GENESYS™

Sample Reports for Interaction Reporter

Technical Reference

2018 R2

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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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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.

Sample Reports for Interaction Reporter
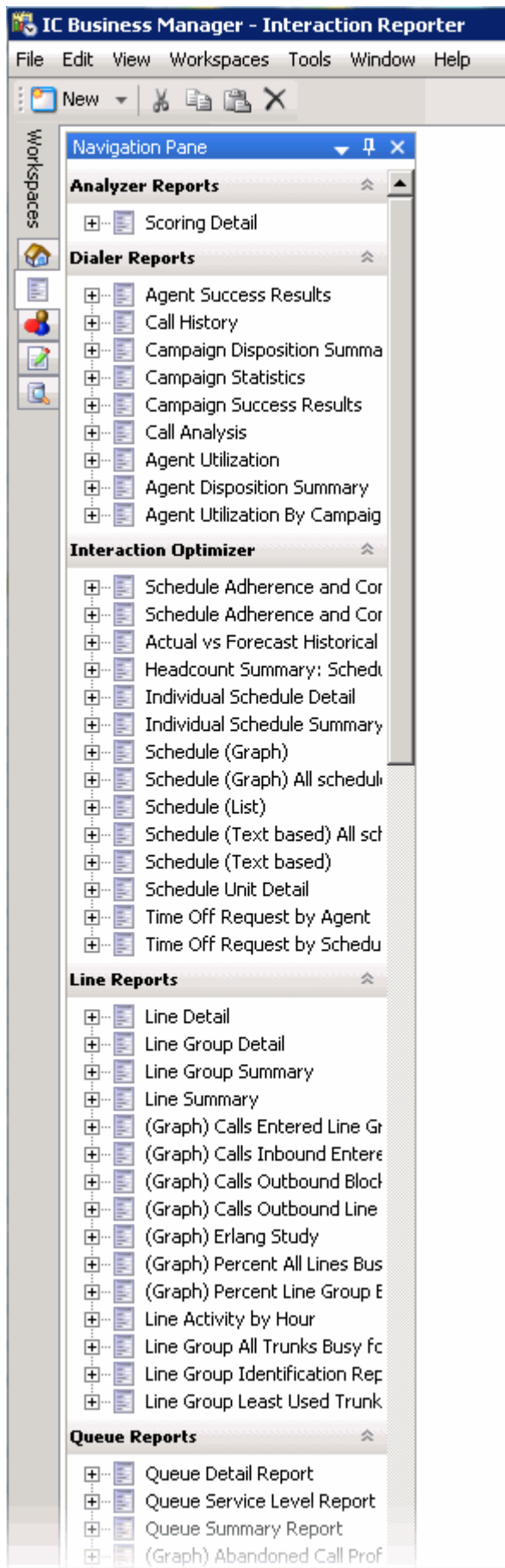
For detailed information on creating reports using Interaction Reporter, see the **Interaction Reporter Help**.

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

Sample Report

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

Sample report

Keyword Hit

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Date: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Workgroup: <All>
Category: <All>
Keyword Set Name: <All>

Top Category Hits: 10
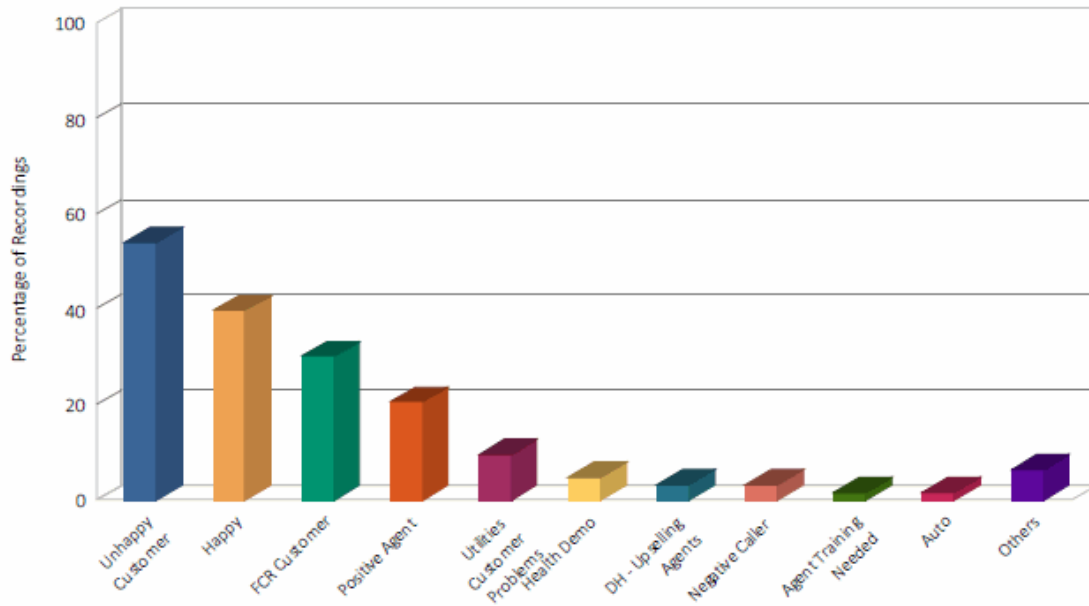
	Recordings	
	Total	%
Category	63	100.00
Unhappy Customer	34	53.97
Happy	25	39.68
FCR Customer	19	30.16
Positive Agent	13	20.63
Utilities Customer Problems	6	9.52
Health Demo	3	4.76

Keyword Hit

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Date: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Workgroup: <All>
Category: <All>
Keyword Set Name: <All>
Interval: Daily

Keyword	Date	# Recordings	# Hits
Care Center		1	5
DH – Agent – Magic Phrases		1	1
DH – Magic Phrases (Agent)		1	1
I apologize	10/21/2015	1	1
Medical Vertical		1	4
Medical Terms		1	4
chest pains	10/21/2015	1	1
heart attack		1	2
I can't stand		1	1
ClientServices		1	13
DH – Upselling Agents		1	2
DH – Upselling Agents		1	2
if you order today	10/26/2015	1	1
Would you be interested in		1	1
FCR Agent		1	10
First Call Resolution - Agent		1	10
call you back	10/26/2015	1	1
get back to you		1	2
I don't know		1	7
Intx2014 - Escalation		1	1
Intx2014 - Escalation Request		1	1
to your supervisor	10/26/2015	1	1
Insurance Agents		1	5
Auto		1	1
Insurance Compliance		1	1
lots of static	10/20/2015	1	1
Auto Claims		1	4
Insurance Auto Claims		1	4
I'm not happy	10/20/2015	1	4
IPA TeleHealth		3	6
Health Demo		3	6
IPA TeleHealth - Customer		3	6
not feeling so hot	10/21/2015	3	4
swollen legs		2	2
Marketing		40	175
Agent Training Needed		1	1
Service - Agent Training Needed		1	1
I never said that	10/26/2015	1	1
Churn		1	4
Customer Churn		1	4
Cancel my account	10/27/2015	1	3
cancel my service		1	1
FCR Customer		16	28
First Call Resolution - Customer		16	28
keep trying to		7	14
	10/19/2015	1	1

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

Sample Report

Agent Success Results

DateTime: 10/17/2015 12:00:00 AM - 10/17/2015 11:59:59 PM
Campaign: Is not null
Display Legends: No

Site ID: HQSimroom   Campaign: Lead Gen

Agent	Dialer Calls		Right Party Contacts (RPC)			Successes			Results				
	#	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				

8/10/2017 7:52 AM   Dialer Reports   Agent Success Results   Page 1 of 1
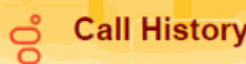
Call History Report

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

Sample report

Call History

DateTime:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Show Legend:	No

| | | | | Remote | | Conn | | | | | Abd | | -------- Disposition -------- |
Campaign	Phone No	Call Date	Call Time	Answer	Msg Play	Agent	Agent	Call Disc	Dur	Con	Category	Code
ARM Collections	3055553391	10/21/2015	17:26:10	17:26:11	19:00:00	16:19:57	Rian.Logan	17:30:06	00:03:55	C	-	-
ARM Collections	011 57311561939 0	10/21/2015	17:53:34	17:53:34	18:59:59	17:53:34	Brad.Forsythe	18:08:25	00:14:51		-	-
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	3125553365	10/21/2015	18:18:16	18:18:16	19:00:00	18:18:13	Rian.Logan	18:18:21	00:00:04		-	-
ARM Collections	3125553365	10/21/2015	18:18:41	18:18:41	19:00:00	18:18:23	Rian.Logan	18:19:03	00:00:22	C	-	-
ARM Collections	3125557823	10/21/2015	18:19:16	18:19:16	19:00:00	18:19:05	Rian.Logan	18:19:21	00:00:04	C	-	-
ARM Collections	3125555599	10/21/2015	18:19:32	18:19:32	19:00:00	18:19:29	Brad.Forsythe	18:19:42	00:00:09	C	-	-
ARM Collections	3125551244	10/21/2015	18:20:37	18:20:37	19:00:00	18:19:42	Brad.Forsythe	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 57311561939 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	2819830326	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	C	-	-
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	C	-	-
Dialer	PRIM	10/21/2015	11:00:52	11:00:54	19:00:00	11:00:55	Rudy.Hunter	11:03:59	00:03:06	C	-	-
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	C	-	-
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	C	-	-
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	C	-	-
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	C	-	-
Dialer	PRIM	10/21/2015	11:03:26	11:03:28	19:00:00	19:00:00		11:03:28	00:00:01		-	-

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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

Sample report

Campaign Disposition Summary

ARM Collections

All Dispositions by Category

Category		Calls		Call Length		
	#		% Total	Total	Average	% Total
-	1		12.5%	00:00:22	00:00:22	1.9%
	8		100%	00:19:34	00:02:27	100%

Agent-Assigned Dispositions by Category

Category		Calls		Call Length		
	#		% Total	Total	Average	% Total
-	1		12.5%	00:00:22	00:00:22	1.9%
	8		100%	00:19:34	00:02:27	100%

All Dispositions by Wrap-up Code

Category	Wrap-up Code		Calls			Call Length		
		#	% Total	% Category	Total	Average	% Total	% Category
-	-	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 Dispositions by Wrap-up Code

Category	Wrap-up Code		Calls			Call Length		
		#	% Total	% Category	Total	Average	% Total	% Category
-	-	8	100.0%	100.0%	00:19:34	00:02:27	100.0%	100.0%
		8	100%	100%	00:19:34	00:02:27	100%	100%

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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

Sample Report

Campaign Statistics

DateTime:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Campaign:	Is not null
Period Type:	Half Hour
Display Legends:	No

ARM Collections

Statistics in Date/Time Range

| Date/Time Range | | Contact Records | | Averages Over Time Range | | | | | | Based on Counts During Time Range | | | | | | | |
Date	Time	Filter	Recycle	Total	Idle	%Idle	NDir	%NDir	Pace	Base	Adj	Dials	Pen Rt	%Dials	%Conts	%Dials	%Dets	%Conts
10/21/2015	16:00	43	39	1.0	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
	16:30	43	39	1.0	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
	17:30	43	39	1.5	0.0	0.0	0	9.6	0.0	0.0	0.0	1	2.3	0.0	0.0	0.0	0.0	0.0
	18:00	41	42	1.0	0.0	0.0	0	0.0	0.0	0.0	0.0	6	14.5	66.7	50.0	0.0	0.0	0.0
10/23/2015	15:00	40	37	0.5	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

The Statistics table above spans: *Date/Time Range*, *Contact Records* (Filter, Recycle), *Averages Over Time Range* → *Agents* (Total, Idle, %Idle, NDir, %NDir), *CPA* (Pace, Base, Adj); *Based on Counts During Time Range* → Dials, *Filter* (Pen Rt), *Contacts* (%Dials), *RPCs* (%Conts), *Abandons* (%Dials, %Dets, %Conts).

Events in Date/Time Range

| Date/Time Range | | | | Contact Records | | Agents | | | | | CPA | | |
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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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

Sample report

Campaign Success Results

DateTime:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Campaign:	Is not null
Period Type:	Half Hour
Display Legends:	No

Site ID: HQSimroom   Campaign: ARM Collections

Date/Time Range				Contacts		Right Party Contacts			Successes			Results			Abandons			
Day	Time	Agents	#Dials	#	%Dials	#	%Dials	%Cnts	#	%Dials	%RPC	#	Per RPC	Per Agt	#	% Dials	%Dets	%Cnts
10/21/2015	17:00	1	1	1	100.0%	0	0.0%	0.0%	0	0.0%	0.0%	0.00	0.00	0.00	0	0.0%	0.0%	0.0%
	17:30	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%
	18:00	2	6	4	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 Total/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 Total/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: HQSimroom   Campaign: DH Collections

Date/Time Range				Contacts		Right Party Contacts			Successes			Results			Abandons			
Day	Time	Agents	#Dials	#	%Dials	#	%Dials	%Cnts	#	%Dials	%RPC	#	Per RPC	Per Agt	#	% Dials	%Dets	%Cnts
10/21/2015	17:30	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%
Day Total/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 Total/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: HQSimroom   Campaign: Dialer

Date/Time Range				Contacts		Right Party Contacts			Successes			Results			Abandons			
Day	Time	Agents	#Dials	#	%Dials	#	%Dials	%Cnts	#	%Dials	%RPC	#	Per RPC	Per Agt	#	% Dials	%Dets	%Cnts
10/21/2015	11:00	6	60	34	56.7%	34	56.7%	100.0%	0	0.0%	0.0%	57.00	1.68	9.50	0	0.0%	0.0%	0.0%
	11:30	6	65	34	52.3%	33	50.8%	97.1%	0	0.0%	0.0%	28.00	0.85	4.67	8	12.3%	19.5%	23.5%
	12:00	6	44	29	65.9%	29	65.9%	100.0%	0	0.0%	0.0%	42.00	1.45	7.00	0	0.0%	0.0%	0.0%
	12:30	6	55	31	56.4%	31	56.4%	100.0%	0	0.0%	0.0%	52.00	1.68	8.67	1	1.8%	3.1%	3.2%
	13:00	6	46	28	60.9%	28	60.9%	100.0%	0	0.0%	0.0%	45.00	1.61	7.50	0	0.0%	0.0%	0.0%
	13:30	6	50	31	62.0%	31	62.0%	100.0%	0	0.0%	0.0%	47.00	1.52	7.83	2	4.0%	6.1%	6.5%
	14:00	6	50	34	68.0%	34	68.0%	100.0%	0	0.0%	0.0%	50.00	1.47	8.33	0	0.0%	0.0%	0.0%
	14:30	6	44	29	65.9%	29	65.9%	100.0%	0	0.0%	0.0%	40.00	1.38	6.67	0	0.0%	0.0%	0.0%
	15:00	6	60	33	55.0%	33	55.0%	100.0%	0	0.0%	0.0%	57.00	1.73	9.50	3	5.0%	8.3%	9.1%
	15:30	6	54	31	57.4%	30	55.6%	96.8%	0	0.0%	0.0%	51.00	1.70	8.50	9	16.7%	23.1%	29.0%
	16:00	6	49	30	61.2%	30	61.2%	100.0%	0	0.0%	0.0%	45.00	1.50	7.50	1	2.0%	3.2%	3.3%
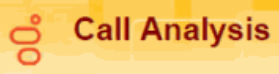
Call Analysis Report

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

Sample report

Call Analysis

DateTime: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Campaign: Is not null

ARM Collections
10/21/2015

CA Result	# Dials	%
Live Voice	7	87.5%
Unknown	1	12.5%
Total Dials	**8**	**100%**

From	Dials	Live Voice #	Live Voice %	Ans Mach #	Ans Mach %	Fax #	Fax %	SIT #	SIT %	Failure #	Failure %	Unknown #	Unknown %	% Total Dials 100%
17:00	2	1	50.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	50.0%	25.0%
18:00	6	6	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	75.0%

Unknown Details	# Dials	%
	1	100.0%
Total Dials	**1**	**100%**

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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

Sample Report

Agent Utilization

DateTime: 10/27/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Campaign: Is not null

| | | Dialer Calls | | | | | | | | Non-Dialer Calls | | | | | | | | | | | Idle Time | | DND / Break Time | |
| | | Connected / Talk | | | | Preview / Wrap-up | | | | Inbound Calls | | | | Manual Dialed Calls | | | | | | | | | | |
Agent	Logged In Time	Calls	Avg	Total	%	Avg	Total	%	Calls	Avg	Total	%	Calls	Avg	Total	%	Total	%	Total	%
Ellis Mcbride	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	0.0	0	00:00:00	00:00:00	0.0	01:03:25	0.0	00:00:00	0.0
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	0	00:00:00	00:00:00	0.0	01:11:58	0.0	00:00:00	0.0
Partner 713	00:03:13	0	00:00:00	00:00:00	0.0	00:00:00	00:03:08	97.3	0	00:00:00	00:00:00	0.0	0	00:00:00	00:00:00	0.0	00:00:05	2.6	00:00:00	0.0
Ramon Szeliszam	00:10:11	2	00:01:09	00:02:19	22.7	00:02:34	00:05:09	50.5	0	00:00:00	00:00:00	0.0	0	00:00:00	00:00:00	0.0	00:00:02	0.3	00:02:41	26.3
Rolando Lawrence	00:00:00	251	00:06:25	22:42:08	0.0	00:00:01	00:06:02	0.0	0	00:00:00	00:00:00	0.0	0	00:00:00	00:00:00	0.0	01:10:22	0.0	00:00:00	0.0
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	00:00:00	0.0	01:06:55	0.0	00:00:00	0.0
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	0.0
Sharon Fletcher	00:00:00	250	00:05:27	22:45:33	0.0	00:00:01	00:06:05	0.0	0	00:00:00	00:00:00	0.0	0	00:00:00	00:00:00	0.0	01:07:55	0.0	00:00:00	0.0
Total:	00:13:24	1484		5.16:20:56			00:43:46		0		00:00:00		0		00:00:00		06:48:58		00:02:41	
Average:	00:01:40	186	00:05:30	17:02:37	61005.7	00:00:01	00:05:28	326.6	0	00:00:00	00:00:00	0.0	0	00:00:00	00:00:00	0.0	00:51:07	3049.7	0	20.0

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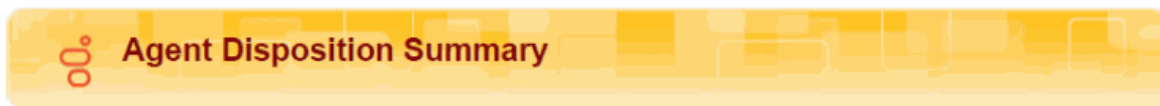
Agent Disposition Summary Report

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

Sample Report

Agent Disposition Summary

DateTime: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Campaign: Is not null

Campaign: **ARM Collections**   Dialer site: HQSimroom

Category	Wrap-up Code	Calls #	% Total	% Category	Call Length Total	Average	% Total	% Category
Brad 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
		3	100.0		00:15:06	00:05:02	100.0	
Rian Logan								
-	-	1	14.3	14.3	00:00:00	00:00:00	0.0	0.0
-	-	1	14.3	14.3	00:00:22	00:00:22	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	88.8
		7	100.0		00:04:28	00:00:38	100.0	

Campaign: **DH Collections**   Dialer site: HQSimroom

Category	Wrap-up Code	Calls #	% Total	% Category	Call Length Total	Average	% Total	% Category
Brad 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	

Campaign: **Dialer**   Dialer site: HQSimroom

Category	Wrap-up Code	Calls #	% Total	% Category	Call Length Total	Average	% Total	% Category

Agent Utilization by Campaign Report

The Agent Utilization by Campaign report displays time usage information for agents, by campaign, on Dialer-related 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

Sample Report

Agent Utilization By Campaign

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

Campaign :

Agent	Logged In Time	Calls	Connected / Talk Avg	Total	%	Wrap-up Avg	Total	%	Preview 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	0.0
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	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	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	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	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	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	0.0
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	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	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 Collections

Agent	Logged In Time	Calls	Connected / Talk Avg	Total	%	Wrap-up Avg	Total	%	Preview Avg	Total	%
Brad Forsythe	00:24:00	2	00:00:08	00:00:16	1.1	00:00:00	00:00:00	0.0	00:00:29	00:00:58	4.0
Rian Logan	02:05:53	5	00:00:54	00:04:29	3.6	00:00:01	00:00:04	0.1	00:21:22	01:46:48	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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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

Sample Report

Best Time To Call Analysis

GENESYS

Date:	10/17/2015 8:00:00 AM to: 10/28/2015 7:59:59 AM
Site:	"!-zzz"
Campaign:	"!-zzz"
Campaign Group:	0

Site:	HQSimroom
Campaign Name:	ARM Collections
Campaign Group:	-

Time	Dials	Contacts		Right Party Contact			Success			
		#	Per Dial	#	Per Dial	Per Contact	#	Per Dial	Per Contact	Per RPC
17:00	2	1	50.00	0	0.00	0.00	0	0.00	0.00	0.00
18:00	6	4	66.67	2	33.33	50.00	1	16.67	25.00	50.00

— Contacts per Dial   — RPC per Dial   — Success per Dial

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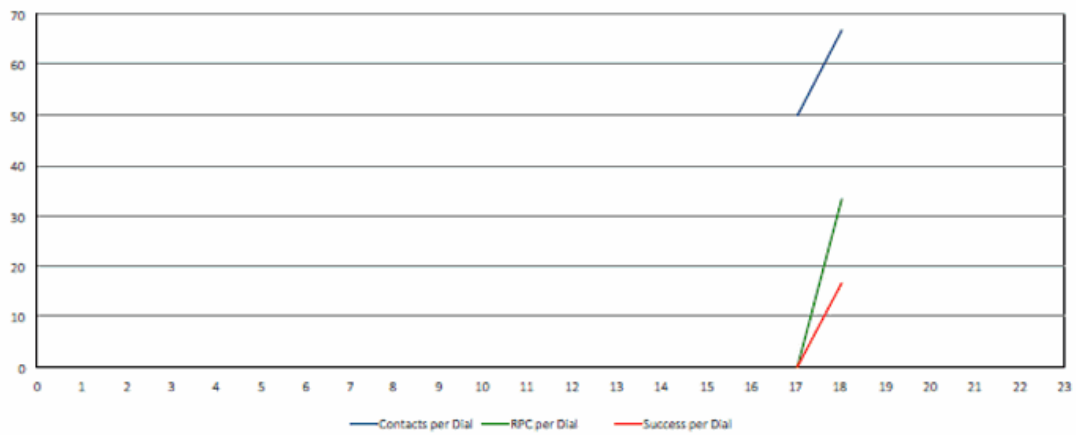
Call Answer Distribution Report

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

Call Answer Distribution

GENESYS

Date:	10/17/2015 8:00:00 AM to: 10/28/2015 7:59:59 AM
Site:	"!~zzz"
Campaign:	"!~zzz"
Campaign Group:	0

Campaign name:	Dialer	Site:	HQSimroom
Campaign Group:	allgroups		
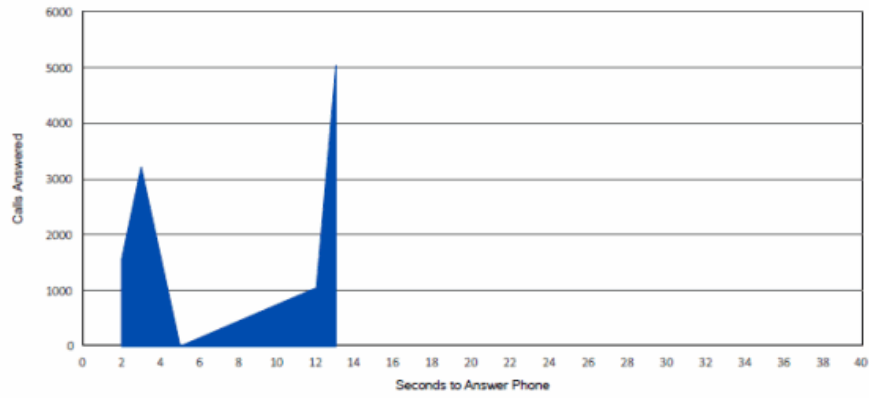
Calls %	Answered within (seconds)
99 %	13

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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

Schedule Adherence and Conformance Detail

Date Range:	2/10/2014 - 2/10/2014
Time Zone:	Selected: (UTC-05:00) Eastern Time (US & Canada)
	Local: (UTC-05:00) Eastern Time (US & Canada)
Group By:	Date
Scheduling Unit:	ReportingSUTest9

Number of minutes to automatically excuse:	5 minutes
Treat all activities other than ACD as being equivalent:	No
Activities counting toward conformance:	ACD; Non-ACD

2/10/2014 Adherence: 6.48 % Conformance: 0.00 %

ReportingAgent10 Adherence: 6.48 % Conformance: 0.00 %

SCHEDULED			ACTUAL			
Time	Duration	Activity	Time	Duration	Activity	Exception
8:00 AM - 9:30 AM	1:30:00	ACD	8:00 AM - 9:30 AM	1:30:00		Skipped
9:30 AM - 9:45 AM	0:15:00	Break	9:30 AM - 9:45 AM	0:15:00		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	1:00:00		Skipped
1:00 PM - 2:30 PM	1:30:00	ACD	1:00 PM - 2:30 PM	1:30:00		Skipped
2:30 PM - 2:45 PM	0:15:00	Break	2:30 PM - 2:45 PM	0:15:00		Skipped
2:45 PM - 5:00 PM	2:15:00	ACD	2:45 PM - 5:00 PM	2:15:00		Skipped

* = Spans Midnight   = 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

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.

Sample Report

Actual vs Forecast Historical Analysis

Forecast Start Date Time:	8/31/2015 12:00:00 AM - 8/14/2017 11:59:59 PM
Site ID Range:	0
Workgroup(s):	<All>
Skills tracked	

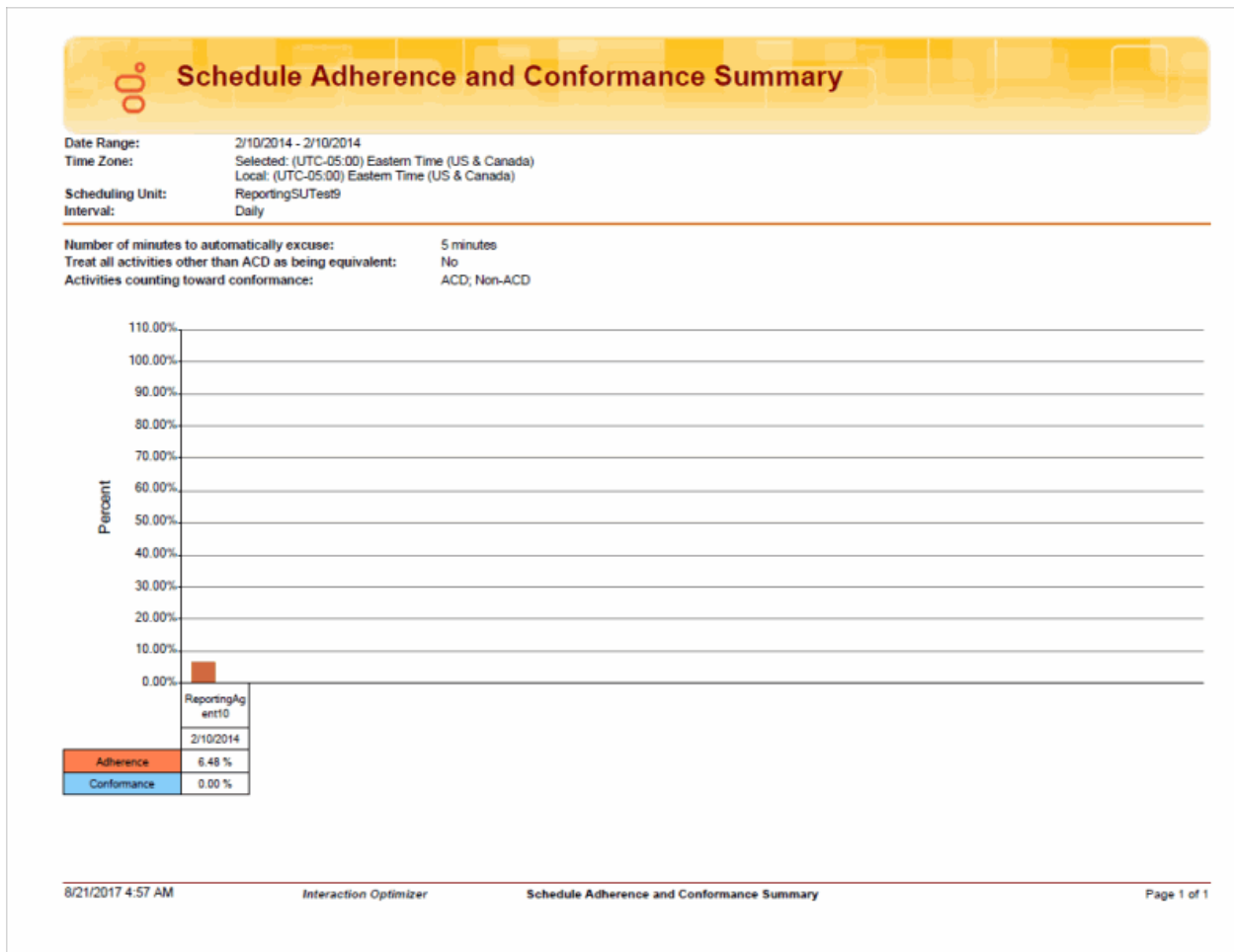| Customer Service		Volume Differences (Actual minus Forecast)					Actual Volumes					Forecasted Volumes				
Date	Interval (Half-Hour)	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete	Offered	Completed	ACD Talk Time	Number ACW	ACW Complete
Forecast:	**Week of 8/31/2015**															
Schedule 8/31/2015																
8/31/2015	12:00AM	-35	-48	-03:37:09	-44	-:07:28						35	48	03:37:09	44	:07:28
	12:30AM	-35	-48	-03:40:49	-48	-:07:50						35	48	03:40:49	48	:07:50
	1:00AM	-34	-48	-03:41:46	-47	-:07:53						34	48	03:41:46	47	:07:53
	1:30AM	-37	-46	-03:21:58	-46	-:07:32						37	46	03:21:58	46	:07:32
	2:00AM	-34	-49	-03:46:50	-49	-:08:02						34	49	03:46:50	49	:08:02
	2:30AM	-35	-48	-03:41:58	-48	-:07:52						35	48	03:41:58	48	:07:52
	3:00AM	-36	-49	-03:41:53	-47	-:07:58						36	49	03:41:53	47	:07:58
	3:30AM	-34	-48	-03:49:25	-48	-:07:51						34	48	03:49:25	48	:07:51
	4:00AM	-37	-50	-03:43:32	-49	-:08:11						37	50	03:43:32	49	:08:11
	4:30AM	-36	-49	-03:42:44	-48	-:08:04						36	49	03:42:44	48	:08:04
	5:00AM	-33	-44	-03:24:57	-38	-:06:38						33	44	03:24:57	38	:06:38
	5:30AM	-33	-44	-03:21:07	-41	-:06:58						33	44	03:21:07	41	:06:58
	6:00AM	-39	-47	-03:53:09	-46	-:07:35						39	47	03:53:09	46	:07:35
	6:30AM	-39	-50	-04:10:17	-48	-:08:04						39	50	04:10:17	48	:08:04
	7:00AM	-37	-48	-03:52:25	-42	-:07:11						37	48	03:52:25	42	:07:11
	7:30AM	-39	-48	-04:04:12	-46	-:07:43						39	48	04:04:12	46	:07:43
	8:00AM	-40	-53	-09:21:30	-49	-:08:07						40	53	09:21:30	49	:08:07
	8:30AM	-42	-56	-04:25:12	-56	-:09:13						42	56	04:25:12	56	:09:13
	9:00AM	-43	-57	-04:40:10	-55	-:09:20						43	57	04:40:10	55	:09:20
	9:30AM	-43	-59	-04:53:45	-59	-:09:53						43	59	04:53:45	59	:09:53
	10:00AM	-43	-54	-04:25:23	-46	-:07:51						43	54	04:25:23	46	:07:51
	10:30AM	-43	-62	-05:13:14	-62	-:10:22						43	62	05:13:14	62	:10:22
	11:00AM	-43	-62	-05:10:29	-61	-:10:17						43	62	05:10:29	61	:10:17
	11:30AM	-43	-61	-05:07:14	-61	-:10:10						43	61	05:07:14	61	:10:10
	12:00PM	-41	-61	-04:58:39	-54	-:09:08						41	61	04:58:39	54	:09:08
	12:30PM	-43	-60	-05:00:24	-61	-:09:59						43	60	05:00:24	61	:09:59
	1:00PM	-44	-62	-05:20:52	-55	-:09:11						44	62	05:20:52	55	:09:11
	1:30PM	-43	-62	-05:00:37	-63	-:10:18						43	62	05:00:37	63	:10:18
	2:00PM	-62	-61	-05:08:11	-61	-:10:03						62	61	05:08:11	61	:10:03
	2:30PM	-61	-63	-05:30:41	-62	-:10:28						61	63	05:30:41	62	:10:28

Print Date: Monday, August 14, 2017 8:28:43AM   Genesys   Page 1 of 65

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.

