Telecom Reports Website

User’s Guide

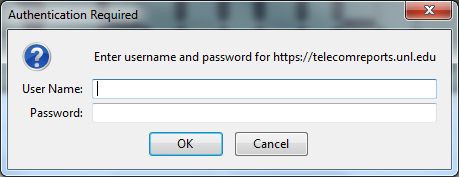
The telecom reports website is powered by an application called Microsoft SQL Server Reporting Services (SSRS). SSRS is entirely web based and seems to work best if you use Microsoft Internet Explorer with compatibility mode turned on. Mozila Firefox also works well with very few issues. We have however experienced some usability issues with Google Chrome.

**Logging into the system:**

To access the Telecom reports website use your web browser to go to the following address.

<https://telecomreports.unl.edu>

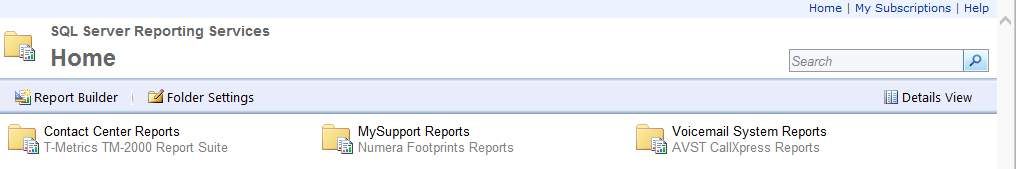
You will see a user login box similar to the one shown here.



Your username and password should be the same as what you use to log into your Windows computer or your Office 365 email account. (i.e. [mhansen@nebraska.edu](mailto:mhansen@nebraska.edu))

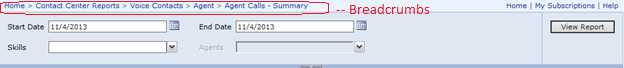
**NOTE:** Make sure to include the “@unl.edu” at the end of your username.

Once you have logged in you should see your Home screen. It will only display the reports or folders that you have been given access to so it might not look exactly like the picture bellow.



**Running a report:**

Once you have logged into the system and navigated through the folders to the report you are interested in click on the report name to open it up. When the report first opens you will see the report criteria form.



**Breadcrumbs:** if you have drilled down several levels you can easily go back up the folder structure to a previous folder by clicking on its name at the top of the screen.

To view the report just fill in the requested data and press the “View Report” button to display it.

Once your report is displayed you should also see a toolbar just below the report criteria portion of the screen.



The toolbar will help you navigate the report page by page but it will also allow you to export the report so that you can view it in another program. To do this click on the export button and select the file format you would like to export the report to.

**T-Metrics ACD Reports**

All ACD reports are found under the Contact Center Reports folder. The Voice Contacts folder contains all the reports that pertain to calls going through the system. If you are interested in information pertaining to your agents logging in and out of the system or who is assigned to what skills then take a look in the login-Logout folder. Finally any custom reports that have been created by the system admin for your use can be found in the Custom Reports folder.

**T-Metrics Help Feature:**

When Running T-Metrics reports in SSRS be pay attention to the “View help” feature at the bottom of the report. T-Metrics has built this feature in to give detailed explanations of all the fields in each report.

**Old ACD Report Package:**

At this time we do not anticipate removing the old ACD report package from the ACD environment so if you need to access it for some reason you will see a link to it in the Contact Center Reports folder as well. Please note that both SSRS and the old ACD Report Package use the exact same data to create their reports.

**Report Descriptions:**

[Login – Logout Reports: 4](#_Toc371413494)

[Other Reports: 4](#_Toc371413495)

[Status Reports: 5](#_Toc371413496)

[Custom Reports: 5](#_Toc371413497)

[Voice Contacts Reports: 6](#_Toc371413498)

[Abandons Reports: 6](#_Toc371413499)

[ACD Actions Reports: 6](#_Toc371413500)

[Agent Reports: 8](#_Toc371413501)

[Other Reports: 11](#_Toc371413502)

[Skill Reports: 12](#_Toc371413503)

[Traffic Reports: 14](#_Toc371413504)

## Login – Logout Reports:

### Other Reports:

**Caller ID Number – Detailed (Input):** The "CallerID Number - Detailed (Input)" report prompts the user for a Caller ID and then returns information about calls that match that Caller ID criteria.

