:20	2	1.11%	0.00%
/6/2017 1:	30:00 PM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%

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Sample Reports for Interaction Reporter

Queue Reports

Queue Reports

The Queue Reports display detailed statistics on Distribution Queues.

Sample Reports for Interaction Reporter Help

(Graph) Abandoned Call Profile Report

This graph plots the number of abandoned calls during each specified interval of a specified date range. An abandoned call occurs when a call is on hold while it is alerting on a queue and the caller disconnects. The caller perceives the call is on hold. You may also define an abandoned interaction as when an interaction enters an INACTIVE state without first entering CLIENT_CONNECTED state while on a queue. This graph sorts abandoned calls by queue name and includes a summary graph page named Grand Total Sum All Queues.

Queue Range:	<aii></aii>			
Date Time Range:	10/17/2015 12:00:	00 AM - 10/27/2015 11:59:59 PM	6 GEINESTS	
Activity Time Range:	ImmeRange: 00:00:00-23:59:59 nge: <ali> mivrTransferHub_ Interval Calls 12:00:00AM 0 12:00:00AM 0 1:00:00AM 0 1:00:00AM 0 2:00:00AM 0 2:00:00AM 0 2:00:00AM 0 2:00:00AM 0 3:00:00AM 0 3:00:00AM 0 4:00:00AM 0 4:00:00AM 0 4:30:00AM 0</ali>			
Site ID Range:	<al></al>			
SystemIvrTransferf	lub Interval	Calls		
	12:00:00AM	0		
	12:30:00AM	0		
	1:00:00AM	0		
	1:30:00AM	0		
	2:00:00AM	0		
	2:30:00AM	0		
	3:00:00AM	0		
	3:30:00AM	0		
	4:00:00AM	0		
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	5:00:00AM	0		
	5:30:00AM	0		
	6:00:00AM	0		
	6:30:00AM	0		
	7:00:00AM	0		
	7:30:00AM	0		
	8:00:00AM	0		
	9:00:00AM	0		
	9:30:00AM	0		
	10:00:00AM	0		
	10:30:00AM	0		
	11:00:00AM	0		
	12:00:00PM	0		
	12:00:00PM	0		
	1-00-00PM	0		
	1.00.00PM	U		
Print Date: Friday, August 4,	2017 2:27:56AM	Ger	rsys Pag	ge 1 of 290



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(Graph) Answered Call Profile Report

This graph plots the number of answered calls during each specified interval of a specified date range. An answered call occurs when a call is alerting on a queue and the agent picks-up the call.

This graph sorts answered calls by queue name and includes a summary graph page named **Grand Total Sum All Queues**.

ate Time Range:			
	10/17/2015 12:00:0	0 AM - 10/27/2015 11:59:59 PM	GENESIS
ctivity Time Range:	00:00:00-23:59:59		
ite ID Range:	<al></al>		
SystemIvrTransfer	Hub Interval	Calls	
	12:00:00AM	0	
	12:30:00AM	0	
	1:00:00AM	0	
	1:30:00AM	0	
	2:00:00AM	0	
	2:30:00AM	0	
	3:00:00AM	0	
	3:30:00AM	0	
	4:00:00AM	0	
	4:30:00AM	0	
	5:00:00AM	0	
	5:30:00AM	0	
	6:00:00AM	0	
	6:30:00AM	0	
	7:00:00AM	0	
	7:30:00AM	0	
	8:00:00AM	0	
	9:00:00AM	0	
	9:30:00AM	0	
	10:00:00AM	0	
	10:30:00AM	0	
	11:00:00AM	0	
	11:30:00AM	0	
	12:00:00PM	0	
	12:30:00PM	0	
	1:00:00PM	0	

(Graph) Profile of Average Speed of Answer Report

This graph plots the average speed to answer time of calls during each specified interval of a specified date range. The speed to answer time is the time a call is alerting on a queue until an agent picks-up the call. The graph sorts the average speed to answer time by queue name.



(Graph) Profile of Calls Abandoned in 1st Service Level Report

This graph plots the number of abandoned calls in the 1st service level during each specified interval of a specified date range. An abandoned call occurs when a call is on hold while it is alerting on a queue and the caller disconnects. The caller perceives the call is on hold. Also, you may define an abandoned interaction as when an interaction enters an INACTIVE state without first entering CLIENT_CONNECTED state while on a queue. The service level tells managers the percentage of calls answered within the goal of X seconds. Supervisors can set the goal to 10 seconds, 60 seconds, or more depending on the environment settings.

This graph sorts abandoned calls in the 1st service level by queue name and includes a summary graph page named **Grand Total Sum All Queues**.

ate Time Range:	<aii> 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM</aii>		Senesys.
ctivity Time Range:	00:00:00-23:59:59		
ite ID Range:	<ai></ai>		
Grand Total Sum A	II Queues:		
Number of Call	Number of Ca	IIs Abandoned in 1st Service Level	
1.0			
0.8			
0.6			
0.0			
0.4			
0.2			
0.0			
no:00MM	1250-2550-2550-2550-2550-2550-2550-2550-	5020 5020 5000 5000 5000 500 500 500 500	SOFT SOFT BORN SOFT SOFT SOFT
200 100			
200 K.S			
10° 10			

(Graph) Profile of Calls Answered in 1st Service Level Report

This graph plots the number of answered calls in the 1st service level during each specified interval of a specified date range. The service level tells managers the percentage of calls answered within the goal of X seconds. Supervisors can set the goal to 10 seconds, 60 seconds, or more depending on the environment settings.

This graph sorts answered calls in the 1st service level by queue name and includes a summary graph page named **Grand Total Sum All Queues**.



(Graph) Profile of Calls Entering ACD Report

This graph plots the number of ACD calls entering a queue during each specified interval of a specified date range. An entered call occurs when a call enters a queue regardless if it is answered, goes to voice mail, and so on.

This graph sorts the number of ACD calls entering a queue by queue name and includes a summary graph page named **Grand Total Sum All Queues**.



(Graph) Profile of Maximum Wait to Answer Report

This graph plots the maximum wait to answer time of calls during each specified interval of a specified date range. The wait to answer time is the time a call is alerting on a queue until an agent picks-up the call.

This graph sorts the maximum wait to answer time by queue name and includes a summary graph page named **Grand Total Sum All Queues**.



Queue Service Level

The Queue Service Level report provides the ability to see the summary and details of the configured service levels, up to 12, in an absolute or cumulative view with a percentage option.



Queue Summary and Detail

The Queue Summary and Detail report displays summarized statistical data along with detailed statistics on Workgroup Queues. The statistics are reported, grouped, and summarized by any combination of Queue, MediaType, Interval, Skill or DNIS. Data for calls Answered or Abandons is summarized and displayed when a single service level configuration is present in the data selected, but is otherwise suppressed. The report also displays a chart for Interactions Distributions and Service Level.

				10.01																						
ite Time Hange:				Half Ha	2015 1	0000	ID AM - 10	(31/20 alc)	15 11:59:	20 PTVI																
edia Tunat				Coll. Co	han in	ing en	shed sugers	and 1																		
eue i jue.				Contair	ns Sun	part																				
oup Order:				Interva	I. Que																					
reet Service Level Pe	rcentee:			80 %																						
rget Service Level Ca	elculation:			Target	anowe	red/To	tal ancwe	red																		
										IN	BOUND								INBO	UND SET	WICE LE	VELS				_
	1	OFF	AN	45 I	- AE	3D	ASA	ANS	AVG	AVG	AVG	AVG	FLOW	HOLD	ANS	ANS	ANS	ANS	ANS	ANS	ABD	ABD	ABD	ABD	ABD	-
				5		*		SVC	TALK	HOLD	ACW	HAND	OUT		5	10	20	30	40	50	5	10	20	30	40	
	Summary	240	240	100%	0	0%	00:00:01	100%	00:04:29	00-00-00	00:00:00	00:04:29	0	0	240	0	0	0	0	0	0	0	0	0	0	_
	00:00	5	5	100%	0	0%	00.00.01	100%	00:04:29	00.00.00	00:00:00	00.04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	
	Support	5	5	100%	٥	0%	00-00-01	100%	00:04:29	00-00-00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	
	00:30	5	5	100%	0	0%	00.00.01	100%	00:04:29	00:00:00	00:00:00	00.04.29	0	0	5	0	0	0	0	0	0	0	0	0	0	
	Support	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	
	01:00	5	5	100%	0	0%	00.00-01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	D	0	0	0	0	
	Support	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	
	01:30	5	5	100%	0	0%	00:00:01	100%	00:04:30	00-00-00	00:00:00	00:04:30	0	0	5	0	0	0	0	0	0	0	0	0	0	
	Support	5	5	100%	0	0%	00.00.01	100%	00:04:30	00.00-00	00:00:00	00.04.30	0	0	5	0	0	0	0	0	0	0	0	0	0	_
	02:00	5	5	100%	0	0%	00:00:01	100%	00:04:30	00:00:00	00:00:00	00:04:30	0	0	5	0	0	0	0	0	0	0	0	0	0	
	Support	5	5	100%	0	0%	00.00.01	100%	00:04:30	00.00.00	00:00:00	00.04.30	0	0	5	0	0	0	0	0	0	0	0	0	0	
	02:30	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	
	support	•		100%	•	0%	00-00-01	100%	00:04:29	00-00-00	00-00-00	00:04:29	0	0	•	0	0	•	0	•	•	0	•	•	•	
	03:00	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00.04.29	0	0	5	0	0	0	0	•		0	0		•	
	Support 02-20			NV N		1	00.00.01	14/14	00104.25	00.00.00	00100100	00.04.29	0													
	Current			100%		0%	00.00.01	100%	00:04:29	00.00.00	00500500	00.04.29	0	0			0					0				1
	04:00	5	-	100%	0	05	00-00-01	1005	00-04-30	00-00-00	00-00-00	00.04-25	0	0	4	0	0	0	0			0	0			-
	Surrort			1005		05	00.00.01	1005	00.01.10	00.00.00	00.00.00	00.04.10														1
	04:30	5	5	100%	0	0%	00-00-01	100%	00-04-29	00-00-00	00-00-00	00.04-29	0	0	5	0	0	0	0	0	0	0	0			
	Support	5	5	100%	0	0%	00-00-01	100%	00:04:29	00-00-00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	1
	05:00	5	5	100%	0	0%	00:00:01	100%	00:04:29	00-00-00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	
	Support	5	5	100%	0	0%	00-00-01	100%	00:04:29	00-00-00	00-00-00	00:04:29	0	0	5	D	0	0	0	0	0	0	0	0	0	1
	05:30	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00.04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	
	Support	5	5	100%	0	0%	00-00-01	100%	00:04:29	00-00-00	00-00-00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	1
	06:00	5	5	100%	0	0%	00:00:01	100%	00:04:29	00-00-00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	
	Support	5	5	100%	0	0%	00-00-01	100%	00:04:29	00-00-00	00:00:00	00:04:29	0	0	5	D	0	0	0	0	0	D	0	0	0	1
	06:30	5	5	100%	0	0%	00:00:01	100%	00-04-29	00-00-00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	
	Support	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00.04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	1
	07:00	5	5	100%	0	0%	00:00:01	100%	00:04:29	00-00-00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	
	Support	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	s	0	0	0	0	0	0	0	0	0	0	1
	07:30	5	5	100%	0	0%	00:00:01	100%	00:04:29	00:00:00	00:00:00	00:04:29	0	0	5	0	0	0	0	0	0	0	0	0	0	

Interaction Quality Manager Reports

Interaction Quality Manager Reports

The Interaction Quality Manager Reports display detailed information on quality scoring and calibration details.

Calibration Details

The Calibration Details report displays a detailed assessment of the quality of an interaction. The report can be grouped by Scorer or Scored individuals.

The detailed information in the report includes:

- Number of Scorecards
- Average Score
- Highest Score
- Lowest Score
- Median Score
- Score Variance
- Scored User
 - Recording ID
 - Total Count
 - Variance
 - Interaction ID
 - Total Talk
 - Total Hold
 - Wrap-up Code
 - Scorer
 - Total Score
 - Critical Score
 - Non-Critical Score
 - Pass/Fail
 - Rank
- Scoring User
 - Scored User
 - Total Recordings
 - Variance
 - Recording ID
 - Total Score
 - Critical Score
 - Non-Critical Score
 - Pass/Fail
 - Rank

- Interaction ID
- Total Talk
- Total Hold
- Wrap-up Code

Sample Report

Scored User



Sample Reports for Interaction Reporter



Scoring User



Sample Reports for Interaction Reporter



Print Date: Wednesday, August 30, 2017 2:18:14PM

Genesys

Page 2 of 6

Calibration Question Group Details Report

The Calibration Question Group Details Report aggregates scores across all the scorecards for a question group and identifies anomalies in the responses.

The detailed information in the report includes:

- Interaction ID Key
- Recording ID
- Questionnaire Name
- Group Name
- Question Type
- Results
- Question Sequence ID
- High Score
- Low Score
- Score Variance
- Number Scored
- Comments

Sample Report

Calibration Question Group Details

Interaction I Recording I									
Recording I	ID Key: 100126391060151021								
	D: 78370F14-56B0-D0A8-8745-57740D320001	I							
Customer	r Service Abbrev								
Intro/Greet	ting								
ID	Yes/No Questions	High	Low	Score Variance	Number	Ver	Results	esults	
1 Did the	anent welcome the caller with the	1.00	1.00	0.00	4	Yes	No	1000	
2. Did the	agent say his/her name during the	1.00	1.00	0.00	1	1	0	(
		High	Low	Score	Number		Results		
D	Multiple Choice Questions	Score	Score	Variance	Scored	Score	Count	N/A	
3. How die	d the agent sound in speaking with the	3.00	3.00	0.00	1		1	(
custom	REF 7		This	agent loves l	his/her job!	3.00	1		
		He/She	e would rat	ther be some	where else	0.00	0		
		Just takin	Just taking care of business. Nothing more			1.00	0		
Customer	Service Skills				euy nonnai [2.00	Ŭ		
		High	Low	Score	Number		Results		
ID	Yes/No Questions	Score	Score	Variance	Scored	Yes	No	N//	
1. Did the for verif	agent repeat the issue back to the customer fication?	1.00	1.00	0.00	1	1	0	(
		High	Low	Score Variance	Number Scored		Results		
ID	Multiple Choice Questions	Score	Score			Score	Count	N/A	
2. How we	ould you describe the agent's understanding	3.00	3.00	0.00	1		1	(
of the is	or the issuerquestion(s)? The agent displayed a deep under						1		
		the second s		Complete	ly clueless	0.00	0		
	It took a few tries, but the agent eventually figured it ou					1.00	U		
	The agent knew most of the answers				e answers	2.00	0		
Hold Etiqu	lette						Paculta		
ID	Numeric Questions		Low Score	Score Variance	Number Scored	Score	Count	N/A	
1. How ma	any times did the agent put the customer on	17.00	17.00	0.00	1	00012	1	(
hold?						17.00	1		
		High	Low	Score	Number	17.00	Results		
ID	Yes/No Questions	Score	Score	Variance	Scored	Yes	No	N//	
2. Did the	agent follow the appropriate protocol for	1.00	1.00	0.00	1	1	0	(
ID 2. Did the placing Interaction I Recording I Customer Intro/Greet	Yes/No Questions agent follow the appropriate protocol for the caller on hold? ID Key: 100154138260151026 ID: C9A11014-106E-D02B-8745-57740D32000 r Service Abbrev ting This document was created using an EVALUATION ve	High Score 1.00	Low Score 1.00	Score Variance 0.00 Only a licen	Number Scored 1	17.00 Yes 1	1 Results No 0		

Calibration Recording Summary

The Calibration Recording Summary report aggregates scores across all the scorecards for a specific questionnaire and identifies anomalies in the responses.

The detailed information in the report includes:

- Questionnaire Directory
- Questionnaire Name
- Questionnaire Notes
- Media Type
- Recorded Date
- Recording ID
- Interaction ID Key
- Initiation Policy
- Recording Length
- Direction
- Number of Scorecards of Questionnaire
- Average Score of Questionnaire
- Median Score of Questionnaire
- Highest Score of Questionnaire
- Lowest Score of Questionnaire
- Score Variance of Questionnaire
- Number of Scorecards by user for Group
- Highest Score by user for Group
- Average Score by user for Group
- Lowest Score by user for Group
- Median Score by user for Group
- Score Variance by user for Group

Calibration Recording Summary

SENESYS"

Date Time Range:		10/29/2015 12:00:00 AM - 10/3	1/2015 11:59:59 PM									
Questionnaire Name:		is not null Populating	Is not null Populating									
Questionnaire Details			Interaction Details									
Questionnaire Directory: Questionnaire Name:		Customer Service Customer Service Abbrev		Media Type: Recorded Date: Recording ID:	Asola Type: Call teoorded Dafe: 10/30/2015 8.02:51AM Recording ID: 56751114-44EA-D04F-8855-03/F05AD0001							
Questionnaire Notes:		A shortened version of the full Customer Service questionnaire		Interaction ID Key: Initiation Policy: Recording length: Direction:	1001910218 Marketing in 00:04:46 Inbound	1001910218C0151030 Marketing Interactions 00:04:x6 Inbound						
Scorecard Details												
Number of Scorecards:		1	Average Score:	44.44%	Median Score:	44.44%						
Highest Score:		44.44%	Lowest Score:	44.44%	Score Variance:	0.00%						
Percentile	100 90 80 70 60 50 40 20 10 0			44.44								
	-			Monica Venancio								
Print Dale: 7/13	N2017 5:08:10A	as	Gene	ys		Pageidf8						

Sample Reports for Interaction Reporter







Sample Reports for Interaction Reporter

Deleted Recording Audit by Date Report

The Deleted Recording Audit by Date report is an Interaction Recorder report that displays deleted recordings by Date and Time the Recording was deleted, and then by User ID.
Date/Time to	report on: 6	/6/2014 12:00:00 AM - 8/	9/2017 11:59:59 PM	<mark>ଟ</mark> ି GENESY	S
User ID(s):	<	:Ali>			
	Time [Local]	IC UserID	Recording ID	Comments	
10/1/2014	3:17:20PM	Jaciyn.Spillane	C20C9913-DD35-D0AE-84C5-015		
10/14/2014	7:57:20PM	Shane.Chuvalas	E2279D13-A679-D08F-89AD-0A6		
10/14/2015	2:50:01PM	Brad.Forsythe	5C074613-CB23-D05D-8CC5-1A9	Recorded on 2014-01-10 15:42:57	
	2:50:01PM	Brad.Forsythe	5C074813-F923-D024-8CC5-1A98	Recorded on 2014-01-10 15:42:58	
10/30/2014	11:58:23AM	Brad.Forsythe	886CA113-9384-D05F-8868-324		
6/24/2014	8:17:34AM	John.Watkinson	D4A17A13-9899-D077-897D-6890		
7/21/2015	12:21:02PM	Russ.Johnson	74E4C813-744A-D06C-8B1D-A19		
8/7/2015	2:04:02PM	Brad.Forsythe	9C3FF813-A6EC-D0E2-8686-391	Recorded on 2015-08-07 17:53:44	

Sample Reports for Interaction Reporter

Deleted Recording Audit by User Report

The Deleted Recording Audit by User report is an Interaction Recorder report that displays deleted recordings by User and then by Date/Time the recording was deleted.

Date/Time to report on: User ID(s):	6/6/2014 12:00:00 AM - 8/9/201 <all></all>	17 11:59:59 PM	<mark>ទ</mark> ំGENESY	S
	Deleted on:	Recording ID	Comments	
Brad.Forsythe	10/30/2014 11:58:23AM	B86CA113-93B4-D05F-8B6B-324		
	8/7/2015 2:04:02PM	9C3FF813-A6EC-D0E2-86B6-391	Recorded on 2015-08-07 17:53:44	
	10/14/2015 2:50:01PM	5C074813-CB23-D05D-8CC5-1A9	Recorded on 2014-01-10 15:42:57	
	10/14/2015 2:50:01PM	5C074813-F923-D024-8CC5-1A9!	Recorded on 2014-01-10 15:42:58	
Jaclyn.Spillane	10/1/2014 3:17:20PM	C20C9913-DD35-D0AE-84C5-015		
John.Watkinson	6/24/2014 8:17:34AM	D4A17A13-9899-D077-897D-6890		
Russ.Johnson	7/21/2015 12:21:02PM	74E4C813-744A-D06C-8B1D-A19		
Shane.Chuvalas	10/14/2014 7:57:20PM	E2279D13-A679-D08F-89AD-0A6		

Recorder Questionnaire Detail Report

This report provides detailed information about each questionnaire included in the range. It enables supervisors and managers to analyze all of the questions, score ranges, types of questions, weights and other possible values available in a questionnaire. Since the Questionnaire Builder application does not provide a way to view all of these details on one page, this report provides the best way to analyze all of the questionnaire information in a consolidated format.

uestionnaire Range or List uestionnaire Group Name Ran	ge or Lis	it:	<all> <all></all></all>					
Questionnaire			Question					
	Min Score	Max Score	Туре	Min	Max	Weight	Possible Answer Text	Possible Answer Value
ame : April Demo Questionaire 1								
	0	3						
Group 1 Test								
			Text : Did the agent i	ise the correct	company gr	eeting?		
			True/False	0	1	0		
							Yes	1
							No	0
			Text : Did the agent of	ualify the ous	tomer using	the CLASSIC	sales technique?	
			True/False	0	1	0		
							Yes	1
							No	0
			Text : Did the agent of standard?	omplete the n	otes on the a	ccount as re	quired and to the expected	
			Multiple Choice	0	3	1		
							Excellent notes and detail	3
							As expected	2
							Below expectation	1
							No notes	0
			Text : Did the agent of	omplete all fo	llow up work	for the call?		
			TruelFalse	0	1	0		
							Yes	1
							No	0
ame : Brand Loyalty SmartFriend Perfo	mance							
	0	500						
Problem Resol	ution Time							
nt Date: Friday, August 4, 2017 10:13:50	MA				Gen	esys		Page 1 of 56

Recorder Scoring Summary Report

This report summarizes the questionnaire scores for each Interaction Recorder questionnaire in the specified range. It lists a summary line for each scored recording under each questionnaire name included in the report. Recordings that have not been scored will not appear in the list. The summary line provides an overview of how an agent performed on each recorded, scored interaction in the range.

Ownetics	naire Dance -	a l int	<all></all>						
Question	naire Range o	r List	<al></al>						
User Ran	ge or List :		10/17/00/15 10:00:00 11	40070045 44 50 50 04					
Date /Tim	e Range or Li	st :	10/17/2015 12:00:00 AI	M - 10/2//2015 11:59:59 PM					
(Date/time	of recording no	ot the date of t	he scoring)					: Used for a	alibration
	Question	Question							
Name	naire Min Soore	naire Max Score	IC User	Title	Recording Date	Media	Score F	ercentile	Rank
Customer	Service Abbrev								
	0	9	Percy.Bowman	Call, Percy Bowman on 10/08/0015, 12:22:484M	10/26/2015	Call	7	77	с
	0	9	Percy.Bowman	Call, Percy Bowman on	10/26/2015	Call	8	88	в
	0	9	Percy.Bowman	Call, Percy Bowman on 10/27/2015 7-22-08PM	10/27/2015 7-23-00PM	Call	8	88	в
	1	30	Stephen.Walter	Call, Stephen Walter on 10/21/2015 9:42-18AM	10/21/2015 9:43:18AM	Call	27	89	A
				10/21/2010 0.40.10404	8.40. Tohin	Avg Questionnaire Name Score:		12.50	
					Grand Total	Avg Questionnaire Name Score:	1	2.50	
AND A DISTRICT OF A	day, August 4, 20	1/ 2/20 OVAM		Ger	esys			P	agé 1 of 1

Recorder User Scoring Summary Report

This report summarizes the questionnaire scores for each IC user and Interaction Recorder questionnaire in the specified range. It lists a summary line for each scored recording under each user name included in the report. Recordings that have not been scored will not appear in the list. The summary line provides an overview of how an agent performed on each recorded, scored interaction in the range.

Question	naire Range o	or List	<all></all>						
User Rang	ge or List :		<all></all>						
Date /Time	e Range or Li	ist :	10/17/2015 12:00:00 AM	- 10/27/2015 11:59:59 PM					
Date/time	of recording n	ot the date of	the scoring)						
	Quartico	Question					•• ;	Used for a	alibration
C User	naire Min Soore	naire Max Score	Name	Tite	Recording Date	Media	Score Pe	rcentile	Rank
ercy.Bows	nan								
	0	9	Customer Service	Call, Percy Bowman on 10/26/2016 12:22:46AM	10/20/2015	Call	7	77	с
	0	9	Customer Service Abbrev	Call, Percy Bowman on 10/26/2015 10:58:58PM	10/26/2015 10:58:58PM	Call	8	88	В
	0	9	Customer Service Abbrev	Call, Percy Bowman on 10/27/2015 7:23:08PM	10/27/2015 7:23:08PM	Call	8	88	В
						Avg Questionnaire Name Score:	1	.67	
tephen.Wr	alter								
	1	30	Customer Service Abbrev	Call, Stephen Walter on 10/21/2015 9:43:16AM	10/21/2015 9:43:16AM	Call	27	89	А
						Avg Questionnaire Name Score:	27	.00	
					Grand Tota	I Avg Questionnaire Name Score:	12	.50	
t Date: Erid	av August A 20	17 2-21-4644		Gen	asvs.				ane 1 of 1
	ay, ragen 4, 20	A.A.1.40404		Gen					

Quality Scoring Details

The Quality Scoring Details report displays detailed information on quality scoring, grouped by recording and then by Questionnaire. The report shows: if a Questionnaire was marked for Calibration; if there were critical questions, and their scores; and if questions were marked N/A during scoring. The report also displays comments attached to questions during the scoring process. The detailed information in the report includes:

- Recording Date
- Media
- Questionnaire Name
- Passed/Failed results
- Recorded User ID
- Form Score
- Percentile
- Rank
- Scored User ID
- Question Group
- Importance
- Question Text
- Question Answer
- N/A indicator
- Score: Min., Max., Answer

	015 9:43:16 AM Media: Call						
uestionnaire Name:	Customer Service Abbrev						
ecorded User ID:	Stephen.Walter	Form	Score: 27.00 Per	centile:	89.66	Rank:	A
cored User ID:	Stephen.Walter						
Question Group:	Intro/Greeting					Score	
Importance	Question Text		Question Answer	N/A	Min	Max	Answe
Required	Did the agent welcome the caller with the appropriate greeting?		Yes		0.00	1.00	1.00
Required	Did the agent say his/her name during the introduction?		Yes		0.00	1.00	1.00
Required	How did the agent sound in speaking with the customer?		This agent loves his/her job!		0.00	3.00	3.00
Question Group:	Customer Service Skills					Score	
Importance	Question Text		Question Answer	N/A	Min	Max	Answe
Required	Did the agent repeat the issue back to the customer for verification?		Yes		0.00	1.00	1.00
Required	How would you describe the agent's understanding of the issue/question(s)?		The agent displayed a deep understanding		0.00	3.00	3.00
Question Group:	Hold Etiquette					Score	
Importance	Question Text		Question Answer	N/A	Min	Max	Answe
Required	How many times did the agent put the customer on hold?		17		1.00	20.00	17.00
Required	Did the agent follow the appropriate protocol for placing the caller on hold?		Yes		0.00	1.00	1.00
ording Date: 10/27/2	015 7:23:08 PM Media: Call						
uestionnaire Name:	Customer Service Abbrev						
ecorded User ID:	Percy.Bowman	Form	Score: 8.00 Per	entile:	88.89	Rank:	в
	Percy.Bowman						
cored User ID:	Intro/Greeting					Score	
Question Group:			Question Answer	N/A	Min	Max	Answe
Question Group:	Question Text				0.00	1.00	1.00
Question Group: Importance Required	Question Text Did the agent welcome the caller with the appropriate greeting?		Yes				
Cored User ID: Question Group: Importance Required Required	Question Text Did the agent welcome the caller with the appropriate greeting? Did the agent say his/her name during the introduction?		Yes Yes		0.00	1.00	1.00

Tracker Reports

Tracker Individual Detail Report

This report displays an individual's detailed information, such as Organization, Type, Street Address, City, State, Zip, Country, and iAddress.

	name and Firstname						° ~		
							<mark>8</mark> 6	ENESYS	
ast Name Ran	ge and Discrete :	<4>	ll>		Location Ra	ange and Di	sorete :	<all></all>	
irst Name Rar	nge and Discrete :	<a>	ll>		City Range	and Discret	e:	<all></all>	
rganization F	Range and Discrete :	<a>	<11>		State Range	e and Discre	te :	<ai></ai>	
efault iAddres	ss Range and Discrete :	<a>			Postal Cod	e Range and	8	<all></all>	
rganization T	ype Range and Discrete	: <a< td=""><td>∥></td><td></td><td>Discrete :</td><td></td><td></td><td></td><td></td></a<>	∥>		Discrete :				
ctive Range a	nd Discrete (No=0:Yes=	1) <a< td=""><td></td><td></td><td>Country Ra</td><td>nge and Dis</td><td>crete :</td><td><aiþ< td=""><td></td></aiþ<></td></a<>			Country Ra	nge and Dis	crete :	<aiþ< td=""><td></td></aiþ<>	
pplication ID	Range and Discrete :	<a>	<						
ite ID Range a	and Discrete :	<a>							
Individual	Details:	Location	IC Hear Name	Title	Middle Name	Geoder	Active	Application ID	Eite ID
Individual Type External	Details: Organization - Business	Location -	IC User Name	Title -	Middle Name -	Gender	Active Yes	Application ID -	Site ID 0
Individual Type External IAddress Type	Details: Organization - Business	Location - Bu	IC User Name - siness 2	Title - Home	Middle Name - H	Gender - iome 2	Active Yes	Application ID - Assistant	Site ID 0
Individual Type External IAddress Type Phone :	Details: Organization - Business -	Location - Bu	IC User Name - siness 2	Title - Home -	Middle Name - H	Gender - ome 2	Active Yes	Application ID - Assistant -	Site ID 0
Individual Type External IAddress Type Phone : Email :	Details: Organization - Business - -	Location - Bu	IC User Name - siness 2	Title - Home -	Middle Name - H	Gender - iome 2	Active Yes	Application ID - Assistant -	Site ID 0
Individual Type External IAddress Type Phone : Email : Chat : Env	Details: Organization - Business - -	Location - Bu - -	IC User Name - siness 2	Title - Home - -	Middle Name - H -	Gender - iome 2	Active Yes	Application ID - Assistant - -	Site ID 0
Individual Type External IAddress Type Phone : Email : Chat : Fax Pager	Details: Organization - Business - - - -	Location - Bu - - - -	IC User Name - siness 2	Title - Home - - -	Middle Name - H - - - - - - - -	Gender -	Active Yes	Application ID - - - - - -	Site ID 0
Individual Type External IAddress Type Phone : Email : Chat : Fax Pager Mobile	Details: Organization - Business - - - - - -	Location - Bu - - - - - - -	IC User Name - siness 2	Title - Home - - - -	Middle Name - H - - - - - - - - - - - - - - - - -	Gender - iome 2	Active Yes	Application ID Assistant	Site ID 0
Individual Type External Address Type Phone : Email : Chat : Fax Pager Mobile Urt:	Details: Organization - Business - - - - - - - -	Location - - - - - - - - - - - - - -	IC User Name - Isiness 2	Title - Home	Middle Name - - - - - - - - - - - - -	Gender - iome 2	Active Yes	Application ID Assistant Name :	Site ID 0
Individual Type External IAddress Type Phone : Email : Chat : Fax Pager Mobile Urt:	Details: Organization - Business	Location - - - - - - - - - - - -	IC User Name - Isiness 2	Title - Home	Middle Name - - - - - - - - - - - -	Gender - iome 2	Active Yes	Application ID Assistant Name :	Site ID 0

Tracker Individual Summary Report

This report displays interactions between a user and individuals from a specific location or organization.

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ast Name Range and Discr	ete :	<ai></ai>		City F	Cange and D	isorete :	<all></all>	
irst Name Range and Discr	ete :	<aid></aid>		State	Range and	Discrete :	<ai></ai>	
Organization Range and Dis	crete :	<aiþ< td=""><td></td><td>Posta</td><td>I Code Rang</td><td>ge and</td><td><ai></ai></td><td></td></aiþ<>		Posta	I Code Rang	ge and	<ai></ai>	
Default iAddress Range and	Discrete :	<aid></aid>		Discr	ete :			
Organization Type Range ar	d Discrete	<ai></ai>		Count	try Range a	nd Discrete :	<aiþ< td=""><td></td></aiþ<>	
Active Range and Discrete (No=0:Yes=1)		<aid< td=""><td></td><td></td><td></td><td></td><td></td><td></td></aid<>						
Application ID Range and D	screte :	<aid></aid>						
wherearen in usualle and p								
ast Name First	_	<ai></ai>						
ast Name First Organization	Туре	<ai⊳ Street Address</ai⊳ 	City	State	Zip	Country		iAddress
ast Name First Organization	Type External	<ali> Street Address</ali>	City	State -	Zip -	Country -		iAddress
Ast Name First Organization	Type External IC User	<ai⊳ Street Address -</ai⊳ 	City	State - -	Zip -	Country -		iAddress - /15001
Site ID Range and Disorete : ast Name First Organization Interactive Intelligence 4.0 Interactive Intelligence 4.0	Type External IC User IC User	<ali> Street Address - -</ali>	City - -	State - -	Zip - -	Country - -		iAddress - /19001 /20001
Site ID Range and Discrete : ast Name First Organization	Type External IC User IC User IC User	<ai> Street Address - - -</ai>	City - - -	State - - -	Zip - - -	Country - - -		iAddress - /15001 /20001
Site ID Range and Discrete : ast Name First Organization Interactive Intelligence 4.0	Type External IC User IC User IC User IC User	<ai⊳ Street Address - - - -</ai⊳ 	City - - - -	State - - - -	Zip - - -	Country - - - -		iAddress - /19001 /20002 /20003
Site ID Range and Disorete : ast Name First Organization	Type External IC User IC User IC User IC User IC User	<ai⊳ Street Address</ai⊳ 	City - - - - - -	State - - - - - -	Zip - - - -	Country - - - - -		iAddress - /15001 /20001 /20002 /20003 /246
Site ID Range and Discrete : ast Name First Organization	Type External IC User IC User IC User IC User IC User IC User IC User	<ai⊳ Street Address - - - - - -</ai⊳ 	City - - - - - - -	State - - - - - - - - - -	Zip - - - - -	Country - - - - - - - - -		iAddress - /19001 /20002 /20003 /246 /247

Tracker Interaction Segment Detail by IC User Report

This report displays detailed interactions by IC User.

orted By: I	IC USER an	d Date Time					0	
							GENE	SYS
IC User Ra	ange and Dis	crete:	<aii></aii>		First Name Ran	ige and Discrete:	<ai></ai>	
Date Rang	e and Discre	ete:	10/17/2015 12: PM	00:00 AM - 10/27/2015	11:50:50 Last Name Ran	ge and Discrete:	<ai></ai>	
Type Ran	ge and Discr	ete:	<all></all>					
	-				Location Name	Range and Discrete:	<ai></ai>	
Display N	ame Kange a	ind Discrete:	<al></al>		Organization Na	ame Range and Discrete:	<al></al>	
IAddress	Range and D	liscrete:	<ai></ai>		Incident ID Ran	ge and Discrete:	<al><</al>	
Duration I	Range and D	iscrete:	<ai></ai>		Conference ID F	Range and Discrete:	<ai></ai>	
Direction	Range and D	iscrete:	<aii></aii>		Segment Type	Range and Discrete:	<all></all>	
Workgrou	p Range and	Discrete:	<ai></ai>		Interaction ID K	ey Range and Discrete:	<ai></ai>	
Account 0	Code Range a	and Discrete:	<all></all>		Site ID Range a	nd Discrete:	<aii></aii>	
How Ende	d Range and	Discrete:	<aii></aii>		Station Range a	and Discrete:	<ai></ai>	
City Rang	e and Discre	te:	<ai></ai>		Wrap-up Code F	Range and Discrete:	<ai></ai>	
State Ran	ge and Discr	ete:	<all></all>					
Postal Co	de Range an	d Discrete:	<all></all>					
Country R	ange and Di	screte :	<ai></ai>					
C USER		Ur	nknown					
Date Time	•	10/20/2	015 10:32:02 AM					
Туре	Segment Duration	Direction	Conference ID	Account Code	Workgroup	Site ID	Segment Type	Interaction ID Key
Call	:12:00	Inbound	1001210523	-	Insurance Agents	1	Conference	100121052460151020
								_
rint Date: Fr	iday, August 4	, 2017 9:51:51/	AM		Genesys			Page 1 of 35,

Tracker Interaction Segment Summary by IC User Report

This report displays a detailed segment summary report for the IC Current User.