Sample Report

Headcount Summary: Scheduled vs Forecasted

Schedule range: <All>
Users: <All>

GENESYS

Forecast Schedule Date range: 11/22/2013 12:00:00 AM - 8/14/2017 11:59:59 PM
Schedule Date/Time Range: 06/31/2015 08:30:22
08/14/2017 08:30:22

Schedule 9/20/2015
Scheduling Unit: Support
Published on date/time: 09/03/2015 11:09:30

9/20/2015

S : Scheduled ACD   F : Forecasted   D : Difference

	0				1				2				3				4				5			
S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
F	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
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

	6				7				8				9				10				11			
S	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2	2	0	0	0	0	2	2	2	2
F	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
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

	12				13				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	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
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

	18				19				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
F	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
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	0.00

Mean Absolute Deviation: 0.96   Standard Deviation: 0.95   Number of schedulable time periods: 96

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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.

Sample Report

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.

Sample Report

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.

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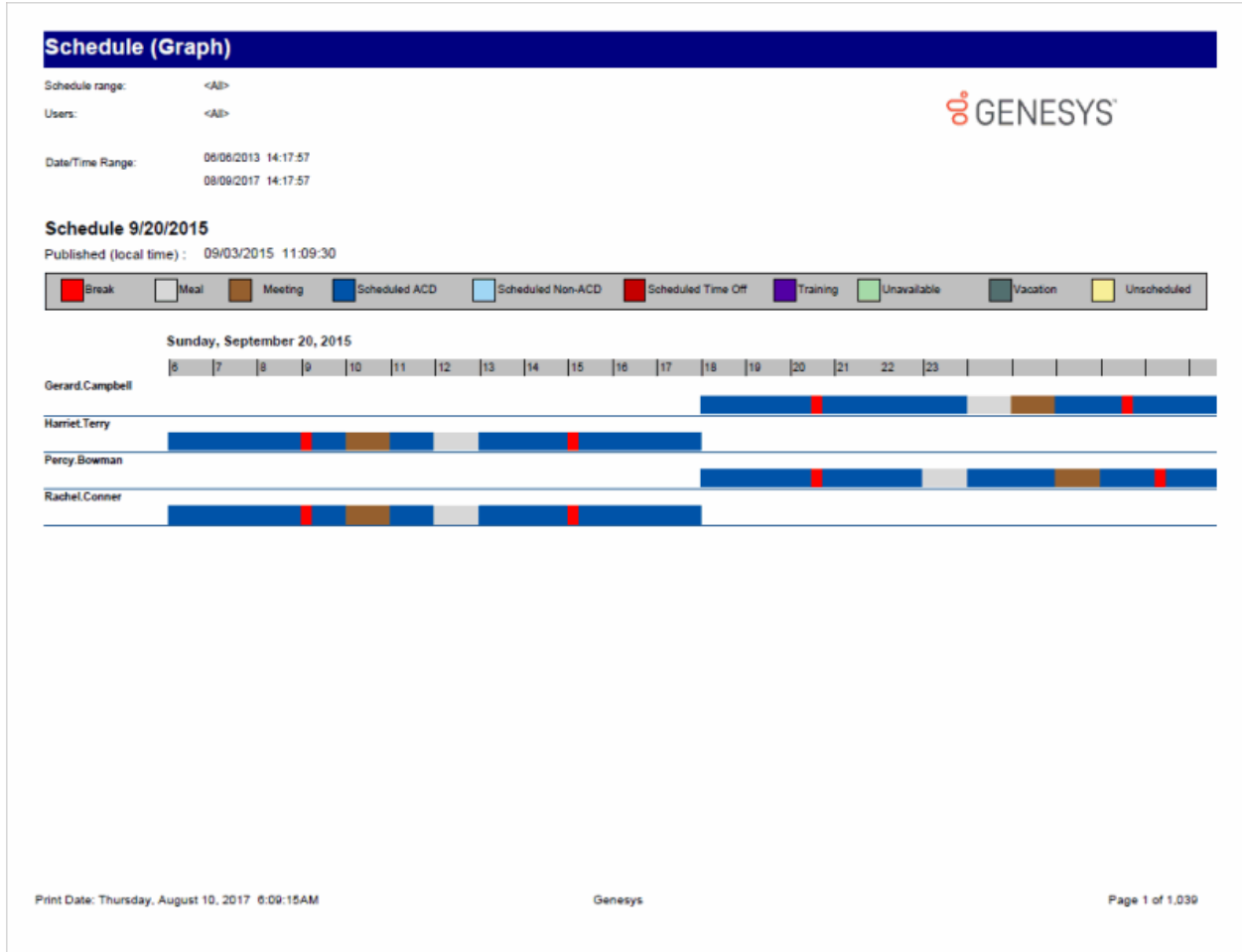
Schedule (Graph) All Schedules: Published and not Published Report

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

Sample Report
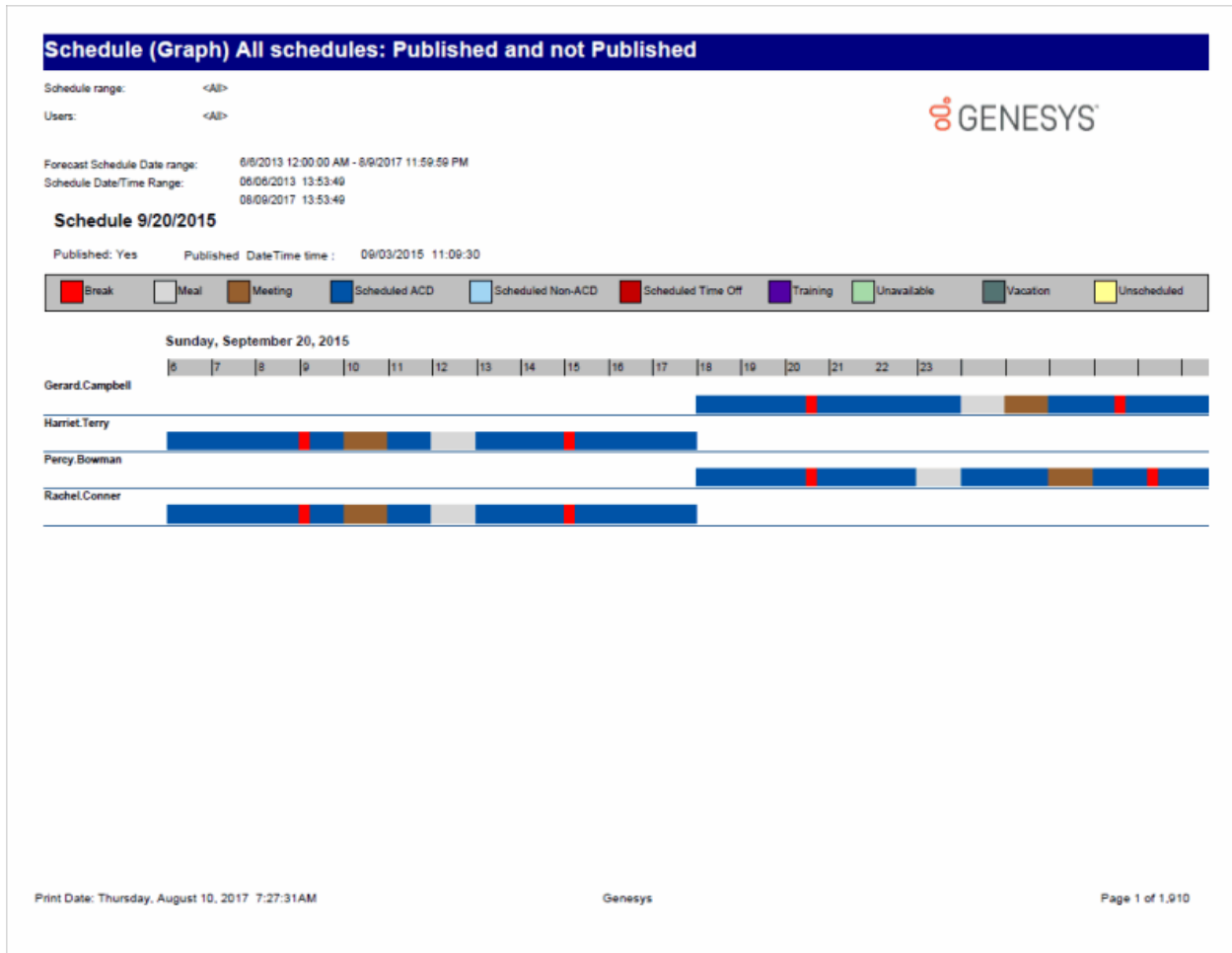
Schedule (List) Report

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.

Sample Report

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.

Sample Report
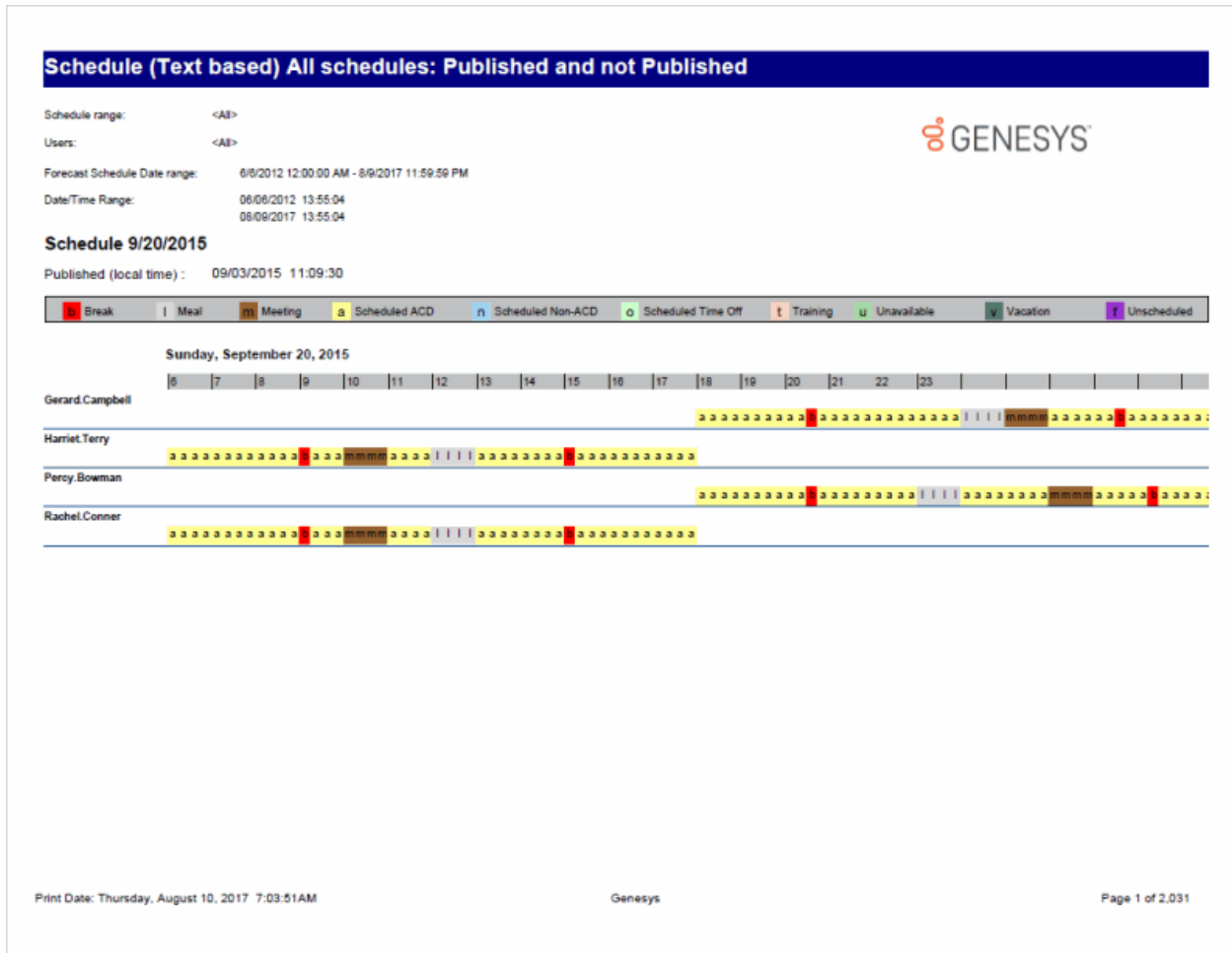
Schedule (Text Based) Report

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.

Sample Report
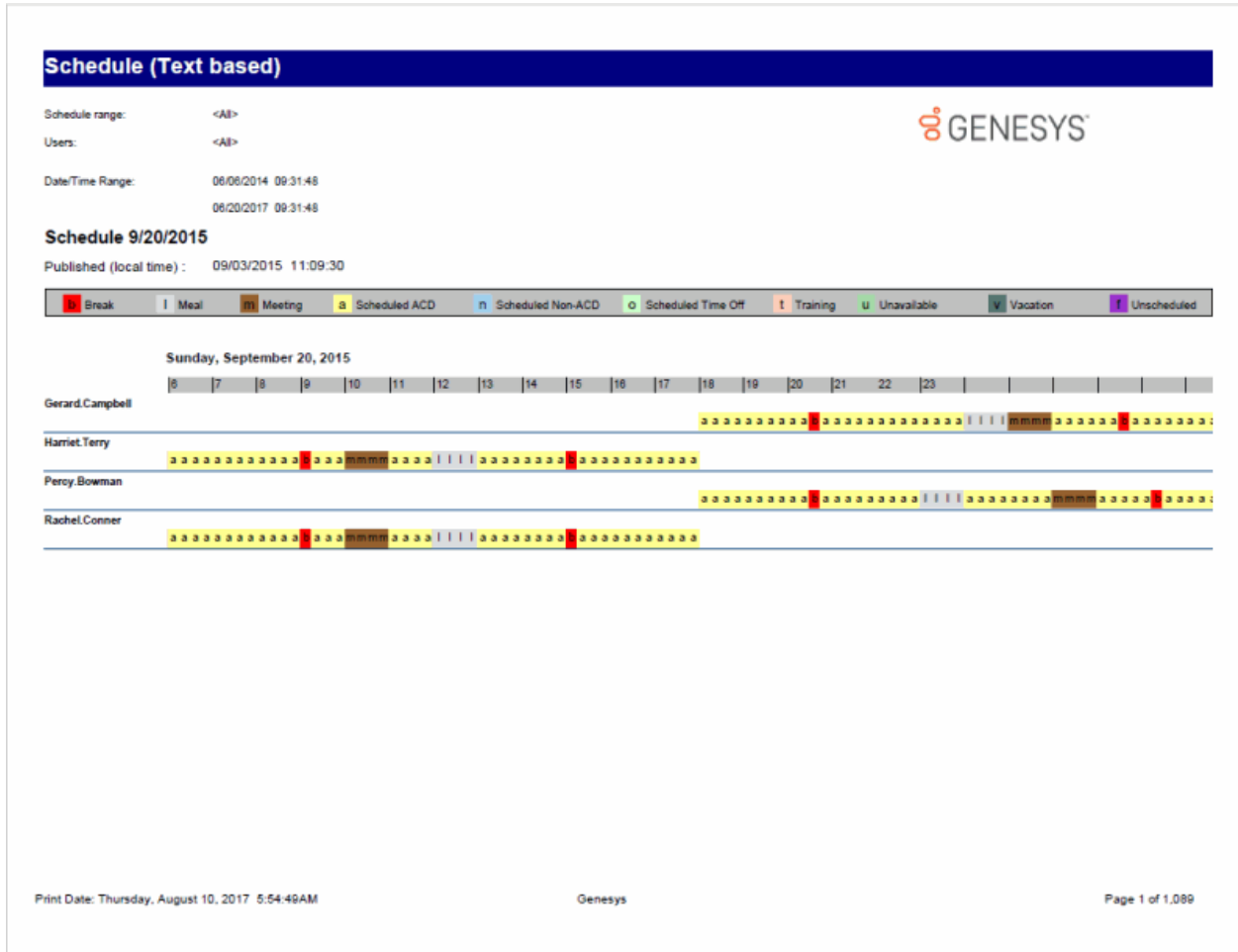
Schedule Unit Detail Report

This report displays detailed Interaction Optimizer Schedule Unit information.

Sample Report

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.

Sample Report

Optimizer Time Off Request Report By Agent

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

Agent(s): ! to

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Agent	Request Date	Request Type	Request State	Time Off Duration hh:mm:ss	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

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.

Sample Report

Optimizer Time Off Request Report By Scheduling Unit

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

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Scheduling Unit: -;

Scheduling Unit	Request Date	Agent	Request Type	Request State	Time Off Duration hh:mm:ss	Paid Time Off
Customer Service / Help Desk						
	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

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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

Sample Report

Process Detail

Date Range:	8/21/2017 12:00:00 AM - 8/21/2017 11:59:59 PM (Today)	
Process:	wgAssignUser	

Site ID: 1

wgAssignUser

Process ID: 69295588   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: 6,938, String 1: Assign to User, assign User: user2		00:02:40		cafe_user	8/21/2017 7:49:47 AM	00:00:00

Notes

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

Sample Report

Work Items

Date Range:	8/21/2017 12:00:00 AM - 8/21/2017 11:59:59 PM (Today)					
Process:	wgAssignUser					

Site ID: 1

wgAssignUser				**Total duration:**	00:06:06	**Total Work Time:**	00:03:09

Description	Process	Started	Ended	Duration	Picked Up	Work time

cafe_user

Admin WI			Totals: 1	00:02:19		00:00:00

Avg. Work Time: 0		Avg. Total Time: 00:02:19				
test Integer: 6,938, String 1: Assign to User, assign User: user2	69295588	8/21/2017 7:49:39 AM		00:02:19	8/21/2017 7:49:47 AM	00:00:00

user2

ACD WI			Totals: 1	00:03:47		00:03:09

Avg. Work Time: 00:03:09		Avg. Total Time: 00:03:47				
test Integer: 6,938, String 1: Assign to User	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

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

Sample Report

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.

Sample Report
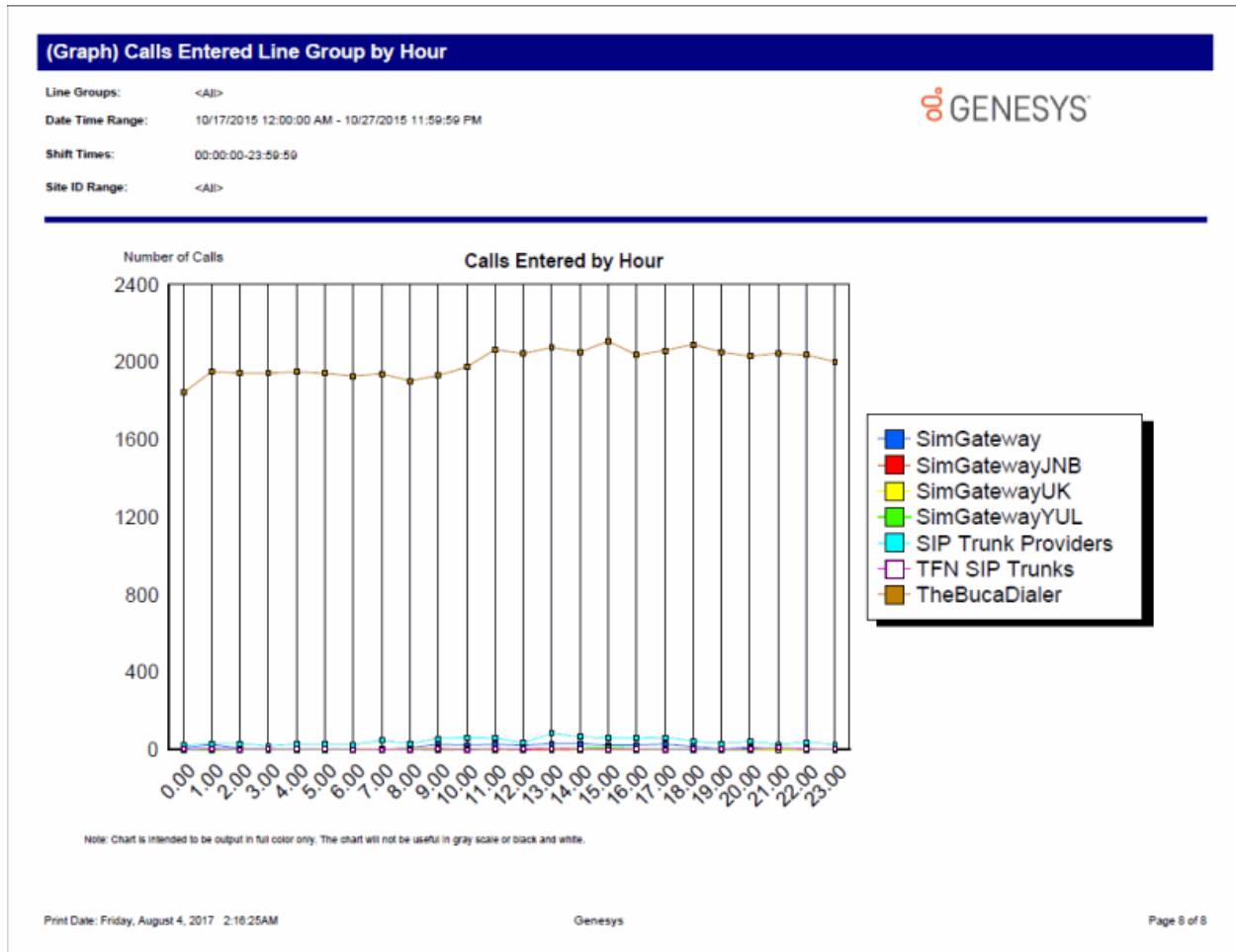
(Graph) Calls Inbound Entered Line Group by Hour Report

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 Report
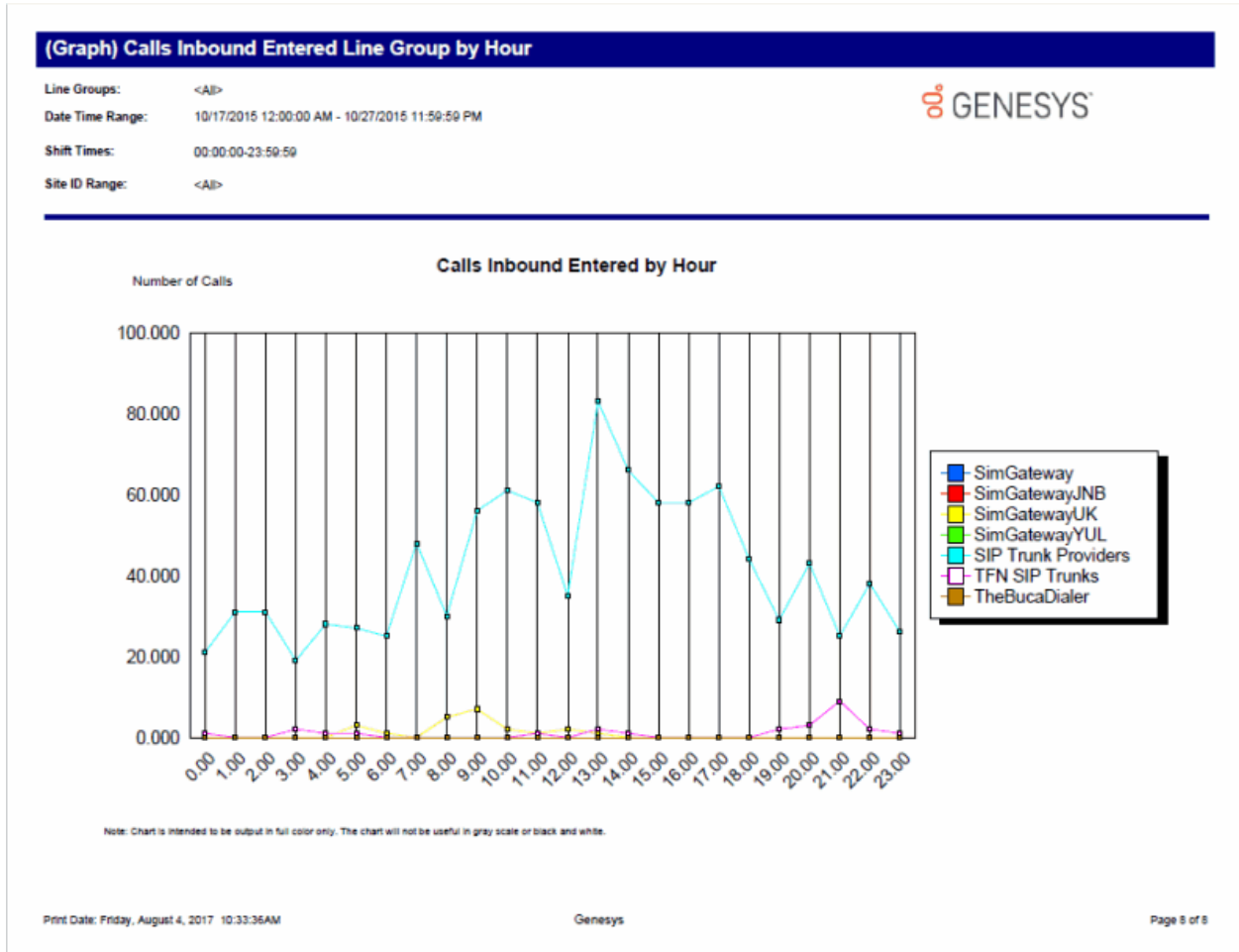
(Graph) Calls Outbound Blocked Line Group by Hour Report

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

Sample Report

(Graph) Calls Outbound Blocked Line Group by Hour

Line Groups:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Shift Times:	00:00:00-23:59:59
Site ID Range:	<All>

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Line Group	Hour	Calls Outbound Blocked by Hour
SimGateway		
	0	0
	1	0
	2	0
	3	0
	4	0
	5	0
	6	0
	7	0
	8	0
	9	0
	10	0
	11	0
	12	0
	13	0
	14	0
	15	0
	16	0
	17	0
	18	0
	19	0
	20	0
	21	0
	22	0
	23	0
Totals:		0

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(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).

Sample Report
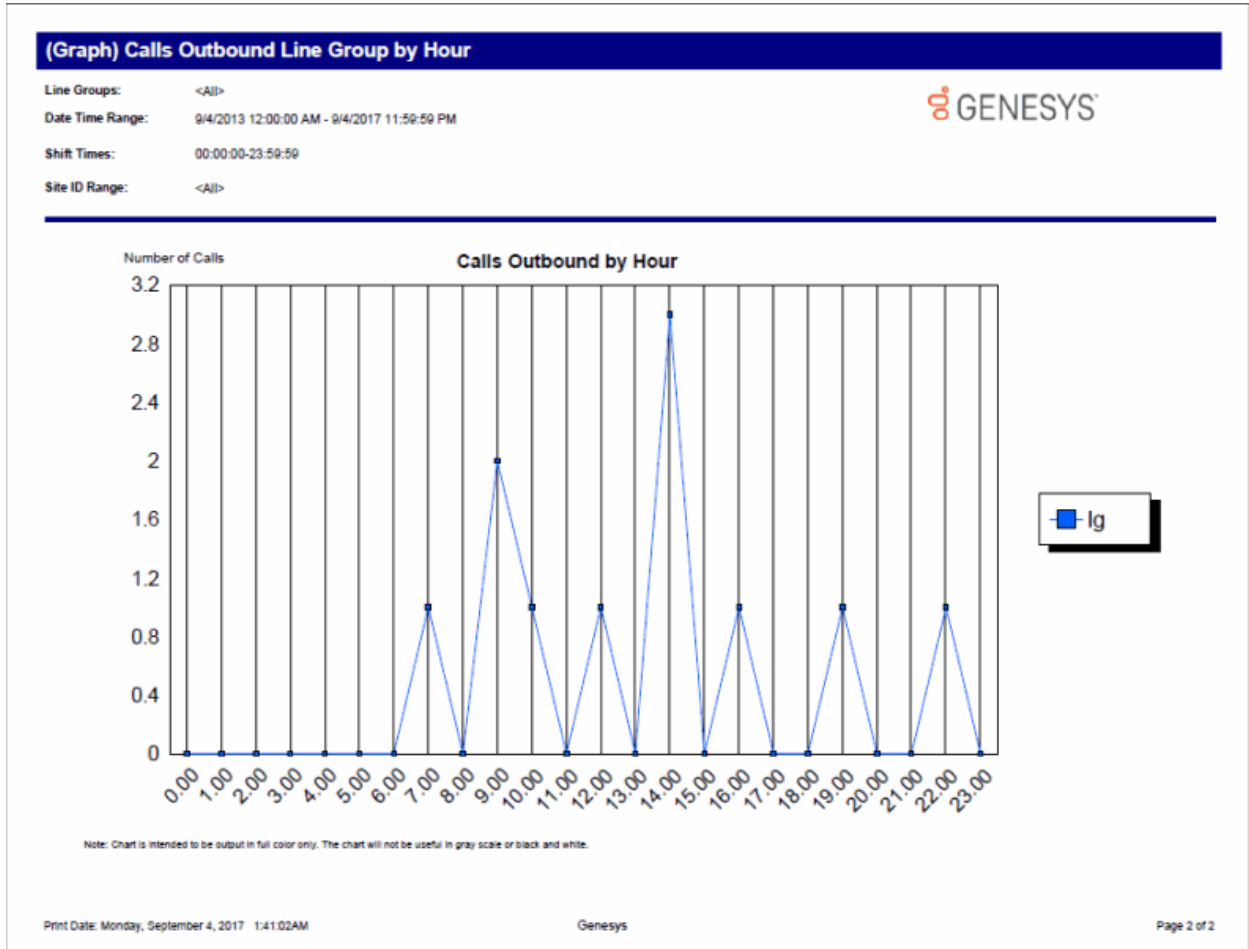
(Graph) Erlang Study Report

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).