**Calls Sorted By Location:** The "Calls Sorted by Location" report provides a detailed review of calls sorted by Location (custom information written to the Accumulate1 field of the CallLogs database by the State Table) including total number of calls, average speed to answer calls, total number of answered calls, and total number of abandoned calls. All of this data is filtered by the date range and skillsets selected. All times for this report are in seconds.

**Calls Sorted By Location By Date:** The "Calls Sorted by Location, Date" report provides a detailed review of calls sorted by Location (custom information written to the Accumulate1 field of the CallLogs database by the State Table) including total number of calls, average speed to answer calls, total number of answered calls, and total number of abandoned calls. All of this data is filtered by the date range and skillsets selected. All times for this report are in seconds.

**Other / Calls Sorted By Location By Hour:** The "Calls Sorted by Location, Hour" report provides a detailed review of calls sorted by Location (custom information written to the Accumulate1 field of the CallLogs database by the State Table) including total number of calls, average speed to answer calls, total number of answered calls, and total number of abandoned calls. This is further split out on a "per-Hour" basis. All of this data is filtered by the date range and skillsets selected. All times for this report are in seconds.

**Other / Logged-In Sorted by Agent Day:** The "Logged-In Sorted By Agent, Day" report provides an account of how many times an Agent logged in on a given date, the average amount of time the agent was logged in, and the total amount of time the Agent was logged in. All of this data is filtered by the date range and skillsets selected. All times in this report are shown in hours

**Other / Service Level Report:** Service Level being delivered by the call center for each GROUP/SKILL. Service Level analyzes how long callers are waiting in Queue before they are answered by an Agent, i.e X% calls answered within Y seconds. Y being the Supervisor Input for the number of seconds to be used for the SLA.

**Other / User Skillset Sorted By Logon By Skill:** The User Skillsets Sorted By Logon, Skill provides information showing a grouping of Logons with all skills that correspond to this Logon along with their skill level and if they are a Supervisor.

**Other / User Skillset Sorted By Skill By Logon:** The "User Skillsets Sorted By Logon, Skill" report provides an association between every Agent and every Skill that Agent has assigned to them. It should be noted that the individual running this report will only see skills on which they have been given permissions to run reports.

### Status Reports:

**Status / Agent Status By Agent:** The "Agent Status Summary" Report is a summary that displays each position status and the amount of time spent in each status. All of this data is filtered by the date range and skillsets selected. All times in this report are shown in minutes.

**Status / Agent Status By Agent By Date – Detailed:** The "Agent Status Sorted By Agent, Date - Detailed" report shows a detailed account of all transactions made during the selected time frame, sorted by Agent and then time of day the transaction took place. This differs from the report "Agent Status Sorted By Agent - Detailed" in that it separates the date and time fields, allowing for ease of sorting when the report is exported to Excel. All of this data is filtered by the date range and skillsets selected. All times in this report are shown in minutes.

**Status / Agent Status by Agent – Detailed:**  The "Agent Status Sorted By Agent - Detailed" report shows a detailed account of all transactions made during the selected time frame, sorted by Agent and then time of day the transaction took place. All of this data is filtered by the date range and skillsets selected. All times in this report are shown in minutes.

**Status / Agent Status Load Summary:** The "Agent Status Load Summary" report is a summary that displays each position status and the percent of time spent in the status as well as the total time in hours. All of this data is filtered by the date range and Agents selected

**Status / Agent Status Sorted By Status By Agent:** The "Agent Status Sorted By Status, Agent" report displays each position status and the agents and transactions per agent. All of this data is filtered by the date range and Agents selected. All times in this report are shown in minutes.

**Status / Agent Status Summary:** The "Agent Status Summary" Report is a summary that displays each position status and the amount of time spent in each status. All of this data is filtered by the date range and Agents selected. All times in this report are shown in minutes.

