UNIVERGE® SV9100

InControl Call Reporting Manual

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TABLE OF CONTENTS

InControl Call Reporting

Section 1 Introduction 1

Section 2 System Requirements 2

Section 3 Licensing 3

Section 4 Login 3

Section 5 Settings Management (Administration) 3

5.1 Department Administration 3

Section 6 Reports Overview 7

6.1 Generate Once-Only Report 7

Section 7 Non-ACD Reports 12

7.1 Extension Call Summary 12

7.2 Extension Summary by Department 15

7.3 Department Call Summary 17

7.4 Extension Call Details 19

7.5 Phone Number Details 20

7.6 Trunk Utilization Report 21

Section 8 Contact Center Reports 23

8.1 Agent Reports 23

8.2 Queue Reports 27

8.3 Call Reports 42

8.4 Other reports 50

Section 9 Report Display 51

LIST OF FIGURES AND TABLES

Figure 1 Extension Drop Down Menu 4
Figure 2 Department Drop Down Menu 4
Figure 3 Add Department 5
Figure 4 Department Drop Down Menu 5
Figure 5 Move Extensions 6
Figure 6 Select Department 6
Figure 7 NEC Reports Screen 7
Figure 8 Report Type Screen 7
Figure 9 Add Department Call Summary Report 8
Figure 10 Choose One or More Departments 8
Figure 11 Report Columns 9
Figure 12 Summary Report 9
Figure 13 Example of Test Call Summary Report 10
Figure 14 Schedule Settings Screen 11
Figure 15 Frequency Settings Screen 11
Figure 16 Extension Call Summary Report – Table Format 13
Figure 17 Extension Call Summary Report – Graphical Format 14
Figure 18 Extension Call Summary Report – Pie Chart Format 14
Figure 19 Extension Summary by Department – Table Format 15
Figure 20 Extension Summary by Department – Graphical Format 16
Figure 21 Extension Summary by Department – Pie Chart Format 16
Figure 22 Department Call Summary – Table Format 17
Figure 23 Department Call Summary – Graphical Format 18
Figure 24 Department Call Summary – Pie Chart Format 18
Figure 25 Extension Call Details 19
Figure 26 Phone Number Details 20
Figure 27 Trunk Groups Screen 21
Figure 28 Add Trunk Utilization Report 21

Figure 29 Example of Trunk Utilization Table 22
Figure 30 Example of Trunk Utilization Chart 22
Figure 31 Agent Login/Rest Timeline Report 25
Figure 32 Agent Traffic (Hourly) Report 27
Figure 33 Call Summary by Queue Report – Table Format 28
Figure 34 Call Summary by Queue Report – Graphical Format 28
Figure 35 Call Summary by Queue (Daily) Report – Table Format 29
Figure 36 Call Summary by Queue (Daily) Report – Graphical Format 30
Figure 37 Call Summary by Queue (Hourly) Report – Table Format 31
Figure 38 Call Summary by Queue (Hourly) Report – Graphical Format 31
Figure 39 Call Summary by Queue (Quarter-Hourly) Report – Table Format 32
Figure 40 Call Summary by Queue (Quarter-Hourly) Report – Graphical Format 33
Figure 41 Call Traffic by Queue Report – Table Format 34
Figure 42 Call Traffic by Queue Report – Graphical Format 34
Figure 43 Call Traffic by Queue (Daily) Report – Table Format 35
Figure 44 Call Traffic by Queue (Daily) Report – Graphical Format 36
Figure 45 Call Traffic by Queue (Hourly) Report – Table Format 37
Figure 46 Call Traffic by Queue (Hourly) Report – Graphical Format 37
Figure 47 Service Level by Queue Report – Table Format 38
Figure 48 Service Level by Queue Report – Graphical Format 39
Figure 49 Service Level by Queue (Daily) Report – Table Format 40
Figure 50 Service Level by Queue (Daily) Report – Graphical Format 40
Figure 51 Service Level by Queue (Hourly) Report – Table Format 41
Figure 52 Service Level by Queue (Hourly) Report – Graphical Format 42
Figure 53 Abandoned Call Report – Table Format 43
Figure 54 Abandoned Call Report – Graphical Format 44
Figure 55 Abandoned Call (Daily) Report – Table Format 45
Figure 56 Abandoned Call (Daily) Report – Graphical Format 45
Figure 57 Abandoned Call (Hourly) Report – Table Format 46
Figure 58 Abandoned Call (Hourly) Report – Graphical Format 47
Figure 59 Call Detail by Queue Report 48

Figure 60 Abandoned Callback Details Report 49
Figure 61 Abandoned Call Detail by Queue Report 50
Figure 62 Inbound Number Summary Report 51
Figure 63 Three Stacked Menu 52
Figure 64 Print Icon 52
Figure 65 Example of Print Preview 53

InControl Call Reporting

SECTION 1 INTRODUCTION

InControl Call Reporting is a series of browser based reports that will generate sought after business analytics to help management make better business decisions. There are Non-ACD reports and Contact Center reports. All reports are displayed on the opening page (after authentication).

- ☐ Non-ACD Reports
    - ○ Extension Call Details
    - ○ Phone Number Details (Cradle to Grave)
    - ○ Departments Call Summary
    - ○ Extension Summary by Departments
    - ○ Extension Call Summary
    - ○ Trunk Utilization

With Contact Center 2.0 and UC Suite 5.0, InControl also includes Contact Center Reports for contact center call traffic, wait times and agent time logs. There are four types of Contact Center reports; Agents, Queues, Calls and Other. All reports are displayed on the opening page (after authentication).

Agents:

- ☐ Agent Call Summary
- ☐ Agent State Summary
- ☐ Agent Login/Rest Timeline
- ☐ Agent Traffic (Hourly)
- ☐ Agent Performance Summary

Queues:

- ☐ Call Summary by Queue
- ☐ Call Summary by Queue (Daily)
- ☐ Call Summary by Queue (Hourly)
- ☐ Call Summary by Queue (Quarter Hourly)

- Call Traffic by Queue
- Call Traffic by Queue (Daily)
- Call Traffic by Queue (Hourly)
- Service Level by Queue
- Service Level by Queue (Daily)
- Service Level by Queue (Hourly)

Calls:

- Abandoned Calls
- Abandoned Calls (Daily)
- Abandoned Calls (Hourly)
- Abandoned Callback Details
- Abandoned Call Detail by Queue
- Call Detail by Queue

Other

- Inbound Detail by Queue

The InControl Call Reporting database can hold approximately 2 million calls for every GB of disk storage space.

Section 2 System Requirements

Contact Center Version 2.0

UC Suite Version 5.0

Internet Browser:

- Internet Explorer 11
- Mozilla Firefox 50
- Google Chrome 55
- Microsoft Edge 38
- Safari 10 (Mac)

SECTION 3 LICENSING

Non-ACD Reports

- ☐ InControl Server License (2107)
- ☐ InControl Addon License (5327)

Contact Center Reports

- ☐ ACD-MIS Basic (2102)
- ☐ ACD-MIS Additional Monitor (2103)

SECTION 4 LOGIN

InControl Call Reporting is accessed by pointing a supported browser to the InControl URL.

The URL for InControl Call Reporting is http://{IP address of the UC Suite/Contact Center server}/InControl.

Example: http://192.168.1.10/incontrol

User login and password as well as user rights are assigned in memory block 20-59 or the UC Admin Utility.

SECTION 5 SETTINGS MANAGEMENT (ADMINISTRATION)

Settings Management is accessible by mouse clicking on the user's extension number in the open browser window. Settings has two licensing levels:

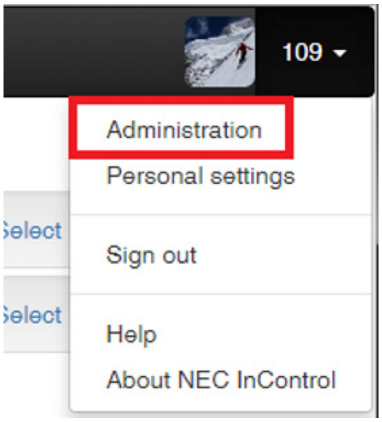
- ☐ Premium user – Administration. A user with a Premium user license has access to manage the directory.
- ☐ Standard users are able to make changes to their personal settings (First day of the week and time format), time format, default report start time and end time, short call threshold and service level threshold.

5.1 Department Administration

Extensions must be associated with a Department in order to run the Extension Summary by Departments and Department Call Summary reports. This section demonstrates the required department settings.

1. In the reports client, click the extension drop down towards the top right of the screen. From the drop down menu select **Administration**. You must be a premium user with the attendant option enabled in Program 20-59.

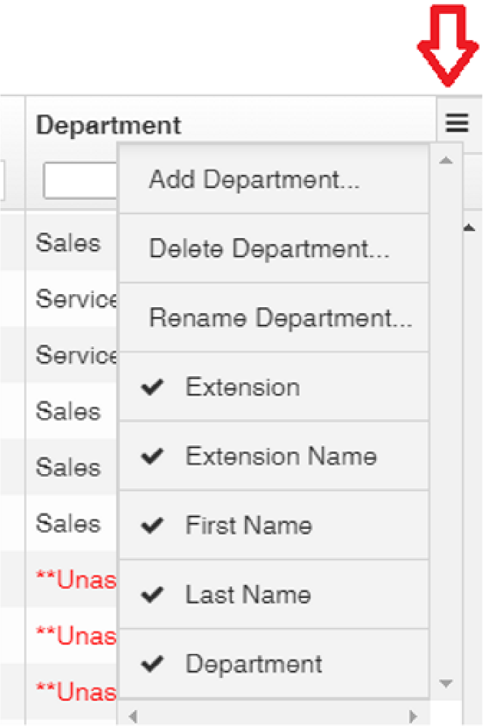
Figure 1 Extension Drop Down Menu


109
Administration
Personal settings
Select
Select
Sign out
Help
About NEC InControl

This will open the Department Administration Window.

2. Click the menu button and choose **Add Department**.

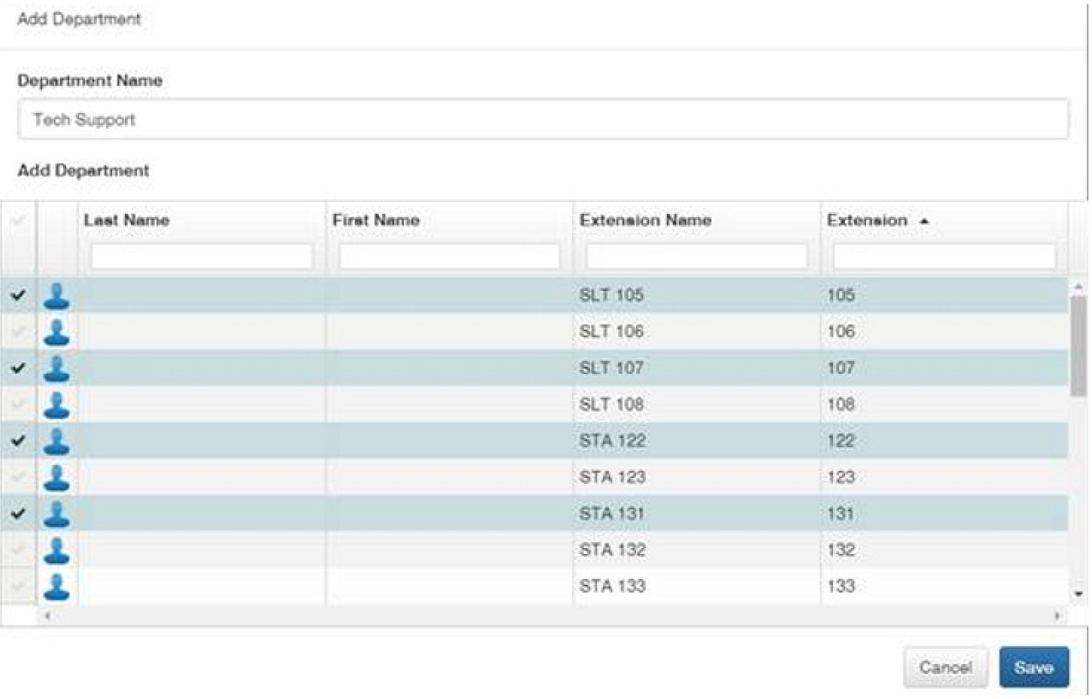
Figure 2 Department Drop Down Menu


Department
Add Department...
Delete Department...
Rename Department...
✓ Extension
✓ Extension Name
✓ First Name
✓ Last Name
✓ Department
Sales
Service
Service
Sales
Sales
Sales
**Unas
**Unas
**Unas

This will open the Add Department Window.

3. Enter a name in the **Department Name** field and check the box in the left column for each extension to be included in the department. Click on **Save**.

Figure 3 Add Department



Add Department

Department Name

Tech Support

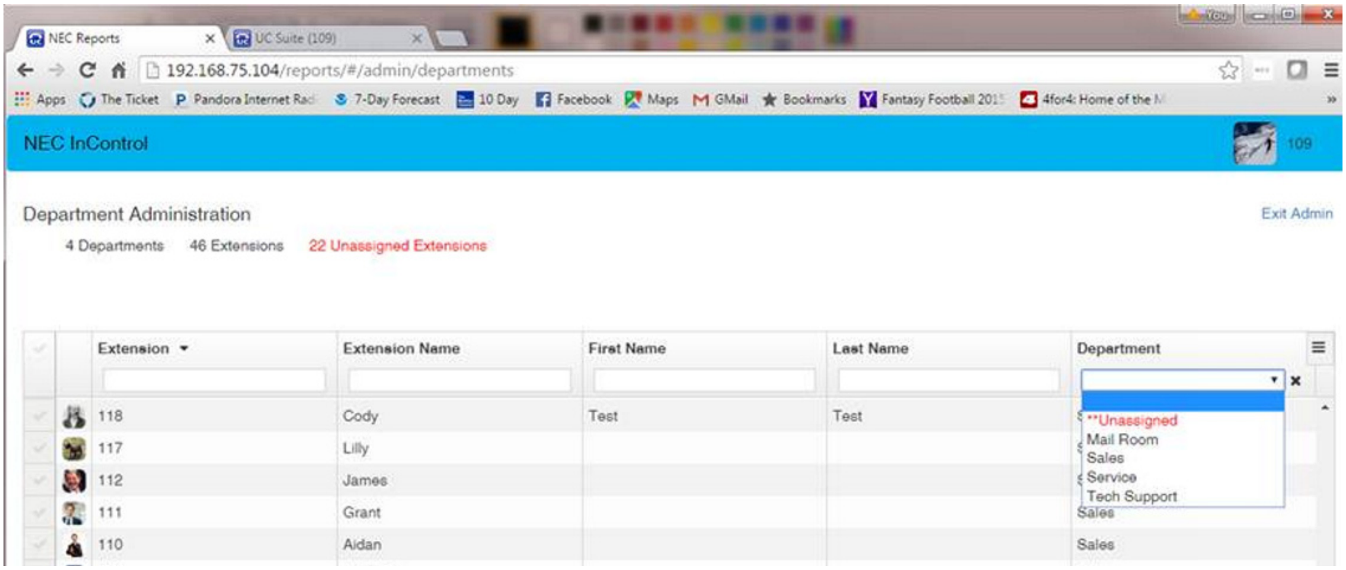
Add Department

		Last Name	First Name	Extension Name	Extension ▲
✓	👤			SLT 105	105
	👤			SLT 106	106
✓	👤			SLT 107	107
	👤			SLT 108	108
✓	👤			STA 122	122
	👤			STA 123	123
✓	👤			STA 131	131
	👤			STA 132	132
	👤			STA 133	133

Cancel
Save

The department is now added to the drop down menu for the department column to sort by department.

Figure 4 Department Drop Down Menu



NEC Reports
UC Suite (109)
192.168.75.104/reports/#/admin/departments
Apps
The Ticket
Pandora Internet Rad
7-Day Forecast
10 Day
Facebook
Maps
GMail
Bookmarks
Fantasy Football 2015
4for4: Home of the M
NEC InControl
109
Exit Admin

Department Administration

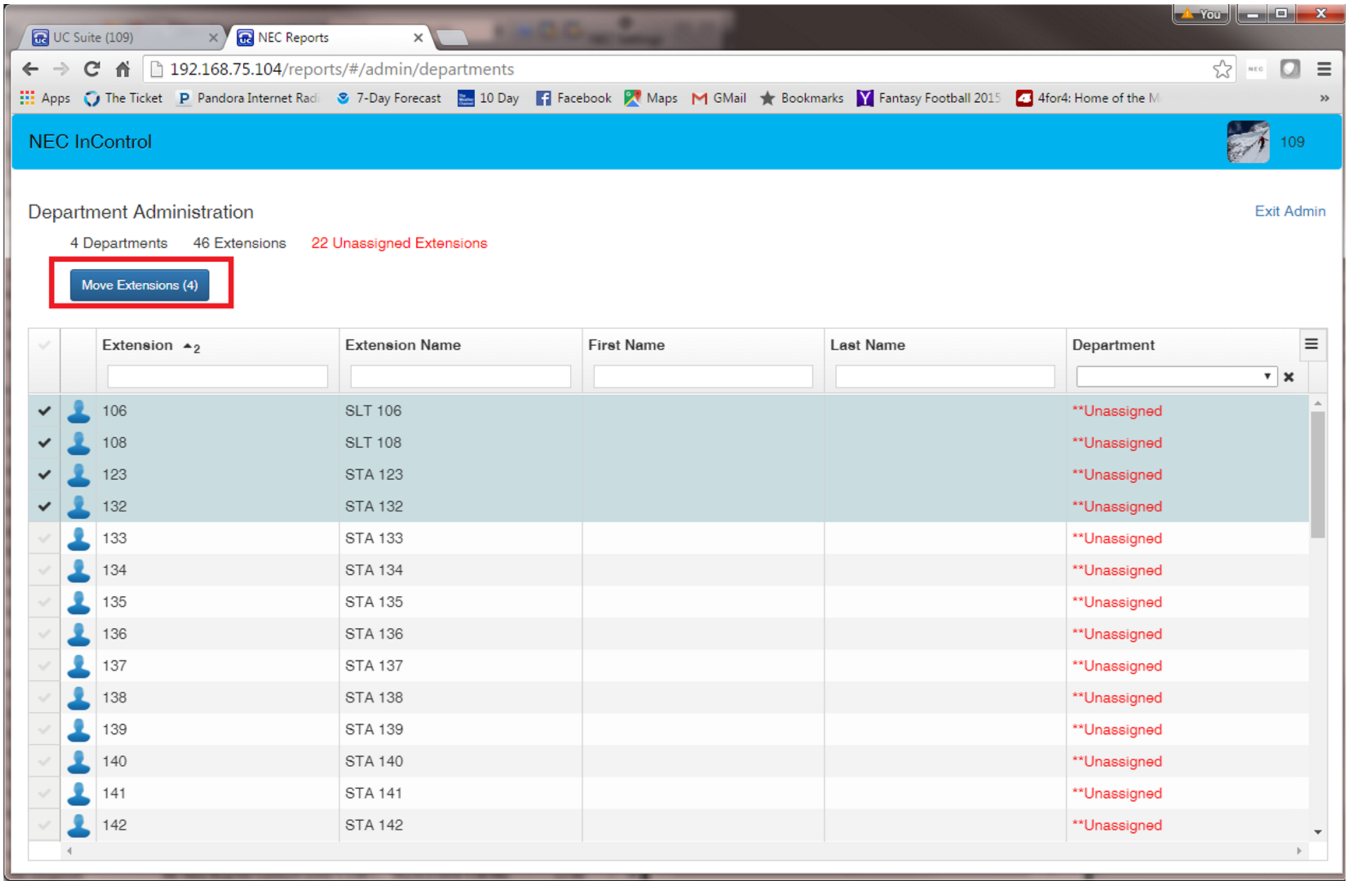
4 Departments 46 Extensions 22 Unassigned Extensions

		Extension ▼	Extension Name	First Name	Last Name	Department
		118	Cody	Test	Test	
		117	Lilly			
		112	James			
		111	Grant			Sales
		110	Aidan			Sales

**Unassigned
Mail Room
Sales
Service
Tech Support

4. To add extensions to an existing department, check the box in the left column for each extension to be added. Click on **Move Extensions**.

Figure 5 Move Extensions


UC Suite (109)
NEC Reports
192.168.75.104/reports/#/admin/departments
Apps
The Ticket
Pandora Internet Radi
7-Day Forecast
10 Day
Facebook
Maps
GMail
Bookmarks
Fantasy Football 2015
4for4: Home of the M
NEC InControl
109
Exit Admin
Move Extensions (4)

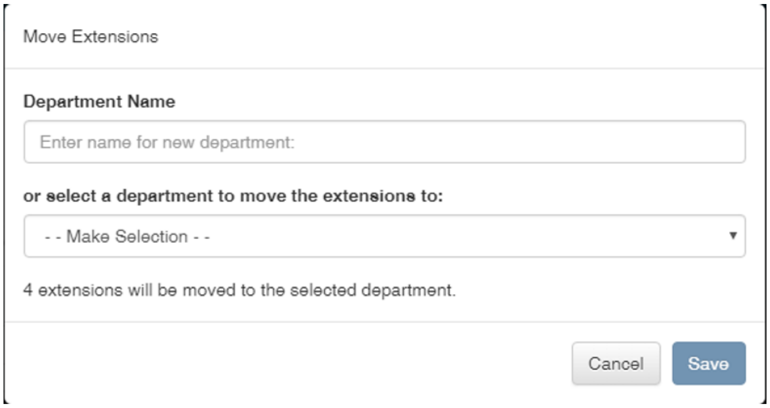
Department Administration

4 Departments 46 Extensions 22 Unassigned Extensions

		Extension	Extension Name	First Name	Last Name	Department
✓	👤	106	SLT 106			**Unassigned
✓	👤	108	SLT 108			**Unassigned
✓	👤	123	STA 123			**Unassigned
✓	👤	132	STA 132			**Unassigned
	👤	133	STA 133			**Unassigned
	👤	134	STA 134			**Unassigned
	👤	135	STA 135			**Unassigned
	👤	136	STA 136			**Unassigned
	👤	137	STA 137			**Unassigned
	👤	138	STA 138			**Unassigned
	👤	139	STA 139			**Unassigned
	👤	140	STA 140			**Unassigned
	👤	141	STA 141			**Unassigned
	👤	142	STA 142			**Unassigned

5. Define a new Department or select an existing department from the drop down list and select **Save**.

Figure 6 Select Department


Cancel
Save

Move Extensions

Department Name

Enter name for new department:

or select a department to move the extensions to:

- - Make Selection - -

4 extensions will be moved to the selected department.

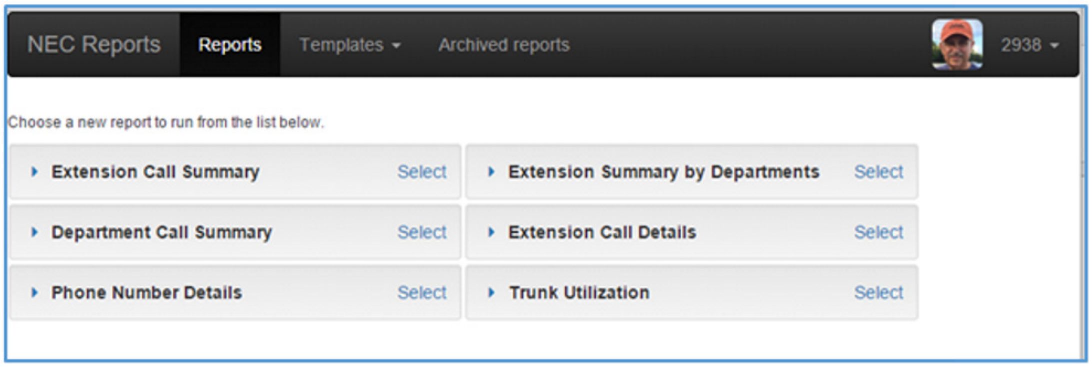
SECTION 6 REPORTS OVERVIEW

Reports are wizard driven allowing the user to generate reports quickly. Each report has its own set of criteria to produce the report.

Menu options for reports are:

- ☐ Reports – selecting **Reports** in the browser title bar opens a page showing the available reports.
- ☐ Templates – Selecting **Templates** gives you access to prior run reports to modify and run again. Reports are divided into two categories; **Once-only** and **Scheduled**.
- ☐ Archived Reports – selecting **Archived Reports** brings up a list of scheduled reports run in the last 30 days. After 30 days, archived reports auto-delete.

Figure 7 NEC Reports Screen

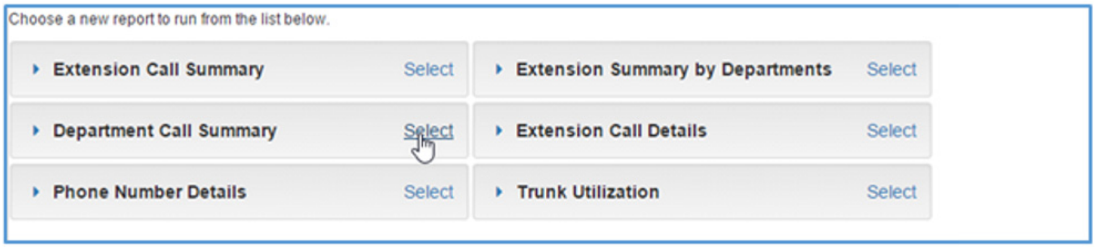

NEC Reports
Reports
Templates
Archived reports
2938
Extension Call Summary
Select
Extension Summary by Departments
Select
Department Call Summary
Select
Extension Call Details
Select
Phone Number Details
Select
Trunk Utilization
Select

Choose a new report to run from the list below.

6.1 Generate Once-Only Report

Select the appropriate report

Figure 8 Report Type Screen

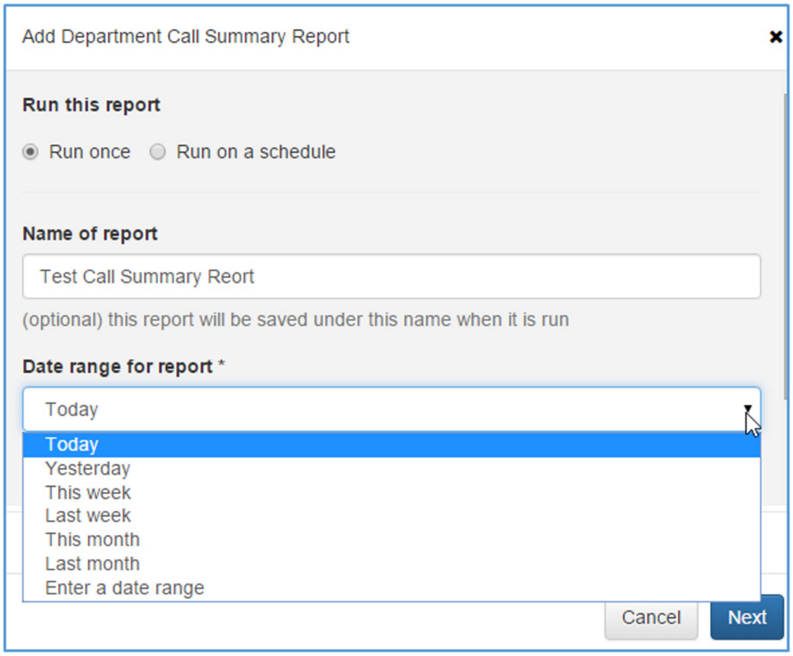

Extension Call Summary
Select
Extension Summary by Departments
Select
Department Call Summary
Select
Extension Call Details
Select
Phone Number Details
Select
Trunk Utilization
Select

Choose a new report to run from the list below.