Sample Report
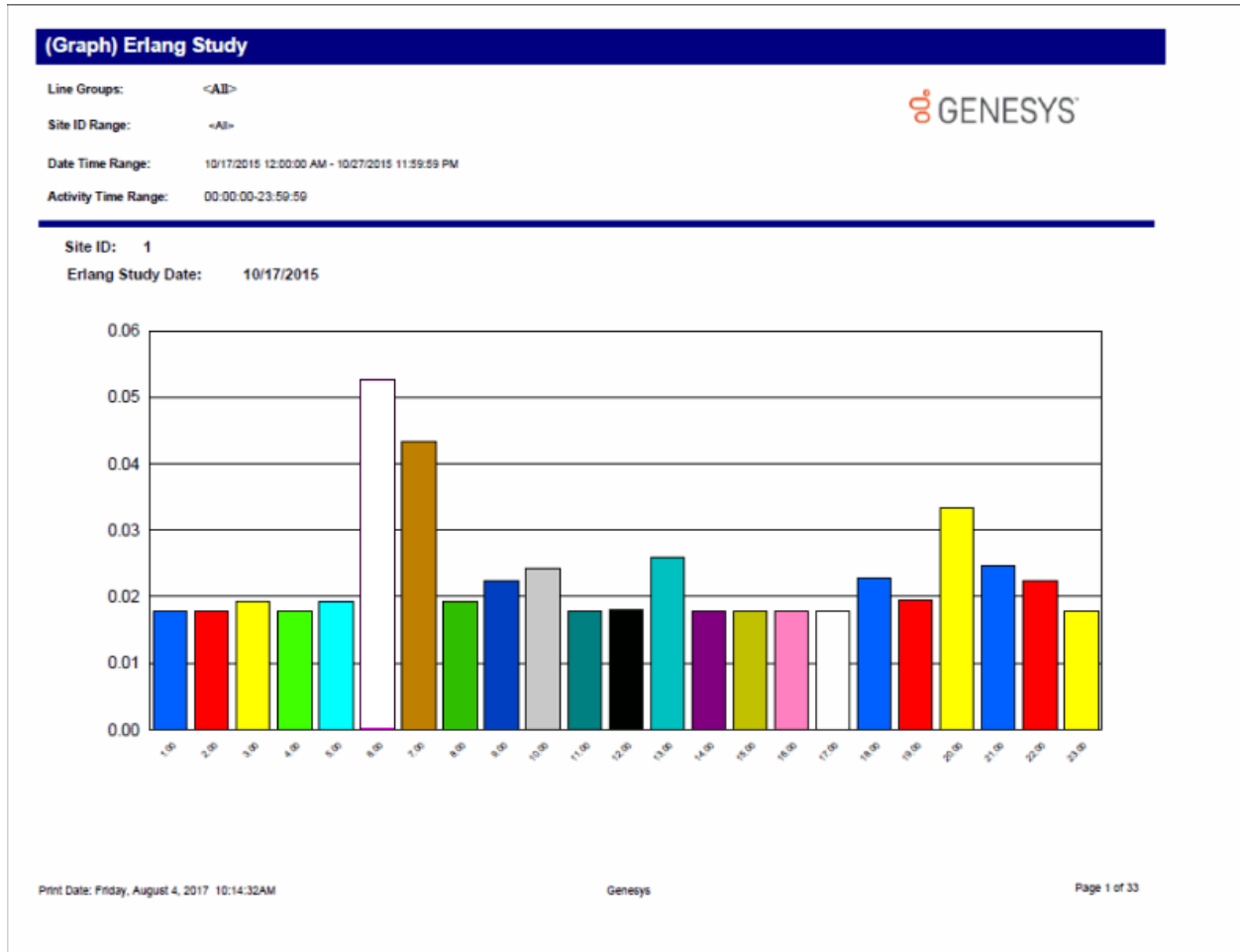
(Graph) Percent All Lines Busy by Hour Report

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.

Sample Report
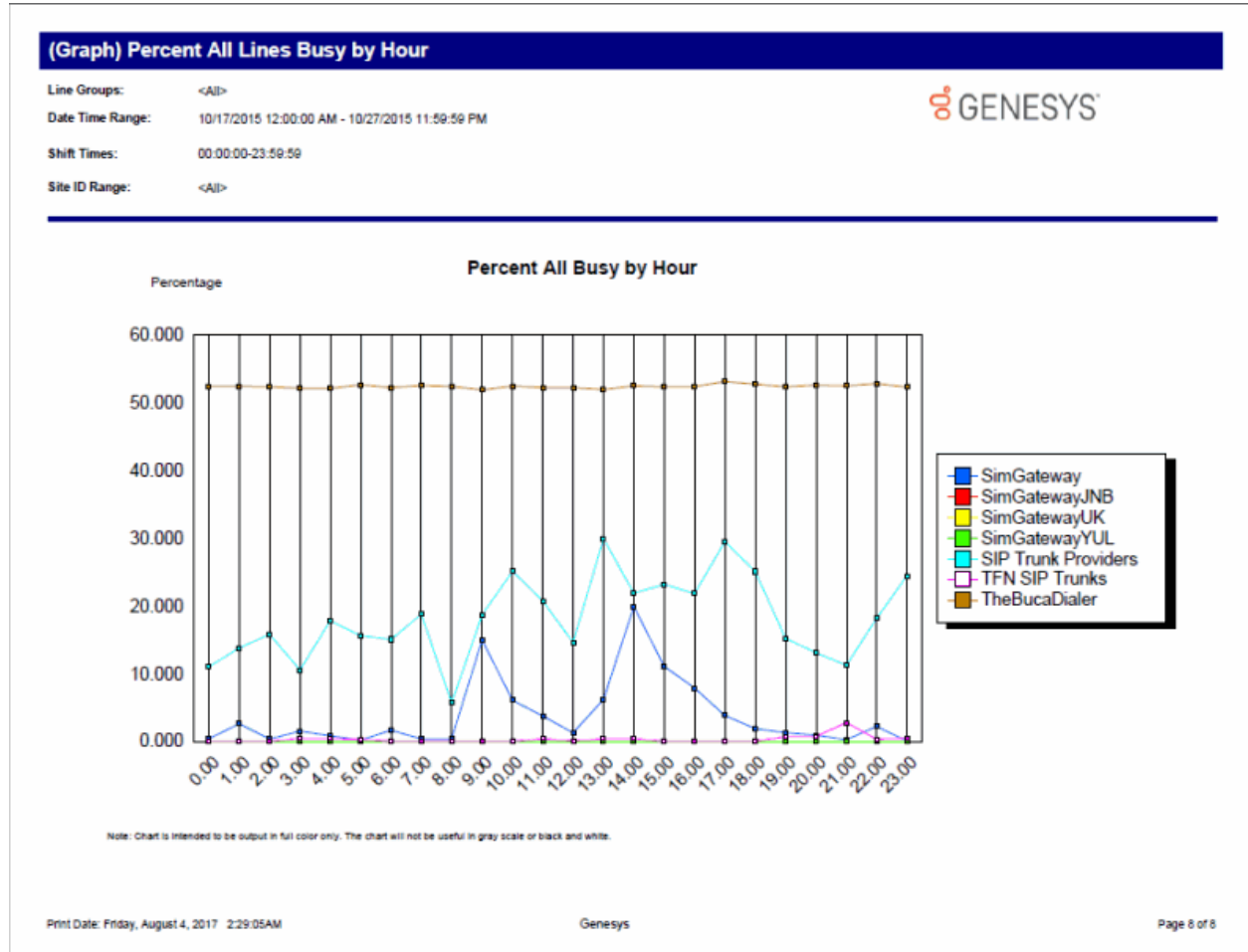
(Graph) Percent Line Group Busy by Hour Report

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.

Sample Report
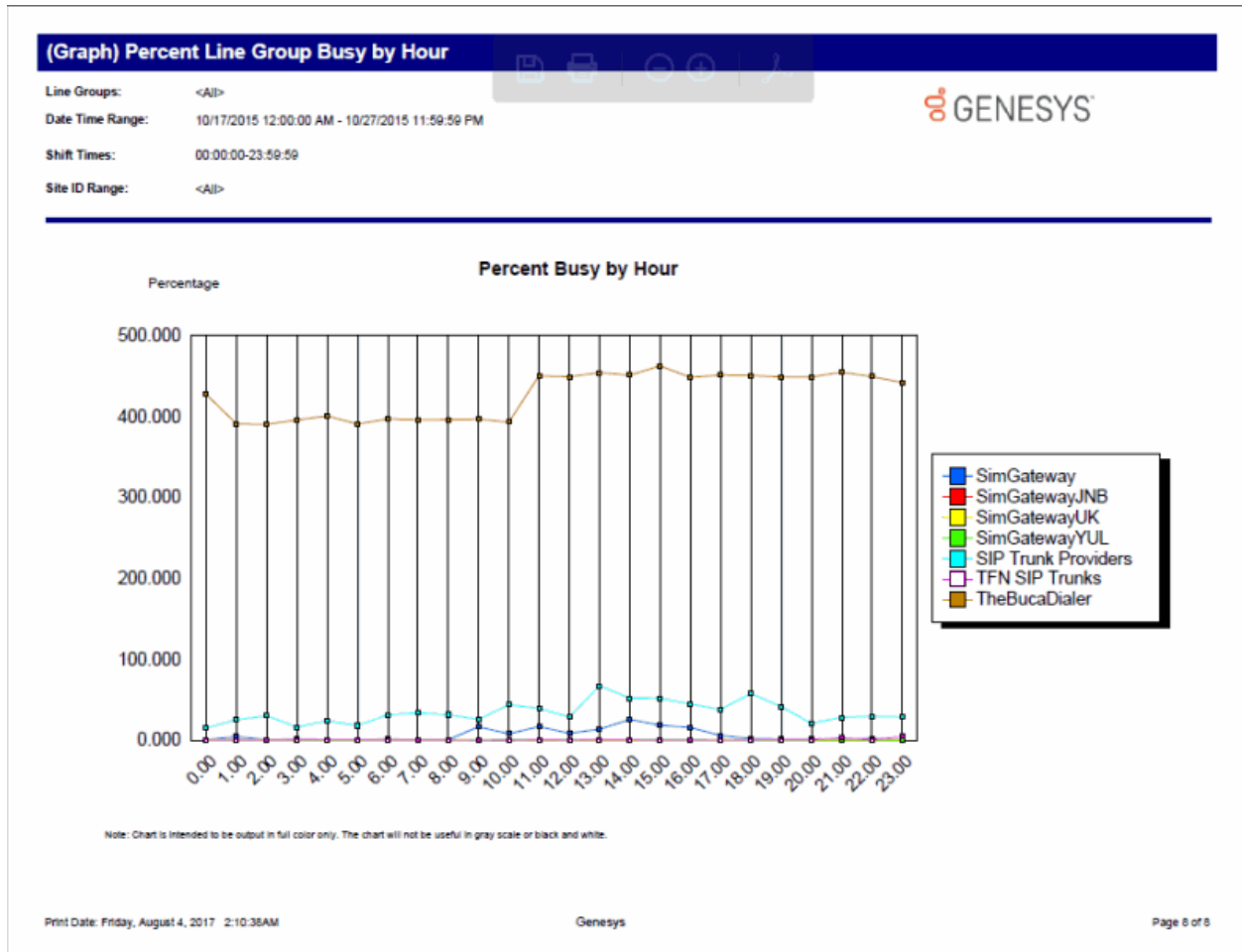
Line Activity by Hour Report

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.

Sample Report

Line Activity by Hour

Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Site ID Range:	<All>
Activity Time Range:	00:00:00-23:59:59

Line Group Date / Line / Hour	Duration per Line	Utilization	% Utilization	Total Calls	Avg Call Duration	Calls Out	% Calls Out	% Out Blocked
Site ID: 1								
2015-10-17								
<Stations-TCP>								
1	01:00:00	:00:00	0.00%	0	: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	:00:00	0.00%	0	:00:00	0	0.00%	0.00%
7	01:00:00	:00:00	0.00%	0	:00:00	0	0.00%	0.00%
8	01:00:00	:00:00	0.00%	0	:00:00	0	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%	0	:00:00	0	0.00%	0.00%
13	01:00:00	:00:00	0.00%	0	: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	0	0.00%	0.00%

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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.

Sample Report

Line Group All Trunks Busy for Interval by Day

Line Group Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Site ID Range:	<All>

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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													
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

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Line Group Identification Report

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

Sample Report

Line Group Identification Report

| Line Group Range: | <All> |
| Site ID Range: | <All> |

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| Site ID | 1 | | | | Reporting Flag | On |
| Group ID | TFN SIP Trunks | | | | Dial Group Flag | On |

LineId	Active Line	Phone Number	LineType	Direction
INDSIM0A01SD01-UDP	Yes	3178723000	SIP	Both
Level3	No	8667771184		
SimGateway	Yes	8667771184		
SimGatewayJNB		+27878250980		
SimGatewayUK		+44 17530418874		
SimGatewayYUL		+15148401438		
SimLyncTieLine		+8667771184		
TheBucaDialer		TheBucaDialer		
TheLevel3		8667771184		

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.

Sample Report

Line Group Least Used Trunks by Day

Line Groups:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Site ID Range:	<All>
Lines Shown per Group:	5

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Site: 1

10/17/2015

Line ID	Group ID	Utilization	Calls	Avg. Call Duration	Calls Out
SimGatewayYUL	SimGatewayYUL	:00:00	0	:00:00	0
SimGatewayJNB	SimGatwayJNB	:00:00	0	:00:00	0
INDSIM0A01SD01-UDP	TFN SIP Trunks	:00:00	0	:00:00	0
SimGateway	SimGateway	:05:57	5	:01:11	5
TheLevel3	SIP Trunk Providers	03:09:37	39	:04:52	0
TheBucaDialer	TheBUCADialer	11:30:44	2,761	:00:15	2761
<Stations-TCP>	*	:00:00	0	:00:00	0
<Stations-TLS>	*	:00:00	0	:00:00	0
<Stations-UDP>	*	:00:00	0	:00:00	0
BulkCaller	*	406:21:57	7,905	:03:05	0
DefaultSIP	*	:00:00	0	:00:00	0

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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

Line Summary and Detail

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Date Time Range: 9/26/2010 12:00:00 AM – 9/26/2017 11:59:59 PM
Subtotal By: By Month, By Week Number
Show Detail: False

Site ID:	1	Avg Lines Available	Duration Per Line	Max Avail Duration	Utilization		Total Calls	Calls Out		Avg Call Duration	% Out Blocked
					dd:hh:mm:ss	%		#	%		
Line:	sipline	1	129:18:17:30	129:18:18:04	10:11:17:30	8.07%	260	22	8.46%	00:57:59	0.00%
	June	1	46:04:04:22	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%
	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%
	6/7/2017	1	1:23:00:00	1:23:00:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0.00%
	6/8/2017	1	1:23:00:00	1:23:00:00	1:02:23:42	56.16%	46	6	13.04%	00:34:26	0.00%
	6/9/2017	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%	01:02:46	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	30.38%	0	0	0.00%	00:00:00	0.00%
	6/13/2017	1	2:00:00:00	2:00:00:00	20:56:46	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%
	6/17/2017	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%
	6/18/2017	1	1:11:00:00	1:11:00:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0.00%
	6/19/2017	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%
	6/23/2017	1	2:00:00:00	2:00:00:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0.00%
	6/24/2017	1	2:00:00:00	2:00:00:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0.00%
	Week #26	1	10:19:56:16	10:19:56:26	00:22:30	0.14%	20	0	0.00%	00:01:08	0.00%
	6/25/2017	1	1:23:00:00	1:23:00:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0.00%
	6/26/2017	1	1:09:35:02	1:09:35:04	00:00:00	0.00%	0	0	0.00%	00:00:00	0.00%
	6/27/2017	1	2:00:00:00	2:00:00:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0.00%
	6/28/2017	1	2:00:00:00	2:00:00:00	00:16:36	0.58%	16	0	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	0	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	51:09:07:28	51:09:07:40	00:44:06	0.06%	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%
	7/6/2017	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

Line Summary and Detail

§ GENESYS

Date Time Range:	9/26/2010 12:00:00 AM - 9/26/2017 11:59:59 PM
Subtotal By:	By Month, By Week Number
Show Detail:	True

Site ID:	1	Avg Lines Available	Duration Per Line	Max Avail Duration	Utilization		Total Calls	Calls Out		Avg Call Duration	% Out Blocked
					dd:hh:mm:ss	%		#	%		
Line:	**sipline**	1	129:18:17:30	129:18:18:04	10:11:17:30	8.07%	260	22	8.46%	00:57:59	0.00%
	June	1	46:04:04:22	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%
	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 7:00:00 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 7:30:00 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 7:30:00 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 7:40:29 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 8:00:00 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 8:00:00 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 8:30:00 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 8:30:00 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 9:00:00 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 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%
6/6/2017 9:30:00 AM		1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0.00%
6/6/2017 9:30:00 AM		1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0.00%
6/6/2017 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%
6/6/2017 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%
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 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 11:00:00 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 11:30:00 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 11:30:00 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%
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%
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%
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%

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

GENESYS

Date Time Range:	9/26/2010 12:00:00 AM - 9/26/2017 11:59:59 PM		
Subtotal By:	By Month, By Week Number		
Show Detail:	False		

Site ID:	1	Avg Lines Available	Duration Per Line	Max Avail Duration	Utilization		Total Calls	Calls Out		Avg Call Duration	Max Calls Entered	% All Busy	% Out Blocked
					dd:hh:mm:ss	%		#	%				
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%
	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%	46	3	6.52%	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%
	6/7/2017	1	18:30:00	18:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
	6/8/2017	1	20:00:00	20:00:00	11:11:51	55.99%	23	3	13.04%	00:29:13	4	1.53%	0.00%
	6/9/2017	1	20:00:00	20:00:00	20:29:51	102.49%	20	0	0.00%	01:01:30	3	1.38%	0.00%
	6/10/2017	1	21:00:00	21:00:00	21:00:00	100.00%	0	0	0.00%	00:00:00	1	0.00%	0.00%
	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	10.69%	0.00%
	6/11/2017	1	20:30:00	20:30:00	20:30:00	100.00%	0	0	0.00%	00:00:00	1	0.00%	0.00%
	6/12/2017	1	22:30:00	22:30:00	07:00:00	31.11%	0	0	0.00%	00:00:00	1	0.00%	0.00%
	6/13/2017	1	1:00:09:35	1:00:09:38	09:28:23	39.21%	4	0	0.00%	02:22:06	1	39.21%	0.00%
	6/14/2017	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%
	6/15/2017	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%
	6/16/2017	1	21:30:00	21:30:00	08:51:57	41.24%	18	1	5.56%	00:29:33	2	0.94%	0.00%
	6/17/2017	1	15:30:00	15:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
	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%
	6/18/2017	1	16:00:00	16:00:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
	6/19/2017	1	19:30:00	19:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
	6/20/2017	1	21:30:00	21:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
	6/21/2017	1	21:00:00	21:00:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
	6/22/2017	1	21:22:21	21:22:22	00:00:10	0.01%	2	1	50.00%	00:00:05	2	0.00%	0.00%
	6/23/2017	1	23:30:00	23:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
	6/24/2017	1	1:00:00:00	1:00:00:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%

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Show Detail: True

Line Group Summary and Detail

GENESYS

Date Time Range:	9/26/2010 12:00:00 AM - 9/26/2017 11:59:59 PM
Subtotal By:	By Month, By Week Number
Show Detail:	True

Site ID: 1	Avg Lines Available	Duration Per Line	Max Avail Duration	Utilization		Total Calls	Calls Out		Avg Call Duration	Max Calls Entered	% All Busy	% Out Blocked
				dd:hh:mm:ss	%		#	%				
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%
5/2/2017 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%
5/2/2017 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%
5/2/2017 11:00:00 AM	1	00:30:00	00:30:00	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
5/2/2017 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%
5/2/2017 12:30:00 PM	1	00:26:17	00:26:17	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
5/2/2017 1:42:53 PM	1	00:17:06	00:17:07	00:00:00	0.00%	0	0	0.00%	00:00:00	0	0.00%	0.00%
5/2/2017 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%	46	3	6.52%	01:09:26	4	0.83%	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%
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	1	0.00%	0.00%
6/6/2017 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%
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	0.00%	0.00%
6/6/2017 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%
6/6/2017 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%
6/6/2017 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%
6/6/2017 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%
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	0.00%	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	0.00%	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	0.00%	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	0.00%	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	0.00%	0.00%
6/6/2017 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%
6/6/2017 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%

Queue Reports

Queue Reports

The Queue Reports display detailed statistics on Distribution Queues.

(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.

Sample Report

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

SystemIvrTransferHub 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

Print Date: Friday, August 4, 2017 2:27:56AM   Genesys   Page 1 of 290

Sample Reports for Interaction Reporter

(Graph) Abandoned Call Profile

Queue Range:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>

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Queue Name: **Accounting**

Number of Calls

Abandoned Calls By Reporting Interval

77
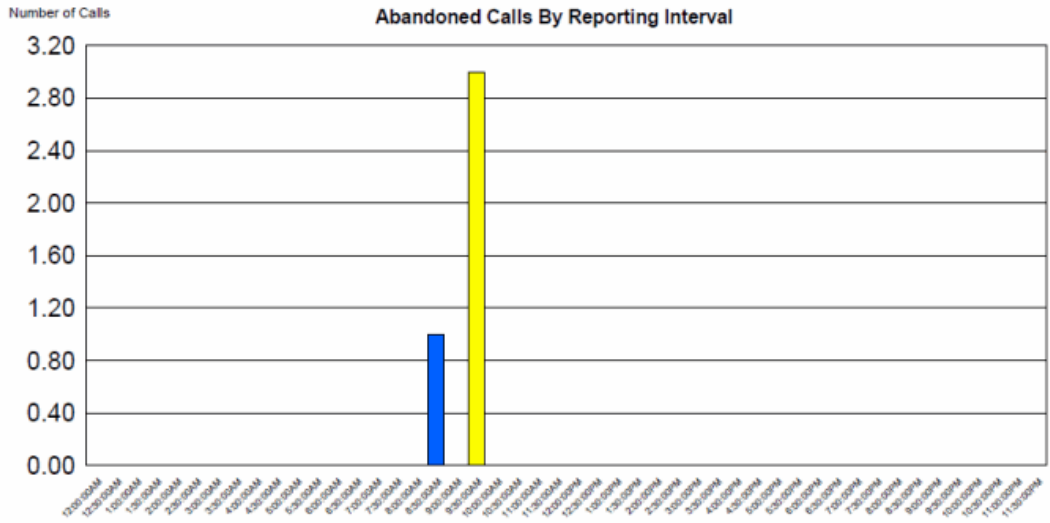
(Graph) Answered Call Profile Report

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**.

Sample Report

(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.

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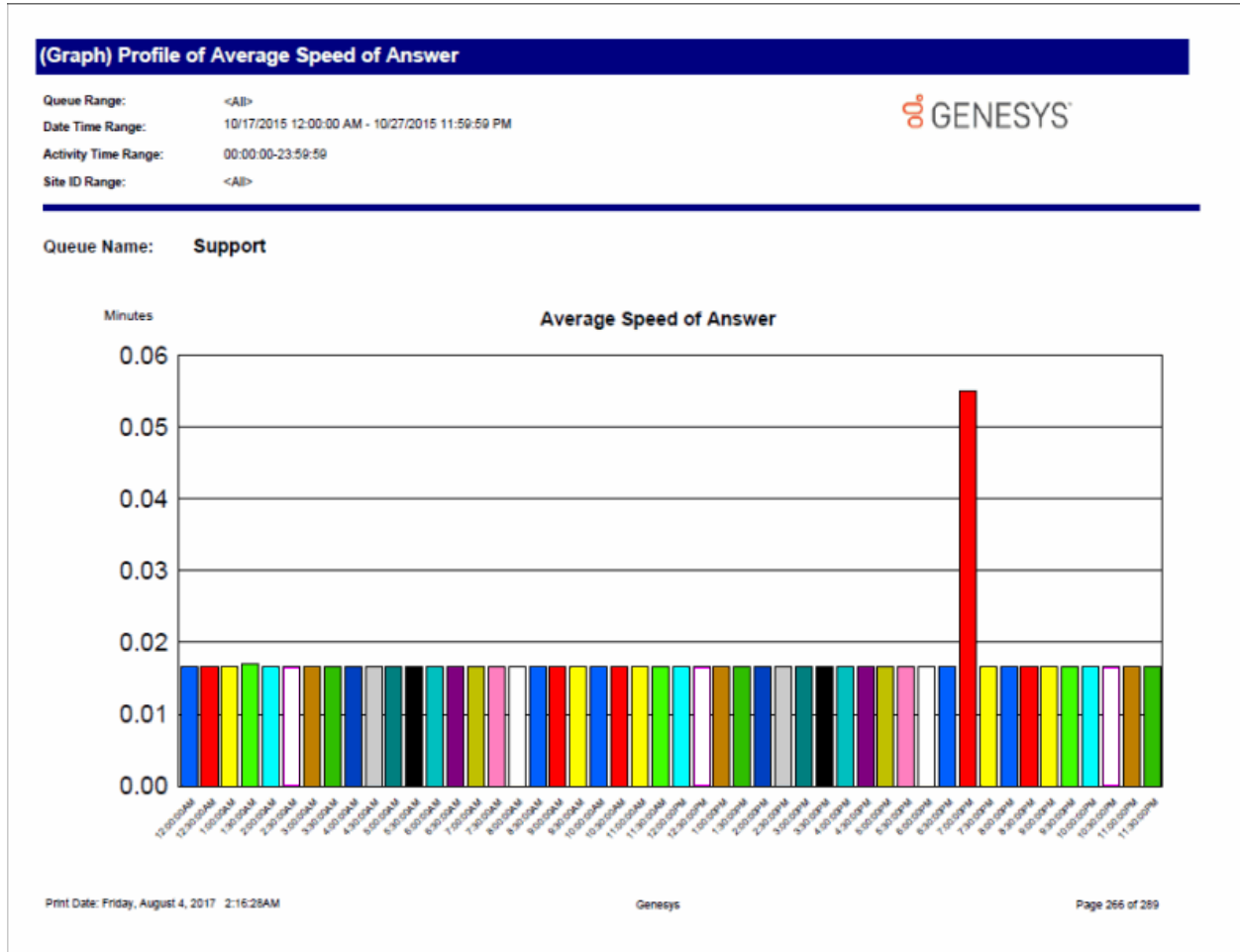
(Graph) Profile of Calls Abandoned in 1st Service Level Report

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**.

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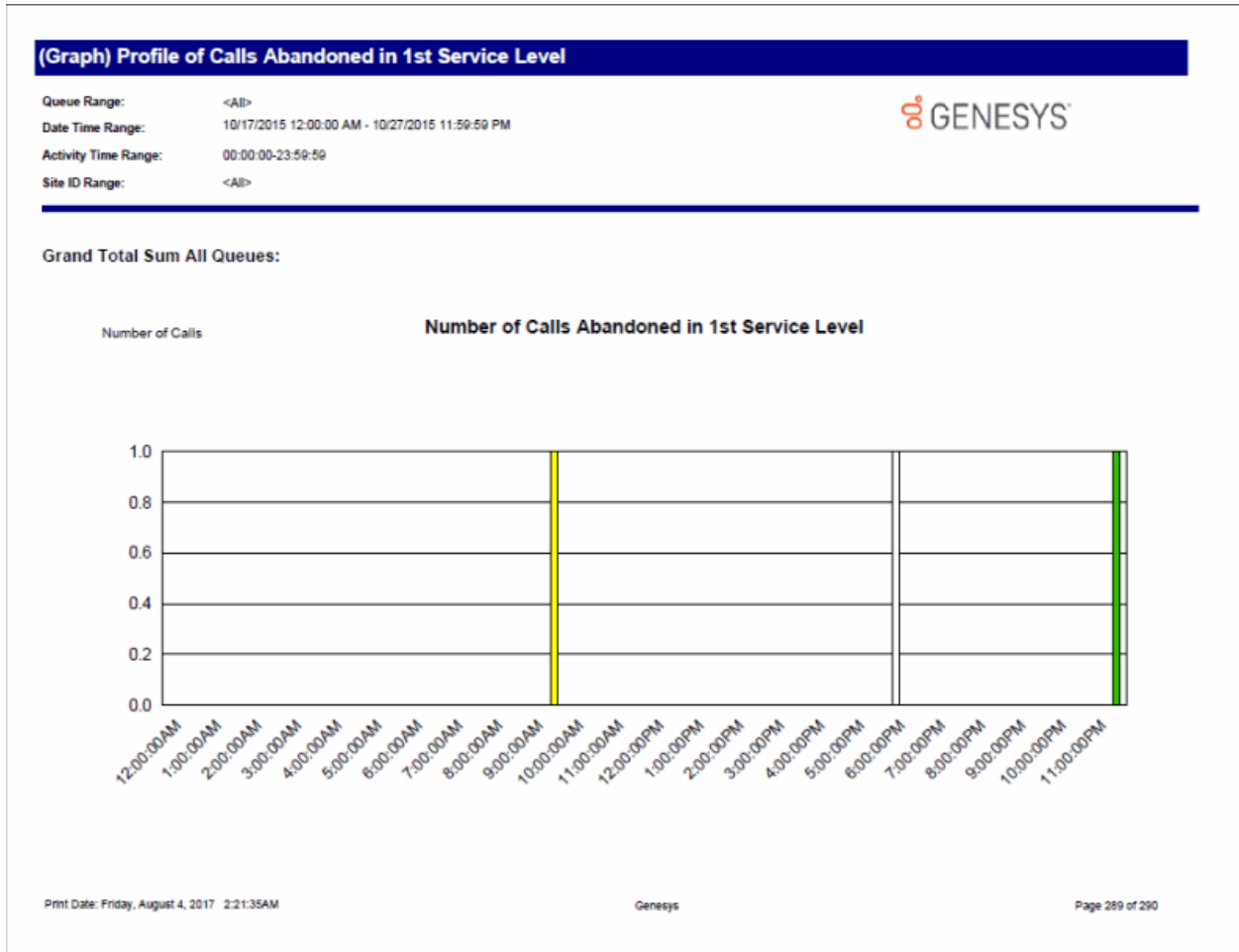
(Graph) Profile of Calls Answered in 1st Service Level Report

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**.