Clear Range and Discrete: Variable First Name Range and Discrete: Variable Pre Range and Discrete: (1)17/2015 12:00:00 AM - 10:27/2015 11:50:00 (As Name Range and Discrete: (A						0	
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Type Range and Disorete: <aid< td=""> Location Name Range and Disorete: <aid< td=""> Display Name Range and Disorete: <aid< td=""> Organization Name Range and Disorete: <aid< td=""> IAddress Range and Disorete: <aid< td=""> Incident ID Range and Disorete: <aid< td=""> Diraction Range and Disorete: <aid< td=""> Conference ID Range and Disorete: <aid< td=""> Diraction Range and Disorete: <aid< td=""> Segment Type Range and Disorete: <aid< td=""> Workgroup Range and Disorete: <aid< td=""> Interaction ID Key Range and Disorete: <aid< td=""> Account Code Range and Disorete: <aid< td=""> Site ID Range and Disorete: <aid< td=""> How Ended Range and Disorete: <aid< td=""> Site ID Range and Disorete: <aid< td=""> State Range and Disorete: <aid< td=""> Site ID Range and Disorete: <aid< td=""> How Ended Range and Disorete: <aid< td=""> Site ID Range and Disorete: <aid< td=""> State Range and Disorete: <aid< td=""> Wirap-up Code Range and Disorete: <aid< td=""> State Range and Disorete: <aid< td=""> State Range and Disorete: <aid< td=""> State Range and Disorete: <aid< td=""> State Range and Disorete: <aid< td=""> State Range and Disorete: <aid< td=""></aid<></aid<></aid<></aid<></aid<></aid<></aid<></aid<></aid<></aid<></aid<></aid<></aid<></aid<></aid<></aid<></aid<></aid<></aid<></aid<></aid<></aid<></aid<></aid<></aid<></aid<></aid<>	Date Range and Discrete:	10/17/2015 1 PM	2:00:00 AM - 10	/27/2015 11:59:59	Last Name Range and Discre	te: <al⊳< td=""><td></td></al⊳<>	
Display Name Range and Discrete: Organization Name Range and Discrete: IAddress Range and Discrete: Incident ID Range and Discrete: Direction Range and Discrete: Conference ID Range and Discrete: Direction Range and Discrete: Segment Type Range and Discrete: Morkgroup Range and Discrete: Interaction ID Key Range and Discrete: Morkgroup Range and Discrete: Stet ID Range and Discrete: Morkgroup Range and Discrete: Stet ID Range and Discrete: Morkgroup Range and Discrete: Station Range and Discrete: Mork Ended Range and Discrete: Station Range and Discrete: State Range and Discrete: Station Range and Discrete: Station Range and Discrete: City Range and Discrete: Type Date/Time	Type Range and Discrete:	<ai></ai>			Location Name Range and Di	screte: <ai></ai>	
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Direction Range and Discrete: Segment Type Range and Discrete: Workgroup Range and Discrete: Interaction ID Key Range and Discrete: Account Code Range and Discrete: Site ID Range and Discrete: Mow Ended Range and Discrete: Site ID Range and Discrete: City Range and Discrete: Site ID Range and Discrete: City Range and Discrete: Yurap-up Code Range and Discrete: Site Range and Discrete: Site Range and Discrete: Site Range and Discrete: Coler Range and Discrete: Coler Range and Discrete: Coler Range and Discrete: Coler Range and Discrete: </td <td>Duration Range and Discrete:</td> <td><all></all></td> <td></td> <td></td> <td>Conference ID Range and Dis</td> <td>crete: <al></al></td> <td></td>	Duration Range and Discrete:	<all></all>			Conference ID Range and Dis	crete: <al></al>	
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Country Range and Discrete : <all> Type Date/Time Duration Segment Type Initiator Initiator Initiator IC USER Unknown Unknown E E Call 10/20/2015 10:32:02 AM :12:00 Conference Russ Johnson /4033 Indianapolis IN +13174172468 Call 10/21/2015 1:35:26 PM :05:49 Conference Howard Prenkel /4967 Thomhill ON +12858970594</all>	Postal Code Range and Discrete:	<aii></aii>					
Segment Initiator Type Date/Time Duration Type Initiator IAddress Respondent Respondent IAddress IC USER Unknown Date Time 10/20/2015 10:32:02 AM Conference Russ Johnson /4033 Indianapolis IN +13174172468 Call 10/21/2015 1:35:26 PM Conference Howard Frenkel /4987 Thombil ON +1289897094	Country Range and Discrete :	<al ></al >					
Type Date/Time Duration Segment Type Initiator I Address Respondent Respondent I Address IC USER Unknown Date Time 10/20/2015 10:32:02 AM Conference Russ Johnson /4033 Indianapolis IN +13174172466 Call 10/21/2015 1:35:26 PM Conference Howard Prentei /4987 Thomhill ON +12858970594							
IC USER Unknown Date Time 10/20/2015 10:32-02 AM Call 10/20/2015 10:32:02 AM :12:00 Conference Russ Johnson /4033 Indianapolis IN +13174172468 Date Time 10/21/2015 1:35:26 PM Call 10/21/2015 1:35:26 PM :05:49 Conference Howard Prenkel /4957 Thomhill ON +12859570594	Type Date/Time	Duration	Segment Type	Initiator	Initiator IAddress	Respondent	Respondent IAddress
Date Time 10/20/2015 10:32:02 AM Call 10/20/2015 10:32:02 AM :12:00 Conference Russ Johnson /4033 Indianapolis IN +13174172468 Date Time 10/21/2015 1:35:26 PM Conference Howard Frenkel /4987 Thombil ON +12898970594	IC USER Unkn	own					
Call 10/20/2015 10:32:02 AM :12:00 Conference Russ Johnson /4033 Indianapolis IN +13174172468 Date Time 10/21/2015 1:35:26 PM Conference Howard Prenkel /4987 Thomhill ON +12898970594	Date Time 10/20/2015	10:32:02 AM					
Date Time 10/21/2015 1:35:26 PM Call 10/21/2015 1:35:26 PM :05:49 Conference Howard Frenkel /4957 Thombill ON +12895970594		:12:00	Conference	Russ Johnson	/4033	indianapolis IN	+13174172468
Call 10/21/2015 1:35:26 PM :05:49 Conference Howard Frenkel /4967 Thombill ON +12859970594	Call 10/20/2015 10:32:02 AM						
	Call 10/20/2015 10:32:02 AM Date Time 10/21/2015	1:35:26 PM					
	Call 10/20/2015 10:32:02 AM Date Time 10/21/2015 Call 10/21/2015 1:35:26 PM	:05:49	Conference	Howard Frenkel	/4987	Thombill ON	+12895970594

Tracker Location Detail Report

This report displays a location's detailed information.

Sorted By: Location	n and Organization							
-	-					<mark>8</mark> 0	SENESYS [®]	
Location Range a	nd Discrete :	<ai></ai>				City Range and Discrete :	<all></all>	
Organization Ran	ge and Discrete :	<aii></aii>				State Range and Discrete :	<all></all>	
Default iAddress	Range and Discrete :	<ai></ai>				Postal Code Range and Discrete :	<al></al>	
Organization Type	e Range and Discrete :	<al></al>						
Active Range and (No=0:Yes=1)	Discrete	<ai⊳< td=""><td></td><td></td><td></td><td>Country Range and Discrete :</td><td>: <ali></ali></td><td></td></ai⊳<>				Country Range and Discrete :	: <ali></ali>	
Application ID Rar	nge and Discrete :	<ai></ai>						
Site ID Range and	Discrete :	<ai></ai>						
Location : Brisb	one Organization			Active	Application ID	Site ID		
Location : Brisb Type Customer	Organization Test Company Name			Active	Application ID	Site ID		
Location : Brisb Type Customer IAddress Type	ane Organization Test Company Name Business	Business 2		Active Yes	Application ID -	Site ID 0		
Location : Brisb Type Customer IAddress Type Phone :	ane Organization Test Company Name Business -	Business 2		Active Yes	Application ID -	Site ID 0		
Location : Brisb Type Customer IAddress Type Phone : Email :	ane Organization Test Company Name Business	Business 2 - -		Active Yes	Application ID -	Site ID 0		
Location : Brisb Type Customer Address Type Phone : Email : Fax :	ane Organization Test Company Name Business	Business 2 - -		Active Yes	Application ID -	Site ID 0		
Location : Brisb Type Customer Address Type Phone : Email : Fax : URL :	ane Organization Test Company Name Business	Business 2 - - -		Active Yes	Application ID -	Site ID 0		
Location : Brisb Type Customer Mddress Type Phone : Email : Email : JRL : URL : Address Type	ane Organization Test Company Name Business	Business 2 - -	City	Active Yes	Application ID - State	Site ID 0 Postal Code	Country	
Location : Brisb Type Customer Address Type Phone : Email : Fax : URL : Address Type Business :	ane Organization Test Company Name Business Street	Business 2 - -	City -	Active Yes	Application ID	Site ID 0 Postal Code -	Country -	
Location : Brisb Type Customer Address Type Phone : Email : Fax : URL : Address Type Business : Shipping :	ane	Business 2 - -	City -	Active Yes	Application ID - State -	Site ID 0 Postal Code - -	Country -	
Location : Brisb Type Customer Mddress Type Phone : Email : Fax : URL : Address Type Business : Shipping : Billing :	ane Organization Test Company Name Business Street street	Business 2 - -	City - -	Active Yes	Application ID - State - -	Site ID 0 Postal Code - - -	Country - -	
Location : Brish Type Customer IAddress Type Phone : Email : Email : Fax : URL : URL : Address Type Business : Shipping : Billing : Remarks	ane	Business 2 - -	City - -	Active Yes	Application ID - State - -	Site ID 0 Postal Code - - -	Country - -	
Location : Brish Type Customer IAddress Type Phone : Email : Fax : URL : Address Type Business : Shipping : Billing : Remarks	ane	Business 2 - -	City - -	Active Yes	Application ID State	Site ID 0 Postal Code - - -	Country - -	

Tracker Location Summary Report

This report displays a location summary.

Sample Report

Sorted By: Location a	and Ornanizatio	0						
control by: Eccation a	ing organizatio					9	🖥 GENE	ESYS
Location Range and	Discrete :	<a1< td=""><td>></td><td></td><td>City Range and</td><td>Discrete :</td><td><ai></ai></td><td></td></a1<>	>		City Range and	Discrete :	<ai></ai>	
Organization Range	and Discrete	: <all< td=""><td>></td><td></td><td>State Range an</td><td>d Discrete :</td><td><all></all></td><td></td></all<>	>		State Range an	d Discrete :	<all></all>	
Default iAddress Ra	nge and Discr	ete: <all< td=""><td>></td><td></td><td>Postal Code Ra</td><td>inge and</td><td><aii></aii></td><td></td></all<>	>		Postal Code Ra	inge and	<aii></aii>	
Organization Type R	ange and Disc	arete : <all< td=""><td>></td><td></td><td>Discrete .</td><td></td><td></td><td></td></all<>	>		Discrete .			
Active Range and Di (No=0:Yes=1)	iscrete	<all< td=""><td>></td><td></td><td>Country Range</td><td>and Discrete :</td><td>: <ai></ai></td><td></td></all<>	>		Country Range	and Discrete :	: <ai></ai>	
Application ID Rang	e and Discrete	: <all< td=""><td>></td><td></td><td></td><td></td><td></td><td></td></all<>	>					
Site ID Range and Di	iscrete :	<a1< td=""><td>></td><td></td><td></td><td></td><td></td><td></td></a1<>	>					
Location	Туре	Organization	Street Address	City	State	Zip	Country	iAddress
Location Brisbane	Type Customer	Organization Test Company Name	Street Address	City -	State	Zip -	- Country	iAddress -
Location Brisbane Colombia	Type Customer Partner	Organization Test Company Name SNS	Street Address - -	City - -		Zip -	Country -	iAddress - -
Location Brisbane Colombia hmLoc1	Type Customer Partner System	Organization Test Company Name SNS hmOrg1	Street Address - -	City - -	State - -	Zip		iAddress - -
Location Brisbane Colombia hmLoc1 Houten	Type Customer Partner System Partner	Organization Test Company Name SNS hmOrg1 KPN	Street Address Kromme Schaft 5	City - - Houten	State - - - Utrecht	Zip - - - - - -	Country Nederland	iAddress - - - -
Location Brisbane Colombia hmLoc1 Houten Indianapolis	Type Customer Partner System Partner Customer	Organization Test Company Name SNS hmOrg1 KPN Stage Two	Street Address	City - - Houten -	State - - - - Utrecht	Zip -	Country Nederland -	iAddress - - - -
Location Brisbane Colombia hmLoc1 Houten Indianapolis Indianapolis	Type Customer Partner System Partner Customer Internal	Organization Test Company Name SNS hmOrg1 KPN Stage Two Interactive Intelligence	Street Address	City - - Houten -	State - - - Utrecht -	Zip - - - - - - - - - -	Country Nederland	iAddress - - - - - -
Location Brisbane Colombia hmLoc1 Houten Indianapolis Indianapolis	Type Customer Partner System Partner Customer Internal Vendor	Organization Test Company Name SNS hmOrg1 KPN Stage Two interactive intelligence 4.0 INN	Street Address	City - - - Houten - - Indianapolis	State - - Utrecht - IN	Zip - - - - - - - - - - - - - - - - - - -	Country Nederland USA	iAddress +13177158020
Location Disbane Colombia ImmLoci Houten Indianapolis Indianapolis Indianapolis Indianapolis Indianapolis	Type Customer Partner System Partner Customer Internal Vendor Internal	Organization Test Company Name SNS hmOrg1 KPN Stage Two Interactive Intelligence 4.0 ININ Interactive Intelligence	Street Address 7601 Interactive Way	City - - Houten - Indianapolis -	State - - Utrecht - IN -	Zip - - 	Country Nederland - USA -	iAddress +13177158020
Location Drisbane Colombia hmLoc1 indianapolis indianapolis indianapolis interactive intelligence Kylv	Type Customer Pather System Pather Customer Internal Vendor Internal Pather	Organization Test Company Name SNS hmOrg1 KPN Stage two Interactive Intelligence 4.0 ININ Interactive Intelligence IT-Integrator	Street Address	City - - - Houten - Indianapolis - Kylv	State Utrecht - N	Zip - - 3991 AR - - - 46278 - -	Country - - Nederland - - USA -	iAddress +13177158020 - +380445380069
Location Drisbane Colombia hmLoc1 Houten indianapolis indianapolis indianapolis indianapolis interactive intelligence Kylv Kylv	Type Customer Partner Cystem Partner Customer Internal Vendor Internal Partner Partner	Organization Test Company Name SNS hmOrg 1 KPN Stage Two Interactive Intelligence 4.0 INN Interactive Intelligence IT-Integrator My Org	Street Address	City - - - - - Indianapolis - Kytv -	State Utrecht - IN	Zip - - - - - - - - - - - - - - - - - - -	Country Nederland - USA	iAddress +13177158020 - +380445380069
Location Ensbane Colombia hmLoct Houten Indianapolis Indianapolis Indianapolis Interactive Intelligence Kylv Kylv	Type Customer Partner Oystem Partner Internal Vendor Internal Partner Partner Partner	Organization Test Company Name DNS hmOrg1 KPN Stage Two Interactive Intelligence 4.0 INN Interactive Intelligence IT-Integrator My Org My_Org	Street Address Kromme Schaft 5	City - Houten - Indianapolis - Kylv -	State	Zip - - - - - - - - - - - - - - - - - - -	Country Nederland - USA - USA	iAddress +13177158020 - +380445380069
Location Brisbane Colombia hmLoc1 Houten Indianapolis indianapolis indianapolis interactive intelligence Kylv Kylv LocationName	Type Customer Partner Oystem Partner Customer Internal Vendor Internal Partner Partner Partner Internal	Organization Test Company Name SNS hmOrg1 kPN Stage Two interactive intelligence iNNN interactive intelligence iT-integrator My Org My_Org OrganizationName	Street Address	City - Houten - Indianapolis - Kylv - -	State	Zip - - 3991AR - - - - - - - - - - - - - - - - - - -	Country Nederland - USA	iAddress +13177158020 - +380445380069
Location Drisbane Colombia hmLoc1 Houten Indianapolis Indianapolis Indianapolis Inderactive Intelligence Kylv Kylv LocationName New Zeländ	Type Customer Partner Oystem Partner Customer Internal Vendor Internal Partner Partner Partner Internal External	Organization Test Company Name SNS hmOrg 1 KPN Stage Two Interactive Intelligence Interactive Intelligence Interactive Intelligence IT-Integrator My Org OrganizationName Datacom	Street Address	City - Houten - Indianapolis - Kylv - - -	State	Zip - - - - - - - - - - - - - - - - - - -	Country Nederland - USA USA	iAddress +13177158020 - +380445380069
Location Erisbane Colombia hmLoc1 Houten indianapolis indianapolis indianapolis indianapolis indianapolis indianapolis kylv Kylv Kylv LocationName New Zealand 's Gravenhage	Type Customer Partner Oystem Partner Customer Internal Vendor Internal Partner Partner Partner Internal External External Partner	Organization Test Company Name SNS hmOrg1 KPN Stage Two Interactive Intelligence 4.0 ININ Interactive Intelligence IT-Integrator My Org My_Org OrganizationName Datacom KPN	Street Address	City - - - - - Indianapolis - Kylv - - - - - - - - - - - - - - - - - - -	State Utrecht	Zip - - - - - - - - - - - - - - - - - - -	Country Nederland . USA USA Nederland Nederland	iAddress +13177158020 - +380445380069
Location Ensbane Colombia hmLoc1 Houten Indianapolis indianapolis indianapolis inderactive intelligence Kylv Kylv LocationName New Zealand 's Gravenhage Sacramento, CA	Type Customer Partner Oystem Partner Customer Internal Vendor Internal Partner Partner Partner Internal External Partner	Organization Test Company Name SNS hmOrg 1 KPN Slage Two Interactive Intelligence Interactive Intelligence IT-Integrator My Org OrganizationName Datacom KPN Interactive Intelligence 4.0 Interactive Intelligence	Street Address	City - Houten - Indianapolis - Kylv - S Gravenhage -	State	Zip - - - - - - - - - - - - - - - - - - -	Country Nederland USA	iAddress + 13177158020 - + 380445380069
Location Ensbane Colombia Intel.oc1 Houten Indianapolis I	Type Customer Pather Oystem Oustomer Internal Vendor Internal Pather Pather Pather Internal External Customer	Organization Test Company Name DND NDD NDD NDD NDD Test Company Name DND ND Test Company Name Diatacom KPN KPN Interactive Intelligence LDatacom KPN Interactive Intelligence LDatacom KPN Interactive Intelligence 4.0 ABC Company	Street Address Kromme Gohaft 5 Kromme Gohaft 5 Kromme Gohaft 5 Kronstantinovskaya st. Maanplein 32	City - Houten - Indianapolis - Kylv - - - - - - - - - - - - - - - - - - -	State Utrecht	Zip - - - - - - - - - - - - - - - - - - -	Country USA	iAddress +13177158020 - +380445380069

Print Date: Friday, August 4, 2017 2:16:40AM

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Tracker Organization Details Report

This report displays an organization's detailed information.

Sorted By: Locatio	n and Organization			G	
				0	GENESYS [®]
Organization Rar	nge and Discrete :	<ai></ai>		City Range and Discrete :	<al>></al>
Default iAddress	Range and Discrete :	<al></al>		State Range and Discrete :	<all></all>
Organization Typ	e Range and Discrete	<ai></ai>		Postal Code Range and	<all></all>
Active Range and	Discrete	<ai></ai>		Discrete :	
(NO-0.105-1)				Country Range and Discrete :	<all></all>
Application ID Ra	nge and Discrete :	<ai></ai>			
Site ID Range and	Discrete :	<ai></ai>			
rganization Details	Type Customer	Active Yes	Application ID	Site ID	
rganization Details	Type Customer	Active Yes	Application ID	Site ID 0	
IAddress Typ	Type Customer Business	Active Yes Business 2	Application ID -	Site ID 0	
IAddress Typ Phone : Email :	Type Customer Business -	Active Yes Business 2 -	Application ID -	Site ID 0	
IAddress Typ Phone : Email : Fax:	Type Customer Business - -	Active Yes Business 2 - -	Application ID -	Site ID 0	
IAddress Typ Phone : Email : Fax: URL:	Type Customer Business - - - -	Active Yes Business 2 - -	Application ID -	Site ID 0	
IAddress Typ IAddress Typ Phone : Email : Fax: URL: Iddress Type	Type Customer Business - - - Street	Active Yes Business 2 - - City	Application ID State	Site ID 0 Postal Code	Country
IAddress Typ Phone : Email : Fax: URL: ddress Type Business :	Type Customer Business - - - - Street 1234 Merry Way	Active Yes Business 2 - - - City San Jose	Application ID - State CA	Site ID 0 Postal Code -	Country
rganization Details IAddress Typ Phone : Email : Fax: URL: ddress Type Business : Shipping :	Type Customer Business - - - Street 1234 Merry Way -	Active Yes Business 2 - - City San Jose	Application ID - State CA -	Site ID 0 Postal Code - -	Country -
rganization Details IAddress Typ Phone : Email : Fax: URL: ddress Type Business : Shipping : Billing :	Type Customer Business - - - Street 1234 Meny Way - -	Active Yes Business 2 - - - City Gan Jose - -	Application ID - State CA - -	Site ID 0 Postal Code - - -	Country - -
rganization Details IAddress Typ Phone : Email : Fax: URL: ddress Type Business : Shipping : Billing :	Type Customer Business - - - - Street 1234 Meny Way -	Active Yes Business 2 - - City City Gan Jose -	Application ID - State CA - -	Site ID 0 Postal Code - - -	Country - -

Tracker Organization Summary Report

This report displays an organization summary.

Sorted By: Location and Organi	zation					<mark>ଟ</mark> ି GI	ENES	YS
Organization Range and Disc	rete :	<ai></ai>		City Rar	nge and Discr	ete :	<all></all>	
Default iAddress Range and D	iscrete :	<aid< td=""><td></td><td>State Ra</td><td>inge and Dise</td><td>orete :</td><td><ai></ai></td><td></td></aid<>		State Ra	inge and Dise	orete :	<ai></ai>	
Ornanization Type Range and	Discrete	<aid< td=""><td></td><td>Postal (</td><td>ode Range a</td><td>nd</td><td><all></all></td><td></td></aid<>		Postal (ode Range a	nd	<all></all>	
Active Pange and Discrete		<aid< td=""><td></td><td>Discrete</td><td></td><td></td><td></td><td></td></aid<>		Discrete				
(No=0:Yes=1)					-			
Application ID Papers and Dir	crate -			Country	Range and I	iscrete :	<ai></ai>	
Application ID Range and Dis	crete .							
Site ID Range and Discrete :		<aip< td=""><td></td><td></td><td></td><td></td><td></td><td></td></aip<>						
Organization	Туре	Street Address	City	State	Postal Code	Country		iAddress
ABC Company	Customer	1234 Merry Way	San Jose	CA				
ACME Inc	ny Customer 1234 Merry Way Customer 123 Street		Indianapolis	IN	01010101	US		
Adv Tech management	Customer			-				
Advanced Tech Management	Customer	Thames Central, Hatfield Road	Slough	Berkshire	SL1 1AE	UK		07734459900
Atea AS	Customer	Brynsallen 2	Osio	Osio	0605	Norway		info@atea.no
Bizmatica	Partner	-		-				
Claro	External	Calle El Progreso No.820	San Salvador	El Salvador	00006			011 22503484 /3484
Datacom	External	210 Federal Street	Auckland	-	1010	New Zealand		+64021334672
Dave's House of Chicken	Customer	-		-				(317) 845-0773
Dave's House of Lobster	Customer			-	-			(317) 414-9205
EDIS, Inc.	Customer	7601 Interactive Way	Indianapolis	-				-
Gablosky Inc	System	144 Whittier Dr	Fremont	NH	03044	-		-
hmOrg1	System	-	-	-				
BC Weather	External		Indianapolis	IN				(317) 222-2222
NIN	Vendor	-	•	-	-	-		-
inspired images	Customer		-	-	-	-		-
interactive Intelligence	Internal	-	-		-			
along the interference of 2	internal		-					-
nteractive intelligence 4.0	Customer	13 rue Camilie Desmoulins	Issy les Moulineaux	Hauts de Seine	92130	France		+33158032317
Interactive Intelligence France								
Interactive Intelligence 4.0 Interactive Intelligence France Interactive Light Benders	ders Customer -		Scranton	PA	19406	-		rascusjohncactus@gma

Sample Reports for Interaction Reporter

User Reports

User Reports

The User Reports display detailed information about user availability, user interactions, and fax interactions.

Fax Detail Report

The Fax Detail Report displays detailed data for fax interactions for the specified date and period of time. This report includes:

- Processing Date and time
- Fax Direction
- Envelope
- Fax ID
- Remote Number
- Remote CSId
- Duration of the fax transmission
- Number of Pages in the fax transmission
- Transmission Speed for the fax

The report also displays information on the Total Inbound and Total Outbound fax transmissions including:

- Succeeded fax transmissions
- Failed fax transmissions
- Total fax transmissions
- Duration of fax transmissions
- Average duration of fax transmissions

					Site	ID: 1
Processing Da	ate Direction	Envelope	Fax ID Remote Nu	mber Remote CSId	Duration Pages	Speed
10/20/2015 12:58:4	15 PM Inbound	1001217309	1001217305	-	- 00:00:27 1	14400
	Succeeder	d Failed Tot	al Duration Avg Duration			
I To	tal Outbound	0 0	0 00:00:27 00:00:27			
	Total	1 0	1 00:00:27 00:00:27			
				1		

Fax Summary Report

The Fax Summary report displays a summarized view of statistics for each user on the Total Inbound and Total Outbound fax transmissions within the specified period of time. The report statistics include:

- Number of Succeeded fax transmissions
- Number of Failed fax transmissions
- Total number of fax transmissions
- Total Duration of fax transmissions
- Average duration of fax transmissions

					Site ID:					
	Succeeded	Failed	Total Durati	on Avg Duration						
Total	Inbound 1	0	1 00:00:	27 00:00:27						
Total O	utbound 0	0	0 00:00:	00:00:00						
	Total 1	0	1 00:00:	27 00:00:27						
Shane Chuvalas					Site ID:	1				
	Succeeded	Failed	Total Duration	on Avg Duration						
Total	Inbound 0	0	0 00:00:	00:00:00						
Total O	utbound 1	0	1 00:00:	29 00:00:29						
	Total 1	0	1 00:00:	29 00:00:29						
	Iotal O	Iotal Outbound 0 Total 1 Succeeded Iotal Inbound 0 Iotal Outbound 1 Total Outbound 1 Total 1	Total Outbound 0 Total 1 0 Shane Chuvalas Succeeded Eailed Total Inbound 0 0 Total Outbound 1 0 Total Outbound 1 0	Iotal Outbound 0 0 00:00: Total 1 0 1 00:00: Share Chuvalas Succeeded Eailed Iotal Durati Iotal Inbound 0 0 0 00:00: Iotal Outbound 0 0 00:00: Iotal Outbound 1 0 1 00:00: Total 1 0 1 00:00:	Iotal Outbound 0 0 00:00:00 00:00:00 Total 1 0 1 00:00:27 00:00:27 Share Chuvalas Succeeded Eailed Iotal Duration Avg Duration Iotal Inbound 0 0 00:00:00 00:00:00 00:00:00 Iotal Outbound 1 0 1 00:00:02 00:00:02 Iotal Outbound 1 0 1 00:00:29 00:00:29 Total 1 0 1 00:00:29 00:00:29	Total Quitbound 0 0 00.00.00 00.00.00 Total 1 0 1 00.00.27 00.00.27 Share Chuvalas Site ID: Succeeded Failed Total Duration Avg Duration Total Inbound 0 0 00.00.00 00.00.00 Total Inbound 0 0 00.00.28 00.00.28 Total 1 0 1 00.00.28 00.00.28 Total 1 0 1 00.00.28 00.00.28	Interference Interference<	Ideal Quibound 0 0 00:00:00 00:00:00 Total 1 0 1 00:00:27 00:00:27 Share Chuvalas Site ID: 1 <th1< th=""> <th1< th=""> <th1< t<="" td=""><td>Ideal Outbound 0 0 00:00:00 00:00:00 Total 1 0 1 00:00:27 00:00:27 Share Chuvalas Site ID: 1 Succeeded Ealled Iotal Duration Avg Duration Total Inbound 0 0 00:00:29 00:00:29 Total Outbound 1 0 1 00:00:29 00:00:29 Total 1 0 1 00:00:29 00:00:29</td><td>Itel Outbound 0 0 000000 000000 Total 1 000000 000000 000000 Site ID: 1 1 1 0 0 000000 000000 State Chuvalas Site ID: 1 0 1 0</td></th1<></th1<></th1<>	Ideal Outbound 0 0 00:00:00 00:00:00 Total 1 0 1 00:00:27 00:00:27 Share Chuvalas Site ID: 1 Succeeded Ealled Iotal Duration Avg Duration Total Inbound 0 0 00:00:29 00:00:29 Total Outbound 1 0 1 00:00:29 00:00:29 Total 1 0 1 00:00:29 00:00:29	Itel Outbound 0 0 000000 000000 Total 1 000000 000000 000000 Site ID: 1 1 1 0 0 000000 000000 State Chuvalas Site ID: 1 0 1 0

Sample Reports for Interaction Reporter

Fax Envelope Detail Report

The Fax Envelope Detail report shows all detailed activity of a specified envelope ID, including direction, time, remote number, fax ID, envelope ID, and call ID.

Fax Envelope Date Time Range: Envelope Range: Shift Time Range: Site ID Range: Success Flag :	Detail 10/17/2015 <all> 00:00:00-23 <all> S,F</all></all>	12:00:00 AM - 10/27/20 :59:59	015 11:59:59 P	м	<mark>ଟ</mark> ି GEN	ESYS
Site ID: 1 Envelope ID: 10012	17304					
Date/Time	Fax ID	Call ID Key	Direction	Success/Failure	Remote Number	Fallure Type
10/20/2015 12:58:45 PM	1001217303	1001216314601510 20	Outbound	Success	8667771184	Success
Number of Faxes: Avg. Duration (hh:mm:ss):	1 :00:29	Number Out Faxe Avg. Outbound D	s:)uration:	1 :00:29	Number Incoming Faxes: Avg. Inbound Duration:	0 :00:00
Envelope ID: 10012 Date/Time	17309 Fax ID	Call ID Key	Direction	Success/Failure	Remote Number	Fallure Type
10/20/2015 12:58:45 PM	1001217305	1001216315601510 20	Inbound	Success	-	Success
Number of Faxes:	1	Number Out Faxe	6:	0	Number Incoming Faxes:	1
Avg. Duration (hh:mm:ss):	:00:27	Avg. Outbound [uration:	:00:00	Avg. Inbound Duration:	:00:27
Site ID : 1 Number of Faxes: Avg. Duration (hh:mm:se):	2 :00:28	Number Out Fax Avg. Outbound	ec: Duration:	1 :00:29	Number Incoming Faxes: Avg. Inbound Duration:	1 :00:27

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Fax Failure Detail Report

The Fax Failure Detail report shows detail of the fax failure activity by date, direction, and envelope ID, with status being defined as failed transmission. This report is limited to failure information, since fax failures may have issues that need to be addressed.

Date Time Range:	8/14/2014 12:00:0	0 AM - 8/14/2017 11:59:56	PM							
Shift Time Range:	00:00:00-23:59:59)			SGEN	ESYS				
Site ID Range:	<all></all>									
Success Flag:	F									
Site ID: 1 Date: 10/30/201	5									
Time Envelop	pe ID Direction	Remote Number	Fallure Attempt	Fallure Type	Rei	tries To Name				
Time Envelop 3:15:06 PM 100192	28373 Inbound	Remote Number	Fallure Attempt 0	Fallure Type Success	Rel	tries To Name				
Time Enveloy 3:15:06 PM 100192 Number of Faxes: Avg. Duration (hh:mm:ss):	pe ID Direction 28373 Inbound 1 :00:29	Remote Number - Number Out Faxes: Avg. Outbound Duration:	Fallure Attempt 0 0 :00	Fallure Type Success	Ref Number Incoming Faxes: Avg. Inbound Duration:	To Name 0 - 1 :00:29				
Time Envelop 3:15:06 PM 100192 Number of Faxes: Avg. Duration (hh:mm:se): Site ID Totals: 1	pe ID Direction 26373 Inbound 1 :00:29	Remote Number - Number Out Faxec: Avg. Outbound Duration:	Fallure Attempt 0 :00	Fallure Type Success	Rel Number Incoming Faxes: Avg. Inbound Duration:	tries To Name 0 - 1 :00:29				
Time Envelop 3:15:06 PM 100192 Number of Faxee: Avg. Duration (hh:mm:se): Site ID Totals: 1 Number of Faxee:	pe ID Direction 28373 Inbound 1 :00:29	Remote Number - Number Out Faxes: Avg. Outbound Duration: Number Out Faxes:	Fallure Attempt 0 :00	Fallure Type Success	Ref Number Incoming Faxes: Avg. Inbound Duration: Number Incoming Faxes:	tries To Name 0 - 1 :00:29 1				

Sample Reports for Interaction Reporter

Fax Failure Summary Report

The Fax Failure Summary report shows a summary of the fax failure activity for each envelope ID. This report displays the last failure for each envelope ID, and is limited to failure information, since fax failures may have issues that need to be addressed.

Date Time Range:	8/14/2014 12:0	0:00 AM - 8/14/2017 11:59:59 PM	1							
Shift Time Range:	00:00:00-23:59	:59		GENE	2512					
Site ID Range:	<all></all>									
Success Flag:	F									
Site ID: 1 Date: 10/30/2015										
Site ID: 1 Date: 10/30/2015	1	Number Ouf Exvec-	0	Number Incoming Fayes:	1					
Site ID: 1 Date: 10/30/2015 Number of Faxes: Avg. Duration (hh:mm:ss):	1 :00:29	Number Out Faxes: Avg. Outbound Duration:	0 :00:00	Number Incoming Faxes: Avg. Inbound Duration:	1 :00:29					
Site ID: 1 Date: 10/30/2015 Number of Faxes: Avg. Duration (hh:mm:ss): Site ID Totals: 1	1 :00:29	Number Out Faxes: Avg. Outbound Duration:	0 :00:00	Number Incoming Faxes: Avg. Inbound Duration:	1 :00:29					
Site ID: 1 Date: 10/30/2015 Number of Faxes: Avg. Duration (hh:mm:se): Site ID Totals: 1 Number of Faxes:	1 :00:29 1	Number Out Faxes: Avg. Outbound Duration: Number Out Faxes:	0 :00:00	Number Incoming Faxes: Avg. Inbound Duration: Number Incoming Faxes:	1 :00:29 1					

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User Performance Summary Report

The User Performance Summary report analyzes users and agents and their interaction activity. The report displays both ACD and non-ACD summary information for a user. The report template provides flexible column placeholders to display statistics such as Transfered, ACD LoggedIn, DND, and Occupancy, and the template also provides flexibility to order report groups based on User, Queue, and Media Type.