1. From Department Call Summary, click on **Select**.

2. Select **Run Once**, enter **Name of report** and choose the **Date range for report**.

Figure 9 Add Department Call Summary Report



Add Department Call Summary Report

Run this report

● Run once ○ Run on a schedule

Name of report

Test Call Summary Reort

(optional) this report will be saved under this name when it is run

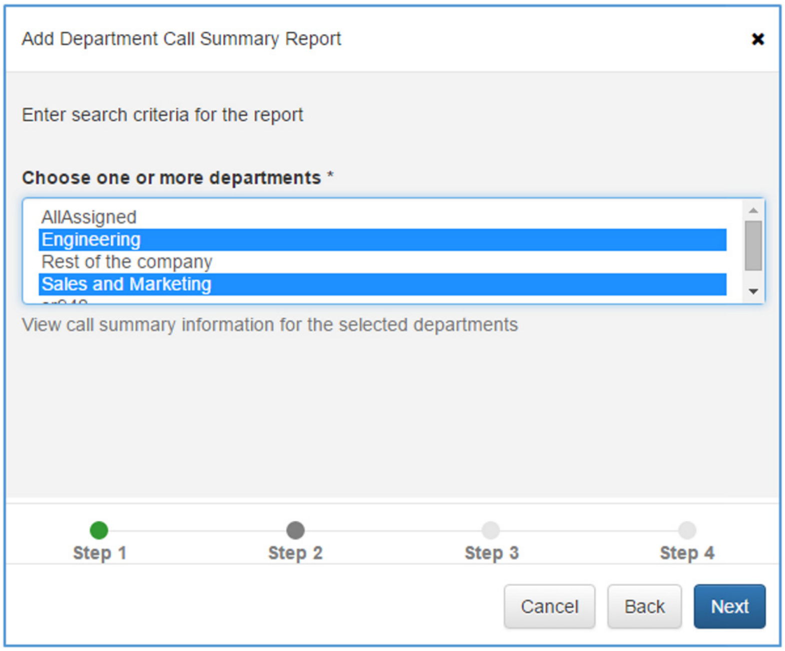
Date range for report *

Today

Today
Yesterday
This week
Last week
This month
Last month
Enter a date range
Cancel
Next

3. Click on **Next** and select your department(s).

Figure 10 Choose One or More Departments



Add Department Call Summary Report

Enter search criteria for the report

Choose one or more departments *

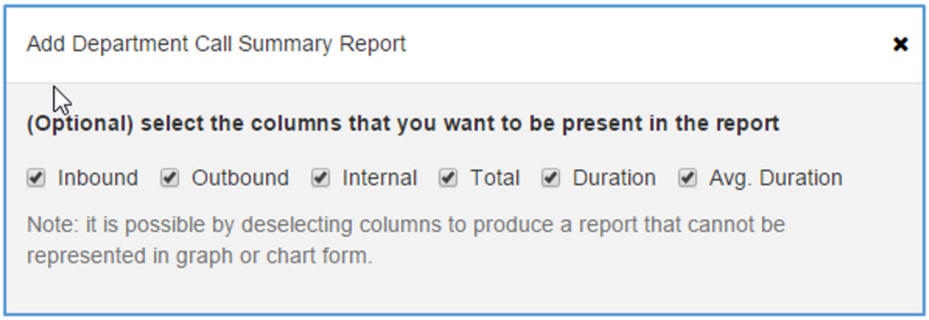
AllAssigned
Engineering
Rest of the company
Sales and Marketing

View call summary information for the selected departments

Step 1
Step 2
Step 3
Step 4
Cancel
Back
Next

4. Select report **columns**.

Figure 11 Report Columns



Add Department Call Summary Report
×

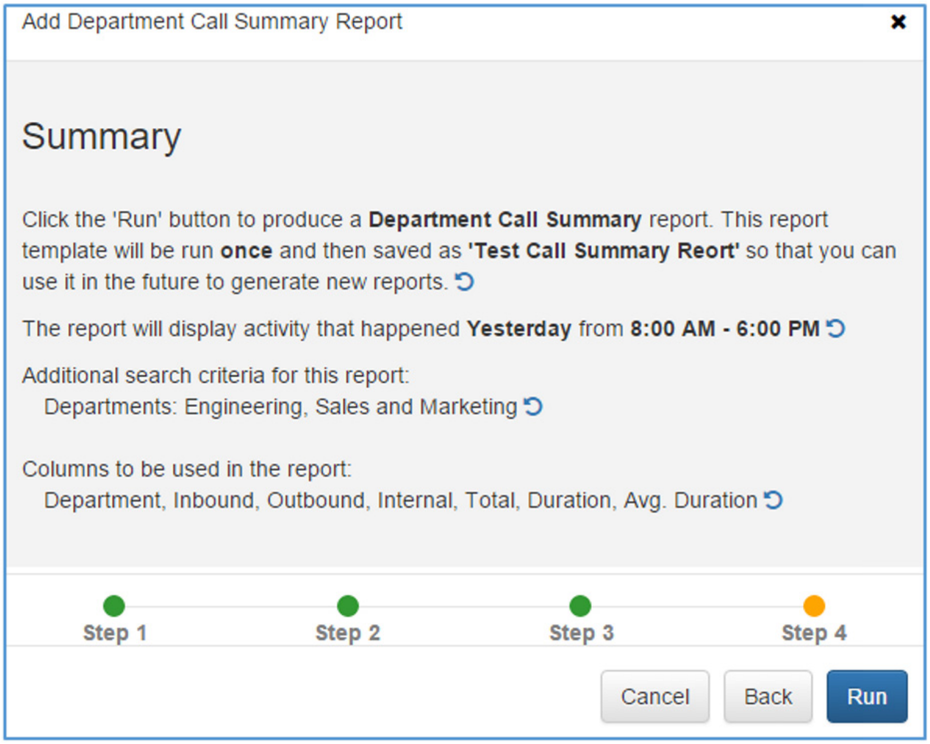
(Optional) select the columns that you want to be present in the report

☑ Inbound ☑ Outbound ☑ Internal ☑ Total ☑ Duration ☑ Avg. Duration

Note: it is possible by deselecting columns to produce a report that cannot be represented in graph or chart form.

5. Review settings.

Figure 12 Summary Report



Add Department Call Summary Report
×
Summary

Click the 'Run' button to produce a **Department Call Summary** report. This report template will be run **once** and then saved as **'Test Call Summary Reort'** so that you can use it in the future to generate new reports.

The report will display activity that happened **Yesterday** from **8:00 AM - 6:00 PM**

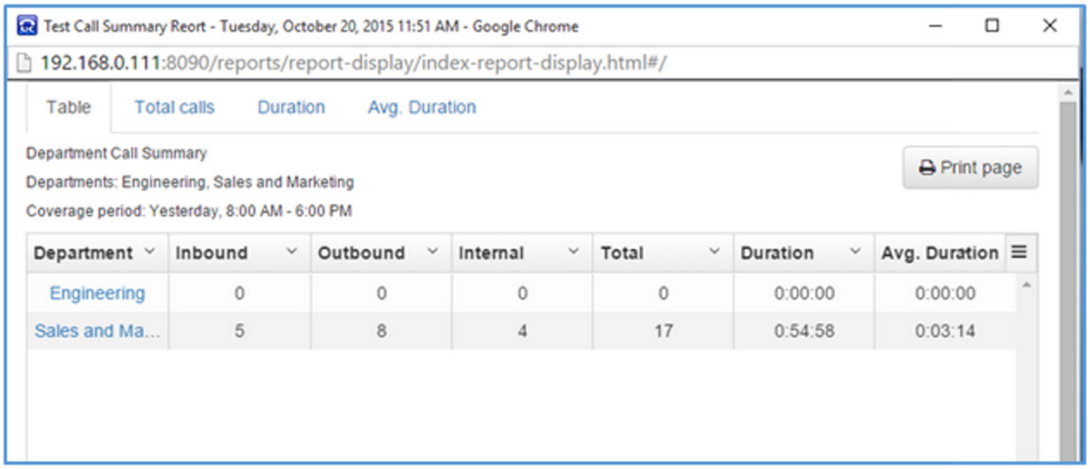
Additional search criteria for this report:
Departments: Engineering, Sales and Marketing

Columns to be used in the report:
Department, Inbound, Outbound, Internal, Total, Duration, Avg. Duration

Step 1
Step 2
Step 3
Step 4
Cancel
Back
Run

6. If settings are correct, click on **Run**.

Figure 13 Example of Test Call Summary Report



Test Call Summary Reort - Tuesday, October 20, 2015 11:51 AM - Google Chrome
192.168.0.111:8090/reports/report-display/index-report-display.html#/
Table
Total calls
Duration
Avg. Duration
Print page

Department Call Summary
Departments: Engineering, Sales and Marketing
Coverage period: Yesterday, 8:00 AM - 6:00 PM

Department	Inbound	Outbound	Internal	Total	Duration	Avg. Duration
Engineering	0	0	0	0	0:00:00	0:00:00
Sales and Ma...	5	8	4	17	0:54:58	0:03:14

Drill Down Menus

Summary reports have the ability to drill down to get detailed information in a report. Clicking a hyperlink drills down to the next report (in this case the Extension Summary by Departments). This drill down report opens in its own browser window.

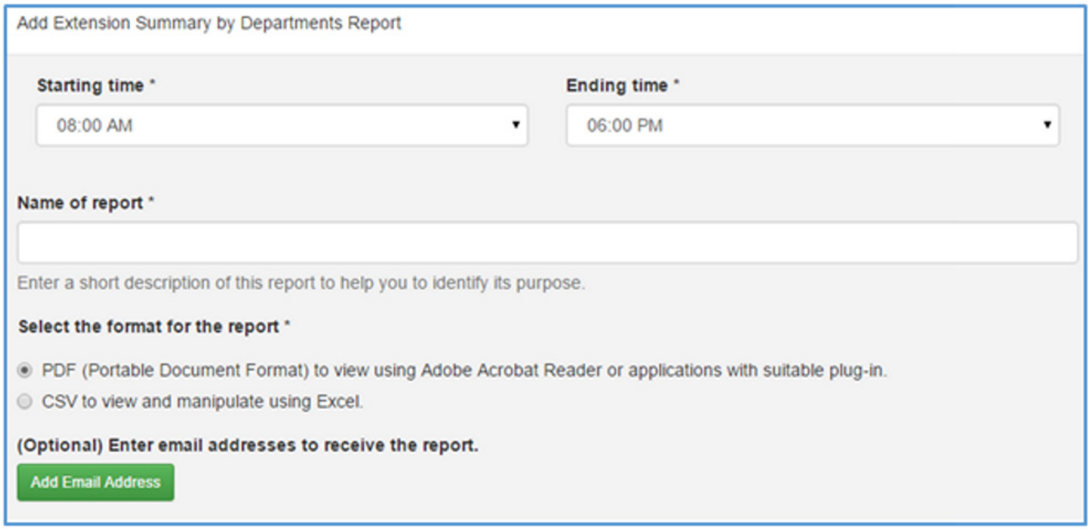
Printing

Clicking on the **Print page** button opens a print window dialog allowing the user to select their preferred printer and to print the job.

Run on a Schedule

Selecting **Run on a schedule** adds the following schedule dialogs to the report wizard. This allows the user to pick **start-stop times**, **report name**, **PDF** or **CSV** format, and an **Email address** to send it to. Email send settings must be set in memory block 47-18.

Figure 14 Schedule Settings Screen



Add Extension Summary by Departments Report

Starting time *
08:00 AM ▾

Ending time *
06:00 PM ▾

Name of report *

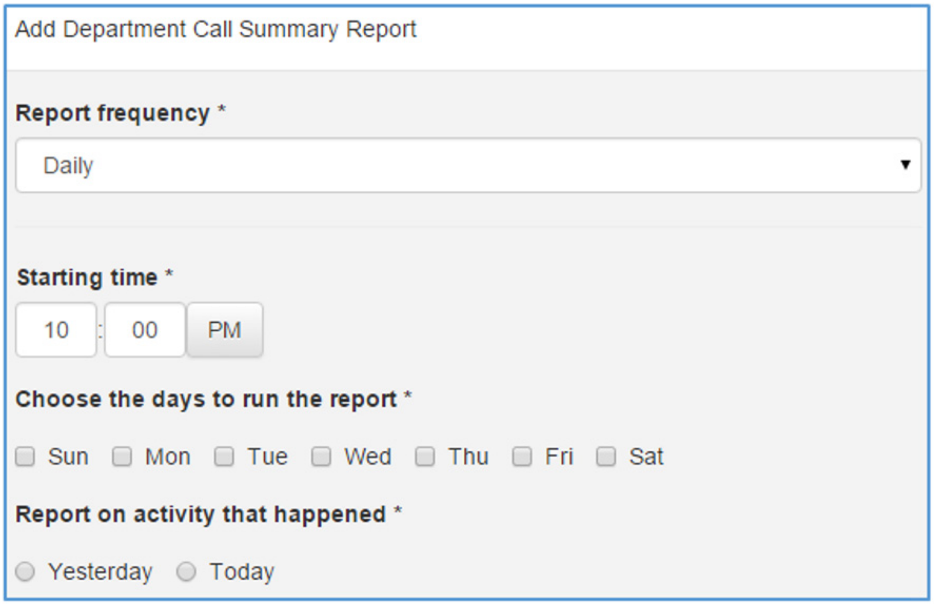
Enter a short description of this report to help you to identify its purpose.

Select the format for the report *

● PDF (Portable Document Format) to view using Adobe Acrobat Reader or applications with suitable plug-in.
○ CSV to view and manipulate using Excel.

(Optional) Enter email addresses to receive the report.

Figure 15 Frequency Settings Screen



Add Department Call Summary Report

Report frequency *
Daily ▾

Starting time *
10 : 00 PM

Choose the days to run the report *

☐ Sun ☐ Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri ☐ Sat

Report on activity that happened *

○ Yesterday ○ Today

Scheduled reports have the ability to run on current date/time settings or prior period. For example, a daily report has the option to print using todays data or yesterdays.

Templates

Templates are saved reports (without data) that can be re-run, duplicated or edited. Templates are separated into two categories; **Once-only** and **Scheduled**. Any report that has been run is saved as a template to facilitate re-running the same or modified report.

Archived Reports

Archived reports are a copy of a Scheduled report that has run. This report contains report data and can be downloaded in the event the original report is deleted.

SECTION 7 NON-ACD REPORTS

Non-ACD reports is a series of reports that will generate sought after business analytics to help management make better business decisions. Non-ACD reports in include the following:

- ❑ Extension Call Summary
- ❑ Extension Summary by Departments
- ❑ Department Call Summary
- ❑ Extension Call Details
- ❑ Phone Number Details
- ❑ Trunk Utilization

Each of these reports is described in the following sections.

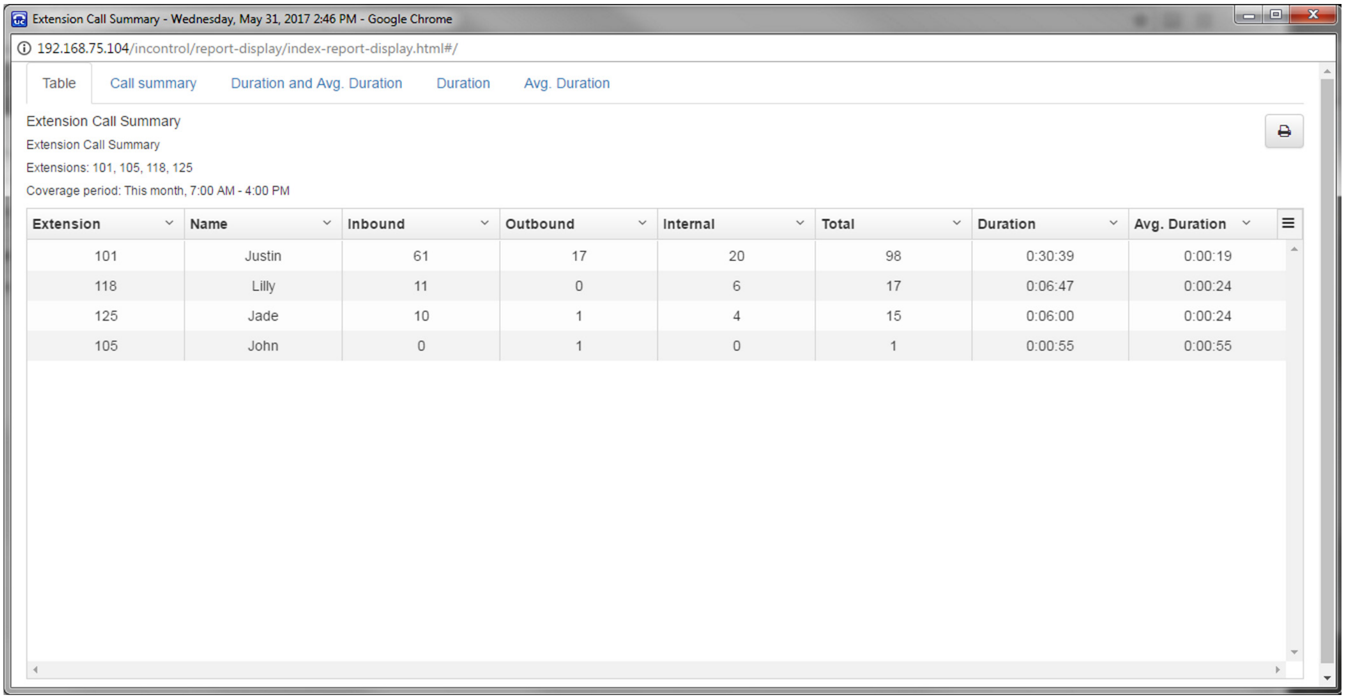
7.1 Extension Call Summary

This report provides summary call data for particular extension(s). This report shows the call count and duration information for the specified extensions. Multiple extensions can be included in the report. The following fields are included in this report:

- ❍ Extension
- ❍ Name
- ❍ Inbound
- ❍ Outbound
- ❍ Internal
- ❍ Total
- ❍ Duration
- ❍ Average Duration

Below are examples of an Extension Call Summary report. This report is available in table, graphical and pie chart format. Hovering the mouse over the graph or pie chart opens a pop up box with details for each color.

Figure 16 Extension Call Summary Report – Table Format


Extension Call Summary - Wednesday, May 31, 2017 2:46 PM - Google Chrome
192.168.75.104/incontrol/report-display/index-report-display.html#/
Table
Call summary
Duration and Avg. Duration
Duration
Avg. Duration

Extension Call Summary

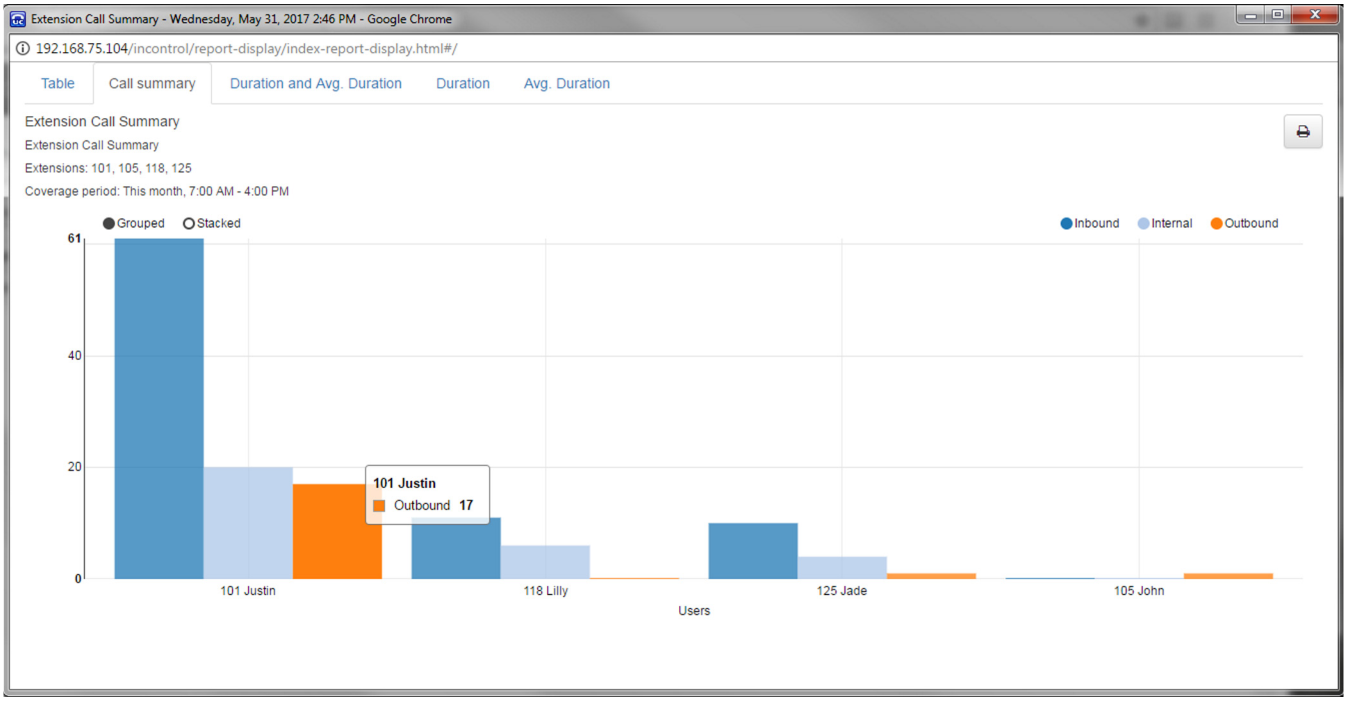
Extension Call Summary

Extensions: 101, 105, 118, 125

Coverage period: This month, 7:00 AM - 4:00 PM

Extension	Name	Inbound	Outbound	Internal	Total	Duration	Avg. Duration
101	Justin	61	17	20	98	0:30:39	0:00:19
118	Lilly	11	0	6	17	0:06:47	0:00:24
125	Jade	10	1	4	15	0:06:00	0:00:24
105	John	0	1	0	1	0:00:55	0:00:55

Figure 17 Extension Call Summary Report – Graphical Format


Extension Call Summary - Wednesday, May 31, 2017 2:46 PM - Google Chrome
192.168.75.104/incontrol/report-display/index-report-display.html#/
Table
Call summary
Duration and Avg. Duration
Duration
Avg. Duration

Extension Call Summary

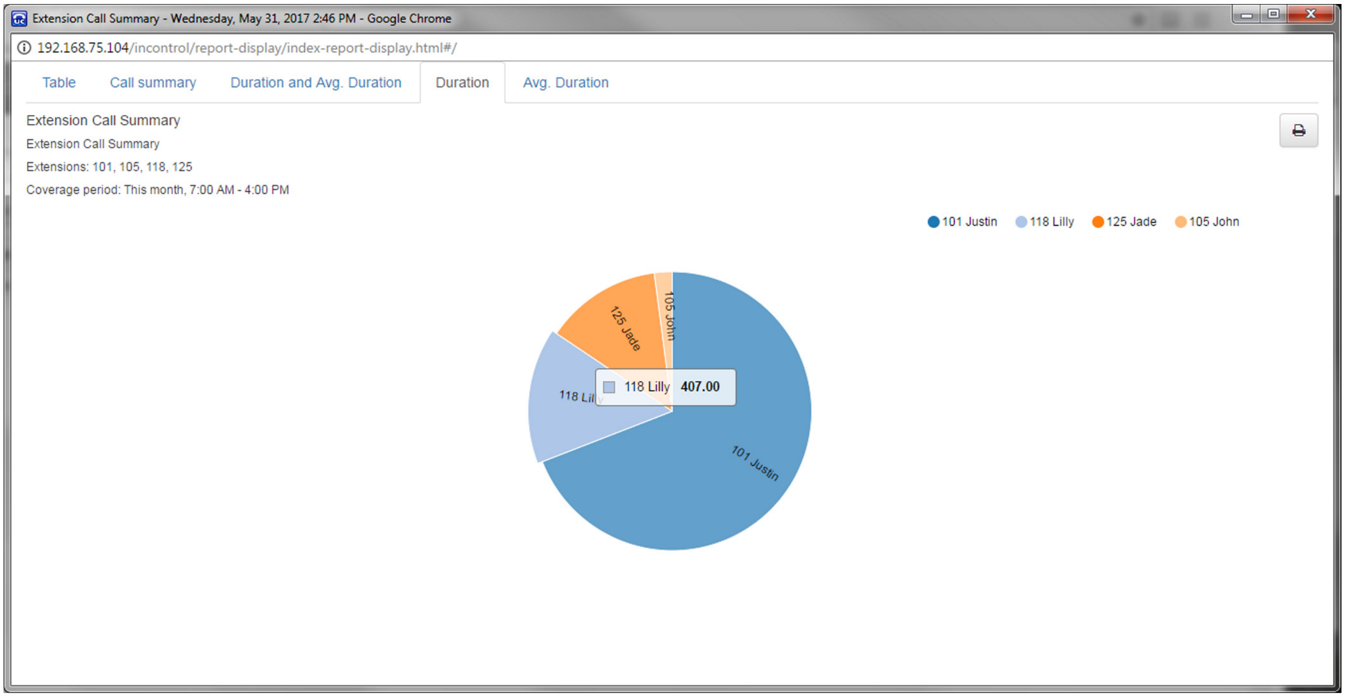
Extension Call Summary

Extensions: 101, 105, 118, 125

Coverage period: This month, 7:00 AM - 4:00 PM

● Grouped
○ Stacked
● Inbound
● Internal
● Outbound
61
40
20
0
101 Justin
Outbound 17
101 Justin
118 Lilly
125 Jade
105 John
Users

Figure 18 Extension Call Summary Report – Pie Chart Format


Extension Call Summary - Wednesday, May 31, 2017 2:46 PM - Google Chrome
192.168.75.104/incontrol/report-display/index-report-display.html#/
Table
Call summary
Duration and Avg. Duration
Duration
Avg. Duration

Extension Call Summary

Extension Call Summary

Extensions: 101, 105, 118, 125

Coverage period: This month, 7:00 AM - 4:00 PM

● 101 Justin
● 118 Lilly
● 125 Jade
● 105 John
105 John
125 Jade
118 Lil
118 Lilly 407.00
101 Justin

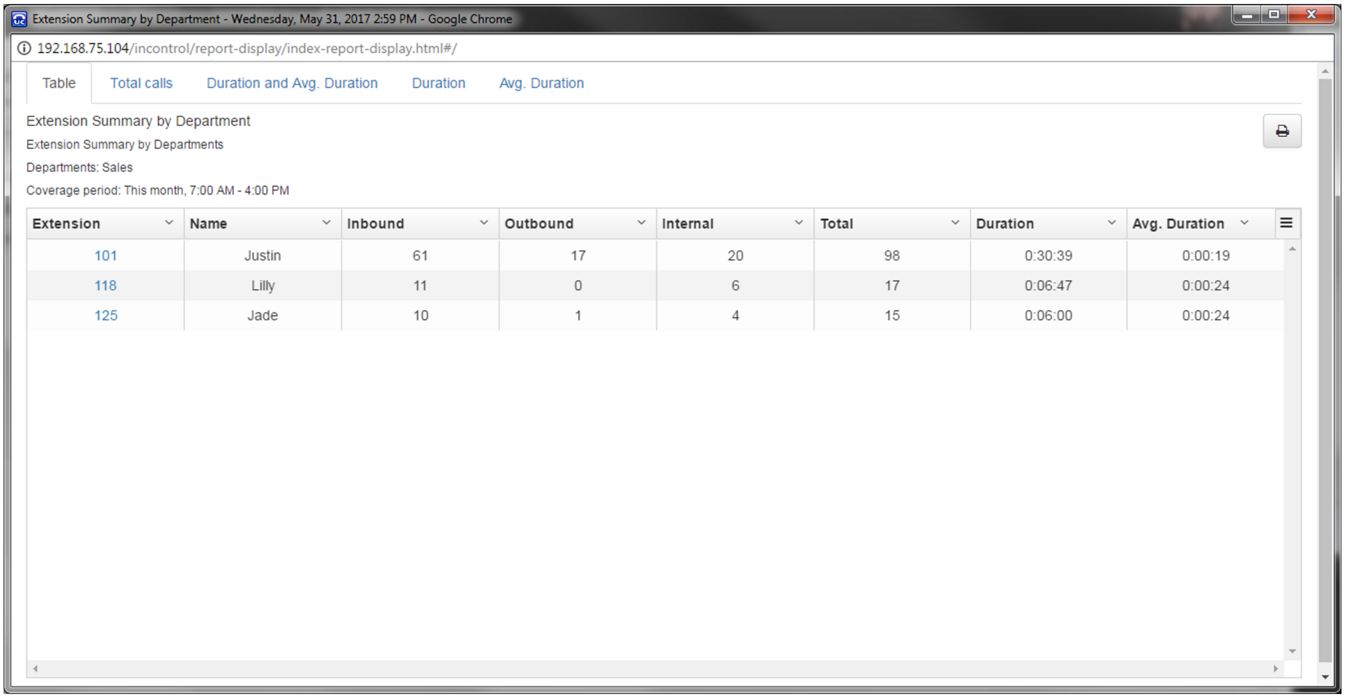
7.2 Extension Summary by Department

This report provides summary call data for extension summary within each department that is specified. This report shows the call count and duration information for the extensions in the specified departments. The following fields are included in this report:

- Extension
- Name
- Inbound
- Outbound
- Internal
- Total
- Duration
- Average Duration

Below are examples of an Extension Summary by Department report. This report is available in table, graphical and pie chart format. Hovering the mouse over the graph or pie chart opens a pop up box with details for each color.

