

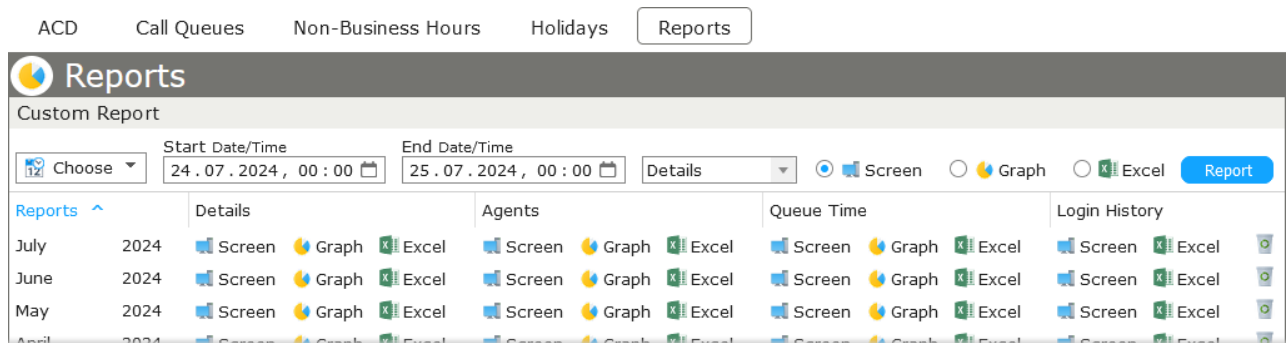
Reports

This section provides various detailed reports and statistics. Reports can be generated per month or for a specific time period.

There are four types of reports:

- Details: Detailed reports on calls handled by ProfACD queues.
- Agents: Reports and statistics on agents' activities.
- Queue Time: Reports and statistics on the queues.
- Login History: Reports on login and logoff times of the agents.

Each report can be either displayed in the browser or exported as an Excel file. Additionally, all reports except *Login History* feature a graph view which visualizes the data as a bar chart.



To generate a report, set a time range in the Start and End fields, choose the report type from the dropdown menu and how to output the data with the radio buttons, and click the Report button. Alternatively, you can select the report for a specific month from the reports list and clicking the corresponding icon in the row.

The screenshot shows a 'Report' pop-up window with a close button (X) in the top right corner. It contains the following fields and options:

- 'Call Queue:' dropdown menu with 'All' selected.
- 'Agents:' dropdown menu with 'All' selected.
- 'Non ACD Calls' section with two checkboxes: 'Inbound' and 'Outbound', both of which are currently unchecked.
- A blue 'Report' button at the bottom right.

After selecting the time range, report type and output type, a pop-up window will appear where the data can be limited to a single call queue or agent. For detail and agent reports, an option section labeled Non ACD Calls lets you set whether calls not managed by ProfACD (i.e., internal calls) shall be included in the report as well.

Detail reports

These reports provide detailed information about calls which are handled by ProfACD queues. They contain the following information:

Date	The date and time the call was made.
Caller	The caller's number.
Called	The number dialed by the caller.
AcdTime	How long the call was processed by ProfACD (i.e. playing announcements or prompting DTMF input).
AcdSelection	Name of the queue which the call entered.
Queue Time	How long the call remained waiting in the queue.
Agent	The internal number of the agent who picked up the call. If the call was not picked up, this column will show the call's termination state (see Termination states).
Call Time	The duration of the active call between the caller and the agent.
Total Time	The total duration of the call (including time spent in menu and waiting in queue).
Call Flow	If the call was transferred among multiple agents, a list will show all the agents the caller was connected to and the duration of each individual call.
Missed	If the call did not connect to any agents, a list will show all the agents whose phone rang and the reason why the call remained unanswered (<i>Timeout</i> or <i>Busy</i>).

Call flow

Caller: 0796XXXXXX Date: 15.12.2023 08:23:28
Called: 8801 AcdSelection: Regular queue
AcTime: 00:00:05 Queue Time: 00:00:12
Call Time: 00:07:11 Total Time: 00:07:28

#	Date	Caller	Agent	Call Time
1	15.12.2023 08:23:28	0796XXXXXX	1054	00:01:14
2	15.12.2023 08:24:42	0796XXXXXX	1198	00:05:57

Close

Agents

#	Date	Agent	Reason
1	11.06.2024 10:41:51	1144 Farrow Tamara	Timeout
2	11.06.2024 10:42:12	1068 Jaggi Aradhana	Timeout
3	11.06.2024 10:42:32	1133 Skjeggstad Emilia	Busy

Close

Termination states

If a call remained unanswered, the column *Agent* will contain the state under which the call was terminated. The following termination states exist:

NB hours	The call was handled by the non-business hours scheduler.
Holidays	The call was handled by the holidays scheduler.
Caller abort (0)	The caller hanged up during a DTMF prompt.
Caller abort (1)	The caller hanged up during the welcome announcement.
Caller abort (2)	The caller hanged up while waiting for an agent.
Overflow	The caller was diverted to an overflow number. The exact number is shown in brackets.
Timeout transfer	The caller was diverted to the timeout destination .

