

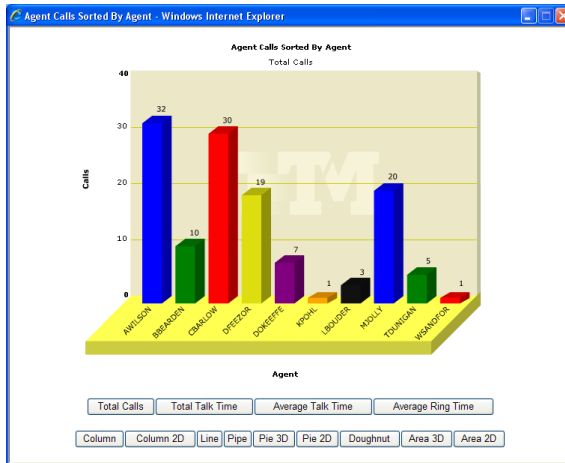
Categories:

Agent
ACD action
Skill
Abandons
Status
Other

Reports presented graphically



Example: **Agent Calls Sorted By Agent**



AGENT

Agent Calls – Summary

Agent Calls Sorted By Agent

Agent Calls Sorted By Agent, Date

Agent Calls Sorted By Agent, Skill

Agent Calls Sorted By Agent, Hour

Agent Calls Sorted By Date

Agent Calls Sorted By Date, Hour

Agent Calls Sorted By Activity Item

Agent Calls Sorted By Activity Item, Date

Agent Calls Sorted By Activity Item, Hour

Agent Calls Sorted By Activity Item, Agent

Agent Calls Sorted By Hour

Agent Calls – Detailed

Unanswered Agent Calls Sent to Queue – Detailed

Unanswered Agent Calls Sent to Queue Sorted By Agent

Unanswered Agent Calls Sent to Queue Sorted By Skill

ACD ACTION

After Hours Holiday Sorted By Skill
Customers Leaving Messages Sorted By Skill
Agent Retrieval of Customer Callback Messages Sorted By Skill
Calls Transferred To Others Sorted By Destination
Non ACD Inbound Calls Sorted By Agent Line
Calls Originated From Agent Lines

SKILL

Calls Originated From Agent Lines
Calls Sorted By Skill, Date
Calls Sorted By Skill, Hour
Non-Available Time by Day, By Skill
Non-Available Time by Skill – Detailed
Queue Holding Times Sorted By Skill
Queue Holding Times Sorted By Hour, Skill
Queue Holding Times Detailed (Input)
Queue Holding Times (Intervals) Sorted By Skill
Queue Holding Times (Intervals) Sorted By Hour, Skill
Queue Holding Times Sorted By Day of Week

ABANDONS

Abandoned Calls Summary
Abandoned Calls Sorted By Date
Abandoned Calls Sorted By Hour
Abandoned Calls Detailed
Abandoned Calls - Unassigned Sorted By Category

STATUS

Agent Status Summary
Agent Status Load Summary
Agent Status Sorted By Agent
Agent Status Sorted By Agent – Detailed
Agent Status Sorted By Status, Agent

OTHER

Logged-In Sorted By Agent, Day
User Skillsets Sorted By Logon, Skill
User Skillsets Sorted By Skill, Logon
Caller ID Number-Detailed (Input)
Service Level Report (Input)
Trunk Usage
Total System Handled Calls