Figure 19 Extension Summary by Department – Table Format


Extension Summary by Department - Wednesday, May 31, 2017 2:59 PM - Google Chrome
192.168.75.104/incontrol/report-display/index-report-display.html#/
Table
Total calls
Duration and Avg. Duration
Duration
Avg. Duration

Extension Summary by Department

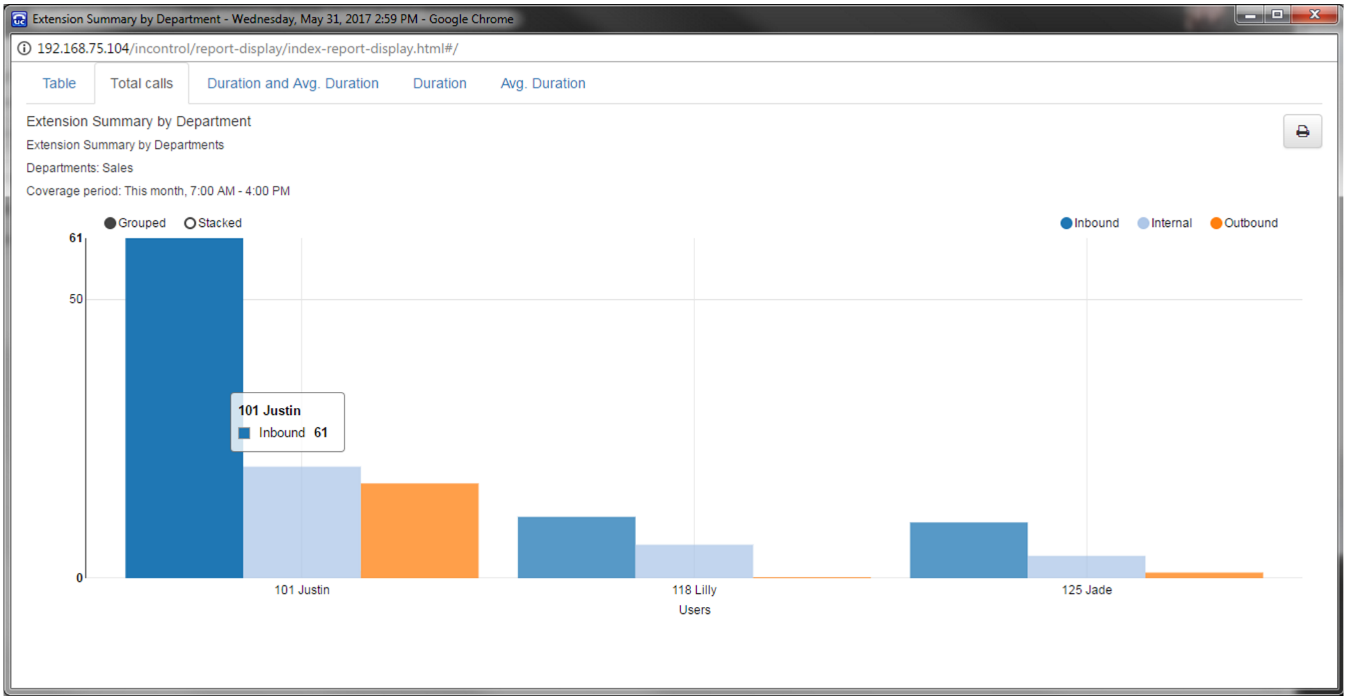
Extension Summary by Departments

Departments: Sales

Coverage period: This month, 7:00 AM - 4:00 PM

Extension	Name	Inbound	Outbound	Internal	Total	Duration	Avg. Duration
101	Justin	61	17	20	98	0:30:39	0:00:19
118	Lilly	11	0	6	17	0:06:47	0:00:24
125	Jade	10	1	4	15	0:06:00	0:00:24

Figure 20 Extension Summary by Department – Graphical Format



Extension Summary by Department - Wednesday, May 31, 2017 2:59 PM - Google Chrome

192.168.75.104/incontrol/report-display/index-report-display.html#/

Table
Total calls
Duration and Avg. Duration
Duration
Avg. Duration

Extension Summary by Department

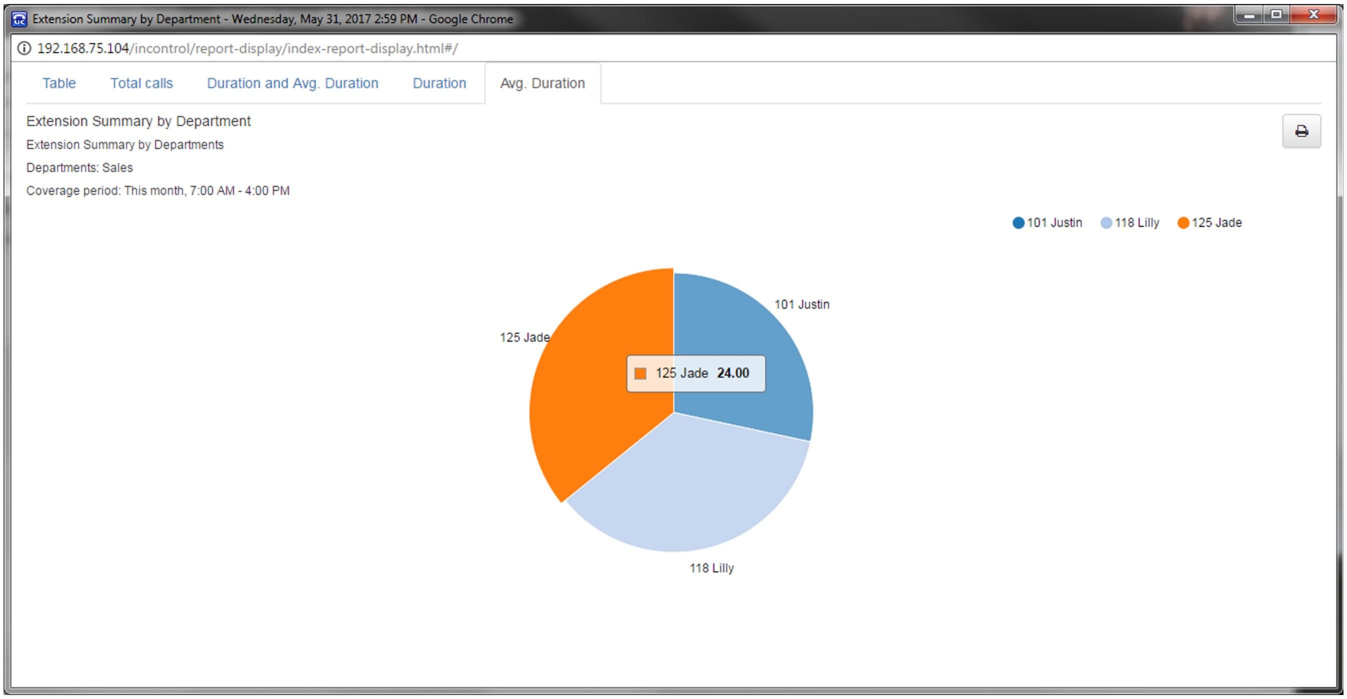
Extension Summary by Departments

Departments: Sales

Coverage period: This month, 7:00 AM - 4:00 PM

● Grouped
○ Stacked
● Inbound
● Internal
● Outbound
61
50
0
101 Justin
Inbound 61
101 Justin
118 Lilly
125 Jade
Users

Figure 21 Extension Summary by Department – Pie Chart Format



Extension Summary by Department - Wednesday, May 31, 2017 2:59 PM - Google Chrome

192.168.75.104/incontrol/report-display/index-report-display.html#/

Table
Total calls
Duration and Avg. Duration
Duration
Avg. Duration

Extension Summary by Department

Extension Summary by Departments

Departments: Sales

Coverage period: This month, 7:00 AM - 4:00 PM

● 101 Justin
● 118 Lilly
● 125 Jade
101 Justin
125 Jade
125 Jade 24.00
118 Lilly

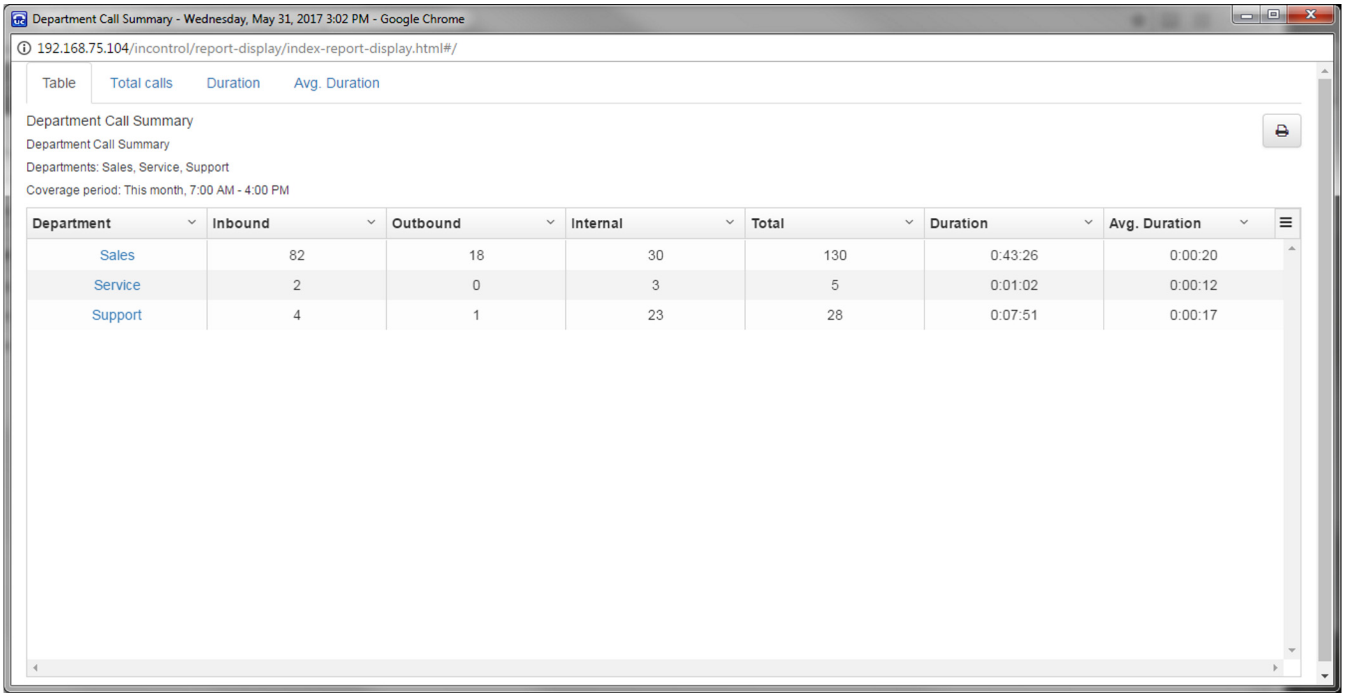
7.3 Department Call Summary

This report provides summary call data by department(s). Call summary information includes the number of inbound, outbound, internal calls as well as total and average durations. Multiple departments can be included in the report. The following fields are included in this report:

- ❍ Department
- ❍ Inbound
- ❍ Outbound
- ❍ Internal
- ❍ Total
- ❍ Duration
- ❍ Average Duration

Below are examples of an Extension Summary by Department report. This report is available in table, graphical and pie chart format. Hovering the mouse over the graph or pie chart opens a pop up box with details for each color.

Figure 22 Department Call Summary – Table Format


Department Call Summary - Wednesday, May 31, 2017 3:02 PM - Google Chrome
192.168.75.104/incontrol/report-display/index-report-display.html#/
Table
Total calls
Duration
Avg. Duration

Department Call Summary

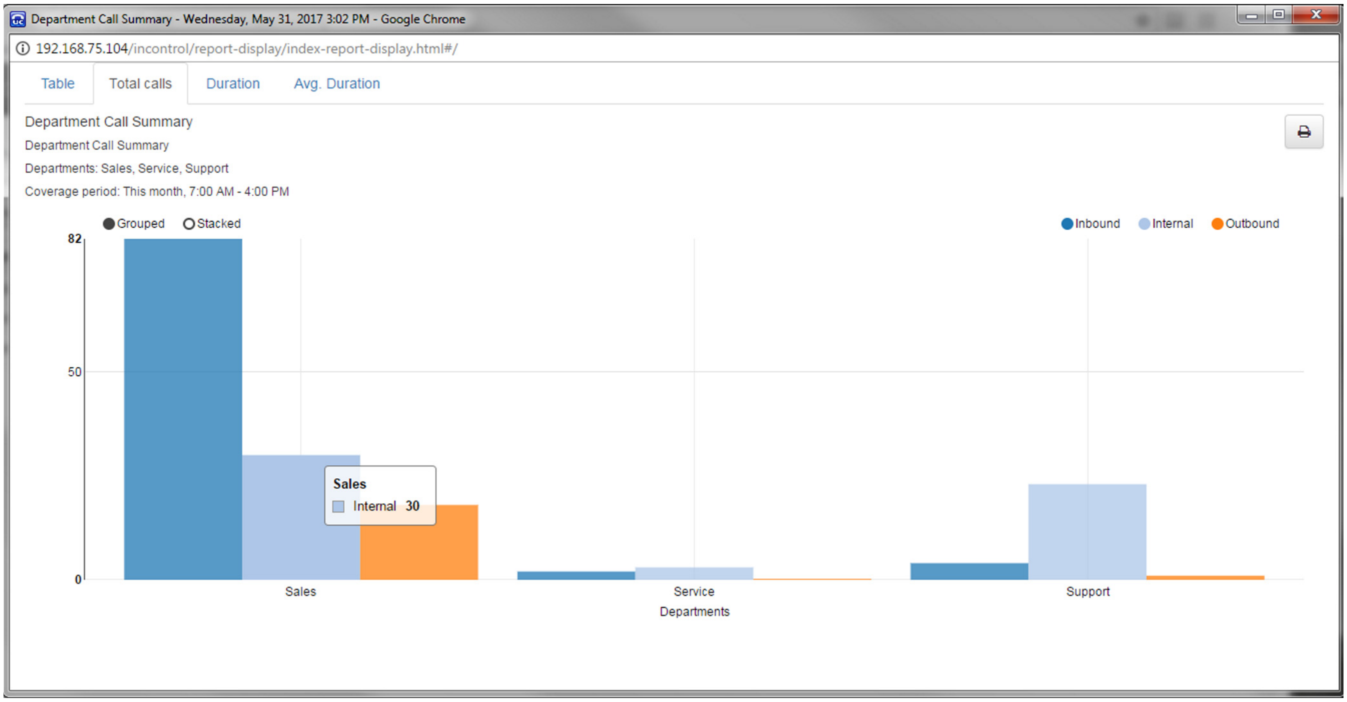
Department Call Summary

Departments: Sales, Service, Support

Coverage period: This month, 7:00 AM - 4:00 PM

Department	Inbound	Outbound	Internal	Total	Duration	Avg. Duration
Sales	82	18	30	130	0:43:26	0:00:20
Service	2	0	3	5	0:01:02	0:00:12
Support	4	1	23	28	0:07:51	0:00:17

Figure 23 Department Call Summary – Graphical Format


Department Call Summary - Wednesday, May 31, 2017 3:02 PM - Google Chrome
192.168.75.104/incontrol/report-display/index-report-display.html#/
Table
Total calls
Duration
Avg. Duration
● Grouped
○ Stacked
● Inbound
● Internal
● Outbound
82
50
0
Sales
Internal 30
Sales
Service
Support
Departments

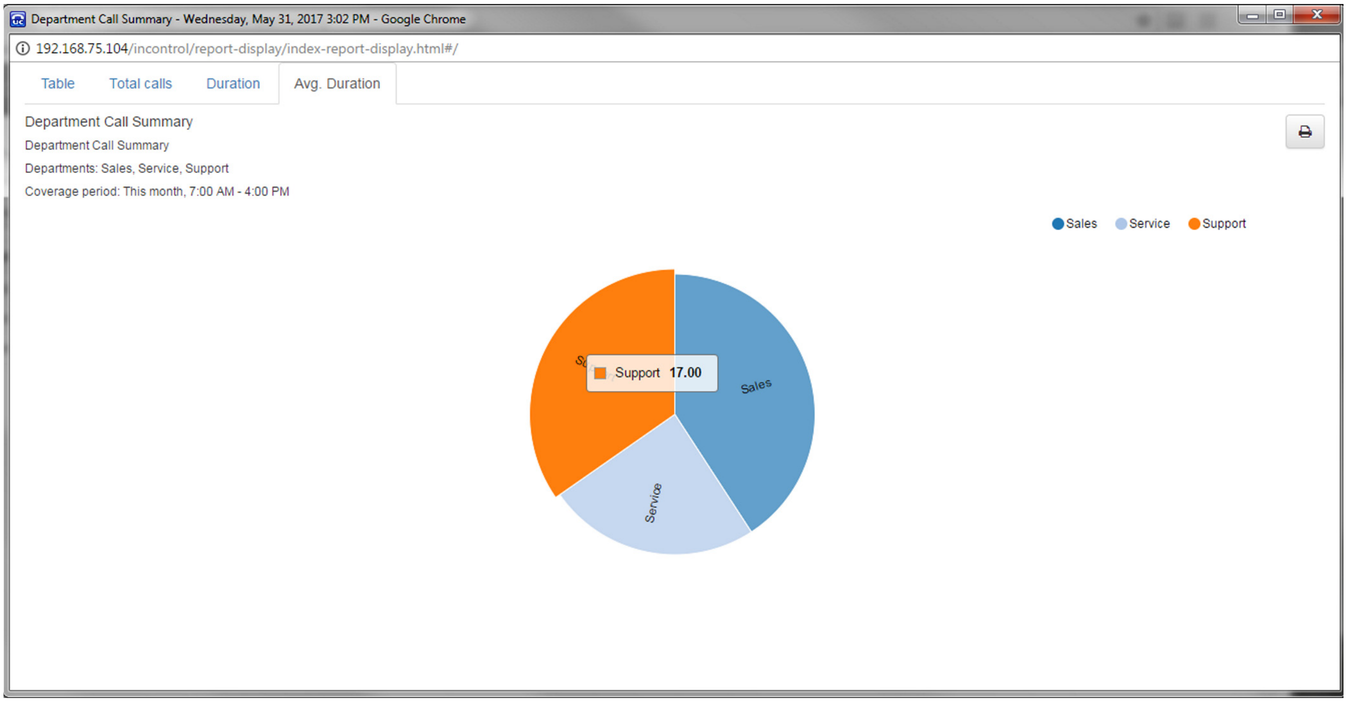
Department Call Summary

Department Call Summary

Departments: Sales, Service, Support

Coverage period: This month, 7:00 AM - 4:00 PM

Figure 24 Department Call Summary – Pie Chart Format


Department Call Summary - Wednesday, May 31, 2017 3:02 PM - Google Chrome
192.168.75.104/incontrol/report-display/index-report-display.html#/
Table
Total calls
Duration
Avg. Duration
● Sales
● Service
● Support
Support 17.00
Sales
Service

Department Call Summary

Department Call Summary

Departments: Sales, Service, Support

Coverage period: This month, 7:00 AM - 4:00 PM

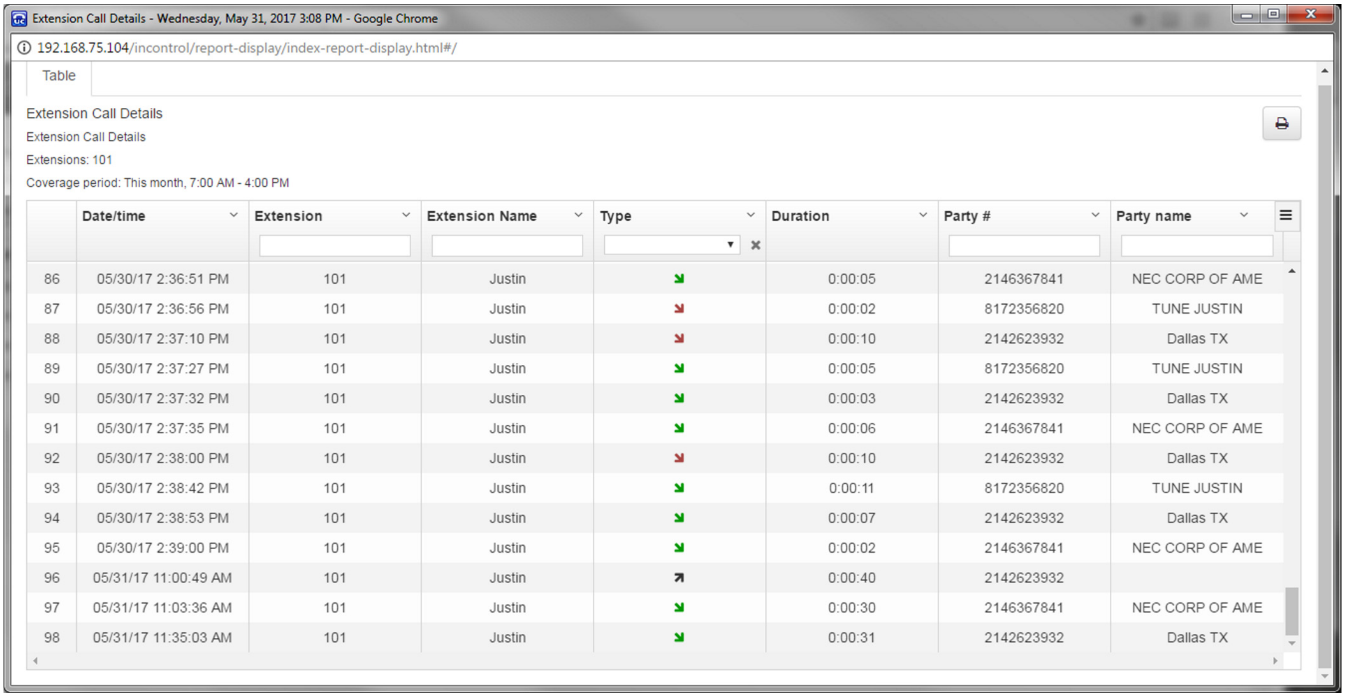
7.4 Extension Call Details

This report provides detailed call data for specified extension(s). This report shows the date, time, call direction, duration and parties involved for each extension. The following fields are included in this report:

- ❍ Department
- ❍ Inbound
- ❍ Outbound
- ❍ Internal
- ❍ Total
- ❍ Duration
- ❍ Average Duration

Below is an example of an Extension Call Details report. This report is only available in table format.