**Status / Logged In Logged Out:** The "Logged In Logged Out - Detailed" report shows a detailed account of all transactions made during the selected time frame, sorted by Agent and then time of day the transaction took place. All of this data is filtered by the date range and Agents selected. All times in this report are shown in minutes.

## Custom Reports:

**IVR Times – Detailed (Input):** The "IVR Times - Detailed (Input)" report allows the user to enter a time in minutes, and a report is then generated of calls with a Time In IVR greater than the number specified with the statistics listed below.

**Skill Assignments By Agent:** The "Skill Assignments By Agent" report provides a detailed review of skills assigned to each agent and includes Logon Name, Skill, Skill Group, Skill Level, Supervisor, Agt Can Turn Skill Off, Skill Is Off, No Agt Mod, Ph Number. All of this data is filtered by the skillsets and agents selected.

**Skill Assignments By Skill:** The "Skill Assignments By Skill" report provides a detailed review of agents assigned to each skill and includes Skill, Logon Name, Skill Group, Skill Level, Supervisor, Agt Can Turn Skill Off, Skill Is Off, No Agt Mod, Ph Number. All of this data is filtered by the skillsets and agents selected.

## Voice Contacts Reports:

### Abandons Reports:

**Abandons / Abandoned Calls Detailed:** The "Abandoned Calls Detailed" report provides a report to be able to see detailed information on each abandoned call. It provides the time of the call, the skill set of the call, how long the caller waited before abandoning the call, the Agent ring time in seconds, the Agent phone number, the Caller ID, and the Agent's user name.

**Abandons / Abandoned Calls Detailed (Collected Input):** The "Abandoned Calls Detailed (Collected Input)" report provides a report to be able to see detailed information on each abandoned call. It provides the time of the call, the skill set of the call, how long the caller waited before abandoning the call, the Agent ring time in seconds, the Agent phone number, the Caller ID, and the Agent's user name. This list is filtered by a caller id entered at when running the report (Note: This may be a partial caller ID).

**Abandons / Abandoned Calls sorted By Date:** The "Abandoned Calls Sorted by Date" report provides an overview of how many calls were abandoned After the Server and At the Server, split out by date.

**Abandons / Abandoned Calls sorted By Hour:** The "Abandoned Calls Sorted by Date" report provides an overview of how many calls were abandoned After the Server and At the Server, split out by hour of the day.

**Abandons / Abandoned Calls Summary:** The "Abandoned Calls Summary" report provides an overview of how many calls were abandoned After the Server and At the Server.

**Abandons / Abandoned Calls Unassigned:** The Abandoned Calls - Unassigned Sorted By Category report shows the total number of abandoned calls at the server and average time in system before the caller hangs up. The calls reflected here were hung up at the server before a selection was made to place the call in queue.

NOTE: This report is meant to be run only on a Spoof Skill (like UNASSINGED or SKILLNAME\_IVR)

### ACD Actions Reports:

**ACD Actions / After Hours Holiday Sorted by Skill:** The "After Hours/Holiday Sorted By Skill" report provides information between the dates selected that give a summary by ACD Skill Set of the amount of calls, Time In System, and Average Time in System for After Hours / Holiday Hours calls. All of this data is filtered by the date range and skillsets selected. All times in this report are shown in seconds.

**ACD Actions / After Hours Holiday Sorted by Skill by Hour:** The "After Hours Holiday Sorted By Skill, Hour" report gives a list of calls made to the system during After Hours or Holiday times, and sorts them first by Skill, then Hour. All of this data is filtered by the date range and skillsets selected.

**ACD Actions / After Hours Holiday Sorted By Skill Rec\_Type:** The "After Hours/Holiday Sorted By Skill" report provides information between the dates selected that give a summary by ACD Skill Set of the amount of calls, Time In System, and Average Time in System for After Hours / Holiday Hours calls. All of this data is filtered by the date range and skillsets selected. All times in this report are shown in seconds.

**ACD Actions / Agent Retrieval of Callbacks by Agent:** The "Agent Retrieval of Customer Callback Messages Sorted By Agent" report shows a summary of Customer Callbacks retrieved from the TM-2000 sorted by the agent who took the callback. It displays the number of times an attempt was made to listen to a Callback, the number of Callbacks successfully returned, and the average length of time spent listening to a Callback. All of this data is filtered by the date range, skillsets, and Agents selected. All times in this report are shown in seconds.