The User Performance Summary report displays detailed agent statistics, including:

- The number of interactions offered
- The number or percentage of interactions answered
- The number or percentage of flow outs
- The average duration for talk time
- The average duration for hold time
- The average duration for ACW
- The average duration for handle time
- The number of Non-ACD inbound interactions
- The average duration of Non-ACD inbound interactions
- The number of Non-ACD outbound interactions
- The average duration of Non-ACD outbound interactions
- The number or percentage of transfers
- The duration of DND
- The number or percentage of holds
- The number or percentage of local disconnects

User Performance Summary Date Time : 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM **GENESYS** Site ID : «All» Agents : «Alb-Media Type : Call AVG NON - ACD OFFERED ANS # FLOW # AVE OUT XFER # DND HOLD # LOCAL DISC # AVGTALK AVG.IN AVGHOLD 1N OUT AARON.ROBERTSON :11:16 3 3 0 2 marketing :01:45 100:01 :00:10 :01:56 0 :00:00 0 :00:00 0 NA 1 :01:45 :00:01 :00:10 :01:56 :00:00 00:00 NA cell 3 3 0 0 0 ٥ 1 2 wrapupwg 0 0 0 :00:00 :00:00 :00:00 :00:00 0 :00:00 4 :01:22 0 NA 0 0 cell Ó ۰ 0 00:00 00.00 :00:00 :00:00 :00:00 4 01:22 ٥ NA ٥ ۰ SUMMARY 3 0 :01:45 :00:01 :00:10 :01:56 :00:00 4 01:22 ۰ NA 2 3 0 1 ABI.CHANDRA :00:00 no workgroup 0 0 0 :00:00 :00:00 0 0 0 :00:00 :00:00 :00:00 0 00.00 ۰ NA ٥ :00:00 :00:00 :00:00 :00:00 :00:00 00:00 NA ٥ cell ٥ ۰ ٥ 0 ٥ ٥ SUMMARY 0 ۰ 0 :00:00 :00:00 :00:00 :00:00 ٥ :00:00 ٥ 00:00 ٥ NA 0 0 ADAM.ELKINS :00:00 no workgroup 0 0 0 0 100100 :00:00 :00:00 0 0 ٥ NA 0 :00:00 :00:00 :00:00 cell :00:00 :00:00 :00:00 :00:00 :00:00 00.00 NA 0 0 SUMMARY :00:00 0 ٥ 0 :00:00 NA ٥ ۰ :00:00 00.00 ٥ :00:00 ٥ 00.00 ۰ ALLAN JUCUS 232-13:05 ٥ customer service 87 87 0 :08:52 :00:00 :00:09 109:01 0 :00:00 0 00:00 ٥ NA. ٥ call \$7 87 :08:52 :00:00 :00:09 :09:01 :00:00 00:00 ٥ NA ٥ ٥ ٥ ٥ ۰ help desk \$7 \$7 0 :08:07 :00:00 :00:43 :08:51 0 :00:00 0 :00:00 ٥ NA ٥ 0 call 57 57 0 :08:07 :00:00 :00:43 :08:51 ٥ :00:00 0 :00:00 0 NA. 0 0 144 190:00 144 0 :08:34 :00:23 :08:57 0 NA SUMMARY 0 :00:00 0 100:00 0 0 Print Dete: Fridey, August 4, 2017 2:25:39AM Page 1 of 62 Genesys

User Call Detail

The Crystal User Call Detail report displays per Agent, per day, information on interactions such as: Initiated and connected date/time, media type, direction, interaction type, remote number, remote name, interaction duration, hold time and account code.

boor can be	tan						GENE	2212	
ate/Time connected:	10/31/2015 1	2:00:00 AM - 10/31	/2015 11:59:59 AM		Date/Time initiated:	<al></al>			
ser:	dib				Site ID:	cAlb			
emote Name:	<alb.< td=""><td></td><td></td><td></td><td>Remote Number:</td><td>cAlb</td><td></td><td></td><td></td></alb.<>				Remote Number:	cAlb			
ledia Type:	Cell , Not Equi	el to Chet			Account Code:	<alb< td=""><td></td><td></td><td></td></alb<>			
all Type:	<ab< td=""><td></td><td></td><td></td><td>Call Direction:</td><td>Outbound</td><td></td><td></td><td></td></ab<>				Call Direction:	Outbound			
aller ID:	(Alb				Hold Time:	<al></al>			
					Cell Duration:	Greater than 10 Seco	onds		
llie Eutsey					Site: 1	Extension:	88004		
0/31/2015					Total calls: 96	Total duration:	00:23:59		
									Account
Initiated	Connected	Media	Direction	Туре	Remote Number	Remote Name	Duration	Hold Time	Code
0:08:53	0:08:53	Call	Outbound	External	1 (817) 885-2222	Erik Eliker	:00:15	:00:00	-
0:11:53	0:11:54	Cell	Outbound	External	1 (817) 555-2222	Erik Eliker	:00:15	100:00	•
0:12:53	0:12:54	Cell	Outbound	External	1 (317) 555-2222	Erik Eliker	:00:14	:00:00	-
0:13:23	0:13:24	Cell	Outbound	External	1 [817] 555-2222	Brik Bilker	:00:15	:00:00	
0:14:28	0:14:24	Cell	Outbound	External	1 (817) 555-2222	Erik Eliker	:00:14	:00:00	-
0:18:53	0:18:54	Cell	Outbound	External	1 (317) 555-2222	Erik Eliker	:00:14	:00:00	•
0:19:23	0:19:24	Call	Outbound	External	1 (317) 555-2222	Erik Eliker	:00:14	:00:00	-
0:25:23	0:25:24	Cell	Outbound	External	1 (317) 555-2222	Erik Eliker	:00:14	:00:00	-
0:28:53	0:28:54	Call	Outbound	External	1 (317) 555-2222	Erik Eliker	:00:15	:00:00	-
0:29:53	0:29:54	Cell	Outbound	External	1 (317) 555-2222	Erik Eliker	:00:14	:00:00	-
0:36:23	0:36:24	Cell	Outbound	External	1 (317) 555-2222	Erik Eliker	:00:14	:00:00	-
0:37:24	0:37:24	Cell	Outbound	External	1 (317) 555-2222	Erik Eliker	:00:15	:00:00	
0:38:24	0:38:24	Call	Outbound	External	1 (317) 555-2222	Erik Eliker	:00:15	:00:00	-
0:39:54	0:39:54	Call	Outbound	External	1 (317) 555-2222	Erik Eliker	:00:16	:00:00	•
0:48:23	0:48:24	Call	Outbound	External	1 (317) 555-2222	Erik Eliker	:00:14	:00:00	
0:49:54	0:49:54	Cell	Outbound	External	1 (317) 555-2222	Erik Eliker	:00:16	:00:00	
0:50:54	0:50:54	Call	Outbound	External	1 (817) 555-2222	Erik Eliker	:00:16	:00:00	
0:51:24	0:51:24	Call	Outbound	External	1 (817) 555-2222	Erik Eliker	:00:16	:00:00	
0:54:24	0:54:24	Call	Outbound	External	1 (817) 555-2222	Erik Eliker	:00:15	:00:00	1.1
0:57:24	0:\$7:24	Call	Outbound	External	1 [317] 555-2222	Erik Eliker	:00:16	:00:00	
1:01:54	1:01:54	Call	Outbound	External	1 (317) 555-2222	Erik Eliker	:00:15	:00:00	
1:02:54	1:02:54	Call	Outbound	External	1 [317] 555-2222	Erik Eliker	:00:16	:00:00	
1:03:54	1:03:54	Call	Outbound	External	1 (817) 555-2222	Erik Eliker	:00:15	:00:00	
1:09:24	1:09:24	Call	Outbound	External	1 [317] 555-2222	Erik Eliker	:00:16	:00:00	
1:14:54	1:14:54	Cell	Outbound	External	1 (817) 555-2222	Brit Eliker	:00:15	:00:00	

User Call Summary

The Crystal User Call Summary report displays per Agent, summarized data such as: Number, duration and average duration of interactions. Also for Inbound and Outbound interactions, displays the number, duration, average duration and call type (External or Intercom). This is presented on a tabular way for each day on the selected date time range of the report. In addition, the report shows a comparative chart of percentages of Interaction Directions within the period of time for the user.

e	10/31/20	15 12:00:00 AM	- 10/31/2015	11:59:59 PM			Date/Time	initiated:	Ab				
	sAlb						Site ID:		(Ab				
iote Name:	sAlb						Remote Nu	umber:	<ab< td=""><td></td><td></td><td></td><td></td></ab<>				
sia Type:	Cell, Chel						Account Co	ode:	-CAID-				
туре:	cAlb						Call Directi	on:	dia				
er ID:	cAlb						Hold Time:		(AD				
							Cell Duratio	on:	Greater than 1	0 Seconds			
						Uper ID:	-		Site: 1		Exten	sion: 11803	
	100%					 Outbound Outbound Total: 	intercom 1	0% 0% 00%				_	_
Г	6	Duration		Ini	bound					Duration		T. and the second	
	Count	Duration	~~6	Count	Duration	Avg	External	Intercom	Count	Duration	~~~6	External	Intercom
	127	08:53:07	00:04:12	127	08:53:07	00:04:12	127	0	0	00:00:00	00:00:00	0	0
10/31/2015	127	08:53:07	00:04:12	127	08:53:07	00:04:12	127	٥	0	00:00:00	00:00:00	0	0
<u>10/31/2018</u>	Count 127 127	Duration 08:53:07 08:53:07	Avg 00:04:12 00:04:12	Ini Count 127 127	bound Duretion 08:53:07 08:53:07	Avg 00:04:12 00:04:12	External 127 127	Intercom 0	Count 0	Utbound Duration 00:00:00 00:00:00	Avg 00:00:00 00:00:00	External 0	

User Availability

The User Availability report combines the legacy User Availability Summary and User Availability Detail reports into one report. The layout has changed slightly to accommodate the graphs and charts from both reports.

The User Availability report displays per user:

- A pie chart representing a summary of ACD vs Non-ACD durations on the datetime period of the report
- A comparative chart of the summary of time on each of the following status groups: Available, Break, Follow Up, Unavailable and Training
- A table with the following activity data per day: first Logged in time of the day; total Logged in duration; total Non ACD duration; total DND duration; total ACW duration; total duration on available status; duration on break status; duration on follow up status; duration on unavailable status; and duration on training status
- The users' daily availability detail is suppressed by default. The user can display the detail by double clicking the corresponding Date Field. When selected, a new tab is opened displaying two tables. The first one is a summary table with grouped status keys, including the duration of each status key and the frequency of these status keys. The second table gives detailed information on the changes of states per day within the date time range



Sample Reports for Interaction Reporter

User Productivity

The User Productivity report displays user and team data grouped dynamically by User, Queue, DNIS, Media Type, or Interval in any runtime specified grouping order. The report displays counts and percentages of interactions Offered, Answered and Abandoned, Flow Outs, and Transfers. Also provided are the durations and averages of Talk, Hold, ACW and Handle times as well as counts and averages for inbound and outbound Non-ACD calls.

Note

This report, while similar in format and columns available, differs from the Queue Summary and Detail report in that the metrics are calculated using agent level data rather than workgroup level data. It is inaccurate to compare or equate the Queue and User reports with one another. For example, an Offered interaction in the User Productivity report will display the number of calls that were offered to a specific user, while as an Offered interaction in the Queue Summary and Detail report will show the number of calls that were presented to a specific workgroup queue (prior to being presented to an agent).

For further explanation on how interval queue data is formulated, see the *PureConnect Data Dictionary Technical Reference* located in the PureConnect Documentation Library on the Genesys Web site at <u>help.genesys.com</u>.

ser Productivity																g	GEI	NE	SYS	,	
e Time Range:	10/31/20	015 12:00	MA 00:0	- 10/31	/2015 11	59:59 P	9.4														
dia Type:	Call																				
er.	<alb< th=""><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th></alb<>																				
up Order:	User, Qu	eue, Inter	eval.																		
	Offerred	#nove	red S	Aband 2	kined %	flow I	Suts %	Transfi	ered %	Talk Duration	Time Average	Duration	Time Average	ACW Duration	Time Average	Handa	e Time Average	N#	NO64 Average	OUT#	Average
Summary	0,545	6,628	99.7	0	0.0	18	0.3	0	0.0	20-06-20-08	00:94:24	00:90:90	00:00:00	20109-16	00:00:11	210137.21	00:04:35	1	00:07:49	2,420	00:00:15
Alle Eulsey	340	340	100.0	٥	0.0	٥	0.0	٥	0.0	09:47:47	0201.44	00:00:00	00:00:00	00:56:30	00:00:10	104417	00:01:54	٥	00:00:00	355	02:02:15
	0	۰	0.0	•	0.0	•	0.0		0.0	80:90:90	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	258	00:00:15
00:00	0	0	0.0	0	0.0	٥	0.0	0	0.0	00:00:00	00:00:00	00:00:00	00:00:00	80:00:00	00:00:00	00:00:00	80:90:50	٥	00:00:00	9	00:00:18
00:30	٥	٥	0.0	٥	0.0	٥	0.0	٥	0.0	80.90.90	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	٥	00:00:00	- 11	00:00:14
01:00	0	٥	0.0	٥	0.0	۰	0.0	٥	0.0	00:00:00	00:00:00	00-90-90	00:00:00	00:00:00	00:00:00	00:00:00	80:90:50	0	00:00:00		00:00:15
01:30	0	0	0.0	0	0.0	0	0.0	0	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	5	00:00:15
02:00	0	٥	0.0	٥	0.0	٥	0.0	٥	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	30:00:00	٥	00:00:00	8	00:00:15
02:30	0	0	0.0	0	0.0	0	0.0	0	0.0	90:90:90	00:00:00	00:00:00	00:00:00	80:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00		00:00:14
03:00	0	0	0.0	0	0.0	0	0.0	•	0.0	00:00:00	00:00:00	00:00:00	00:00:00	80:00:00	00:00:00	00:00:00	30:30:50	0	00:00:00	3	00:00:15
03:30	•		0.0	•	0.0	•	0.0	•	0.0	00:00:00	00.00.00	00.00.00	000000	00:00:00	000000	00:00:00	00:00:00	•	00:00:00		00:00:15
04:30			0.0		0.0		0.0		0.0	00.00.00	000000	00:00:00	000000	00.00.00	000000	00.00.00	00.00.00		00:00:00		00:00:15
05.00			0.0		0.0		0.0		0.0	00 00 00	00.00.00	00.00.00	00.00.00	00.00.00	00.00.00	00.00.00	00.00.00		00.00.00		00:00:15
05:30	0	٥	0.0	0	0.0	٥	0.0	0	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	4	00:00:15
06:30	0		0.0		0.0		0.0		0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	3	00:00:15
07:00	٥	٥	0.0	٥	0.0	٥	0.0	٥	0.0	00:00:00	00:00:00	00:00:00	02:02:00	00:00:00	00:00:00	00:00:00	00:00:00	٥	00:00:00	5	02:02:15
07:30	0	0	0.0	0	0.0	٥	0.0	٥	0.0	00:00:00	00:00:00	00-90-90	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	٥	00:00:00	2	00:00:15
06:00	٥	0	0.0	0	0.0	۰	0.0	0	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	2	00:00:15
08:30	٥	٥	0.0	۰	0.0	۰	0.0	٥	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	30:30:30	٥	00:00:00	4	02:02:15
09:00	٥	٥	0.0	٥	0.0	٥	0.0	٥	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	3	00:00:15
09:30	0	0	0.0	0	0.0	٥	0.0	0	0.0	00:00:00	00:00:00	00:90:90	00:00:00	00:00:00	00:00:00	00:00:00	90:90:50	0	00:00:00	3	00:00:15
10:00	٥	0	0.0	٥	0.0	٥	0.0	٥	0.0	00:00:00	00:00:00	00:00:00	02:02:00	00:00:00	00:00:00	00:00:00	00:00:00	٥	00:00:00	3	00:00:15
10:30	0	٥	0.0	0	0.0	٥	0.0	٥	0.0	00:00:00	00:00:00	00:90:90	00:00:00	00:00:00	00:00:00	00:00:00	80:90:50	0	00:00:00	2	00:00:15
11:00	0	0	0.0	0	0.0	0	0.0	0	0.0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	1	00:00:15

Wrap Up Codes Report

Wrap Up Codes Report

The Wrap Up Codes Report displays statistics for completed interactions summarized by group.

Wrap Up Codes

The Wrap Up Codes Report displays statistics for completed interactions, summarized by group, including: Wrap-up code, Queue, User, or Date. The flexibility in creating this report allows the User to display the groups in any order or not include a group in the report. The report also allows the User to choose to display interaction details. The statistics displayed in this report include:

- Wrap-up code
- Queue
- User
- Date
- Wrap-up Time
- Total Interactions
- Total Duration
- Average Duration
- Number of Outbound Interactions
- Outbound Duration
- Average Outbound Duration
- Number of Inbound Interactions
- Inbound Duration
- Average Inbound Duration
- Optional Interaction Details
GENESYS Wrap Up Codes Date Time Range: 10/1/2015 12:00:00 AM - 11/30/2015 11:59:59 PM Display interaction detail: Wrep Up Code, Queue, User, Date aroup Order: Total Outbound Interactions Outbound Duration Interaction Wrap-up Time Total Avg Duration Avg Out Duration Avg In Duration Inbound Inbound ID Interactions Duration Interactions Answering Machine 3 00:00:21 00:00:10 0 00:00:00 00:00:00 00:00:07 00:00:10 1 ARM Collections 3 00:00:21 00:00:07 1 00:00:10 00:00:10 0 00:00:00 00:00:00 Brad.Forsythe 2 00:00:16 80:00:00 1 00:00:10 00:00:10 0 00:00:00 00:00:00 10/21/2015 00:00:08 00-00-06 00-00-00 00.00.00 00:00:00 00:00:00 1 0 0 100128577760151021 6:20 PM 00:00:06 10/28/2015 00:00:10 00:00:00 00:00:00 1 00:00:10 00:00:10 1 00:00:10 0 00:00:10 00:00:10 100169429760151028 12:55 PM Rian.Logan 00:00:05 00:00:05 0 00:00:00 00:00:00 0 00:00:00 00:00:00 10/21/2015 00:00:00 00:00:05 00:00:00 00:00:00 0 00:00:00 1 00:00:05 0 100128573460151021 6:18 PM 00:00:05 Appointment Rescheduled 00:00:36 0 00:00:00 00:00:00 0 00:00:00 00:00:00 00:00:36 0 00:00:00 00:00:00 00:00:00 Insurance Agents 00:00:36 00:00:36 00:00:00 0 Russ.Johnson 00:00:36 00:00:36 0 00:00:00 00:00:00 0 00:00:00 00:00:00 10/20/2015 00:00:36 00:00:36 0 00:00:00 00:00:00 0 00:00:00 00:00:00 00:00:36 100121052460151020 10:26 AM Busy Signal 1 00:00:03 00:00:03 0 00:00:00 00:00:00 0 00:00:00 00:00:00 Sales Specialist 00:00:03 00:00:03 0 00:00:00 00:00:00 0 00:00:00 00:00:00 1 Justin.Hawkins 00:00:03 00:00:03 0 00:00:00 00:00:00 0 00:00:00 00:00:00 10/23/2015 00:00:03 00:00:03 0 00:00:00 00:00:00 00:00:00 00:00:00 0 1 00:00:03 100138873760151023 11:02 AM

Print Date: Wednesday, July 19, 2017 9:26:35AM

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Account Code - Supervisor

Account Code Call Detail by Date Report

The Account Codes Call Detail by Date Report displays interactions (calls and chats only) and the account code information for one or more users for a given time period. The report is designed to help a supervisor determine which account codes were used on a particular day, and to review the information regarding their interactions for a specific date range. Supervisors may use account codes for billing purposes for long distance calls, for example.

sers:		<all></all>				8 GEN	IESYS		
ate Time	Range:	10/17/2015 1 PM	2:00:00 AI	M - 10/27/2015 11:59	259				
Account (Code Range:	<all></all>							
Site ID Ra	nge:	<all></all>							
urpose (Code Range:	<all></all>							
Account (Customer	Code : Name:	0006							
Date:	10/27/2015								
ïme	User	In/Out	Туре	Remote Number	Remote Name		Call Duration	Hold Time	
:08:57 AM	Colin.Steeples	Outbound	Call	011 6421678825	Colin Steeples		:00:35	:00:00	
Number of Avg. Durati	Calls: on (hh:mm:ss):	1 :00:35	Number Avg. Ou	Out Calls: tbound Duration:	1 :00:35	Number Incoming Call Avg. Inbound Duration	s: 0 1: :00:00		
Account (Code :	0006							
Customer	Name:	0006							
lumber of C	alls:	1	Number	Out Calls:	1	Number Incoming Cal	ls: O		
vg. Duratio	n (hh:mm:ss):	:00:35	Avg. Ou	tbound Duration:	:00:35	Avg. Inbound Duration	n: :00:00		

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Account Code Call Detail by User Report

The Account Codes Call Detail by User Report displays all activity for a particular account code by user based on a selected range of users. The report is designed to help a supervisor determine what account code was used on a interaction, and to review the information regarding users' interactions for a specific date range.

Users:	<all></all>			S GENES	Senesys"			
Date Time Range:	10/17/2015	12:00:00 AM - 10/27/2015 1	1:59:59	001112010				
Account Code Range:	<all></all>							
Site ID Range:	<all></all>							
Purpose Code Range:	<all></all>							
Account Code :	0006							
Customer Name:	0006							
User: Colin.Steeple Extension: 1304	15							
Date/Time	In/Out Type	Remote Number	Remote Name	Call Durat	ion Hold Tim			
10/27/2015 1:08:57 AM	Outbound Call	011 6421678825	Colin Steeples	:00:35	:00:0			
	1	Number Out Calls:	1	Number Incoming Calls:	0			
Number of Calls:		Avg. Outbound Duration:	:00:35	Avg. Inbound Duration:	:00:00			
Number of Calls: Avg. Duration (hh:mm:ss):	:00:35	_						
Number of Calls: Avg. Duration (hh:mm:se): Account Code :	:00:35							
Number of Calls: Avg. Duration (hh:mm:se): Account Code : Customer Name:	:00:35 0006 0006							
Number of Calls: Avg. Duration (hh:mm:ss): Account Code : Customer Name: Number of Calls:	:00:35 0006 0006 1	Number Out Calls:	1	Number Incoming Calls:	0			

Genesys

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Account Code Call Summary by Date Report

The Account Code Call Summary by Date Report displays an interaction summary for each date including the number of interactions, total duration, and average duration. This supervisor report is designed to help a user determine what account codes were used on based on a summary of the user's interactions for a specific date range.

leare:									
Date Time Range:	10/17	/2015 12:00):00 AM - 10/2	27/2015 11:59	:59	6 GEINES FS			
Account Code Range:	PM <all></all>								
Site ID Range:	<aii></aii>								
Purpose Code Range:	<all></all>								
Account Code : Customer Name:	0006 0006								
Date: 10/27/2015									
User	Total Calls	Total Duration	Avg Duration	Outbound Calls	Outbound Duration	Avg Out Duration	Inbound Calls	Inbound Duration	Avg In Duration
Colin.Steepies	1	:00:35	:00:35	1	:00:35	:00:35	0	:00:00	:00:00
Number of Calls: Avg. Duration (hh:mm:ss):	1 :00:35	,	Number Out Call Avg. Outbound [la: Duration:	1 :00:35	Num Avg.	ber incoming Calls Inbound Duration:	: 0 :00:00	
Account Code :	0006								
Customer Name:	0006								
Number of Calls:	1		Number Out Call	la:	1	Nun	nber Incoming Calls	e 0	
Avg. Duration (hh:mm:ss):	:00:35	,	Avg. Outbound (Duration:	:00:35	Avg	Inbound Duration:	:00:00	

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Account Code Call Summary by User Report

The Account Codes Call Summary by User Report, which is a Supervisor version of the Account Code Call Summary for Current User Report, displays all activity for a particular account code by user as specified in the range of users, then by date. The account code is subtotaled by user and then by account code. The report is designed to help a supervisor determine what account codes were used based on a summary of the users' interactions for a specific date range.

Jsers:	<all></all>					Contract (1)	🖥 GENE	ESYS	
Date Time Range:	10/17	2015 12:00	:00 AM - 10/27	7/2015 11:59:	59				
Account Code Range:	<ali></ali>								
Site ID Range:	<all></all>								
Purpose Code Range:	<al ></al >								
Account Code :	0006								
Customer Name:	0006								
User: Colin.Steeple:	5								
Extension. 1304	Total	Total	Avg	Outbound	Outbound	Avg Out	Inbound	Inbound	Avg
Date	Calls	Duration	Duration	Calls	Duration	Duration	Calls	Duration	In Duration
10/27/2015	1	:00:35	:00:35	1	:00:35	:00:35	0	:00:00	:00:00
Number of Calls:	1		lumber Out Calls	:	1	Numb	er Incoming Calls:	0	
Avg. Duration (hh:mm:se):	:00:35	4	vg. Outbound Du	uration:	:00:35	Avg. Ir	bound Duration:	:00:00	
Account Code :	0006								
Customer Name:	0006								
Number of Calls:	1	N	lumber Out Calls	:	1	Numb	er incoming Calls:	0	

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Agent Queue Activation

Agent Activation by Workgroup Report

This report lists the specified (ACD and Custom) workgroup queue(s) and all of the agents who were activated or deactivated in that queue during the given period. Agents with the appropriate Access Control permissions ("Activate Self") can activate or deactivate themselves from a particular queue via the Workgroup Activation dialog in Interaction Client. Likewise, administrators and supervisors with the appropriate Access Control permissions ("Activate Others") in Interaction Administrator can activate or deactivate agents from queues via Interaction Supervisor or Interaction Administrator. This report indicates who activated or deactivated the agent, and the time of the activation/deactivation events.

Data Time D						
Date Time Range:	10/17/2010 12:00:00 AM	- 10/17/2017 11:59:5	9 PM		S GENE	ESYS
Activity Time Range:	00:00:00-23:59:59					
Site ID Range:	<al></al>					
Agent Range:	<ai></ai>					
workgroup Kange.	<ai></ai>					
Site ID : 1						
WorkGroup Co	mpanyOperator					
First Change: 10/4	4/2016 12:00:00AM	Last Change:	10/4/2016 1	2:00:00AM	Total Changes:	1
Date Time	Agent	Has	Queue ?	Activated	By Whom ?	
10/4/2016 12:00:00AM	Operator	Yes		Yes	Operator	

Queue Activation by Agent Report

This report lists each agent in the specified range who have been activated or deactivated in an ACD or Custom workgroup queue during the given time period. Agents who have not been activated or deactivated during that time do not appear in this report. For each agent listed, the report shows the date and time of the change, the name of the workgroup and whether or not that workgroup has a queue, if the agent was activated or deactivated in the queue, and by whom.

Queue Activatio	n by Agent			
Date Time Range: Activity Time Range:	10/17/2010 12:00:00 AM - 10/17/2017 1 00:00:00-23:59:59	1:59:59 PM		e GENESYS [®]
Site ID Range:	<all></all>			
Agent Range:	<all></all>			
Vorkgroup Range:	<all></all>			
Site ID: 1				
Agent : Operator				
10/4/2016 First Ch	ange: 10/4/2016 12:00:00AM	Last Change:	10/4/2016 12:00:00AM	Total Changes: 1
Date Time	Workgroup	Has Queue ?	Activated	By Whom ?
10/4/2016 12:00:00AM	CompanyOperator	Yes	Yes	Operator

Call - Supervisor

(Graph) Area Code Report

This graph shows all outbound calls by area code, and includes total duration of calls, total calls to that area code, and average duration of calls to that area code. The international version of this report is the International Remote number Logical Component 1 graph. The Area Code graph provides managers with regional calling patterns. By using this report, you can determine the distribution of calls to various area codes.

Country Codes:	<all></all>		
Codes:	<all></all>		O GENESIS
Date Times:	10/17/2015 12:00:00 AM - 1	0/27/2015 11:59:59 PM	
Range:	<all></all>		
Purpose Code Range:	<aii></aii>		
Area Code			
Number of Codes		Code Frequency	
2,800			
2,400			
2,000			
1,600			
1,200			
800			
400			
0			
-199999	*****	1877725656655966557525666696494999999	xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
		General	Page 0 of 10

(Graph) Calls Processed User Comparison Report

This graph shows the number of inbound and outbound calls and inbound chats (all chats have an inbound direction) processed by each user for a given time period. IC sorts the calls and chats by local user IDs and dates.

Use this report to compare and evaluate the volume of inbound calls each agent processes in the specified time range.



(Graph) Incoming Calls by User Report

This graph shows the number of inbound calls and chats associated with each user specified in the range. This report does not include system-owned calls.



(Graph) International Remote Number Logical Component One Report

This graph shows the exchanges dialed, and the duration of calls to those exchanges within the specified area codes. This is the international version of the Area Code Graph report. It can be useful if you need to analyze outbound call volume to specific geographic areas. IC sorts this graph by country code and then by exchange.

untry Codes:	<all></all>			
des:	<alb< th=""><th></th><th></th><th>6 GENESTS</th></alb<>			6 GENESTS
te Times:	10/17/2015 12:00:00 AM - 10/	27/2015 11:59:59 PM		
e ID Range:	<aid></aid>			
rpose Code Range:	<all></all>			
Comp1				
untry Code	LoComp1	Total Duration hh:mm:ss	Total Calls	Avg. Duration hh:mm:ss
0				
		57:33:06	696	:04:58
0		57:33:08	696	:04:58
untry Code	LoComp1	Total Duration	Total Calls	Avg. Duration hh:mm:ss
1		111.1111.22		
	-	01:06:18	6	:11:03
	201	:04:35	1	:04:35
	206	01:18:37	15	:05:14
	208	:09:52	1	:09:52
	210	01:26:12	19	:04:32
	213	:29:57	7	:04:17
	214	:01:07	1	:01:07
	219	:55:40	12	:04:38
	224	:34:54	1	:34:54
	231	:13:29	3	:04:30
	248	:24:28	6	:04:05
	251	:08:43	1	:08:43

Sample Reports for Interaction Reporter

(Graph) Outgoing Calls by User Report

This graph displays the sum of outgoing calls by user, listed by local user IDs.



(Supervisor) Caller ID Detail Report

This report shows details of external identifiable incoming calls or chats received by each user. This Supervisor report displays data for a range of users.

Date Time Ran	ge:	10/17/2015 12:00:	00 AM - 10/27/2015 11:59	59 PM		~ ~
Caller ID Range	e:	<all></all>		S GE	INESY	5
User Range:		<ali></ali>				
Site ID Range:		<all></all>				
Purpose Code	Range:	<ali></ali>				
Caller ID:				Summary: CallerID Number of Calls -		
Name:	-			Total CallerID Duration (hh:mm:ss) :	1	
	Unknown Na	me		Average Duration (hh:mm:ss) :	:00:0	
Call Details:					.00.0	
Date	Time	End User	Account Code	Ext.	hold Time	Call Duration hh:mm:se
10/27/2015	9:58:21 PM	Rian.Logan		Rian.Logan	:00:00	:00:01
Caller ID:	7806			Summary: CallerID Number of Calls :	1	
Name:	13 Partner6			Total CallerID Duration (hh:mm:ss) :	:00:3	8
Call Details:				Average Duration (hh:mm:ss) :	:00:	38
Date	Time	End User	Account Code	Ext.	Hold Time hh:mm:ss	Call Duration hh:mm:se
10/27/2015	11:22:55 AM	Penelope.Pyne	-	88008	:00:26	:00:38
Caller ID:	8382			Summary: CallerID Number of Calls :	1	
Name:	Erik Skoog			Total CallerID Duration (hh:mm:ss) :	:00:2	8
Call Details:				Average Duration (hh:mm:ss) :	:00:2	28
Date	Time	End User	Account Code	Ext.	Hold Time hh:mm:se	Call Duratio hh:mm:s
	4:04:55 014	Panalona Pyna	-	88008	:00:20	:00:28

Print Date: Friday, August 4, 2017 9:47:12AM

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(Supervisor) Caller ID Summary Report

This report shows a summary of inbound calls and chats each IC user received from each identified external telephone number or IP address. IC displays chats under the IP address from where the chat originated. The chat header name displayed is the name of the first chat found in the query of the data. This name does not represent the person that made all the chats.

(Supervisor) Caller ID Summary

<ai>

<AI>

User Range: Caller ID Range:

Date Time Range:

10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM <AI> <AI>

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.

Purpose Code Range:

User: -

Site ID Range:

Extension: 11801

0.1.10			Total Duration	Avg Duration	Hold Time	Average Hold
CalleriD	Name	Total Calls	(hh:mm:ss)	(hh:mm:ss)	(hh:mm:ss)	(hh:mm:ss)
(202) 579-8632	Amber Lowmiller	32	:03:05	:00:06	:00:00	:00:00
(204) 239-8658	Lawrence Cramer	41	:02:48	:00:04	:00:00	:00:00
(207) 598-4621	Brad Downey	34	:00:17	:00:01	:00:00	:00:00
(208) 363-7458	Stephen Giordano	35	:04:49	:00:08	:00:00	:00:00
(210) 831-7569	Monty Sanders	36	:04:52	:00:08	:00:00	:00:00
(212) 404-7681	New York City Zone 1 NY	1	:02:28	:02:28	:00:00	:00:00
(212) 596-7516	New York City Zone 1 NY	1	:02:29	:02:29	:00:00	:00:00
(212) 856-9845	James Ewing	37	:05:23	:00:09	:00:00	:00:00
(213) 457-8456	Sacremento	30	:00:20	:00:01	:00:00	:00:00
(214) 396-1050	Dallas TX	1	:08:17	:08:17	:00:00	:00:00
(214) 494-9667	Frisco TX	1	:02:29	:02:29	:00:00	:00:00
(214) 586-0332	Dallas TX	1	:02:28	:02:28	:00:00	:00:00
(214) 723-5898	Dallas TX	1	:02:29	:02:29	:00:00	:00:00
(214) 764-6318	Dallas TX	1	:02:28	:02:28	:00:00	:00:00
(214) 901-7574	Mckinney TX	1	:02:29	:02:29	:00:00	:00:00
(217) 457-9223	Ben Dover	31	:02:32	:00:05	:00:00	:00:00
(219) 547-9562	Alice Wunderkind	33	:00:21	:00:01	:00:00	:00:00
(239) 352-8922	Naples FL	1	:08:32	:08:32	:00:00	:00:00
(239) 963-4662	Naples FL	1	:02:29	:02:29	:00:00	:00:00
(254) 252-3600	Marlin TX	1	01:00:02	01:00:02	:00:00	:00:00
(281) 309-0030	Dickinson TX	1	:02:41	:02:41	:00:00	:00:00
(281) 394-0657	Katy TX	1	:02:29	:02:29	:00:00	:00:00
(281) 533-6010	Valley Lodge TX	1	:02:29	:02:29	:00:00	:00:00
(281) 942-6573	Seabrook TX	1	:08:32	:08:32	:00:00	:00:00
(301) 571-2365	Richard Springfield	31	:00:16	-00-01	-00-00-	.00.00
(302) 858-4689	George Tanner	34	:02:56	:00:05	:00:00	:00:00
(305) 918-2177	North Dade El	1	-02-28	-02-28	-00-00	-00-00
(307) 398-5789	Tommy Jones	32	02:32	:00:05	-00-00	00:00
(312) 584-1581	Aubrey Colescott	32	:00:52	:00:02	-00-00	-00-00
(312) 705-4823	Fileen Dover	34	:00:21	:00:01	-00:00	:00:00
(313) 570-0818	David Krokett	39	-03-23	:00:05	-00:00	:00:00
(314) 809-9911	Ealix Martin	27	-02-25	-00-04	-00:00	:00:00
(214) 705-4908	Laverne Simpson	21	-00-10	-00-01	-00:00	:00:00
(315) 324-1350	Rome NV	1	-02-20	-02-20	-00:00	:00:00
(315) 334-1358	Tulk NY		01:00:01	01:00:01	-00:00	:00:00
(313) 080-1787	Phonda Jackson	28	.02:27	-00-04	.00.00	.00.00
(317) 200-0071	Rhonda Jackson	30	.02.57	.00.04	.00.00	.00.00
(317) 831-4823	Dave Rush	43	:04:57	:00:07	:00:00	:00:00
(319) 240-7080	Port Madison IA	1	:02:29	:02:29	:00:00	:00:00
(340) 020-3544	Dave Anthony	40	:00:22	:00:08	:00:00	:00:00
(347) 286-8352	New York City Zone 14 NY	1	:02:28	:02:28	:00:00	:00:00
(347) 369-4778	New York City Zone 6 NY	1	:01:41	:01:41	:00:00	:00:00
(347) 370-3613	New York City Zone 7 NY	1	:02:29	:02:29	:00:00	:00:00
(347) 426-2510	New York City Zone 12 NY	1	:02:28	:02:28	:00:00	:00:00
Print Date: Friday, August 04	1, 2017 2:27:06AM	Gene	sys			Page 1 of 118

(Supervisor) User Outbound Call Summary by Number Dialed Report

This report summarizes dialed outbound numbers for a specific time period and the users who called them.

This Supervisor User Summary report is beneficial for professional services and environments with specific accounts. Each user's calls to specific numbers are summarized. You can use this report to evaluate accounts and service information. This Supervisor report displays a range of users.

(Supervisor) User Outbound Call Summary by Number Dialed

 Users:
 <All>

 Dialed Numbers:
 <All>

 Date Time Range:
 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

 Site ID Range:
 <All>

 Purpose Code Range:
 <All>

User: -

			Total Duration	Avg. Duration	Hold Time	Avg. Hold
Dialed Number	Name	Total Calls	(hh:mm:ss)	(hh:mm:ss)	(hh:mm:ss)	(hh:mm:ss)
(206) 417-5155	Seattle WA	1	:00:03	:00:03	:00:00	:00:00
(210) 624-9955	San Antonio TX	1	:00:03	:00:03	:00:00	:00:00
(210) 789-9427	San Antonio TX	1	:00:03	:00:03	:00:00	:00:00
(281) 416-0210	Houston Suburban TX	1	:00:03	:00:03	:00:00	:00:00
(281) 416-2668	Houston Suburban TX	1	:00:03	:00:03	:00:00	:00:00
(281) 679-6096	Houston Suburban TX	1	:00:03	:00:03	:00:00	:00:00
(305) 848-3901	[Remote Station Connection for User 'Julian.Hernandez']	1	:00:18	:00:18	:00:00	:00:00
(313) 342-1076	Detroit Zone 4 MI	1	:00:03	:00:03	:00:00	:00:00
(313) 345-8842	Detroit Zone 4 MI	1	:00:03	:00:03	:00:00	:00:00
(313) 593-6277	Detroit Zone 6 MI	1	:00:03	:00:03	:00:00	:00:00
(313) 645-2709	Detroit Zone 6 MI	1	:00:03	:00:03	:00:00	:00:00
(323) 258-4924	Los Angeles CA	1	:00:03	:00:03	:00:00	:00:00
(334) 354-2353	[Remote Station Connection for User 'I3.Partner332']	5	:05:41	:01:08	:00:00	:00:00
(408) 258-8094	San Jose CA	1	:00:03	:00:03	:00:00	:00:00
(416) 778-7629	[Remote Station Connection for User 'Dave.Gussin']	3	:42:46	:14:15	:00:00	:00:00
(614) 471-4577	Gahanna OH	1	:00:03	:00:03	:00:00	:00:00
(614) 478-5425	Gahanna OH	1	:00:03	:00:03	:00:00	:00:00
(630) 406-0012	Batavia IL	1	:00:03	:00:03	:00:00	:00:00
(630) 468-7654	[Remote Station Connection for User 'partner.602]	1	:05:43	:05:43	:00:00	:00:00
(630) 468-7682	[Remote Station Connection for User 'I3.Partner6']	3	:09:37	:03:12	:00:00	:00:00
(646) 749-3122	New York City Zone 1 NY	1	:28:10	:28:10	:00:00	:00:00
(651) 241-9841	Twin Cities MN	1	:00:03	:00:03	:00:00	:00:00
(651) 455-6955	Twin Cities MN	1	:00:03	:00:03	:00:00	:00:00
(678) 418-7966	Atlanta Northeast GA	1	:00:03	:00:03	:00:00	:00:00
(713) 433-9603	Houston TX	1	:00:03	:00:03	:00:00	:00:00
(713) 434-8339	Houston TX	1	:00:03	:00:03	:00:00	:00:00
(713) 436-2027	Houston Suburban TX	1	:00:03	:00:03	:00:00	:00:00
(713) 728-8717	Houston TX	1	:00:03	:00:03	:00:00	:00:00
(713) 773-3406	Houston TX	1	:00:03	:00:03	:00:00	:00:00
(714) 772-2786	Anaheim CA	1	:00:03	:00:03	:00:00	:00:00
(720) 733-2406	Denver CO	1	:00:03	:00:03	:00:00	:00:00
011 61402334187	[Remote Station Connection for User 'Ramon.Szeltszam']	4	:03:46	:00:57	:00:00	:00:00
011 61421863877	[Remote Station Connection for User 'Aaron.Robertson']	1	:05:13	:05:13	:00:00	:00:00
Print Date: Friday, August 04, 2017	2:10:18AM	Genesy	15			Page 1 of 32

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Area Code/Exchange Summary Report

This report lists all outbound calls by area code, and includes total duration of calls, total calls to that area code, and average duration of calls to that area code. The international version of this report is the International Remote number Logical Component 2 Summary. The Area Code Summary report provides managers with regional calling patterns. By using this report, management can determine the distribution of calls to various regions of the country.

rea Code		<all></all>		d or	
ountry Code	Range :	<all></all>		GEL	NESYS
ate Time Ran	ide:	10/17/2015 12:00:00 AM -	10/27/2015		
ite ID Range:		11:59:59 PM <all></all>			
ne ib Range.					
urpose Code	Range:	<all></all>			
Country	Area Code	Exchange	Total Duration (hh:mm:ss)	Total Calls	Avg. Duration (hh:mm:ss)
0					
		-	57:33:06	696	:04:58
	- Summary		57:33:06	696	:04:58
0 Co	untry Summary		57:33:06	696	:04:58
1					
		-	01:06:18	6	:11:03
	- Summary		01:06:18	6	:11:03
	201				
		339	:04:35	1	:04:35
	201 Summary		:04:35	1	:04:35
	206				
		217	:05:02	1	:05:02
		279	:04:48	2	:02:24
		309	:07:25	1	:07:25
		333	:04:38	1	:04:38
		340	:08:28	1	:08:28
		376	:17:58	2	:08:59
		417	:00:03	1	:00:03
		433	:01:05	1	:01:05
		726	:04:44	1	:04:44
		736	:03:57	1	:03:57
		988	:12:51	2	:00:26
	206 Summary		04-40-27		.05.44
	200 Guinnary		01:18:37	15	:05:14
	208	902	:09:52	1	:09:52
	208 Summary		:09:52	1	:09:52
	210				
		348	:07:40	1	:07:40
		415	:01:18	1	:01:18

Hourly Call Summary by Extension Report

Lists the number of calls and chats (incoming only) processed by each extension during each hour of a specific time period.