Sample Report
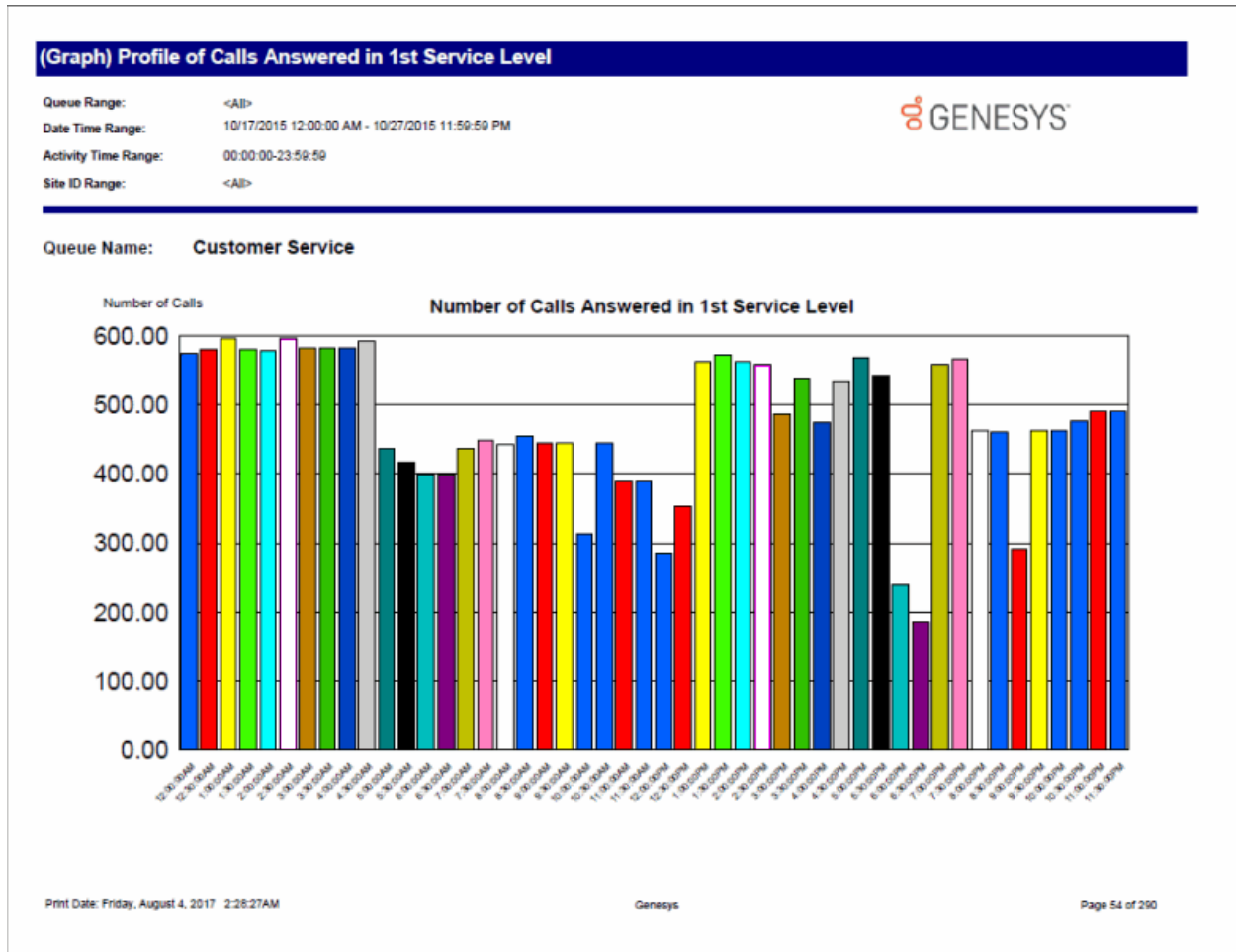
(Graph) Profile of Calls Entering ACD Report

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**.

Sample Report
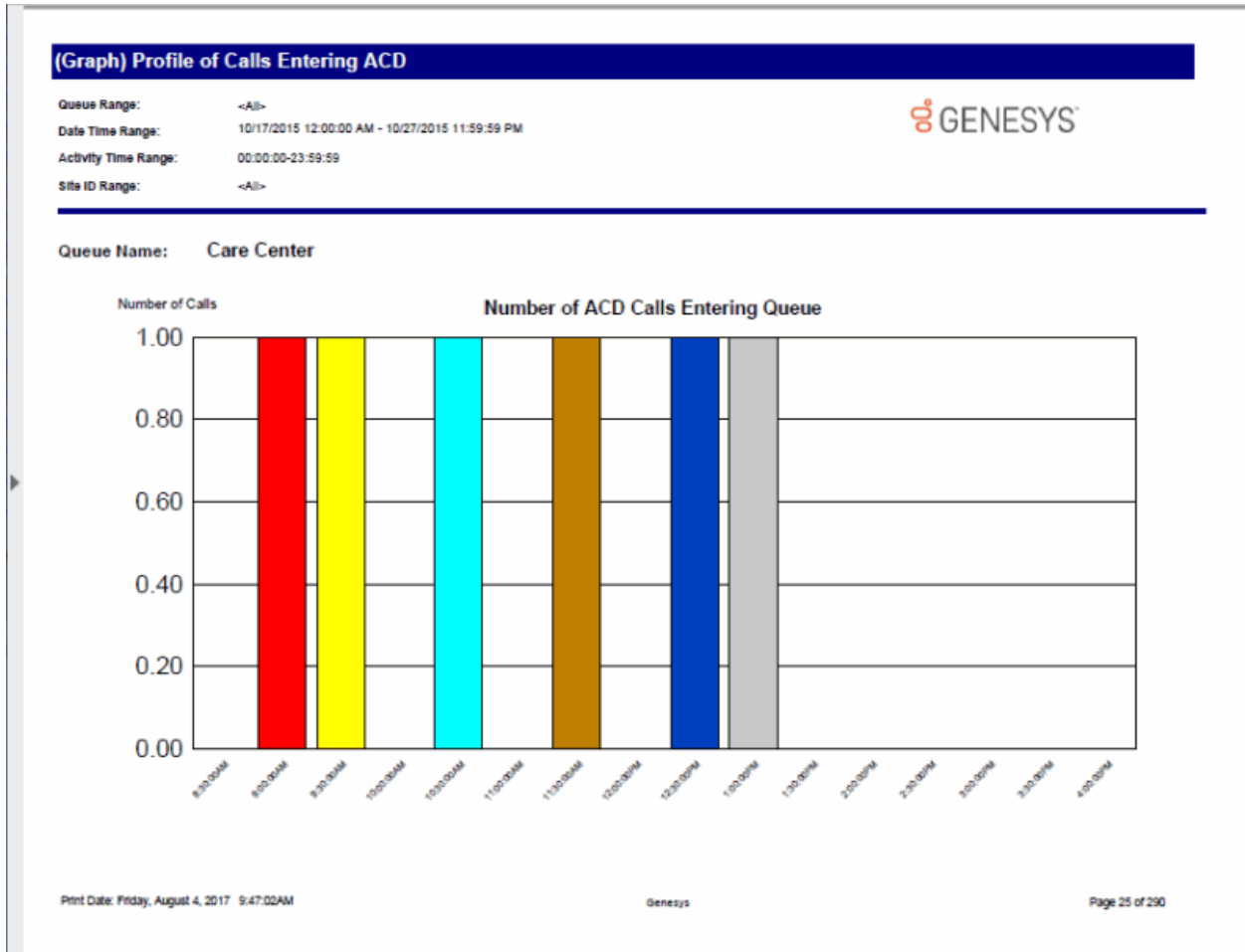
(Graph) Profile of Maximum Wait to Answer Report

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**.
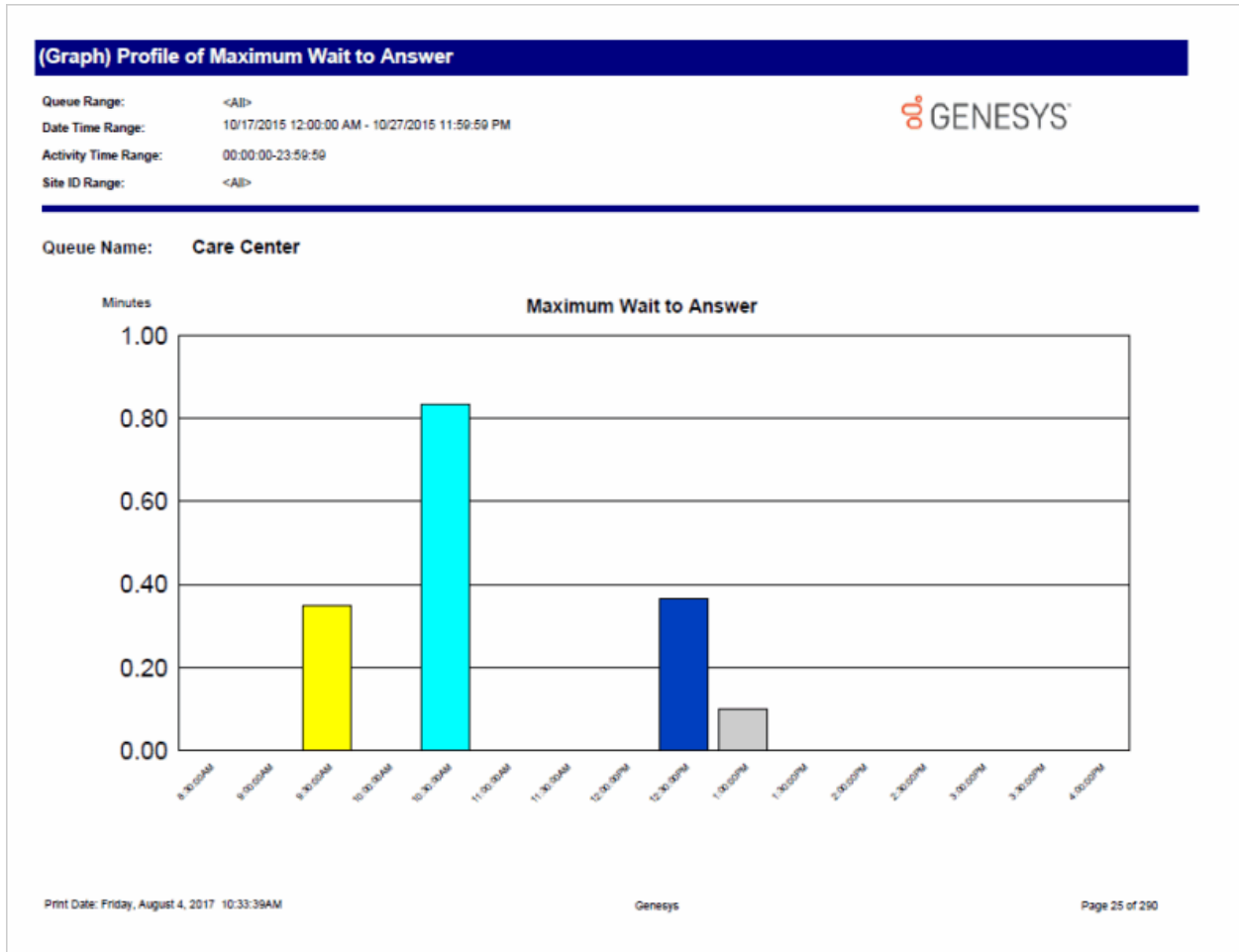
Sample Report

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.

Sample Report
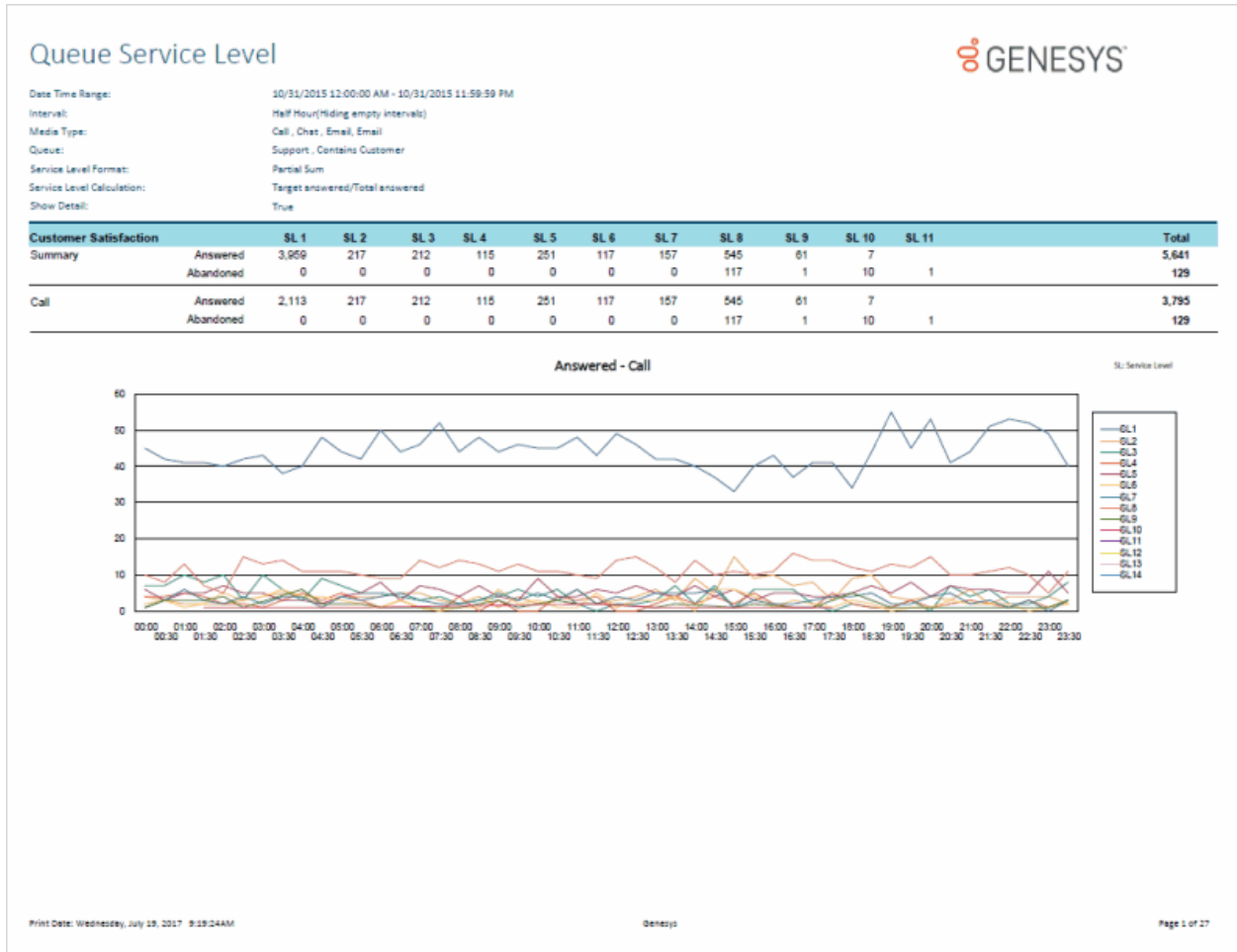
Queue Summary and Detail

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.

Sample Report

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

Calibration Details

Date Time Range:	8/1/2015 12:00:00 AM - 8/30/2017 11:59:59 PM
Group Report by:	Scored User
Calibration Only:	Yes

Customer Service Abbrev

Number of Scorecards:	20	Highest Score:	100.00%	Median Score:	77.78%
Average Score:	72.85%	Lowest Score:	24.14%	Score Variance:	75.86%

Scoring User

Calibration Details

Date Time Range:	8/1/2015 12:00:00 AM - 8/30/2017 11:59:59 PM
Group Report by:	Scoring User
Calibration Only:	Yes

Customer Service Abbrev

Number of Scorecards:	20	Highest Score:	100.00%	Median Score:	77.78%
Average Score:	72.85%	Lowest Score:	24.14%	Score Variance:	75.86%

Sample Reports for Interaction Reporter

Scoring User: Brad Forsythe

Scored User: David Ham					Total Recordings: 2		Variance: 22.22		
Recording ID	Total Score	Critical Score	Non-Critical Score	Pass/ Fail	Rank	Interaction ID	Total Talk	Total Hold	Wrapup Code
24631114-5886-D0B0-8745-57740D320001	77.78%			✓	C	100169043060151028	00:12:39	00:00:22	
FC6C1114-1261-D0C9-8745-57740D320001	100.00%			✓	A	100169800060151028	00:05:33		

Scored User: Percy Bowman					Total Recordings: 3		Variance: 11.11		
Recording ID	Total Score	Critical Score	Non-Critical Score	Pass/ Fail	Rank	Interaction ID	Total Talk	Total Hold	Wrapup Code
CBEB1014-CB37-D029-8745-57740D320001	88.89%			✓	B	100159811660151027			
C9A11014-106E-D02B-8745-57740D320001	77.78%			✓	C	100154138260151026			
982E1114-05A6-D033-8745-57740D320001	88.89%			✓	B	100165026960151027	00:04:29		

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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

Calibration Question Group Details

Recording Date/Time:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Questionnaire Name:	Is not null Populating...
Workgroup Queue:	Is not null

Interaction ID Key:	100126391060151021
Recording ID:	78370F14-56B0-D0A8-8745-57740D320001

Customer Service Abbrev

Intro/Greeting

ID	Yes/No Questions	High Score	Low Score	Score Variance	Number Scored	Results		
						Yes	No	N/A
1.	Did the agent welcome the caller with the appropriate greeting?	1.00	1.00	0.00	1	1	0	0
2.	Did the agent say his/her name during the introduction?	1.00	1.00	0.00	1	1	0	0

ID	Multiple Choice Questions	High Score	Low Score	Score Variance	Number Scored	Results		
						Score	Count	N/A
3.	How did the agent sound in speaking with the customer?	3.00	3.00	0.00	1		1	0
	This agent loves his/her job!					3.00	1	
	He/She would rather be somewhere else					0.00	0	
	Just taking care of business. Nothing more					1.00	0	
	Pretty normal					2.00	0	

Customer Service Skills

ID	Yes/No Questions	High Score	Low Score	Score Variance	Number Scored	Results		
						Yes	No	N/A
1.	Did the agent repeat the issue back to the customer for verification?	1.00	1.00	0.00	1	1	0	0

ID	Multiple Choice Questions	High Score	Low Score	Score Variance	Number Scored	Results		
						Score	Count	N/A
2.	How would you describe the agent's understanding of the issue/question(s)?	3.00	3.00	0.00	1		1	0
	The agent displayed a deep understanding					3.00	1	
	Completely clueless					0.00	0	
	It took a few tries, but the agent eventually figured it out					1.00	0	
	The agent knew most of the answers					2.00	0	

Hold Etiquette

ID	Numeric Questions	High Score	Low Score	Score Variance	Number Scored	Results		
						Score	Count	N/A
1.	How many times did the agent put the customer on hold?	17.00	17.00	0.00	1		1	0
						17.00	1	

ID	Yes/No Questions	High Score	Low Score	Score Variance	Number Scored	Results		
						Yes	No	N/A
2.	Did the agent follow the appropriate protocol for placing the caller on hold?	1.00	1.00	0.00	1	1	0	0

Interaction ID Key:	100154138260151026
Recording ID:	C9A11014-106E-D02B-8745-57740D320001

Customer Service Abbrev

Intro/Greeting

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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

Sample Report

Calibration Recording Summary

| Date Time Range: | 10/29/2015 12:00:00 AM - 10/31/2015 11:59:59 PM |
| Questionnaire Name: | Is not null Populating... |

Questionnaire Details		Interaction Details	
Questionnaire Directory:	Customer Service	Media Type:	Call
Questionnaire Name:	Customer Service Abbrev	Recorded Date:	10/30/2015 8:02:51AM
		Recording ID:	36F51114-64EA-D04F-8B65-0D3F05AD0001
Questionnaire Notes:	A shortened version of the full Customer Service questionnaire	Interaction ID Key:	1001910218C0151030
		Initiation Policy:	Marketing Interactions
		Recording length:	00:04:46
		Direction:	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%
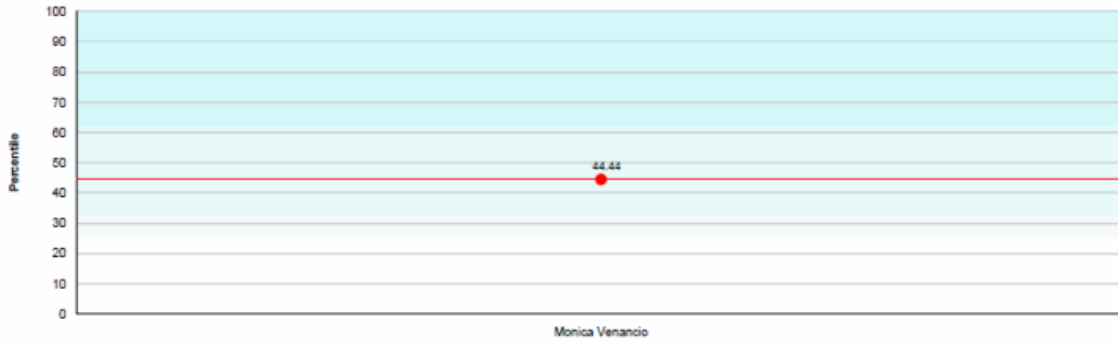
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Comparison of Group Scores by User for Intro/Greeting

Group Note:

Number of Scorecards:	1	Average Score:	60.00%	Median Score:	60.00%
Highest Score:	60.00%	Lowest Score:	60.00%	Score Variance:	0.00%
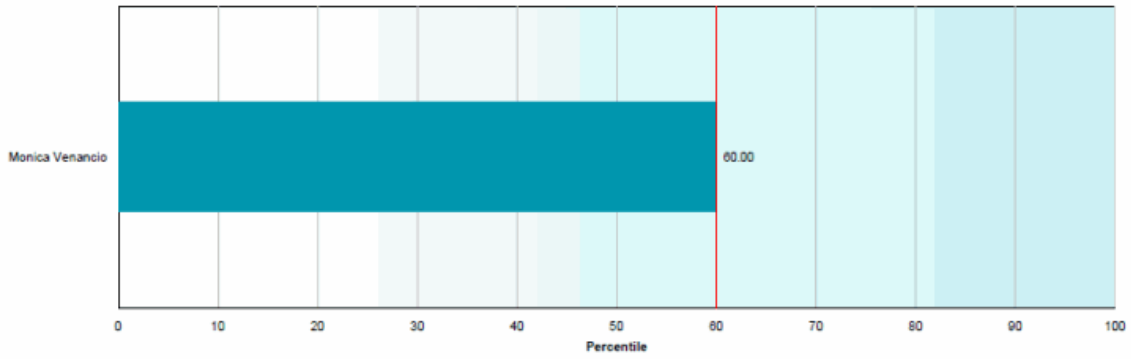
Comparison of Group Scores for Questionnaire

Monica Venancio

- Customer Service Skills: 25.00
- Intro/Greeting: 60.00

Percentile

Legend: ■ Customer Service Skills ■ Intro/Greeting
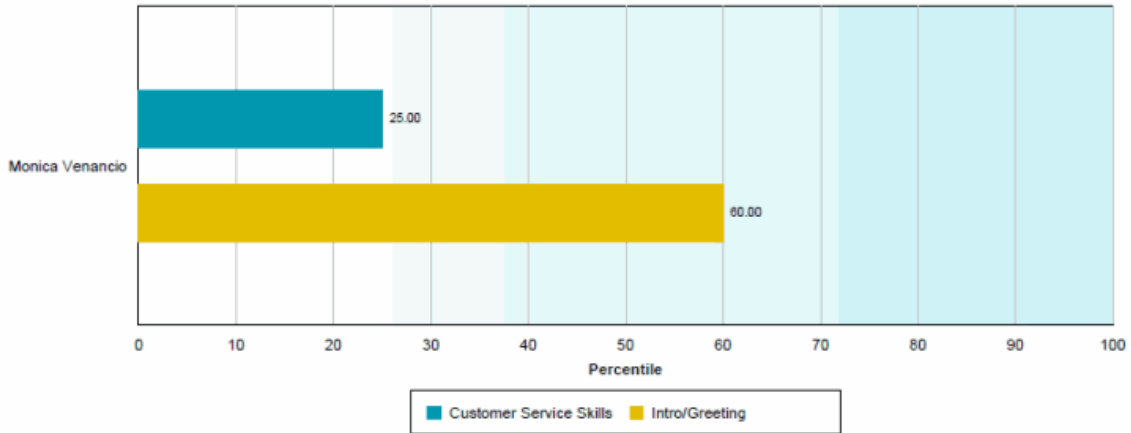
Questionnaire Details		Interaction Details	
Questionnaire Directory:	Customer Service	Media Type:	Call
Questionnaire Name:	Customer Service Abbrev	Recorded Date:	10/31/2015 11:59:53PM
		Recording ID:	05781214-482E-D05B-8B65-0D3F05AD0001
Questionnaire Notes:	A shortened version of the full Customer Service questionnaire	Interaction ID Key:	2001006543C0151101
		Initation Policy:	Support Interactions
		Recording length:	00:04:29
		Direction:	Inbound

Comparison of Group Scores for Questionnaire
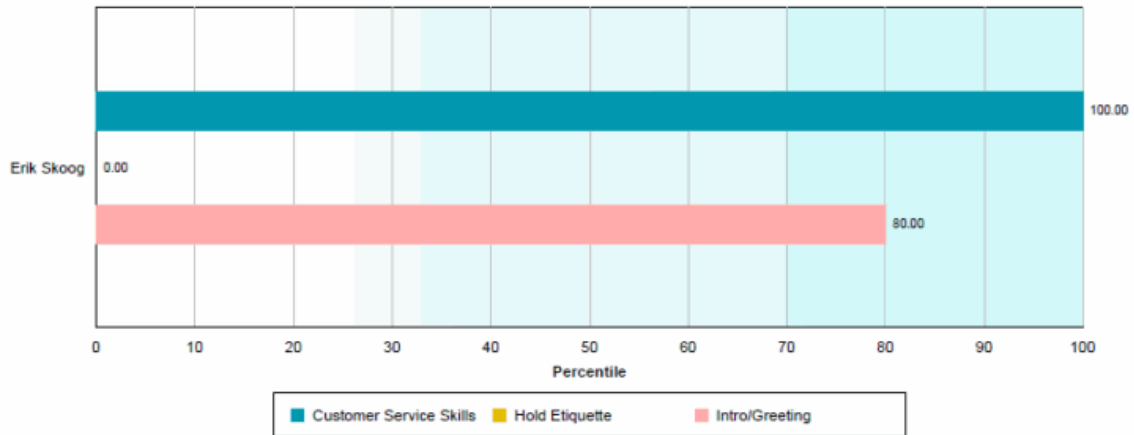
Deleted Recording Audit by Date Report

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.

Sample Report

Deleted Recording Audit by Date

Date/Time to report on: 6/6/2014 12:00:00 AM - 8/9/2017 11:59:59 PM

User ID(s):   <All>

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	Time [Local]	IC UserID	Recording ID	Comments
10/1/2014				
	3:17:20PM	Jaclyn.Spillane	C20C9913-DD35-D0AE-84C5-015	
10/14/2014				
	7:57:20PM	Shane.Chuvalas	E2279D13-A679-D0BF-89AD-0A6	
10/14/2015				
	2:50:01PM	Brad.Forsythe	5C074813-CB23-D05D-8CC5-1A9	Recorded on 2014-01-10 15:42:57
	2:50:01PM	Brad.Forsythe	5C074813-F923-D024-8CC5-1A9E	Recorded on 2014-01-10 15:42:58
10/30/2014				
	11:58:23AM	Brad.Forsythe	B86CA113-93B4-D05F-8B6B-324	
6/24/2014				
	8:17:34AM	John.Watkinson	D4A17A13-9899-D077-897D-689C	
7/21/2015				
	12:21:02PM	Russ.Johnson	74E4C813-744A-D06C-8B1D-A19	
8/7/2015				
	2:04:02PM	Brad.Forsythe	9C3FF813-A6EC-D0E2-86B6-391	Recorded on 2015-08-07 17:53:44

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.

Sample Report

Deleted Recording Audit by User

Date/Time to report on: 6/6/2014 12:00:00 AM - 8/9/2017 11:59:59 PM

User ID(s):   <All>

	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-689C	
Russ.Johnson			
	7/21/2015 12:21:02PM	74E4C813-744A-D06C-8B1D-A19	
Shane.Chuvalas			
	10/14/2014 7:57:20PM	E2279D13-A679-D0BF-89AD-0A6	

Print Date: Thursday, August 10, 2017 6:48:38AM   Genesys   Page 1 of 1

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.

Sample Report

Recorder Questionnaire Detail

| Questionnaire Range or List | <All> |
| Questionnaire Group Name Range or List : | <All> |

Questionnaire

Question

	Min Score	Max Score	Type	Min	Max	Weight	Possible Answer Text	Possible Answer Value
Name : April Demo Questionaire 1	0	3						
Group 1 Test								
Text : Did the agent use the correct company greeting?								
			True/False	0	1	0		
							Yes	1
							No	0
Text : Did the agent qualify the customer using the CLASSIC sales technique?								
			True/False	0	1	0		
							Yes	1
							No	0
Text : Did the agent complete the notes on the account as required and to the expected standard?								
			Multiple Choice	0	3	1		
							Excellent notes and detail	3
							As expected	2
							Below expectation	1
							No notes	0
Text : Did the agent complete all follow up work for the call?								
			True/False	0	1	0		
							Yes	1
							No	0
Name : Brand Loyalty SmartFriend Perfomance	0	500						
Problem Resolution Time								

Print Date: Friday, August 4, 2017 10:13:50AM   Genesys   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.