**ACD Actions / Agent Retrieval of Callbacks By Skill:** The "Agent Retrieval of Customer Callback Messages Sorted By Skill" report shows a summary of Customer Callbacks retrieved from the TM-2000 sorted by skill. It displays the number of times an attempt was made to listen to a Callback, the number of Callbacks successfully returned, and the average length of time spent listening to a Callback. All of this data is filtered by the date range and skillsets selected. All times in this report are shown in seconds.

**ACD Actions / Call Reason Totals:** The "Call Reason Totals" report provides totals for calls handled by the ACD server separated into Agent calls and abandoned calls, and sorted by call reasoning. These totals can be filtered by skillsets, Agents, and date range.

**ACD Actions / Calls Originating from Agent Lines:** The "Calls Originated From Agent Lines" report shows the total calls and average duration of all calls originated from agents' primary lines. All of this data is filtered by the date range and Agents selected. All times in this report are shown in seconds.

**ACD Actions / Calls Transferred to Others – Detailed:** The "Calls Transferred To Others - Detailed" report provides a breakdown of calls that are transferred from the TM-2000 ACD directly to phone numbers as opposed to being queued for an agent. This report sorts these calls by StartTime and provides the original Caller ID as well as where the call was transferred to and the skill the call was tagged with.

**ACD Actions / Calls Transferred to Others Sorted By Destination:** The "Calls Transferred To Others Sorted By Destination" report shows a summary of the calls transferred off the TM-2000 to destinations that are not using the ACD Agent Module (Direct Transfers). It is sorted by the number which the system transfers to (Destination) and includes the total number of calls, the total time the calls were in the ACD before being transferred, and the average time the calls were in the system. All of this data is filtered by the date range and skillsets selected. All times in this report are shown in seconds.

**ACD Actions / Customer Leaving Messages Sorted By Skill:** The "Customers Leaving Messages Sorted By Skill" report shows a summary of Customer Callbacks left on the TM-2000 sorted by skill. It displays the number of callbacks, the average time the call was in queue, and the average length of the message. All of this data is filtered by the date range and skillsets selected. All times in this report are shown in seconds.

**ACD Actions / Non ACD Inbound Calls Sorted By Agent:** The "Non ACD Inbound Calls Sorted By Agent" shows the total calls, average duration, and average agent ringtime for all non-ACD calls that ring on each agent's primary line. All of this data is filtered by the date range and skillsets selected. All times in this report are shown in seconds.

**ACD Actions / Outbound Calls Detailed:** The "Outbound Calls - Detailed" report shows an individual record for every outbound call, per agent, for the agents selected. Giving the date, time, duration, and if applicable the outbound activity item selected. All of this data is filtered by the date range and Agents selected. All times in this report are shown in seconds.

### Agent Reports:

**Agent / Agent Calls – Detailed:** The "Agent Calls Detailed" report is a report of all calls Sorted by Agent, Date, and Time. This report provides comprehensive information on a call-by-call basis, enumerating time of the calls, time spent on the call, the ring time, information on other party (Caller ID) and the call reasoning of the call. This report is valuable to find information about a particular call. All of this data is filtered by the date range, skillsets, and Agents selected. All times in this report are shown in seconds.

**Agent / Agent Calls – Detailed (Input):** The "Agent Calls - Detailed (Input)" report is a report of all calls Sorted by Agent, Date, and Time. It allows the user to input all or part of a Caller ID to return only records that match the user's input. It provides comprehensive information on a call-by-call basis, enumerating time of the calls, time spent on the call, the ring time, information on other party (Caller ID) and the call reasoning of the call. This report is useful to find information on a particular call. All of this data is filtered by the date range, skillsets, and Agents selected. All times in this report are shown in seconds.

**Agent / Agent Calls – Share of Workload:** The "Agent Calls - Share of Workload" report shows the percentage of the total workload performed by each agent for the calls handled during the selected dates. All of this data is filtered by the date range, skillsets, and Agents selected.