Graph reports

By clicking the *graph* icon in the *Detail* column, the data will be visualized as bar charts. Five views are available:

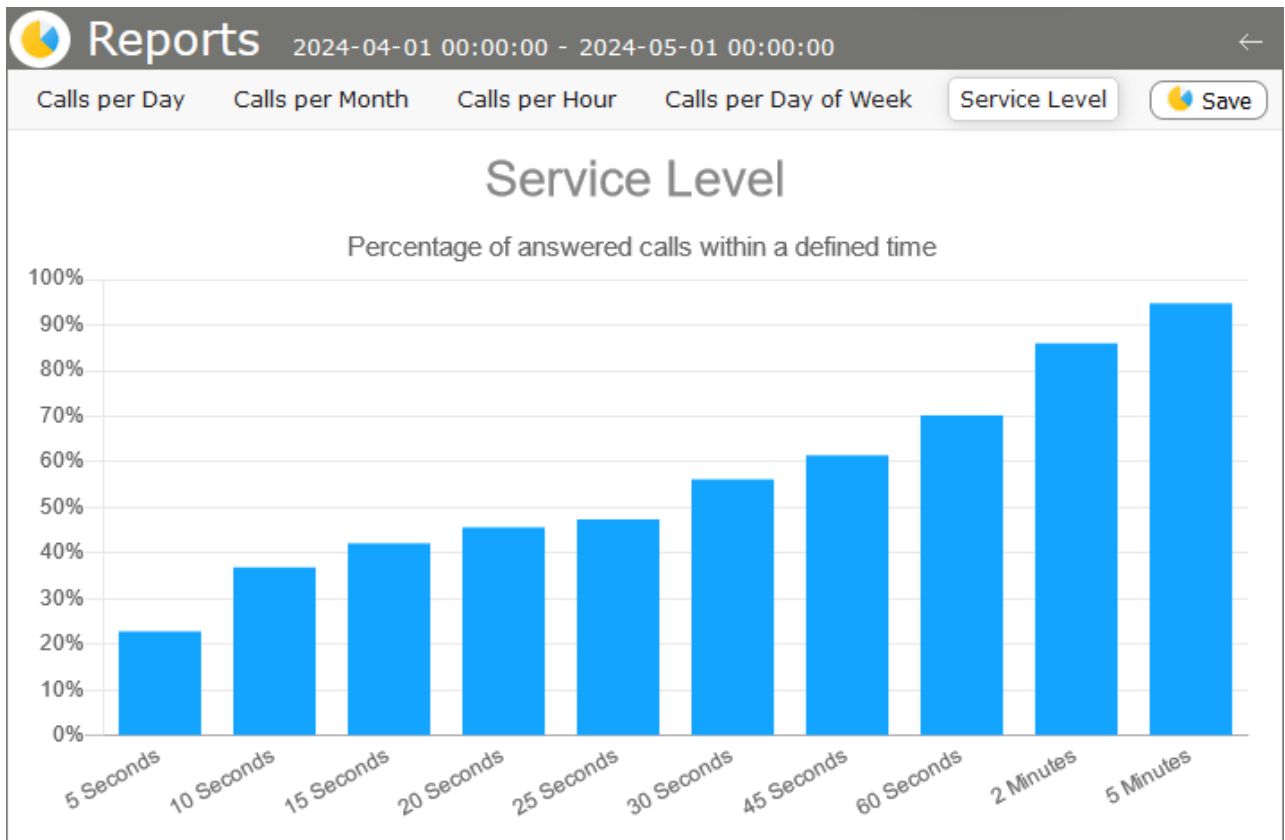
- Calls per Day
- Calls per Month
- Calls per Hour
- Calls per Day of Week

- Service Level

The first four views show how many calls were conducted during the given period, visualizing the amount of call traffic at different times.

The *Service Level* view shows how callers had to wait during a given period by showing the percentage of calls that have been answered within a certain time span.

In the *Service Level* view of the April 2024 details report, the column labeled *30 Seconds* is at 55%. This means that in that month, fifty-five percent of all callers had to wait thirty seconds or less before their call was answered.