Sample Report

Recorder Scoring Summary

Questionnaire Range or List	<All>
User Range or List :	<All>
Date /Time Range or List :	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

(Date/time of recording not the date of the scoring)

** : Used for calibration

Name	Question naire Min Score	Question naire Max Score	IC User	Title	Recording Date	Media	Score	Percentile	Rank
Customer Service Abbrev									
	0	9	Percy.Bowman	Call, Percy Bowman on 10/26/2015 12:22:46AM	10/26/2015 12:22:46AM	Call	7	77	C
	0	9	Percy.Bowman	Call, Percy Bowman on 10/26/2015 10:58:58PM	10/26/2015 10:58:58PM	Call	8	88	B
	0	9	Percy.Bowman	Call, Percy Bowman on 10/27/2015 7:23:08PM	10/27/2015 7:23:08PM	Call	8	88	B
	1	30	Stephen.Walter	Call, Stephen Walter on 10/21/2015 9:43:16AM	10/21/2015 9:43:16AM	Call	27	89	A

Avg Questionnaire Name Score: **12.50**

Grand Total Avg Questionnaire Name Score: **12.50**

Print Date: Friday, August 4, 2017 2:29:09AM   Genesys   Page 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.

Sample Report

Recorder User Scoring Summary

Questionnaire Range or List	<All>
User Range or List :	<All>
Date /Time Range or List :	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM

(Date/time of recording not the date of the scoring)

** : Used for calibration

IC User	Question naire Min Score	Question naire Max Score	Name	Title	Recording Date	Media	Score	Percentile	Rank
Percy.Bowman									
	0	9	Customer Service Abbrev	Call, Percy Bowman on 10/26/2015 12:22:46AM	10/26/2015 12:22:46AM	Call	7	77	C
	0	9	Customer Service Abbrev	Call, Percy Bowman on 10/26/2015 10:58:58PM	10/26/2015 10:58:58PM	Call	8	88	B
	0	9	Customer Service Abbrev	Call, Percy Bowman on 10/27/2015 7:23:08PM	10/27/2015 7:23:08PM	Call	8	88	B
				Avg Questionnaire Name Score:			7.67		
Stephen.Walter									
	1	30	Customer Service Abbrev	Call, Stephen Walter on 10/21/2015 9:43:16AM	10/21/2015 9:43:16AM	Call	27	89	A
				Avg Questionnaire Name Score:			27.00		
				Grand Total Avg Questionnaire Name Score:			12.50		

Print Date: Friday, August 4, 2017 2:21:45AM   Genesys   Page 1 of 1

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

Sample report

Quality Scoring Details

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Recording Date:	10/21/2015 9:43:16 AM		Media: Call				

Questionnaire Name:	Customer Service Abbrev					
Recorded User ID:	Stephen.Walter	Form Score: 27.00	Percentile: 89.66	Rank: A		
Scored User ID:	Stephen.Walter					

Question Group:	Intro/Greeting					Score	
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?	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	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 Group:	Hold Etiquette					Score	
Importance	Question Text	Question Answer	N/A	Min	Max	Answer
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

Recording Date:	10/27/2015 7:23:08 PM		Media: Call				

Questionnaire Name:	Customer Service Abbrev					
Recorded User ID:	Percy.Bowman	Form Score: 8.00	Percentile: 88.89	Rank: B		
Scored User ID:	Percy.Bowman					

Question Group:	Intro/Greeting					Score	
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

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.

Sample Report

Tracker Individual Summary Report

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

Sample Report

Sample Reports for Interaction Reporter

Tracker Interaction Segment Detail by IC User Report

This report displays detailed interactions by IC User.

Sample Report

Tracker Interaction Segment Summary by IC User Report

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

Sample Report

Tracker Interaction Segment Summary by IC User

Sorted By: IC USER and Date Time

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IC User Range and Discrete:	<All>	First Name Range and Discrete:	<All>
Date Range and Discrete:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM	Last Name Range and Discrete:	<All>
Type Range and Discrete:	<All>	Location Name Range and Discrete:	<All>
Display Name Range and Discrete:	<All>	Organization Name Range and Discrete:	<All>
IAddress Range and Discrete:	<All>	Incident ID Range and Discrete:	<All>
Duration Range and Discrete:	<All>	Conference ID Range and Discrete:	<All>
Direction Range and Discrete:	<All>	Segment Type Range and Discrete:	<All>
Workgroup Range and Discrete:	<All>	Interaction ID Key Range and Discrete:	<All>
Account Code Range and Discrete:	<All>	Site ID Range and Discrete:	<All>
How Ended Range and Discrete:	<All>	Station Range and Discrete:	<All>
City Range and Discrete:	<All>	Wrap-up Code Range and Discrete:	<All>
State Range and Discrete:	<All>		
Postal Code Range and Discrete:	<All>		
Country Range and Discrete :	<All>		

Type	Date/Time	Duration	Segment Type	Initiator	Initiator IAddress	Respondent	Respondent IAddress
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 Frenkel	/4987	Thornhill ON	+12895970594

Print Date: Friday, August 4, 2017 10:14:48AM   Genesys   Page 1 of 9,446

Tracker Location Detail Report

This report displays a location's detailed information.

Sample Report

Tracker Location Summary Report

This report displays a location summary.

Sample Report

Location	Type	Organization	Street Address	City	State	Zip	Country	iAddress
Brisbane	Customer	Test Company Name	-	-	-	-	-	-
Colombia	Partner	SNS	-	-	-	-	-	-
hmLoc1	System	hmOrg1	-	-	-	-	-	-
Houten	Partner	KPN	Kromme Schaft 5	Houten	Utrecht	3991 AR	Nederland	-
Indianapolis	Customer	Stage Two	-	-	-	-	-	-
Indianapolis	Internal	Interactive Intelligence 4.0	-	-	-	-	-	-
Indianapolis	Vendor	ININ	7601 Interactive Way	Indianapolis	IN	46278	USA	+13177158020
Interactive Intelligence	Internal	Interactive Intelligence	-	-	-	-	-	-
Kyiv	Partner	IT-Integrator	Konstantinovskaya st.	Kyiv	-	-	-	+380445380069
Kyiv	Partner	My Org	-	-	-	-	-	-
Kyiv	Partner	My_Org	-	-	-	-	-	-
LocationName	Internal	OrganizationName	-	-	-	-	-	-
New Zealand	External	Datacom	-	-	-	-	-	-
's Gravenhage	Partner	KPN	Maanplein 32	's Gravenhage	Zuid Holland	2516 CK	Nederland	-
Sacramento, CA	Internal	Interactive Intelligence 4.0	-	-	-	-	-	-
San Francisco	Customer	ABC Company	-	-	-	-	-	-
Zoetermeer	Partner	KPN	Rontgenlaan 79	Zoetermeer	Zuid Holland	2719 DX	Nederland	-

Total Locations : 17

Tracker Organization Details Report

This report displays an organization's detailed information.

Sample Report

Tracker Organization Summary Report

This report displays an organization summary.

Sample Report

Tracker Organization Summary

Sorted By: Location and Organization

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Organization Range and Discrete :	<All>	
Default iAddress Range and Discrete :	<All>	
Organization Type Range and Discrete :	<All>	
Active Range and Discrete (No=0:Yes=1)	<All>	
Application ID Range and Discrete :	<All>	
Site ID Range and Discrete :	<All>	

City Range and Discrete :	<All>
State Range and Discrete :	<All>
Postal Code Range and Discrete :	<All>
Country Range and Discrete :	<All>

Organization	Type	Street Address	City	State	Postal Code	Country	iAddress
ABC Company	Customer	1234 Merry Way	San Jose	CA	-	-	-
ACME Inc	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	Oslo	Oslo	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	-	-	-	-
Gabiosky Inc	System	144 Whittler Dr	Fremont	NH	03044	-	-
hmOrg1	System	-	-	-	-	-	-
IBC Weather	External	-	Indianapolis	IN	-	-	(317) 222-2222
ININ	Vendor	-	-	-	-	-	-
Inspired Images	Customer	-	-	-	-	-	-
Interactive Intelligence	Internal	-	-	-	-	-	-
Interactive Intelligence 4.0	Internal	-	-	-	-	-	-
Interactive Intelligence France	Customer	13 rue Camille Desmoulins	Issy les Moulineaux	Hauts de Seine	92130	France	+33158032317
Interactive Light Benders	Customer	-	Scranton	PA	19406	-	rascusjohncactus@gmail.
IT-Integrator	Partner	-	Kyiv	-	03005	-	-

Print Date: Friday, August 4, 2017 2:21:33AM

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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

Sample Report

Fax Detail

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

| Sender: | N/A | | | | | Site ID: | 1 |

Processing Date	Direction	Envelope	Fax ID	Remote Number	Remote CSId	Duration	Pages	Speed
10/20/2015 12:58:45 PM	Inbound	1001217309	1001217305	-	-	00:00:27	1	14400

	Succeeded	Failed	Total	Duration	Avg Duration
Total Inbound	1	0	1	00:00:27	00:00:27
Total Outbound	0	0	0	00:00:00	00:00:00
Total	1	0	1	00:00:27	00:00:27

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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

Sample Report

Fax Summary

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

Sender: N/A Site ID: 1

	Succeeded	Failed	Total	Duration	Avg Duration
Total Inbound	1	0	1	00:00:27	00:00:27
Total Outbound	0	0	0	00:00:00	00:00:00
Total	1	0	1	00:00:27	00:00:27

Sender: Shane Chuvalas Site ID: 1

	Succeeded	Failed	Total	Duration	Avg Duration
Total Inbound	0	0	0	00:00:00	00:00:00
Total Outbound	1	0	1	00:00:29	00:00:29
Total	1	0	1	00:00:29	00:00:29

| 8/10/2017 7:53 AM | *User Reports* | **Fax Summary** | Page 1 of 1 |

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.

Sample Report

Fax Envelope Detail

Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Envelope Range:	<All>
Shift Time Range:	00:00:00-23:59:59
Site ID Range:	<All>
Success Flag :	S,F

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Site ID: 1

Envelope ID: 1001217304

Date/Time	Fax ID	Call ID Key	Direction	Success/Failure	Remote Number	Failure Type
10/20/2015 12:58:45 PM	1001217303	1001216314601510 20	Outbound	Success	8667771184	Success

Number of Faxes:	1	Number Out Faxes:	1	Number Incoming Faxes:	0
Avg. Duration (hh:mm:ss):	:00:29	Avg. Outbound Duration:	:00:29	Avg. Inbound Duration:	:00:00

Envelope ID: 1001217309

Date/Time	Fax ID	Call ID Key	Direction	Success/Failure	Remote Number	Failure Type
10/20/2015 12:58:45 PM	1001217305	1001216315601510 20	Inbound	Success	-	Success

Number of Faxes:	1	Number Out Faxes:	0	Number Incoming Faxes:	1
Avg. Duration (hh:mm:ss):	:00:27	Avg. Outbound Duration:	:00:00	Avg. Inbound Duration:	:00:27

Site ID : 1

Number of Faxes:	2	Number Out Faxes:	1	Number Incoming Faxes:	1
Avg. Duration (hh:mm:ss):	:00:28	Avg. Outbound Duration:	:00:29	Avg. Inbound Duration:	:00:27

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.

Sample Report

Fax Failure Detail

Date Time Range:	8/14/2014 12:00:00 AM - 8/14/2017 11:59:59 PM
Shift Time Range:	00:00:00-23:59:59
Site ID Range:	<All>
Success Flag:	F

Site ID: 1
Date: 10/30/2015

Time	Envelope ID	Direction	Remote Number	Failure Attempt	Failure Type	Retries	To Name
3:15:06 PM	1001928373	Inbound	-	0	Success	0	-

| Number of Faxes: | 1 | Number Out Faxes: | 0 | Number Incoming Faxes: | 1 |
| Avg. Duration (hh:mm:ss): | :00:29 | Avg. Outbound Duration: | :00:00 | Avg. Inbound Duration: | :00:29 |

Site ID Totals:	1				
Number of Faxes:	1	Number Out Faxes:	0	Number Incoming Faxes:	1
Avg. Duration (hh:mm:ss):	:00:29	Avg. Outbound Duration:	:00:00	Avg. Inbound Duration:	:00:29

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.

Sample Report

Fax Failure Summary

Date Time Range:	8/14/2014 12:00:00 AM - 8/14/2017 11:59:59 PM	
Shift Time Range:	00:00:00-23:59:59	
Site ID Range:	<All>	
Success Flag:	F	

Site ID: 1
Date: 10/30/2015

Number of Faxes:	1	Number Out Faxes:	0	Number Incoming Faxes:	1
Avg. Duration (hh:mm:ss):	:00:29	Avg. Outbound Duration:	:00:00	Avg. Inbound Duration:	:00:29

Site ID Totals: 1

Number of Faxes:	1	Number Out Faxes:	0	Number Incoming Faxes:	1
Avg. Duration (hh:mm:ss):	:00:29	Avg. Outbound Duration:	:00:00	Avg. Inbound Duration:	:00:29

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

Sample Report

User Performance Summary

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

Site ID : <All>

Agents : <All>

Media Type : Call

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	OFFERED	ANS #	FLOW #	AVG TALK	AVG HOLD	AVG ACW	AVG HANDLE	NON - ACD				XPER #	DND	HOLD #	LOCAL DISC #
								IN	AVG IN	OUT	AVG OUT				
AARON.ROBERTSON														:11:16	
marketing	3	3	0	:01:45	:00:01	:00:10	:01:56	0	:00:00	0	:00:00	0	NA	1	2
call	3	3	0	:01:45	:00:01	:00:10	:01:56	0	:00:00	0	:00:00	0	NA	1	2
wrapupwg	0	0	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	4	:01:22	0	NA	0	0
call	0	0	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	4	:01:22	0	NA	0	0
SUMMARY	3	3	0	:01:45	:00:01	:00:10	:01:56	0	:00:00	4	:01:22	0	NA	1	2
ABI.CHANDRA														:00:00	
no workgroup	0	0	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0	:00:00	0	NA	0	0
call	0	0	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0	:00:00	0	NA	0	0
SUMMARY	0	0	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0	:00:00	0	NA	0	0
ADAM.ELKINS														:00:00	
no workgroup	0	0	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0	:00:00	0	NA	0	0
call	0	0	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0	:00:00	0	NA	0	0
SUMMARY	0	0	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0	:00:00	0	NA	0	0
ALLAN.LUCUS														232:13:05	
customer service	87	87	0	:08:52	:00:00	:00:09	:09:01	0	:00:00	0	:00:00	0	NA	0	0
call	87	87	0	:08:52	:00:00	:00:09	:09:01	0	:00:00	0	:00:00	0	NA	0	0
help desk	57	57	0	:08:07	:00:00	:00:43	:08:51	0	:00:00	0	:00:00	0	NA	0	0
call	57	57	0	:08:07	:00:00	:00:43	:08:51	0	:00:00	0	:00:00	0	NA	0	0
SUMMARY	144	144	0	:08:34	:00:00	:00:23	:08:57	0	:00:00	0	:00:00	0	NA	0	0

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.

Sample Report

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.

Sample Report
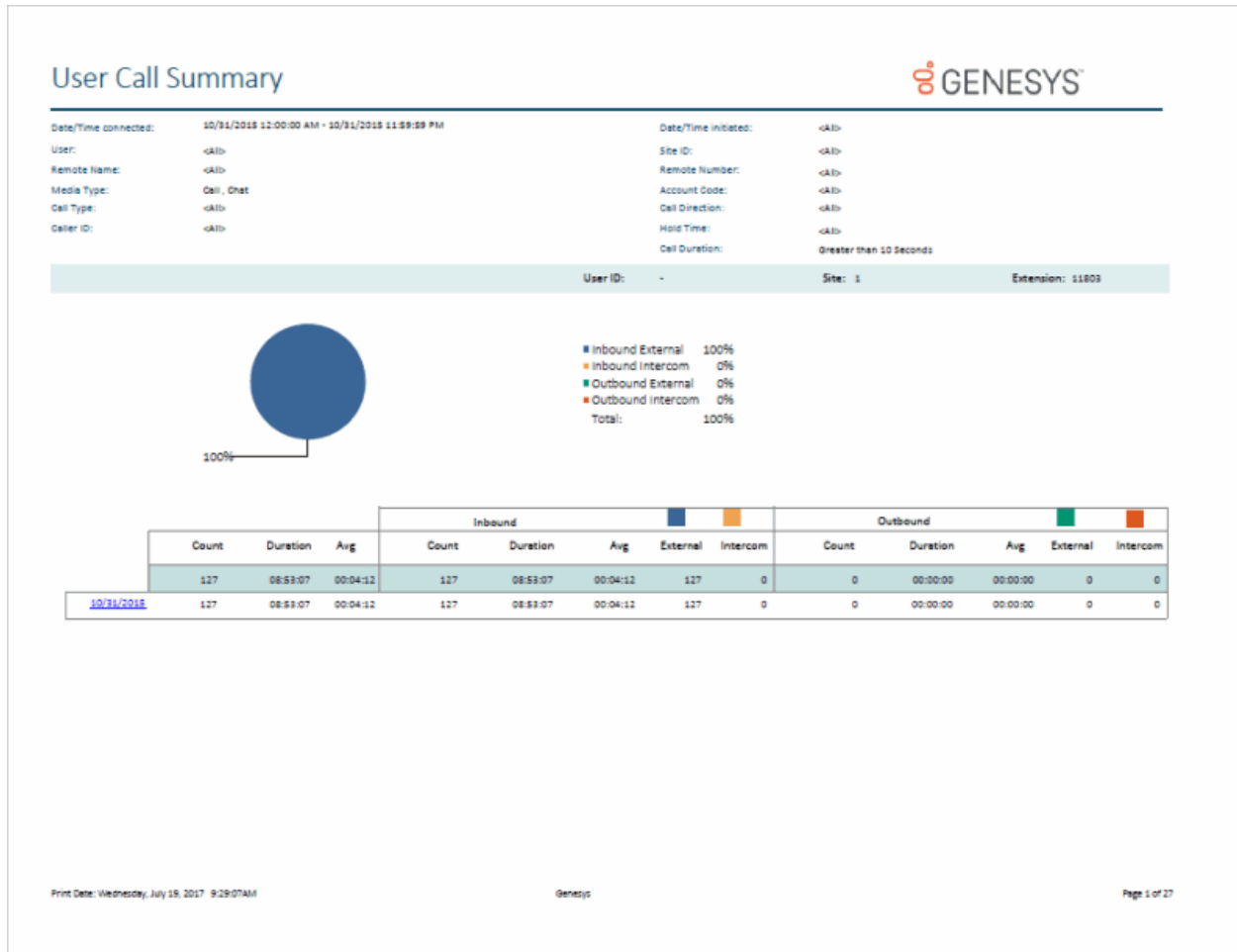
User Availability

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 Report

Logged In At		Logged In	Non ACD	DND	ACW	Available	Break	Follow up	Unavailable	Training
		1:00:00:00	1:00:00:00	1:00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	1:00:00:00	00:00:00
10/31/2015	0:00:00	1:00:00:00	1:00:00:00	1:00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	1:00:00:00	00:00:00
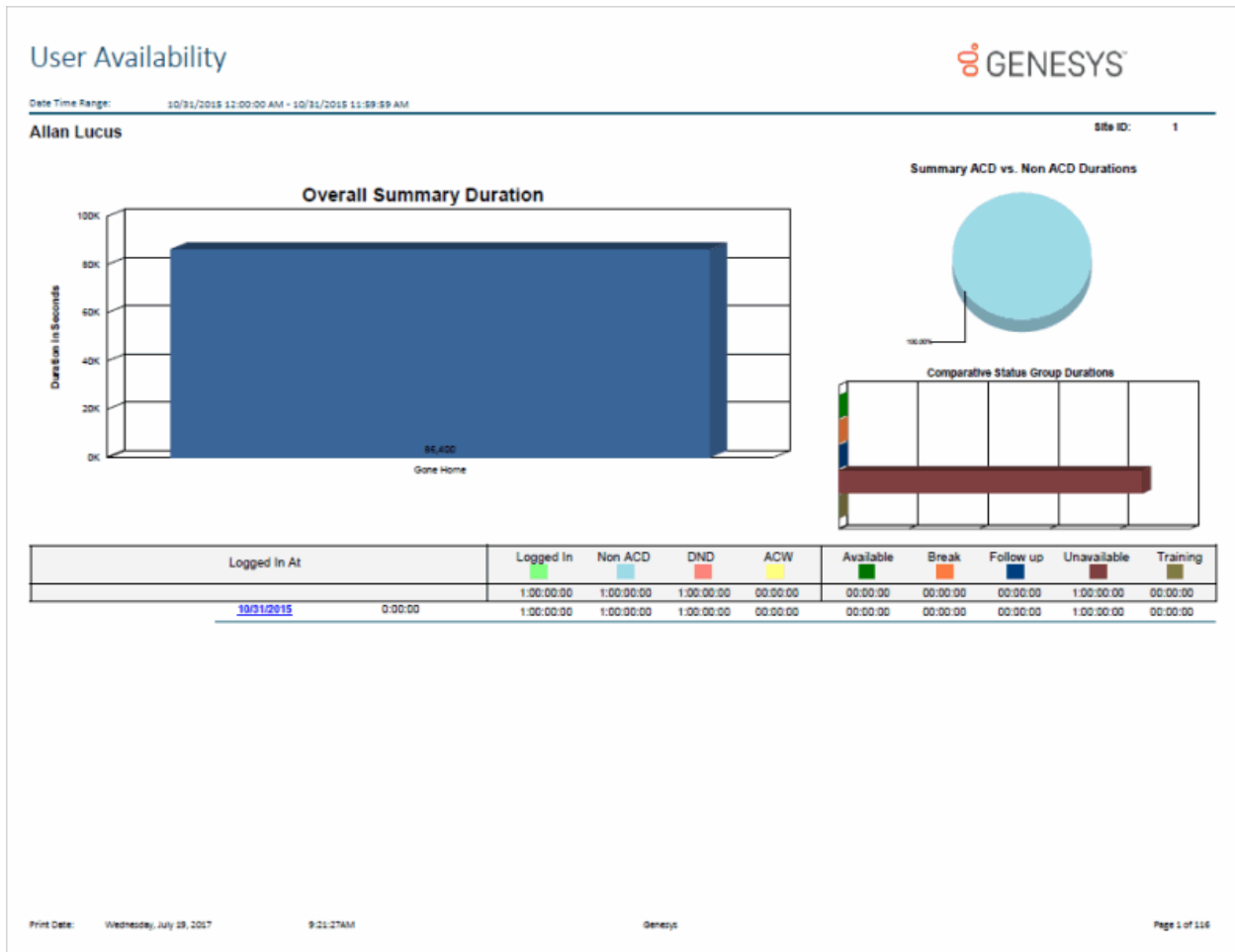
User Productivity

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 help.genesys.com.

Sample Report

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

Sample report

Wrap Up Codes

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Date Time Range: 10/1/2015 12:00:00 AM - 11/30/2015 11:59:59 PM
Display interaction detail: Yes
Group Order: Wrap Up Code, Queue, User, Date

Interaction ID	Wrap-up Time	Total Interactions	Total Duration	Avg Duration	Outbound Interactions	Outbound Duration	Avg Out Duration	Inbound Interactions	Inbound Duration	Avg In Duration
Answering Machine		3	00:00:21	00:00:07	1	00:00:10	00:00:10	0	00:00:00	00:00:00
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	00:00:08	1	00:00:10	00:00:10	0	00:00:00	00:00:00
10/21/2015		1	00:00:06	00:00:06	0	00:00:00	00:00:00	0	00:00:00	00:00:00
100128577760151021	6:20 PM		00:00:06							
10/28/2015		1	00:00:10	00:00:10	1	00:00:10	00:00:10	0	00:00:00	00:00:00
100169429760151028	12:55 PM		00:00:10			00:00:10				
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
100128573460151021	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
100121052460151020	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
100138873760151023	11:02 AM		00:00:03							

Print Date: Wednesday, July 19, 2017 9:26:35AM   Genesys   Page 1 of 7

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.

Sample Report

Account Code Call Detail by Date

Users:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Account Code Range:	<All>
Site ID Range:	<All>
Purpose Code Range:	<All>

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Account Code :	0006
Customer Name:	0006

Date: 10/27/2015

Time	User	In/Out	Type	Remote Number	Remote Name	Call Duration	Hold Time
1:08:57 AM	Colin.Steeples	Outbound	Call	011 6421678825	Colin Steeples	:00:35	:00:00

Number of Calls:	1	Number Out Calls:	1	Number Incoming Calls:	0
Avg. Duration (hh:mm:ss):	:00:35	Avg. Outbound Duration:	:00:35	Avg. Inbound Duration:	:00:00

Account Code :	0006
Customer Name:	0006

Number of Calls:	1	Number Out Calls:	1	Number Incoming Calls:	0
Avg. Duration (hh:mm:ss):	:00:35	Avg. Outbound Duration:	:00:35	Avg. Inbound Duration:	:00:00

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.

Sample Report

Account Code Call Detail by User

Users:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Account Code Range:	<All>
Site ID Range:	<All>
Purpose Code Range:	<All>

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Account Code :	0006
Customer Name:	0006

User: Colin.Steeples
Extension: 1304

Date/Time	In/Out	Type	Remote Number	Remote Name	Call Duration	Hold Time
10/27/2015 1:08:57 AM	Outbound	Call	011 6421678825	Colin Steeples	:00:35	:00:00

Number of Calls:	1	**Number Out Calls:**	1	**Number Incoming Calls:**	0	
Avg. Duration (hh:mm:ss):	:00:35	**Avg. Outbound Duration:**	:00:35	**Avg. Inbound Duration:**	:00:00	

Account Code :	0006
Customer Name:	0006

Number of Calls:	1	**Number Out Calls:**	1	**Number Incoming Calls:**	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 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.

Sample Report

Account Code Call Summary by Date

Users:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Account Code Range:	<All>
Site ID Range:	<All>
Purpose Code Range:	<All>

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Account Code : 0006
Customer Name: 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.Steeples	1	:00:35	:00:35	1	:00:35	:00:35	0	:00:00	:00:00

Number of Calls:	1	Number Out Calls:	1	Number Incoming Calls:	0
Avg. Duration (hh:mm:ss):	:00:35	Avg. Outbound Duration:	:00:35	Avg. Inbound Duration:	:00:00

Account Code :	0006
Customer Name:	0006

Number of Calls:	1	Number Out Calls:	1	Number Incoming Calls:	0
Avg. Duration (hh:mm:ss):	:00:35	Avg. Outbound Duration:	:00:35	Avg. Inbound Duration:	:00:00

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.

Sample Report

Account Code Call Summary by User

Users:	<All>
Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Account Code Range:	<All>
Site ID Range:	<All>
Purpose Code Range:	<All>

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| Account Code : | 0006 |
| Customer Name: | 0006 |

User: Colin.Steeples
Extension: 1304

Date	Total Calls	Total Duration	Avg Duration	Outbound Calls	Outbound Duration	Avg Out Duration	Inbound Calls	Inbound Duration	Avg In Duration
10/27/2015	1	:00:35	:00:35	1	:00:35	:00:35	0	:00:00	:00:00

| Number of Calls: | 1 | Number Out Calls: | 1 | Number Incoming Calls: | 0 |
| Avg. Duration (hh:mm:ss): | :00:35 | Avg. Outbound Duration: | :00:35 | Avg. Inbound Duration: | :00:00 |

| Account Code : | 0006 |
| Customer Name: | 0006 |

| Number of Calls: | 1 | Number Out Calls: | 1 | Number Incoming Calls: | 0 |
| Avg. Duration (hh:mm:ss): | :00:35 | Avg. Outbound Duration: | :00:35 | Avg. Inbound Duration: | :00:00 |

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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.

Sample Report

Agent Activation by Workgroup

Date Time Range:	10/17/2010 12:00:00 AM - 10/17/2017 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>
Agent Range:	<All>
Workgroup Range:	<All>

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Site ID :   1

WorkGroup   CompanyOperator

First Change:	10/4/2016 12:00:00AM	**Last Change:**	10/4/2016 12:00:00AM	**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.

Sample Report

Queue Activation by Agent

Date Time Range:	10/17/2010 12:00:00 AM - 10/17/2017 11:59:59 PM
Activity Time Range:	00:00:00-23:59:59
Site ID Range:	<All>
Agent Range:	<All>
Workgroup Range:	<All>

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Site ID : 1

Agent : Operator

10/4/2016   **First Change:**   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.

Sample Report
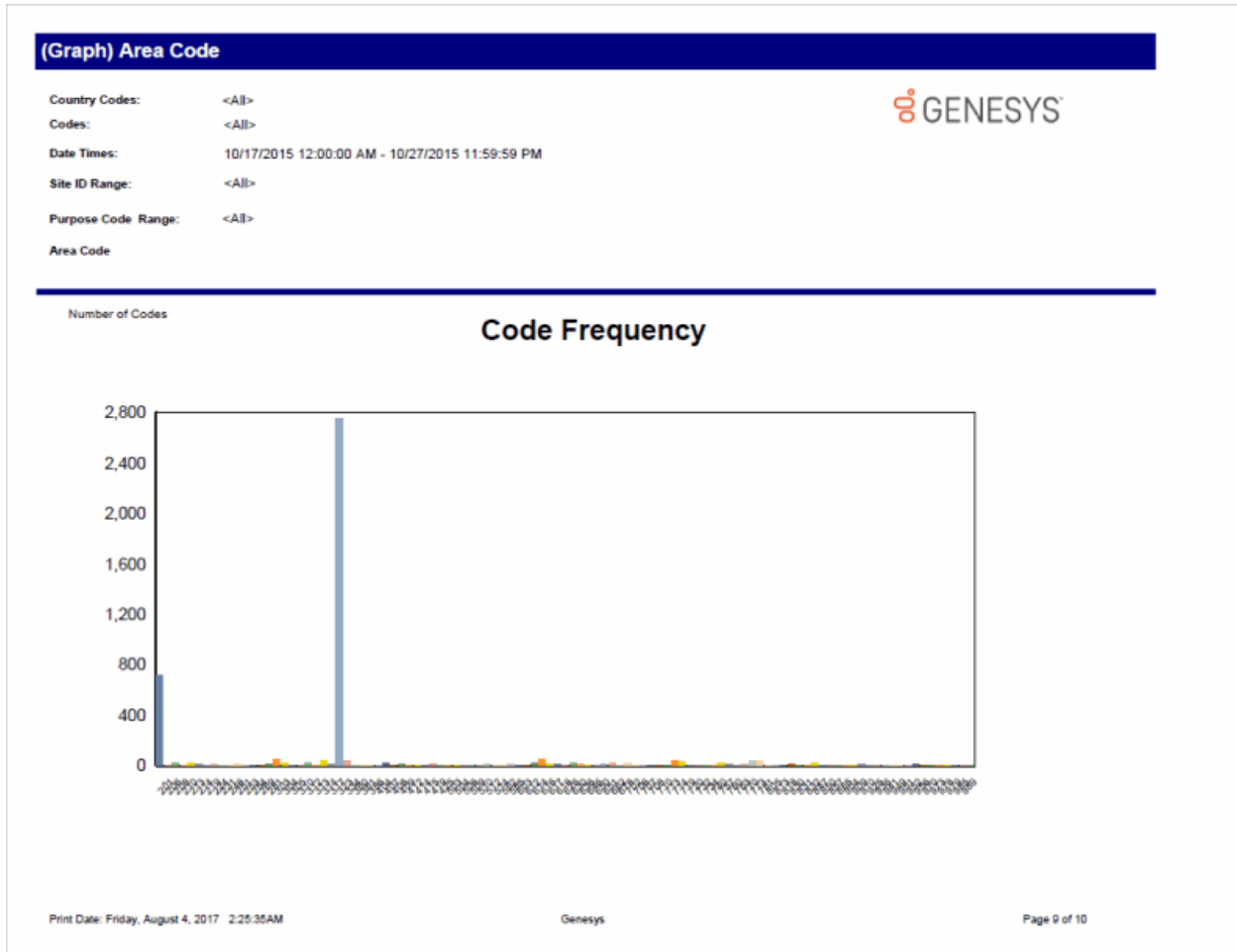
(Graph) Calls Processed User Comparison Report

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.