Figure 25 Extension Call Details



Extension Call Details - Wednesday, May 31, 2017 3:08 PM - Google Chrome
192.168.75.104/incontrol/report-display/index-report-display.html#/
Table

Extension Call Details

Extension Call Details

Extensions: 101

Coverage period: This month, 7:00 AM - 4:00 PM

	Date/time	Extension	Extension Name	Type	Duration	Party #	Party name
86	05/30/17 2:36:51 PM	101	Justin	↘	0:00:05	2146367841	NEC CORP OF AME
87	05/30/17 2:36:56 PM	101	Justin	↘	0:00:02	8172356820	TUNE JUSTIN
88	05/30/17 2:37:10 PM	101	Justin	↘	0:00:10	2142623932	Dallas TX
89	05/30/17 2:37:27 PM	101	Justin	↘	0:00:05	8172356820	TUNE JUSTIN
90	05/30/17 2:37:32 PM	101	Justin	↘	0:00:03	2142623932	Dallas TX
91	05/30/17 2:37:35 PM	101	Justin	↘	0:00:06	2146367841	NEC CORP OF AME
92	05/30/17 2:38:00 PM	101	Justin	↘	0:00:10	2142623932	Dallas TX
93	05/30/17 2:38:42 PM	101	Justin	↘	0:00:11	8172356820	TUNE JUSTIN
94	05/30/17 2:38:53 PM	101	Justin	↘	0:00:07	2142623932	Dallas TX
95	05/30/17 2:39:00 PM	101	Justin	↘	0:00:02	2146367841	NEC CORP OF AME
96	05/31/17 11:00:49 AM	101	Justin	↗	0:00:40	2142623932	
97	05/31/17 11:03:36 AM	101	Justin	↘	0:00:30	2146367841	NEC CORP OF AME
98	05/31/17 11:35:03 AM	101	Justin	↘	0:00:31	2142623932	Dallas TX

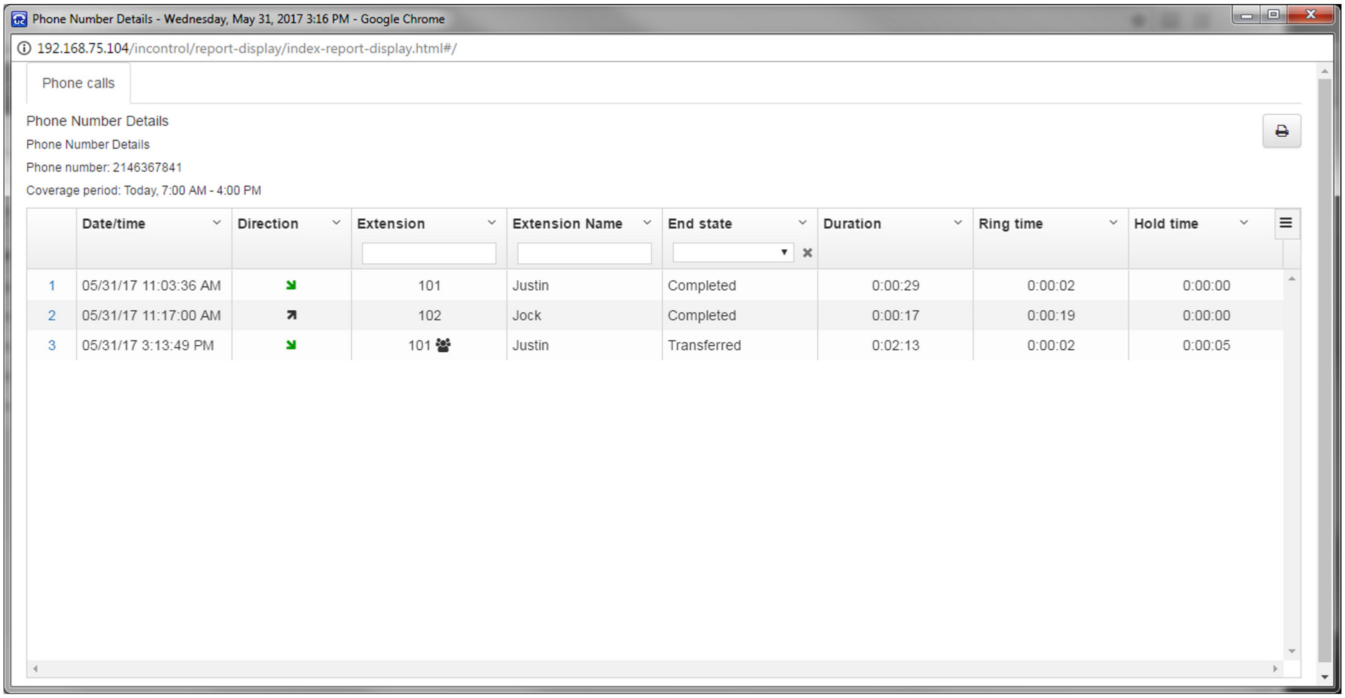
7.5 Phone Number Details

This report follows a call from ringing to termination. This report is commonly referred to as the "Cradle to Grave" report. The following fields are included in this report:

- Date/Time
- Direction
- Extension
- Extension Name
- End State
- Duration
- Ring Time
- Hold Time
- Transfer Time

Below is an example of an Phone Number Details report. This report is only available in table format.

Figure 26 Phone Number Details



Phone Number Details - Wednesday, May 31, 2017 3:16 PM - Google Chrome

192.168.75.104/incontrol/report-display/index-report-display.html#/

Phone Number Details
Phone Number Details
Phone number: 2146367841
Coverage period: Today, 7:00 AM - 4:00 PM

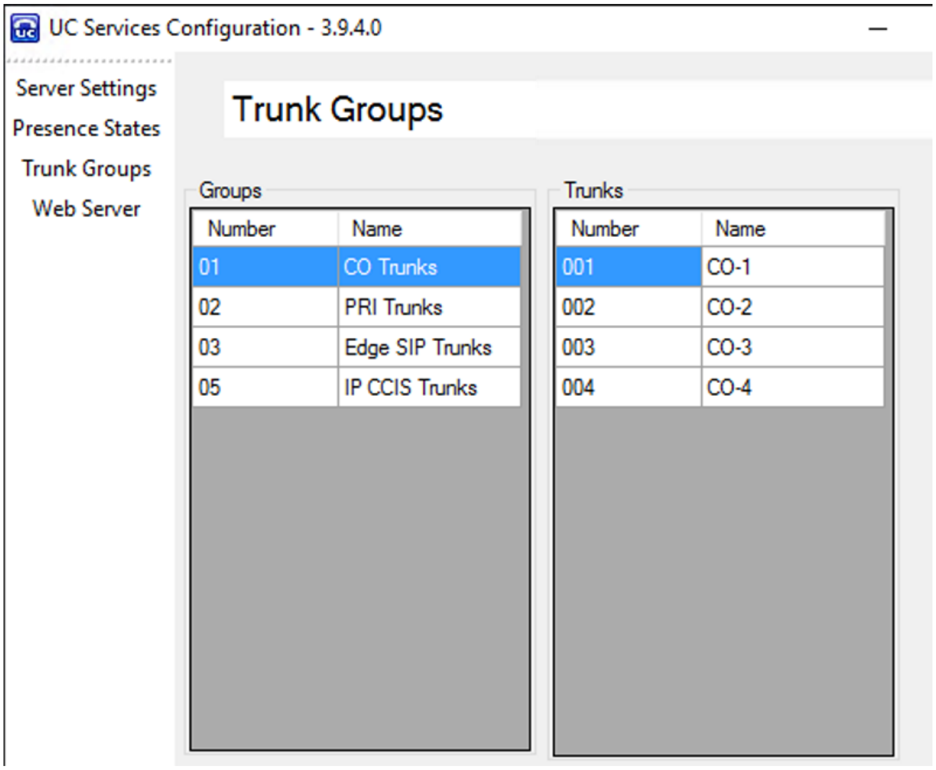
	Date/time	Direction	Extension	Extension Name	End state	Duration	Ring time	Hold time
1	05/31/17 11:03:36 AM	↘	101	Justin	Completed	0:00:29	0:00:02	0:00:00
2	05/31/17 11:17:00 AM	↗	102	Jock	Completed	0:00:17	0:00:19	0:00:00
3	05/31/17 3:13:49 PM	↘	101	Justin	Transferred	0:02:13	0:00:02	0:00:05

7.6 Trunk Utilization Report

Trunk Utilization by Hour Report

Choosing the Trunk Utilization by Hour report opens the same wizard as other reports. Trunk groups assigned in MB 14-05 can be named in UC Services Configuration. These groups have a select box to include it in the report.

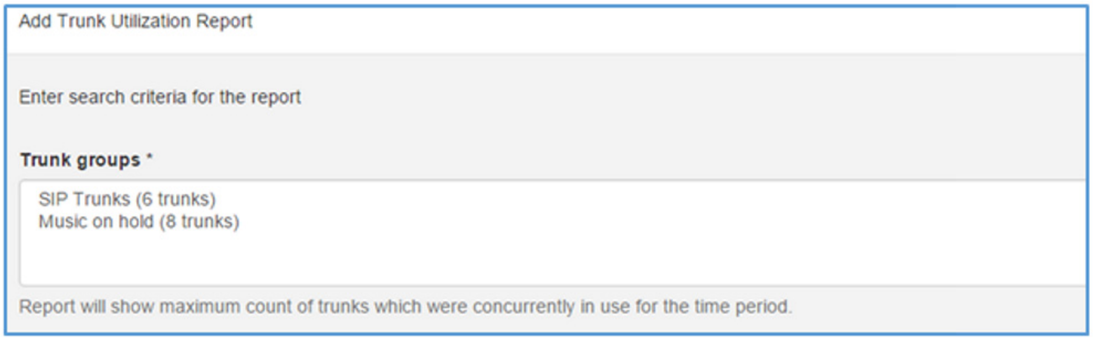
Figure 27 Trunk Groups Screen


UC Services Configuration - 3.9.4.0
Server Settings
Presence States
Trunk Groups
Web Server
Trunk Groups
Groups
Trunks

Number	Name
01	CO Trunks
02	PRI Trunks
03	Edge SIP Trunks
05	IP CCIS Trunks

Number	Name
001	CO-1
002	CO-2
003	CO-3
004	CO-4

Figure 28 Add Trunk Utilization Report


Add Trunk Utilization Report

Enter search criteria for the report

Trunk groups *

SIP Trunks (6 trunks)
Music on hold (8 trunks)

Report will show maximum count of trunks which were concurrently in use for the time period.

Figure 29 Example of Trunk Utilization Table

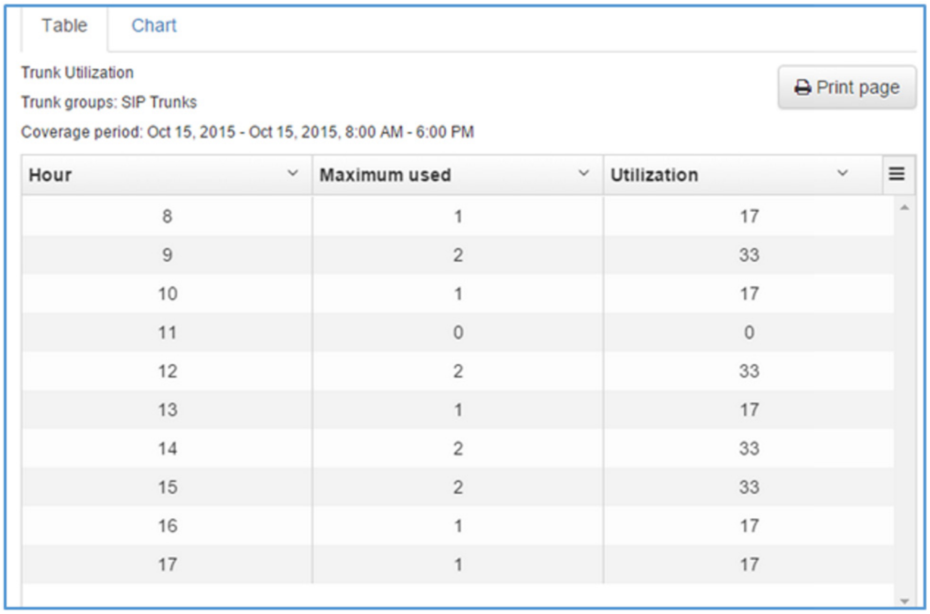


Table
Chart
Print page

Trunk Utilization

Trunk groups: SIP Trunks

Coverage period: Oct 15, 2015 - Oct 15, 2015, 8:00 AM - 6:00 PM

Hour	Maximum used	Utilization
8	1	17
9	2	33
10	1	17
11	0	0
12	2	33
13	1	17
14	2	33
15	2	33
16	1	17
17	1	17

Figure 30 Example of Trunk Utilization Chart

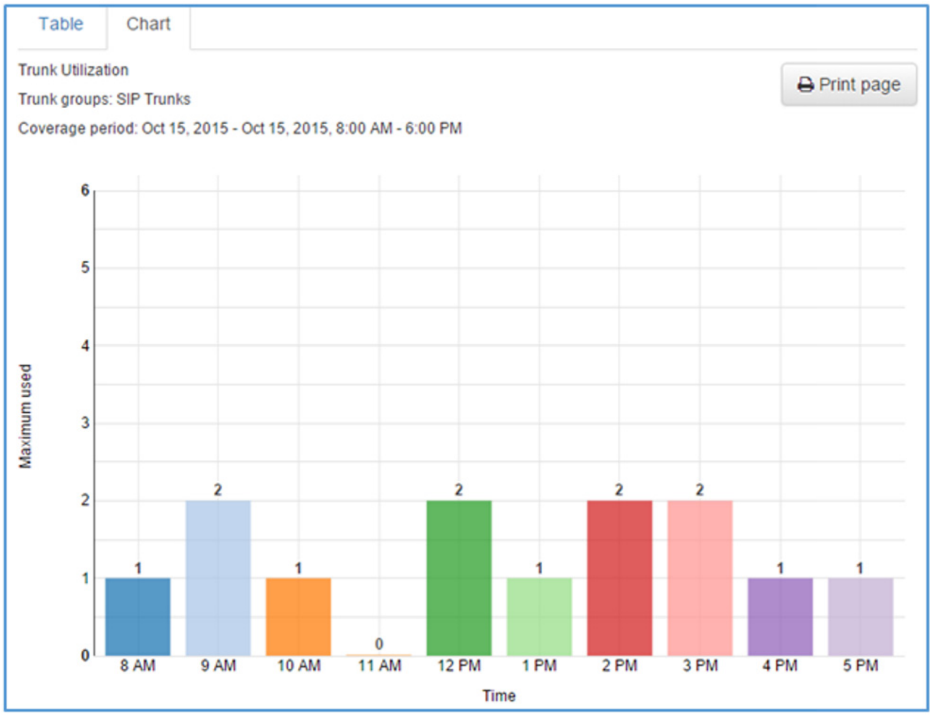


Table
Chart
Print page
Maximum used
0
1
2
3
4
5
6
1
2
1
0
2
1
2
2
1
1
8 AM
9 AM
10 AM
11 AM
12 PM
1 PM
2 PM
3 PM
4 PM
5 PM
Time

Trunk Utilization

Trunk groups: SIP Trunks

Coverage period: Oct 15, 2015 - Oct 15, 2015, 8:00 AM - 6:00 PM

SECTION 8 CONTACT CENTER REPORTS

With Contact Center 2.0 and UC Suite 5.0, the Contact Center Reports have been added to the InControl browser-based framework. Contact Center Reports will be organized into the following categories:

- Agent Reports
- Queue Reports
- Call Reports
- Other Reports

Each of these report categories are described in the following sections.

8.1 Agent Reports

This category of reports allows the Contact Center supervisor the ability to review the historical statistics of a set of agents. The following types of agent reports are available:

- Agent Call Summary
- Agent Login/Rest Timeline
- Agent Performance Summary
- Agent State Summary
- Agent Traffic (Hourly)

Each of these reports is further described in the following sections.

8.1.1 Agent Call Summary Report

This report summarizes the call counts for each agent included within the report. For each agent, this report includes the following fields:

- Agent Name/ID
- Logged-In Time
- ACD Call Count
- Average Calls per Hour
- No-Answer Call Count
- Short Call Count
- Non-ACD Call Count

Below are examples of an Agent Call Summary report. This report is available in table, graphical, and pie chart format. Hovering the mouse over the graph or pie chart opens a pop up box with details for each color.

Images not available.

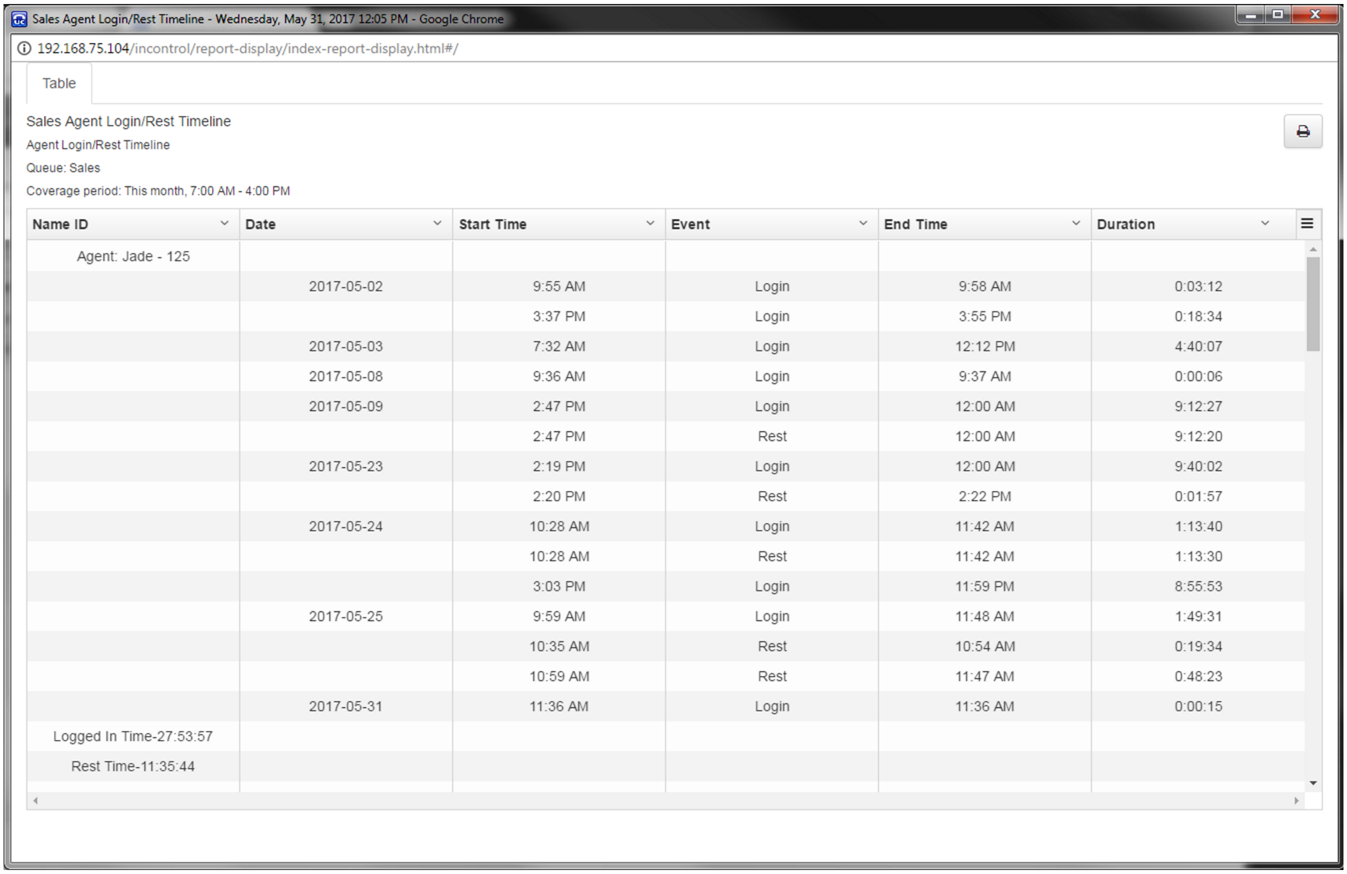
8.1.2 Agent Login/Rest Timeline Report

This report shows a timeline of agent login and rest activity for a specified time interval. For each agent included in the report the login periods and rest periods are displayed. The following fields are included in this report:

- ☐ Agent Name/ID
- ☐ Date
- ☐ Event (Login/Rest)
- ☐ Start Time
- ☐ Stop Time
- ☐ Duration

Below is an example of an Agent Login/Rest Timeline report. This report is only available in table format.

Figure 31 Agent Login/Rest Timeline Report



Sales Agent Login/Rest Timeline - Wednesday, May 31, 2017 12:05 PM - Google Chrome
192.168.75.104/incontrol/report-display/index-report-display.html#/
Table

Sales Agent Login/Rest Timeline

Agent Login/Rest Timeline

Queue: Sales

Coverage period: This month, 7:00 AM - 4:00 PM

Name ID	Date	Start Time	Event	End Time	Duration
Agent: Jade - 125					
	2017-05-02	9:55 AM	Login	9:58 AM	0:03:12
		3:37 PM	Login	3:55 PM	0:18:34
	2017-05-03	7:32 AM	Login	12:12 PM	4:40:07
	2017-05-08	9:36 AM	Login	9:37 AM	0:00:06
	2017-05-09	2:47 PM	Login	12:00 AM	9:12:27
		2:47 PM	Rest	12:00 AM	9:12:20
	2017-05-23	2:19 PM	Login	12:00 AM	9:40:02
		2:20 PM	Rest	2:22 PM	0:01:57
	2017-05-24	10:28 AM	Login	11:42 AM	1:13:40
		10:28 AM	Rest	11:42 AM	1:13:30
		3:03 PM	Login	11:59 PM	8:55:53
	2017-05-25	9:59 AM	Login	11:48 AM	1:49:31
		10:35 AM	Rest	10:54 AM	0:19:34
		10:59 AM	Rest	11:47 AM	0:48:23
	2017-05-31	11:36 AM	Login	11:36 AM	0:00:15
Logged In Time-27:53:57					
Rest Time-11:35:44					

8.1.3 Agent Performance Summary Report

This report summarizes the average call times for each agent included within the report. For each agent, this report includes the following fields:

- Agent Name/ID
- ACD Call Count
- Average ACD Call Length
- Wrap Count
- Average Wrap Time
- Rest Count
- Average Rest Time
- Non-ACD Call Count

- Average ACD Call Time

Below is an example of an Agent Performance Summary report. This report is only available in table format.

Image not available.

8.1.4 Agent State Summary Report

This report shows the accumulated time that each agent spends in the different activity states for the reporting period. For each agent included, this report shows the following fields:

- Agent Name/ID
- Logged in Time
- ACD Call Time
- Idle Time
- Rest Time
- Wrap Time
- Non-ACD Time

Below is an example of an Agent State Summary report. This report is only available in table format.

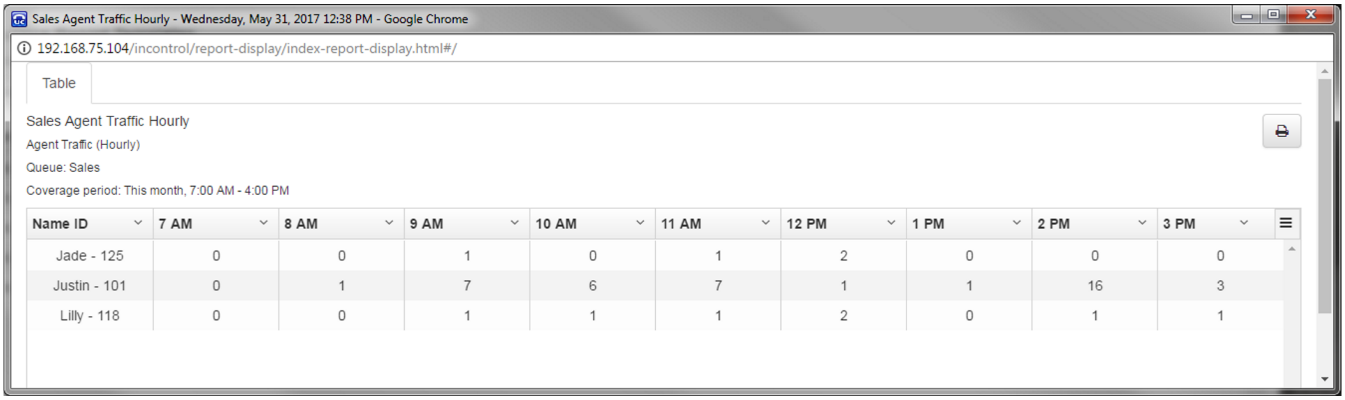
Image not available.

8.1.5 Agent Traffic (Hourly) Report

This report shows the number of ACD calls handled by each agent by hour. The user specifies the time period to include and the report shows the call count for each hour in the specified range for each agent.

Below is an example of an Agent Traffic (Hourly) report. This report is only available in table format.

Figure 32 Agent Traffic (Hourly) Report


Sales Agent Traffic Hourly - Wednesday, May 31, 2017 12:38 PM - Google Chrome
192.168.75.104/incontrol/report-display/index-report-display.html#/
Table

Sales Agent Traffic Hourly

Agent Traffic (Hourly)

Queue: Sales

Coverage period: This month, 7:00 AM - 4:00 PM

Name ID	7 AM	8 AM	9 AM	10 AM	11 AM	12 PM	1 PM	2 PM	3 PM
Jade - 125	0	0	1	0	1	2	0	0	0
Justin - 101	0	1	7	6	7	1	1	16	3
Lilly - 118	0	0	1	1	1	2	0	1	1

8.2 Queue Reports

This category of reports allows the Contact Center supervisor the ability to review the historical statistics of each queue. The following types of queue reports are available:

- Call Summary by Queue
- Call Summary by Queue (Daily)
- Call Summary by Queue (Hourly)
- Call Summary by Queue (Quarter-Hourly)
- Call Traffic by Queue
- Call Traffic by Queue (Daily)
- Call Traffic by Queue (Hourly)
- Service Level by Queue
- Service Level by Queue (Daily)
- Service Level by Queue (Hourly)

Each of these reports is further described in the following sections.

8.2.1 Call Summary by Queue Report

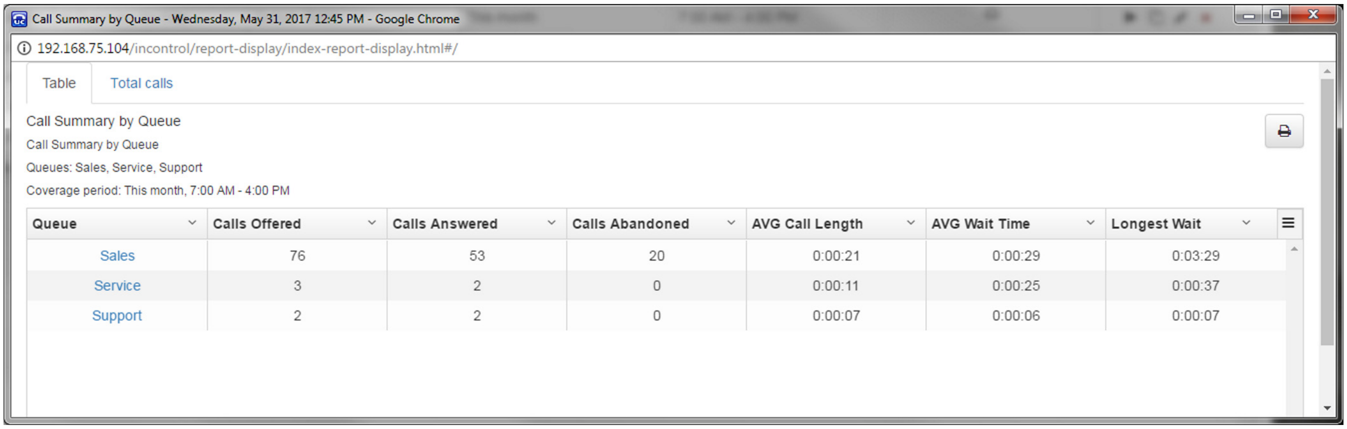
This report provides call totals and averages for a specific time period by queue. The following fields are included in this report for each queue:

- Queue Name
- Calls Offered
- Calls Answered

- Call Abandoned
- Average Call Length
- Average Wait Time
- Longest Wait Time

Below are examples of a Call Summary by Queue report in table and graphical formats. Hovering the mouse over the graph opens a pop up box with details for each color.