Agent reports

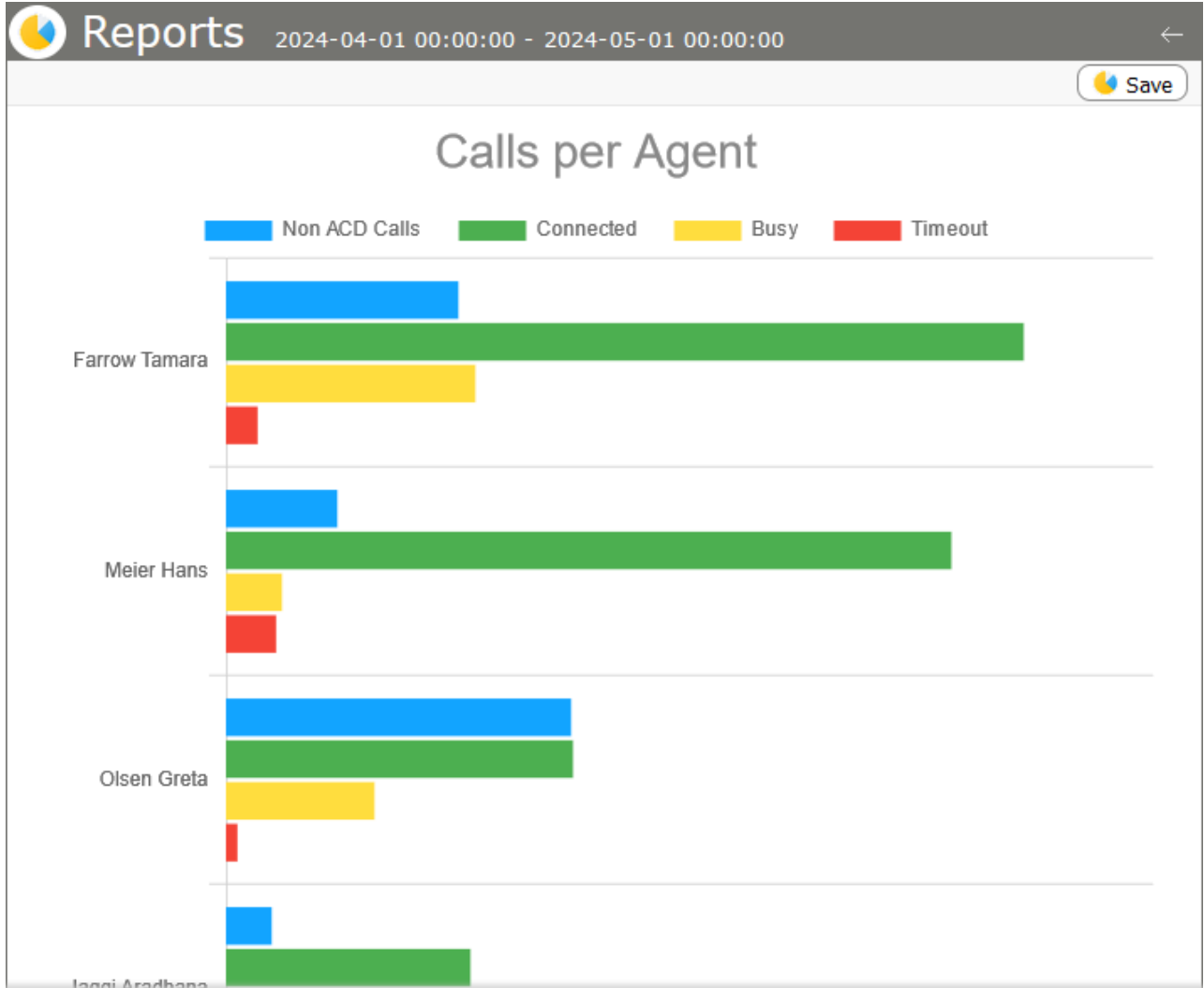
These reports provide statistics on the agents that are assigned to the queues. They contain the following information:

Agent Name	The number of the agent's phone. The name of the agent to whom the phone is assigned.
ACD Calls and Call Time	The amount of calls and time spent in calls managed by ACD.
Non ACD Calls and Call Time*	The amount of calls and time spent in calls not managed by ACD.
Total Calls and Total Time*	The amount of calls and time spent in calls in total.
Ø Call Time	Average duration of a single call conducted by the agent
Timeout	How many times a call directed to the agent remained unanswered due to timeout.
Busy	How many times a call directed to the agent

remained unanswered because the agent's state was set to *Busy*.

* This information is only shown if one of the Non ACD Calls checkboxes was selected before generating the report.

The graph view for agent reports shows how many calls were diverted to each agent. If any Non ACD calls were selected, they will be shown as a separate bar.



Queue time reports

These reports show a summary of call statistics per call queue. They contain the following information:

AcdSelection
Calls

The name of the call queue.

How many calls were conducted in the queue during the specified period.

Caller abort

How many calls were hung up by the caller before being connected to an agent.

∅ Queue Time

How long a caller had to wait in queue on average.




∅ Call Time

How long a caller was actively connected to an agent on average.

The graph view shows two bars for each queue: one for connected calls and one for aborted calls.

Login history reports

These reports show when and how long the agents were active in ProfACD. Each row represents a single login session. The reports contain the following information:

Agent	The internal number and name of the agent (if available).
ACD	The queue into which the agent logged in.
Start Date and End Date	The date and time when the agent logged in and off. In addition, this column shows the means how the agent entered and left the session.
	 The agent used a PC client to log in/off.
	 The agent used an IP phone client to log in/off.
	 The agent was logged in/off automatically.
Total Time	The duration how long the agent remained logged in.