Sample Report
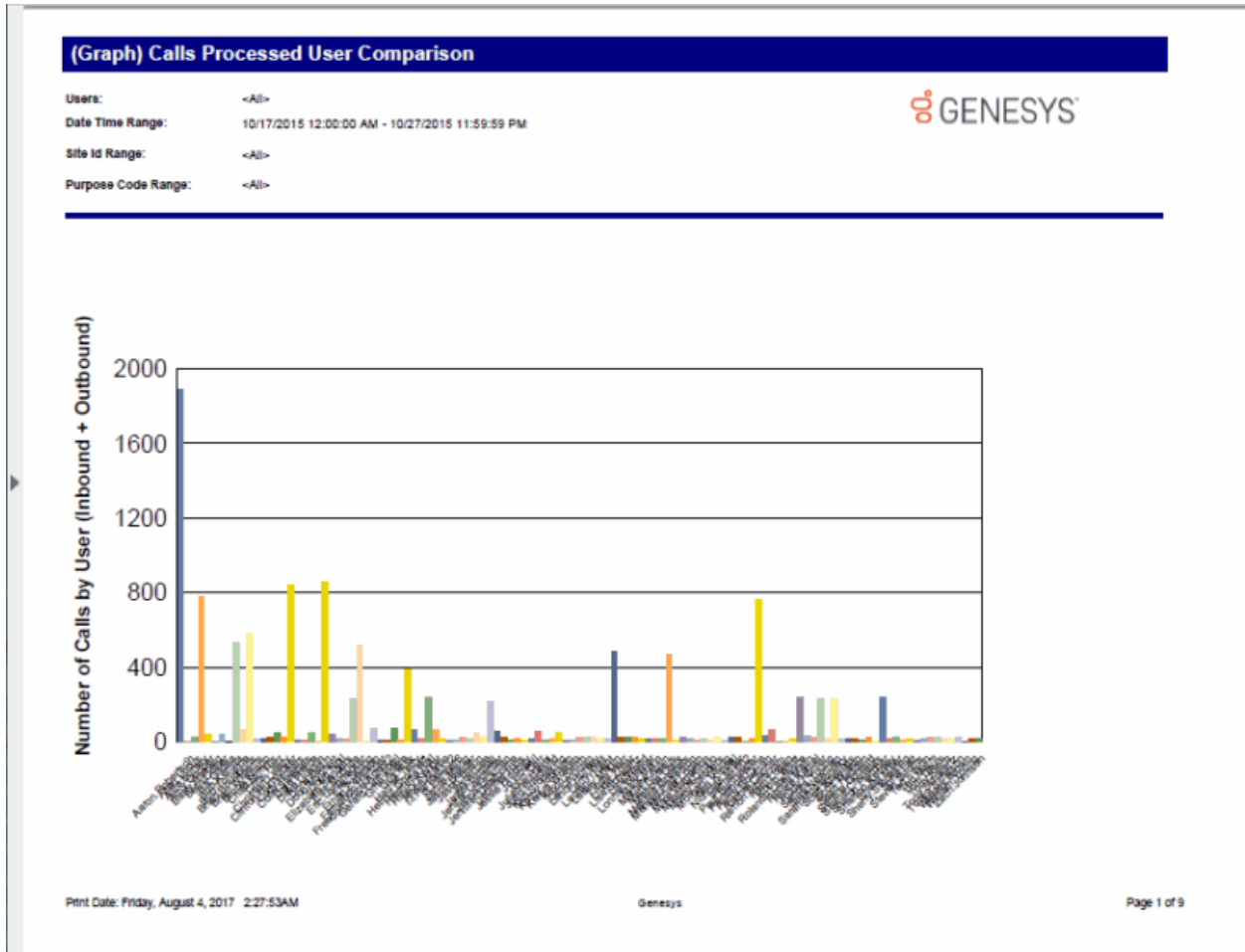
(Graph) Incoming Calls by User Report

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.

Sample Report
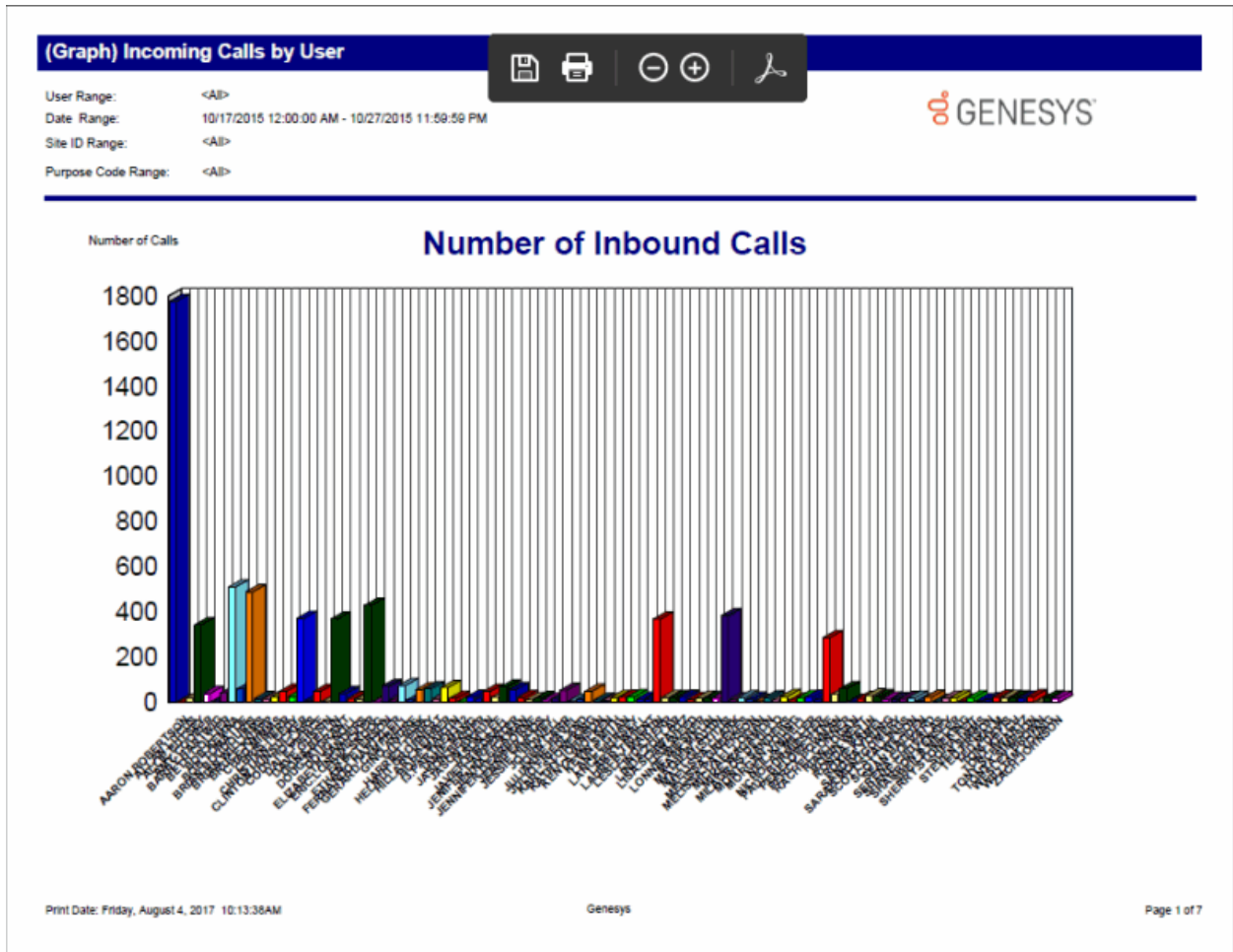
(Graph) International Remote Number Logical Component One Report

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.

Sample Report

(Graph) International Remote Number Logical Component One

Country Codes:	<All>
Codes:	<All>
Date Times:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Site ID Range:	<All>
Purpose Code Range:	<All>
LoComp1	

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Country Code	LoComp1	Total Duration hh:mm:ss	Total Calls	Avg. Duration hh:mm:ss
0				
	-	57:33:06	696	:04:58
0		57:33:06	696	:04:58

Country Code	LoComp1	Total Duration hh:mm:ss	Total Calls	Avg. Duration hh:mm:ss
1				
	-	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

Print Date: Friday, August 4, 2017 2:27:04AM	Genesys	Page 1 of 10

(Graph) Outgoing Calls by User Report

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

Sample Report

(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.

Sample Report

(Supervisor) Caller ID Detail Report

This report shows details of external identifiable incoming calls or chats received by each user. This Supervisor

(Supervisor) Caller ID Detail

Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Caller ID Range:	<All>
User Range:	<All>
Site ID Range:	<All>
Purpose Code Range:	<All>

Caller ID: _

Name: Unknown Name

Summary:

CallerID Number of Calls :	1
Total CallerID Duration (hh:mm:ss) :	:00:01
Average Duration (hh:mm:ss) :	:00:01

Call Details:

Date	Time	End User	Account Code	Ext.	Hold Time hh:mm:ss	Call Duration hh:mm:ss
10/27/2015	9:58:21 PM	Rian.Logan	-	Rian.Logan	:00:00	:00:01

Caller ID: 7806

Name: I3 Partner6

Summary:

CallerID Number of Calls :	1
Total CallerID Duration (hh:mm:ss) :	:00:38
Average Duration (hh:mm:ss) :	:00:38

Call Details:

Date	Time	End User	Account Code	Ext.	Hold Time hh:mm:ss	Call Duration hh:mm:ss
10/27/2015	11:22:55 AM	Penelope.Pyne	-	88008	:00:26	:00:38

Caller ID: 8382

Name: Erik Skoog

Summary:

CallerID Number of Calls :	1
Total CallerID Duration (hh:mm:ss) :	:00:28
Average Duration (hh:mm:ss) :	:00:28

Call Details:

Date	Time	End User	Account Code	Ext.	Hold Time hh:mm:ss	Call Duration hh:mm:ss
10/27/2015	4:24:56 PM	Penelope.Pyne	-	88008	:00:20	:00:28

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Sample Reports for Interaction Reporter

(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.

Sample Report

(Supervisor) Caller ID Summary

User Range:	<All>
Caller ID Range:	<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>

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User: -
Extension: 11801

CallerID	Name	Total Calls	Total Duration (hh:mm:ss)	Avg Duration (hh:mm:ss)	Hold Time (hh:mm:ss)	Average Hold (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 FL	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	Eileen Dover	34	:00:21	:00:01	:00:00	:00:00
(313) 579-9616	David Krokett	38	:03:23	:00:05	:00:00	:00:00
(314) 698-8811	Felix Martin	37	:02:35	:00:04	:00:00	:00:00
(314) 705-4896	Laverne Simpson	31	:00:19	:00:01	:00:00	:00:00
(315) 334-1359	Rome NY	1	:02:29	:02:29	:00:00	:00:00
(315) 696-1797	Tully NY	1	01:00:01	01:00:01	:00:00	:00:00
(317) 258-5871	Rhonda Jackson	36	:02:37	:00:04	:00:00	:00:00
(317) 831-4823	Dave Rush	43	:04:57	:00:07	:00:00	:00:00
(319) 246-7080	Fort Madison IA	1	:02:29	:02:29	:00:00	:00:00
(340) 626-3544	Dave Anthony	40	:05:22	: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

(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.

Sample Report

(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: -

Dialed Number	Name	Total Calls	Total Duration (hh:mm:ss)	Avg. Duration (hh:mm:ss)	Hold Time (hh:mm:ss)	Avg. Hold (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

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.

Sample Report

Area Code/Exchange Summary

Area Code	<All>
Country Code Range :	<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>

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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	Country 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
		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

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.

Sample Report

Hourly Call Summary by Extension

Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Shift Time Range:	00:00:00-23:59:59
Extension Range:	<All>
Site ID Range:	<All>
Purpose Code Range:	<All>

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Ext.:	Hour:																								Total
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	
-	11	5	11	3	5	5	37	45	30	40	38	3	32	33	24	36	38	8	13	8	11	7	4	447
011336	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
1003	3	5	3	8	1	4	5	6	1	0	0	0	0	0	0	0	0	0	0	0	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	0	1	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	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	2
4201	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
4241	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
4250	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1
4254	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	2
4255	0	0	0	0	0	0	0	0	0	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	9	230
7197	0	0	0	0	0	0	5	5	5	5	5	5	5	5	5	5	5	5	0	0	0	0	0	60
7198	0	0	0	0	0	0	5	5	5	5	5	5	5	5	5	5	5	5	0	0	0	0	0	60
7200	4	5	5	5	5	5	0	0	0	0	0	0	0	0	0	0	0	0	5	10	10	10	10	74
7237	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
7238	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1
7242	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1

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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.

Sample Report

Sample Reports for Interaction Reporter

Sample Reports for Interaction Reporter

Dialed Number Detail

Dialed Numbers: <All>

Date Time Range: 10/31/2015 12:00:00 AM - 10/31/2015 6:00:00 AM

Site ID Range: <All>

Purpose Code Range: <All>

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Dialed Number:	HOME			Summary:	Number of Calls:	13
Name:	Unknown				Total Duration:	01:23:18
					Avg. Duration:	: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	:06:24	-

Dialed Number:	PRIM			Summary:	Number of Calls:	82
Name:	Unknown				Total Duration:	08:29:50
					Avg. Duration:	:06:13

Date	Time	User	Ext.	Hold Time (hh:mm:ss)	Call Duration (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	-

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.

Sample Report

International Remote Number Logical Component Two Summary

LoComp1	<All>	
Country Code Range :	<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>	

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	Country 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
		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.

Sample Report

Station ID Detail

Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Shift Time Range:	00:00:00-23:59:59
Station ID Range:	<All>
Site ID Range:	<All>
Purpose Code Range:	<All>

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Station ID: -

Date / Time	Direction	End User	Ext	Remote Name	Call Duration (hh:mm:ss)	Hold Time (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	Phillip 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 Giordano	: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

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.

Sample Report

Station ID Summary

Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Shift Time Range:	00:00:00-23:59:59
Station ID Range:	<All>
Site ID Range:	<All>
Purpose Code Range:	<All>

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Station ID: -

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 11:59:50 PM	1,898	12:48:46	:00:24	118	01:24:59	:00:43	1,778	11:22:55	:00:23

Number of Calls:	1,898	Number Out Calls:	118	Number Incoming Calls:	1,778
Avg. Duration (hh:mm:ss):	:00:24	Avg. Outbound Duration:	:00:43	Avg. Inbound Duration:	:00:23
Number unknown Calls:	0				
Avg. unknown Duration:	:00:00				

Station ID: (630) 468-7654

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 3:12:47 PM	1	:05:34	:05:34	1	:05:34	:05:34	0	:00:00	:00:00

Number of Calls:	1	Number Out Calls:	1	Number Incoming Calls:	0
Avg. Duration (hh:mm:ss):	:05:34	Avg. Outbound Duration:	:05:34	Avg. Inbound Duration:	:00:00
Number unknown Calls:	0				
Avg. unknown Duration:	:00:00				

Station ID: (630) 468-7682

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	:02:23	4	:09:33	:02:23	0	:00:00	:00:00

Number of Calls:	4	Number Out Calls:	4	Number Incoming Calls:	0
Avg. Duration (hh:mm:ss):	:02:23	Avg. Outbound Duration:	:02:23	Avg. Inbound Duration:	:00:00
Number unknown Calls:	0				
Avg. unknown Duration:	:00:00				

Station ID: +61402334187

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 4:02:32 AM	2	:02:44	:01:22	2	:02:44	:01:22	0	:00:00	:00:00

Number of Calls:	2	Number Out Calls:	2	Number Incoming Calls:	0
Avg. Duration (hh:mm:ss):	:01:22	Avg. Outbound Duration:	:01:22	Avg. Inbound Duration:	:00:00
Number unknown Calls:	0				
Avg. unknown Duration:	:00:00				

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:
http://help.genesys.com

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.

Sample Report

DNIS Detail Report								
DNIS Range:	<All>							
Site ID Range:	<All>					⦿ GENESYS		
Date Time Range:	10/31/2015 12:00:00 AM - 10/31/2015 6:00:00 AM							
Purpose Code Range:	<All>							

DNIS: /1010

Summary:	**DNIS Number of Calls:**	3
Total Call Duration :		:15:57
Avg. Duration :		:05:19

Date Time	Caller Id	Name	User	Ext.	Station Id	Call Duration	Hold Time
10/31/2015 1:23:20 AM	(380) 584-6789	Travis Trenton	Percy.Bowman	777199	Buca099	:05:19	:00:00
10/31/2015 2:23:21 AM	(610) 569-8322	Bradley Anderson	Percy.Bowman	777199	Buca099	:05:19	:00:00
10/31/2015 5:53:23 AM	(307) 398-5789	Tommy Jones	Gerard.Campbell	7200	Buca100	:05:19	:00:00

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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.

Sample Report

Statistics Group DNIS Daily

Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Stats Group Range:	DNIS
Report Group Range:	<All>
Site ID Range:	<All>

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Statistics Group	Date	Asd Calls Ans	Avg ACD Min	Avg Speed Ans	Avg ACW Min	Aband Calls	Avg Aband Min	Perc Aband	Ans Service Level 1	Disconnect	Max Ans Minutes
DNIS	10/17/2015	5,520	:03:54	:00:28	:00:00	162	:04:16	2.85%	56.16%	2,543	:12:05
DNIS	10/18/2015	5,519	:03:50	:00:29	:00:00	193	:05:02	3.38%	59.36%	2,540	:12:11
DNIS	10/19/2015	5,721	:04:09	:00:17	:00:00	121	:02:12	2.07%	68.27%	2,618	:08:07
DNIS	10/20/2015	5,818	:04:08	:00:16	:00:00	125	:03:25	2.10%	74.60%	2,636	:03:48
DNIS	10/21/2015	5,521	:04:03	:00:23	:00:00	248	:04:16	4.30%	62.04%	2,600	:32:48
DNIS	10/22/2015	5,693	:04:03	:00:18	:00:00	104	:04:32	1.79%	67.64%	2,695	:07:59
DNIS	10/23/2015	5,653	:04:02	:00:21	:00:00	99	:04:41	1.72%	68.07%	2,496	:05:26
DNIS	10/24/2015	5,478	:03:51	:00:27	:00:00	197	:04:00	3.47%	58.78%	2,607	:14:31
DNIS	10/25/2015	5,570	:03:49	:00:27	:00:00	159	:04:48	2.77%	58.67%	2,661	:10:38
DNIS	10/26/2015	5,776	:04:08	:00:17	:00:00	128	:03:47	2.17%	73.55%	2,661	:06:56
DNIS	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

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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.

Sample Report

(Supervisor) IA Change Notification History

Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
User Range:	<All>
Class Range:	<All>
Site ID Range:	<All>

Date Time	Key	User	Station	Type	Class
10/19/2015 9:29:50 AM	2ff1a9c7-2a70-428c-8aef-0cce51ca7166	Jonathan.Mabrito	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-0cce51ca7166	Jonathan.Mabrito	INDSIM0A01SH02	Modification	IP Phones
10/19/2015 9:55:41 AM	b79bcb3c-42b8-416b-b505-43ae0eeaacaf	Jonathan.Mabrito	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

Date Time	Key	User	Station	Type	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

Date Time	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.

Sample Report

(Supervisor) IC Change Notification History

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

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Date Time / Path	User	Type	Attrib	Class
10/17/2015 1:00:00 PM \HQSimroom\Production\SIM4C\Workstations\ChasB	ChasB	Modified	Contact Line	Workstation
10/17/2015 1:00:50 AM \HQSimroom\Production\SIM4C\Workstations\ChasB	ChasB	Modified	Contact Line	Workstation
10/17/2015 1:01:14 PM \HQSimroom\Production\SIM4C\Workstations\ChasB	ChasB	Modified	Contact Line	Workstation
10/17/2015 1:01:37 AM \HQSimroom\Production\SIM4C\Workstations\ChasB	ChasB	Modified	Contact Line	Workstation
10/17/2015 1:02:00 PM \HQSimroom\Production\SIM4C\Workstations\ChasB	ChasB	Modified	Contact Line	Workstation
10/17/2015 1:02:50 AM \HQSimroom\Production\SIM4C\Workstations\ChasB	ChasB	Modified	Contact Line	Workstation
10/17/2015 1:03:14 PM \HQSimroom\Production\SIM4C\Workstations\ChasB	ChasB	Modified	Contact Line	Workstation
10/17/2015 1:03:37 AM \HQSimroom\Production\SIM4C\Workstations\ChasB	ChasB	Modified	Contact Line	Workstation
10/17/2015 1:04:00 PM \HQSimroom\Production\SIM4C\Workstations\ChasB	ChasB	Modified	Contact Line	Workstation
10/17/2015 1:04:50 AM \HQSimroom\Production\SIM4C\Workstations\ChasB	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.

Sample Report
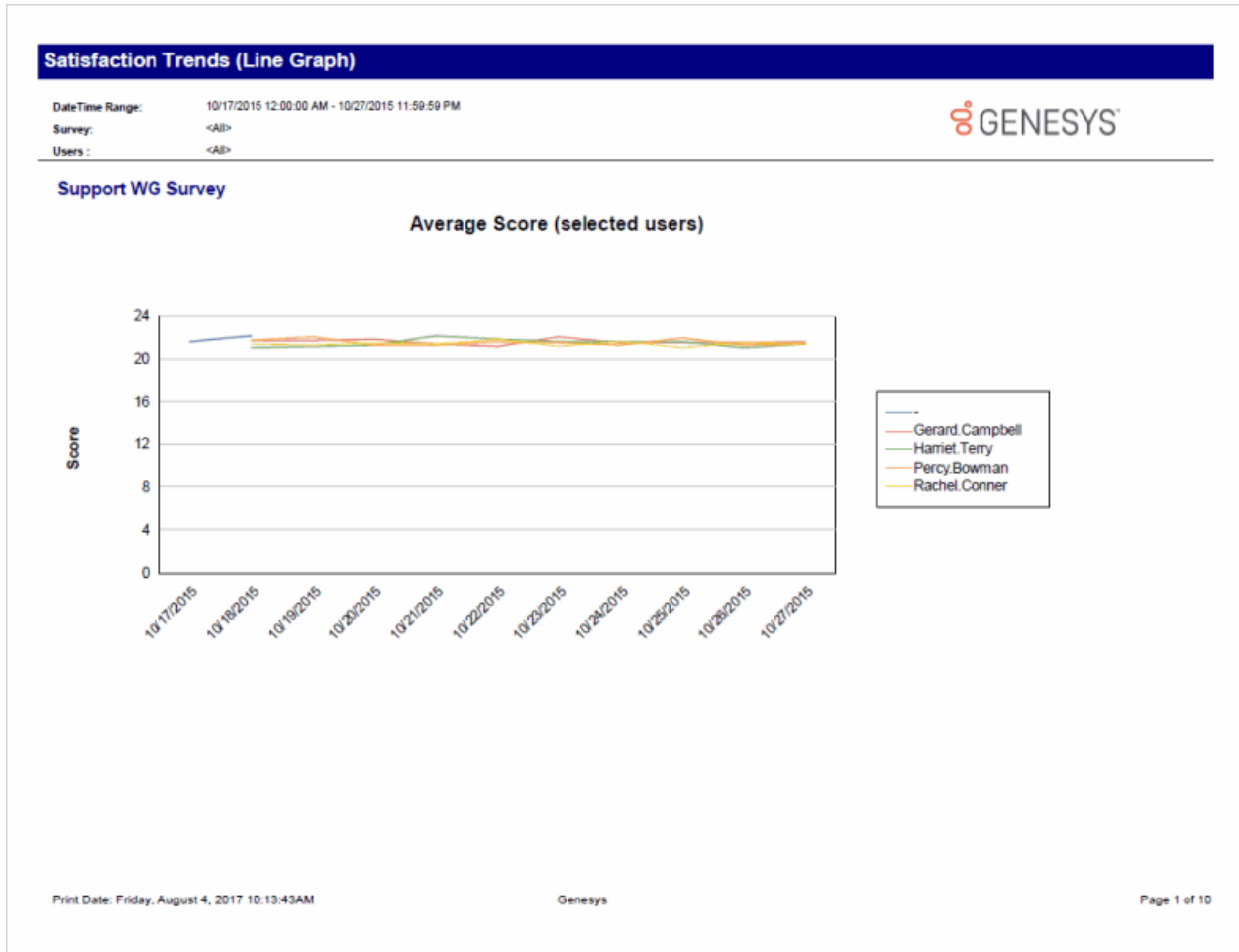
Survey Scoring Detail Report

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.

Sample Report

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.
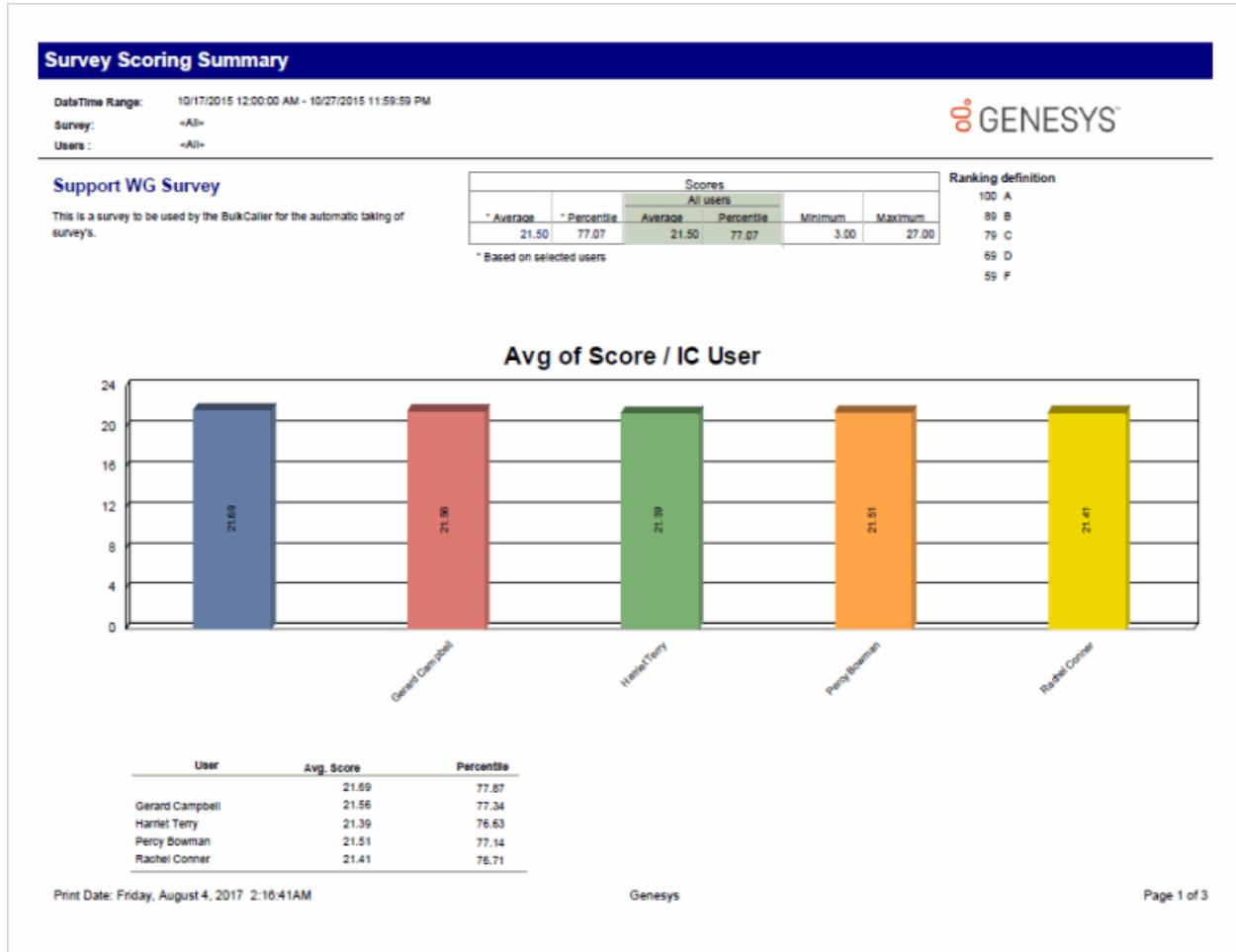
Sample Report

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.

Sample Report

Survey Vs Quality Scores

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

Survey: <All>

Users : <All>

Highlight difference above 0%

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	Scores Percentage			Difference %
	Survey	Quality	Comparison	

Support WG Survey

Bowman, Percy (Percy.Bowman)

	Survey	Quality		Difference
CALL, Percy Bowman on 10/26/2015 12:22:46AM	75.00%	77.78%		3.64%
CALL, Percy Bowman on 10/26/2015 10:58:58PM	75.00%	88.89%		16.95%
CALL, Percy Bowman on 10/27/2015 7:23:08PM	83.33%	88.89%		6.45%

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.

Sample Report

IVR Audit Report

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

Exit Code 0=Success ; <>0 =Failure

Interaction 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

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.

Sample Report

IVR Breakdown

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

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 Schedule						
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.

