



T-METRICS

AVAILABLE REPORTS

AGENT

Agent Calls – Summary

The Agent Calls – Summary provides information between the dates selected that give a summary of the amount of calls, time spent on the calls, the average time spent on a call, and the average ring time of the call. The data only pertains to skills sets of the supervisor who is requesting the reports.

Agent Calls Sorted By Agent

The Agent Calls Sorted by Agent provides detail information of data collected between the dates selected that give a detail of the amount of calls, time spent on the calls, the average time spent on a call, and the average ring time of the call on a per agent bases. The data only pertains to skills sets of the supervisor, who is requesting the reports.

Agent Calls Sorted By Agent, Date

The Agent Calls Sorted by Agent, Dates provides detail information of data collected between the dates selected that give a detail of the amount of calls, time spent on the calls, the average time spent on a call, and the average ring time of the call on a per agent bases. The data only pertains to skills sets of the supervisor, who is requesting the reports.

Agent Calls Sorted By Agent, Skill

The Agent Calls Sorted by Agent, Skill provides detail information of data collected between the dates selected that give a detail of the amount of calls, time spent on the calls, the average time spent on a call, and the average ring time of the call on a per agent bases. The data only pertains to skills sets of the supervisor, who is requesting the reports.

Agent Calls Sorted By Agent, Hour

The Agent Calls Sorted by Agent, Hours provides detail information of data collected between the dates selected that give a detail of the amount of calls, time spent on the calls, the average time spent on a call, and the average ring time of the call on a per agent bases. The data only pertains to skills sets of the supervisor, who is requesting the reports.

Agent Calls Sorted By Date

The Total Calls Sorted by Date provides summary information between the dates selected that give a details of the amount of calls, time spent on the calls, the average time spent on a call, and the average ring time of the call with totals on a per day basis. This report is valuable to show what days of a given period are the busiest. The data only pertains to skills sets of the supervisor who is requesting the reports.

Agent Calls Sorted By Date, Hour

The Total Calls Sorted by date, Hour provides summary information between the dates selected that give a details of the amount of calls, time spent on the calls, the average time spent on a call, and the average ring time of the call with totals on a per day, per hour basis. This report is valuable to show what days of a given period are the busiest. The data only pertains to skills sets of the supervisor who is requesting the reports.

Agent Calls Sorted By Activity Item

The Calls answered by an Agent Sorted by Activity provides summary of information between the dates selected that give a detail of the amount of calls, time spent on the calls, the average time spent on a call, and the average ring time of the call on a per activity bases. The data only pertains to skills sets of the supervisor who is requesting the reports.

Agent Calls Sorted By Activity Item, Date

The Agent Calls Sorted by Activity, Date provides details of information between the dates selected that give a details of the amount of calls, time spent on the calls, the average time spent on a call, and the average ring time of the call on a per activity, per date bases. The data only pertains to skills sets of the supervisor, who is requesting the reports.

Agent Calls Sorted By Activity Item, Hour

The Agent Calls Sorted by Activity, hour provides details of information between the dates selected that give a details of the amount of calls, time spent on the calls, the average time spent on a call, and the average ring time of the call on a per activity, per hour bases. The data only pertains to skills sets of the supervisor, who is requesting the reports.

Agent Calls Sorted By Activity Item, Agent

The Agent Calls Sorted by Activity, date provides details of information between the dates selected that give a details of the amount of calls, time spent on the calls, the average time spent on a call, and the average ring time of the call on a per agent, per date bases. The data only pertains to skills sets of the supervisor, who is requesting the reports.

Agent Calls Sorted By Hour

The Total Calls Sorted by date provides summary information between the dates selected that give a details of the amount of calls, time spent on the calls, the average time spent on a call, and the average ring time of the call with totals on a per hour basis. This report is valuable to show what the busy hours of operation are. The data only pertains to skills sets of the supervisor who is requesting the reports.