Analyzes call and chat volume for given time period. Each hour is broken out with numbers of calls or chats processed by each extension during each hour.

Date Time Range: Shift Time Range:		(10/17/20 00:00:00 <all></all>	015 12:0 0-23:59:	00:00 AI 59	M - 10/2	7/2015	11:59:5	9 PM											Ö	GE	NE	SYS		
Site ID R	lange:			<aii></aii>																					
Purpose	Code F	Range:	<a >																						
Ext.:	Н	our:																							
_	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	Total	
11336	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	ō	0	ó	d	1	
1003	3	5	3	8	1	4	5	6	1	ō	ō	ō	ō	ō	ō	ō	ō	ō	ō	ō	6	3	5	50	
1011	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	1	0	0	0	0	0	0	3	
11801	90	83	102	93	77	0	0	0	0	1	1	0	1	0	1	0	1	62	14	33	30	81	76	746	
11802	91	100	90	92	91	2	12	4	5	9	5	6	10	9	0	4	11	63	23	28	57	82	100	894	
11803	0	1	0	0	1	0	0	0	1	0	0	2	0	2	0	0	0	0	0	1	0	0	1	9	
1234	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	
1304	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	
1540	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	
1614	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	2	0	1	0	0	0	0	0	4	
4199		0		0	0		0	1	0	0	0			0	0	0	0	0	0	1	0		4	2	
4201		0			0	0	0		0	0	0			0	0		0	0	0	0	0		2		
4250	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	1	0	2		
4254	ō	ő	ő	ő	ő	ő	ő	ō	1	ő	1	ő	ō	ŏ	ő	ő	ő	ő	ő	ō	o.	õ	ŏ	2	
4255	0	0	0	ō	0	0	0	0	o	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
4258	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
4878	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	
6134	0	0	0	0	0	0	0	0	0	0	0	0	1	2	0	0	0	0	0	0	0	0	0	3	
7190	13	9	9	11	9	9	10	8	9	14	11	11	8	9	10	10	9	9	10	11	11	10	10	230	
7191	9	13	11	10	11	9	11	12	10	10	11	10	10	13	10	9	10	10	11	9	12	11	7	239	
7192	9	10	10	9	8	10	11	11	9	10	15	10	11	13	9	10	8	12	10	12	10	7	9	233	
7194	12	9	9	12	10	10	11	11	9	11	10	12	10	8	11	10	8	14	10	8	14	10	10	239	
7195	11	11	10	12	9	11	8	10	10	12	9	10	10	9	11	9	12	9	9	9	10	10	8	230	
7197	0	0	0	0	0	0	0	5	0	0	5	0	5	0	0	0	0	5	0	0	0	0	4	00	
7198	4	5	5	5	5	5	0	0	0	0	0	0	0	0	0	0	0	0	5	10	10	10	10	74	
7200		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	14	
7238	ŏ	ŏ	ŏ	ŏ	ŏ	ŏ	ŏ	ŏ	ŏ	ŏ	ŏ	ŏ	ŏ	ŏ	ŏ	ŏ	ò	ŏ	1	ŏ	ŏ	ŏ	ŏ	1	
7242	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	o	0	0	0	0	1	

Sample Reports for Interaction Reporter

Dialed Number Detail Report

This report shows all outbound calls sorted by dialed number, during a specified range of dates. Managers and supervisors can use this report to review all outbound calls and to see who is servicing specific accounts.

GENESYS

Total Duration:

08:29:50

Dialed Number Detail

Dialed Numbers:

Name:

Unknown

Date Time Range:	10/31/2015 12:00:00 AM - 10/31/2015 6:00:00 AM
Site ID Range: Purpose Code Range:	<al></al>

<Al>

Dialed Number: Name:	HOM Unkn	E own		Summary:	Number of Calls: Total Duration: Avg. Duration:	13 01:23:18 :06:24
Date	Time	User	Ext.	Hold Time (hh:mm:ss)	Call Duration (hh:mm:ss)	Account Code
10/31/2015	2:31:06 AM	Ellis.Mcbride	7190	:00:00	:08:25	
10/31/2015	2:27:47 AM	Henrietta. Hall	7191	:00:00:	:05:55	
10/31/2015	4:24:41 AM	Henrietta.Hall	7191	:00:00	:03:39	
10/31/2015	4:36:42 AM	Henrietta.Hall	7191	:00:00	:09:28	
10/31/2015	12:09:03 AM	Rolando.Lawrence	7194	:00:00	:09:50	
10/31/2015	5:14:39 AM	Rolando.Lawrence	7194	:00:00	:08:47	-
10/31/2015	5:50:47 AM	Rolando.Lawrence	7194	:00:00	:05:34	-
10/31/2015	12:18:36 AM	Rudy.Hunter	7195	:00:00	:01:35	-
10/31/2015	4:13:32 AM	Rudy.Hunter	7195	:00:00	:07:05	-
10/31/2015	5:10:40 AM	Rudy.Hunter	7195	:00:00	:04:36	-
10/31/2015	12:19:01 AM	Sara.Newman	7192	:00:00	:08:14	-
10/31/2015	4:03:20 AM	Sara.Newman	7192	:00:00	:03:46	
10/31/2015	2:27:06 AM	Sharon.Fletcher	777193	:00:00	:05:24	-

				Avg. Duration:	:06:13		
				Hold Time	Call Duration		
Date	Time	User	Ext.	(nh:mm:ss)	(hh:mm:ss)	Account Code	
10/31/2015	12:27:02 AM	Ellis.Mcbride	7190	:00:00	:08:47	-	
10/31/2015	12:36:15 AM	Ellis.Mcbride	7190	:00:00	:05:12	-	
10/31/2015	12:59:22 AM	Ellis.Mcbride	7190	:00:00	:02:58	-	
10/31/2015	1:11:14 AM	Ellis.Mcbride	7190	:00:00	:07:54	-	
10/31/2015	1:36:14 AM	Ellis.Mcbride	7190	:00:00	:05:47	-	
10/31/2015	1:42:12 AM	Ellis.Mcbride	7190	:00:00	:08:26	-	
10/31/2015	2:00:57 AM	Ellis.Mcbride	7190	:00:00	:01:26	-	
10/31/2015	3:08:33 AM	Ellis.Mcbride	7190	:00:00	:07:55	-	
10/31/2015	3:34:26 AM	Ellis.Mcbride	7190	:00:00	:06:33	-	
10/31/2015	3:41:15 AM	Ellis.Mcbride	7190	:00:00	:06:02	-	
10/31/2015	4:22:43 AM	Ellis.Mcbride	7190	:00:00	:08:28	-	
10/31/2015	4:46:56 AM	Ellis.Mcbride	7190	:00:00	:04:06	-	
10/31/2015	5:46:38 AM	Ellis.Mcbride	7190	:00:00	:06:51		
10/31/2015	12:26:12 AM	Henrietta, Hall	7191	:00:00	:05:37	-	
Print Date: We	dnesday, July 19, 20	017 9:19:16AM		Senesys			Page 1 of 47

International Remote Number Logical Component Two Summary Report

This report shows the exchanges dialed, and the duration of calls to those exchanges within the specified city codes. This is the international version of the Area Code report. It can be useful if you need to analyze outbound call volume to specific geographic areas. IC sorts this report by country code and then by exchange.

oComp1		<all></all>						
ountry Code	Range :	<all></all>		6 GEI	NESIS			
)ate Time Ran	ide:	10/17/2015 12:00:00 AM -	10/27/2015					
ite ID Range:	Code Range : ange: Code Range: try LoComp1 Code Range: try LoComp1 Country Summary Country Summary 201 201 201 201 201 206 206 208	11:59:59 PM <all></all>						
Site ID Range:		- 4.9-						
urpose Code	Range:	<ali></ali>						
Country	LoComp1	LoComp2	Total Duration (hh:mm:ss)	Total Calls	Avg. Duration (hh:mm:ss)			
0								
		-	57:33:06	696	:04:58			
	- Summary		57:33:06	696	:04:58			
0 Co	untry Summary		57:33:06	696	:04:58			
1								
	-	-	01:06:18	6	:11:03			
	- Summary		01:06:18	6	:11:03			
	201	330	-04-35	1	-04-35			
	201 Summary	000	:04:35	1	:04:35			
	206	217	:05:02	1	:05:02			
		279	:04:48	2	:02:24			
		309	:07:25	1	:07:25			
		333	:04:38	1	:04:38			
		340	:08:28	1	:08:28			
		376	:17:58	2	:08:59			
		417	:00:03	1	:00:03			
		433	:01:05	1	:01:05			
		726	:04:44	1	:04:44			
		736	:03:57	1	:03:57			
		888	:12:51	2	:06:26			
		984	:07:38	1	:07:38			
	206 Summary		01:18:37	15	:05:14			
	208	902	:09:52	1	:09:52			
	208 Summary		:09:52	1	:09:52			
	210							
		348	:07:40	1	:07:40			
		415	:01:18	1	:01:18			

Station ID Detail Report

The Station ID Detail report shows the Station ID information by date for a selected range of stations. This report information includes call duration, end user, and hold time.

You can use these reports to monitor call activity placed or received from non-user assigned phones. For example, you could easily monitor activity on a lobby phone with these reports.

Station ID Detail

Date Time Range: Shift Time Range: Station ID Range: Site ID Range: Purpose Code Range:

10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM 00:00:00-23:59:59 <All> <All>

GENESYS[®]

Station ID:

-

					Call Duration	Hold Time
Date / Time	Direction	End User	Ext	Remote Name	(hh:mm:sc)	(hh:mm:ss)
10/27/2015 1:05:22 AM	Inbound	-	11802	Alice Wunderkind	:00:00	:00:00
10/27/2015 1:05:22 AM	Inbound	-	11802	Sacremento	:00:01	:00:00
10/27/2015 1:05:22 AM	Inbound	-	11802	Lawrence Cramer	:00:01	:00:00
10/27/2015 1:05:35 AM	Outbound			[Remote Station Connection for User 'Colin.Steeples']	:01:36	:00:00
10/27/2015 1:05:52 AM	Inbound		11802	Tommy Jones	:00:00	:00:00
10/27/2015 1:05:52 AM	Inbound	•	11802	Richard Springfield	:00:00	:00:00
10/27/2015 1:06:22 AM	Inbound		11801	Dave Anthony	:00:00	:00:00
10/27/2015 1:06:52 AM	Inbound	-	11801	George Heritage	:00:01	:00:00
10/27/2015 1:06:52 AM	Inbound		11801	Jason Lee	:00:01	:00:00
10/27/2015 1:06:52 AM	Inbound		11802	Travis Trenton	:00:01	:00:00
10/27/2015 1:07:22 AM	Inbound		11801	Philip Anderson	:00:00	:00:00
10/27/2015 1:07:22 AM	Inbound		11801	Charlotte	:00:00	:00:00
10/27/2015 1:07:22 AM	Inbound		11801	Barbara Dwyers	:00:01	:00:00
10/27/2015 1:07:52 AM	Inbound		11802	Doris Robinson	:00:00	:00:00
10/27/2015 1:07:52 AM	Inbound		11801	Kurt Wheeler	:00:00	:00:00
10/27/2015 1:07:52 AM	Inbound		11801	Roanoke	:00:01	:00:00
10/27/2015 1:08:22 AM	Inbound		11802	Stephen Glordano	:00:00	:00:00
10/27/2015 1:08:22 AM	Inbound		11802	Bradley Anderson	:00:01	:00:00
10/27/2015 1:08:22 AM	Inbound		11802	Andrew Mormonic	:00:01	:00:00
10/27/2015 1:08:41 AM	Outbound			[Remote Station Connection for User 'Colin.Steeples']	:00:52	:00:00
10/27/2015 1:08:52 AM	Inbound		11802	Kathy Johnson	:00:01	:00:00
10/27/2015 1:09:46 AM	Inbound	-	8888587066	Gowanda NY	:02:29	:00:00
10/27/2015 1:09:52 AM	Inbound	-	11801	Peter Donovan	:00:01	:00:00
10/27/2015 1:09:52 AM	Outbound	-	-	[Remote Station Connection for User 'Colin.Steeples']	:00:24	:00:00
10/27/2015 1:10:22 AM	Inbound		11801	Jason Braun	:00:00	:00:00
10/27/2015 1:10:31 AM	Outbound			[Remote Station Connection for User 'Colin.Steeples']	:01:54	:00:00
10/27/2015 1:11:22 AM	Inbound		11802	Dave Rush	:00:01	:00:00
10/27/2015 1:11:52 AM	Inbound		11802	David Krokett	:00:00	:00:00
10/27/2015 1:11:52 AM	Inbound	-	11802	Jeff Egle	:00:00	:00:00
10/27/2015 1:11:41 AM	Outbound	-	-	Detroit Zone 6 MI	:00:03	:00:00
10/27/2015 1:12:22 AM	Inbound	-	11801	Mary Anne Sullivan	:00:01	:00:00
10/27/2015 1:12:22 AM	Inbound	-	11802	James Ewing	:00:01	:00:00
Print Date: Friday, August 4, 20	17 2:27:19AM		Genesys			Page 1 of 380

Sample Reports for Interaction Reporter

Station ID Summary Report

The Station ID Summary report shows the Station ID summary information by date for a selected range of stations, including call duration, call count, and average duration.

Station ID Summ	nary								
Date Time Range: Shift Time Range: Station ID Range: Site ID Range: Purpose Code Range:	10/17/20 00:00:00 <all> <all> <all></all></all></all>	15 12:00:00 A -23:59:59	M - 10/27/2015 11:59:	59 PM		00°	GENE	SYS	
Station ID: -									
Date / Time	Total Calls	Total Duration	Average Duration	Outbound Calls	Outbound Duration	Avg Out Duration	Inbound	Inbound Duration	Avg in Duration
10/27/2015 11:59:50 PM	1,898	12:48:46	6 :00:24	118	01:24:59	:00:43	1,778	11:22:55	:00:23
Number of Calls: Avg. Duration (hh:nm:ss): Number unknown Calls: Avg. unknown Duration:		1,898 :00:24 0 :00:00	Number Out Calls: Avg. Outbound Duration:		118 :00:43	Number Incomit	ng Calls: aration:	1,778 :00:23	
Station ID: (630) 468	-7654								
Date / Time	Total Calls	Total Duration	Average Duration	Outbound Calls	Outbound Duration	Avg Out Duration	Inbound	Inbound Duration	Avg in Duration
10/27/2015 3:12:47 PM	1	:05:34	:05:34	1	:05:34	:05:34	0	:00:00	:00:00
Number of Calls: Avg. Duration (hh:mm:ss): Number unknown Calls: Avg. unknown Duration:		1 :05:34 0 :00:00	Number Out Calle: Avg. Outbound Duration:		1 :05:34	Number Incomir Avg. Inbound Du	ng Calls: aration:	0:00:00	
Station ID: (630) 468 Date / Time	Total Calls	Total Duration	Average Duration	Outbound Calls	Outbound Duration	Avg Out Duration	inbound Calls	Inbound Duration	Avg in Duration
10/27/2015 11:32:03 AM	4	:09:33	3 :02:23	4	:09:33	:02:23	0	:00:00	:00:00
Number of Calls: Avg. Duration (hh:mm:se): Number unknown Calls: Avg. unknown Duration:		4 :02:23 0 :00:00	Number Out Calls: Avg. Outbound Duration:		4 :02:23	Number Incomir Avg. Inbound Du	ng Calls: uration:	0 :00:00	
Station ID: +614023	34187								
Date / Time	Total Calls	Total Duration	Average Duration	Calls	Duration	Avg Out Duration	Inbound Calls	Duration	Avg in Duration
10/27/2015 4:02:32 AM	2	:02:44	:01:22	2	:02:44	:01:22	0	:00:00	:00:00
Number of Calls; Avg. Duration (hh:mm:ss); Number unknown Calls; Avg. unknown Duration;		2 :01:22 0 :00:00	Number Out Calls: Avg. Outbound Duration:		2 :01:22	Number Incomir Avg. Inbound Du	ng Calls: rration:	0 :00:00	
Print Date: Friday, August 4, 201	7 2:24:58AM		G	enesys					Page 1 of 30

Director

Director Reports

The Director reports are displayed in the Interaction Reporter navigation pane when the Director product is installed. The available reports are:

- Director Queue Diagnostic Report
- Interaction Director Enterprise Group Interaction Statistics

For information on report elements, see **Interaction Director Reports** available from the PureConnect Documentation Library on the Genesys Web site at: <u>http://help.genesys.com</u>
DNIS

DNIS Detail Report

The Call Detail by DNIS report displays a detail of inbound calls for each day in the given range. The DNIS Detail Report includes: connected date, caller ID, remote name, remote number, local user, station ID, call duration, and number of calls.

ONIS Range:		<all></all>				_		74
ite ID Range:		<all></all>				80	GENESYS	
Date Time Rang	ge:	10/31/2015 12:00:00 A	M - 10/31/2015 6:00:00 AM					
Purpose Code I	Range:	<ali></ali>						
NIS:	/1010							
ummary:	DNIS Num	ber of Calls:	3					
otal Call Durat	tion :		:15:57					
vg. Duration :	:		:05:19					
Date Time		Caller Id	Name	User	Ext.	Station Id	Call Duration	Hold Time
10/31/2015 1: 10/31/2015 2: 10/31/2015 5:	23:20 AM 23:21 AM 53:23 AM	(380) 584-8789 (610) 569-8322 (307) 398-5789	Travis Trenton Bradley Anderson Tommy Jones	Percy.Bowman Percy.Bowman Gerard.Campbell	777199 777199 7200	Buca099 Buca099 Buca100	:05:19 :05:19 :05:19	:00:00 :00:00 :00:00

Statistics Group DNIS Daily Report

The Statistics Group DNIS Report displays a detail by day for the specified DNIS or DNIS range. The report is designed to give a summary report of the day's queue activity by DNIS. This report displays the number of ACD calls, number of abandoned calls, and percentages on abandoned and answered within the first service level as configured in Interaction Administrator. This report has Flexible Fields. By default, IC displays Service Level 1 in the first flexible field.

Allo										
Date	Aod Calis Ans	Avg ACD Min	Avg Speed Anc	Ave ACW Min	Aband Calic	Avg Aband Min	Pero Aband	Ans Service Level 1	Disconnect	Max Ans Minutes
10/17/2015	5,520	:03:54	:00:28	:00:00	162	:04:16	2.85%	56.16%	2,543	:12:05
10/18/2015	5,519	:03:50	:00:29	:00:00	193	:05:02	3.38%	59.38%	2,540	:12:11
10/19/2015	5,721	:04:09	:00:17	:00:00	121	:02:12	2.07%	68.27%	2,618	:08:07
10/20/2015	5,818	:04:08	:00:16	:00:00	125	:03:25	2.10%	74.60%	2,636	:03:48
10/21/2015	5,521	:04:03	:00:23	:00:00	248	:04:16	4.30%	62.04%	2,600	:32:48
10/22/2015	5,693	:04:03	:00:18	:00:00	104	:04:32	1.79%	67.64%	2,695	:07:59
10/23/2015	5,653	:04:02	:00:21	:00:00	99	:04:41	1.72%	68.07%	2,496	:05:26
10/24/2015	5,478	:03:51	:00:27	:00:00	197	:04:00	3.47%	58.78%	2,607	:14:31
10/25/2015	5,570	:03:49	:00:27	:00:00	159	:04:48	2.77%	58.67%	2,661	:10:38
10/26/2015	5,776	:04:08	:00:17	:00:00	128	:03:47	2.17%	73.55%	2,661	:06:56
10/27/2015	5,861	:04:08	:00:16	:00:00	60	:06:07	1.01%	72.21%	2,651	:03:11
	62,130	:04:01	:00:22	:00:00	1,596	:04:14	2.50%	65.53%	28,708	:32:48
	All>	<ai▷< p=""></ai▷<>	All> Are Calls Calls Calls Calls Calls Calls Calls Calls Are Are Are Are Are Are Calls Are Are Are Are Are Are Calls Are Are Are Are Are Are Are Are Are	Al> And Calls Are Ane Ane Ane Ane Ane Ane Ane Ane Ane An	ALD Image Areg Ane Areg Ane<	AB> Data Ard Calls Arg And Min Arg Speed Arg Arg Arg Arg Arg Arg Arg Arg Arg Arg Arg Arg Arg Arg </td <td>AID xea Ara Ara</td> <td>AB> xada Aug Aug</td> <td>→AD></td> <td>▲D</td>	AID xea Ara Ara	AB> xada Aug Aug	→AD>	▲D

General Administrative

(Supervisor) IA Change Notification History Report

This report displays the history of configuration changes you make in Interaction Administrator. Use this report as an audit trail for tracking these IA changes.

Date Time Pancer	10/17/2015 12:00:00 AM - 10/2	7/2015 11:50-50 PM		_	
Jate Time Range:	<	1/2010 11.0e.08 PM		8 GE	NESYS
User Range:					
Class Range:	<ai></ai>				
Site ID Range:	<aji></aji>				
)ate Time	Key	User	Station	Туре	Class
10/19/2015 9:29:50	AM 2ff1a9c7-2a70-428c-8aef-0d	Jonathan.Mabrito cce51ca7166	INDSIM0A01SH02	Addition	IP Phones
10/19/2015 9:29:50	AM VikkiPOffice	Jonathan.Mabrito	INDSIM0A01SH02	Addition	Workstations
10/19/2015 9:55:41	AM 2ff1a9c7-2a70-428c-8aef-0d	Jonathan.Mabrito cce51ca7166	INDSIM0A01SH02	Modification	IP Phones
10/19/2015 9:55:41	AM b79bcb3c-42b8-416b-b505-	Jonathan.Mabrito 43ae0eeaacaf	INDSIM0A01SH02	Addition	IP Phone External Re
10/19/2015 9:55:41	AM VikkiPOffice	Jonathan.Mabrito	INDSIM0A01SH02	Modification	Workstations
10/19/2015 3:13:38	PM Trent.Vance	don.stewart	DONSPC10	Modification	Users
ate Time	Key	User	Station	Туре	Class
10/20/2015 9:35:04	AM Care Center	david.ham	INDSIM0A01SH01	Modification	Workgroups
10/20/2015 9:35:04	AM Chat	david.ham	INDSIM0A01SH01	Modification	MediaTypes
10/20/2015 9:35:04	AM Workitem	david.ham	INDSIM0A01SH01	Modification	MediaTypes
10/20/2015 9:35:04	AM EMail	david.ham	INDSIM0A01SH01	Modification	MediaTypes
10/20/2015 9:35:04	AM IWebCallback	david.ham	INDSIM0A01SH01	Modification	MediaTypes
10/20/2015 9:35:05	AM Call	david.ham	INDSIM0A01SH01	Modification	MediaTypes
10/20/2015 9:35:05	AM Generic	david.ham	INDSIM0A01SH01	Modification	MediaTypes
10/20/2015 9:35:05	AM Care Center	David.Ham	INDSIM0A01SH01	Modification	Workgroups
10/20/2015 9:35:05	AM Care Center	David.Ham	INDSIM0A01SH01	Addition	Workgroups
10/20/2015 2:37:07	PM Johnny.Watkinson	John.Watkinson	INDSIM0A01SH02	Modification	Users
ato Timo	Key	User	Station	Type	Class

(Supervisor) IC Change Notification History Report

This report displays the history of change notifications sent to the Admin Server of the Interaction Center. For example, anytime you delete or modify a user, or modify an IC Data Source, IC sends a change notification. Use this report as an audit trail for tracking these change notifications.

ate Time Range: lass Range: ite ID Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59 <all> <all></all></all>	:59 PM	<mark>ଟ</mark> ି G	ENESYS
ate Time Path	User	Туре	Attrib	Class
0/17/2015 1:00:00 F \HQSimroom\Pro	M ChasB duction\SIM4C\Workstations\ChasB	Modified	Contact Line	Workstation
0/17/2015 1:00:50 A \HQSimroom\Pro	M ChasB duction\SIM4C\Workstations\ChasB	Modified	Contact Line	Workstation
0/17/2015 1:01:14 F \HQSimroom\Pro	M ChasB duction\SIM4C\Workstations\ChasB	Modified	Contact Line	Workstation
0/17/2015 1:01:37 A \HQSimroom\Pro	M ChasB duction\SIM4C\Workstations\ChasB	Modified	Contact Line	Workstation
0/17/2015 1:02:00 F \HQSimroom\Pro	M ChasB duction\SIM4C\Workstations\ChasB	Modified	Contact Line	Workstation
0/17/2015 1:02:50 A \HQSimroom\Pro	M ChasB duction\SIM4C\Workstations\ChasB	Modified	Contact Line	Workstation
0/17/2015 1:03:14 F \HQSimroom\Pro	M ChasB duction\SIM4C\Workstations\ChasB	Modified	Contact Line	Workstation
0/17/2015 1:03:37 A \HQSimroom\Pro	M ChasB duction\SIM4C\Workstations\ChasB	Modified	Contact Line	Workstation
0/17/2015 1:04:00 F \HQSimroom\Pro	M ChasB duction\SIM4C\Workstations\ChasB	Modified	Contact Line	Workstation
0/17/2015 1:04:50 A \HQSimroom\Pro	M ChasB duction\SIM4C\Workstations\ChasB	Modified	Contact Line	Workstation

Interaction Feedback

Satisfaction Trend (Line Graph) Report

The Survey Satisfaction Trends report shows the satisfaction trend for an agent over time, by survey. The report is displayed in a line graph. This report includes data from *completed* surveys.



Survey Scoring Detail Report

The Survey Scoring Detail report shows the average survey score for agents during a date and time range. The report also shows survey detail by user, including survey scores, percentile, and score and weight by question. This report includes data from *completed* surveys.



Survey Scoring Summary Report

The Survey Scoring Summary report shows the average survey score for agents during a date and time range. It also includes a list showing Average Score and Percentile per User for the selected survey. This report includes data from *completed* surveys.



Sample Reports for Interaction Reporter

Survey vs. Quality Scores Report

This report compares survey and quality scores from Interaction Recorder for a given agent. This report includes data from *completed* surveys.

Survey Vs Q	uality Scores	5						
DateTime Range:	10/17/2015 12:00:00	AM - 10/27/2015 1	1:59:59 PM					
Survey:	<all></all>					<u>S</u> G	FNFSYS"	
Users :	<all></all>					00	LIVEOIO	
Highlight difference ab	ove 0%							
Support WG S		Survey	Quality	Comparison	Diff	%		
Bowman, Percy (P	ercy.Bowman)							
CALL, Percy Bowman 12:22:46AM	n on 10/28/2015	75.00%	77.78%		3.64%]	
CALL, Percy Bowman 10:58:58PM	n on 10/26/2015	75.00%	88.89%		16.95%]	

Genesys

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IVR

IVR Audit Report

The IVR Audit report provides a raw listing of each interaction in the IVR during the specified time period, sorted first by Interaction ID and then by date/time. It also lists each node or menu (Event) (e.g., IVR menu, destination, etc.) and the exit code for each. An exit code of 0 indicates it passed through that menu successfully and any other exit code indicates a failure, such as the caller hung up, or the call was otherwise disconnected. This report is most useful for assisting with troubleshooting problems on particular calls in the system.

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IVR Audit Report

Date Time Range: Site ID Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

Exit Code 0=Success ; <>0 =Failure

<All>

Key	Date	Time	Event 1.	Exit Code
100129183560151022	10/21/2015	8:59:04 PM	Default Profile	0
100129183560151022	10/21/2015	8:59:04 PM	Default Schedule	0
100129183560151022	10/21/2015	8:59:04 PM	Default Schedule	0
100129183560151022	10/21/2015	9:01:31 PM	Error Handling: Default Schedule	0
100129183560151022	10/21/2015	9:01:33 PM	Attendant Disconnect	0
100129183560151022	10/21/2015	9:01:33 PM	Attendant Disconnect	0
100129186560151022	10/21/2015	9:06:08 PM	Default Profile	0
100129186560151022	10/21/2015	9:06:08 PM	Default Schedule	0
100129186560151022	10/21/2015	9:06:08 PM	Default Schedule	0
100129186560151022	10/21/2015	9:08:34 PM	Error Handling: Default Schedule	0
100129186560151022	10/21/2015	9:08:36 PM	Attendant Disconnect	0
100129186560151022	10/21/2015	9:08:36 PM	Attendant Disconnect	0
100129212260151022	10/21/2015	8:30:26 PM	Default E-mail Profile	0
100129212260151022	10/21/2015	8:30:26 PM	Unknown Exit	1
100129297360151022	10/21/2015	9:12:40 PM	Default Profile	0
100129297360151022	10/21/2015	9:12:40 PM	Default Schedule	0
100129297360151022	10/21/2015	9:12:40 PM	Default Schedule	0
100129297360151022	10/21/2015	9:15:07 PM	Error Handling: Default Schedule	0
100129297360151022	10/21/2015	9:15:08 PM	Attendant Disconnect	0
100129297360151022	10/21/2015	9:15:08 PM	Attendant Disconnect	0
100129461260151022	10/21/2015	9:49:17 PM	Default Profile	0
100129461260151022	10/21/2015	9:49:17 PM	Default Schedule	0
100129461260151022	10/21/2015	9:49:17 PM	Default Schedule	0
100129461260151022	10/21/2015	9:51:44 PM	Error Handling: Default Schedule	0
100129461260151022	10/21/2015	9:51:46 PM	Attendant Disconnect	0
100129461260151022	10/21/2015	9:51:46 PM	Attendant Disconnect	0
100129489960151022	10/21/2015	10:02:03 PM	Default Profile	0
100129489960151022	10/21/2015	10:02:03 PM	Default Schedule	0
100129489960151022	10/21/2015	10:02:03 PM	Default Schedule	0
100129489960151022	10/21/2015	10:04:30 PM	Error Handling: Default Schedule	0
100129489960151022	10/21/2015	10:04:32 PM	Attendant Disconnect	0
100129489960151022	10/21/2015	10:04:32 PM	Attendant Disconnect	0
100129643660151022	10/21/2015	10:33:04 PM	Default Profile	0
100129643660151022	10/21/2015	10:33:04 PM	Default Schedule	0
100129643660151022	10/21/2015	10:33:04 PM	Default Schedule	0
100129643660151022	10/21/2015	10:35:31 PM	Error Handling: Default Schedule	0
100129643660151022	10/21/2015	10:35:33 PM	Attendant Disconnect	0
100129643660151022	10/21/2015	10:35:33 PM	Attendant Disconnect	0
100129836560151022	10/21/2015	11:27:26 PM	Default Profile	0
100129836560151022	10/21/2015	11:27:26 PM	Default Schedule	0
100129836560151022	10/21/2015	11:27:26 PM	Default Schedule	0
100129836560151022	10/21/2015	11:29:53 PM	Error Handling: Default Schedule	0
Print Date: Friday, August 4	, 2017 2:28:53AM		Genesys	Page 1 of 83

Sample Reports for Interaction Reporter

IVR Breakdown Report

This summary reports by date, and displays IVR level name, interactions, duration, percent of calls by IVR level name, repeated calls, and percent of calls repeated.

Date Time Range: Site ID Range:	10/17/2015 12:00:00 AM - 1 PM <all></all>	0/27/2015 11:59:59		<mark>ଟ</mark> ି GE	ENESYS)°
Level :	<a >					
Site ID: 1						
Menu: -	Calls Entered	% of Daily Totals	Avg Menu Duration	Total Time	% of Grand Total Time	Repeated Calls
Application : -						
Default E-mail Profile						
2015-10-26	4	28.57%	:00:00	:00:00	0.00%	0
2015-10-27	10	71.43%	:00:00	:00:00	0.00%	0
Default E-mail Profile	14		:00:00	:00:00		0
Default Profile						
2015-10-26	13	15.29%	:02:01	:26:18	14.10%	0
2015-10-27	72	84.71%	:02:14	02:40:12	85.90%	0
Default Profile	85		:02:12	03:06:30		0
TS Jason +1-866-231-8145						
2015-10-27	1	100.00%	:00:03	:00:03	100.00%	0
TS Jason +1-866-231-8145	1		:00:03	:00:03		0
TS Shane +1-866-878-8233						
2015-10-27	1	100.00%	01:00:02	01:00:02	100.00%	0
TS Shane +1-866-878-8233	1		01:00:02	01:00:02		0
-	101		:02:26	04:06:35		0
Application : - -						
Default Schedule						
2015-10-27	1	100.00%	:02:26	:02:26	100.00%	0
Default Schedule	1		:02:26	:02:26		0
Error Handling: Default Sch	edule					
2015-10-27	2	100.00%	:00:01	:00:02	100.00%	0

IVR Exit Path Report

The IVR Exit Path report lists each menu in each application and shows the number of calls that exited the IVR (auto attendant) at that level during the specified time period. It also shows related statistics, such as what percent of abandoned calls in that period were abandoned on each menu, the average amount of time the caller spent in that menu before abandoning, the total time all callers spent in that menu during that period, and the total percentage of time callers spent in that menu.

Date Time Range: 10/17/201 PM	15 12:00:00 AM - 10/27/2	015 11:59:59		<mark>ଟ</mark> ି GEN	IESYS [®]	
Site ID Range: <all></all>						
Level : <all></all>						
Site ID: 1				Tatal Time		
Menu/ Exit Path	Calls Exited	% of Calls	Avg IVR Duration	Total Time	% Time	
Default Profile						
Attendant Disconnect	76	95%	:02:26	03:04:41	99.77%	
Transfer to Marketing/Partners	3	4%	:00:07	:00:22	0.20%	
TS Jason +1-866-231-8145						
Custom Screen Pop	1	1%	:00:03	:00:03	0.03%	
	80		:02:19	03:05:06		
ł						
Default Schedule						
Attendant Disconnect	1	33%	:02:26	:02:26	98.65%	
Error Handling: Default Schedul	e					
Attendant Disconnect	2	67%	:00:01	:00:02	1.35%	
	3		:00:49	:02:28		
н						
Marketing						
Workgroup Queue	3	100%	:00:00	:00:00	0.00%	
	3		:00:00	:00:00		
Error Handling: Default Schedule	4					
Attendant Disconnect						
Attendant Disconnect	2	100%	:00:00	:00:00	0.00%	
	2		:00:00	:00:00		
efault Profile						
Default Schedule						
Attendant Disconnect	76	96%	:02:26	03:04:31	99.80%	

IVR Summary Report

The IVR Summary report provides a summary of activity in each Interaction Attendant application in the specified level. For each day in the range, it shows: the total number of calls for the application; the percentage of that number out of all calls in the system; the average duration of each call in that application; the total time of those calls in the application; and how many times those calls went through the application menu, if more than once.

IVR Summary **GENESYS** Date Time Range: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM <ali> Site ID Range: Level: <Al|> Site ID: 1 Application : Attendant Disconnect Total Time Calls % of Daily Avg IVR Daily Time Repeated Entered Totals Duration % Calls Application : Attendant Disconnect 2015-10-26 10 12.99% :00:00 :00:00 0.00% 0 2015-10-27 67 87.01% :00:00 :00:00 0.00% 0 Attendant Disconnect 77 :00:00 :00:00 0 Application : Default E-mail Profile 2015-10-26 4 28.57% :00:00 :00:00 0.00% 0 2015-10-27 10 71.43% :00:00 :00:00 0.00% 0 Default E-mail Profile 14 :00:00 :00:00 0 Application : Default Profile 2015-10-26 13 15.29% :02:01 :26:18 14.10% 0 2015-10-27 72 84.71% :02:14 02:40:12 85.90% 0 Default Profile 03:06:30 85 :02:12 0 Application : Default Schedule 2015-10-26 14.53% 26 :02:01 :52:30 10.60% 0 2015-10-27 153 85.47% :02:54 07:22:46 89.40% 0 Default Schedule 179 :02:46 08:15:16 0 Application : Error Handling: Default Schedule 2015-10-26 12.99% 10 :00:02 :00:20 13.16% 0 2015-10-27 67 87.01% :00:02 0 :02:12 86.84% Error Handling: Default Schedule 77 :00:02 :02:32 0 Application : IPA Submenu 2015-10-26 100.00% :00:20 :00:20 100.00% 0 1 IPA Submenu 1 :00:20 :00:20 0 Print Date: Friday, August 4, 2017 10:33:59AM Page 1 of 3 Genesys

Sample Reports for Interaction Reporter

IVR Summary Abandoned Report

This summary reports by date, and displays level name, interactions, aborted interactions, average aborted duration, percent aborted, repeated aborts, and percent repeated.