Sample Report

IVR Exit Path

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

Site ID : 1

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	
-|-|					
Default Schedule					
Attendant Disconnect	1	33%	:02:26	:02:26	98.65%
Error Handling: Default Schedule					
Attendant Disconnect	2	67%	:00:01	:00:02	1.35%
	3		:00:49	:02:28	
-|-|-|-|					
Marketing					
Workgroup Queue	3	100%	:00:00	:00:00	0.00%
	3		:00:00	:00:00	
-|-|Error Handling: Default Schedule|-|					
Attendant Disconnect					
Attendant Disconnect	2	100%	:00:00	:00:00	0.00%
	2		:00:00	:00:00	
Default 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.

Sample Report

IVR Summary

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

Site ID Range: <All>

Level : <All>

GENESYS

Site ID : 1

Application : Attendant Disconnect

	Calls Entered	% of Daily Totals	Avg IVR Duration	Total Time	Daily Time %	Repeated 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	**85**		**:02:12**	**03:06:30**		**0**
Application : Default Schedule						
2015-10-26	26	14.53%	: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	10	12.99%	:00:02	:00:20	13.16%	0
2015-10-27	67	87.01%	:00:02	:02:12	86.84%	0
Error Handling: Default Schedule	**77**		**:00:02**	**:02:32**		**0**
Application : IPA Submenu						
2015-10-26	1	100.00%	:00:20	:00:20	100.00%	0
IPA Submenu	**1**		**:00:20**	**:00:20**		**0**

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.

Sample Report

IVR Summary Abandoned Report

Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM	GENESYS
Site ID Range:	<All>	
Level :	<All>	

Site ID :   1

Application: Attendant Disconnect

Date	Calls Entered	Calls Abandoned	Abandoned Duration	Percent Abandoned

Application :   Attendant Disconnect

2015-10-26	10	0	:00:00	0.00%
2015-10-27	67	0	:00:00	0.00%
Attendant Disconnect	**77**	**0**	**:00:00**	

Application :   Default E-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 Profile

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 Schedule

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 Handling: Default Schedule

2015-10-26	10	0	:00:00	0.00%
2015-10-27	67	0	:00:00	0.00%
Error Handling: Default Schedu	**77**	**0**	**:00:00**	

Application :   IPA Submenu

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 Select

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.

Sample Report

Queue Period Statistics Agent Wrap-up Code by Queue Detail

Date Time Range:	8/8/2017 12:00:00 AM - 8/14/2017 11:59:59 PM
Agent Range:	<All>
Queue Range:	<All>
Site ID Range:	<All>

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	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.

Sample Report

Queue Period Statistics Wrap-up Code Summary

Date Time Range:	8/8/2017 12:00:00 AM - 8/14/2017 11:59:59 PM
Agent Range:	\<All\>
Queue Range:	\<All\>
Site ID Range:	\<All\>

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	Interactions	Avg Talk	Total Talk	Avg ACW	Total ACW	Supervisor Requests
Site ID: 1						
8/8/2017						
Test1						
1	10	:00:01	:00:10	:00:01	:00:10	10
Test1	10	:00:01	:00:10	:00:01	:00:10	10
8/8/2017	10	:00:01	:00:10	:00:01	:00:10	10
Site ID: 1	10	:00:01	:00:10	:00:01	:00:10	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.

Sample Report

(Supervisor) Agent Availability Detail

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

GENESYS

Site ID: 1

Agent: 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**
8/29/2015	**State**	**Duration**	01:57:23	:12:09	:00:00	01:45:14	:11:10
10:02:48AM	Follow Up	:00:10	•			•	♦
10:02:58AM	on a customer satisfaction call	:01:00	•			•	
10:03:58AM	Follow Up	:00:10	•			•	♦
10:04:08AM	Available	:00:23	•	•			
10:04:31AM	on a customer satisfaction call	:02:00	•			•	
10:06:31AM	Follow Up	:00:10	•			•	♦
10:06:41AM	Available	:00:00	•	•			
10:06:41AM	on a customer satisfaction call	:00:30	•			•	
10:07:11AM	Follow Up	:00:10	•			•	♦
10:07:21AM	Available	:01:03	•	•			
10:08:24AM	on a customer satisfaction call	:00:17	•			•	
10:08:41AM	Follow Up	:00:10	•			•	♦
10:08:51AM	Available	:01:03	•	•			
10:09:54AM	on a customer satisfaction call	:00:17	•			•	
10:10:11AM	Follow Up	:00:10	•			•	♦
10:10:21AM	Available	:00:10	•	•			
10:10:31AM	on a customer satisfaction call	:02:00	•			•	
10:12:31AM	Follow Up	:00:10	•			•	♦
10:12:41AM	Available	:00:13	•	•			
10:12:54AM	on a customer satisfaction call	:00:17	•			•	
10:13:11AM	Follow Up	:00:10	•			•	♦
10:13:21AM	Available	:00:33	•	•			

(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.

Sample Report

(Supervisor) Agent Availability Summary

Date Time Range:	8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM
Activity Time Range:	<All>
Site ID Range:	<All>
Agents /Workgroups:	<All>

Site ID: 1

Agent: ALLAN.LUCUS

	Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
Flags	24:00:00	:00:00	:00:00	24:00:00	:00:00

8/29/2015	First Activity: 12:00:00AM	Last Activity: 12:00:00AM	Total Activity Time:	:00:00
State:	Gone Home		Flags: (DND)	Duration: 24:00:00

Agent Status Totals: 24:00:00

Agent: ALLIE.EUTSEY

	Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
Flags	24:00:26	05:15:31	:00:00	18:44:55	02:34:06

8/29/2015	First Activity: 12:00:00AM	Last Activity: 11:59:53PM	Total Activity Time:	23:59:53
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

Agent: AMY.COOPER

	Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
Flags	23:59:22	03:18:28	:00:00	20:40:54	01:25:02

8/29/2015	First Activity: 12:00:38AM	Last Activity: 11:59:31PM	Total Activity Time:	23:58:53
State:	Available		Flags: (ACD)	Duration: 03:18:28
	Follow Up		(DND) (ACW)	01:25:02
	on a customer service interaction		(ACD) (DND)	10:32:52
	on a help desk interaction		(ACD) (DND)	08:43:00

Agent Status Totals: 23:59:22

(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.

Sample Report

(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.

Sample Report

(Supervisor) User Call Detail

Users:	<All>
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

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User: -

Extension: 11803

Date / Time	In/Out	Remote Number	Remote Name	Account Code	Call 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	:00:00
10/31/2015 1:46:21 AM	Inbound	(609) 546-3512	Chelsea Radcliff	-	: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 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) 579-6346	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 Giordano	-	: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	Chelsea Radcliff	-	: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) 705-4896	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

(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.

Sample Report

(Supervisor) User Call Summary

Users:	<All>
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

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User: -
Extension: 11803

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	153	03:52:37	:01:31	0	:00:00	:00:00	153	03:52:37	:01:31

	Unknown	Incoming	Outgoing	Total
Number of Calls	0	153	0	153
Average(hh:mm:ss)	:00:00	:01:31	:00:00	: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

	Unknown	Incoming	Outgoing	Total
Number of Calls	0	103	96	199
Average(hh:mm:ss)	: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 Calls	Inbound Duration (hh:mm:ss)	Avg. Inbound Duration (hh:mm:ss)
10/31/2015	34	01:34:48	:02:47	3	:00:45	:00:15	31	01:34:03	:03:02

	Unknown	Incoming	Outgoing	Total
Number of Calls	0	31	3	34
Average(hh:mm:ss)	:00:00	:03:02	:00:15	:02:47

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.

Sample Report

Agent Availability Detail

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

Site ID: 1

Agent: 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				
8/29/2015	State	Duration	Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
			01:57:23	:12:09	:00:00	01:45:14	:11:10
10:02:48AM	Follow Up	:00:10	•			•	♦
10:02:58AM	on a customer satisfaction call	:01:00	•			•	
10:03:58AM	Follow Up	:00:10	•			•	♦
10:04:08AM	Available	:00:23	•	•			
10:04:31AM	on a customer satisfaction call	:02:00	•			•	
10:06:31AM	Follow Up	:00:10	•			•	♦
10:06:41AM	Available	:00:00	•	•			
10:06:41AM	on a customer satisfaction call	:00:30	•			•	
10:07:11AM	Follow Up	:00:10	•			•	♦
10:07:21AM	Available	:01:03	•	•			
10:08:24AM	on a customer satisfaction call	:00:17	•			•	
10:08:41AM	Follow Up	:00:10	•			•	♦
10:08:51AM	Available	:01:03	•	•			
10:09:54AM	on a customer satisfaction call	:00:17	•			•	
10:10:11AM	Follow Up	:00:10	•			•	♦
10:10:21AM	Available	:00:10	•	•			
10:10:31AM	on a customer satisfaction call	:02:00	•			•	
10:12:31AM	Follow Up	:00:10	•			•	♦
10:12:41AM	Available	:00:13	•	•			
10:12:54AM	on a customer satisfaction call	:00:17	•			•	
10:13:11AM	Follow Up	:00:10	•			•	♦
10:13:21AM	Available	:00:33	•	•			

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.

Sample Report

Agent Availability Summary

Date Time Range: 8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM

Activity Time Range: <All>

Site ID Range: <All>

Agents /Workgroups: <All>

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Site ID: 1

Agent: ALLAN.LUCUS

			Flags		
	Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
	24:00:00	:00:00	:00:00	24:00:00	:00:00

8/29/2015	First Activity:	12:00:00AM	Last Activity:	12:00:00AM	Total Activity Time:	:00:00	
State:	Gone Home			Flags:	(DND)	Duration:	24:00:00

Agent Status Totals: 24:00:00

Agent: ALLIE.EUTSEY

			Flags		
	Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
	24:00:26	05:15:31	:00:00	18:44:55	02:34:06

8/29/2015	First Activity:	12:00:00AM	Last Activity:	11:59:53PM	Total Activity Time:	23:59:53	
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

Agent: AMY.COOPER

			Flags		
	Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
	23:59:22	03:18:28	:00:00	20:40:54	01:25:02

8/29/2015	First Activity:	12:00:38AM	Last Activity:	11:59:31PM	Total Activity Time:	23:58:53	
State:	Available			Flags:	(ACD)	Duration:	03:18:28
	Follow Up				(DND) (ACW)		01:25:02
	on a customer service interaction				(ACD) (DND)		10:32:52
	on a help desk interaction				(ACD) (DND)		06:43:00

Agent Status Totals: 23:59:22

Print Date: Wednesday, July 19, 2017 9:10:52AM	Genesys	Page 1 of 40

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.

Sample Report

Agent Availability with Activation

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

Site ID: 1

Agent: ALLIE.EUTSEY

			Flags				
			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**
8/29/2015	**State**	**Duration**		01:57:23	:00:00	01:45:14	:11:10
10:02:48AM	Follow Up	:00:10	•			•	♦
10:02:58AM	on a customer satisfaction call	:01:00	•			•	
10:03:58AM	Follow Up	:00:10	•			•	♦
10:04:08AM	Available	:00:23	•	•			
10:04:31AM	on a customer satisfaction call	:02:00	•			•	
10:06:31AM	Follow Up	:00:10	•			•	♦
10:06:41AM	Available	:00:00	•	•			
10:06:41AM	on a customer satisfaction call	:00:30	•			•	
10:07:11AM	Follow Up	:00:10	•			•	♦
10:07:21AM	Available	:01:03	•	•			
10:08:24AM	on a customer satisfaction call	:00:17	•			•	
10:08:41AM	Follow Up	:00:10	•			•	♦
10:08:51AM	Available	:01:03	•	•			
10:09:54AM	on a customer satisfaction call	:00:17	•			•	
10:10:11AM	Follow Up	:00:10	•			•	♦
10:10:21AM	Available	:00:10	•	•			
10:10:31AM	on a customer satisfaction call	:02:00	•			•	
10:12:31AM	Follow Up	:00:10	•			•	♦
10:12:41AM	Available	:00:13	•	•			
10:12:54AM	on a customer satisfaction call	:00:17	•			•	
10:13:11AM	Follow Up	:00:10	•			•	♦
10:13:21AM	Available	:00:33	•	•			
10:13:54AM	on a customer satisfaction call	:00:17	•			•	
10:14:11AM	Follow Up	:00:10	•			•	♦
10:14:21AM	Available	:00:10	•	•			
10:14:31AM	on a customer satisfaction call	:02:00	•			•	
10:16:31AM	Follow Up	:00:10	•			•	♦
10:16:41AM	Available	:00:01	•	•			

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.

Sample Report

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

Agent Performance Detail for Queue by Date by Interaction Type

Date Time :	10/31/2015 12:00:00 AM - 10/31/2015 11:59:59 AM
Shift :	<All>
Site ID :	<All>
Agents /Workgroups:	<All>

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Allie.Eutsey	Ints	Avg Talk	Total Talk	Avg ACW	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	:00:00	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.

Sample Report

Agent Performance Detail for Queue by Interval

Date Time :   10/31/2015 6:00:00 AM - 10/31/2015 11:59:59 AM

Shift :   <All>

Site ID :   <All>

Agents /Workgroups: <All>

Non ACD totals are shown by queue only to eliminate showing duplicate totals

Allan.Lucus										ACD							Non ACD					
	Intс	Avg Talk	Total Talk	Avg ACW	Total ACW	Avg Speed Ans	Local Disс	Load Ratio	Activated & Available	In	Avg In Talk	Total Time In	Out	Avg Out Talk	Total Time Out
10/31/2015															
Customer Service															
6:00:00 AM	0	:00:00	:00:00	:00:00	:00:00	:00:00	0	0.00	:00:00						
6:30:00 AM	0	:00:00	:00:00	:00:00	:00:00	:00:00	0	0.00	:00:00						
7:00:00 AM	0	:00:00	:00:00	:00:00	:00:00	:00:00	0	0.00	:00:00						
7:30:00 AM	0	:00:00	:00:00	:00:00	:00:00	:00:00	0	0.00	:00:00						
8:00:00 AM	0	:00:00	:00:00	:00:00	:00:00	:00:00	0	0.00	:00:00						
8:30:00 AM	0	:00:00	:00:00	:00:00	:00:00	:00:00	0	0.00	:00:00						
9:00:00 AM	0	:00:00	:00:00	:00:00	:00:00	:00:00	0	0.00	:00:00						
9:30:00 AM	0	:00:00	:00:00	:00:00	:00:00	:00:00	0	0.00	:00:00						
10:00:00 AM	0	:00:00	:00:00	:00:00	:00:00	:00:00	0	0.00	:00:00						
10:30:00 AM	0	:00:00	:00:00	:00:00	:00:00	:00:00	0	0.00	:00:00						
11:00:00 AM	0	:00:00	:00:00	:00:00	:00:00	:00:00	0	0.00	:00:00						
11:30:00 AM	0	:00:00	:00:00	:00:00	:00:00	:00:00	0	0.00	:00:00						
Customer Service	0	:00:00	:00:00	:00:00	:00:00	:00:00	0	0.00	:00:00	0	:00:00	:00:00	0	:00:00	:00:00

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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.

Sample Report

Agent Performance Summary for Queue

Date Time :	10/31/2015 12:00:00 AM - 10/31/2015 11:59:59 AM
Shift :	<All>
Site ID :	<All>
Agents /Workgroups:	<All>

Non ACD totals are shown by queue only to eliminate showing duplicate totals

					ACD								Non ACD			
Allan.Lucus	Ints	Avg Talk	Total Talk	Avg ACW	Total ACW	Avg Speed Ans	Local Disc	Load 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	:00:00
Allie.Eutsey	Ints	Avg Talk	Total Talk	Avg ACW	Total ACW	Avg Speed Ans	Local Disc	Load 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	:27:30
Amy.Cooper	Ints	Avg Talk	Total Talk	Avg ACW	Total ACW	Avg Speed Ans	Local Disc	Load 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	:00:00
Beth.Collier	Ints	Avg Talk	Total Talk	Avg ACW	Total ACW	Avg Speed Ans	Local Disc	Load 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	:00:00
Bob.Kemna	Ints	Avg Talk	Total Talk	Avg ACW	Total ACW	Avg Speed Ans	Local Disc	Load Ratio	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	1.09	0	:00:00	:00:00	3	:00:15	:00:45
Bob.Tomatoe	Ints	Avg Talk	Total Talk	Avg ACW	Total ACW	Avg Speed Ans	Local Disc	Load Ratio	In	Avg In Talk	Total Time In	Out	Avg Out Talk	Total Time Out
Agent Summary	110	:05:11	09:29:30	:00:10	:17:50	:00:00	47	1.01	0	:00:00	:00:00	0	:00:00	:00:00

Print Date: Wednesday, July 19, 2017 9:20:28AM

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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.

Sample Report

Caller ID Summary by Date

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

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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) 856-9645	2	:00:02	:00:01	:00:00	:00:00	-
-	(217) 457-9223	5	:06:58	:01:24	:00:00	:00:00	-
-	(219) 547-9562	4	:02:18	:00:35	:00:00	:00:00	-
-	(301) 571-2365	5	:11:11	:02:14	:00:00	:00:00	-
-	(302) 858-4689	3	:02:18	:00:46	:00:00	:00:00	-
-	(305) 361-3237	1	:02:28	: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	:00:28	: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	-
-	(386) 968-1544	1	:02:29	:02:29	:00:00	:00:00	-
-	(405) 549-8696	3	:02:18	:00:46	:00:00	:00:00	-
-	(407) 519-9457	5	:06:48	:01:22	:00:00	:00:00	-
-	(408) 923-6541	2	:04:32	:02:16	:00:00	:00:00	-
-	(413) 347-8512	5	:02:17	:00:27	:00:00	:00:00	-
-	(415) 862-2114	5	:00:02	:00:00	:00:00	:00:00	-
-	(416) 478-5326	3	:04:32	:01:31	:00:00	:00:00	-

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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.

Sample Report

Caller ID Summary by User

Date Time Range:	1/17/2015 12:00:00 AM - 10/17/2016 11:59:59 PM
CallerIDs:	<All>
Users:	<All>
Site ID Range:	<All>
WorkGroup Range:	<All>
Purpose Code Range:	0-3;5-8;10-9999

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Remote Number	CallerID	Date	Total Calls	Total Duration hh:mm:ss	Avg Duration hh:mm:ss	Hold Duration hh:mm:ss	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 Giordano	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) 856-9845	James Ewing	10/27/2015	37	:05:23	:00:09	:00:00	:00:00
(213) 457-8456	Sacramento	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) 963-4662	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	Eileen 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

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.

Sample Report

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

Distribution Queue Performance (Date by Queue)

GENESYS

Queue Range:	<All>
Date Time Range:	8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM
Shift Time Range:	<All>
Site ID Range:	<All>

	Ints Ans	Avg Talk	Total Talk	Avg ACW	Total ACW	Ints Aban	Avg Aban	% Aband	Max Wait Ans	Avg Speed Ans	Svl Lvl 1	Load Ratio
SiteID: 1												
8/29/2015												
SystemIvrTransferHub	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	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%	0.00%
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	0	: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%
imc	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	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%
IPA TeleHealth	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
JS_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%	0.00%

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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.

Sample Report

Distribution Queue Performance (Queue by Date Grouping)

Sorted by	Sorted by Month
Queue Range:	<All>
Date Time Range:	8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM
Shift Time Range:	<All>
Site ID Range:	<All>

GENESYS

	Ints Ans	Avg Talk	Total Talk	Avg ACW	Total ACW	Ints Aban	Avg Aban	% Aband	Max Wait Ans	Avg Speed Ans	Svl Lvl 1	Load Ratio
SiteID: 1												
SystemIvrTransferHub												
08	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
SystemIvrTransferHub	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
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%	0.00%

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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.

Sample Report

Distribution Queue Performance (Queue by Date by Interaction Type)												

Queue Range: <All>
Date Time Range: 8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM
Shift Time Range: <All>
Site ID Range: <All>

	Ints Ans	Avg Talk	Total Talk	Avg ACW	Total ACW	Ints Aban	Avg Aban	% Aband	Max Wait Ans	Avg Speed Ans	Svl Lvl 1	Entered
SiteID: 1												
SystemIvrTransferHub												
8/29/2015												
Call	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0
8/29/2015	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0
SystemIvrTransferHub	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0
CompanyOperator												
8/29/2015												
Call	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0
8/29/2015	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0
CompanyOperator	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0
Customer Satisfaction												
8/29/2015												
Call	3,757	:02:17	143:15:59	:00:00	:00:00	164	:02:00	4.16%	:03:03	:00:23	56.19%	3,922
Callback	2,880	:00:17	13:36:12	:00:00	:00:00	0	:00:00	0.00%	:00:08	:00:00	100.00%	2,880
Chat	1,439	:02:53	69:14:34	:00:00	:00:00	0	:00:00	0.00%	:00:10	:00:00	100.00%	1,439

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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.

Sample Report

Distribution Queue Performance (Queue by Date by Interval)

				GENESYS
Queue Range:	\<All>			
Date Time Range:	8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM			
Shift Time Range:	\<All>			
Site ID Range:	\<All>			

	Ints Ans	Avg Talk	Total Talk	Avg ACW	Total ACW	Ints Aban	Avg Aban	% Aband	Max Wait Ans	Avg Speed Ans	Svl Lvl 1	Load Ratio
SiteID: 1												
SystemIvrTransferHub												
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%
01:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
01:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
02:00:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%
03:00:00	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	0	: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	0	: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%
06:00:00	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%
13:30:00	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0.00%

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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.

Sample Report

Distribution Queue Performance (Queue by Date)

Queue Range:	<All>
Date Time Range:	8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM
Shift Time Range:	<All>
Site ID Range:	<All>

	Ints Ans	Avg Talk	Total Talk	Avg ACW	Total ACW	Ints Aban	Avg Aban	% Aband	Max Wait Ans	Avg Speed Ans	Svl Lvl 1	Load Ratio
SiteID: 1												
SystemIvrTransferHub												
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%
SystemIvrTransferHub	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%	0.00%
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												
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%
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												

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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.

Sample Report

Distribution Queue Performance (Queue by Interaction Type)

Queue Range:	<All>
Date Time Range:	8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM
Shift Time Range:	<All>
Site ID Range:	<All>

ဥ GENESYS

	Ints Ans	Avg Talk	Total Talk	Avg ACW	Total ACW	Ints Aban	Avg Aban	% Aband	Max Wait Ans	Avg Speed Ans	Svl Lvl 1	Entered
SiteID: 1												
SystemIvrTransferHub												
Call	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0
SystemIvrTransferHub	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0
CompanyOperator												
Call	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0
CompanyOperator	0	:00:00	:00:00	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	0.00%	0
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%	3,922
Callback	2,880	:00:17	13:36:12	:00:00	:00:00	0	:00:00	0.00%	:00:08	:00:00	100.00%	2,880
Chat	1,439	:02:53	69:14:34	:00:00	:00:00	0	:00:00	0.00%	:00:10	:00:00	100.00%	1,439
Email	410	:02:45	18:50:09	:00:00	:00:00	0	:00:00	0.00%	:00:00	:00:00	100.00%	410
Customer Satisfaction	8,486	:01:44	244:56:54	:00:00	:00:00	164	:02:00	1.90%	:03:03	:00:10	80.60%	8,651
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%	1,002
Chat	1,439	:02:42	64:46:12	:00:00	:00:00	0	:00:00	0.00%	:04:11	:00:44	72.83%	1,439
Email	410	:02:48	19:07:02	:00:00	:00:00	0	:00:00	0.00%	:02:27	:00:04	100.00%	410
Customer Service	2,851	:04:46	226:44:34	:00:00	:00:00	0	:00:00	0.00%	:04:11	:00:25	76.39%	2,851

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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.

Sample Report

IVR Summary by Date

Date Time Range:	10/1/2015 12:00:00 AM - 10/31/2015 11:59:59 PM		
Site ID Range:	<All>		
Level :	3		

Site ID : 1

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 Schedule	**405**		**:02:21**	**15:50:18**		**1**
Application : Error Handling: After Hours						
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 Handling: 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
Error Handling: Default Schedule	**303**		**:00:02**	**:10:00**		**0**

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.

Sample Report

Line Activity Summary by Day

Date Time Range:	10/1/2015 12:00:00 AM - 10/31/2015 11:59:59 PM
Site ID Range:	\<All\>
Activity Time Range:	\<All\>

Line Group Line Date /Time / Hour	Duration per Line	Utilization	% Utilization	Total Calls	Avg Call Duration	Calls Out	% Calls Out	% Out Blocked
Site ID: 1								
2015-10-17								
\<Stations-TCP\>	23:00:01	:00:00	0.00%	0	:00:00	0	0.00%	0.00%
\<Stations-TLS\>	23:00:01	:00:00	0.00%	0	:00:00	0	0.00%	0.00%
\<Stations-UDP\>	23:00:01	:00:00	0.00%	0	:00:00	0	0.00%	0.00%
BulkCaller	23:00:01	406:21:57	1,766.79%	7,905	:03:05	0	0.00%	0.00%
DefaultSIP	23:00:01	:00:00	0.00%	0	:00:00	0	0.00%	0.00%
2015-10-18								
\<Stations-TCP\>	24:00:01	:00:00	0.00%	0	:00:00	0	0.00%	0.00%
\<Stations-TLS\>	24:00:01	:00:00	0.00%	0	:00:00	0	0.00%	0.00%
\<Stations-UDP\>	24:00:01	:00:00	0.00%	0	:00:00	0	0.00%	0.00%
BulkCaller	24:00:01	425:08:22	1,771.39%	8,373	:03:03	0	0.00%	0.00%
DefaultSIP	24:00:01	:00:00	0.00%	0	:00:00	0	0.00%	0.00%
2015-10-19								
\<Stations-TCP\>	24:00:01	:00:00	0.00%	0	:00:00	0	0.00%	0.00%
\<Stations-TLS\>	24:00:01	:00:00	0.00%	0	:00:00	0	0.00%	0.00%
\<Stations-UDP\>	24:00:01	:00:00	0.00%	0	:00:00	0	0.00%	0.00%
BulkCaller	24:00:01	436:22:32	1,818.21%	7,771	:03:22	0	0.00%	0.00%

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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.

Sample Report

Line Activity Summary by Line

Date Time Range:	10/1/2015 12:00:00 AM - 10/31/2015 11:59:59 PM						GENESYS
Site ID Range:	<All>						
Activity Time Range:	<All>						

Line Group Line Date /Time / Hour	Duration per Line	Utilization	% Utilization	Total Calls	Avg Call Duration	Calls Out	% Calls Out	% Out Blocked
Site ID: 1								
<Stations-TCP>								
2015-10-17	23:00:01	:00:00	0.00%	0	:00:00	0	0.00%	0.00%
2015-10-18	24:00:01	:00:00	0.00%	0	:00:00	0	0.00%	0.00%
2015-10-19	24:00:01	:00:00	0.00%	0	:00:00	0	0.00%	0.00%
2015-10-20	24:00:02	:00:00	0.00%	0	:00:00	0	0.00%	0.00%
2015-10-21	24:00:04	:00:00	0.00%	0	:00:00	0	0.00%	0.00%
2015-10-22	24:00:02	:00:00	0.00%	0	:00:00	0	0.00%	0.00%
2015-10-23	24:00:03	:00:00	0.00%	0	:00:00	0	0.00%	0.00%
2015-10-24	24:00:01	:00:00	0.00%	0	:00:00	0	0.00%	0.00%
2015-10-25	24:00:01	:00:00	0.00%	0	:00:00	0	0.00%	0.00%
2015-10-26	24:00:01	:00:00	0.00%	0	:00:00	0	0.00%	0.00%
2015-10-27	24:00:02	:00:00	0.00%	0	:00:00	0	0.00%	0.00%
2015-10-28	24:00:08	:00:00	0.00%	0	:00:00	0	0.00%	0.00%
2015-10-29	24:00:01	:00:00	0.00%	0	:00:00	0	0.00%	0.00%
2015-10-30	23:01:34	:00:00	0.00%	0	:00:00	0	0.00%	0.00%
2015-10-31	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%

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Line Group Activity Summary by Day Report

This report shows the daily summary of line group activity.

Sample Report

Line Group Activity Summary by Day

Line Group Range:	<All>
Date Time Range:	10/1/2015 12:00:00 AM - 10/31/2015 11:59:59 PM
Site ID Range:	<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
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
10/30/2015	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

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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.

Sample Report

Line Group Activity Summary by Line

Line Group Range: <All>

Date Time Range: 10/1/2015 12:00:00 AM - 10/31/2015 11:59:59 PM

Site ID Range: <All>

GENESYS

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													
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%	3
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
TFN SIP Trunks	1	1:00:00AM	23:00:00	23:00:01	:00:00	0.00%	0	:00:00	0	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	0	0.00%	0.00%	17.03%	2
TFN SIP Trunks	1	12:00:00AM	24:00:00	24:00:01	:05:08	0.36%	4	:01:17	0	0.00%	0.00%	0.36%	1
TheBucaDialer	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
SimGateway	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

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.

Sample Report

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
Line Group Range:	<All>												
Date Time Range:	10/1/2015 12:00:00 AM - 10/31/2015 11:59:59 PM												
Site ID Range:	<All>												
		Greater Than:	100.0%										
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

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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.

Sample Report

				Service Thresholds							
Group by	Ints Offerred	Ints Answered	Ints Aband	< 10	< 20	< 30	< 40	< 50	< 60	Avg Aband Time	Avg Speed Ans
SiteID: 1											
SystemIvrTransferHub											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
SystemIvrTransferHub	0	0	0	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
Accounting	0	0	0	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	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
CompanyOperator											
8/29/2015	0	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	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	1,486	92	0.00%	0.00%	5.83%	0.00%	0.00%	0.00%	:00:16	:00:01

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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.

Sample Report

Queue Period Statistics Abandon Report (Accumulative Percentage)

Queue Range:	<All>										
Date Time Range:	8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM										
Shift Time Range:	<All>										
Site ID Range:	<All>										

Group by	Ints Offerred	Ints Answered	Ints Aband	< 10	< 20	< 30	< 40	< 50	< 60	Avg Aband Time	Avg Speed Ans
SiteID: 1											
SystemIvrTransferHub											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
SystemIvrTransferHub	0	0	0	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
Accounting	0	0	0	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	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	:00:00
CompanyOperator											
8/29/2015	0	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	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%	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

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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.

Sample Report

Queue Period Statistics Response Report

Queue Range:	<All>
Date Time Range:	8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM
Shift Time Range:	<All>
Site ID Range:	<All>

GENESYS

Group by	Ints Offered	Ints Answered	Ints Aband	< 10	< 20	< 30	< 40	< 50	< 60	Avg Speed	Local Disc.
						Service Thresholds					
SiteID: 1											
SystemIvrTransferHub											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
SystemIvrTransferHub	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
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											
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											
8/29/2015	8,651	8,486	164	80.60%	2.12%	2.73%	3.76%	0.80%	0.81%	:00:10	7,312
Customer Satisfaction	8,651	8,486	164	80.60%	2.12%	2.73%	3.76%	0.80%	0.81%	:00:10	7,312
Customer Service											
8/29/2015	2,851	2,851	0	76.39%	1.47%	5.75%	0.81%	0.95%	1.61%	:00:25	1,529
Customer Service	2,851	2,851	0	76.39%	1.47%	5.75%	0.81%	0.95%	1.61%	:00:25	1,529

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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.