Figure 33 Call Summary by Queue Report – Table Format


Call Summary by Queue - Wednesday, May 31, 2017 12:45 PM - Google Chrome
192.168.75.104/incontrol/report-display/index-report-display.html#/
Table
Total calls

Call Summary by Queue

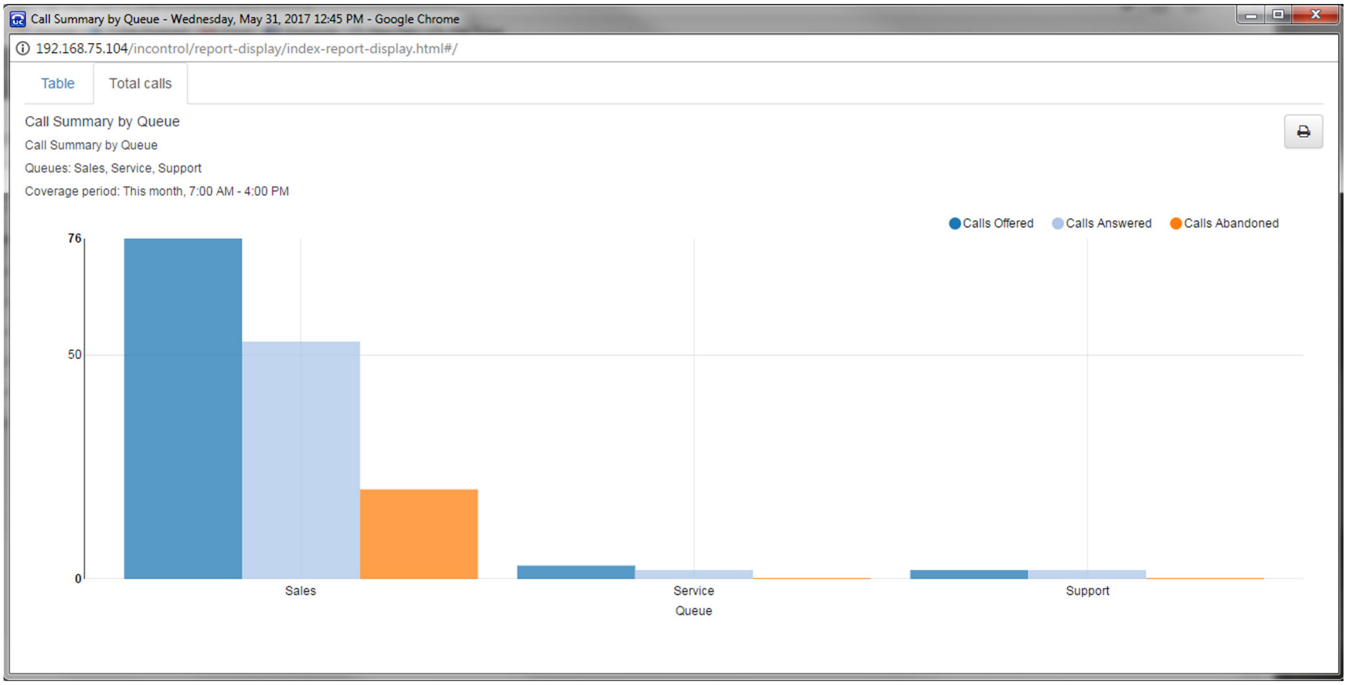
Call Summary by Queue

Queues: Sales, Service, Support

Coverage period: This month, 7:00 AM - 4:00 PM

Queue	Calls Offered	Calls Answered	Calls Abandoned	AVG Call Length	AVG Wait Time	Longest Wait
Sales	76	53	20	0:00:21	0:00:29	0:03:29
Service	3	2	0	0:00:11	0:00:25	0:00:37
Support	2	2	0	0:00:07	0:00:06	0:00:07

Figure 34 Call Summary by Queue Report – Graphical Format


Call Summary by Queue - Wednesday, May 31, 2017 12:45 PM - Google Chrome
192.168.75.104/incontrol/report-display/index-report-display.html#/
Table
Total calls
● Calls Offered
● Calls Answered
● Calls Abandoned
76
50
0
Sales
Service
Support
Queue

Call Summary by Queue

Call Summary by Queue

Queues: Sales, Service, Support

Coverage period: This month, 7:00 AM - 4:00 PM

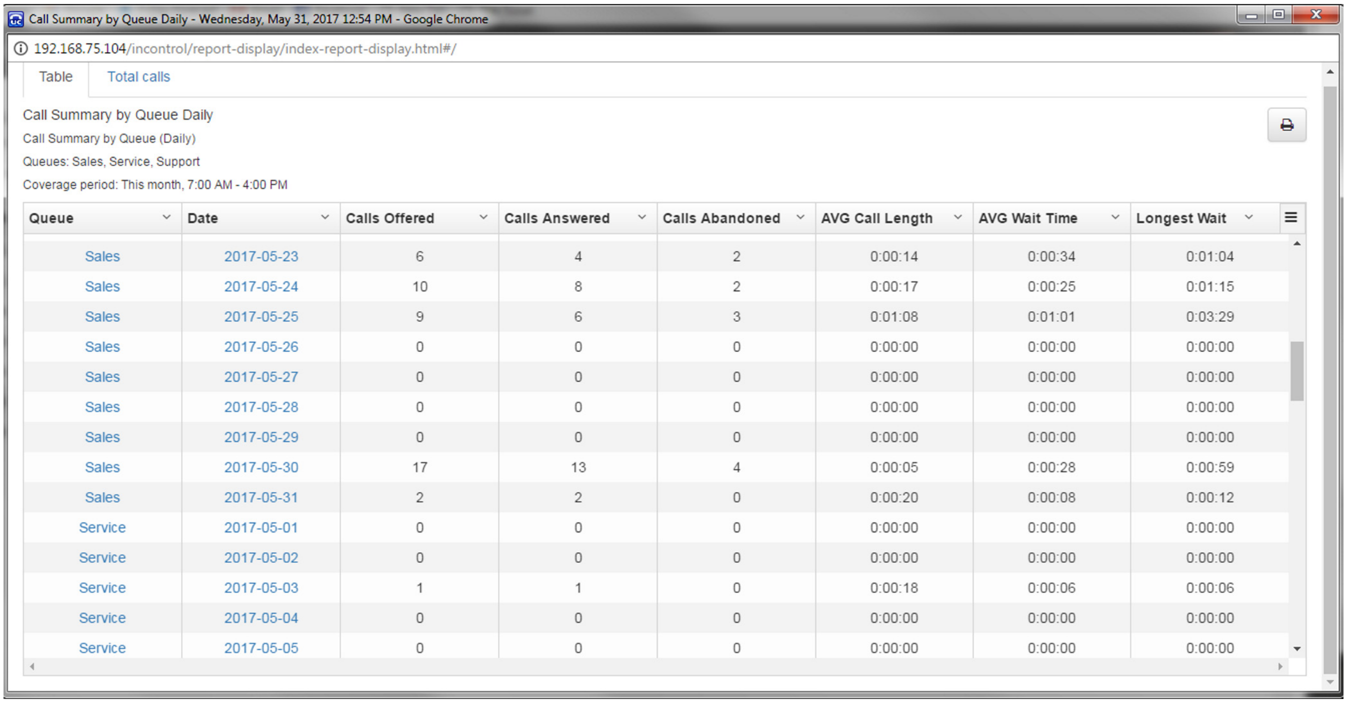
8.2.2 Call Summary by Queue (Daily) Report

This report provides call totals and averages for a queue as summarized per day. The following fields are included in this report for each day of the reporting period:

- Calls Offered
- Calls Answered
- Call Abandoned
- Average Call Length
- Average Wait Time
- Longest Wait Time

Below are examples of a Call Summary by Queue (Daily) report in table and graphical formats. Hovering the mouse over the graph opens a pop up box with details for each color.

Figure 35 Call Summary by Queue (Daily) Report – Table Format


Call Summary by Queue Daily - Wednesday, May 31, 2017 12:54 PM - Google Chrome
192.168.75.104/incontrol/report-display/index-report-display.html#/
Table
Total calls

Call Summary by Queue Daily

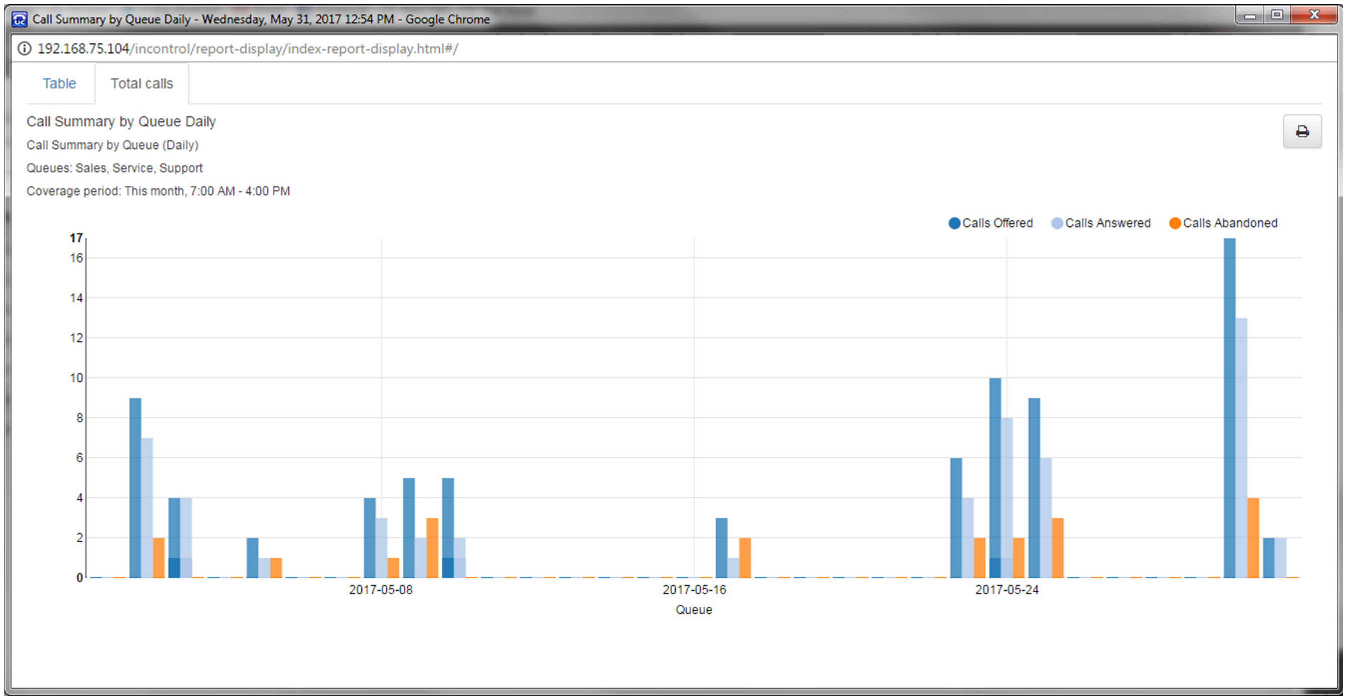
Call Summary by Queue (Daily)

Queues: Sales, Service, Support

Coverage period: This month, 7:00 AM - 4:00 PM

Queue	Date	Calls Offered	Calls Answered	Calls Abandoned	AVG Call Length	AVG Wait Time	Longest Wait
Sales	2017-05-23	6	4	2	0:00:14	0:00:34	0:01:04
Sales	2017-05-24	10	8	2	0:00:17	0:00:25	0:01:15
Sales	2017-05-25	9	6	3	0:01:08	0:01:01	0:03:29
Sales	2017-05-26	0	0	0	0:00:00	0:00:00	0:00:00
Sales	2017-05-27	0	0	0	0:00:00	0:00:00	0:00:00
Sales	2017-05-28	0	0	0	0:00:00	0:00:00	0:00:00
Sales	2017-05-29	0	0	0	0:00:00	0:00:00	0:00:00
Sales	2017-05-30	17	13	4	0:00:05	0:00:28	0:00:59
Sales	2017-05-31	2	2	0	0:00:20	0:00:08	0:00:12
Service	2017-05-01	0	0	0	0:00:00	0:00:00	0:00:00
Service	2017-05-02	0	0	0	0:00:00	0:00:00	0:00:00
Service	2017-05-03	1	1	0	0:00:18	0:00:06	0:00:06
Service	2017-05-04	0	0	0	0:00:00	0:00:00	0:00:00
Service	2017-05-05	0	0	0	0:00:00	0:00:00	0:00:00

Figure 36 Call Summary by Queue (Daily) Report – Graphical Format



Call Summary by Queue Daily - Wednesday, May 31, 2017 12:54 PM - Google Chrome

192.168.75.104/incontrol/report-display/index-report-display.html#/

Call Summary by Queue Daily

Call Summary by Queue (Daily)

Queues: Sales, Service, Support

Coverage period: This month, 7:00 AM - 4:00 PM

Table
Total calls
Calls Offered
Calls Answered
Calls Abandoned
17
16
14
12
10
8
6
4
2
0
2017-05-08
2017-05-16
2017-05-24
Queue

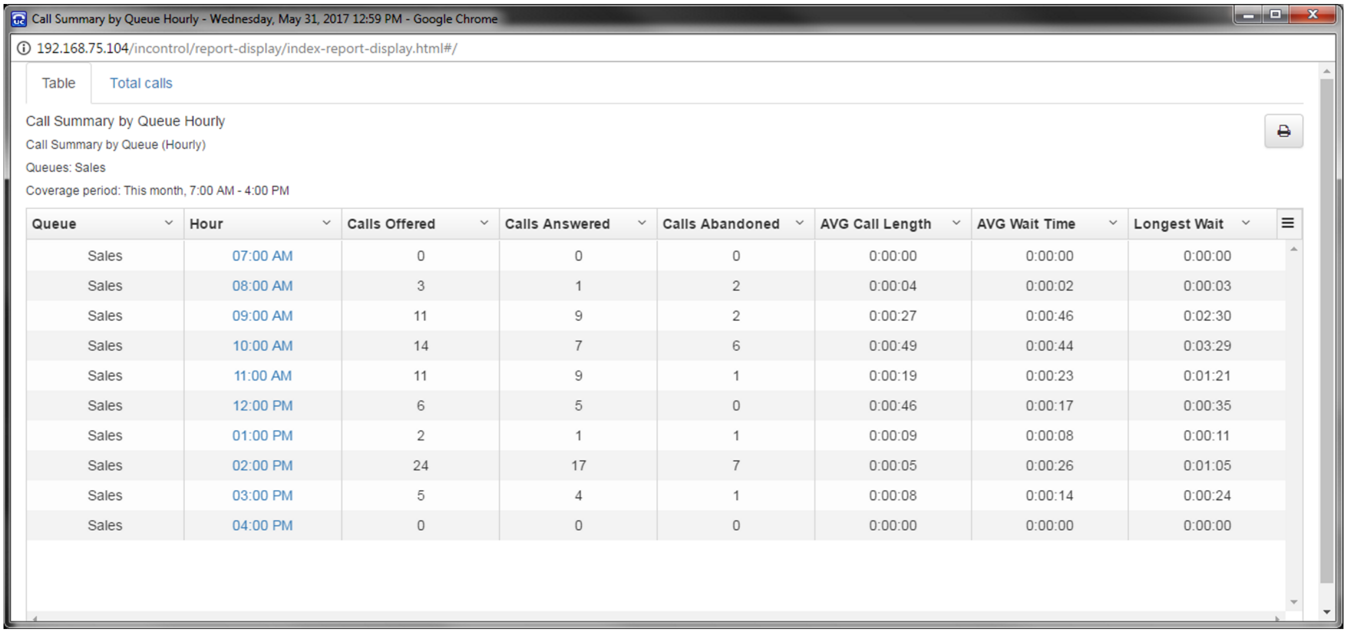
8.2.3 Call Summary by Queue (Hourly) Report

This report provides call totals and averages for a queue as summarized per hour. The following fields are included in this report for each hour of the reporting period.

- Calls Offered
- Calls Answered
- Call Abandoned
- Average Call Length
- Average Wait Time
- Longest Wait Time

Below are examples of a Call Summary by Queue (Hourly) report in table and graphical formats. Hovering the mouse over the graph opens a pop up box with details for each color.

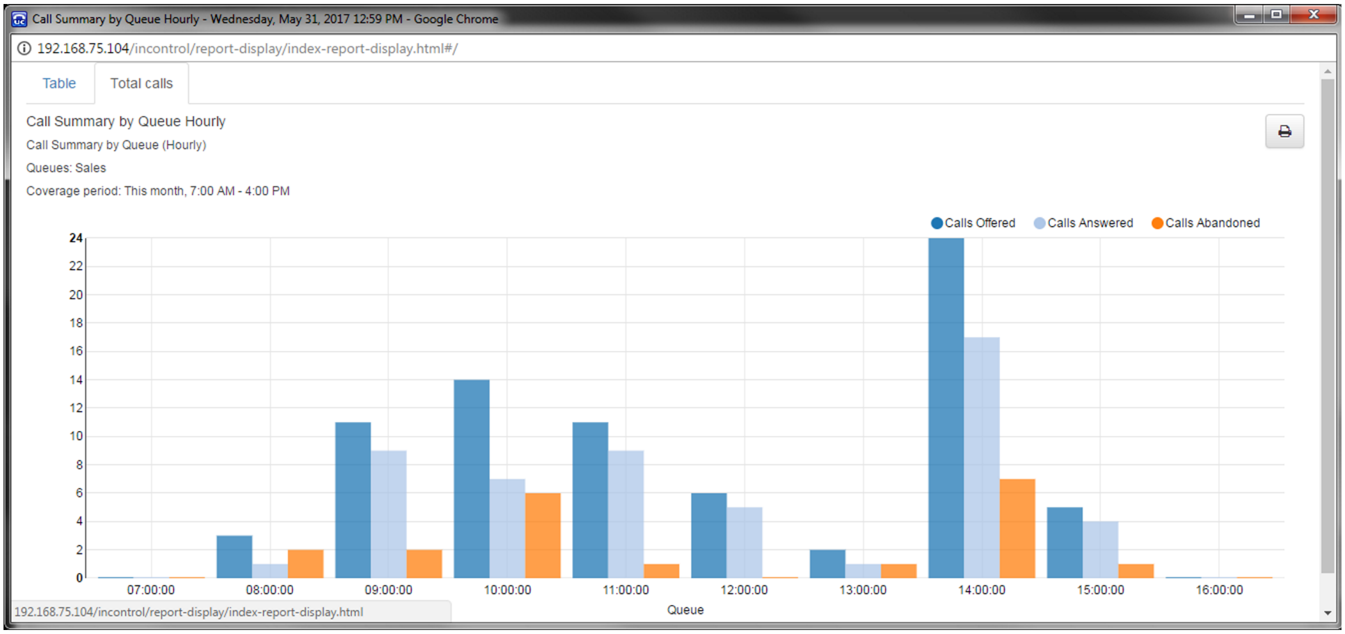
Figure 37 Call Summary by Queue (Hourly) Report – Table Format


Call Summary by Queue Hourly - Wednesday, May 31, 2017 12:59 PM - Google Chrome
192.168.75.104/incontrol/report-display/index-report-display.html#/
Table
Total calls

Call Summary by Queue Hourly
Call Summary by Queue (Hourly)
Queues: Sales
Coverage period: This month, 7:00 AM - 4:00 PM

Queue	Hour	Calls Offered	Calls Answered	Calls Abandoned	AVG Call Length	AVG Wait Time	Longest Wait
Sales	07:00 AM	0	0	0	0:00:00	0:00:00	0:00:00
Sales	08:00 AM	3	1	2	0:00:04	0:00:02	0:00:03
Sales	09:00 AM	11	9	2	0:00:27	0:00:46	0:02:30
Sales	10:00 AM	14	7	6	0:00:49	0:00:44	0:03:29
Sales	11:00 AM	11	9	1	0:00:19	0:00:23	0:01:21
Sales	12:00 PM	6	5	0	0:00:46	0:00:17	0:00:35
Sales	01:00 PM	2	1	1	0:00:09	0:00:08	0:00:11
Sales	02:00 PM	24	17	7	0:00:05	0:00:26	0:01:05
Sales	03:00 PM	5	4	1	0:00:08	0:00:14	0:00:24
Sales	04:00 PM	0	0	0	0:00:00	0:00:00	0:00:00

Figure 38 Call Summary by Queue (Hourly) Report – Graphical Format


Call Summary by Queue Hourly - Wednesday, May 31, 2017 12:59 PM - Google Chrome
192.168.75.104/incontrol/report-display/index-report-display.html#/
Table
Total calls
● Calls Offered
● Calls Answered
● Calls Abandoned
24
22
20
18
16
14
12
10
8
6
4
2
0
07:00:00
08:00:00
09:00:00
10:00:00
11:00:00
12:00:00
13:00:00
14:00:00
15:00:00
16:00:00
Queue
192.168.75.104/incontrol/report-display/index-report-display.html

Call Summary by Queue Hourly
Call Summary by Queue (Hourly)
Queues: Sales
Coverage period: This month, 7:00 AM - 4:00 PM

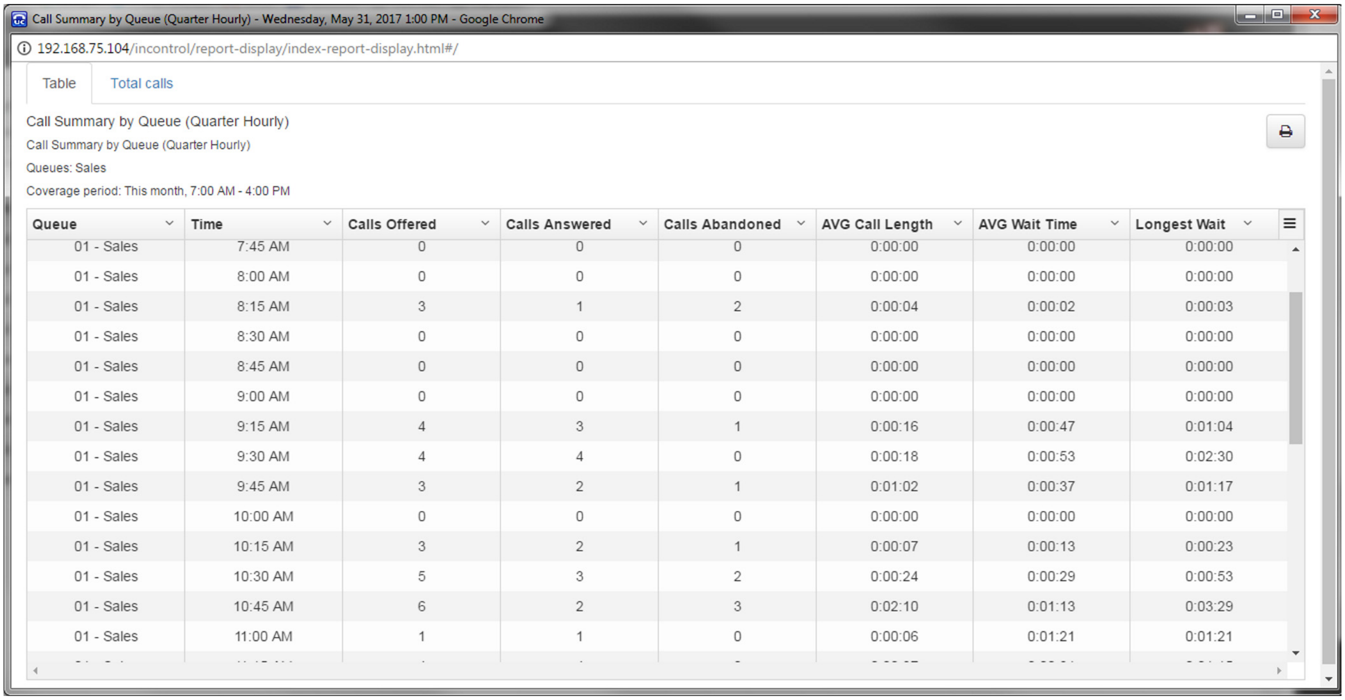
8.2.4 Call Summary by Queue (Quarter-Hourly)

This report provides call totals and averages for a queue as summarized per 15 minute interval. The following fields are included in this report for each quarter-hour of the reporting period.

- Calls Offered
- Calls Answered
- Call Abandoned
- Average Call Length
- Average Wait Time
- Longest Wait Time

Below are examples of a Call Summary by Queue (Quarter-Hourly) report in table and graphical formats. Hovering the mouse over the graph opens a pop up box with details for each color.