Agent Calls – Detailed

A detail report of all Calls Sorted by date and time provides detail information between the dates selected that give a details of the time of the calls, time spent on the call, the time ringing to be answered by an agent, if any keys were pressed, Information on other party and the call reasoning of the call. This report is valuable to find information a particular call. The data only pertains to skills sets of the supervisor who is requesting the reports.

Unanswered Agent Calls Sent to Queue – Detailed

The Unanswered Agent Calls Sent to Queue - Detailed report shows every call where an agent phone rang and then the call was picked up by the TM-2000 because it rang too long. This report works in conjunction with the Redirect Unanswered Calls settings and includes the time of the call, the agent, the call type or skill and caller id if it was available.

Unanswered Agent Calls Sent to Queue Sorted By Agent

The Unanswered Agent Calls Sent to Queue Sorted By Agent report shows every call where an agent phone rang and then the call was picked up by the TM-2000 because it rang too long. This report works in conjunction with the Redirect Unanswered Calls settings and includes the time of the call, the agent, and the call type or skill and caller ID if it was available.

Unanswered Agent Calls Sent to Queue Sorted By Skill

The Unanswered Agent Calls Sent to Queue Sorted by Skill report shows every call where an agent phone rang and then the call was picked up by the TM-2000 because it rang too long. This report works in conjunction with the Redirect Unanswered Calls settings and includes the time of the call, the agent, the call type or skill and caller id if it was available.

ACD ACTION

After Hours Holiday Sorted By Skill

The After Hours/Holiday Sorted by Skill 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. The data only pertains to skills sets of the supervisor who is requesting the reports.

Customers Leaving Messages Sorted By Skill

The Customer's Leaving Messages Sorted By Skill provides information between the dates selected that give a summary by ACD Skill Set of the amount of calls, average time in queue and average time leaving a message of all the Customer Callback Messages left on the system. The data only pertains to skills sets of the supervisor who is requesting the reports.

Agent Retrieval of Customer Callback Messages Sorted By Skill

The Agent Retrieval of Customer Callback Messages Sorted By Skill provides information between the dates selected that give a summary by ACD Skill Set of the amount of total attempts, callbacks completed, and average duration on customer callbacks. The data only pertains to skills sets of the supervisor who is requesting the reports.

Calls Transferred To Others Sorted By Destination

The Calls Transferred to Others Sorted by Destination provides information between the dates selected that give a summary by agent line of the amount of calls, time in system, and the average time in system. The data only pertains to skills sets of the supervisor who is requesting the reports.

Non ACD Inbound Calls Sorted By Agent Line

The Non ACD Inbound Calls Sorted By Agent Line shows the total calls, average duration and average agent ring time for all NON ACD calls that ring on each agent's line.

Calls Originated From Agent Lines

The Calls Originated From Agent Lines shows the total calls and average duration of all calls originated from agent lines.

SKILL

Calls Sorted By Skill

The Calls sorted by ACD Skill is a summary, which provides information between the dates selected that give a summary by ACD Skill Set of the amount of calls, time spent on the calls, the average time spent on a call, and the average ring time of the call. The data only pertains to skills sets of the supervisor who is requesting the reports.

Calls Sorted By Skill, Date

The Calls sorted by ACD Skill, Date is a summary, which provides information between the dates selected that give a summary by ACD Skill Set, by date of the amount of calls, time spent on the calls, the average time spent on a call, and the average ring time of the call. The data only pertains to skills sets of the supervisor who is requesting the reports.

Calls Sorted By Skill, Hour

The Calls sorted by ACD Skill, Hour is a summary, which provides information between the dates selected that give a summary by ACD Skill Set, hour of the amount of calls, time spent on the calls, the average time spent on a call, and the average ring time of the call. The data only pertains to skills sets of the supervisor who is requesting the reports.