Date Time Range:	10/17/2015 12:00:00	AM - 10/27/2015 11:	59:59			
Site ID Range:	PM <all></all>			0 OLINESTS		
Level :	<all></all>					
Site ID: 1						
Application: Attendant	Disconnect			Percent		
Date	Calls Entered	Calls Abandoned	Abandoned Duration	Abandoned		
Application Attendant	Disconnect					
2015 10 22				0.000/		
2015-10-20	67	0	:00:00	0.00%		
Attendant Disconnect	77	0	:00:00	-		
Application : Default E-r	mail Profile					
2015-10-26	4	4	:00:00	100.00%		
2015-10-27	10	10	:00:00	100.00%		
Default E-mail Profile	14	14	:00:00			
Application : Default Pro	ofile					
2015-10-26	13	2	:00:55	15.38%		
2015-10-27	72	4	:00:32	5.56%		
Default Profile	85	6	:01:27			
Application : Default Sc	hedule					
2015-10-26	26	4	:01:50	15.38%		
2015-10-27	153	10	02:01:08	6.54%		
Default Schedule	179	14	02:02:58			
Application : Error Hand	dling: Default Schedule					
2015-10-26	10	0	:00:00	0.00%		
2015-10-27	67	0	:00:00	0.00%		
Error Handling: Default So	hedı 77	0	:00:00			
Application : IPA Subme	enu					
2015-10-26	1	0	:00:00	0.00%		
IPA Submenu	1	0	:00:00			
Application : Marketing						
2015-10-27	3	0	:00:00	0.00%		
Marketing	3	0	:00:00			
Application · Menu to S	elect					

Queue/Wrap-up

Queue Period Statistics Agent Wrap Up Code by Queue Detail Report

This report enables a supervisor to see the wrap-up codes and related detailed statistics (number of interactions, average talk time, total talk time, average ACW, total ACW, and the number of supervisor requests) for each agent in each queue. A wrap-up code of "NS" mean the user did not specify a wrap-up code in the specified time period, even though wrap-up codes were enabled and offered. A wrap-up code of "-" (dash) indicates a regular interaction where no wrap-up code was offered, specified, or entered.

Date Time Range:	8/8/2017 12:00:00 AM - 8	/14/2017 11:59:59 P	м					
Agent Range:	<all></all>			GENESYS				
Queue Range:	<all></all>							
Site ID Range:	<all></all>							
	Interactions	Avg Talk	Total Talk	Avg ACW	Total ACW	Supervisor Requests		
Site ID: 1								
Test1								
2017-08-08								
TestGroup								
1	10	:00:01	:00:10	:00:01	:00:10	10		
TestGroup	10	:00:01	:00:10	:00:01	:00:10	10		
2017-08-08	10	:00:01	:00:10	:00:01	:00:10	10		
Test1	10	:00:01	:00:10	:00:01	:00:10	10		
Site ID: 1	10	:00:01	:00:10	:00:01	:00:10	10		

Queue Period Statistics Wrap-up Code Summary Report

This report enables a supervisor to see the wrap-up codes and related summary statistics (number of interactions, average talk time, total talk time, average ACW, total ACW, and the number of supervisor requests) for each agent or each queue. A wrap-up code of "NS" mean the user did not specify a wrap-up code in the specified time period, even though wrap-up codes were enabled and offered. A wrap-up code of "-" (dash) indicates a regular interaction where no wrap-up code was offered, specified, or entered.

<all></all>			8	GENES	YS	
<all></all>						
<all></all>						
Interactions	Avg Talk	Total Talk	Avg ACW	Total ACW	Supervisor Requests	
10	:00:01	:00:10	:00:01	:00:10	10	
10	:00:01	:00:10	:00:01	:00:10	10	
10	:00:01	:00:10	:00:01	:00:10	10	
10	:00:01	:00:10	:00:01	:00:10	10	
-	<aii> <aii> <aii> Interactions 10 10 10 10</aii></aii></aii>	<aii> <aii> Interactions Avg Talk 10 :00:01 10 :00:01 10 :00:01 10 :00:01 10 :00:01 10 :00:01</aii></aii>	All> Avg Total Interactions Avg Total 10 :00:01 :00:10 10 :00:01 :00:10 10 :00:01 :00:10 10 :00:01 :00:10 10 :00:01 :00:10 10 :00:01 :00:10	All> Avg Talk Total Talk Avg ACW Interactions Avg Talk Total AcW Avg ACW 10 :00:01 :00:10 :00:01 10 :00:01 :00:10 :00:01 10 :00:01 :00:10 :00:01 10 :00:01 :00:10 :00:01	All> Avg Talk Total Talk Avg ACW Total ACW 10 :00:01 :00:10 :00:01 :00:10 10 :00:01 :00:10 :00:01 :00:10 10 :00:01 :00:10 :00:01 :00:10 10 :00:01 :00:10 :00:10 :00:10 10 :00:01 :00:10 :00:10 :00:10	

Legacy Historical Reports

(Supervisor) Agent Availability Detail Report

Use this report to determine how long you were in an Available state to take calls, and your status while you were unavailable. When you log in and log out of the Client, IC creates the logged in and logged out flags. States change when you change your status in the Client, and these changes do not affect the logged in and logged out flags.

GENESYS

(Supervisor) Agent Availability Detail

Date Time Range: 8/29/2015 10:00:00 AM - 8/29/2015 11:59:59 AM

Activity Time Range: <a>

Site ID Range: <AI>

Agents /Workgroups: <Al>

Agent:	ALLIE.EUTSEY	_			riaga	-	
			Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
		Agent Summary:	01:57:23	:12:09	:00:00	01:45:14	:11:10
				Flag	ja		
			rogged in	Acd Logged In	Non Acd Logged In	DND	ACW
//29/2015	State	Duration	01:57:23	:12:09	:00:00	01:45:14	:11:10
0:02:48AM	Follow Up	:00:10					•
0:02:58AM	on a customer satisfaction call	:01:00	•			•	
0:03:58AM	Follow Up	:00:10	•			•	•
0:04:08AM	Available	:00:23		•			
0:04:31AM	on a customer satisfaction call	:02:00	•			•	
0:06:31AM	Follow Up	:00:10				•	•
0:06:41AM	Available	:00:00	•	•			
0:06:41AM	on a customer satisfaction call	:00:30				•	
0:07:11AM	Follow Up	:00:10	•			•	•
0:07:21AM	Available	:01:03	•	•			
0:08:24AM	on a customer satisfaction call	:00:17				•	
0:08:41AM	Follow Up	:00:10	•			•	•
0:08:51AM	Available	:01:03	•	•			
0:09:54AM	on a customer satisfaction call	:00:17	•			•	
0:10:11AM	Follow Up	:00:10	•			•	•
0:10:21AM	Available	:00:10	•	•			
0:10:31AM	on a customer satisfaction call	:02:00	•			•	
0:12:31AM	Follow Up	:00:10	•			•	•
0:12:41AM	Available	:00:13		•			
0:12:54AM	on a customer satisfaction call	:00:17	•			•	
0:13:11AM	Follow Up	:00:10					•
0:13:21AM	Available	:00:33					

Print Date: Wednesday, July 19, 2017 9:05:30AM

Genesys

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(Supervisor) Agent Availability Summary Report

Use this report to determine how long users were in an **Available** state to take calls, and each user's status while he or she was unavailable. This is a summary version of the detail report. The report is summarized by date to show how much time an agent logged in each state. This report gives the user a general overview of each state entered for each day and the duration of these states. IC sorts this report by IC user IDs.

(Supervisor) Agent Availability Summary Date Time Range: 8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM Activity Time Range: <Al> **GENESYS** Site ID Range: <AI> Agents /Workgroups: <AIÞ Site ID: 1 Flags Agent: ALLAN.LUCUS Logged in Acd Logged Non Acd Logged DND ACW In In 24:00:00 :00:00 :00:00 24:00:00 :00:00 Last Activity: 12:00:00AM :00:00 8/29/2015 First Activity: 12:00:00AM Total Activity Time: State: Gone Home Flags: (DND) Duration: 24:00:00 Agent Status Totals: 24:00:00 Flags Agent: ALLIE.EUTSEY Logged In Acd Logged Non Acd Logged DND ACW In In 05:15:31 :00:00 24:00:26 18:44:55 02:34:06 First Activity: 12:00:00AM Last Activity: 11:59:53PM 23:59:53 8/29/2015 Total Activity Time: State: Available Flags: (ACD) Duration: 05:15:31 Follow Up (DND) (ACW) 02:34:06 on a customer satisfaction call (ACD) (DND) 16:10:49 Agent Status Totals: 24:00:26 Flags AMY.COOPER Agent: Non Acd Logged Logged In Acd Logged DND ACW In In 23:59:22 03:18:28 :00:00 20:40:54 01:25:02 First Activity: 23:58:53 8/29/2015 12:00:38AM Last Activity: 11:59:31PM Total Activity Time: State: Available Flags: (ACD) Duration: 03:18:28 01:25:02 Follow Up (DND) (ACW) on a customer service interaction (ACD) (DND) 10:32:52 (ACD) (DND) 08:43:00 on a help desk interaction Agent Status Totals: 23:59:22 Print Date: Wednesday, July 19, 2017 9:14:08AM Genesys Page 1 of 40

(Supervisor) Number Search Report

This report allows you to search all users who have called or received calls from a specific phone number. The Number Search Report is a tool for managers and system administrators who wish to track down the callers of specific numbers. IC sorts this report by IC user name.

rched Number F	Range:	<ad></ad>				-		
r Range:		<ai></ai>				8 GE	NESYS	
a Time Range'		10/31/2015	12-00-00 AM - 10/31/2015 11-50-50	AM				
e thing than ge.		1013112013	12.00.00 PMI - 10/01/2010 11.00.00					
ID Range:		<ai></ai>						
n -					Summary:	Total Calls:	153	
nsion: 1180	3					Total Hold Time (hh:mm:ss) :	:00:00	
						Total Duration (hh:mm:ss) :	03:52:37	
Date	Time	Direction	Number	Remote Name	Acco	unt Code	Duration hh:mm:ss	Hold Time hh:mm:ss
10/31/2015	12:04:59 AM	Inbound	(520) 463-5986	Barbara Dwyers			:00:30	:00:00
10/31/2015	12:14:14 AM	Inbound	(832) 906-3016	Langham Creek TX	-		:02:28	:00:00
10/31/2015	12:30:22 AM	Inbound	(954) 507-3876	Coral Springs FL	-		:02:29	:00:00
10/31/2015	12:40:59 AM	Inbound	(302) 858-4689	George Tanner	-		:02:16	:00:00
10/31/2015	12:41:39 AM	Inbound	(340) 626-3544	Dave Anthony	-		:02:16	:00:00
10/31/2015	12:42:59 AM	Inbound	(380) 584-6789	Travis Trenton	-		:02:16	:00:00
10/31/2015	1:31:00 AM	Inbound	(732) 549-8653	Barbara Evans	-		:02:16	:00:00
10/31/2015	1:37:40 AM	Inbound	(217) 457-9223	Ben Dover	-		:02:16	100:00
10/31/2015	1:46:21 AM	Inbound	(609) 546-3512	Chelsea Raddiff	-		:00:00	:00:00
10/31/2015	1:47:40 AM	Inbound	(314) 698-8811	Felix Martin	-		:02:16	:00:00
10/31/2015	2:01:00 AM	Inbound	(202) 579-8632	Amber Lowmiller	-		:02:17	:00:00
10/31/2015	2:03:41 AM	Inbound	(219) \$47-9562	Alice Wunderkind	-		:02:16	:00:00
10/31/2015	2:04:21 AM	Inbound	(208) 363-7458	Stephen Giordano	-		:00:01	:00:00
10/31/2015	2:13:41 AM	Inbound	(732) 549-8653	Barbara Evans	-		:02:16	:00:00
10/31/2015	2:19:41 AM	Inbound	(832) 579-5346	James Dagg	-		:02:16	:00:00
10/31/2015	2:27:52 AM	Inbound	(610) 569-8322	Bradley Anderson	-		:00:00	:00:00
10/31/2015	2:35:41 AM	Inbound	(407) 519-9457	Julie Baidini	-		:02:16	:00:00
10/31/2015	2:59:01 AM	Inbound	(208) 363-7458	Stephen Giordano	-		:02:16	:00:00
	3:07:46 AM	Inbound	(305) 361-3237	Miami FL	-		:02:28	:00:00
10/31/2015		Inches and	(C1E) 034_EE4E	Andrew Mormonia			102-16	100:00
10/31/2015	3:43:02 AM	Indound	(610) 001-0000	Andrew Mormonic	-		Contract Pro-	

(Supervisor) User Call Detail Report

The (Supervisor) User Call Detail Report displays all calls for one or more users for a given time period. The report is designed to give a supervisor a report of each user's calls. A supervisor can use this report to audit an agent's productivity. System administrators may choose to use the User Call Detail Report to bill users and departments for their long distance calls.

(Supervisor) User Call Detail

Users:	<al></al>
Date Time Range:	10/31/2015 12:00:00 AM - 10/31/2015 11:59:59 AM
Site ID Range:	<all></all>
Purpose Code Range:	0-3;5-8;10-9999

User:

Extension: 11803

-

					Call Duration	Hold Time
Date / Time	In/Out	Remote Number	Remote Name	Account Code	(hh:mm:ss)	(hh:mm:ss)
10/31/2015 12:04:59 AM	Inbound	(520) 463-5986	Barbara Dwyers		:00:30	:00:00
10/31/2015 12:14:14 AM	Inbound	(832) 906-3016	Langham Creek TX		:02:28	:00:00
10/31/2015 12:30:22 AM	Inbound	(954) 507-3876	Coral Springs FL	-	:02:29	:00:00
10/31/2015 12:40:59 AM	Inbound	(302) 858~4689	George Tanner		:02:16	:00:00
10/31/2015 12:41:39 AM	Inbound	(340) 626-3544	Dave Anthony		:02:16	:00:00
10/31/2015 12:42:59 AM	Inbound	(380) 584-6789	Travis Trenton		:02:16	:00:00
10/31/2015 1:31:00 AM	Inbound	(732) 549-8653	Barbara Evans		:02:16	:00:00
10/31/2015 1:37:40 AM	Inbound	(217) 457-9223	Ben Dover		:02:16	:00:00
10/31/2015 1:46:21 AM	Inbound	(609) 546-3512	Cheisea Radolff		:00:00	:00:00
10/31/2015 1:47:40 AM	Inbound	(314) 698-8811	Felix Martin		:02:16	:00:00
10/31/2015 2:01:00 AM	Inbound	(202) 579-8632	Amber Lowmiller		:02:17	:00:00
10/31/2015 2:03:40 AM	Inbound	(219) 547-9562	Alice Wunderkind		:02:16	:00:00
10/31/2015 2:04:21 AM	Inbound	(208) 363-7458	Stephen Glordano		:00:01	:00:00
10/31/2015 2:13:41 AM	Inbound	(732) 549-8653	Barbara Evans		:02:16	:00:00
10/31/2015 2:19:41 AM	Inbound	(832) 579-6346	James Dagg		:02:16	:00:00
10/31/2015 2:27:52 AM	Inbound	(610) 569-8322	Bradley Anderson	-	:00:00	:00:00
10/31/2015 2:35:41 AM	Inbound	(407) 519-9457	Julie Baldini		:02:16	:00:00
10/31/2015 2:59:01 AM	Inbound	(208) 363-7458	Stephen Glordano		:02:16	:00:00
10/31/2015 3:07:46 AM	Inbound	(305) 361-3237	Miami FL		:02:28	:00:00
10/31/2015 3:43:02 AM	Inbound	(615) 831-5645	Andrew Mormonic	-	:02:16	:00:00
10/31/2015 3:45:42 AM	Inbound	(217) 457-9223	Ben Dover		:02:24	:00:00
10/31/2015 3:46:09 AM	Inbound	(585) 332-2875	Lyndonville NY	-	01:00:02	:00:00
10/31/2015 4:03:02 AM	Inbound	(609) 546-3512	Cheisea Radcilf	-	:02:16	:00:00
10/31/2015 4:04:52 AM	Inbound	(787) 231-4827	Kurt Wheeler		:00:00	:00:00
10/31/2015 4:16:23 AM	Inbound	(470) 254-9863	Phillip Anderson	-	:00:00	:00:00
10/31/2015 4:21:53 AM	Inbound	(765) 258-3371	Drew Larrison	-	:00:01	:00:00
10/31/2015 4:25:53 AM	Inbound	(301) 571-2365	Richard Springfield	-	:00:01	:00:00
10/31/2015 4:31:23 AM	Inbound	(313) 579-9616	David Krokett	-	:00:01	:00:00
10/31/2015 4:46:53 AM	Inbound	(413) 347-8512	Brandon Lowrey	-	:00:01	:00:00
10/31/2015 4:48:23 AM	Inbound	(301) 571-2365	Richard Springfield	-	:00:01	:00:00
10/31/2015 4:49:23 AM	Inbound	(302) 858-4689	George Tanner	-	:00:01	:00:00
10/31/2015 4:50:53 AM	Inbound	(470) 254-9863	Phillip Anderson	-	:00:01	:00:00
10/31/2015 4:54:53 AM	Inbound	(314) 705-4895	Laverne Simpson	-	:00:01	:00:00
10/31/2015 4:55:23 AM	Inbound	(317) 831-4823	Dave Rush	-	:00:01	:00:00
10/31/2015 4:56:53 AM	Inbound	(415) 862-2114	Mary Anne Sullivan	-	:00:01	:00:00
10/31/2015 5:00:53 AM	Inbound	(413) 347-8512	Brandon Lowrey	-	:00:00	:00:00
Print Date: Thursday, June 30, .	2005 4:45:06P1	,	Genesys			Page 1 of 91

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(Supervisor) User Call Summary Report

The (Supervisor) User Call Summary report displays a summary of all calls for the specified IC users on each day in the given range. The report is designed to give a summary report of the user's call volume.

(Supervisor) User Call Summary

<AII>

Users:

 Date Time Range:
 10/31/2015 12:00:00 AM - 10/31/2015 11:59:59 AM

 Site ID Range:
 <All>

 Purpose Code Range:
 0-3;5-8;10-9999

GENESYS

User: -Extension: 11803

Date	Total Calls	Total Duration (hh:mm:ss)	Average Duration (hh:mm:ss)	Outbound Calls	Outbound Duration (hh:mm:se)	Avg. Outbound Duration (hh:mm:ss)	Inbound Calls	Inbound Duration (hh:mm:cc)	Avg. Inbound Duration (hh:mm:se)
10/31/2015	153	03:52:37	:01:31	0	:00:00	:00:00	153	03:52:37	:01:31
		Unknow	wn	Incoming	Outgoing	Total			
Number of (Average(h)	Calls h:mm:ss)		0 :00:00:	153 :01:31	0 00:00:	153 :01:31			

User: Allie.Eutsey

Extension: 88004

Date	Total Calls	Total Duration (hh:mm:ss)	Average Duration (hh:mm:ss)	Outbound Calls	Outbound Duration (hh:mm:ss)	Avg. Outbound Duration (hh:mm:ss)	Inbound Calls	Inbound Duration (hh:mm:ss)	Avg. Inbound Duration (hh:mm:ss)
10/31/2015	199	04:17:25	:01:18	96	:23:59	:00:15	103	03:53:26	:02:16
		Unknow	wn	incoming	Outgoing	Total			
Number of C	alic		0	103	96	199			
Average(hh:	mm:66)		:00:00	:02:16	:00:15	:01:18			

User: Bob.Kemna

Extension: 88032

Date	Total Calls	Total Duration (hh:mm:ss)	Average Duration (hh:mm:ss)	Outbound Calls	Outbound Duration (hh:mm:ss)	Avg. Outbound Duration (hh:mm:ss)	Inbound Calic	Inbound Duration (hh:mm:ss)	Avg. Inbound Duration (hh:mm:se)
10/31/2015	34	01:34:48	:02:47	3	:00:45	:00:15	31	01:34:03	:03:02
		Unknow	vn	Incoming	Outgoing	Total			
Number of Ca	lic		0	31	3	34			
Average(hh:r	nm:ss)		:00:00	:03:02	:00:15	:02:47			

Print Date: Wednesday, July 19, 2017 9:12:30AM

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Agent Availability Detail Report

Use this report to determine how long you were in an **Available** state to take calls, and your status while you were unavailable. When you log in and log out of the Client, IC creates the logged in and logged out flags. States change when you change your status in the Client, and these changes do not affect the logged in and logged out flags.

Agent Availability Detail

8/29/2015 10:00:00 AM - 8/29/2015 11:59:59 AM

Date Time Range:

Activity Time Range: <a>

Site ID Range: <AI>

Agents /Workgroups: <Al>

Site ID: 1

gent:	ALLIE.EUTSEY		Flags							
		_	Logged In	Acd Logged In	Non Acd Logged In	DND	ACW			
		Agent Summary:	01:57:23	:12:09	:00:00	01:45:14	:11:10			
			Flags							
			Logged in	Acd Logged In	Non Acd Logged In	DND	ACW			
/29/2015	State	Duration	01:57:23	:12:09	:00:00	01:45:14	:11:10			
0:02:48AM	Follow Up	:00:10					•			
0:02:58AM	on a customer satisfaction ca	I :01:00	•			•				
0:03:58AM	Follow Up	:00:10	•			•	•			
0:04:08AM	Available	:00:23	•	•						
0:04:31AM	on a customer satisfaction ca	II :02:00	•			•				
0:06:31AM	Follow Up	:00:10	•			•	•			
0:06:41AM	Available	:00:00	•	•						
0:06:41AM	on a customer satisfaction ca	I :00:30	•			•				
0:07:11AM	Follow Up	:00:10				•	•			
0:07:21AM	Available	:01:03	•	•						
0:08:24AM	on a customer satisfaction ca	I :00:17				•				
0:08:41AM	Follow Up	:00:10	•			•	•			
0:08:51AM	Available	:01:03	•	•						
0:09:54AM	on a customer satisfaction ca	I :00:17	•			•				
0:10:11AM	Follow Up	:00:10	•			•	•			
0:10:21AM	Available	:00:10	•	•						
0:10:31AM	on a customer satisfaction ca	I :02:00	•			•				
0:12:31AM	Follow Up	:00:10	•			•	•			
0:12:41AM	Available	:00:13	•	•						
0:12:54AM	on a customer satisfaction ca	I :00:17	•			•				
0:13:11AM	Follow Up	:00:10	•			•	•			
0:13:21AM	Available	:00:33	•	•						

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Agent Availability Summary Report

Use this report to determine how long you were in an **Available** state to take calls, and your status while you were as unavailable. This is a summary version of the detail report. It is summarized by day to show how much time an agent logged in each state. This report gives the user a general overview of each state entered for each day and the duration of these states.

Date Time	Range:	8/29/2015 12:00	:00 AM - 8/29/20	15 11:59:59 PM					
Activity Ti	me Range:	<alb< th=""><th></th><th></th><th></th><th></th><th>•</th><th></th><th></th></alb<>					•		
Site ID Rar	nge:	<ai></ai>					8 GENES	YS	
Agents /W	orkgroups:	<alb< th=""><th></th><th></th><th></th><th></th><th></th><th></th><th></th></alb<>							
Site ID:	1								
Agent:	ALLAN.LUC	US			Logardin	And Longord	Flags	DND	A.C.W.
					rogged in	In	In	DND	ACW
					24:00:00	:00:00	:00:00	24:00:00	:00:0
8/29/2015	First Activity:	12:00:00AM	Last Activity:	12:00:00AM	Total Activity	Time:	:00:00		
State:	Gone Home			Flag	IS: (DND)		Duration:	24:00	:00
Agent Statu	is Totals:								
								24:00	:00
							Flaga		
Agent:	ALLIE.EUTS	EY		_	Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
					24:00:26	05:15:31	:00:00	18:44:55	02:34:0
8/29/2015	First Activity:	12:00:00AM	Last Activity:	11:59:53PM	Total Activity	Time:	23:59:53		
State:	Available			Flag	IS: (ACD)		Duration:	05:15	:31
	Follow Up				(DND) (ACW)		02:34	:06
	on a customer	r satisfaction call			(ACD) (DND)		16:10	:49
Agent Statu	is Totals:								
								24:00	:26
Agent:	AMY.COOPE	ER			Logged in	Acd Logged In	Non Acd Logged In	DND	ACW
					23:59:22	03:18:28	:00:00	20:40:54	01:25:0
8/29/2015	First Activity:	12:00:38AM	Last Activity:	11:59:31PM	Total Activity	Time:	23:58:53		
State:	Available			Flag	S: (ACD)		Duration:	03:18	:28
	Follow Up				(DND) (ACW)		01:25	:02
	on a customer	r service interactio	n		(ACD) (DND)		10:32	:52
	on a help desi	k Interaction			(ACD) (DND)		08:43	:00
Agent Statu	a Totala:							23:59	:22
Agent Availability with Activation Report

This report is identical to the (Supervisor) Agent Availability Detail Report, except this one adds a summary of agent activation changes at the end of the report. Supervisors use this report to view and track very detailed information with regards to the agents status activity. Use this report to determine how long users were in an **Available** state to take calls, and each user's status while he or she was unavailable. When you log in and log out of the Client, IC creates the logged in and logged out flags. States change when you change your status in the Client, and these changes do not affect the logged in and logged out flags. This report is sorted by Site and IC user names.

Agent Availability with Activation

Date Time Range: 8/29/2015 10:00:00 AM - 8/29/2015 11:59:59 AM Activity Time Range: <Alb Site ID Range: <AI> Agents /Workgroups:

<Alb

GENESYS

Site ID: 1

Agent:	ALLIE.EUTSEY	_			1 1090		
		_	Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
		Agent Summary:		01:57:23	:00:00	01:45:14	:11:10
				Flags			
			Logged in	Acd Logged In	Non Acd Logged In	DND	ACW
129/2015	State	Duration		01:57:23	:00:00	01:45:14	:11:10
0:02:48AM	Follow Up	:00:10					•
0:02:58AM	on a customer satisfaction cal	:01:00					
0:03:58AM	Follow Up	:00:10					•
0:04:08AM	Available	:00:23					
0:04:31AM	on a customer satisfaction cal	:02:00				•	
0:06:31AM	Follow Up	:00:10	•			•	•
0:06:41AM	Available	:00:00	•				
):06:41AM	on a customer satisfaction cal	:00:30	•			•	
0:07:11AM	Follow Up	:00:10	•			•	•
:07:21AM	Available	:01:03	•	•			
:08:24AM	on a customer satisfaction cal	:00:17	•			•	
0:08:41AM	Follow Up	:00:10	•			•	•
:08:51AM	Available	:01:03	•	•			
):09:54AM	on a customer satisfaction cal	:00:17	•			•	
):10:11AM	Follow Up	:00:10	•			•	•
:10:21AM	Available	:00:10	•	•			
):10:31AM	on a customer satisfaction cal	:02:00	•			•	
):12:31AM	Follow Up	:00:10	•			•	•
):12:41AM	Available	:00:13	•	•			
):12:54AM	on a customer satisfaction cal	:00:17	•			•	
):13:11AM	Follow Up	:00:10	•			•	•
):13:21AM	Available	:00:33	•	•			
0:13:54AM	on a customer satisfaction cal	:00:17	•			•	
):14:11AM	Follow Up	:00:10	•			•	•
:14:21AM	Available	:00:10	•	•			
:14:31AM	on a customer satisfaction cal	:02:00	•			•	
:16:31AM	Follow Up	:00:10	•			•	•
:16:41AM	Available	:00:01	•	•			
int Date: W	Vednesday, July 19, 2017 9:18:30AM		Genesys				Page 1 of

Agent Performance Detail for Queue Report

This report is for supervisors who want to analyze agents and their interaction activity at a detail level. You can select agents individually or by queue. It shows a summary of activity for each agent, followed by the queue detail. Specifically, it shows the number of ACD interactions, after call work, and time available for ACD interactions. By default, this report shows detail by day, but you can show detail down to the smallest time range, interval. IC sorts this report by agent, date, and queue.

Date Time :	10/31/	2015 12:00:0	00 AM - 10/31	/2015 11:	59:59 AM							പ്രല		VC	
Shift :	<ad< th=""><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th>6 GE</th><th>INE2</th><th>1S</th><th></th></ad<>											6 GE	INE2	1S	
Site ID :	<all></all>														
Agents /Workgroups:	<all></all>														
										Non ACD tota	is are shown	by queue only	to eliminate	showing dup	licate totals
					ACD							Non A	CD		
Allan.Lucus	Inis	Avg Talk	Total Talk	Avg	Total ACW	Avg Speed Ans	Local Disc L	.oad Ratio	Activated & Available	in	Avg In Talk	Total Time in	Out	Avg Out Talk	Total Time Out
0/31/2015															
sustomer Service	0	:00:00	:00:00	:00:00	:00:00	:00:00	0		:00:00				0	00:00	:00:00
leip Desk	٥	:00:00	:00:00	:00:00	:00:00	:00:00:	0		:00:00				0	:00:00	:00:00
0/31/2015	0	:00:00	:00:00	:00:00	:00:00	:00:00	0	0.00		0	:00:00	:00:00	0	:00:00	:00:00
Agent Summary	0	:00:00	:00:00	:00:00	:00:00	:00:00	0	0.00		0	:00:00:	:00:00	0	:00:00	:00:00
Allie.Eutsey	Infa	Avg Talk	Totai Taik	Ave	Total ACW	Avg Speed Ans	Losal Dise	.oad Ratio	Activated & Available	in	Avg in Talk	Total Time in	Out	Avg Out Talk	Total Time Out
10/31/2015															
to WorkGroup	0	:00:00	:00:00	:00:00	:00:00	:00:00	0		:00:00				110	:00:15	:27:30
Customer Satisfaction	382	:01:40	10:34:47	:00:10	01:04:00	:00:00	319		02:13:59				0	00:00	:00:00
0/31/2015	382	:01:40	10:34:47	:00:10	01:04:00	:00:00	319	1.18		0	:00:00	:00:00	110	:00:15	:27:30
Agent Summary	382	:01:40	10:34:47	:00:10	01:04:00	:00:00	319	1.18		0	:00:00	:00:00	110	:00:15	:27:30
															Dage 1 of

Agent Performance Detail for Queue by Date by Interaction Type Report

The Agent Performance Detail for Queue by Date by Interaction Type report displays a detail of agent information by interaction type for a specified date/time range for selected agents. You can select the agents individually or by a workgroup. This report shows the summary for each agent by queue and by day. It shows the number of ACD interactions, after call work, and time available for ACD interactions.

Sample Report

Shift :	<alb< th=""><th></th><th></th><th></th><th></th><th></th><th>SGEN</th><th>ESYS</th></alb<>						SGEN	ESYS
Site ID :	<ai></ai>							
Agents /Workgroups:	<al></al>							
Allie.Eutsey	Ints	Avg Talk	Total Talk	Avg	Total ACW	Avg Speed Ans	Local Disc	Load Ratio
10/31/2015								
Customer Satisfaction								
Call	161	:01:45	04:40:44	:00:10	:26:50	:00:00	96	
Callback	110	:00:17	:31:11	:00:10	:18:20	:00:00	110	
Chat	106	:02:54	05:07:47	:00:10	:18:00	100:00	108	
Email	5	:03:01	:15:05	:00:10	:00:50	:00:00	5	
Customer Satisfaction	382	:01:40	10:34:47	:00:10	01:04:00	:00:00	319	1.19
10/31/2015	382	:01:40	10:34:47	:00:10	01:04:00	:00:00	319	1.19
Agent Summary	382	:01:40	10:34:47	:00:10	01:04:00	:00:00	319	1.19

Print Date: Wednesday, July 19, 2017 9:22:47AM

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Agent Performance Detail for Queue by Interval Report

The Agent Performance Detail for Queue by Interval report displays a detail of agent information by interval for a specified date/time/interval range for selected agents. You can select the agents individually or by a workgroup. This report shows the summary for each agent by queue, by day, and by interval. It shows the number of ACD interactions, after call work, and time available for ACD interactions.

Date Time :	10/31/	2015 6:00:00	AM - 10/31/	2015 11:59	:59 AM							റ്റെ		VO.	
Shift :	<ad< th=""><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th>GE</th><th>NES</th><th>YS</th><th></th></ad<>											GE	NES	YS	
Site ID :	<ai></ai>														
Agents /Workgroups:	<all></all>														
	4														
										Non ACD tot	als are show	n by queue only	to eliminate	showing du	plicate totals
					ACD							Non 4	ACD		
Allan.Lucus	Info	Avg Talk	Total Talk	Avg ACW	Total ACW	Avg Speed Ans	Losal Dise L	oad Ratio	Activated & Available	in	in Talk	Total Time in	Out	Avg Out Talk	Total Time Out
0/31/2015															
Customer Service															
:00:00 AM	0	:00:00	:00:00	:00:00	:00:00	:00:00:	٥	0.00	:00:00						
30:00 AM	0	:00:00	:00:00	:00:00	:00:00	:00:00	0	0.00	:00:00						
:00:00 AM	0	:00:00	:00:00	:00:00	:00:00	:00:00	0	0.00	:00:00						
:30:00 AM	0	:00:00	:00:00	:00:00	:00:00	:00:00	0	0.00	:00:00						
00:00 AM	٥	:00:00	:00:00	:00:00	:00:00	:00:00	0	0.00	:00:00						
30:00 AM	0	:00:00	:00:00	:00:00	:00:00	:00:00	0	0.00	:00:00						
00:00 AM	0	:00:00	:00:00	:00:00	:00:00	:00:00	0	0.00	:00:00						
:30:00 AM	0	:00:00	:00:00	:00:00	:00:00	:00:00	0	0.00	:00:00						
0:00:00 AM	0	:00:00	:00:00	:00:00	:00:00	:00:00:	0	0.00	:00:00						
0:30:00 AM	0	:00:00	:00:00	:00:00	:00:00	:00:00	٥	0.00	:00:00						
1:00:00 AM	0	:00:00	:00:00	:00:00	:00:00	:00:00:	0	0.00	:00:00						
1:30:00 AM	0	:00:00	:00:00	:00:00	:00:00	:00:00	0	0.00	:00:00						
ustomer Service	0	:00:00	:00:00	:00:00	:00:00	:00:00	0	0.00	:00:00	٥	:00:00	:00:00	0	:00:00	:00:00
															Dana (-1
Print Date: Wednesday, July 1	9, 2017 9:	26:02AM					0	Senesys							Page 1 of

Agent Performance Summary for Queue Report

This report is for supervisors who want to analyze agents and their interaction activity at a summary level. You can select agents individually or by queue. It shows a summary of activity for each agent, without regards to queue. Specifically, it shows the number of ACD interactions, after call work, time available for ACD interactions, and non-ACD activity. IC sorts this report by agent, then by date.

Date Time :	10/31/	2015 12:00:0	00 AM - 10/31	/2015 11:	59:59 AM						റ്റെ		10	
Shift :	<ai></ai>										GE	NES	YS	
Site ID :	<ai></ai>													
Agents /Workgroups:	<all></all>													
									Non ACD tota	is are shown	by queue only	to eliminate	showing dup	licate totals
					ACD						Non A	CD		
Allan.Lucus	Ints	Avg Talk	Total Talk	Ave	Total ACW	Avg Speed Ans	Losal Dise L	oad Ratio	in	Avg In Talk	Total Time in	Out	Avg Out Talk	Total Time Out
Agent Summary	0	:00:00	:00:00	:00:00	:00:00	:00:00	0	0.00	0	:00:00	:00:00	0	:00:00	:00:0
Allie.Eutsey	Inte	Avg Talk	Total Talk	Avg	Total ACW	Avg Speed Ans	Losal Disa L	oad Ratio	In	Avg In Talk	Total Time in	Out	Avg Out Talk	Total Time Out
Agent Summary	382	:01:40	10:34:47	:00:10	01:04:00	:00:00	319	1.18	0	:00:00	:00:00	110	:00:15	:27:3
Amy.Cooper	Into	Avg Talk	Total Talk	Ave	Total ACW	Avg Speed Ans	Losal Dise L	oad Ratio	in	Avg In Talk	Total Time in	Out	Avg Out Talk	Total Time Out
Agent Summary	0	:00:00	:00:00	:00:00	:00:00	:00:00	0	0.00	0	:00:00	:00:00	0	:00:00	:00:0
Beth.Collier	Infis	Avg Talk	Total Talk	Ave	Total ACW	Avg Speed Ans	Losal Disa L	oad Rafio	In	Avg In Talk	Total Time in	Out	Avg Out Talk	Total Time Out
Agent Summary	0	:00:00	:00:00	:00:00	:00:00	:00:00	0	0.00	0	:00:00	:00:00	0	:00:00	:00:0
3ob.Kemna	ints	Avg Talk	Total Talk	Ave	Total ACW	Avg Speed Ans	Losal Dise L	oad Rafio	In	Avg In Talk	Total Time in	Out	Avg Out Talk	Total Time Out
Agent Summary	319	:02:15	11:56:12	:00:10	:53:10	:00:01	253	1.05	0	:00:00	:00:00	3	:00:15	:00:4
Bob.Tomatoe	ints	Avg Talk	Total Talk	Ave	Total ACW	Avg Speed Ans	Local Dise L	oad Ratio	in	Avg In Talk	Totai Time in	Out	Avg Out Talk	Total Time Out
		-06-11	09-39-30	-00-10	17:50	-00:00	47	1.01	0	-00-00	-00-00		-00-00	-00-0

Caller ID Summary by Date Report

This report shows a summary of inbound calls and chats each IC user received from each identified external telephone number or IP address. IC displays chats under the IP address from where the chat originated. The chat header name displayed is the name of the first chat found in the query of the data. This name does not represent the person that made all the chats. This report is helpful for viewing date activity for a specific caller ID.