Figure 39 Call Summary by Queue (Quarter-Hourly) Report – Table Format


Call Summary by Queue (Quarter Hourly) - Wednesday, May 31, 2017 1:00 PM - Google Chrome
192.168.75.104/incontrol/report-display/index-report-display.html#/
Table
Total calls

Call Summary by Queue (Quarter Hourly)

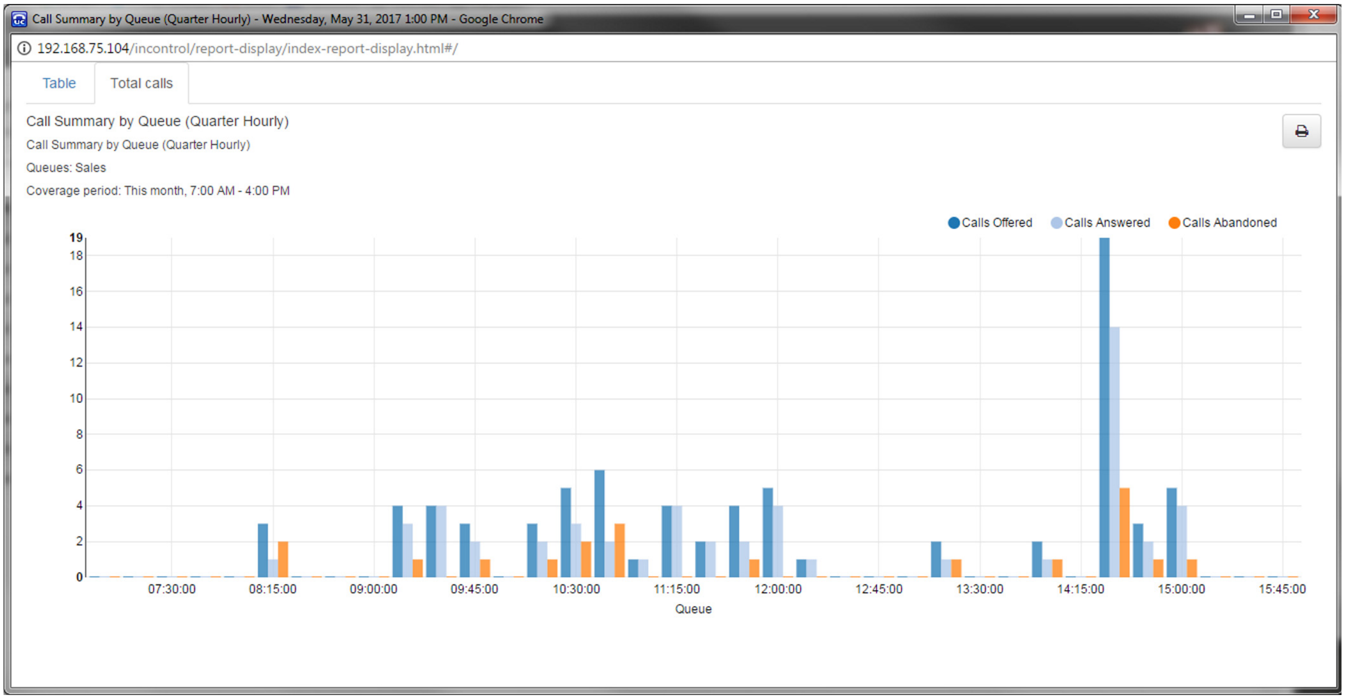
Call Summary by Queue (Quarter Hourly)

Queues: Sales

Coverage period: This month, 7:00 AM - 4:00 PM

Queue	Time	Calls Offered	Calls Answered	Calls Abandoned	AVG Call Length	AVG Wait Time	Longest Wait
01 - Sales	7:45 AM	0	0	0	0:00:00	0:00:00	0:00:00
01 - Sales	8:00 AM	0	0	0	0:00:00	0:00:00	0:00:00
01 - Sales	8:15 AM	3	1	2	0:00:04	0:00:02	0:00:03
01 - Sales	8:30 AM	0	0	0	0:00:00	0:00:00	0:00:00
01 - Sales	8:45 AM	0	0	0	0:00:00	0:00:00	0:00:00
01 - Sales	9:00 AM	0	0	0	0:00:00	0:00:00	0:00:00
01 - Sales	9:15 AM	4	3	1	0:00:16	0:00:47	0:01:04
01 - Sales	9:30 AM	4	4	0	0:00:18	0:00:53	0:02:30
01 - Sales	9:45 AM	3	2	1	0:01:02	0:00:37	0:01:17
01 - Sales	10:00 AM	0	0	0	0:00:00	0:00:00	0:00:00
01 - Sales	10:15 AM	3	2	1	0:00:07	0:00:13	0:00:23
01 - Sales	10:30 AM	5	3	2	0:00:24	0:00:29	0:00:53
01 - Sales	10:45 AM	6	2	3	0:02:10	0:01:13	0:03:29
01 - Sales	11:00 AM	1	1	0	0:00:06	0:01:21	0:01:21

Figure 40 Call Summary by Queue (Quarter-Hourly) Report – Graphical Format



Call Summary by Queue (Quarter Hourly) - Wednesday, May 31, 2017 1:00 PM - Google Chrome
192.168.75.104/incontrol/report-display/index-report-display.html#/
Table
Total calls
● Calls Offered
● Calls Answered
● Calls Abandoned
19
18
16
14
12
10
8
6
4
2
0
07:30:00
08:15:00
09:00:00
09:45:00
10:30:00
11:15:00
12:00:00
12:45:00
13:30:00
14:15:00
15:00:00
15:45:00
Queue

Call Summary by Queue (Quarter Hourly)

Call Summary by Queue (Quarter Hourly)

Queues: Sales

Coverage period: This month, 7:00 AM - 4:00 PM

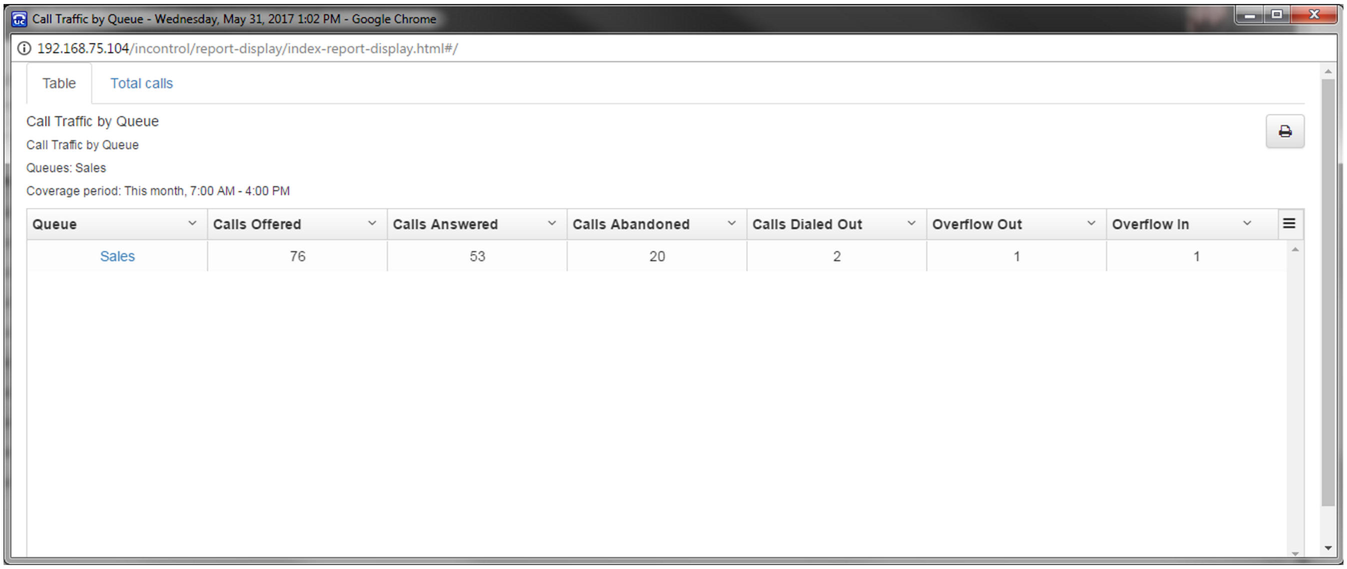
8.2.5 Call Traffic by Queue Report

This report provides call totals based upon the disposition of the calls that arrived at the queue. The following fields are included in this report for each queue:

- ❐ Queue Name
- ❐ Calls Offered
- ❐ Calls Answered
- ❐ Call Abandoned
- ❐ Dialed Out Calls
- ❐ Overflowed Out Calls
- ❐ Overflowed In Calls

Below are examples of a Call Traffic by Queue report in table and graphical formats. Hovering the mouse over the graph opens a pop up box with details for each color.

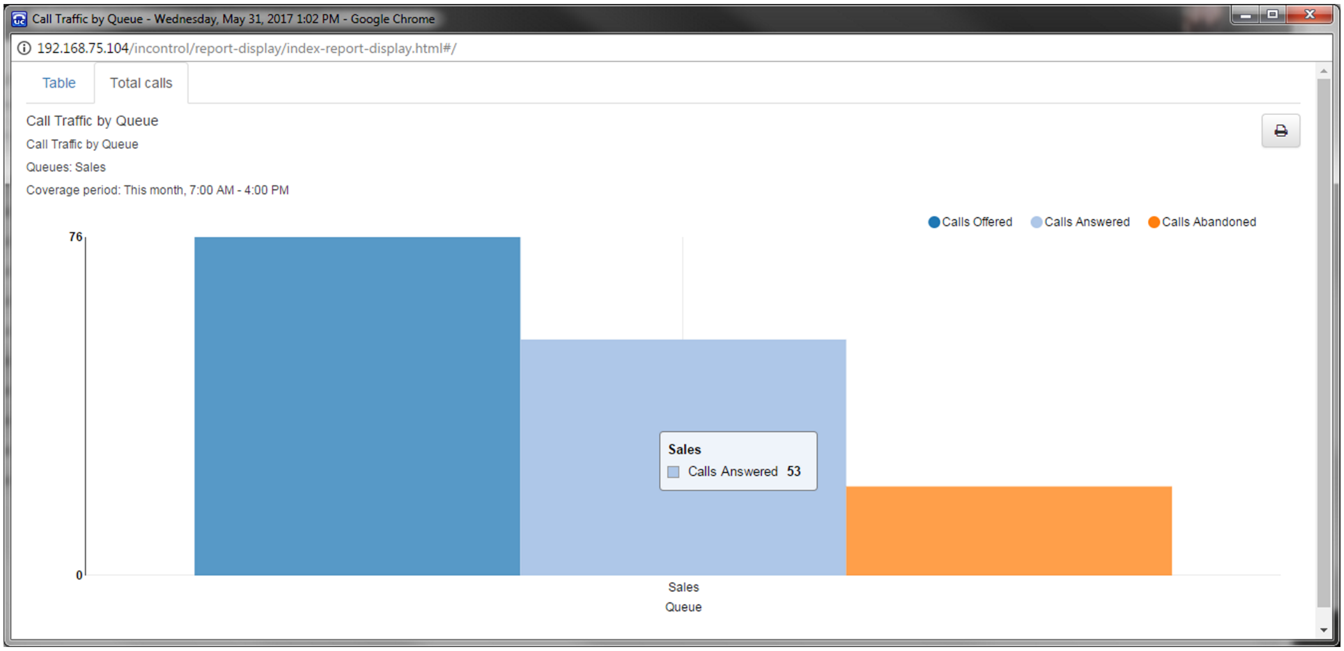
Figure 41 Call Traffic by Queue Report – Table Format


Call Traffic by Queue - Wednesday, May 31, 2017 1:02 PM - Google Chrome
192.168.75.104/incontrol/report-display/index-report-display.html#/
Table
Total calls

Call Traffic by Queue
Call Traffic by Queue
Queues: Sales
Coverage period: This month, 7:00 AM - 4:00 PM

Queue	Calls Offered	Calls Answered	Calls Abandoned	Calls Dialed Out	Overflow Out	Overflow In
Sales	76	53	20	2	1	1

Figure 42 Call Traffic by Queue Report – Graphical Format


Call Traffic by Queue - Wednesday, May 31, 2017 1:02 PM - Google Chrome
192.168.75.104/incontrol/report-display/index-report-display.html#/
Table
Total calls
● Calls Offered
● Calls Answered
● Calls Abandoned
76
0
Sales
Calls Answered 53
Sales
Queue

Call Traffic by Queue
Call Traffic by Queue
Queues: Sales
Coverage period: This month, 7:00 AM - 4:00 PM

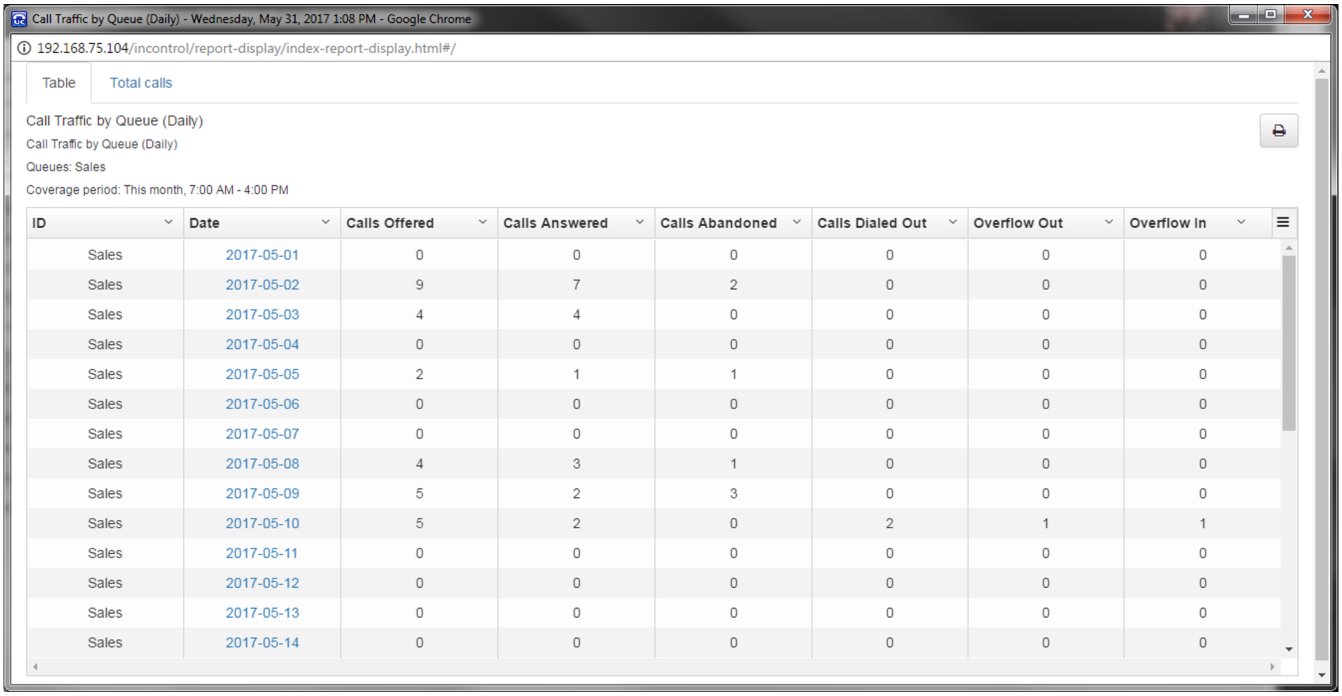
8.2.6 Call Traffic by Queue (Daily) Report

This report provides call totals based upon the disposition of the calls that arrived at the queue segmented per day. The following fields are included in this report for each day in the reporting period:

- Calls Offered
- Calls Answered
- Call Abandoned
- Dialed Out Calls
- Overflowed Out Calls
- Overflowed In Calls

Below are examples of a Call Traffic by Queue (Daily) report in table and graphical formats. Hovering the mouse over the graph opens a pop up box with details for each color.

Figure 43 Call Traffic by Queue (Daily) Report – Table Format


Call Traffic by Queue (Daily) - Wednesday, May 31, 2017 1:08 PM - Google Chrome
192.168.75.104/incontrol/report-display/index-report-display.html#/
Table
Total calls

Call Traffic by Queue (Daily)

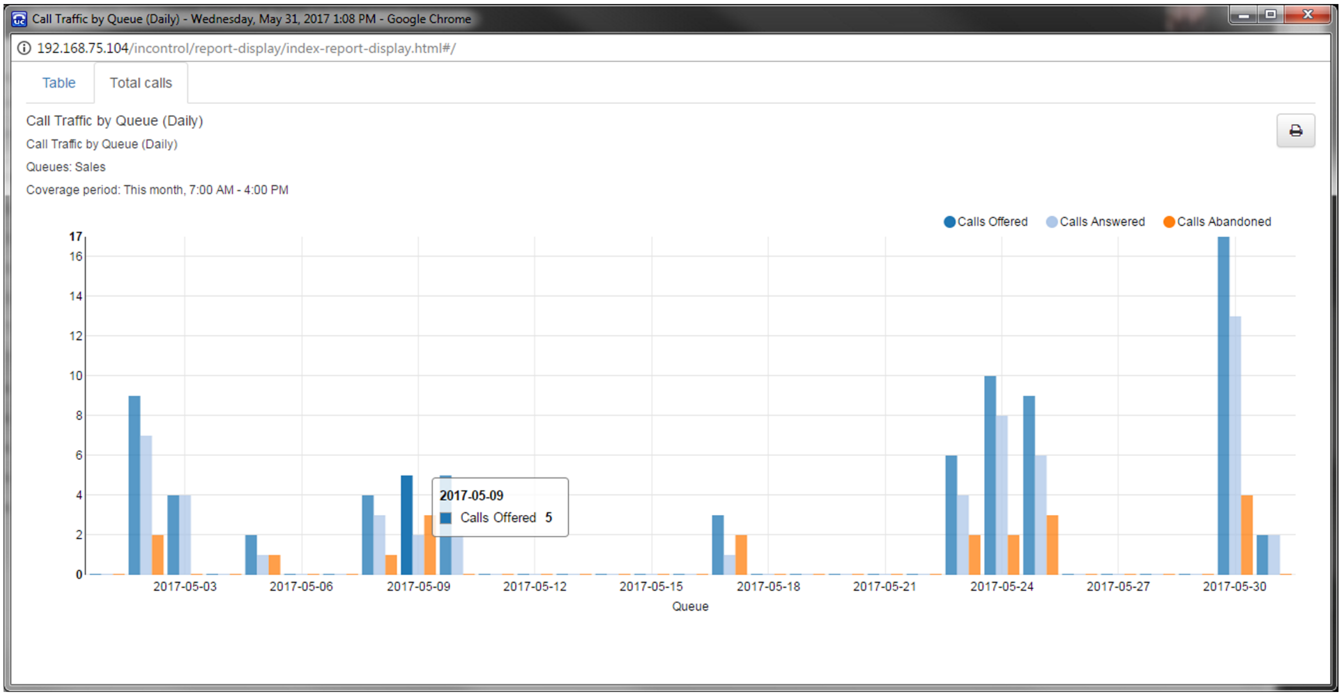
Call Traffic by Queue (Daily)

Queues: Sales

Coverage period: This month, 7:00 AM - 4:00 PM

ID	Date	Calls Offered	Calls Answered	Calls Abandoned	Calls Dialed Out	Overflow Out	Overflow In
Sales	2017-05-01	0	0	0	0	0	0
Sales	2017-05-02	9	7	2	0	0	0
Sales	2017-05-03	4	4	0	0	0	0
Sales	2017-05-04	0	0	0	0	0	0
Sales	2017-05-05	2	1	1	0	0	0
Sales	2017-05-06	0	0	0	0	0	0
Sales	2017-05-07	0	0	0	0	0	0
Sales	2017-05-08	4	3	1	0	0	0
Sales	2017-05-09	5	2	3	0	0	0
Sales	2017-05-10	5	2	0	2	1	1
Sales	2017-05-11	0	0	0	0	0	0
Sales	2017-05-12	0	0	0	0	0	0
Sales	2017-05-13	0	0	0	0	0	0
Sales	2017-05-14	0	0	0	0	0	0

Figure 44 Call Traffic by Queue (Daily) Report – Graphical Format



Call Traffic by Queue (Daily) - Wednesday, May 31, 2017 1:08 PM - Google Chrome

192.168.75.104/incontrol/report-display/index-report-display.html#/

Call Traffic by Queue (Daily)

Call Traffic by Queue (Daily)

Queues: Sales

Coverage period: This month, 7:00 AM - 4:00 PM

Table
Total calls
Calls Offered
Calls Answered
Calls Abandoned
17
16
14
12
10
8
6
4
2
0
2017-05-09
Calls Offered 5
2017-05-03
2017-05-06
2017-05-09
2017-05-12
2017-05-15
2017-05-18
2017-05-21
2017-05-24
2017-05-27
2017-05-30
Queue

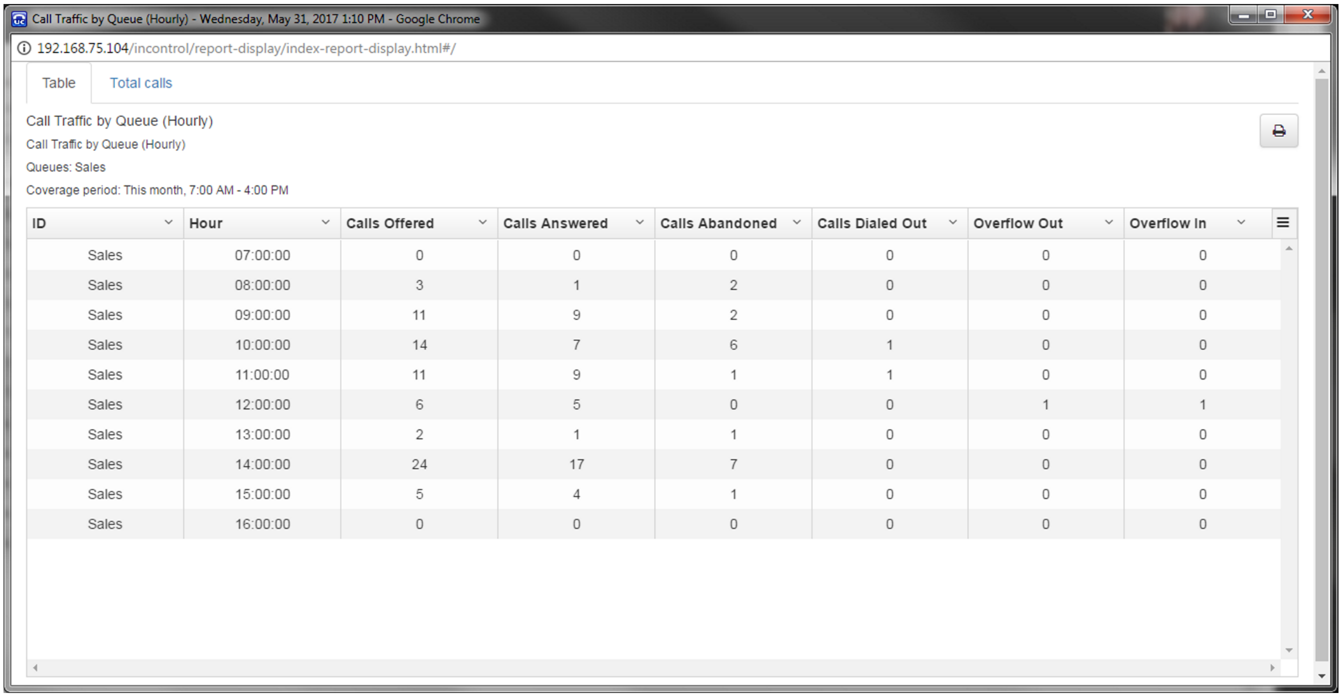
8.2.7 Call Traffic by Queue (Hourly) Report

This report provides call totals based upon the disposition of the calls that arrived at the queue segmented per hour. The following fields are included in this report for each hour in the reporting period:

- Calls Offered
- Calls Answered
- Call Abandoned
- Dialed Out Calls
- Overflowed Out Calls
- Overflowed In Calls

Below are examples of a Call Traffic by Queue (Hourly) report in table and graphical formats. Hovering the mouse over the graph opens a pop up box with details for each color.

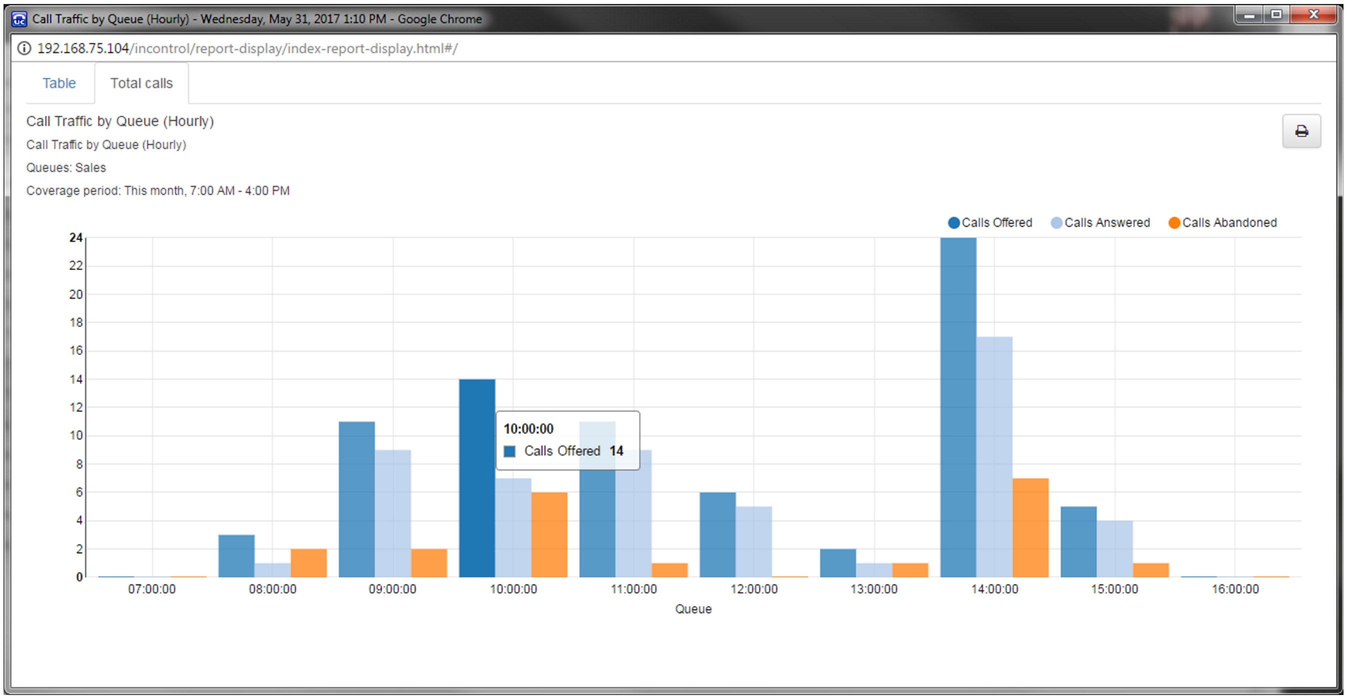
Figure 45 Call Traffic by Queue (Hourly) Report – Table Format


Call Traffic by Queue (Hourly) - Wednesday, May 31, 2017 1:10 PM - Google Chrome
192.168.75.104/incontrol/report-display/index-report-display.html#/
Table
Total calls

Call Traffic by Queue (Hourly)
Call Traffic by Queue (Hourly)
Queues: Sales
Coverage period: This month, 7:00 AM - 4:00 PM

ID	Hour	Calls Offered	Calls Answered	Calls Abandoned	Calls Dialed Out	Overflow Out	Overflow In
Sales	07:00:00	0	0	0	0	0	0
Sales	08:00:00	3	1	2	0	0	0
Sales	09:00:00	11	9	2	0	0	0
Sales	10:00:00	14	7	6	1	0	0
Sales	11:00:00	11	9	1	1	0	0
Sales	12:00:00	6	5	0	0	1	1
Sales	13:00:00	2	1	1	0	0	0
Sales	14:00:00	24	17	7	0	0	0
Sales	15:00:00	5	4	1	0	0	0
Sales	16:00:00	0	0	0	0	0	0

Figure 46 Call Traffic by Queue (Hourly) Report – Graphical Format


Call Traffic by Queue (Hourly) - Wednesday, May 31, 2017 1:10 PM - Google Chrome
192.168.75.104/incontrol/report-display/index-report-display.html#/
Table
Total calls
Calls Offered
Calls Answered
Calls Abandoned
24
22
20
18
16
14
12
10
8
6
4
2
0
10:00:00
Calls Offered 14
07:00:00
08:00:00
09:00:00
10:00:00
11:00:00
12:00:00
13:00:00
14:00:00
15:00:00
16:00:00
Queue

Call Traffic by Queue (Hourly)
Call Traffic by Queue (Hourly)
Queues: Sales
Coverage period: This month, 7:00 AM - 4:00 PM

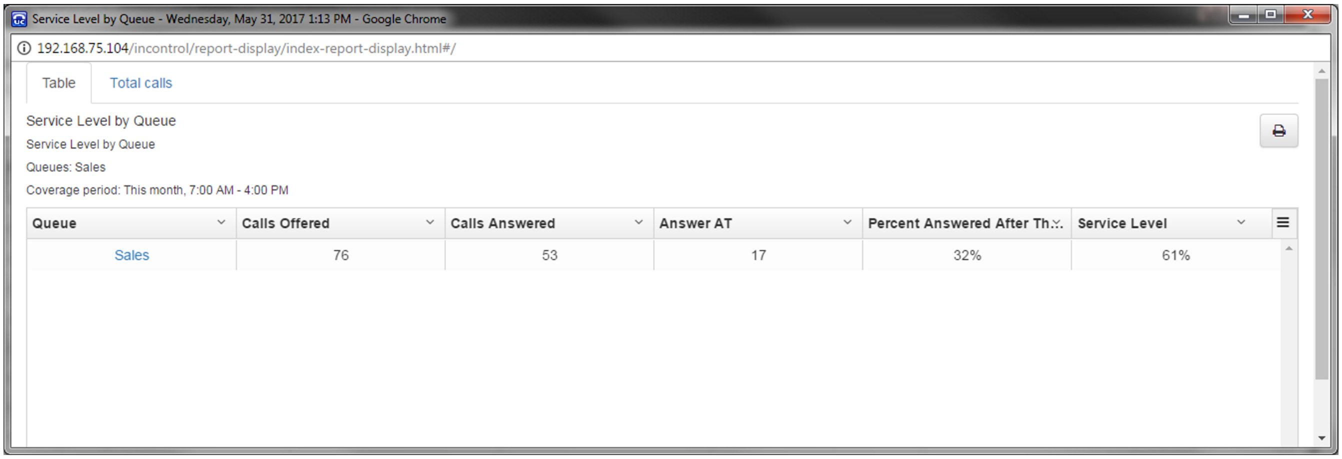
8.2.8 Service Level by Queue Report

This report provides service level statistics for a queue during the reporting period. The following fields are included in this report for each queue:

- Queue Name
- Calls Offered
- Calls Answered
- Calls Answered after Threshold
- Percentage Answered after Threshold
- Service Level

Below are examples of a Service Level by Queue report in table and graphical formats. Hovering the mouse over the graph opens a pop up box with details for each color.