Sample Report

Queue Period Statistics Response Report (Accumulative Percentage)

Queue Range:	<All>
Date Time Range:	8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM
Shift Time Range:	<All>
Site ID Range:	<All>

Group by	Ints Offered	Ints Answered	Ints Aband	< 10	< 20	< 30	< 40	< 50	< 60	Avg Speed	Local Disc.
SiteID: 1											
SystemIvrTransferHub											
8/29/2015	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
SystemIvrTransferHub	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	:00:00	0
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											
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											
8/29/2015	8,651	8,486	164	80.60%	82.72%	85.46%	89.22%	90.02%	90.83%	:00:10	7,312
Customer Satisfaction	8,651	8,486	164	80.60%	82.72%	85.46%	89.22%	90.02%	90.83%	:00:10	7,312
Customer Service											
8/29/2015	2,851	2,851	0	76.39%	77.87%	83.62%	84.43%	85.37%	86.99%	:00:25	1,529
Customer Service	2,851	2,851	0	76.39%	77.87%	83.62%	84.43%	85.37%	86.99%	:00:25	1,529
Dialer											
8/29/2015	1,578	1,486	92	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	:00:01	1,578
Dialer	1,578	1,486	92	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	:00:01	1,578

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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.

Sample Report

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.

Sample Report

Recorder Scoring Summary for Admin

Questionnaire Range or List				<All>
User Range or List :				<All>
Date /Time Range or List :				1/1/2000 12:00:00 AM - 1/1/2000 11:59:59 PM

(Date/time of recording not the date of the scoring)

** : Used for calibratio

Name	Question naire Min Score	Question naire Max Score	IC User		Title	Recording Date	Media	Score	Percentile	Rar
Questionnaire Name										
IC Scorer										
UserID 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 Questionnaire Name Score:	5.00		
							Grand Total Avg Questionnaire Name Score:	5.00		

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.

Sample Report

Recorder Scoring User Summary for Admin

Questionnaire Range or List	<All>
User Range or List :	<All>
Date /Time Range or List :	1/1/2000 12:00:00 AM - 1/1/2000 11:59:59 PM

(Date/time of recording not the date of the scoring)

** : Used for calibratio

Name	Question naire Min Score	Question naire Max Score	IC User		Title	Recording Date	Media	Score	Percentile	Rar
Questionnaire Name										
IC Scorer										
UserID 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 Questionnaire Name Score:		5.00		
						Grand Total Avg Questionnaire Name Score:		5.00		

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Tracker Interaction Segment Detail for Admin Report

This report displays detailed interactions between a user and participants.

Sample Report

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Tracker Interaction Segment Summary for Admin Report

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

Sample Report

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

Sample Report

Wrap Up Codes

Date Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Display interaction detail:	Yes
Group Order:	Wrap Up Code, Queue, User, Date

	Total Interactions	Total Duration	Avg Duration	Outbound Interactions	Outbound Duration	Avg Out Duration	Inbound Interactions	Inbound Duration	Avg In Duration
Answering Machine	2	00:00:11	00:00:05	0	00:00:00	00:00:00	0	00:00:00	00:00:00
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	00:00:06	0	00:00:00	00:00:00	0	00:00:00	00:00:00
10/21/2015	1	00:00:06	00:00:06	0	00:00:00	00:00:00	0	00:00:00	00:00:00
6:20 PM		00:00:06							
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

Sample report

Line Detail

| Date Time Range: | 10/17/2015 12:00:00 AM - 10/17/2015 11:59:59 PM |
| Subtotal By: | By Month, By Week Number |

Site:	1	Avg Lines Available	Duration per Line	Max Avail Duration	Utilization dd:hh:mm:ss	%	Total Calls	Calls Out #	Calls Out %	Avg Call Duration	% Out Blocked
Line:	INDSIM0A01SD01-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%
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	0.00%
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	0.00%
10/17/2015 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%
10/17/2015 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%
10/17/2015 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%
10/17/2015 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%
10/17/2015 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%

| 8/10/2017 7:26 AM | Legacy Reports | Line Detail | Page 1 of 11 |

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

Sample Report

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

Sample Report

Queue Detail Report

Date Time Range:	1/4/2018 12:00:00 AM - 1/4/2018 11:59:59 PM (Today)
Media Type:	Call
Group Order:	Queue, Media Type, Date
Target Service Level Calculation:	Target answered/Total answered
Workgroup:	workgroup1

			INBOUND												INBOUND SERVICE LEVELS									
	OFF	ANS #	ANS %	ABD #	ABD %	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
workgroup1	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
Call	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
1/4/2018	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

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

Sample Report

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

Sample Report

Queue Summary Report

Date Time Range:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM	
Interval Configuration:	Half Hour(Hiding empty intervals)	
Media Type:	Call	
Target Answered Service Level Percentage:	80 %	
Target Service Level Calculation:	Target answered/Total answered	

Summary by Media Type (Call)

		INBOUND												INBOUND SERVICE LEVELS
		-- ANS --		-- ABD --			%ANS							Service levels are unavailable due to multiple workgroups, media types, or service level configurations.
	OFF	#	%	#	%	ASA	SVC LVL	AVG TALK	AVG HOLD	AVG ACW	AVG HAND	Flow Out	# HOLD	
SUMMARY	74459	72211	97%	2234	3%	0:19	79%	4:22	0:00	0:00	4:22	12	44	------------------ N/A ------------------
0:00	1421	1387	98%	39	3%	0:15	82%	4:13	0:00	0:00	4:13	0	1	
0:30	1455	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	1461	1427	98%	34	2%	0:17	82%	4:07	0:00	0:00	4:07	0	1	
2:00	1448	1397	96%	50	3%	0:16	82%	4:14	0:00	0:00	4:14	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	96%	44	3%	0:28	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	4:26	0	0	
7:00	1578	1534	97%	53	3%	0:24	75%	4:28	0:00	0:00	4:28	0	0	
7:30	1602	1543	96%	42	3%	0:24	75%	4:25	0:00	0:00	4:25	0	0	
8:00	1564	1517	97%	47	3%	0:24	75%	4:31	0:00	0:00	4:31	0	0	
8:30	1612	1564	97%	52	3%	0:24	77%	4:23	0:00	0:00	4:23	0	0	
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	1486	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	1605	1555	97%	45	3%	0:26	75%	4:26	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	93%	109	7%	0:19	79%	4:08	0:00	0:00	4:08	0	0	
12:30	1551	1423	92%	115	7%	0:18	81%	4:05	0:00	0:00	4:05	0	1	
13:00	1654	1643	99%	40	2%	0:20	80%	4:30	0:00	0:00	4:30	1	5	
13:30	1675	1629	97%	43	3%	0:16	81%	4:36	0:00	0:00	4:36	0	1	

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.

Sample Report
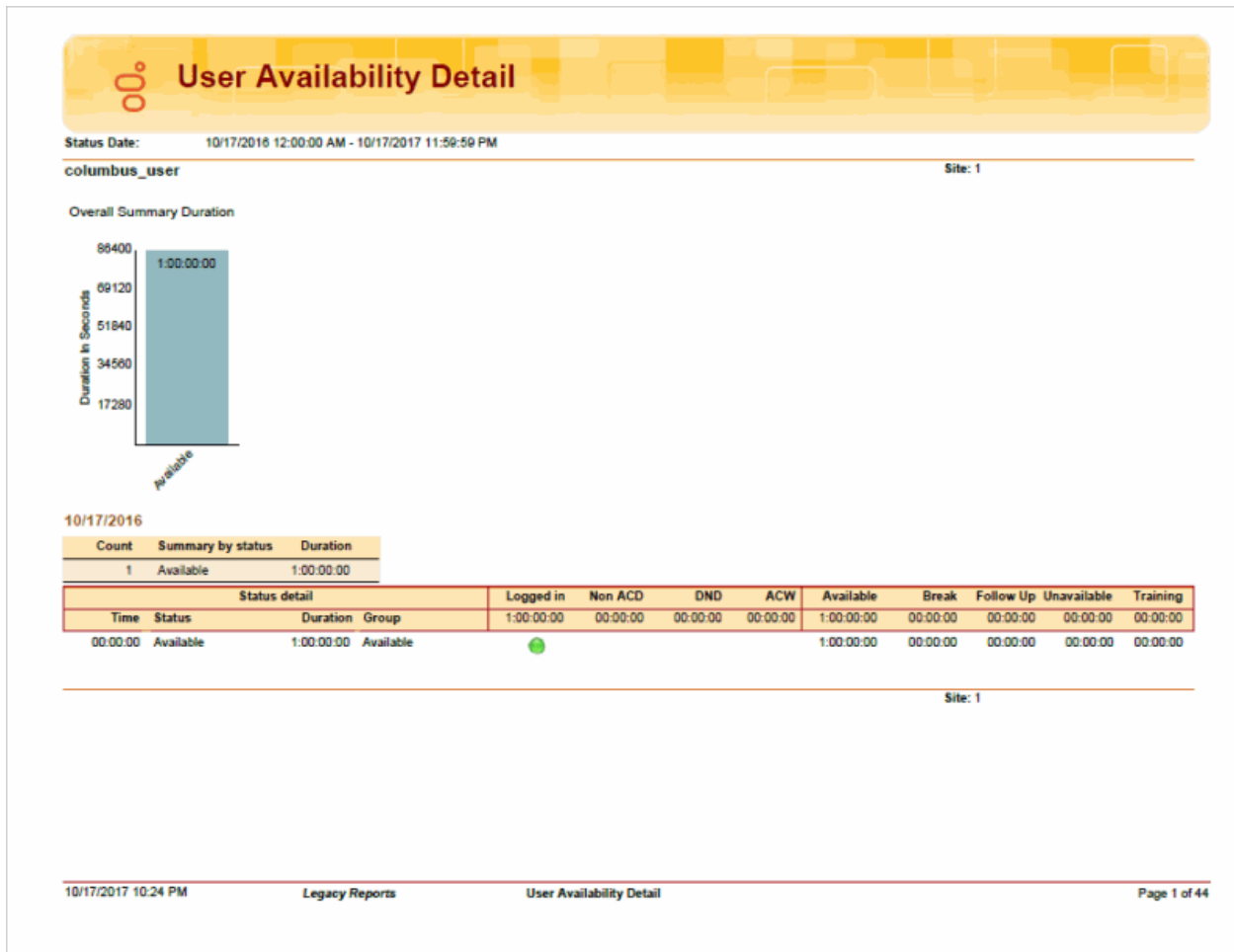
User Availability Summary Report

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

Sample Report
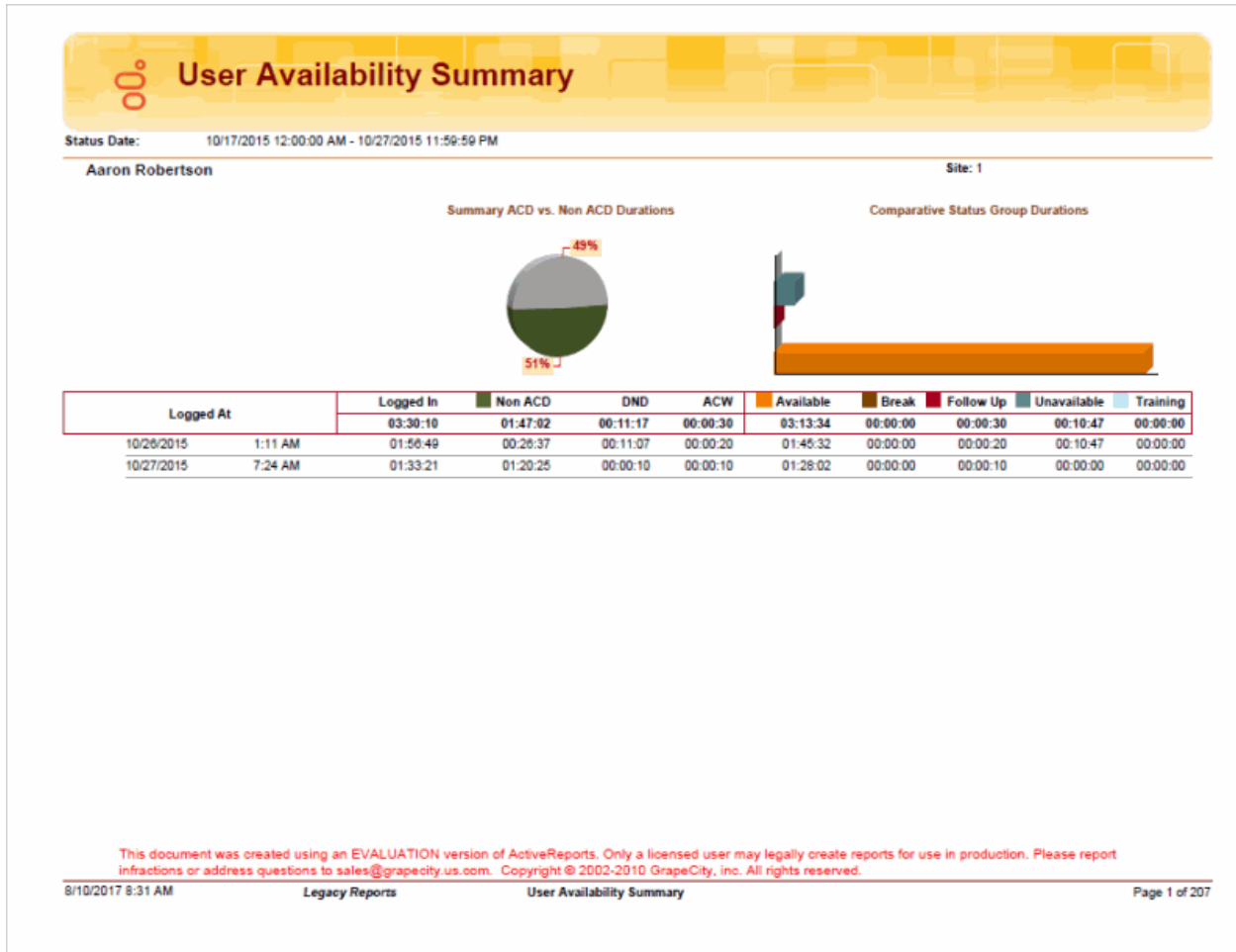
User Call Detail Report

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

Sample Report

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

Sample Report
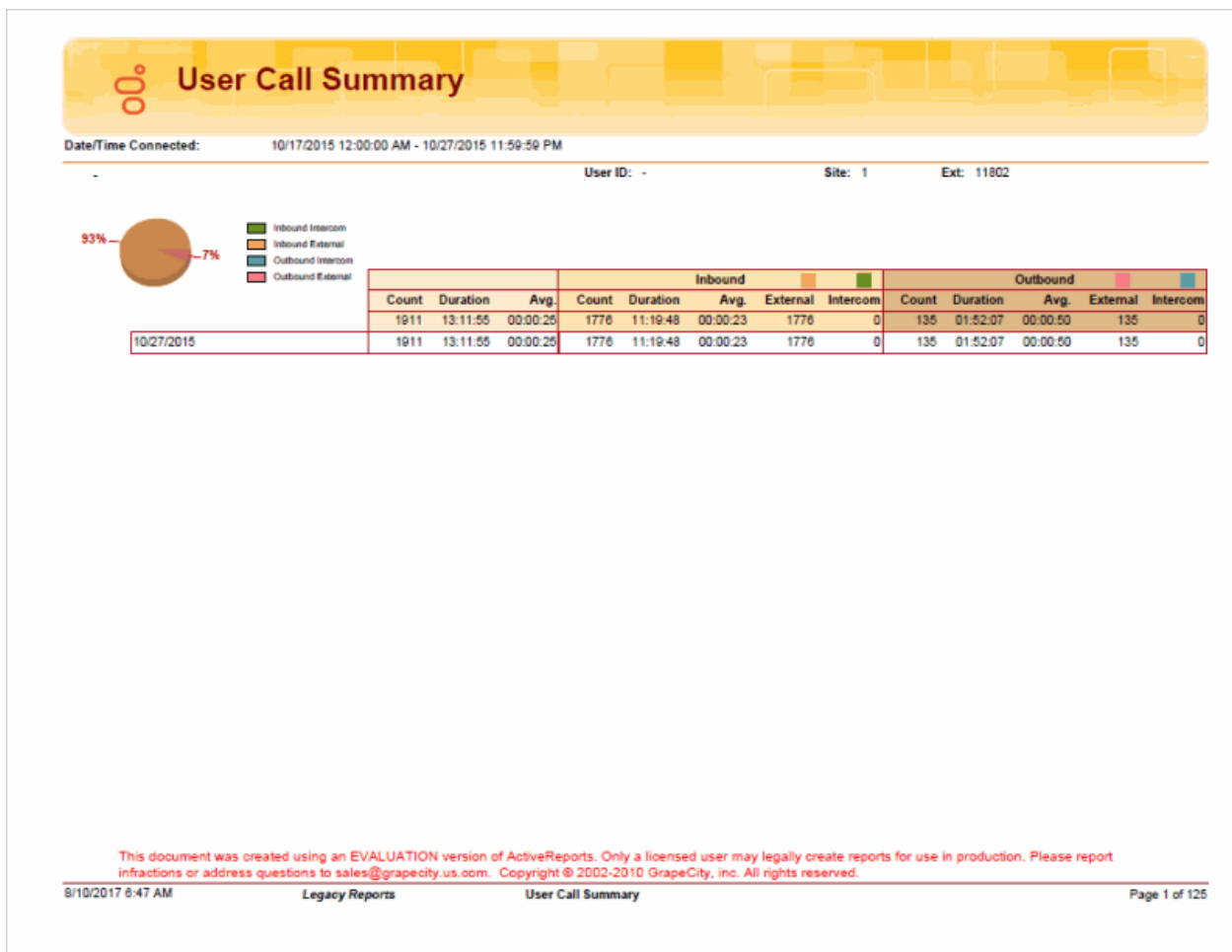
User Productivity Detail Report

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

Sample Report

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.

Sample Report

User Productivity Summary

Date: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Media Type: Call

Summaries Per User

User	Offered	Answered #	Answered %	Abandoned #	Abandoned %	Flow Outs #	Flow Outs %	Transferred #	Transferred %	Talk Time Duration	Talk Time Average	Hold Time Duration	Hold Time Average	ACW Time Duration	ACW Time Average	Handle Time Duration	Handle Time Average	NON-ACD IN #	NON-ACD Average	NON-ACD OUT #	NON-ACD Average
Grand Total	73041	72212	0.99	15	0.00	814	0.01	14	0.00	218:23:36:12	00:04:22	00:25:59	00:00:00	10:54:54:45	00:00:12	229:04:56:56	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	3598	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	4546	00:00:15
Amy Cooper	369	369	1.00	0	0.00	0	0.00	0	0.00	2:06:05:24	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	0.67	0	0.00	1	0.33	0	0.00	00:05:26	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	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
Beth Collier	299	299	1.00	0	0.00	0	0.00	0	0.00	1:20:18:48	00:08:54	00:00:00	00:00:00	03:31:05	00:00:42	1:23:49:53	00:09:36	0	00:00:00	0	00:00:00
Bill Gildea	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
Bob Kemna	5874	5874	1.00	0	0.00	0	0.00	0	0.00	9:05:14:23	00:02:16	00:00:00	00:00:00	16:18:56	00:00:10	9:22:33:19	00:02:26	0	00:00:00	582	00:00:15
Bob Shappell	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
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 Tomatoe	694	694	1.00	0	0.00	0	0.00	0	0.00	3:23:43:16	00:08:17	00:00:00	00:00:00	01:51:57	00:00:10	4:01:35:13	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	00:00:06
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	00:01:06	00:00:06	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	2:02:08:09	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

Sample Report

Line Group Detail

| Date Time Range: | 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM |
| Subtotal By: | By Month, By Week Number |

Site: 1	Avg Lines Available	Duration per Line	Max Avail Duration	Utilization dd:hh:mm:ss	Utilization %	Total Calls	Calls Out #	Calls Out %	Avg Call Duration	Max Calls Entered	% All Busy	% Out Blocked
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%
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%
10/17/2015 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%
10/17/2015 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%
10/17/2015 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%
10/17/2015 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%
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	0.00%	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	0.00%	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	0.00%	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	0.00%	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	0.00%	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	0.00%	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	0.00%	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	0.00%	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	0.00%	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	0.00%	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	0.00%	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	0.00%	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	0.00%	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	0.00%	0.00%
10/17/2015 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%
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	0.00%	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	0.00%	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	0.00%	0.00%

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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

Sample Report

Line Group Summary

| Date Time Range: | 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM |
| Subtotal By: | By Month, By Week Number |

Site: 1	Avg Lines Available	Duration per Line	Max Avail Duration	Utilization dd:hh:mm:ss	%	Total Calls	Calls Out #	%	Avg Call Duration	Max Calls Entered	% All Busy	% Out Blocked
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	1:00:00:00	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: SimGatewayYUL	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%

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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

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 Name:	Customer Service Abbrev		
Recorded User ID:	Percy.Bowman	Form Score: 09.00 Percentile: 90.00 Rank: A	
Scored User ID:	Percy.Bowman		

Question Group:	Intro/Greeting					Score	
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 Group:	Customer Service Skills					Score	
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 Group:	Hold Etiquette					Score	
Importance	Question Text	Question Answer	N/A	Min	Max	Answer	
Required	How many times did the agent put the customer on hold?		✓	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: 6/3/2014 7:28:35 AM   **Media:** Call

Questionnaire Name:	Customer Service Abbrev		
Recorded User ID:	Chas.Bowman	Form Score: 07.00 Percentile: 77.78 Rank: C	
Scored User ID:	Chas.Bowman		

Question Group:	Intro/Greeting					Score	
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 Group:	Customer Service Skills					Score	
Importance	Question Text	Question Answer	N/A	Min	Max	Answer	

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

- Total Hold

- Wrap-up Code

Sample Report

Calibration Details by Scored User
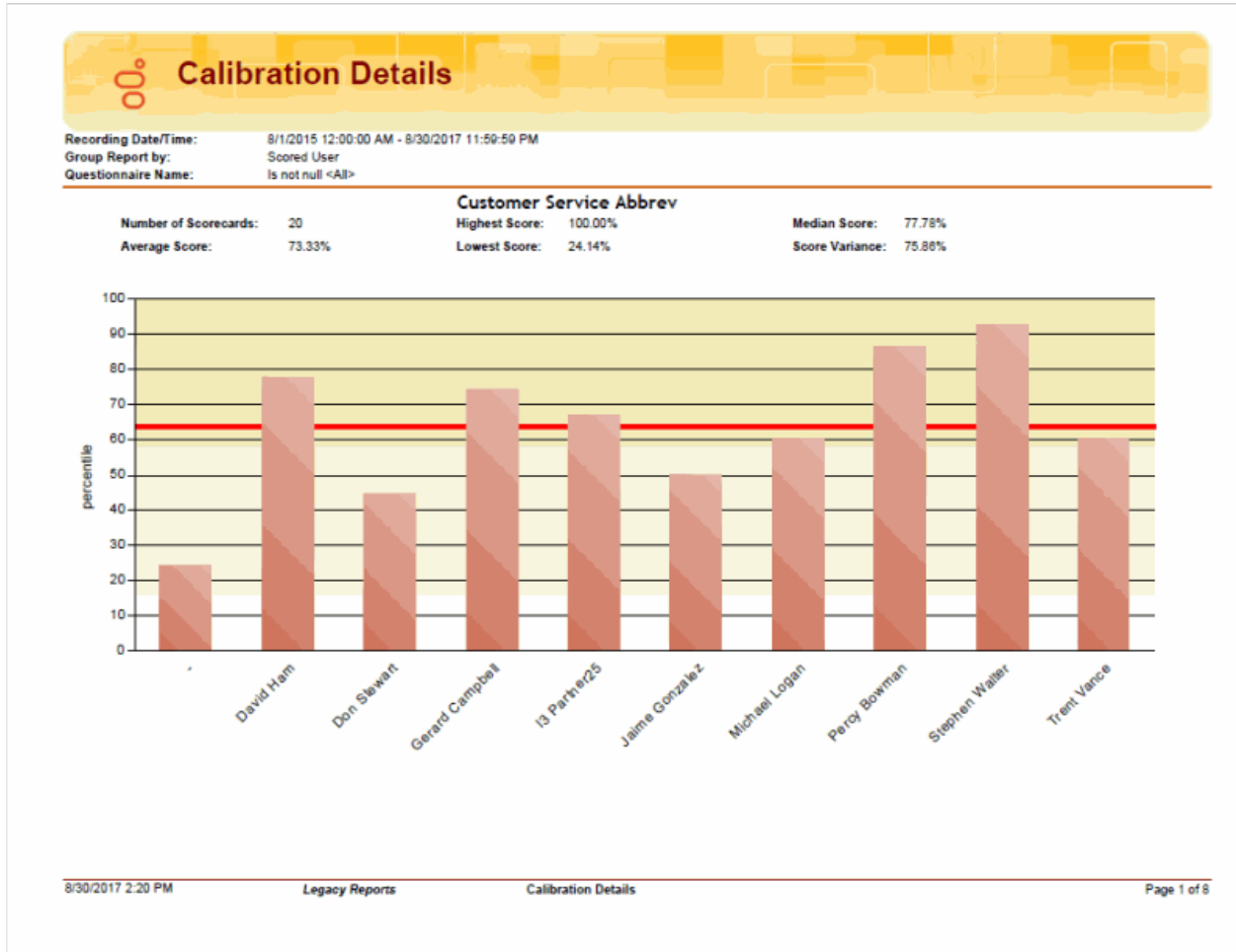
Calibration Details by Scoring User

Calibration Details

Recording Date/Time: 8/1/2015 12:00:00 AM - 8/30/2017 11:59:59 PM
Group Report by: Scoring User
Questionnaire Name: Is not null <All>

Customer Service Abbrev

Number of Scorecards:	20	**Highest Score:**	100.00%	**Median Score:**	77.78%
Average Score:	73.33%	**Lowest Score:**	24.14%	**Score Variance:**	75.86%
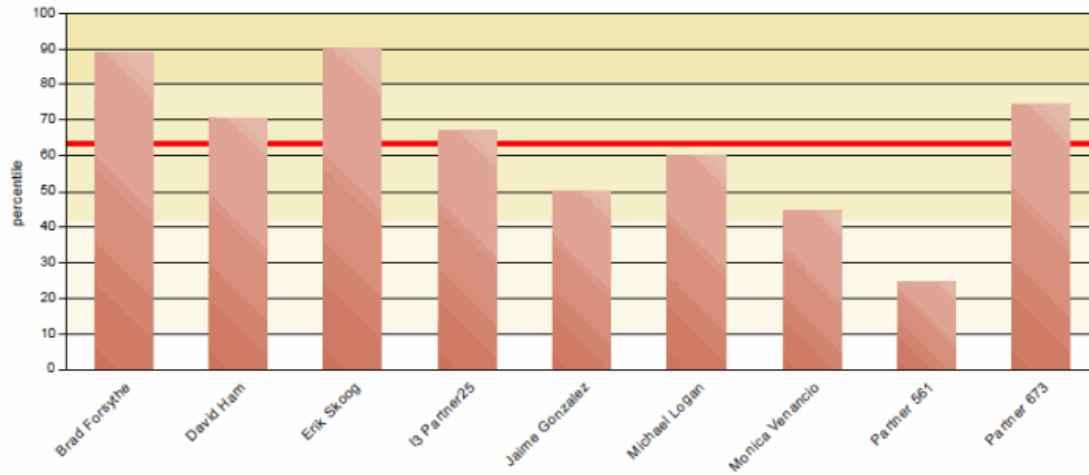
Calibration Recording Summary Report

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

Sample report

Calibration Recording Summary

Recording Date/Time:	10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Questionnaire Name:	Is not null Populating...

Questionnaire Details		Interaction Details	
Questionnaire Directory:	Customer Service	Media Type:	Call
Questionnaire Name:	Customer Service Abbrev	Recorded Date:	10/21/2015 9:43:16 AM
		Recording ID:	78370F14-56B0-D0A8-8745-57740D320001
		Interaction ID Key:	100126391060151021
Questionnaire Notes:	A shortened version of the full Customer Service questionnaire	Initiation Policy:	Marketing Interactions
		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:	0.00%

89.66

Comparison of Group Scores by User for Intro/Greeting

Group Note:

Number of Scorecards:	1	**Average Score:**	100.00%	**Median Score:**	100.00%
Highest Score:	100.00%	**Lowest Score:**	100.00%	**Score Variance:**	0.00%

Brad Forsythe — 100.00

percentile

Comparison of Group Scores by User for Customer Service Skills

Group Note:

Number of Scorecards:	1	**Average Score:**	100.00%	**Median Score:**	100.00%
Highest Score:	100.00%	**Lowest Score:**	100.00%	**Score Variance:**	0.00%

Brad Forsythe — 100.00

percentile

269
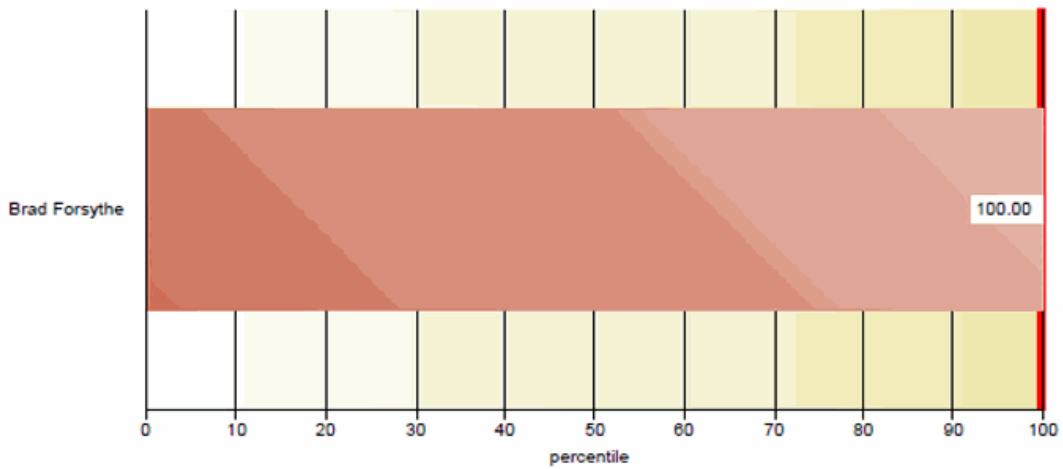
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