Date Time Range:	10/31/2015 12:00:00 AM	M - 10/31/2015 11:59:59 A	M				
CallerID Range:	<all></all>					c	
Site ID Range:	<alb< th=""><th></th><th></th><th></th><th></th><th>(</th><th>DENESTS</th></alb<>					(DENESTS
Purpose Code Range:	0-3;5-8;10-9999						
10/31/2015							
User	Remote Number	Total Calls	Total Duration	Avg. Duration	Total Hold	Avg. Hold	Account Code
	(202) 579-8632	1	:02:17	:02:17	:00:00	:00:00	
	(204) 239-8658	3	:04:32	:01:31	:00:00	:00:00	
	(207) 598-4621	1	:00:01	:00:01	:00:00	:00:00	
	(208) 363-7458	4	:02:19	:00:35	:00:00	:00:00	
	(210) 831-7569	3	:04:32	:01:31	00:00	:00:00	-
	(212) 856-9845	2	:00:02	:00:01	00:00	:00:00	-
	(217) 457-9223	5	00:00	:01:24	100.00	:00:00	-
	(219) 547-9562 (301) 571-2365		11:15	102.14	100.00	100.00	
	(303) 858,4880	1	102:18	302.14	100.00	:00:00	-
	(302) 361-3237	1	102:28	02:28	:00:00	:00:00	
	(307) 398-5789	5	:24:06	:04:49	:00:00	:00:00	
	(312) 584-1581	1	:00:01	:00:01	:00:00	:00:00	
	(312) 705-4823	1	:02:16	:02:16	:00:00	:00:00	
	(313) 579-9616	2	:00:01	:00:01	:00:00	:00:00	
	(314) 698-8811	4	:09:02	:02:16	:00:00	:00:00	-
	(314) 705-4896	5	:00:02	:00:00	:00:00	:00:00	-
	(315) 613-3757	1	:02:29	:02:29	:00:00	:00:00	
	(317) 258-5871	5	:02:17	:00:27	:00:00	:00:00	
,	(317) 831-4823	5	:02:20	:00:25	:00:00	:00:00	
	(340) 626-3544	3	:02:16	:00:45	:00:00	:00:00	
	(347) 688-5146	1	:02:41	:02:41	:00:00	:00:00	-
	(380) 584-6789	3	:02:18	:00:46	:00:00	:00:00	
	(300) 908-1544	1	102:29	302.29	-00.00	:00:00	-
	(405) 549-0090	3	102:16	:00:46	100.00	:00:00	
	(407) 013-3407	0 5	104/32	-07-16	100.00	100.00	
	(400) 923-0341 (413) 347-8512	2	104.32	102.10	100.00	100.00	
-	(415) 862-2114	5	100:02	00.00	100.00	100.00	
	(a. 10) 000 0 1 1 4	*		-1010-1010			

Caller ID Summary by User Report

This report shows a summary of caller IDs of calls and chats each IC user received from each identified external telephone number or IP address. IC displays chats under the IP address from where the chat originated. The chat header name displayed is the name of the first chat found in the query of the data. This name does not represent the person that made all the chats. This report is helpful for viewing caller ID activity for a specific user.

GENESYS

Caller ID Summary by User

 Date Time Range:
 1/17/2015 12:00:00 AM - 10/17/2016 11:59:59 PM

 CallertDs:
 <AII>

 Users:
 <AII>

 Site ID Range:
 <AII>

 WorkGroup Range:
 <AII>

 Purpose Code Range:
 0-3;5-8;10-9999

Remote Number	CallerID	Date	Total Calls	Total Duration hh:mm:ss	Avg Duration hh:mm:ss	Hold Duration	Avg Hold Duration hh:mm:ss
(202) 579-8632	Amber Lowmiller	10/27/2015	32	:03:05	:00:06	:00:00	:00:00
(204) 239-8658	Lawrence Cramer	10/27/2015	41	:02:48	:00:04	:00:00	:00:00
(207) 598-4621	Brad Downey	10/27/2015	34	:00:17	:00:01	:00:00	:00:00
(208) 363-7458	Stephen Glordano	10/27/2015	35	:04:49	:00:08	:00:00	:00:00
(210) 831-7569	Monty Sanders	10/27/2015	36	:04:52	:00:08	:00:00	:00:00
(212) 404-7681	New York City Zone 1 NY	10/27/2015	1	:02:28	:02:28	:00:00	:00:00
(212) 596-7516	New York City Zone 1 NY	10/27/2015	1	:02:29	:02:29	:00:00	:00:00
(212) 855-9845	James Ewing	10/27/2015	37	:05:23	:00:09	:00:00	:00:00
(213) 457-8456	Sacremento	10/27/2015	30	:00:20	:00:01	:00:00	:00:00
(214) 396-1050	Dallas TX	10/27/2015	1	:08:17	:08:17	:00:00	:00:00
(214) 494-9667	Frisco TX	10/27/2015	1	:02:29	:02:29	:00:00	:00:00
(214) 586-0332	Dallas TX	10/27/2015	1	:02:28	:02:28	:00:00	:00:00
(214) 723-5898	Dallas TX	10/27/2015	1	:02:29	:02:29	:00:00	:00:00
(214) 764-6318	Dallas TX	10/27/2015	1	:02:28	:02:28	:00:00	:00:00
(214) 901-7574	Mckinney TX	10/27/2015	1	:02:29	:02:29	:00:00	:00:00
(217) 457-9223	Ben Dover	10/27/2015	31	:02:32	:00:05	:00:00	:00:00
(219) 547-9562	Alice Wunderkind	10/27/2015	33	:00:21	:00:01	:00:00	:00:00
(239) 352-8922	Naples FL	10/27/2015	1	:08:32	:08:32	:00:00	:00:00
(239) 953-4662	Naples FL	10/27/2015	1	:02:29	:02:29	:00:00	:00:00
(254) 252-3600	Marlin TX	10/27/2015	1	01:00:02	01:00:02	:00:00	:00:00
(281) 309-0030	Dickinson TX	10/27/2015	1	:02:41	:02:41	:00:00	:00:00
(281) 394-0657	Katy TX	10/27/2015	1	:02:29	:02:29	:00:00	:00:00
(281) 533-6010	Valley Lodge TX	10/27/2015	1	:02:29	:02:29	:00:00	:00:00
(281) 942-6573	Seabrook TX	10/27/2015	1	:08:32	:08:32	:00:00	:00:00
(301) 571-2365	Richard Springfield	10/27/2015	31	:00:16	:00:01	:00:00	:00:00
(302) 858-4689	George Tanner	10/27/2015	34	:02:56	:00:05	:00:00	:00:00
(305) 918-2177	North Dade FL	10/27/2015	1	:02:28	:02:28	:00:00	:00:00
(307) 398-5789	Tommy Jones	10/27/2015	32	:02:32	:00:05	:00:00	:00:00
(312) 584-1581	Aubrey Colescott	10/27/2015	32	:00:52	:00:02	:00:00	:00:00
(312) 705-4823	Elleen Dover	10/27/2015	34	:00:21	:00:01	:00:00	:00:00
(313) 579-9616	David Krokett	10/27/2015	38	:03:23	:00:05	:00:00	:00:00
(314) 698-8811	Felix Martin	10/27/2015	37	:02:35	:00:04	:00:00	:00:00
(314) 705-4896	Laverne Simpson	10/27/2015	31	:00:19	:00:01	:00:00	:00:00
(315) 334-1359	Rome NY	10/27/2015	1	:02:29	:02:29	:00:00	:00:00
(315) 696-1797	Tully NY	10/27/2015	1	01:00:01	01:00:01	:00:00	:00:00
(317) 258-5871	Rhonda Jackson	10/27/2015	36	:02:37	:00:04	:00:00	:00:00
(317) 831-4823	Dave Rush	10/27/2015	43	:04:57	:00:07	:00:00	:00:00
(319) 246-7080	Fort Madison IA	10/27/2015	1	:02:29	:02:29	:00:00	:00:00
(340) 626-3544	Dave Anthony	10/27/2015	40	:05:22	:00:08	:00:00	:00:00
Print Date: Tuesday	, October 17, 2017 10:40:24PM		Genesys				Page 1 of 612

Distribution Queue Performance (Date by Queue by Interaction Type) Report

This report allows you to see a detailed view of queue activity grouped by date. It includes such information as interactions answered, total talk time, average talk times, and average speed of answer. It also shows information on ACW time and Abandons.

Queue Range:	<aii></aii>								റ്റ		NO.	
Date Time Range:	8/29/2015 12:0	0:00 AM - 8/29/2	015 11:59:59 PM						50	JEINES	512	
Shift Time Range:	<all></all>											
Site ID Range:	<al></al>											
	inta Ana	Avg Talk	Total Talk	Avg ACW	Total ACW	ints Aban	Avg Aban	% Aband	Max Walt Ans	Avg Speed Ans	SVI LVI 1	Entered
SiteID: 1												
8/29/2015												
SystemlvrTransferHu	b_											
Call	0	:00:00	:00:00	:00:00	:00:00	٥	:00:00	0.00%	:00:00	:00:00	0.00%	
SystemivrTransferH ub	0	:00:00	:00:00	:00:00	:00:00	٥	:00:00	0.00%	:00:00	:00:00	0.00%	
CompanyOperator												
Call	٥	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	
CompanyOperator	٥	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	
Customer Satisfaction												
Call	3,757	:02:17	143:15:59	:00:00	:00:00	164	:02:00	4.18%	:03:03	:00:23	56.19%	3,92
Calback	2,880	:00:17	13:36:12	:00:00	00:00	٥	:00:00	0.00%	:00:08	00:00	100.00%	2,88
Chat	1,439	:02:53	69:14:34	:00:00	:00:00	0	:00:00	0.00%	:00:10	:00:00	100.00%	1,43
Email	410	:02:45	18:50:09	:00:00	:00:00	٥	:00:00	0.00%	:00:00	:00:00	100.00%	41
Customer Satisfaction	8,486	:01:44	244:56:54	:00:00	:00:00	164	:02:00	1.90%	:03:03	:00:10	80.60%	8,65
Customer Service												
Call	1,002	:08:33	142:51:20	:00:00	:00:00	0	:00:00	0.00%	:01:20	:00:06	71.86%	1,00

Distribution Queue Performance (Date by Queue) Report

This report allows you to see a detailed view of queue activity with a breakdown by date. It includes such information as interactions answered, total talk time, average talk times, and average speed of answer. It also shows information on ACW time and Abandons.

Sample Report

Queue Range:	<al></al>								റ്റ			
Date Time Range:	8/29/2015 12:0	0:00 AM - 8/29/20	015 11:59:59 PM	1					90	>EINE:	512	
Shift Time Range:	<al></al>											
Site ID Range:	<aI></a											
	Ints Ans	Avg Talk	Total Talk	Avg ACW	Total ACW	Ints Aban	Avg Aban	% Aband	Max Wait Ans	Avg Speed Ans	Svi Lvi 1	Load Ratio
SiteID: 1												
8/29/2015												
SystemIvrTransferH ub	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00
Accounting	D	:00:00:	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00
ARM Collections	D	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00
CompanyOperator	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00
Customer Satisfaction	8,486	:01:44	244:56:54	:00:00	:00:00	164	-02-00	1.90%	:03:03	:00:10	80.60%	117.18
Customer Service	2,851	:04:46	226:44:34	:00:00	:00:00	0	-00-00	0.00%	:04:11	:00:25	76.39%	99.99
Dialer	1,486	:05:30	136:02:06	:00:00	:00:00	92	:00:16	5.83%	:00:02	:00:01	100.00%	100.08
FeedBack	D	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00
FeedBack IPA	0	:00:00	:00:00	:00:00	:00:00	0	-00-00	0.00%	:00:00	:00:00	0.00%	0.00
Help Desk	2,618	:04:34	199:29:11	:00:00	:00:00	0	:00:00	0.00%	:03:46	:00:21	78.19%	102.50
ime	٥	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00
IPA Intelligent Mobile Connect	0	:00:00	:00:00	:00:00	:00:00:	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00
IPA Intelligent Mobile Connect 2	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00
IPA Life Insurance Demo	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	-00:00	:00:00	0.00%	0.00
PA TeleHealth	0	:00:00	-00-00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00
IS_Survey	0	:00:00	:00:00	:00:00	:00:00	1	:59:58	100.00%	:00:00	:00:00	0.00%	0.00
Marketing	0	:00:00	:00:00	:00:00	:00:00	0	-00-00	0.00%	:00:00	:00:00	0.00%	0.00
Medimmune	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00
MemberServices	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.0

Print Date: Wednesday, July 19, 2017 9:10:27AM

Genesys

Page 1 of 4

Distribution Queue Performance (Queue by Date Grouping) Report

This report allows you to see a summary view of queue activity grouped by date. It includes such information as interactions answered, total talk time, average talk times, and average speed of answer. It also shows information on ACW time and Abandons.

Sorted by Sorte Queue Range:	d by Month <all></all>								ູ່ ອູ່ (SENE	SYS	
Date Time Range:	8/29/2015 12:0	0:00 AM - 8/29/2	015 11:59:59 PN						0		010	
Shift Time Range:	<all></all>											
Site ID Range:	<ali></ali>											
	ints Ans	Avg Talk	Total Talk	Avg ACW	Total ACW	ints Aban	Avg Aban	% Aband	Max Walt Ans	Avg Speed Ans	Svi Lvi 1	Load Ratio
SiteID: 1												
SystemlvrTransfer	rHub											
08	٥	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
SystemIvrTransferH ub	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.009
Accounting												
08	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
Accounting	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
ARM Collections												
08	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
ARM Collections	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
CompanyOperator												
08	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
CompanyOperator	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.009
Print Date: Wednesday,	July 19, 2017 9:15:2	3AM			Genesys							Page 1 of

Distribution Queue Performance (Queue by Date by Interaction Type) Report

This report allows you to see a detailed view of queue activity with a breakdown by date and interaction. It includes such information as interactions answered, total talk time, average talk times, and average speed of answer. It also shows information on ACW time and Abandons.

Queue Range:	<ai></ai>								റ്റ		21/07	
Date Time Range:	8/29/2015 12:0	0:00 AM - 8/29/2	015 11:59:59 PM						50	JEINE:	515	
Shift Time Range:	<all></all>											
Site ID Range:	<all></all>											
	ints Ans	Avg Talk	Total Talk	Avg ACW	Total ACW	inta Aban	Avg Aban	% Aband	Max Walt Ana	Avg Speed Ana	SVI LVI 1	Entered
SiteID: 1												
SystemlvrTransfer	lub_											
//29/2015												
Call	0	:00:00	:00:00:	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	
8/29/2015	٥	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	00:00	:00:00	0.00%	
SystemivrTransferH ib	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	
CompanyOperator												
/29/2015												
Call	٥	:00:00	:00:00	:00:00:	:00:00	٥	:00:00	0.00%	:00:00	:00:00	0.00%	
8/29/2015	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	
CompanyOperator	٥	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	
Customer Satisfactio	on											
//29/2015												
call	3,757	:02:17	143:15:59	:00:00	:00:00	164	:02:00	4.18%	:03:03	:00:23	56.19%	3,92
Caliback	2,880	:00:17	13:36:12	:00:00	:00:00	٥	:00:00	0.00%	:00:08	:00:00	100.00%	2,88
hat	1,439	:02:53	69:14:34	:00:00	:00:00	0	:00:00	0.00%	:00:10	:00:00	100.00%	1,43

Distribution Queue Performance (Queue by Date by Interval) Report

This report allows you to see a detail view of queue activity grouped by date. This report also allows a supervisor to compare intervals for a particular day on a particular queue. It includes such information as interactions answered, total talk time, average talk times, and average speed of answer. It also shows information on ACW time and Abandons.

Queue Range: Date Time Range: Shift Time Range: Site ID Range:	<ali> 8/29/2015 12:00 <ali> <ali></ali></ali></ali>	0:00 AM - 8/29/20	015 11:59:59 PM	I					80	GENES	SYS	
	ints Ans	Avg Talk	Totai Taik	Avg ACW	Total ACW	ints Aban	Avg Aban	% Aband	Max Walt Ann	Avg Speed Ans	SVI LVI 1	Load Ratio
SiteID: 1												
SystemlvrTransfer	'Hub_											
00:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00
00:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	00:00	:00:00:	0.00%	0.00
1:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00:	0.00%	0.00
1:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00:	0.00%	0.00
12:00:00	0	:00:00	:00:00	:00:00	:00:00	٥	:00:00	0.00%	:00:00	:00:00:	0.00%	0.00
03:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00:	0.00%	0.00
03:30:00	0	:00:00	:00:00	:00:00	:00:00	٥	:00:00	0.00%	:00:00	:00:00:	0.00%	0.00
04:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00:	0.00%	0.00
04:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00
05:00:00	0	:00:00	:00:00	:00:00	:00:00	٥	:00:00	0.00%	:00:00	:00:00	0.00%	0.00
05:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00:	0.00%	0.00
00:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00
06:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00
07:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00:	0.00%	0.00
10:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00
11:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00:	0.00%	0.00
12:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00:	0.00%	0.00
12:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00
3:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00

Distribution Queue Performance (Queue by Date) Report

This report allows you to see a summary view of queue activity grouped by date. It includes such information as interactions answered, total talk time, average talk times, and average speed of answer. It also shows information on ACW time and Abandons.

Queue Range: Date Time Range: Shift Time Range:	<ali> 8/29/2015 12:0(<ali></ali></ali>	0:00 AM - 8/29/2	015 11:59:59 PN	l I					<mark>0</mark> 0 (GENE	SYS	
Site ID Range:	<ali></ali>											
	Ints Ans	Avg Talk	Total Talk	Avg ACW	Total ACW	ints Aban	Avg Aban	% Aband	Max Walt Ans	Avg Speed Ans	SVI LVI 1	Load Ratio
SiteID: 1												
SystemlvrTransfer	Hub											
8/29/2015	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00
SystemIvrTransferH ub	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00
Accounting												
8/29/2015	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00
Accounting	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00
ARM Collections												
8/29/2015	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.009
ARM Collections	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.009
CompanyOperator												
8/29/2015	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.005
CompanyOperator	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.009
Customer Satisfacti	ion											
Print Date: Wednesday,	July 19, 2017 9:16:53	SAM			Genesys							Page 1

Distribution Queue Performance (Queue by Interaction Type) Report

This report allows you to see a detailed view of queue activity grouped by interaction type. It includes such information as interactions answered, total talk time, and average speed of answer, average wait time. It also shows information on ACW time and Abandons.

015 12:00:00 / Ans 4 0 0 0	Avg Talk :00:00 :00:00 :00:00 :00:00	015 11:59:59 PM Total Talk :00:00 :00:00 :00:00	Avg ACW :00:00 :00:00 :00:00	Total ACW :00:00 :00:00 :00:00	Inte Aban 0 0	Avg Aban :00:00 :00:00 :00:00	% Aband 0.00% 0.00% 0.00%	Max Wait Ans :00:00 :00:00	Avg Speed Ans 20:00 20:00	SVI LVI 1 0.00% 0.00% 0.00%	Entered
Ans 4	Avg Talk :00:00 :00:00 :00:00 :00:00	Total Talk :00:00 :00:00 :00:00 :00:00	Avg ACW :00:00 :00:00 :00:00 :00:00	Total ACW :00:00 :00:00 :00:00 :00:00	Inte Aban 0 0	Avg Aban :00:00 :00:00 :00:00	% Aband 0.00% 0.00% 0.00%	Max Wait Ane :00:00 :00:00 :00:00	Avg Speed Ans :00:00 :00:00 :00:00	Svi Lvi 1 0.00% 0.00% 0.00%	Entered
Ans 4	Avg Taik :00:00 :00:00 :00:00 :00:00	Total Talk :00:00 :00:00 :00:00 :00:00	Avg ACW :00:00 :00:00 :00:00	Total ACW :00:00 :00:00 :00:00	Inte Aban 0 0	Avg Aban :00:00 :00:00 :00:00	% Aband 0.00% 0.00% 0.00%	Max Wait Ans :00:00 :00:00 :00:00	Avg Speed Ans 200:00 :00:00 :00:00	Svi Lvi 1 0.00% 0.00% 0.00%	Entered
Ans 4	Avg Taik :00:00 :00:00 :00:00	Total Talk :00:00 :00:00 :00:00 :00:00	Avg ACW :00:00 :00:00 :00:00	Total ACW :00:00 :00:00 :00:00	Inte Aban 0 0 0	Avg Aban :00:00 :00:00 :00:00 :00:00	% Aband 0.00% 0.00% 0.00%	Max Walt Ans :00:00 :00:00 :00:00	Avg Speed Ans :00:00 :00:00 :00:00	Svi Lvi 1 0.00% 0.00% 0.00%	Entered
0 0 0	:00:00 00:00: :00:00 :00:00	:00:00 :00:00 :00:00 :00:00	:00:00 :00:00 :00:00 :00:00	:00:00 :00:00 :00:00 :00:00	0 0 0 0	:00:00 :00:00 :00:00 :00:00	0.00%	:00:00 :00:00 :00:00	:00:00 :00:00 :00:00	0.00%	
0 0 0	:00:00 :00:00 :00:00 :00:00	:00:00 :00:00 :00:00 :00:00	:00:00 :00:00 :00:00 :00:00	:00:00 :00:00 :00:00 :00:00	0 0 0	:00:00 :00:00 :00:00 :00:00	0.00%	:00:00 :00:00 :00:00	:00:00 :00:00 :00:00	0.00%	
0	:00:00 :00:00 :00:00 :00:00	:00:00 :00:00 :00:00 :00:00	:00:00 :00:00 :00:00 :00:00	:00:00 :00:00 :00:00 :00:00	0 0 0 0	:00:00 :00:00 :00:00 :00:00	0.00%	00:00: 00:00: :00:00: :00:00:	:00:00 :00:00 :00:00	0.00%	
0	:00:00 :00:00 :00:00	:00:00 :00:00 :00:00	:00:00 :00:00 :00:00	:00:00 :00:00 :00:00	0	:00:00 :00:00 :00:00	0.00%	:00:00	:00:00	0.00%	
0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	
0	:00:00	:00:00	:00:00	:00:00	0	:00:00:00:00:	0.00%	:00:00	:00:00	0.00%	
O	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	-00-00	0.00%	
									.00.00		
3,757	:02:17	143:15:59	:00:00	:00:00	164	:02:00	4.18%	:03:03	:00:23	56.19%	3,9
2,880	:00:17	13:36:12	:00:00	:00:00	0	:00:00	0.00%	:00:08	:00:00	100.00%	2,8
1,439	:02:53	69:14:34	:00:00	:00:00	0	:00:00	0.00%	:00:10	:00:00	100.00%	1,4
410	:02:45	18:50:09	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	100.00%	4
8,486	:01:44	244:56:54	:00:00	:00:00	164	:02:00	1.90%	:03:03	:00:10	80.60%	8,6
1,002	:08:33	142:51:20	:00:00	:00:00	0	:00:00	0.00%	:01:20	:00:06	71.86%	1,0
1,439	:02:42	64:46:12	:00:00	:00:00	0	:00:00	0.00%	:04:11	:00:44	72.83%	1,4
410	:02:48	19:07:02	:00:00	:00:00	0	:00:00	0.00%	:02:27	:00:04	100.00%	4
2,851	:04:46	226:44:34	:00:00	:00:00	٥	:00:00	0.00%	:04:11	:00:25	76.39%	2,8
	1,002 1,439 410 2,851 7 9:18:10AM	8,486 :01:44 1,002 :08:33 1,439 :02:42 410 :02:48 2,851 :04:45	100 100000 8,486 :01:44 244:56:54 1,002 :08:33 142:51:20 1,439 :02:42 64:46:12 410 :02:48 19:07:02 2,851 :04:46 226:44:34	100 10240 100000 100000 8,486 :01:44 244:56:54 :00:00 1,002 :08:33 142:51:20 :00:00 1,439 :02:42 64:46:12 :00:00 410 :02:48 19:07:02 :00:00 2,851 :04:46 226:44:34 :00:00	100 10220 102003 10200 10000 8,486 :01:44 244:56:54 :00:00 :00:00 1,002 :08:33 142:51:20 :00:00 :00:00 1,439 :02:42 64:46:12 :00:00 :00:00 410 :02:48 19:07:02 :00:00 :00:00 2,851 :04:46 226:44:34 :00:00 :00:00	0.10 1.02.00 1.00.00 0 8,485 :01:44 244:56:54 :00:00 :00:00 164 1,002 :08:33 142:51:20 :00:00 :00:00 0 1,439 :02:42 64:46:12 :00:00 :00:00 0 410 :02:48 19:07:02 :00:00 :00:00 0 2,851 :04:46 226:44:34 :00:00 :00:00 0	1.02.4 1.02.0 1.02.0 0 1.02.0 0 1.02.0 0 1.02.0 0 1.02.0 0 1.02.0 0 1.02.0 0 1.02.0 0 1.02.0 0 1.02.0 0 1.02.0 0 1.02.00 <th1.02.00< th=""> <th1.02.00< th=""> <th1.02.< td=""><td>0.10 1.02.00 1.02.00 1.02.00 0 1.02.00 0.00.01 8,485 :01.144 244:56:54 :00:00 :00:00 164 :02:00 1.90% 1,002 :06:33 142:51:20 :00:00 :00:00 0 :00:00 0.00% 1,439 :02:42 64:46:12 :00:00 :00:00 0 :00:00 0.00% 410 :02:48 19:07:02 :00:00 :00:00 0 :00:00 0.00% 2,851 :04:46 226:44:34 :00:00 :00:00 0 :00:00 0.00%</td><td>100 10000 10000 10000 0 100000 1000000 100000 100000<</td><td>100 100000 10000</td><td>100 10000 10000 0 100000 10000 100000 100</td></th1.02.<></th1.02.00<></th1.02.00<>	0.10 1.02.00 1.02.00 1.02.00 0 1.02.00 0.00.01 8,485 :01.144 244:56:54 :00:00 :00:00 164 :02:00 1.90% 1,002 :06:33 142:51:20 :00:00 :00:00 0 :00:00 0.00% 1,439 :02:42 64:46:12 :00:00 :00:00 0 :00:00 0.00% 410 :02:48 19:07:02 :00:00 :00:00 0 :00:00 0.00% 2,851 :04:46 226:44:34 :00:00 :00:00 0 :00:00 0.00%	100 10000 10000 10000 0 100000 1000000 100000 100000<	100 100000 10000	100 10000 10000 0 100000 10000 100000 100

IVR Summary by Date Report

This summary reports by date, and displays IVR level name, interactions, duration, percent of calls by IVR level name, repeated calls, and percent of calls repeated.

IVR Summary by Date

Date Time Range:

10/1/2015 12:00:00 AM - 10/31/2015 11:59:59 PM <ali> Site ID Range: 3

GENESYS

Site ID: 1

Level :

Application : After Hours

		Calls Entered	% of Daily Totals	Avg IVR Duration	Total Time	Daily Time %	Repeated Calls
Application :	After Hours						
2015-10-28		1	50.00%	:00:26	:00:26	50.00%	0
2015-10-29		1	50.00%	:00:26	:00:26	50.00%	0
After Hours		2		:00:26	:00:52		0
Application :	Default Schedule						
2015-10-26		13	3.21%	:02:01	:26:15	2.76%	0
2015-10-27		75	18.52%	:02:58	03:42:36	23.42%	0
2015-10-28		139	34.32%	:02:03	04:44:20	29.92%	0
2015-10-29		42	10.37%	:02:12	01:32:37	9.75%	0
2015-10-30		90	22.22%	:02:24	03:35:40	22.69%	1
2015-10-31		46	11.36%	:02:22	01:48:50	11.45%	0
Default Sche	dule	405		:02:21	15:50:18		1
Application :	Error Handling: After H	ours					
2015-10-28		1	50.00%	:00:03	:00:03	50.00%	0
2015-10-29		1	50.00%	:00:03	:00:03	50.00%	0
Error Handlin	ng: After Hours	2		:00:03	:00:06		0
Application :	Error Handling: Default	Schedule					
2015-10-26		10	3.30%	:00:02	:00:20	3.33%	0
2015-10-27		67	22.11%	:00:02	:02:12	22.00%	0
2015-10-28		87	28.71%	:00:02	:02:54	29.00%	0
2015-10-29		34	11.22%	:00:02	:01:06	11.00%	0
2015-10-30		61	20.13%	:00:02	:02:00	20.00%	0
2015-10-31		44	14.52%	:00:02	:01:28	14.67%	0

Print Date: Wednesday, July 19, 2017 9:09:43AM

Genesys

Page 1 of 2

Line Activity Summary by Day Report

This report compares day to day line activity in a summary. This report shows the call activity on the configured lines in a line group across several days. You can use this report to help determine individual lines that need further research based on information from the line group reports.

ate Time Range: ite ID Range: ctivity Time Range:	10/1/2015 12:00:00 AM - 10/31/ <ali> <ali></ali></ali>	2015 11:59:59 PM				0000	GENES	ΎS
ne Group ne ate /Time / Hour	Duration per Line	Utilization	% Utilization	Total Calls	Avg Call Duration	Calls Out	% Calls Out	% Out Blocked
eID: 1								
015-10-17								
stations-TCP>	23:00:01	:00:00	0.00%	0	:00:00	0	0.00%	0.00%
tations-TLS>	23:00:01	:00:00	0.00%	0	:00:00	0	0.00%	0.00%
tations-UDP>	23:00:01	:00:00	0.00%	0	:00:00:	0	0.00%	0.00%
IkCaller	23:00:01	406:21:57	1,766.79%	7,905	:03:05	0	0.00%	0.00%
faultSIP	23:00:01	:00:00	0.00%	0	:00:00	0	0.00%	0.00%
15-10-18								
tations-TCP>	24:00:01	:00:00	0.00%	0	:00:00	0	0.00%	0.00%
tations-TLS>	24:00:01	:00:00	0.00%	0	:00:00	0	0.00%	0.00%
tations-UDP>	24:00:01	:00:00	0.00%	0	:00:00	0	0.00%	0.00%
lkCaller	24:00:01	425:08:22	1,771.39%	8,373	:03:03	0	0.00%	0.00%
faultSIP	24:00:01	:00:00	0.00%	0	:00:00	0	0.00%	0.00%
15-10-19								
tations-TCP>	24:00:01	:00:00	0.00%	0	:00:00	0	0.00%	0.00%
tations-TLS>	24:00:01	:00:00	0.00%	0	:00:00	0	0.00%	0.00%
ations-UDP>	24:00:01	:00:00	0.00%	0	:00:00	0	0.00%	0.00%
lkCaller	24:00:01	436:22:32	1,818.21%	7,771	:03:22	0	0.00%	0.00%

Line Activity Summary by Line Report

This report evaluates line activity for a day. This report shows the call activity for all lines in the specified range of line groups for a specified time and date range. Because this report generates a large amount of data, you should limit the number of days and lines that you select for the report.

Site D Range: AD> Connection Activity Time Range: AD> Line Group Line Date /Time / Hour Duration per Line % Utilization Total Utilization Avg Call Calls Calls Calls Out Out Out Blocked Site ID: 1 *Stations-TCP> Site ID: 230001 0000 0 0.00% 0.0000 0 0.00%<	Site ID Range: Activity Time Range:	<alls< th=""><th></th><th></th><th></th><th></th><th><u> </u></th><th>JENIEG</th><th>VC.</th></alls<>					<u> </u>	JENIEG	VC.
Activity Time Range: All: Line Group Line Date /Time / Hour Puration per Line Date / Time / Hour Not Date / Date / D	Activity Time Range:	- AIP					0 (JENES	10
Line Group Line Group Date /Time / Hour Duration per Line Utilization % Utilization Utilization Total Calls Avg Call Duration Calls Out % Out % Out Site ID: 1 *stations-TCP> estations-TCP> estations-TCP estations-TCP> estations-TCP> estations-TCP estations-TCP <tr< th=""><th></th><th><all></all></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th></tr<>		<all></all>							
She D: 1 \$\$tions-TCP> 23.00.01 0.00 0.00% 0 0.00% 0.00% 0 0.00%	Line Group Line Date /Time / Hour	Duration per Line	Utilization	% Utilization	Total Calls	Avg Call Duration	Calls Out	% Calls Out	% Out Blocked
Stations-TCP> 015-10-17 23.00.01 30.00 0.00% 0 0.000 0.00% 0 0.00% 0.00% 0 0.00% 0.00% 0 0.00% 0.00% 0 0.00% 0.00% 0 0 0.00% 0 0 0.00% 0 0 0.0	iite ID: 1								
bits-lo-17 23:00:01 00:00 0.00%	<stations-tcp></stations-tcp>								
24:00.01 00.00 0.00% 0 00.00 0 0.00% 0.00% 2015-10-18 24:00.01 00.00 0.00%	2015-10-17	23:00:01	:00:00	0.00%	0	:00:00	0	0.00%	0.00%
115-10-19 24.00.01 0.000 0.00% 0 00.000 0.00%	015-10-18	24:00:01	:00:00	0.00%	0	:00:00	0	0.00%	0.00%
015-10-20 24.00.02 00.000 0.00% 0 000.000 0.00%	015-10-19	24:00:01	:00:00	0.00%	0	:00:00	0	0.00%	0.00%
015-10-21 24.00.04 .00.00 0.00% 0 .00.00% 0.00%	015-10-20	24:00:02	:00:00	0.00%	0	:00:00	0	0.00%	0.00%
015-10-22 24:00:02 :00:00 0.00% 0 :00:00 0 0.00% 0.00% 015-10-23 :20:003 :00:00 0.00% :00:000 0 0.00% 0.00% 015-10-24 :24:00:01 :00:00 0.00% 0 :00:00 0 0.00% 0.00% 015-10-26 :24:00:01 :00:00 0.00% 0 :00:00 0 0.00% 0.00% 015-10-26 :24:00:01 :00:00 :00:00 0 0.00% 0.00% 015-10-26 :24:00:01 :00:00 :00:00 0 0.00% 0.00% 015-10-26 :24:00:02 :00:00 :00:00 0 0.00% 0.00% 015-10-26 :24:00:02 :00:00 :00:00 0 0.00% 0.00% 015-10-26 :24:00:02 :00:00 :00:00 0 0.00% 0.00% 015-10-26 :24:00:01 :00:00 :00:00 0 0.00% 0.00% 015-10-26	015-10-21	24:00:04	:00:00	0.00%	0	:00:00	0	0.00%	0.00%
015-10-23 24:00:03 :00:00 0.00% 0 :00:00 0 0.00% 0.00% 015-10-24 24:00:01 :00:00 0.00% 0 :00:00 0 0.00% 0	015-10-22	24:00:02	:00:00	0.00%	0	:00:00	0	0.00%	0.00%
015-10-24 24:00:01 :00:00 0.00% 0 :00:00 0 0.00% <t< td=""><td>015-10-23</td><td>24:00:03</td><td>:00:00</td><td>0.00%</td><td>0</td><td>:00:00</td><td>0</td><td>0.00%</td><td>0.00%</td></t<>	015-10-23	24:00:03	:00:00	0.00%	0	:00:00	0	0.00%	0.00%
115-10-25 240001 30000 0.00% 0 30000 0.00% <t< td=""><td>015-10-24</td><td>24:00:01</td><td>:00:00</td><td>0.00%</td><td>0</td><td>:00:00</td><td>0</td><td>0.00%</td><td>0.00%</td></t<>	015-10-24	24:00:01	:00:00	0.00%	0	:00:00	0	0.00%	0.00%
015-10-26 24 00001 0 000% 0 000% 0 00000 0 0.00% <	015-10-25	24:00:01	:00:00	0.00%	0	:00:00	0	0.00%	0.00%
View mark 24 000.02 300.00 0.00% 0 0.00%	015-10-26	24:00:01	:00:00	0.00%	U	:00:00		0.00%	0.00%
NH-Net 24.00.00 0.00.00 0.00.00 0.00.00 0.00.00 0.00.00 0.00.00 0.00.00 0.00.00 0.00.00 0.00.00 0.00.00 0.00.00 0.00.00 0.00.00 0.00.00 0.00.00 0.00.00 0.00% </td <td>15-10-27</td> <td>24.00.02</td> <td>:00:00</td> <td>0.00%</td> <td></td> <td>-00:00</td> <td>0</td> <td>0.00%</td> <td>0.00%</td>	15-10-27	24.00.02	:00:00	0.00%		-00:00	0	0.00%	0.00%
D15-10-30 D10:00 D.00% D D0:00% D.00% D.00% <thd.00%< th=""> D.00% <thd.00%< th=""> <th< td=""><td>15-10-20</td><td>24.00.00</td><td>-00.00</td><td>0.00%</td><td>0</td><td>-00:00</td><td></td><td>0.00%</td><td>0.00%</td></th<></thd.00%<></thd.00%<>	15-10-20	24.00.00	-00.00	0.00%	0	-00:00		0.00%	0.00%
D15-10-31 D15-10 D.00% D :00:00 D 0.00% 0.00%	015-10-30	23:01:34	:00:00	0.00%	0	:00:00	0	0.00%	0.00%
	015-10-31	24:00:01	:00:00	0.00%	0	:00:00	0	0.00%	0.00%
Stations-TCP> 358:02:03 :00:00 0.00% 0 :00:00 0 0.00% 0.00%	Stations-TCP>	358:02:03	:00:00	0.00%	0	:00:00	0	0.00%	0.00%

Line Group Activity Summary by Day Report

This report shows the daily summary of line group activity.