**Agent / Agent Calls – Summary:** The "Agent Calls - Summary" report provides information between the dates selected. It gives a summary of the number of calls, total time spent on calls, the average time spent on a call, and the average ring time of a call. All of this data is filtered by the date range, skillsets, and Agents selected. All times in this report are shown in seconds.

**Agent / Agent Calls – Totals:** The "Agent Calls - Totals" report provides information between the dates selected. It gives an Agent-by-Agent look at the total number of ACD calls, direct (non-ACD) incoming calls, and outgoing calls handled by the primary line on the phone.

NOTE: As of 1/1/2012, this report has been changed from its original design, by showing agent calls based on the skills selected. Previously it showed all agent calls independent of what skills were selected. All of this data is filtered by the date range, skillsets, and Agents selected. All times in this report are shown in seconds.

**Agent / Agent Calls (Detail Only):** The "Agent Calls (Detail Only)" report shows a individual record for every Agent Call in the date range selected. It differs from the regular detailed report in that it only shows the individual records in order they were taken. It does not have totals, nor a breakdown by day. It does this for quicker processing of large call volumes.

**Agent / Agent Calls Sorted By Activity:** The "Agent Calls Sorted by Activity Item" report provides a detailed review of the total number of calls, the percent of total calls, and total talk time associated with each of the system's customizable Activity Items. All of this data is filtered by the date range, skillsets, and Agents selected. All times in this report are shown in seconds.

**Agent / Agent Calls Sorted By Activity By Agent:** The "Agent Calls Sorted by Activity Item, Agent" report provides an account of the total number of calls and total time spent on the calls delineated on a "per-Activity Item" basis--the report is broken out first by Activity Item, and then by the Agent. All of this data is filtered by the date range, skillsets, and Agents selected. All times in this report are shown in seconds.

**Agent / Agent Calls Sorted By Activity By Date:** The "Agent Calls Sorted by Activity Item, Date" report provides an account of the total number of calls and total time spent on the calls delineated on a "per-Activity Item" basis--the report is broken out first by Activity Item, and then by the Date of the calls. All of this data is filtered by the date range, skillsets, and Agents selected. All times in this report are shown in seconds.

**Agent / Agent Calls Sorted By Activity By Hour:** The "Agent Calls Sorted by Activity Item, Hour" report provides an account of the total number of calls, total time spent on the calls, and Average Duration of calls delineated on a "per-Activity Item" basis--the report is broken out first by Activity Item, and then by the Hour of the calls. All of this data is filtered by the date range, skillsets, and Agents selected. All times in this report are shown in seconds.

**Agent / Agent Calls Sorted By Agent:** The "Agent Calls Sorted by Agent" report provides an Agent-by-Agent look at the total number of calls, total time spent on calls, the average time spent on a call, and the average ring time of a call. All of this data is filtered by the date range, skillsets, and Agents selected. All times in this report are shown in seconds.

**Agent / Agent Calls Sorted By Agent By Hour:** The "Agent Calls Sorted by Agent, Hour" report provides an Hour-by-Hour account of the total number of calls, total time spent on the calls, the average time spent on a call, and the average ring time of the call. This is further delineated on a "per-Agent" basis--the report is first broken out by Agent, and then by the Hour of the calls.

(NOTE: This report is intended to provide the user with an idea of the average call flow per hour, but not broken out by Date. If you select more than one date for this report, it will NOT be broken out by Date in addition to being broken out by Agent and Hour.)

All of this data is filtered by the date range, skillsets, and Agents selected. All times in this report are shown in seconds.

**Agent / Agent Calls Sorted By Agent By Skill:** The "Agent Calls Sorted by Agent, Skill" report provides a Skill-by-Skill account of the total number of calls, total time spent on the calls, the average time spent on a call, and the average ring time of a call. This is further delineated on a "per-Agent" basis--the report is first broken out by Agent, and then by the Skill of the calls. All of this data is filtered by the date range, skillsets, and Agents selected. All times in this report are shown in seconds.