Figure 47 Service Level by Queue Report – Table Format



Service Level by Queue - Wednesday, May 31, 2017 1:13 PM - Google Chrome

192.168.75.104/incontrol/report-display/index-report-display.html#/

Service Level by Queue

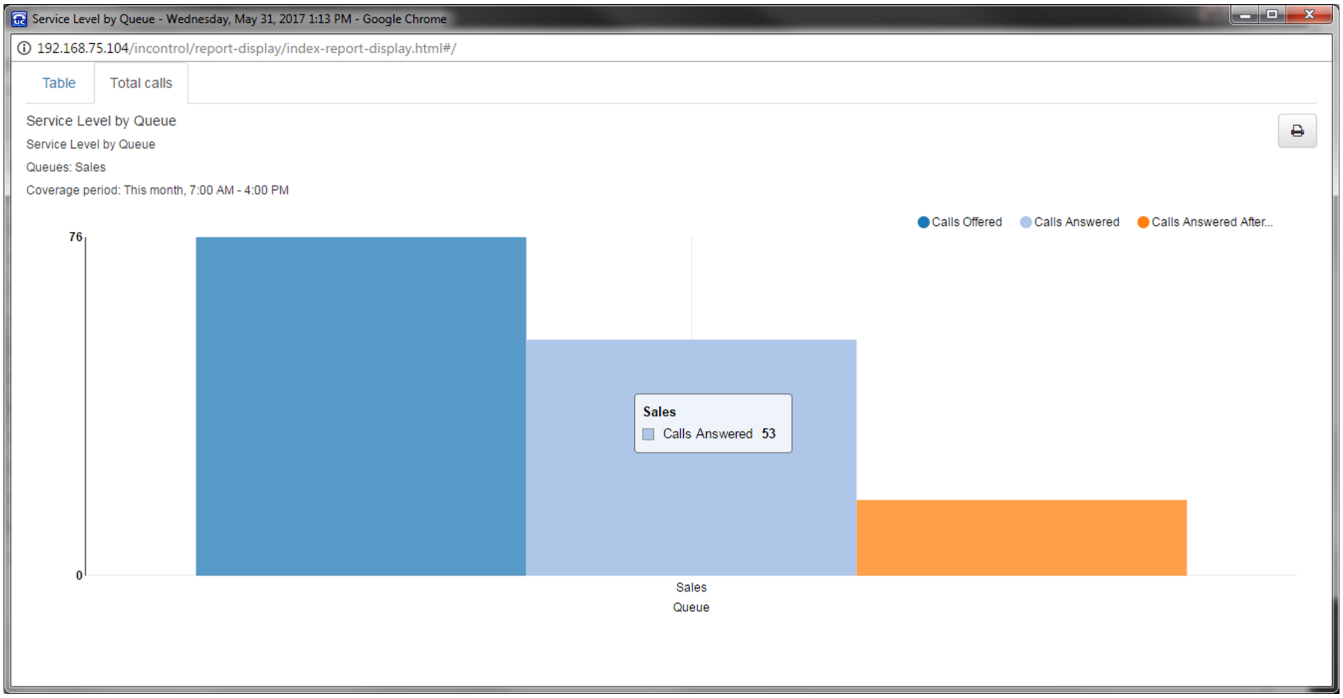
Service Level by Queue

Queues: Sales

Coverage period: This month, 7:00 AM - 4:00 PM

Queue	Calls Offered	Calls Answered	Answer AT	Percent Answered After Th...	Service Level
Sales	76	53	17	32%	61%

Figure 48 Service Level by Queue Report – Graphical Format



Service Level by Queue - Wednesday, May 31, 2017 1:13 PM - Google Chrome

192.168.75.104/incontrol/report-display/index-report-display.html#/

Service Level by Queue

Service Level by Queue

Queues: Sales

Coverage period: This month, 7:00 AM - 4:00 PM

Sales

Calls Answered 53

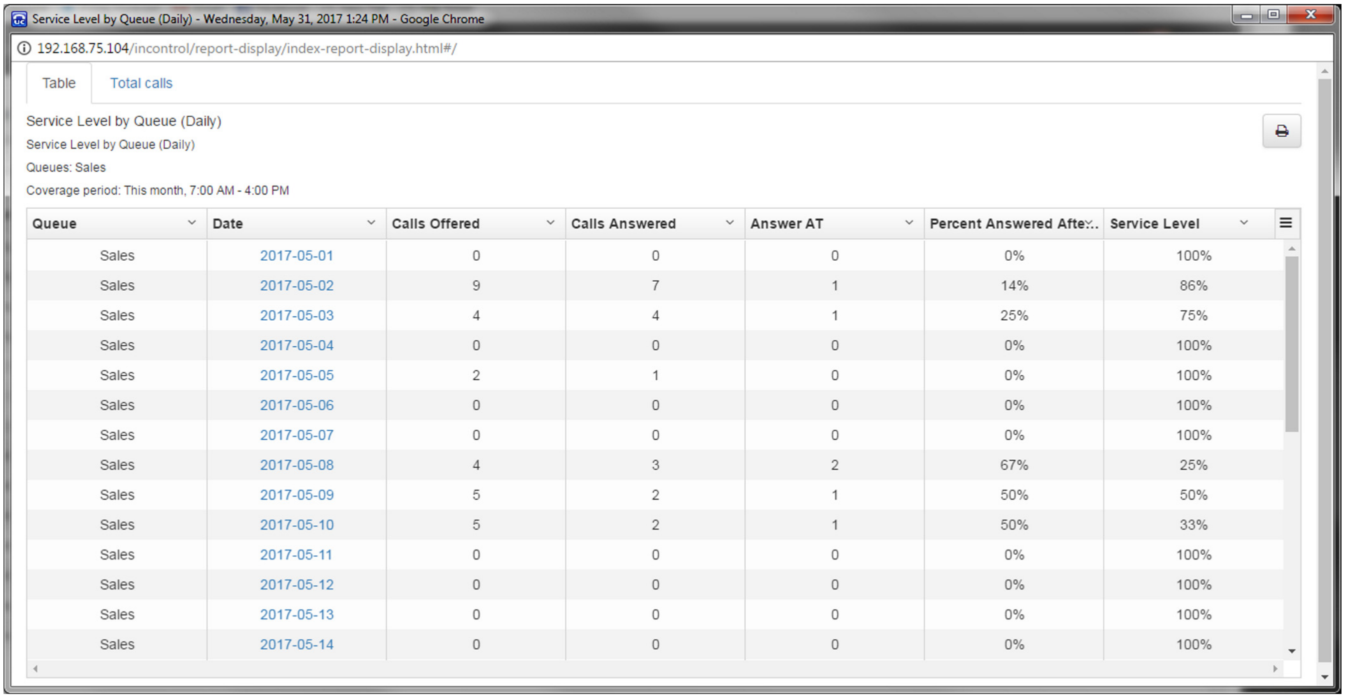
8.2.9 Service Level by Queue (Daily) Report

This report provides service level statistics for a queue summarized by each day within the reporting period. The following fields are included in this report for each day:

- Calls Offered
- Calls Answered
- Calls Answered after Threshold
- Percentage Answered after Threshold
- Service Level

Below are examples of a Service Level by Queue (Daily) report in table and graphical formats. Hovering the mouse over the graph opens a pop up box with details for each color.

Figure 49 Service Level by Queue (Daily) Report – Table Format


Service Level by Queue (Daily) - Wednesday, May 31, 2017 1:24 PM - Google Chrome
192.168.75.104/incontrol/report-display/index-report-display.html#/
Table
Total calls

Service Level by Queue (Daily)

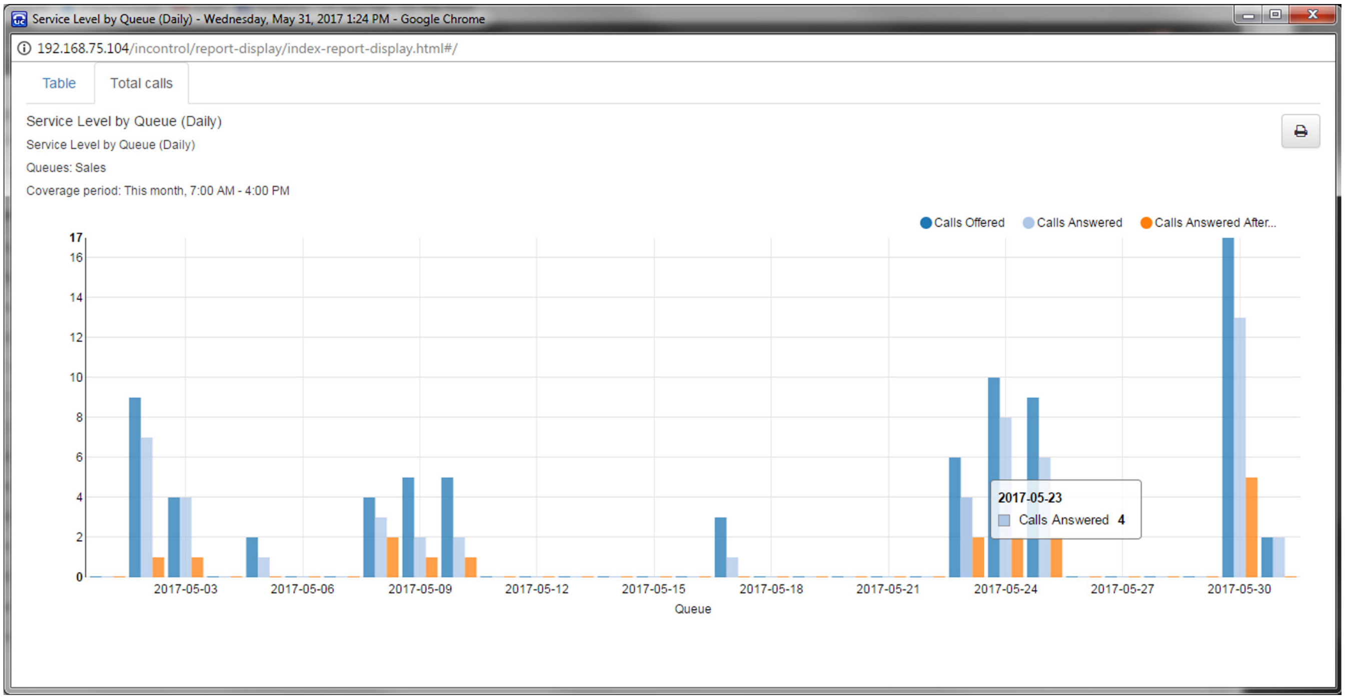
Service Level by Queue (Daily)

Queues: Sales

Coverage period: This month, 7:00 AM - 4:00 PM

Queue	Date	Calls Offered	Calls Answered	Answer AT	Percent Answered After...	Service Level
Sales	2017-05-01	0	0	0	0%	100%
Sales	2017-05-02	9	7	1	14%	86%
Sales	2017-05-03	4	4	1	25%	75%
Sales	2017-05-04	0	0	0	0%	100%
Sales	2017-05-05	2	1	0	0%	100%
Sales	2017-05-06	0	0	0	0%	100%
Sales	2017-05-07	0	0	0	0%	100%
Sales	2017-05-08	4	3	2	67%	25%
Sales	2017-05-09	5	2	1	50%	50%
Sales	2017-05-10	5	2	1	50%	33%
Sales	2017-05-11	0	0	0	0%	100%
Sales	2017-05-12	0	0	0	0%	100%
Sales	2017-05-13	0	0	0	0%	100%
Sales	2017-05-14	0	0	0	0%	100%

Figure 50 Service Level by Queue (Daily) Report – Graphical Format


Service Level by Queue (Daily) - Wednesday, May 31, 2017 1:24 PM - Google Chrome
192.168.75.104/incontrol/report-display/index-report-display.html#/
Table
Total calls
● Calls Offered
● Calls Answered
● Calls Answered After...
17
16
14
12
10
8
6
4
2
0
2017-05-03
2017-05-06
2017-05-09
2017-05-12
2017-05-15
2017-05-18
2017-05-21
2017-05-24
2017-05-27
2017-05-30
Queue
2017-05-23
Calls Answered 4

Service Level by Queue (Daily)

Service Level by Queue (Daily)

Queues: Sales

Coverage period: This month, 7:00 AM - 4:00 PM

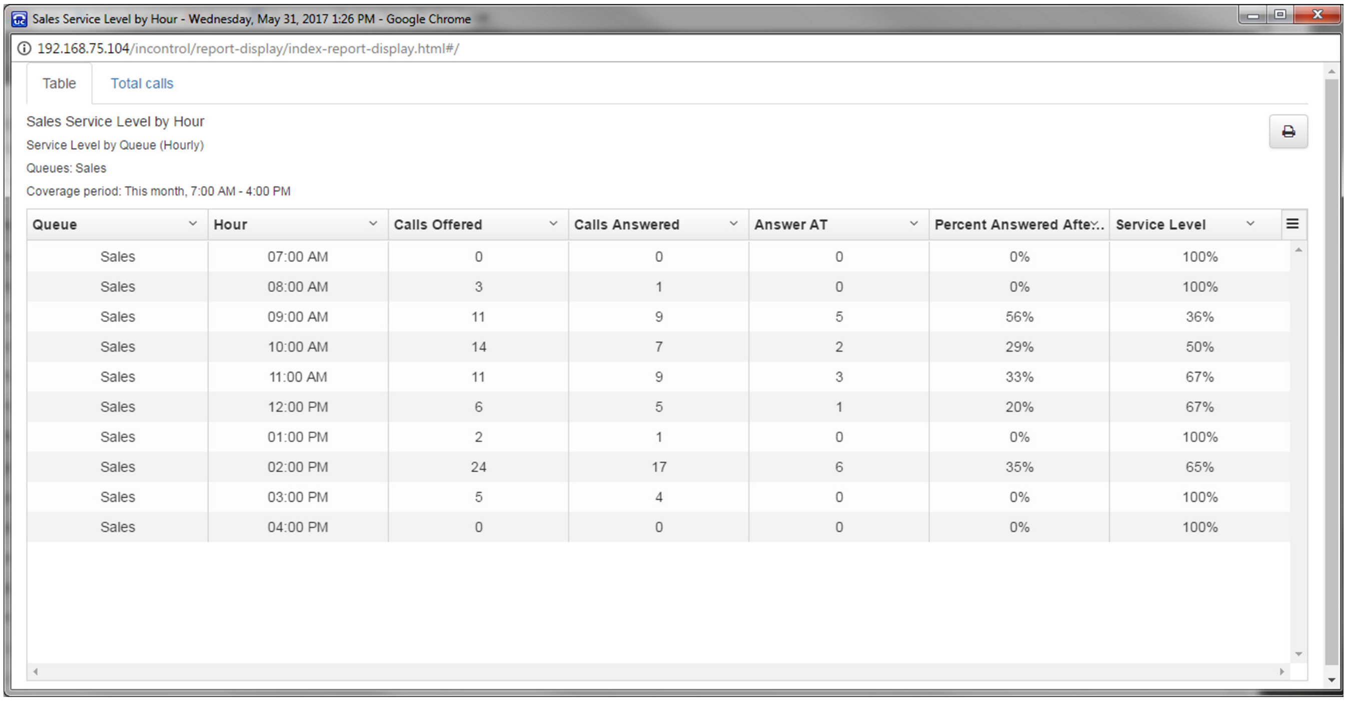
8.2.10 Service Level by Queue (Hourly) Report

This report provides service level statistics for a queue summarized by each hour within the reporting period. The following fields are included in this report for each hour:

- Calls Offered
- Calls Answered
- Calls Answered after Threshold
- Percentage Answered after Threshold
- Service Level

Below are examples of a Service Level by Queue (Hourly) report in table and graphical formats. Hovering the mouse over the graph opens a pop up box with details for each color.

Figure 51 Service Level by Queue (Hourly) Report – Table Format


Sales Service Level by Hour - Wednesday, May 31, 2017 1:26 PM - Google Chrome
192.168.75.104/incontrol/report-display/index-report-display.html#/
Table
Total calls

Sales Service Level by Hour

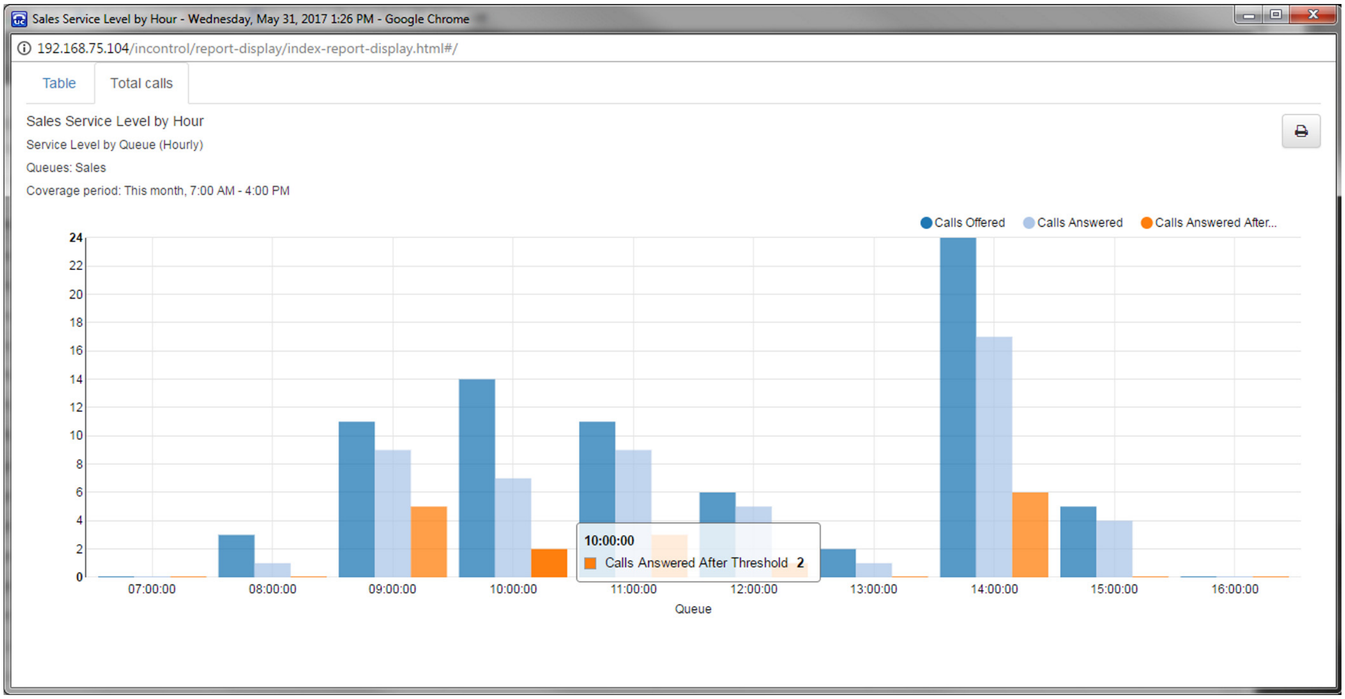
Service Level by Queue (Hourly)

Queues: Sales

Coverage period: This month, 7:00 AM - 4:00 PM

Queue	Hour	Calls Offered	Calls Answered	Answer AT	Percent Answered Afte..	Service Level
Sales	07:00 AM	0	0	0	0%	100%
Sales	08:00 AM	3	1	0	0%	100%
Sales	09:00 AM	11	9	5	56%	36%
Sales	10:00 AM	14	7	2	29%	50%
Sales	11:00 AM	11	9	3	33%	67%
Sales	12:00 PM	6	5	1	20%	67%
Sales	01:00 PM	2	1	0	0%	100%
Sales	02:00 PM	24	17	6	35%	65%
Sales	03:00 PM	5	4	0	0%	100%
Sales	04:00 PM	0	0	0	0%	100%

Figure 52 Service Level by Queue (Hourly) Report – Graphical Format


Sales Service Level by Hour - Wednesday, May 31, 2017 1:26 PM - Google Chrome
192.168.75.104/incontrol/report-display/index-report-display.html#/
Table
Total calls
Calls Offered
Calls Answered
Calls Answered After...
24
22
20
18
16
14
12
10
8
6
4
2
0
07:00:00
08:00:00
09:00:00
10:00:00
11:00:00
12:00:00
13:00:00
14:00:00
15:00:00
16:00:00
Queue
10:00:00
Calls Answered After Threshold 2

Sales Service Level by Hour
Service Level by Queue (Hourly)
Queues: Sales
Coverage period: This month, 7:00 AM - 4:00 PM

8.3 Call Reports

This category of reports allows the Contact Center supervisor the ability to review the historical statistics for all call activity within contact center. The following types of queue reports are available:

- Abandoned Calls
- Abandoned Calls (Daily)
- Abandoned Calls (Hourly)
- Call Detail by Queue
- Abandoned Callback Details
- Abandoned Call Detail by Queue

Each of these reports is further described in the following sections.

8.3.1 Abandoned Call Report

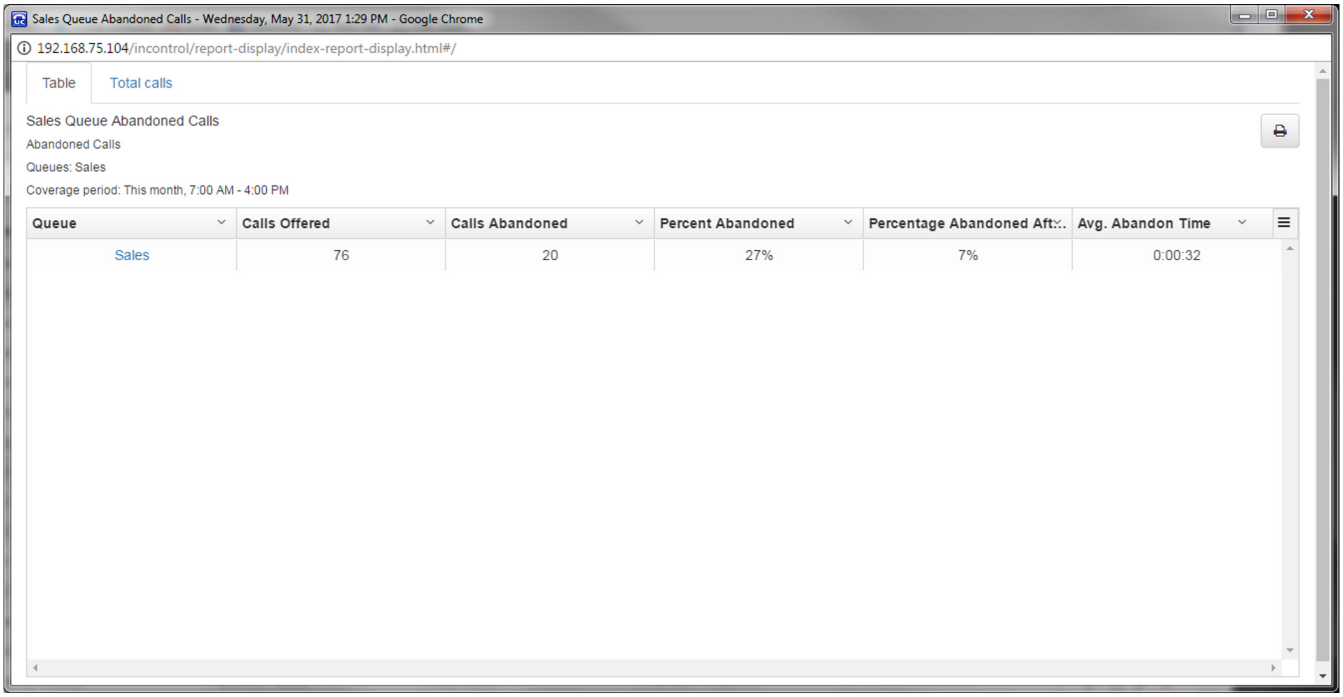
This report provides statistical totals and summaries for the calls abandoned within a queue. The following fields are included in this report for each queue:

- Queue Name

- Calls Offered
- Call Abandoned
- Percent Abandoned
- Average Abandoned Time
- Percent Abandoned after Threshold

Below are examples of a Abandoned Call report in table and graphical formats. Hovering the mouse over the graph opens a pop up box with details for each color.