Line Group Range:	<ali></ali>									<mark>ଟ</mark> ି GE	NESY	S ^a	
Date Time Range:	10/1/2015	5 12:00:00 AM - 10/3	1/2015 11:59:	59 PM									
Site ID Range:	<all></all>												
Line Group Date/Time/Hour	Avg Lines Available	Interval Start	Duration per Line	Maximum Available Duration	Utilization	% Utilization	Total Calls	Avg Call Duration	Calls Out	% of Calls Out	% Out Blocked	% All Busy	Max Calls Entered
iite ld: 1													
SimGateway													
10/17/2015	1	1:00:00AM	23:00:00	23:00:01	:05:57	0.43%	5	:01:11	5	100.00%	0.00%	0.26%	2
10/18/2015	1	12:00:00AM	24:00:00	24:00:01	:16:45	1.16%	12	:01:24	12	100.00%	0.00%	0.82%	3
10/19/2015	1	12:00:00AM	24:00:00	24:00:01	:54:05	3.76%	32	:01:41	32	100.00%	0.00%	2.72%	2
10/20/2015	1	12:00:00AM	24:00:00	24:00:02	02:59:41	12.48%	55	:03:16	55	100.00%	0.00%	6.70%	3
10/21/2015	1	12:00:00AM	24:00:00	24:00:04	02:11:44	9.15%	86	:01:32	86	100.00%	0.00%	4.94%	4
10/22/2015	1	12:00:00AM	24:00:00	24:00:02	:52:55	3.67%	42	:01:16	42	100.00%	0.00%	2.71%	3
10/23/2015	1	12:00:00AM	24:00:00	24:00:03	:53:53	3.74%	19	:02:50	19	100.00%	0.00%	1.45%	2
10/24/2015	1	12:00:00AM	24:00:00	24:00:01	:00:00	0.00%	0	:00:00	0	0.00%	0.00%	0.00%	0
10/25/2015	1	12:00:00AM	24:00:00	24:00:01	:00:20	0.02%	1	:00:20	1	100.00%	0.00%	0.01%	1
10/26/2015	1	12:00:00AM	24:00:00	24:00:01	02:01:17	8.42%	41	:02:57	41	100.00%	0.00%	7.29%	3
10/27/2015	1	12:00:00AM	24:00:00	24:00:02	05:53:52	24.57%	43	:08:14	43	100.00%	0.00%	14.04%	3
10/28/2015	1	12:00:00AM	24:00:00	24:00:08	03:31:23	14.68%	67	:03:09	67	100.00%	0.00%	8.00%	4
10/29/2015	1	12:00:00AM	24:00:00	24:00:01	:28:08	1.95%	24	:01:10	24	100.00%	0.00%	1.22%	2
0/30/2015	1	12:00:00AM	23:01:27	23:01:34	05:38:20	24.49%	34	:09:57	34	100.00%	0.00%	13.24%	2

Line Group Activity Summary by Line Report

This report evaluates the line group activity for a day. This reports show call activity on the configured line groups across several days.

Line Group Range:	<aii></aii>									<mark>ទ</mark> ំGE	NES	/S ^{°°}	
Date Time Range:	10/1/2015	5 12:00:00 AM - 10/	31/2015 11:59:	59 PM									
Site ID Range:	<ali></ali>												
Line Group Date/Time/Hour	Avg Lines Available	Interval Start	Duration per Line	Maximum Available Duration	Utilization	% Utilization	Total Calls	Avg Call Duration	Calls Out	% of Calls Out	% Out Blocked	% All Busy	Max Calls Entered
iite ld: 1													
10/17/2015			115:00:00	276:00:12	14:46:18	5.35%	2,805	:00:19	2,766	98.61%	0.00%	4.89%	з
SimGateway	1	1:00:00AM	23:00:00	23:00:01	:05:57	0.43%	5	:01:11	5	100.00%	0.00%	0.26%	2
SImGatewayYUL	8	1:00:00AM	23:00:00	184:00:08	:00:00	0.00%	0	:00:00	0	0.00%	0.00%	0.00%	0
SIP Trunk Providers	1	1:00:00AM	23:00:00	23:00:01	03:09:37	13.74%	39	:04:52	0	0.00%	0.00%	8.46%	3
FN SIP Trunks	1	1:00:00AM	23:00:00	23:00:01	:00:00	0.00%	0	:00:00	o	0.00%	0.00%	0.00%	0
TheBucaDialer	1	1:00:00AM	23:00:00	23:00:01	11:30:44	50.05%	2761	:00:15	2761	100.00%	0.00%	50.00%	2
10/18/2015			120:00:00	288:00:12	18:05:53	6.28%	2,947	:00:22	2,892	98.13%	0.00%	5.68%	3
SimGateway	1	12:00:00AM	24:00:00	24:00:01	:16:45	1.16%	12	:01:24	12	100.00%	0.00%	0.82%	3
SImGatewayYUL	8	12:00:00AM	24:00:00	192:00:08	:00:00	0.00%	0	:00:00	0	0.00%	0.00%	0.00%	0
SIP Trunk Providers	1	12:00:00AM	24:00:00	24:00:01	05:43:52	23.88%	51	:06:45	o	0.00%	0.00%	17.03%	2
FN SIP Trunks	1	12:00:00AM	24:00:00	24:00:01	:05:08	0.36%	4	:01:17	٥	0.00%	0.00%	0.36%	1
TheBucaDlaler	1	12:00:00AM	24:00:00	24:00:01	12:00:08	50.01%	2880	:00:15	2880	100.00%	0.00%	49.99%	2
10/19/2015			120:00:00	288:00:12	18:17:21	6.35%	2,997	:00:22	2,914	97.23%	0.00%	5.44%	2
ImGateway	1	12:00:00AM	24:00:00	24:00:01	:54:05	3.76%	32	:01:41	32	100.00%	0.00%	2.72%	2
Print Date: Wednesday, J	July 19, 2017 9:09	32AM				Genesys							Page 1 of 7

Line Group All Trunks Busy for Interval by Grade of Service Report

This report shows all intervals during which a report line group had all lines busy, and the line group had a grade of service less than the grade of service report parameter value entered during runtime. Use this report to evaluate line traffic distribution and the need for line resources.

Line Group Range:	<all></all>									<mark>ଟ</mark> ି GE	NESY	Ś.	
Date Time Range:	10/1/20	15 12:00:00 AM - 10/3	1/2015 11:59:	59 PM									
Site ID Range:	<all></all>												
		Greater Than:	100.0%										
Line Group Date/Time/Hour	Avg Lines Available	Interval Start	Duration per Line	Maximum Available Duration	Utilization	% Utilization	Total Calls	Avg Call Duration	Calls Out	% of Calls Out	% Out Blocked	% All Busy	Max Calls Entered
Site Id: 1													
SimGateway													
10/17/2015	1	1:00:00AM	23:00:00	23:00:01	:05:57	0.43%	5	:01:11	5	100.00%	0.00%	0.26%	2
10/18/2015	1	12:00:00AM	24:00:00	24:00:01	:16:45	1.16%	12	:01:24	12	100.00%	0.00%	0.82%	3
10/19/2015	1	12:00:00AM	24:00:00	24:00:01	:54:05	3.76%	32	:01:41	32	100.00%	0.00%	2.72%	2
10/20/2015	1	12:00:00AM	24:00:00	24:00:02	02:59:41	12.48%	55	:03:16	55	100.00%	0.00%	6.70%	3
10/21/2015	1	12:00:00AM	24:00:00	24:00:04	02:11:44	9.15%	86	:01:32	86	100.00%	0.00%	4.94%	4
10/22/2015	1	12:00:00AM	24:00:00	24:00:02	:52:55	3.67%	42	:01:16	42	100.00%	0.00%	2.71%	3
10/23/2015	1	12:00:00AM	24:00:00	24:00:03	:53:53	3.74%	19	:02:50	19	100.00%	0.00%	1.45%	2
10/24/2015	1	12:00:00AM	24:00:00	24:00:01	:00:00	0.00%	0	:00:00	0	0.00%	0.00%	0.00%	0
10/25/2015	1	12:00:00AM	24:00:00	24:00:01	:00:20	0.02%	1	:00:20	1	100.00%	0.00%	0.01%	1
10/26/2015	1	12:00:00AM	24:00:00	24:00:01	02:01:17	8.42%	41	:02:57	41	100.00%	0.00%	7.29%	3
10/27/2015	1	12:00:00AM	24:00:00	24:00:02	05:53:52	24.57%	43	:08:14	43	100.00%	0.00%	14.04%	3
10/28/2015	1	12:00:00AM	24:00:00	24:00:08	03:31:23	14.68%	67	:03:09	67	100.00%	0.00%	8.00%	4
10/29/2015	1	12:00:00AM	24:00:00	24:00:01	:28:08	1.95%	24	:01:10	24	100.00%	0.00%	1.22%	2

Queue Period Statistics Abandon Report

The Queue Period Statistics (QPS) Abandon report displays the percentages of all ACD interactions abandoned at the various service level thresholds. The service level thresholds are determined by your settings in Interaction Administrator. This report includes interactions answered, interactions entering the queue, and the percentage of interactions abandoned at each service level threshold.

Queue Range:	<ai></ai>								og r	ENES	VS.
Date Time Range:	8/29/2015 1	2:00:00 AM - 8/2	9/2015 11:59:59	PM					00		10
Shift Time Range:	<all></all>										
Site ID Range:	<al></al>										
						Service Thres	holds				
Group by	Ints Offerred	Ints Answered	Ints Aband	< 10	< 20	< 30	< 40	< 50	< 60	Avg Aband Time	Avg Speed Ans
SiteID: 1											
_SystemlvrTransferHu 8/29/2015	b0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
SystemlyrTransfe	0		0	0.00%	0.008	0.008	0.000	0.008	0.008	00.00	
Hub_				0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	.00.00	.00.00
Accounting 8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
Association											
ADM Collections	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00	00:00
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
ARM Collections	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
CompanyOperator											
8/29/2015	0	0	٥	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
CompanyOperator	0	0	٥	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
Customer Satisfaction											
8/29/2015	8,651	8,486	164	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:02:00	:00:10
Customer Satisfaction	8,651	8,486	164	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:02:00	:00:10
Customer Service											
8/29/2015	2,851	2,851	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:25
Customer Service	2,851	2,851	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:25
Dialer											
8/29/2015	1,578	1,486	92	0.00%	0.00%	5.83%	0.00%	0.00%	0.00%	:00:16	:00:01
Dialer	1,578	1,488	92	0.00%	0.00%	5.83%	0.00%	0.00%	0.00%	:00:16	:00:01

Queue Period Statistics Abandon Report (Accumulative Percentage) Report

The Queue Period Statistics (QPS) Abandon Report (Accumulative Percentage) displays the accumulated percentages of all ACD interactions abandoned at the various service level thresholds. The service level thresholds are determined by your settings in Interaction Administrator. This report includes interactions answered, interactions entering the queue, and the accumulated percentage of interactions abandoned at each service level threshold.

									റ്റ		VC.
Queue Kange:	<aip< th=""><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th>00</th><th>EINE2</th><th>15</th></aip<>								00	EINE2	15
Date Time Range:	8/29/2015 1	12:00:00 AM - 8/20	2015 11:59:59 F	PM							
Shift Time Range:	<all></all>										
Site ID Range:	<aii></aii>										
						Service Thres	holds				
Group by	Ints Offerred	Ints Answered	Ints Aband	< 10	< 20	< 30	< 40	< 50	< 60	Avg Aband Time	Avg Speed Ans
SiteID: 1											
SystemlvrTransferHu	b										
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
_SystemivrTransfe Hub	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
8/29/2015	0	0	٥	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
Accounting	0	0	٥	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
ARM Collections 8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
ARM Collections	0	0	D	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
CompanyOperator 8/29/2015	٥	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
CompanyOperator	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
Customer Satisfaction 8/29/2015	8,651	8,486	104	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:02:00	:00:10
Customer Satisfaction	8,651	8,486	164	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:02:00	:00:10
Customer Service 8/29/2015	2,851	2,851	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:25
Customer Service	2,851	2,851	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:25
Dialer 8/29/2015	1,578	1,486	92	0.00%	0.00%	5.83%	5.83%	5.83%	5.83%	:00:16	:00:01
Dialer	1,578	1,486	92	0.00%	0.00%	5.83%	5.83%	5.83%	5.83%	:00:16	:00:01

Queue Period Statistics Response Report

The Queue Period Statistics (QPS) Response report displays the percentages of all ACD interactions answered at the various service level thresholds. The service level thresholds are determined by your settings in Interaction Administrator. This report includes interactions answered, interactions entering the queue, and the percentage of interactions answered at each service level threshold.

Queue Range:	<all></all>								ຮ່ດ	ENES	YS.
Date Time Range:	8/29/2015 1	2:00:00 AM - 8/2	2015 11:59:59	PM					00		
Shift Time Range:	<all></all>										
Site ID Range:	<aii></aii>										
						Service Thres	holds				
Group by	Ints Offerred	Ints Answered	Ints Aband	< 10	< 20	< 30	< 40	< 50	< 60	Avg Speed	Local Disc.
SiteID: 1											
SystemlvrTransferH	ub	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
SystemlvrTransfe Hub	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
Accounting 8/29/2015	0	٥	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
Accounting	٥	0	٥	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	٥
ARM Collections	0	0	٥	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
RM Collections	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
CompanyOperator 8/29/2015	0	٥	٥	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
CompanyOperator	0	0	٥	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
Customer Satisfaction	n 8,651	8,488	164	80.60%	2.12%	2.73%	3.76%	0.80%	0.81%	:00:10	7,312
Customer Satisfaction	8,651	8,488	164	80.60%	2.12%	2.73%	3.76%	0.80%	0.81%	:00:10	7,312
Customer Service	2,851	2,851	0	76.39%	1.47%	5.75%	0.81%	0.95%	1.61%	:00:25	1,529
				78 305	1.47%	5.75%	0.91%	0.05%	1.81%	-00-25	1,620

Queue Period Statistics Response Report (Accumulative Percentage) Report

The Queue Period Statistics (QPS) Response Report (Accumulative Percentage) displays the accumulated percentages of all ACD interactions answered at the various service level thresholds. The service level thresholds are determined by the settings in Interaction Administrator. This report includes interactions answered, interactions entering the queue, and the percentage of interactions answered at each service level threshold.

Queue Range:	<ai></ai>								ទ័ត	ENES	YS.
Date Time Range:	8/29/2015 1	2:00:00 AM - 8/2	2015 11:59:59	PM					00		10
Shift Time Range:	<ai></ai>										
Site ID Range:	<all></all>										
						Service Three	holds				
Group by	Ints Offerred	Ints Answered	Aband	< 10	< 20	< 30	< 40	< 50	< 60	Avg Speed	Local Disc.
SiteID: 1											
_SystemIvrTransferHu 8/29/2015	b0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
SystemlyrTransfe	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	-00-00	0
Hub_ Accounting											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
Accounting	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
ARM Collections	-		-		0.0070				0.001		-
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
ARM Collections	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
CompanyOperator	-										
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
CompanyOperator	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
Customer Satisfaction	8.651	8 488	164	80.60%	82.72%	85.46%	80.22%	90.02%	90.83%	-00-10	7 312
Overage of S	0,001	0,400		00.00 %	02.72.70	00.10 %	00.22.16		00.00 %		1,012
Satisfaction	8,651	8,485	164	80.60%	82.72%	85.46%	89.22%	90.02%	90.83%	:00:10	7,312
Customer Service	2.051	2.054		78.905	77 87%	83.67%	04.439/	05 37%	86.00%	-00-25	1 520
oramaw10	2,001	2,001		10.38%			04/4376	ou.ar ni		.00.20	1,028
Distorer Service	2,851	2,851	0	76.39%	77.87%	83.62%	84.43%	85.37%	86.99%	:00:25	1,529
8/29/2015	1,578	1,480	92	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	:00:01	1,578
Dislor	1.570					100.005		100.000	100.000		

Recorder Scoring Detail Report

The Recorder Scoring Detail Report displays detailed information on quality scoring, grouped by recording and then by Questionnaire. The report shows: if a Questionnaire was marked for Calibration; if there were critical questions, and their scores; and if questions were marked N/A during scoring. The report also displays comments attached to questions during the scoring process.

Questionnaire Rar	nge or List : <all< th=""><th>></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th></all<>	>									
User Range or Lis	t: <all< th=""><th>></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th></all<>	>									
Date /Time Range	or List : 1/1/	2000 12:00:00 AM -	1/1/2000 11	59:59 PM							
Date/time of recordi	ing not the date of the so	coring)							•• : (Used for c	alibrati
C User	Questionnaire Name	Questionnaire Min Score	Questionnaire Max Score	Question Group	Question Text					Question Answer	Ans Sec
UserID target	Questionnaire Nar	me									
Title: Chat, Display N	Name on 1/1/2000	Recording Date: 1/	1/2000 12:00:	00AM	Media: Chat	Form Score	: 5	(Passed)	Percentile: 0		Rank: F
12.00.000		0	٥	Group Name	Question 1 Text					This is the answer	
									Avg Answer!	Score:	
								Grand To	tal Aug. Angung (Score-	
								Giand Io			
								Grand To			
								Grand To			
								Giana To			
								Giana ro			
								Giand To	an ring ruismin i		
								Grand To			
								Giana 10	an reg russes :		
								Giana 10	an ray noome .		
								Giana 10			
								en ann 10			
								en ann 10			
								en ann 10			
								en ann 10			

Recorder Scoring Summary for Admin Report

This report summarizes the questionnaire scores for each Interaction Recorder questionnaire in the specified range. It lists a summary line for each scored recording under each questionnaire name listed by IC Scorer (reviewer). Recordings that have not been scored will not appear in the list. The summary line provides an overview of how an agent performed on each recorded, scored interaction in the range. To see a report like this sorted by user instead of by IC Scorer, see the Recorder Scoring User Summary for Admin report.

Questionnai	re Range o	r List	<all></all>							
User Range	or List :		<all></all>							
Date /Time R	tange or Li	st :	1/1/2000 12:00:0	0 AM - 1/1/2000	0 11:59:59 PM					
(Date/time of	recording no	t the date of t	ve scoring)					** -	Unod for a	alibratio
Name	Question naire Min Score	Question naire Max Score	IC User		Title	Recording Date	Media	Score	Percentile	Rar
Ouestionnaire	Name									
IC Scorer	1 mare									
JserID scoring	0	٥	UserID target	et (Passed) Chat, Display Name on 1/1/2000 12:00:00AM Chat		Chat	5	0	Rank N	
					112000 12.00.004	Avg Que	estionnaire Name Score:	5.00		
						Grand Total Avg Qu	estionnaire Name Score:	5.00		
rint Date: Wedne	isday, July 19	,2017 9:08:06/	м		Gene	195				Page 1 of

Recorder Scoring User Summary for Admin Report

This report summarizes the questionnaire scores for each IC user and Interaction Recorder questionnaire in the specified range. It lists a summary line for each scored recording under each IC User name included in the first column of the report, and is sorted by that name. Recordings that have not been scored will not appear in the list. The summary line provides an overview of how an agent performed on each recorded, scored interaction in the range. To see a report like this sorted by questionnaire instead of by user, see the Recorder Scoring Summary for Admin report.

Questionnal	re Range o	or List	<all></all>							
User Range	or List :		<all></all>							
Date /Time R	ange or Li	ist :	1/1/2000 12:00:0	0 AM - 1/1/200	0 11:59:59 PM					
(Date/time of r	ecording n	ot the date of t	the scoring)							
	Question Question						** : Used for o			
Name	naire Min Score	naire Max Score	IC User		Title	Recording Date	Media	Score	Percentile	Rar
Questionnaire	Name									
IC Scorer										
JserID scoring	0	0	UserID target	(Passed)	Chat, Display Name on 1/1/2000 12:00:00AM	1/1/2000 12:00:00AM	Chat	5	0	Rank N
						Avg Que	estionnaire Name Score:	5.00		
						Grand Total Avg Qu	estionnaire Name Score:	5.00		
										_

Tracker Interaction Segment Detail for Admin Report

This report displays detailed interactions between a user and participants.

C User Rang Date Range a Type Range : Display Name Address Rar	e and Discret and Discret and Discret e Rance an	rete: r: e:	<al></al>	100 AM - 1/1/2000 11-5		First Name Range and D	Discrete:	<ai></ai>		
Date Range a Type Range : Display Nami Address Rar	and Discret and Discret e Range an	e:	1/1/2000 12:00	00 AM - 1/1/2000 11-5						
Type Range : Display Nami Address Rar	and Discret	e:			9:59 PM	Last Name Range and D	liscrete:	<ai></ai>		
Display Nami Address Rar	e Range an		0-9							
Address Rar		d Discrete:	<ai></ai>			Location Name Range a Organization Name Ran	nd Discrete: ge and Discrete	<ai></ai>		
	nge and Dis	crete:	<all></all>			Incident ID Range and D	liscrete:	<a >		
Duration Ran	nge and Dis	crete:	<aii></aii>			Conference ID Range an	d Discrete:	0-214748	3647	
Direction Rar	nge and Dis	crete:	0-255			Segment Type Range an	d Discrete:	0-255		
Norkgroup R	tange and D)iscrete:	<all></all>			Interaction ID Key Rang	e and Discrete:	<al></al>		
Account Cod	le Range an	d Discrete:	<ali></ali>			Site ID Range and Discr	ete:	<ai></ai>		
How Ended F	Range and ()iscrete:	0-255			Station Range and Discr	rete:	<ali></ali>		
City Range a	nd Discrete	c	<aii></aii>			Wrap-up Code Range an	d Discrete:	<ai></ai>		
State Range	and Discret	e:	<al></al>							
Postal Code	Range and	Discrete:	<ali></ali>							
Country Ran	ge and Disc	rete :	<all></all>							
Start Date Tir	me	1995	9-12-31 19:00:00							
nitiator ICUs	erID	UserID tr	acker1							
Гуре	Segment Duration	Direction	Conference ID	Account Code	Workgroup		Site ID	Segment Type	Interaction ID Key	
Chat	:00:03	Intercom	0	Account Code	Workgroup1		1	Interact	123456789012345678	

Tracker Interaction Segment Summary for Admin Report

This report displays a detailed segment summary report for all users.

rted By: Start Date Time a	nd Initiator ICUserID				ଟ (GENESYS		
C User Range and Discrete:	<all></all>			First Name Range an	d Discrete:	<aiþ< th=""><th></th></aiþ<>		
Date Range and Discrete:	1/1/2000 12	:00:00 AM - 1/1/	2000 11:59:59 PM	Last Name Range an	d Discrete:	<all></all>		
Type Range and Discrete:	0-9							
				Location Name Rang	e and Discrete:	<ai></ai>		
Display Name Range and Di	crete: <all></all>			Organization Name R	ange and Discrete:	<ai></ai>		
Address Range and Discret	e: <al></al>			Incident ID Range and	d Discrete:	<ai></ai>		
Duration Range and Discret	:: <all></all>			Conference ID Range	and Discrete:	0-2147483647		
Direction Range and Discret	e: 0-255			Segment Type Range	and Discrete:	0-255		
Workgroup Range and Disc	ete: <all></all>			Interaction ID Key Ra	nge and Discrete:	<aid< th=""><th></th></aid<>		
Account Code Range and Di	screte: <all></all>			Site ID Range and Dis	icrete:	<all></all>		
How Ended Range and Disc	ete: 0-255			Station Range and Di	screte:	<ai></ai>		
City Range and Discrete:	<a >			Wrap-up Code Range	and Discrete:	<ai></ai>		
State Range and Discrete:	<a >							
Postal Code Range and Disc	rete: <all></all>							
Country Range and Discrete	: <all></all>							
		Segment		Initiator				
Type Date/Time	Duration	Туре	Initiator	lAddress	Respondent	Respondent IAc	ddress	
Start Date Time	1999-12-31 19:00:00							
nitiator ICUserID	UserID tracker1							
Chat 12/31/1999 7:00:0	0 PM :00:03	Interact	Initiator	Initiator	Respondant	Respondant		
Chat 12/31/1999 7:00:0	0 PM :00:03	Interact	Intlator	Initiator	Respondant	Respondant		

Legacy Reports

Wrap Up Codes Report

The Wrap Up Codes Report displays statistics for completed interactions, summarized by group, including: Wrap-up code, Queue, User, or Date. The flexibility in creating this report allows the User to display the groups in any order or not include a group in the report. The report also allows the User to choose to display interaction details. The statistics displayed in this report include:

- Wrap-up code
- Queue
- User
- Date
- Total Interactions
- Total Duration
- Average Duration
- Number of Outbound Interactions
- Outbound Duration
- Average Outbound Duration
- Number of Inbound Interactions
- Inbound Duration
- Average Inbound Duration
- Optional Interaction Details for Date and Total Duration

Date Range: Display interaction detail: Group Order:	10/17/2015 Yes Wrap Up C	12:00:00 AM - 10/	27/2015 11:59:59 Date	PM					
Incutaing Machine	Total Interactions	Total Duration	Avg Duration	Outbound Interactions	Outbound Duration	Avg Out Duration	Inbound Interactions	Inbound Duration	Avg In Duration
ARM Collections	2	00:00:11	00:00:05	0	00:00:00	00:00:00	0	00:00:00	00:00:00
Brad Forsythe	1	00:00:06	00:00:08	0	00:00:00	00:00:00	0	00:00:00	00:00:00
10/21/2015	1	00:00:08	00:00:06	0	00:00:00	00:00:00	0	00:00:00	00:00:00
6:20 PM		80:00:00							
Rian Logan	1	00:00:05	00:00:05	0	00:00:00	00:00:00	0	00:00:00	00:00:00
10/21/2015	1	00:00:05	00:00:05	0	00:00:00	00:00:00	0	00:00:00	00:00:00
6:18 PM		00:00:05							
Appointment Rescheduled	1	00:00:36	00:00:36	0	00:00:00	00:00:00	0	00:00:00	00:00:00
Insurance Agents	1	00:00:36	00:00:36	0	00:00:00	00:00:00	0	00:00:00	00:00:00
Russ.Johnson	1	00:00:36	00:00:36	0	00:00:00	00:00:00	0	00:00:00	00:00:00
10/20/2015	1	00:00:36	00:00:36	0	00:00:00	00:00:00	0	00:00:00	00:00:00
10:26 AM		00:00:36							
Busy Signal	1	00:00:03	00:00:03	0	00:00:00	00:00:00	0	00:00:00	00:00:00
Sales Specialist	1	00:00:03	00:00:03	0	00:00:00	00:00:00	0	00:00:00	00:00:00
Justin.Hawkins	1	00:00:03	00:00:03	0	00:00:00	00:00:00	0	00:00:00	00:00:00
10/23/2015	1	00:00:03	00:00:03	0	00:00:00	00:00:00	0	00:00:00	00:00:00
11:02 AM		00:00:03							
Callback	1	00:00:40	00:00:40	0	00:00:00	00:00:00	0	00:00:00	00:00:00

Line Detail Report

The Line Detail Report displays detailed line statistics. These statistics are grouped and summarized by site, line, month, week, day, and interval. The detailed statistics include:

- Average number of lines available
- Duration of time the line was in use
- Maximum duration a line was available
- Total amount of time the line was in use
- Percentage of time the line was in use
- Total number of calls for a line
- Number of outbound calls on a line
- Percentage of outbound calls on a line
- Average call duration on a line
- Percentage of outbound calls blocked on a line

Date Time Subtotal E	Range: By:	10/17/2015 12:00:00 AM - By Month, By Week Numbe	10/17/2015 1 er	1:59:59 PM							
Site:	1	Avg Lines Available	Duration per Line	Max Avail Duration	Utilizatio	m %	Total Calls	Calls Out #	%	Avg Call Duration	% Out Blocked
Line:	INDSIM0/	A01SD01-UDP 1	23:00:00	23:00:01	00:00:00	0.00%	0	0	0.00%	00:00:00	0.00%
	October	1	23:00:00	23:00:01	00:00:00	0.00%	0	0	0.00%	00:00:00	0.00%
	Week # 41	1	23:00:00	23:00:01	00:00:00	0.00%	0	0	0.00%	00:00:00	0.00%
	10/17/2015	1	23:00:00	23:00:01	00:00:00	0.00%	0	0	0.00%	00:00:00	0.00%
0/17/2015	1:00:00 AM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0.00%
0/17/2015	1:30:00 AM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0.00%
0/17/2015	2:00:00 AM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0.00%
0/17/2015	2:30:00 AM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0.00%
10/17/2015	3:00:00 AM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0.00%
0/17/2015	3:30:00 AM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0.00%
0/17/2015	4:00:00 AM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0.00%
10/17/2015	4:30:00 AM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0.00%
10/17/2015	5:00:00 AM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0.00%
10/17/2015	5:30:00 AM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0.00%
10/17/2015	6:00:00 AM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0.00%
10/17/2015	6:30:00 AM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0.00%
10/17/2015	7:00:00 AM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0.00%
10/17/2015	7:30:00 AM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0.00%
10/17/2015	8:00:00 AM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0.00%
10/17/2015	8:30:00 AM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0.00%
10/17/2015	9:00:00 AM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0.00%
10/17/2015	9:30:00 AM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0.00%
10/17/2015	10:00:00 AM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0.00%
10/17/2015	10:30:00 AM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0.00%
10/17/2015	11:00:00 AM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0.00%
0/17/2015	11:30:00 AM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0.00%
10/17/2015	12:00:00 PM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0.00%
10/17/2015	12:30:00 PM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0.00%
10/17/2015	1:00:00 PM	1	00:30:00	00:30:00	00.00.00	0.00%	0	0	0.00%	00.00.00	0.00%

Sample Reports for Interaction Reporter
Line Summary Report

The Line Summary Report displays a summary of line statistics. These statistics are grouped and summarized by site, line, month, week, and day. The summarized statistics include:

- Average lines available
- Duration per line
- Maximum available duration
- Utilization duration and percentage
- Total number of calls
- Number and percentage of calls out
- Average call duration
- Percentage of outbound calls blocked

-	႕ Line Su	mmary										
ate Time ubtotal E	Range: 10/17/20 By: By Mont	015 12:00:00 AM - 10 th, By Week Number	/27/2015 11	:59:59 PM								
ite:	1	Avg Lines	Duration	Max Avail	Utilizatio	×n %	Total Calls	Calls	Dut %	Avg Call	% Out Block	ked
ne:	INDSIM0A01SD01-	UDP 1	10:23:00:00	10:23:00:19	01:13:43	0.47%	42	16	38.10%	00:01:45	0.00%	
	October	1.1	10:23:00:00	10:23:00:19	01:13:43	0.47%	42	16	38.10%	00:01:45	0.00%	
	Week # 41	1	23:00:00	23:00:01	00:00:00	0.00%	0	0	0.00%	00:00:00	0.00%	
	10/17/2015	1	23:00:00	23:00:01	00:00:00	0.00%	0	0	0.00%	00:00:00	0.00%	
	Week # 42	1	7:00:00:00	7:00:00:14	01:11:53	0.71%	35	11	31.43%	00:02:03	0.00%	
	10/18/2015	1	1:00:00:00	1:00:00:01	00:05:08	0.36%	4	0	0.00%	00:01:17	0.00%	
	10/19/2015	1	1:00:00:00	1:00:00:01	00:44:26	3.09%	11	2	18.18%	00:04:02	0.00%	
	10/20/2015	1	1:00:00:00	1:00:00:02	00:21:31	1.49%	15	4	28.67%	00:01:26	0.00%	
	10/21/2015	1	1:00:00:00	1:00:00:04	00:00:18	0.02%	1	1	100.00%	00:00:18	0.00%	
	10/22/2015	1	1:00:00:00	1:00:00:02	00:00:30	0.03%	4	4	100.00%	80:00:00	0.00%	
	10/23/2015	1	1:00:00:00	1:00:00:03	00:00:00	0.00%	0	0	0.00%	00:00:00	0.00%	
	10/24/2015	1	1:00:00:00	1:00:00:01	00:00:00	0.00%	0	0	0.00%	00:00:00	0.00%	
	Week # 43	1	3:00:00:00	3:00:00:04	00:01:50	0.04%	7	5	71.43%	00:00:16	0.00%	
	10/25/2015	1	1:00:00:00	1:00:00:01	00:00:00	0.00%	0	0	0.00%	00:00:00	0.00%	
	10/28/2015	1	1:00:00:00	1:00:00:01	00:00:36	0.04%	5	5	100.00%	00:00:07	0.00%	
	10/27/2015	1	1:00:00:00	1:00:00:02	00:01:14	0.09%	2	0	0.00%	00:00:37	0.00%	
e:	SimGateway	1.1	10:23:00:00	10:23:00:19	16:10:29	6.15%	336	336	100.00%	00:02:53	0.00%	
	October	1.1	10:23:00:00	10:23:00:19	16:10:29	6.15%	336	336	100.00%	00:02:53	0.00%	
	Week # 41	1	23:00:00	23:00:01	00:05:57	0.43%	5	5	100.00%	00:01:11	0.00%	
	10/17/2015	1	23:00:00	23:00:01	00:05:57	0.43%	5	5	100.00%	00:01:11	0.00%	
	Week # 42	1	7:00:00:00	7:00:00:14	08:09:03	4.85%	246	246	100.00%	00:01:59	0.00%	
	10/18/2015	1	1:00:00:00	1:00:00:01	00:16:45	1.10%	12	12	100.00%	00:01:24	0.00%	
	10/19/2015	1	1:00:00:00	1:00:00:01	00:54:05	3.76%	32	32	100.00%	00:01:41	0.00%	
	10/20/2015	1	1:00:00:00	1:00:00:02	02:59:41	12.48%	55	55	100.00%	00:03:16	0.00%	
	10/21/2015	1	1:00:00:00	1:00:00:04	02:11:44	9.15%	88	86	100.00%	00:01:32	0.00%	
	10/22/2015	1	1:00:00:00	1:00:00:02	00:52:55	3.67%	42	42	100.00%	00:01:16	0.00%	
	10/23/2015	1	1:00:00:00	1:00:00:03	00:53:53	3.74%	19	19	100.00%	00:02:50	0.00%	
	10/24/2015	1	1:00:00:00	1:00:00:01	00:00:00	0.00%	0	0	0.00%	00:00:00	0.00%	
	Week # 43 This document was created	t using an EVALUA	3:00:00:00 TION versio	3:00:00:04 on of ActiveF	07:55:29 Reports: Only a l	11.01% Icensed u	85 ser may legal	85 ly create rep	100.00% orts for use	00:05:36 In production	0.00% on. Please report	
0/2017	7/26 AM	nous to sales(g) d	voorty.ua.uu	m. copyrigi	n - 2002-2010	orapeoity	, mai veringina	a reaei ved.				Dee

Queue Detail Report

The Queue Detail Report displays detailed statistics on Workgroup Queues. The statistics are reported to the interval level of detail. These statistics are grouped and summarized by site, queue, media type, skill (optional), and day. Data for Answered and Abandons is summarized per service levels on each media type.

The detailed statistics include:

- Number of interactions offered
- Number of interactions answered
- Percentage of interactions answered
- Number of interactions abandoned
- Percentage of interactions abandoned
- Average Speed of Answer (ASA)
- Percentage answered in Service Levels
- Average talk time
- Average hold time
- Average ACW time
- Average handle time
- Number of Flow Outs to another queue
- Number of interactions placed on hold
- Data for up to 5 configured Service Levels for Answered and Abandons

റ്	Queu	ie D	eta	uil F	Rep	ort																	
Date Time Range: Media Type: Group Order: Target Service Level Workgroup:	Calculatio	n:	1 0 0 T	/4/2018 Sall Sueue, Target a vorkgro	8 12:00:0 Media T) Inswere Sup1	0 AM - 1/4 ype, Date d/Total an	v2018 11	:59:59 F	M (Tod	lay)													
									INBOU	JND							NBOU	ND SEF	RVICE	EVEL	s		
	OFF	AN #	15 %	A #	BD %	ASA	%ANS SVC LVL	AVG TALK	AVG HOLD	AVG ACW	AVG HAND	Flow Out	# HOLD	ANS 5	ANS 10	ANS 20	ANS 30	ANS 40	ABN 5	ABN 10	ABN 20	ABN 30	ABN 40
																-	-	-	-	-	-	-	-
workgroupt	1	0	0%	0	0%	0:00	0%	0:00	0:00	0:00	0:00	1	0	0	0	0	0	0	0	0	0	0	0
workgroupt Call	1	0	0% 0%	0	0% 0%	0:00	0% 0%	0:00	0:00	0:00	0:00	1	0	0	0	0	0	0	0	0	0	0	0

Queue Service Level Report

The Queue Service Level Report displays the summary and details of the configured service levels, up to 12, in an absolute or cumulative view, with a percentage option. The Summary View includes Answered and Abandoned interactions across all intervals. The Detail View includes Answered and Abandoned interactions per interval, with chart data for each interval.

The summarized statistics include:

- Workgroup
- Media Type
- Service Levels
- Answered Service Level
- Answered Total
- Abandoned Service Levels
- Abandoned Total

Service Level Forma Workgroup: Media Type: Show Detail: Target Service Level	ıt: I Calculation:	1	9/27/2010 Half Hour(H Partial Sum Is not null Call True Target ans	12:00:00 AN Hiding empt n wered/Total	I - 9/27/2017 y intervals) answered	7 11:59:59 P	м				
Summary SystemlyrTransferH	lub_										
Call	SL1	SL2	SL3	SL4	SL5	SL6	Total				
Answered	0	0	0	0	0	0	0				
Abandoned	U	U	U	0	U	U	0				
vg1											
Call	SL1	SL2	SL3	SL4	SL5	SL6	SL7	SL8	Total		
Answered Abandoned	1	1	0	0	0	0	0	0	6 3		
vg1											с

Sample Reports for Interaction Reporter

Queue Summary Report

The Queue Summary Report displays summarized statistical data on Workgroup Queues. These statistics are grouped and summarized by site, media type, and interval. The report also displays a chart for Interactions Distributions and Service Level.