**Agent / Agent Calls Sorted By Agent Date:** The "Agent Calls Sorted by Agent, Date" report provides a Day-by-Day account of the total number of calls, total time spent on the calls, the average time spent on a call, and the average ring time of a call. This is further delineated on a "per-Agent" basis--the report is first broken out by Agent, and then by the Date of the calls. All of this data is filtered by the date range, skillsets, and Agents selected. All times in this report are shown in seconds.

**Agent / Agent Calls Sorted By Date:** The "Agent Calls Sorted by Date" report provides a Day-by-Day look at the total number of calls, total time spent on the calls, the average time spent on a call, and the average ring time of a call. All of this data is filtered by the date range, skillsets, and Agents selected. All times in this report are shown in seconds.

**Agent / Agent Calls Sorted By Date By Hour:** The "Agent Calls Sorted by Date, Hour" report provides an Hour-by-Hour account of the total number of calls, total time spent on the calls, the average time spent on a call, and the average ring time of a call. This is further delineated on a "per-Day" basis--the report is broken out first by Date, and then by the Hour of the calls. All of this data is filtered by the date range, skillsets, and Agents selected. All times in this report are shown in seconds.

**Agent / Agent Calls Sorted By Hour:** The "Agent Calls Sorted By Hour" provides summary information between the dates selected that give details of the amount of calls, time spent on the calls, the average time spent on a call, and the average ring time of a call with totals on a per-Hour basis. This report is helpful to show what the busy hours of operation are. All of this data is filtered by the date range, skillsets, and Agents selected. All times in this report are shown in seconds.

**Agent / Agent Workflow Detailed:** The "Agnet Workflow Detailed" report provides a detailed report combining all actions taken in the T-Metrics system, sorted by Agent and date. This report is filtered by date range, skills and Agents. It also allows to filter what types of records should be included in the output from the following list:

Abandoned Calls

Agent Calls

Callback Messages

Email Ignored

Email Redirect

Email Response

Email Spam

Incoming Calls

Outgoing Calls

Redirected Calls

Status Changes

Webchats

**Agent / Agent Workflow Totals:** The "Agent Workflow Totals" report provides totals for many of the customer contact task associated witht he TM-2000 system. These counts are filtered by the agents, skills and date range selected.

**Agent / Unanswered Agent Calls – Detailed:** The "Unanswered Agent Calls Sent to Queue - Detailed" report shows every call where an ACD call was delivered to an Agent position and then redirected because the agent did not answer in the specified time limit. It is further broken out by Skill. This report works in conjunction with the RedirectUnanswerCalls settings and includes the time of the call, the Agent the call was delivered to, the call type or skill, and Caller ID if it was available.

**Agent / Unanswered Agent Calls Sorted By Agent:** The "Unanswered Agent Calls Sent to Queue Sorted By Agent" report shows every call where an ACD call was delivered to an agent position and then redirected because the agent did not answer in the specified time limit. It is further broken out by Agent. It is further broken out by Skill. This report works in conjunction with the RedirectUnanswerCalls settings and includes the time of the call, the Agent the call was delivered to, the call type or skill, and Caller ID if it was available.

**Agent / Unanswered Agent Calls Sorted By Skill:** The "Unanswered Agent Calls Sent to Queue Sorted By Agent" report shows every call where an ACD call was delivered to an Agent position and then redirected because the Agent did not answer in the specified time limit. It is further broken out by Skill. This report works in conjunction with the RedirectUnanswerCalls settings and includes the time of the call, the Agent the call was delivered to, the call type or skill, and Caller ID if it was available.

### Other Reports:

**Other / Caller ID Number – Detailed:** The "CallerID Number - Detailed (Input)" report prompts the user for a Caller ID and then returns information about calls that match that Caller ID criteria.

**Other / Calls Sorted By Location:** The "Calls Sorted by Location" report provides a detailed review of calls sorted by Location (custom information written to the Accumulate1 field of the CallLogs database by the State Table) including total number of calls, average speed to answer calls, total number of answered calls, and total number of abandoned calls. All of this data is filtered by the date range and skillsets selected. All times for this report are in seconds.