Non-Available Time by Day, By Skill

The Non Available Time by Day, by Skill provides a report to be able to see how much time during the day there were skill sets that had no agents available to answer the calls. The total time of not available is shown in minutes and in hours

Non-Available Time by Skill – Detailed

The Non-Available Time by Skill - Detailed provides a detailed report to be able to see how much time during the day that the skill had no agents available to accept calls.

Queue Holding Times Sorted By Skill

The Queue Holding Times Sorted By Skill shows a breakdown by skills for calls in queue broken down for various time intervals.

Queue Holding Times Sorted By Hour, Skill

The Queue Holding Times Sorted by Hour, Skill shows a breakdown by hour and skills for calls in queue broken down for various time intervals.

Queue Holding Times Detailed (Input)

The Queue Holding Times Detailed (Input) allows the user to input the time in minutes whereby only calls with a Time In Queue that is greater than this number will be returned for various time intervals.

Queue Holding Times (Intervals) Sorted By Skill

The Queue Holding Times (Intervals) Sorted By Skill shows a breakdown by hour and skills for calls in queue broken down for various time intervals. The minute break downs are NOT cumulative, but instead show only the times in between each interval

Queue Holding Times (Intervals) Sorted By Hour, Skill

The Queue Holding Times (Intervals) Sorted by Hour, Skill shows a breakdown by hour and skills for calls in queue broken down for various time intervals. The minute breakdowns are NOT cumulative, but instead show only the times in between each interval.

Queue Holding Times Sorted By Day of Week

Show 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.

ABANDONS

Abandoned Calls Summary

The Abandoned Call Summary provides a report to be able to see how many calls were answered by the ACD, how many calls where abandoned and what percent of the calls were abandoned.

Abandoned Calls Sorted By Date

The Abandoned Call Sorted by Date provides a report to be able to see how many calls on a given day were answered by the ACD, how many calls where abandoned and what percent of the calls were abandoned

Abandoned Calls Sorted By Hour

The Abandoned Call Sorted by Hour provides a report to be able to see how many calls on a given hour of the day were answered by the ACD, how many calls were abandoned and what percent of the calls were abandoned.

Abandoned Calls Detailed

The Call Abandoned Detail provides a report to be able to see detail information on each abandoned call as to the time of the call, the skill set of the call if known and how long the caller waited before abandoning the call

Abandoned Calls - Unassigned Sorted By Category

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.

STATUS

Agent Status Summary

Agent Status Summary is a summary that displays each position status and the amount of time spent in each status.

Agent Status Load Summary

Agent Status Load Summary 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.

Agent Status Sorted By Agent

Agent Status Sorted by Agent displays each agent with along with a summary of the position status information.

Agent Status Sorted By Agent – Detailed

Agent Status Sorted By Status, Agent

OTHER

Logged-In Sorted By Agent, Day

The Login Sorted by Agent, by day provides a report to be able to see how many times an agent logged in on a given date and for how long on average the agent was logged in for

User Skill Sets Sorted By Logon, 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

User Skillsets Sorted By Skill, Logon

The User Skillsets Sorted by Skill, Logon provides information showing a grouping of skills with all agents that correspond to this skill along with their skill level and if they are a supervisor.

Caller ID Number-Detailed (Input)

Enter the caller ID or telephone number. the report will identify the agent that took the call along with date, time, skill set and duration of the call.

Service Level Report (Input)

Service Level being delivered by the call center for each GROUP/SKILL. Service Level in theory is defined as Xpercentage calls answered within Y seconds. Input the number of seconds to be used for the SLA.

Trunk Usage

The Trunk Usage report shows the number of trunks used during each 30 minute interval.

Total System Handled Calls

Show the total number of calls that came into the system grouped by Call Type.

	<u># of calls</u>	<u>% of calls</u>
ABANDONED AFTER SERVER	17	7%
ABANDONED AT SERVER	68	26%
AFTER HOURS/HOLIDAY	7	3%
AGT CALL	168	65%
Totals	260	100%