The summarized statistics include:

- Number of interactions offered
- Number of interactions answered
- Percentage of interactions answered
- Number of interactions abandoned
- Percentage of interactions abandoned
- Average Speed of Answer (ASA)
- Percentage answered in Service Levels
- Average talk time
- Average hold time
- Average ACW time
- Average handle time
- Number of Flow Outs to another queue
- Number of interactions placed on hold
- Data for up to 6 configured Service Levels for Answered and Abandons

fedia Type: 'arget Answ		16				Half H	our(Hidir	ig empt	y interva	(//2015 ls)	11:59:59	PM		
	vered Ser	vice Lev	el Perc	entage:		Call 80 %								
arget Servi	ce Level	Calculat	tion:			Target	answer	ed/Total	answere	ed				
Summar	y by N	ledia	Туре	(Call)										
									INBOU	JND				INBOUND SERVICE LEVELS
Γ		- AI	NS	AE	3D		%ANS	AVG	AVG	AVG	AVG	Elow		Service levels are unavailable due to multiple workgroups, media types, or se
	OFF	*	%	*	%	ASA	LVL	TALK	HOLD	ACW	HAND	Out	HOLD	level configurations.
SUMMARY	74459	72211	97%	2234	3%	0:19	79%	4:22	0:00	0:00	4:22	12	44	••••••••••••••••••••••••••••••••••••••
0:00	1421	1387	98%	39	3%	0:15	82%	4:13	0:00	0:00	4:13	0	1	
0:30	1465	1424	98%	30	2%	0:18	80%	4:05	0:00	0:00	4:05	0	0	
1:00	1439	1396	97%	43	3%	0:17	81%	4:13	0:00	0:00	4:13	0	1	
1:30	1401	1927	98%	34	279	0:17	82%	4:07	0:00	0:00	4:07	0	0	
2:30	1471	1422	97%	52	4%	0:17	82%	4:09	0.00	0:00	4:09	0	0	
3:00	1454	1411	97%	40	3%	0:16	82%	4:12	0:00	0:00	4:12	0	0	
3:30	1444	1414	98%	37	3%	0:17	82%	4:11	0:00	0:00	4:11	0	0	
4:00	1443	1399	97%	36	2%	0:16	82%	4:15	0:00	0:00	4:15	0	0	
4:30	1449	1417	98%	36	2%	0:16	82%	4:10	0:00	0:00	4:10	0	0	
5:00	1407	1370	97%	36	3%	0:18	79%	4:06	0:00	0:00	4:06	0	0	
5:30	1405	1376	98%	32	2%	0:18	78%	4:00	0:00	0:00	4:00	0	0	
6:00	1638	1575	98%	44	3%	0:26	72%	4:17	0:00	0:00	4:17	0	1	
6:30	1571	1537	98%	44	3%	0:25	73%	4:26	0:00	0:00	4:28	0	0	
7:00	10/8	1534	0.000	03	3%	0:24	70%	4:28	0:00	0:00	4:28	0	0	
8:00	1584	1517	07%	47	3%	0.24	75%	4:20	0:00	0.00	4:20	0	0	
8:30	1612	1584	97%	52	3%	0:24	77%	4:23	0:00	0:00	4:23	0	ő	
9:00	1582	1536	97%	46	3%	0:23	77%	4:28	0:00	0:00	4:28	0	1	
9:30	1584	1532	97%	49	3%	0:23	76%	4:29	0:00	0:00	4:29	0	3	
10:00	1556	1496	96%	77	5%	0:31	73%	4:14	0:00	0:00	4:14	0	2	
10:30	1628	1578	97%	44	3%	0:24	76%	4:20	0:00	0:00	4:20	0	1	
11:00	1005	1555	97%	45	3%	0:26	75%	4:20	0:00	0:00	4:26	0	1	
11:30	1630	1574	97%	55	3%	0:28	73%	4:21	0:00	0:00	4:21	1	1	
12:00	1524	1412	03%	109	7%	0:19	79%	4:08	0:00	0:00	4:08	0	0	
12:30	1001	1923	02%	40	296	0.20	8096	4:00	0.00	0.00	4:00	1	5	
13 0.0	1000	10-13	00.00		6.70	0.20	00.00	1.00	0.00	0.00	7.00			

User Availability Detail Report

The User Availability Detail report displays information about users in two tables, per user per day, and includes an Overall Summary Duration graph.

- The first table, for each user, displays a summary grouped by status and shows the duration and frequency for each status.
- The second table, for each user, displays detailed information on the changes of states per day, within the specified date and time range.

								Site	c1		
mary Duration											
1.00.00.00											
Par -											
Summary by state	us Duration										
Available	1:00:00:00	_									
Stat	tus detail		Logged in	Non ACD	DND	ACW	Available	Break	Follow Up	Unavailable	Training
Status	Duration	Group	1:00:00:00	00:00:00	00:00:00	00:00:00	1:00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Available	1:00:00:00	Available	۲				1:00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
								Site	c1		
	1:00:00:00 1:00:00:00 sys ^{ological} Summary by stat Available Status Available	I:00:00:00 I:00:00 Summary by status Duration Available I:00:00:00 Status detail Status Duration Available I:00:00:00 Item Status detail	1:00:00:00 1:00:00:00 Summary by status Duration Available 1:00:00:00 Status detail Status Duration Group Available 1:00:00:00 Available	I 100:00:00 I 100:00:00 Summary by status Duration Available I :00:00:00 Status detail Logged in Status Duration Group I :00:00:00 Available I :00:00:00 Available \bigcirc	1:00:00:00 Summary by status Duration Available 1:00:00:00 Status detail Logged in Non ACD Status 1:00:00:00 Available \textcircled{O}	I 100:00:00 I 100:00:00 Summary by status Duration Available I 1:00:00:00 Status detail Logged in Non ACD DND Status detail Group I 1:00:00:00 00:00:00 Available I 1:00:00:00 Available \bigcirc	I 100:00:00 I 100:00:00 Summary by status Duration Available 1:00:00:00 Status detail Logged in Non ACD DND ACW Status Duration Group 1:00:00:00 00:00:00 00:00:00 Available 1:00:00:00 Available e	I 100:00:00 I 100:00:00 Summary by status Duration Available 1:00:00:00 Status detail Logged in Non ACD DND ACW Available Status detail I Logged in Non ACD DND ACW Available Status Duration Group 1:00:00:00 00:00:00 00:00:00 1:00:00:00 Available 1:00:00:00 Available • 1:00:00:00 1:00:00:00 00:00:00 1:00:00:00	nary Duration 1.00:00:00 Junation Summary by status Duration Available 1:00:00:00 Status detail Logged in Non ACD DND ACW Available Break Status Duration Group 1:00:00:00 00:00:00 00:00:00 1:00:00:00 00:00:00 Available 1:00:00:00 Available e Status detail Status Statu	nary Duration 100:00:00 Jub Status Duration <u>Summary by status Duration</u> <u>Available 1:00:00:00</u> Status detail Logged in Non ACD DND ACW Available Break Follow Up Status detail Duration Group 1:00:00:00 00:00:00 00:00:00 1:00:00:00 00:00:00 Available 1:00:00:00 Available e Break Follow Up Status Duration Group 1:00:00:00 00:00:00 00:00:00 1:00:00:00 00:00:00 Available 1:00:00:00 Available e Break Follow Up Status Duration Group 1:00:00:00 00:00:00 00:00:00 1:00:00:00 00:00:00 Available : Status Break Follow Up Status Duration Group 1:00:00:00 00:00:00 00:00:00 00:00:00 Available : Status Break Follow Up Status Duration Group : Status Break Follow Up Status : Status	nary Duration 1.00.00.00 Juge Perfection Summary by status Duration Available 1:00.00.00 Status detail Logged in Non ACD DND ACW Available Break Follow Up Unavailable Status detail Duration Group 1:00:00:00 00:00:0 00:00:0 00:00:0 00:00:

Sample Reports for Interaction Reporter

User Availability Summary Report

The User Availability Summary report displays the following information for a user:

- A pie chart that summarizes the user's ACD vs. Non ACD durations for the Date and Time period of the report
- A comparative chart of the summary of time in the Status groups: Available, Break, Follow Up, Unavailable, and Training
- A table displaying the user's first logon time of the day and the total daily durations for: Logged In, Non ACD, DND, ACW, Available status, Break status, Follow Up status, Unavailable status, and Training status

,								Site: 1		
		S	immary ACD vs. No	n ACD Duration	5		Comparat	ive Status Group	Durations	
				49%		1				
			51% 🗆							
		Logradia	Non ACD	DND	ACIN	Augilable	Break	Follow Up	Hermalishie	Tesisie
Logged	At	Logged In	01:47:02	00:11:17	ACW 00:00:30	Available	Dreak	00:00:30	00:10:47	00:00:0
10/26/2015	1:11 AM	01:56:49	00:26:37	00:11:07	00:00:20	01:45:32	00:00:00	00:00:20	00:10:47	00:00:00
10/27/2015	7:24 AM	01:33:21	01:20:25	00:00:10	00:00:10	01:28:02	00:00:00	00:00:10	00:00:00	00:00:0

User Call Detail Report

The User Call Detail report displays detailed data for each agent on interactions—calls, e-mails, and chats—for the specified date and period of time.

The information in this report is displayed for each user, by day, including:

- Initiated time
- Connected time
- Media type—call, e-mail, chat
- Direction—Intercom, Inbound, Outbound
- Type—Intercom or External
- Remote Number
- Remote Name
- Duration
- Hold Time
- Account Code

		10/17/	045 10-00-00 AN	10/07/00/6 11	-50-50 PM					
ime Conne	cted.	10/17/2	2015 12:00:00 AM	Site: 1	CORCOR FIM	F	xt: 11802			
10/27/2015						Total Calls: 1.911	Total	Duration: 13	11-55	
Initiated 0	onnected	Media	Direction	Туре	Remote Number	Remote Name	Duration	Hold Time	Account Code	
01:05:22	01:05:22	Call	Inbound	External	(219) 547-9562	Alice Wunderkind	00:00:00	00:00:00		
01:05:22	01:05:22	Call	Inbound	External	(213) 457-8458	Sacremento	00:00:01	00:00:00		
01:05:22	01:05:22	Call	Inbound	External	(204) 239-8658	Lawrence Cramer	00:00:01	00:00:00		
01:05:35	01:05:38	Call	Outbound	External	011 6493078551	[%13509% 'Colin.Steeples']	00:01:36	00:00:00		
01:05:52	01:05:52	Call	Inbound	External	(307) 398-5789	Tommy Jones	00:00:00	00:00:00		
01:05:52	01:05:52	Call	Inbound	External	(301) 571-2365	Richard Springfield	00:00:00	00:00:00		
01:08:22	01:08:22	Call	Inbound	External	(340) 626-3544	Dave Anthony	00:00:00	00:00:00		
01:08:52	01:06:52	Call	Inbound	External	(416) 478-5326	George Heritage	00:00:01	00:00:00	-	
01:08:52	01:06:52	Call	Inbound	External	(380) 584-6789	Travis Trenton	00:00:01	00:00:00		
01:08:52	01:06:52	Call	Inbound	External	(405) 549-8696	Jason Lee	00:00:01	00:00:00		
01:07:22	01:07:22	Call	Inbound	External	(470) 254-9863	Phillip Anderson	00:00:00	00:00:00		
01:07:22	01:07:22	Call	Inbound	External	(518) 787-4556	Charlotte	00:00:00	00:00:00	-	
01:07:22	01:07:22	Call	Inbound	External	(520) 463-5988	Barbara Dwyers	00:00:01	00:00:00		
01:07:52	01:07:52	Call	Inbound	External	(787) 231-4827	Kurt Wheeler	00:00:00	00:00:00		
01:07:52	01:07:52	Call	Inbound	External	(902) 468-9235	Doris Robinson	00:00:00	00:00:00		
01:07:52	01:07:52	Call	Inbound	External	(732) 549-8653	Roanoke	00:00:01	00:00:00		
01:08:22	01:08:22	Call	Inbound	External	(615) 831-5645	Andrew Mormonic	00:00:01	00:00:00		
01:08:22	01:08:22	Call	Inbound	External	(208) 363-7458	Stephen Giordano	00:00:00	00:00:00		
01:08:22	01:08:22	Call	Inbound	External	(610) 569-8322	Bradley Anderson	00:00:01	00:00:00		
01:08:41	01:08:45	Call	Outbound	External	011 6493078551	[%13509% 'Colin.Steeples']	00:00:52	00:00:00		
01:08:52	01:08:52	Call	Inbound	External	(810) 398-7945	Kathy Johnson	00:00:01	00:00:00	-	
01:09:46	01:09:46	Call	Inbound	External	(716) 241-0143	Gowanda NY	00:02:29	00:00:00		
01:09:52	01:09:55	Call	Outbound	External	011 6493078551	[%13509% 'Colin.Steeples']	00:00:24	00:00:00		
01:09:52	01:09:52	Call	Inbound	External	(614) 438-5677	Peter Donovan	00:00:01	00:00:00		
01:10:22	01:10:22	Call	Inbound	External	(808) 538-6783	Jason Braun	00:00:00	00:00:00		
01:10:31	01:10:35	Call	Outbound	External	011 6493078551	[%13509% 'Colin.Steeples']	00:01:54	00:00:00		
01:11:22	01:11:22	Call	Inbound	External	(317) 831-4823	Dave Rush	00:00:01	00:00:00		

Sample Reports for Interaction Reporter

User Call Summary Report

The User Call Summary report displays summarized interaction data for each agent within the specified period of time. The summarized data is displayed in a table and a pie chart.

The table displays the information for each user, by day, including:

- Number, duration, and average duration of interactions-calls, chats, and e-mails
- Number, duration, average duration, and call type—External or Intercom—for Inbound interactions
- Number, duration, average duration, and call type—External or Intercom—for Outbound interactions

The pie chart displays a comparison of percentages of the types of interactions for the user within the specified period of time, by:

- Inbound/External
- Inbound/Intercom
- Outbound/External
- Outbound/Intercom

-															
93%		Inbound Intercom				User	U: -			Site: 1		ext: 11802			
	-7%	Outbound Intercom											_		
		Outbound External	Count	Duration	Ava	Count	Duration	Inbound	External	Intercom	Count	Duration	Outbound	External	Inter
			1911	13:11:55	00:00:25	1776	11:19:48	00:00:23	1776	nitercom	136	01:52:07	00:00:50	135	miter
			1011						1770		100	and the second se			
	10/27/2015		1911	13:11:55	00:00:25	1776	11:19:48	00:00:23	1776	0	135	01:52:07	00:00:50	135	
	10/27/2015		1911	13:11:55	00:00:25	1776	11:19:48	00:00:23	1776	0	135	01:52:07	00:00:50	135	
	10/27/2015		1911	13:11:55	00:00:25	1776	11:10:48	00:00:23	1776	0	135	01:52:07	00:00:50	135	

User Productivity Detail Report

The User Productivity Detail Report displays detailed agent statistics, including:

- The number of interactions offered
- The number and percentage of interactions answered
- The number and percentage of interactions abandoned
- The number and percentage of flow outs
- The duration and average for talk time
- The duration and average for hold time
- The duration and average for ACW time
- The duration and average for handle time

edia Type:		10/17/2015 Call	12:00:	00 AM - 10	Aban(5 11:59:5	9 PM	Outs	Talk T	ime	Hold	Time	ACW	Time	Handle	Time
Interval	Media	Offered	#	%	#	%	#	%	Duration	Average	Duration	Average	Duration	Average	Duration	Average
Site ID): 1			· · · · ·												
ron Robert	son	3	3	100.00%	0	0.00%	0	0.00%	00:05:15	00:01:45	00:00:04	00:00:01	00:00:30	00:00:10	00:05:49	00:01:56
arketing		3	3	100.00%	0	0.00%	0	0.00%	00:05:15	00:01:45	00:00:04	00:00:01	00:00:30	00:00:10	00:05:49	00:01:56
10/26/2015																
1:30 AM	Call	2	2	100.00%	0	0.00%	0	0.00%	00:00:11	00:00:06	00:00:00	00:00:00	00:00:20	00:00:10	00:00:31	00:00:16
10/27/2015																
7:00 PM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:05:04	00:05:04	00:00:04	00:00:04	00:00:10	00:00:10	00:05:18	00:05:18
rapUpWG		0	0	0.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
10/26/2015																
1:00 AM	Call	0	0	0.00%	0	0.00%	٥	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
oi Chandra		0	0	0.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
		0	0	0.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
10/21/2015																
4:30 PM	Call	0	0	0.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
dam Elkins		0	0	0.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
		0	0	0.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
10/18/2015																
5:30 PM 10/21/2015	Call	0	0	0.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
6:00 PM	Cal	0	0	0.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
10/26/2015	_		_													
12:30 PM	Call	0	0	0.00%	0	0.00%	0	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
lan Lucus		144	144	100.00%	0	0.00%	0	0.00%	20:34:02	00:08:34	00:00:00	00:00:00	00:54:35	00:00:23	21:28:37	00:08:57
stomer Sen	vice	87	87	100.00%	0	0.00%	0	0.00%	12:51:00	00:08:52	00:00:00	00:00:00	00:13:20	00:00:09	13:04:20	00:09:01
10/19/2015																
5:00 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:07:01	00:07:01	00:00:00	00:00:00	00:00:10	00:00:10	00:07:11	00:07:11
6:00 AM	Call	1	1	100.00%	0	0.00%	0	0.00%	00:06:39	00:08:39	00:00:00	00:00:00	00:00:10	00:00:10	00:06:49	00:08:49

User Productivity Summary Report

The User Productivity Summary Report displays summarized statistics related to users for the specified Date and Time. The summarized data is displayed in tables and a graph.

The **Summaries Per User** table displays a statistical summary of counts, percentages, and durations for each user, including:

- The number of interactions Offered
- The number and percentage of interactions Answered
- The number and percentage of interactions Abandoned
- The number and percentage of Flow Outs
- The Duration and Average for Talk Time
- The Duration and Average for Hold Time
- The Duration and Average for ACW Time
- The Duration and Average for Handle Time

This table also displays the Grand Totals of these statistics.

The **Summaries Per User and Queue** table displays all the statistical information from the **Summaries Per User** table with the addition of agent queue statistics, including Totals.

- 0 -																					
Date:	10/17/2	2015 1	2:00:0	0 AM -	10/27/	2015	11:59:	59 PM													
Media Type:	Call																				
Cummeries D																					
Summaries P	eruse	21																			
User	Offered	Answ	reed	Aban	doned	Flow	Outs	Trans	ferred	Talk	Time	Hold	Time	ACW	Time	Handle	e Time		NON	-ACD	
	onered	#	%	#	%	#	%	#	%	Duration	Average	Duration	Average	Duration	Average	Duration	Average	IN#	Average	OUT #	Average
Grand Total	73041	72212	0.99	15	0.00	814	0.01	14	0.00	218/23/38/12	00:04:22	00:25:59	00:00:00	10:04:54:45	00:00:12	229:04:50:58	00:04:34	7	00:10:43	31874	00:00:16
Site: 1								-													
Aaron Robertson	3	3	1.00	0	0.00	0	0.00	0	0.00	00:05:15	00:01:45	00:00:04	00:00:01	00:00:30	00:00:10	00:05:49	00:01:56	0	00:00:00	4	00:01:22
Abi Chandra	0	0	0.00	0	0.00	0	0.00	0	0.00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	0	00:00:00
Adam Elkins	0	0	0.00	0	0.00	0	0.00	0	0.00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	0	00:00:00
Allan Lucus	144	144	1.00	0	0.00	0	0.00	0	0.00	20:34:02	00:08:34	00:00:00	00:00:00	00:54:35	00:00:23	21:28:37	00:08:57	0	00:00:00	0	00:00:00
Allie Eutsey	3598	3098	1.00	0	0.00	0	0.00	0	0.00	4:09:53:30	00:01:46	00:00:00	00:00:00	09:59:32	00:00:10	4:19:53:02	00:01:56	0	00:00:00	4040	00:00:13
Amy Cooper	309	309	1.00	0	0.00	0	0.00	0	0.00	205:05:24	00:08:48	00:00:00	00:00:00	02:21:01	00:00:23	2:08:26:25	00:09:11	0	00:00:00	0	00:00:00
Andrew Rogosin	0	0	0.00	0	0.00	0	0.00	0	0.00	00:00:00	00.00.00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	0	00:00:00
Andy Starrett	3	2	0.07	0	0.00	1	0.33	0	0.00	00:05:20	00:02:43	00:00:14	00:00:07	00:00:04	00:00:02	00:05:44	00:02:52	0	00:00:00	0	00:00:00
Barry Hartwig	0	0	0.00	0	0.00	0	0.00	0	0.00	00.00.00	00.00.00	00:00:00	00:00:00	00.00.00	00:00:00	00.00.00	00.00.00	1	00:00:01	0	00.00.00
Becky Oliver	200	200	1.00	0	0.00	0	0.00	0	0.00	00.00.00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00.00.00	00:00:00	0	00:00:00	0	00.00.00
Detri Collier	288	288	0.00	0	0.00	0	0.00	0	0.00	1.20.1646	00.00.04	00.00.00	00.00.00	00-00-00	00.00.42	1234953	00.09.30	0	00:00:00	0	00.00.00
Bob Kempa	5974	5874	1.00	0	0.00	0	0.00	0	0.00	00.00.00	00.00.00	00.00.00	00:00:00	18-18-58	00:00:00	00.00.00	00.00.00	0	00:00:00	582	00.00.16
Bob Shannell	0011	0	0.00	0	0.00	0	0.00	0	0.00	00-00-00	00-00-00	00.00.00	00-00-00	00-00-00	00-00-00	00:00:00	00-00-00	0	00:00:00	002	00-00-00
Bob Spearman	4	4	1.00	0	0.00	0	0.00	0	0.00	00:01:46	00:00:26	00.00.00	00-00-00	00-00-00	00:00:00	00:01:46	00:00:26	0	00.00.00	2	00:00:48
Bob Tomatne	604	604	1.00	0	0.00	0	0.00	0	0.00	2224246	00:08:17	00.00.00	00.00.00	01:51:57	00:00:10	401/35-13	00:08:26	0	00:00:00	0	00-00-00
Boubacar Diallo	1	1	1.00	0	0.00	0	0.00	0	0.00	00:05:02	00:05:02	00:00:08	00:00:08	00:00:10	00:00:10	00:05:20	00:05:20	0	00:00:00	0	00:00:00
Brad Forsythe	20	16	0.80	0	0.00	4	0.20	2	0.10	00:43:14	00:02:42	00:05:18	00:00:20	00:02:08	00:00:08	00:50:40	00:03:10	0	00:00:00	16	00:00:48
Bradley Forsythe	0	0	0.00	0	0.00	0	0.00	0	0.00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	1	00:00:00
Brian Boudouris	5570	5570	1.00	0	0.00	0	0.00	0	0.00	8:08:52:12	00:02:10	00:00:00	00:00:00	15:28:16	00:00:10	9:00:20:28	00:02:20	0	00:00:00	1153	00:00:15
Brian Williams	112	112	1.00	0	0.00	0	0.00	1	0.01	15:30:35	00:08:19	00:00:00	00:00:00	01:21:45	00:00:44	16:52:20	00:09:02	0	00:00:00	0	00:00:00
Bruce Knapp	127	127	1.00	0	0.00	0	0.00	0	0.00	19:04:10	00:09:01	00:00:00	00:00:00	00:46:45	00:00:22	19:50:55	00:09:23	0	00:00:00	0	00:00:00
Chad Mimms	136	136	1.00	0	0.00	0	0.00	0	0.00	19:35:41	00:08:39	00:00:00	00:00:00	00:55:40	00:00:25	20:31:21	00:09:03	0	00:00:00	0	00:00:00
Charles Avila	0	0	0.00	0	0.00	0	0.00	0	0.00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	0	00:00:00
Chas Bowman	17	11	0.65	0	0.00	6	0.35	1	0.06	00:41:10	00:03:45	00:01:08	00:00:08	00:01:20	00:00:07	00:43:36	00:03:58	0	00:00:00	0	00:00:00
Chris Herr	501	501	1.00	0	0.00	0	0.00	0	0.00	3:00:08:09	00:08:38	00:00:00	00:00:00	01:21:10	00:00:10	3:01:29:19	00:08:48	0	00:00:00	0	00:00:00

Line Group Detail Report

The Line Group Detail Report displays detailed statistics of line groups. These statistics are grouped and summarized by site, line, month, week, day, and interval. The detailed statistics include:

- Average lines available
- Duration per line
- Maximum available duration
- Utilization duration and percentage
- Total number of calls
- Number and percentage of calls out
- Average call duration
- Maximum calls entered
- Percentage of all busy
- Percentage of outbound calls blocked

g Lir	e Grou	o Deta	ail			_						
Date Time Range: Subtotal By:	10/17/2015 12:0 By Month, By W	10:00 AM - 10 leek Number	/27/2015 11:5	9:59 PM								
Site: 1	Avg Lines	Duration	Max Avail	Utilizat	tion	Total Calls	Calls	Out v/	Avg Call	Max Calls	% All Busy	% Out Blocked
Group: SimGal	eway 1	10:23:00:00	10:23:00:19	16:10:29	6.15%	336	336	100.00%	00:02:53	Entered 4	3.73%	0.00%
October	1	10:23:00:00	10:23:00:19	16:10:29	6.15%	336	336	100.00%	00:02:53	4	3.73%	0.00%
Week # 41	1	23:00:00	23:00:01	00:05:57	0.43%	5	5	100.00%	00:01:11	2	0.26%	0.00%
10/17/2015	1	23:00:00	23:00:01	00:05:57	0.43%	5	5	100.00%	00:01:11	2	0.26%	0.00%
10/17/2015 1:00:00 AM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
10/17/2015 1:30:00 AM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
I0/17/2015 2:00:00 AM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
0/17/2015 2:30:00 AM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
10/17/2015 3:00:00 AM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
0/17/2015 3:30:00 AM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
0/17/2015 4:00:00 AM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
0/17/2015 4:30:00 AM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
0/17/2015 5:00:00 AM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
0/17/2015 5:30:00 AM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
0/17/2015 6:00:00 AM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
0/17/2015 6:30:00 AM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
0/17/2015 7:00:00 AM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
0/17/2015 7:30:00 AM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
0/17/2015 8:00:00 AM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
I0/17/2015 8:30:00 AM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
0/17/2015 9:00:00 AM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
0/17/2015 9:30:00 AM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
0/17/2015 10:00:00 AM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
0/17/2015 10:30:00 AM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
0/17/2015 11:00:00 AM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
0/17/2015 11:30:00 AM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
0/17/2015 12:00:00 PM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
0/17/2015 12:30:00 PM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
10/17/2015 1:00:00 PM	1	00:30:00	00:30:00	00:00:00	0.00%	-	-	0.00%	00:00:00		0.00%	0.00%
This document v	was created using	an EVALUA	TION version	of ActiveRep	orts. Only a	licensed use	er may legally	create repo	orts for use	in production	. Please repo	rt
infractions or ad	dress questions to	sales@grap	ecity.us.com	n. Copyright ©	2002-2010	GrapeCity, i	nc. All rights	reserved.				
/10/2017 6:06 AM	Lega	cy Reports		Line Gro	oup Detail							Page 1 of

Line Group Summary Report

The Line Group Summary Report displays a summary of line group statistics. These statistics are grouped and summarized by site, line, month, week, and day. The summarized statistics include:

- Average lines available
- Duration per line
- Maximum available duration
- Utilization duration and percentage
- Total number of calls
- Number and percentage of calls out
- Average call duration
- Maximum call entered
- Percentage all busy
- Percentage of outbound calls blocked

Date Tim Subtotal	e Range: 10/ By: By	17/2015 12:00 Month, By We):00 AM - 10/ eek Number	27/2015 11:5	9:59 PM								
Site:	1	Avg Lines	Duration	Max Avail	Utilizatio	on «	Total Calls	Calls C)ut %	Avg Call	Max Calls	% All Busy	% Out Block
Group:	SimGateway	1	10:23:00:00	10:23:00:19	16:10:29	6.15%	336	336	100.00%	00:02:53	4	3.73%	0.00%
	October	1	10:23:00:00	10:23:00:19	16:10:29	6.15%	336	336	100.00%	00:02:53	4	3.73%	0.00%
	Week # 41	1	23:00:00	23:00:01	00:05:57	0.43%	5	5	100.00%	00:01:11	2	0.26%	0.00%
	10/17/2015	1	23:00:00	23:00:01	00:05:57	0.43%	5	5	100.00%	00:01:11	2	0.26%	0.00%
	Week # 42	1	7:00:00:00	7:00:00:14	08:09:03	4.85%	246	246	100.00%	00:01:59	4	2.76%	0.00%
	10/18/2015	1	1:00:00:00	1:00:00:01	00:16:45	1.16%	12	12	100.00%	00:01:24	3	0.82%	0.00%
	10/19/2015	1	1:00:00:00	1:00:00:01	00:54:05	3.76%	32	32	100.00%	00:01:41	2	2.72%	0.00%
	10/20/2015	1	1:00:00:00	1:00:00:02	02:59:41	12.48%	55	55	100.00%	00:03:16	3	6.70%	0.00%
	10/21/2015	1	1:00:00:00	1:00:00:04	02:11:44	9.15%	86	86	100.00%	00:01:32	4	4.94%	0.00%
	10/22/2015	1	1:00:00:00	1:00:00:02	00:52:55	3.67%	42	42	100.00%	00:01:16	3	2.71%	0.00%
	10/23/2015	1	1:00:00:00	1:00:00:03	00:53:53	3.74%	19	19	100.00%	00:02:50	2	1.45%	0.00%
	10/24/2015	1	1:00:00:00	1:00:00:01	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
	Week # 43	1	3:00:00:00	3:00:00:04	07:55:29	11.01%	85	85	100.00%	00:05:36	3	7.11%	0.00%
	10/25/2015	1	1:00:00:00	1:00:00:01	00:00:20	0.02%	1	1	100.00%	00:00:20	1	0.01%	0.00%
	10/26/2015	1	1:00:00:00	1:00:00:01	02:01:17	8.42%	41	41	100.00%	00:02:57	3	7.29%	0.00%
	10/27/2015	1	1:00:00:00	1:00:00:02	05:53:52	24.57%	43	43	100.00%	00:08:14	3	14.04%	0.00%
Group:	SimGatewayY UL	8	10:23:00:00	87:16:02:32	02:13:22	0.11%	43	43	100.00%	00:03:06	2	0.00%	0.00%
	October	8	10:23:00:00	87:16:02:32	02:13:22	0.11%	43	43	100.00%	00:03:06	2	0.00%	0.00%
	Week # 41	8	23:00:00	7:16:00:08	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
	10/17/2015	8	23:00:00	7:16:00:08	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
	Week # 42	8	7:00:00:00	56:00:01:52	01:58:50	0.15%	38	38	100.00%	00:03:08	2	0.00%	0.00%
	10/18/2015	8	1:00:00:00	8:00:00:08	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
	10/19/2015	8	1:00:00:00	8:00:00:08	00:06:40	0.06%	1	1	100.00%	00:06:40	1	0.00%	0.00%
	10/20/2015	8	1:00:00:00	8:00:00:16	00:09:09	0.08%	8	8	100.00%	00:01:09	1	0.00%	0.00%
	10/21/2015	8	1:00:00:00	8:00:00:32	01:13:04	0.63%	13	13	100.00%	00:05:37	2	0.00%	0.00%
	10/22/2015	8	1:00:00:00	8:00:00:16	00:00:03	0.00%	1	1	100.00%	00:00:03	1	0.00%	0.00%
	10/23/2015	8	1:00:00:00	8:00:00:24	00:22:31	0.20%	8	8	100.00%	00:02:49	2	0.00%	0.00%
	10/24/2015	8	1:00:00:00	8:00:00:08	00:07:23	0.06%	7	7	100.00%	00:01:03	1	0.00%	0.00%

Quality Scoring Details Report

The Quality Scoring Details Report displays detailed information on quality scoring, grouped by recording and then by Questionnaire. The report shows: if a Questionnaire was marked for Calibration; if there were critical questions, and their scores; and if questions were marked N/A during scoring. The report also displays comments attached to questions during the scoring process. The detailed information in the report includes:

- Recording Date
- Media
- Questionnaire Name
- Passed/Failed results
- Recorded User ID
- Form Score
- Percentile
- Rank
- Scored User ID
- Question Group
- Importance
- Question Text
- Question Answer
- N/A indicator
- Score: Min., Max., Answer

Sample Report

Quality Scoring Details Report

- 8 '	Quality Scoring Details								
Recording Date:	9/28/2010 12:00:00 AM - 9/28/2017 11:59:59 PM								
Recording Date:	10/31/2015 11:59:53 PM Media: Call								
Questionnaire N	ame: Customer Service Abbrev								
Recorded User II	0: Percy.Bowman	Form Score: 09.00 Perce	entile	90.00	Rank	A			
Scored User ID:	Percy.Bowman								
Question Gro	wp: Intro/Greeting				Sc	ore			
Importance	Question Text	Question Answer	N/A	Min	Max	Answer			
Required	Did the agent welcome the caller with the appropriate greeting?	Yes		0.00	1.00	1.00			
Required	Did the agent say his/her name during the introduction?	Yes	-	0.00	1.00	1.00			
Required	How did the agent sound in speaking with the customer?	Pretty normal		0.00	3.00	2.00			
Question Gro	Sup: Customer Service Skills	•	_		Sc	ore			
Importance	Question Text	Question Answer	N/A	Min	Max	Answer			
Required	Did the agent repeat the issue back to the customer for verification?	Yes		0.00	1.00	1.00			
Required	How would you describe the agent's understanding of the issue/question(s)?	The agent displayed a deep understanding		0.00	3.00	3.00			
Question Gro	oup: Hold Etiquette			Score					
Importance	Question Text	Question Answer		Min	Max	Answer			
Required	How many times did the agent put the customer on hold?		4	1.00	20.00	0.00			
Required	Did the agent follow the appropriate protocol for placing the caller on hold?	Yes		0.00	1.00	1.00			
Recording Date:	8/3/2014 7-28-35 AM Media: Call								
Questionnaire N	ame: Customer Service Abbrev								
Recorded User II	0: Chas.Bowman	Form Score: 07.00 Perce	entile	77.78	Rank	c			
Scored User ID:	Chas.Bowman								
Question Gro	wer: Intro/Greation				Se	078			
Importance	Question Text	Question Answer	N/A	Min	Max	Answer			
Required	Did the agent welcome the caller with the appropriate greeting?	Yes		0.00	1.00	1.00			
Required	Did the agent say his/her name during the introduction?	Yes		0.00	1.00	1.00			
Required	How did the agent sound in speaking with the customer?	Pretty normal		0.00	3.00	2.00			
Distribution Groups Contract Station State									
Importance Question Text		Question Answer		Min	Max	Answer			
and a second second					-Max				

Calibration Details Report

The Calibration Details Report displays a detailed assessment of the quality of any interaction. The report can be grouped by Scorer or Scored individuals.

The detailed information in the report includes:

- Number of Scorecards
- Average Score
- Highest Score
- Lowest Score
- Median Score
- Score Variance
- Scored User
 - Recording ID
 - Variance
 - Interaction ID
 - Total Talk
 - Total Hold
 - Wrap-up Code
 - Scorer
 - Total Score
 - Critical Score
 - Non-Critical Score
 - Pass/Fail
 - Rank
- Scoring User
 - Scored User
 - Variance
 - Recording ID
 - Total Score
 - Critical Score
 - Non-Critical Score
 - Pass/Fail
 - Rank
 - Interaction ID
 - Total Talk

Sample Reports for Interaction Reporter

- Total Hold
- Wrap-up Code

Sample Report

Calibration Details by Scored User



Calibration Details by Scoring User



Calibration Recording Summary Report

The Calibration Recording Summary Report aggregates scores across all the scorecards for a specific questionnaire and identifies anomalies in the responses.

The detailed information in the report includes:

- Questionnaire Directory
- Questionnaire Name
- Questionnaire Notes
- Media Type
- Recorded Date
- Recording ID
- Interaction ID Key
- Initiation Policy
- Recording Length
- Direction
- Number of Scorecards
- Average Score
- Median Score
- Highest Score
- Lowest Score
- Score Variance

Calibration Recording Summary

Recording Date/Time:	10/17/2015 12:0 Is not pull Popul	0:00 AM - 10/27/2015 11:5 ating	9:59 PM							
Questionnaire Hame.	is not null r opui	ang								
	Questionnaire Details		Interaction Details							
Questionnaire Directory:	Customer Service		Media Type:	Call						
Questionnaire Name:	Customer Service Ab	brev	Recorded Date:	10/21/2015 9:43:16 AM						
	A shortened version of the full Customer		Recording ID:	78370F14-56B0-D0A8-8745-57740D320001						
			Interaction ID Key:	100126391060151021						
Questionnaire Notes:			Initiation Policy:	Marketing Interactions						
	control questionnaire	, 	Recording Length:	00:07:10						
			Direction:	Inbound						
Scorecard Details										
Number of Scorecards:	1	Average Score	: 89.66%	Median Score: 89	.66%					
Highest Score:	89.66%	Lowest Score:	89.66%	Score Variance: 0.0	0%					





Change log

Date Changes

12-March-2019 Created this change log.

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