**Other / Calls Sorted By Location By Date:** The "Calls Sorted by Location, Date" report provides a detailed review of calls sorted by Location (custom information written to the Accumulate1 field of the CallLogs database by the State Table) including total number of calls, average speed to answer calls, total number of answered calls, and total number of abandoned calls. All of this data is filtered by the date range and skillsets selected. All times for this report are in seconds.

**Other / Calls Sorted By Location By Hour:** The "Calls Sorted by Location, Hour" report provides a detailed review of calls sorted by Location (custom information written to the Accumulate1 field of the CallLogs database by the State Table) including total number of calls, average speed to answer calls, total number of answered calls, and total number of abandoned calls. This is further split out on a "per-Hour" basis. All of this data is filtered by the date range and skillsets selected. All times for this report are in seconds.

**Other / Logged-In Sorted By Agent Day:** The "Logged-In Sorted By Agent, Day" report provides an account of how many times an Agent logged in on a given date, the average amount of time the agent was logged in, and the total amount of time the Agent was logged in. All of this data is filtered by the date range and skillsets selected. All times in this report are shown in hours.

**Other / Service Level Report:** Service Level being delivered by the call center for each GROUP/SKILL. Service Level analyzes how long callers are waiting in Queue before they are answered by an Agent, i.e X% calls answered within Y seconds. Y being the Supervisor Input for the number of seconds to be used for the SLA.

**Other / User Skillset Sorted By Logon By Skill:** Skill, Skill Level and Supervisor Status of each skill assigned to a particular user.

**Other / User Skillset Sorted By Skill By Logon:** Logon Name, Skill Level and, Supervisor Status of each user assigned to a particular skill.

### Skill Reports:

**Skill / Calls Sorted By Skill:** The "Calls Sorted by Skill" report provides a detailed review of calls sorted by skill including total number of calls, average speed to answer calls, total number of answered calls, and total number of abandoned calls. All of this data is filtered by the date range and skillsets selected. All times in this report are shown in seconds.

**Skill / Calls Sorted By Skill Date:** The "Calls Sorted by Skill, Date" report provides a Skill-by-Skill account of the total number of calls, the average speed of answer, the total number of completed Agent calls (calls successfully delivered to an Agent), and total number of abandoned calls. This is further delineated on a "per-Date" basis--the report is broken out first by each Skill, and then by the Date of the calls. All of this data is filtered by the date range and skillsets selected. All times in this report are shown in seconds.

**Skill / Calls Sorted By Skill Date Hour:** The "Calls Sorted by Skill, Date, Hour" report provides a Skill-by-Skill account of the total number of calls, the average speed of answer, the total number of completed Agent calls (calls successfully delivered to an Agent), and total number of abandoned calls. This is further delineated on a "per-Date" and "per-Hour" basis--the report is broken out first by each Skill, and then by the Date and Hour of the calls. All of this data is filtered by the date range and skillsets selected. All times in this report are shown in seconds.

**Skill / Calls Sorted By Skill Hour:** The "Calls Sorted by Skill, Hour" report provides a Skill-by-Skill account of the total number of calls, the average speed of answer, the total number of completed Agent calls (calls successfully delivered to an Agent), and total number of abandoned calls. This is further delineated on a "per-Hour" basis--the report is broken out first by each Skill, and then by the Hour of the calls. All of this data is filtered by the date range and skillsets selected. All times in this report are shown in seconds.

**Skill / Calls Sorted By Skill Month:** The "Calls Sorted by Skill, Month" report provides a Skill-by-Skill account of the total number of calls, the average speed of answer, the total number of completed Agent calls (calls successfully delivered to an Agent), and total number of abandoned calls. This is further delineated on a "per-Month" basis--the report is broken out first by each Skill, and then by the Month of the calls. All of this data is filtered by the date range and skillsets selected. All times in this report are shown in seconds.

**Skill / Calls Sorted By Skill (With Callbacks):** The "Calls Sorted by Skill" report provides a detailed review of calls sorted by skill including total number of calls, average speed to answer calls, total number of answered calls, and total number of abandoned calls. All of this data is filtered by the date range and skillsets selected. All times in this report are shown in seconds.

**Skill / Max Calls In Queue – Detailed:** The "Max Calls In Queue - Detailed" report shows a detailed listing of every call that receives the "DestinationIfCallsInQueueExceeded" treatment, meaning a specific skill has too many callers in queue for their given allotment of ports. It details these occurrences per skill giving the date and time, the operator who received the overflow call, the total talk time of the call, the calling party that received this treatment, the time the caller spent in Queue, and the server port on which they came in.

**Skill / Max Calls In Queue Sorted By Skill Date Hour:** The "Max Calls In Queue Sorted by Skill, Date, Hour" report provides a Skill-by-Skill account of the total number of calls that met the conditions for the "Too Many Calls In Queue" treatment. This is delineated on a "per-Date" and "per-Hour" basis--the report is broken out first by each Skill, and then by the Date and Hour of the calls. All of this data is filtered by the date range and skillsets selected. All times in this report are shown in seconds.

**Skill / Non-Available Time Sorted By Day Skill:** The "Non-Available Time by Day, by Skill" report provides an overview of how much time there was during the day when there were Skillsets that had no agents available to answer calls. The total time of not available is shown in seconds and in hours. All of this data is filtered by the date range and skillsets selected.

**Skill / Non-Available Time Sorted By Skill – Detailed:** The "Non-Available Time by Day, by Skill" report provides a view of specific times during the day when there were Skillsets that had no Agents available to answer calls. The total time of not available is shown in seconds and in hours. All of this data is filtered by the date range and skillsets selected.

**Skill / Queue Times – Detailed (Input):** The "Queue Holding Times Detailed (Input)" report allows the user to enter a time in minutes, and a report is then generated of calls with a Time In Queue greater than the number specified with the statistics listed below.

**Skill / Queue Time Intervals Sorted By Hour Skill:** The "Queue Holding Times (Intervals) Sorted By Hour, Skill" report shows a breakdown by hour and then by skill of calls in queue divided by various time intervals. The minute break downs are NOT cumulative, but instead show only the number of calls that fall between each interval.

**Skill / Queue Times Intervals Sorted By Skill:** The "Queue Holding Times (Intervals) Sorted By Skill" report shows a breakdown by skill of calls in queue divided by various time intervals. The minute breakdowns are NOT cumulative, but instead show only the number of calls that fall between each interval.

**Skill / Queue Times Sorted By Day Of Week:** The "Queue Holding Times Sorted By Day of Week" report shows queue time information on an hourly basis where days of the week are grouped together. This way all Mondays can be lumped together and compared against all Tuesdays, etc.

**Skill / Queue Times Sorted By Skill:** The "Queue Holding Times Sorted By Skill" report shows the number of calls that waited various times in the queue for each skill. All of this data is filtered by the date range and skillsets selected.

### Traffic Reports:

**Traffic / All Trunks Busy Sorted By Skill Date:** The "All Trunks Busy Sorted By Skill, Date" report shows each time a skill / group entered an "All Trunks Busy" state. It is important to check the "All Trunks Busy" Agent name when running this report.

**Traffic / Huntgroup Usage By Group By Hour:** The "Huntgroup Usage By Group, Hour" report provides a usage breakdown based upon default skillsets per hour (DefaultSkillset in the Trunk Mapping table of the Controller).

**Traffic / Huntgroup Usage Summary:** The "Huntgroup Usage Summary" report provides a usage breakdown based upon default skillsets (DefaultSkillset in the Trunk Mapping table of the Controller).

**Traffic / Port Usage By Port By Hour:** The "Port Usage By Port, Hour" report shows the port usage and is organized by port and by hour.

**Traffic / Port Usage Summary:** The "Port Usage Summary" report shows a summary of all port usage.

**Traffic / Total System Handled Calls:** The "Total System Handled Calls" report shows the total number of calls that came into the system grouped by Call Type.

**Traffic / Trunk Usage Sorted By Skill:** The "Trunk Usage Sorted by Skill" report shows the number of trunks on the TM-2000 IP ACD used during each 30 minute interval on the date(s) selected. It is further delineated by skill assigned upon entering the IVR.

**Traffic / Trunk Usage Summary:** The "Trunk Usage" report shows the number of trunks on the TM-2000 IP ACD used during each 15 minute interval on the date(s) selected.