Figure 53 Abandoned Call Report – Table Format


Sales Queue Abandoned Calls - Wednesday, May 31, 2017 1:29 PM - Google Chrome
192.168.75.104/incontrol/report-display/index-report-display.html#/
Table
Total calls

Sales Queue Abandoned Calls

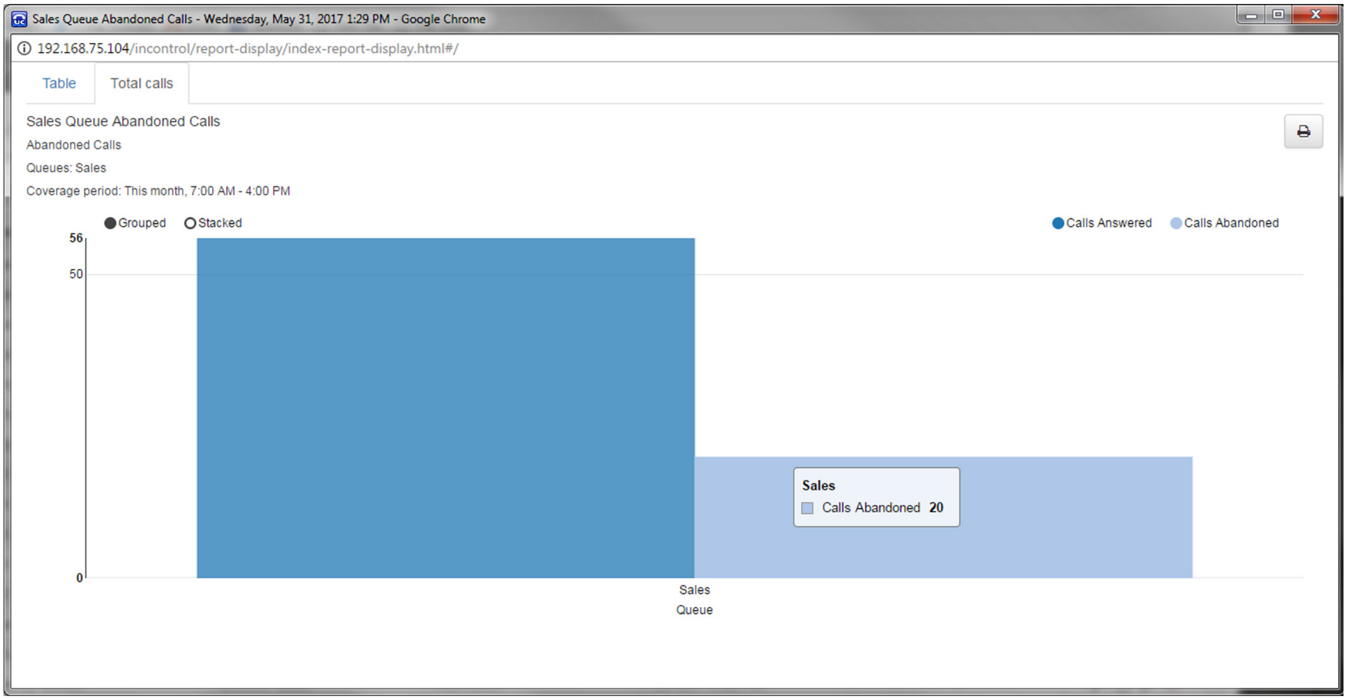
Abandoned Calls

Queues: Sales

Coverage period: This month, 7:00 AM - 4:00 PM

Queue	Calls Offered	Calls Abandoned	Percent Abandoned	Percentage Abandoned Aft:..	Avg. Abandon Time
Sales	76	20	27%	7%	0:00:32

Figure 54 Abandoned Call Report – Graphical Format


Sales Queue Abandoned Calls - Wednesday, May 31, 2017 1:29 PM - Google Chrome
192.168.75.104/incontrol/report-display/index-report-display.html#/
Table
Total calls
● Grouped
○ Stacked
● Calls Answered
● Calls Abandoned
56
50
0
Sales
Calls Abandoned 20
Sales
Queue

Sales Queue Abandoned Calls
Abandoned Calls
Queues: Sales
Coverage period: This month, 7:00 AM - 4:00 PM

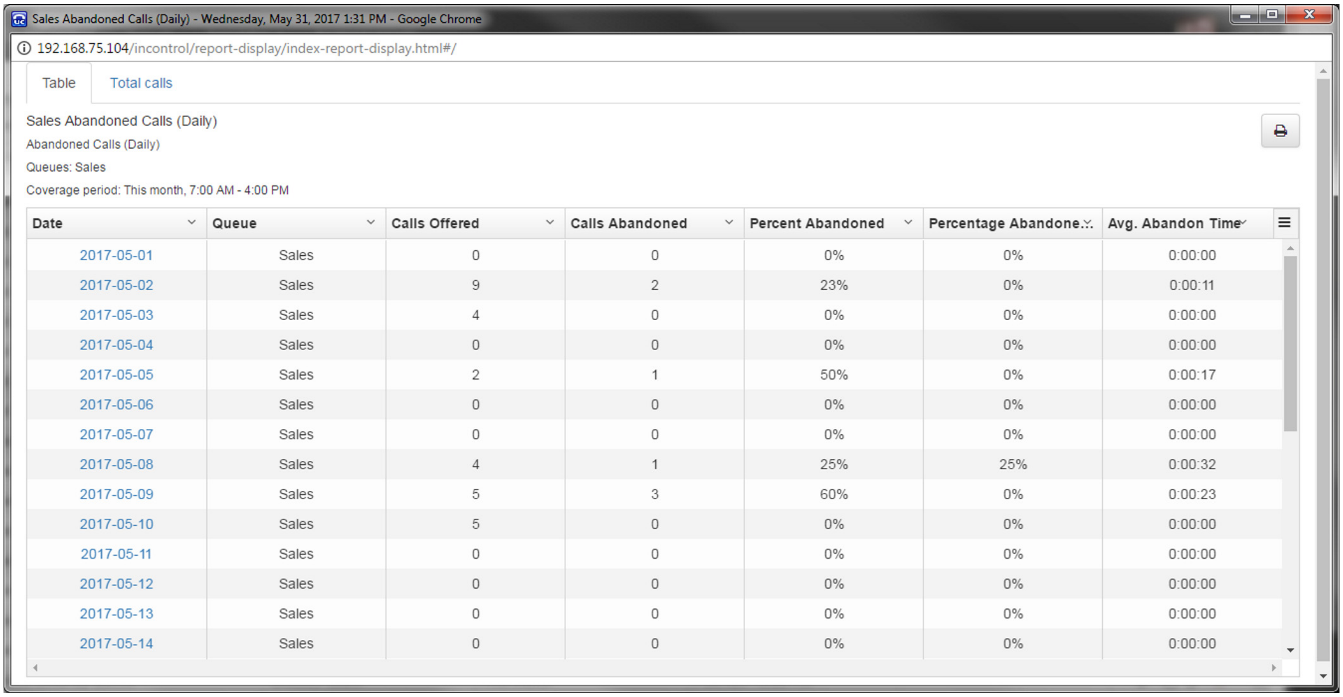
8.3.2 Abandoned Call (Daily) Report

This report provides statistical totals and summaries for the calls abandoned within a queue segmented by day. The following fields are included in this report for each day in the reporting period:

- ❐ Calls Offered
- ❐ Call Abandoned
- ❐ Percent Abandoned
- ❐ Average Abandoned Time
- ❐ Percent Abandoned after Threshold

Below are examples of a Abandoned Call (Daily) report in table and graphical formats. Hovering the mouse over the graph opens a pop up box with details for each color.

Figure 55 Abandoned Call (Daily) Report – Table Format


Sales Abandoned Calls (Daily) - Wednesday, May 31, 2017 1:31 PM - Google Chrome
192.168.75.104/incontrol/report-display/index-report-display.html#/
Table
Total calls

Sales Abandoned Calls (Daily)

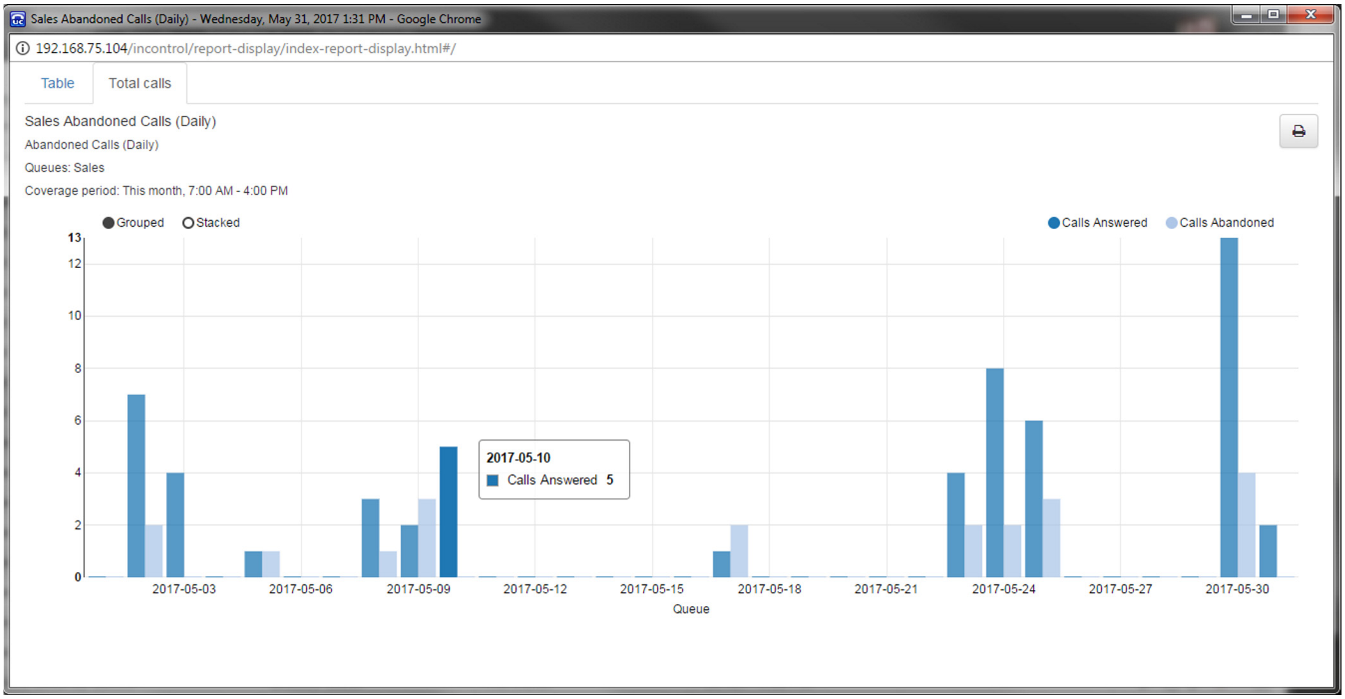
Abandoned Calls (Daily)

Queues: Sales

Coverage period: This month, 7:00 AM - 4:00 PM

Date	Queue	Calls Offered	Calls Abandoned	Percent Abandoned	Percentage Abandone...	Avg. Abandon Time
2017-05-01	Sales	0	0	0%	0%	0:00:00
2017-05-02	Sales	9	2	23%	0%	0:00:11
2017-05-03	Sales	4	0	0%	0%	0:00:00
2017-05-04	Sales	0	0	0%	0%	0:00:00
2017-05-05	Sales	2	1	50%	0%	0:00:17
2017-05-06	Sales	0	0	0%	0%	0:00:00
2017-05-07	Sales	0	0	0%	0%	0:00:00
2017-05-08	Sales	4	1	25%	25%	0:00:32
2017-05-09	Sales	5	3	60%	0%	0:00:23
2017-05-10	Sales	5	0	0%	0%	0:00:00
2017-05-11	Sales	0	0	0%	0%	0:00:00
2017-05-12	Sales	0	0	0%	0%	0:00:00
2017-05-13	Sales	0	0	0%	0%	0:00:00
2017-05-14	Sales	0	0	0%	0%	0:00:00

Figure 56 Abandoned Call (Daily) Report – Graphical Format


Sales Abandoned Calls (Daily) - Wednesday, May 31, 2017 1:31 PM - Google Chrome
192.168.75.104/incontrol/report-display/index-report-display.html#/
Table
Total calls
● Grouped
○ Stacked
● Calls Answered
● Calls Abandoned
13
12
10
8
6
4
2
0
2017-05-10
Calls Answered 5
2017-05-03
2017-05-06
2017-05-09
2017-05-12
2017-05-15
2017-05-18
2017-05-21
2017-05-24
2017-05-27
2017-05-30
Queue

Sales Abandoned Calls (Daily)

Abandoned Calls (Daily)

Queues: Sales

Coverage period: This month, 7:00 AM - 4:00 PM

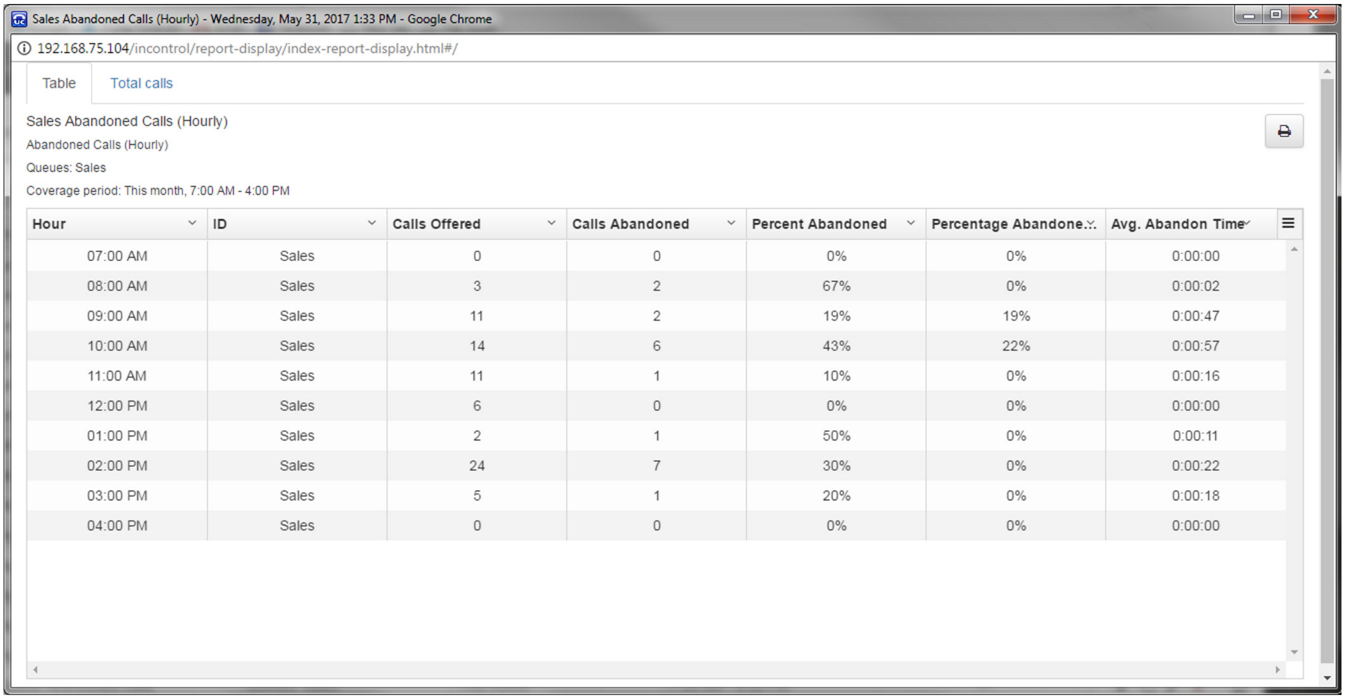
8.3.3 Abandoned Call (Hourly) Report

This report provides statistical totals and summaries for the calls abandoned within a queue segmented by hour. The following fields are included in this report for each hour in the reporting period:

- Calls Offered
- Call Abandoned
- Percent Abandoned
- Average Abandoned Time
- Percent Abandoned after Threshold

Below are examples of a Abandoned Call (Hourly) report in table and graphical formats. Hovering the mouse over the graph opens a pop up box with details for each color.

Figure 57 Abandoned Call (Hourly) Report – Table Format



Sales Abandoned Calls (Hourly) - Wednesday, May 31, 2017 1:33 PM - Google Chrome
192.168.75.104/incontrol/report-display/index-report-display.html#/
Table
Total calls

Sales Abandoned Calls (Hourly)

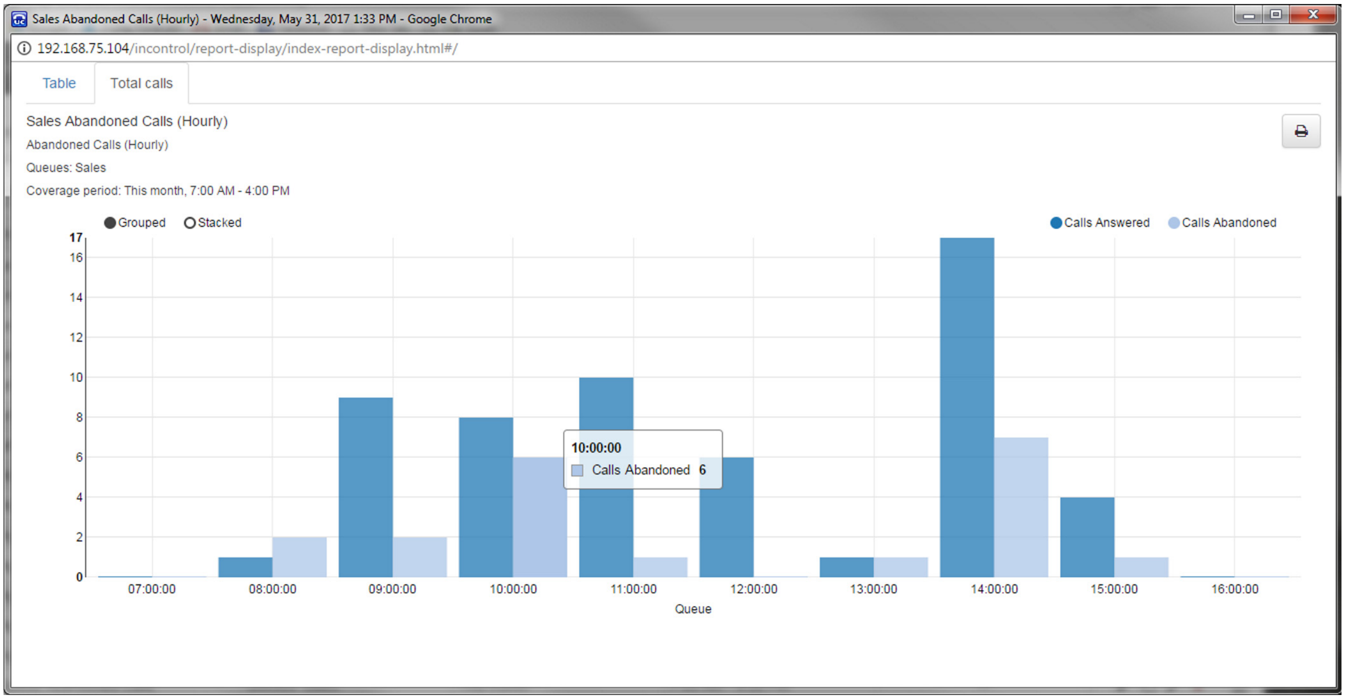
Abandoned Calls (Hourly)

Queues: Sales

Coverage period: This month, 7:00 AM - 4:00 PM

Hour	ID	Calls Offered	Calls Abandoned	Percent Abandoned	Percentage Abandone...	Avg. Abandon Time
07:00 AM	Sales	0	0	0%	0%	0:00:00
08:00 AM	Sales	3	2	67%	0%	0:00:02
09:00 AM	Sales	11	2	19%	19%	0:00:47
10:00 AM	Sales	14	6	43%	22%	0:00:57
11:00 AM	Sales	11	1	10%	0%	0:00:16
12:00 PM	Sales	6	0	0%	0%	0:00:00
01:00 PM	Sales	2	1	50%	0%	0:00:11
02:00 PM	Sales	24	7	30%	0%	0:00:22
03:00 PM	Sales	5	1	20%	0%	0:00:18
04:00 PM	Sales	0	0	0%	0%	0:00:00

Figure 58 Abandoned Call (Hourly) Report – Graphical Format



Sales Abandoned Calls (Hourly) - Wednesday, May 31, 2017 1:33 PM - Google Chrome

192.168.75.104/incontrol/report-display/index-report-display.html#/

Sales Abandoned Calls (Hourly)

Abandoned Calls (Hourly)

Queues: Sales

Coverage period: This month, 7:00 AM - 4:00 PM

Table
Total calls
● Grouped
○ Stacked
● Calls Answered
● Calls Abandoned
17
16
14
12
10
8
6
4
2
0
10:00:00
Calls Abandoned 6
07:00:00
08:00:00
09:00:00
10:00:00
11:00:00
12:00:00
13:00:00
14:00:00
15:00:00
16:00:00
Queue

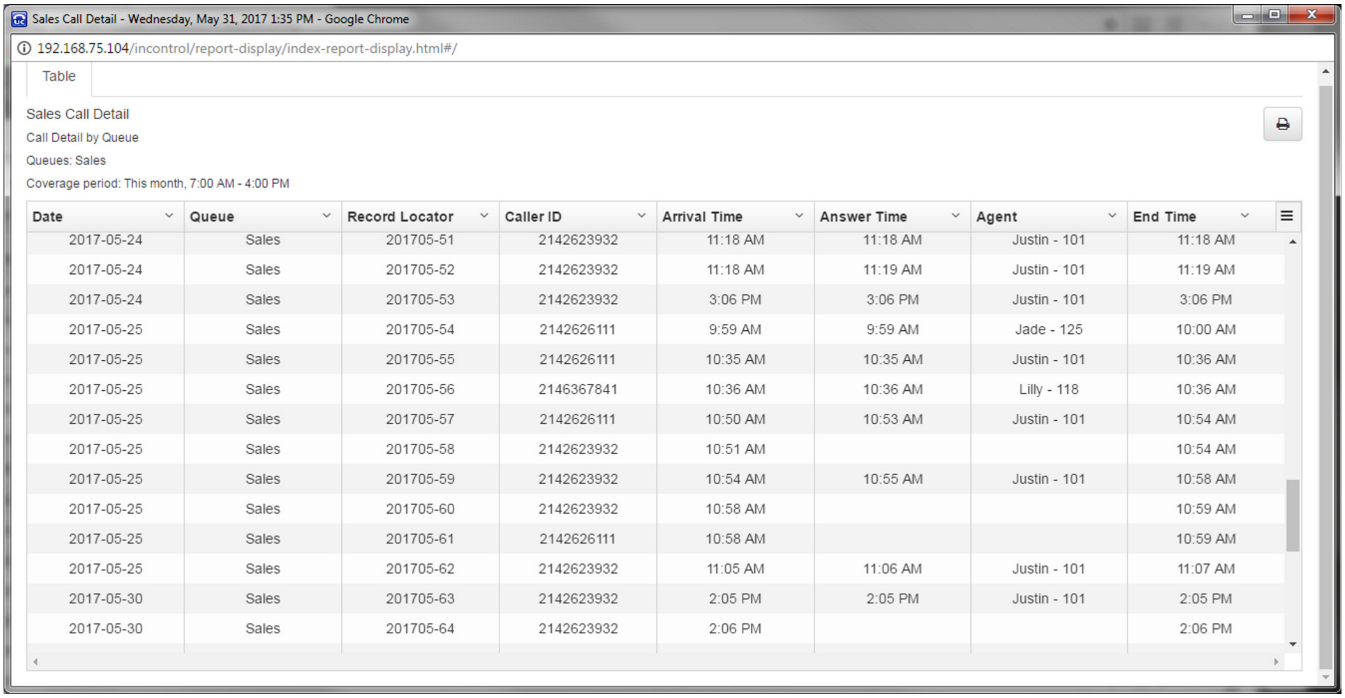
8.3.4 Call Detail by Queue Report

This report provides detailed information about each call that entered the queue during the reporting period. The following fields are included for each call in the report:

- Date
- Record Locater
- Caller ID
- Arrival Time
- Answer Time
- Agent
- Group
- End Time

Below is an example of a Call Detail by Queue report. This report is only available in table format.

Figure 59 Call Detail by Queue Report



Sales Call Detail - Wednesday, May 31, 2017 1:35 PM - Google Chrome
192.168.75.104/incontrol/report-display/index-report-display.html#/
Table

Sales Call Detail

Call Detail by Queue

Queues: Sales

Coverage period: This month, 7:00 AM - 4:00 PM

Date	Queue	Record Locator	Caller ID	Arrival Time	Answer Time	Agent	End Time
2017-05-24	Sales	201705-51	2142623932	11:18 AM	11:18 AM	Justin - 101	11:18 AM
2017-05-24	Sales	201705-52	2142623932	11:18 AM	11:19 AM	Justin - 101	11:19 AM
2017-05-24	Sales	201705-53	2142623932	3:06 PM	3:06 PM	Justin - 101	3:06 PM
2017-05-25	Sales	201705-54	2142626111	9:59 AM	9:59 AM	Jade - 125	10:00 AM
2017-05-25	Sales	201705-55	2142626111	10:35 AM	10:35 AM	Justin - 101	10:36 AM
2017-05-25	Sales	201705-56	2146367841	10:36 AM	10:36 AM	Lilly - 118	10:36 AM
2017-05-25	Sales	201705-57	2142626111	10:50 AM	10:53 AM	Justin - 101	10:54 AM
2017-05-25	Sales	201705-58	2142623932	10:51 AM			10:54 AM
2017-05-25	Sales	201705-59	2142623932	10:54 AM	10:55 AM	Justin - 101	10:58 AM
2017-05-25	Sales	201705-60	2142623932	10:58 AM			10:59 AM
2017-05-25	Sales	201705-61	2142626111	10:58 AM			10:59 AM
2017-05-25	Sales	201705-62	2142623932	11:05 AM	11:06 AM	Justin - 101	11:07 AM
2017-05-30	Sales	201705-63	2142623932	2:05 PM	2:05 PM	Justin - 101	2:05 PM
2017-05-30	Sales	201705-64	2142623932	2:06 PM			2:06 PM

8.3.5 Abandoned Callback Details Report

This report provides detailed information about the callback treatment for each abandoned call during the reporting period. The following fields are included for each call in the report:

❒ Date

❒ Call ID

❒ Arrival Time

❒ Caller ID

❒ Wait Time

❒ Event Time

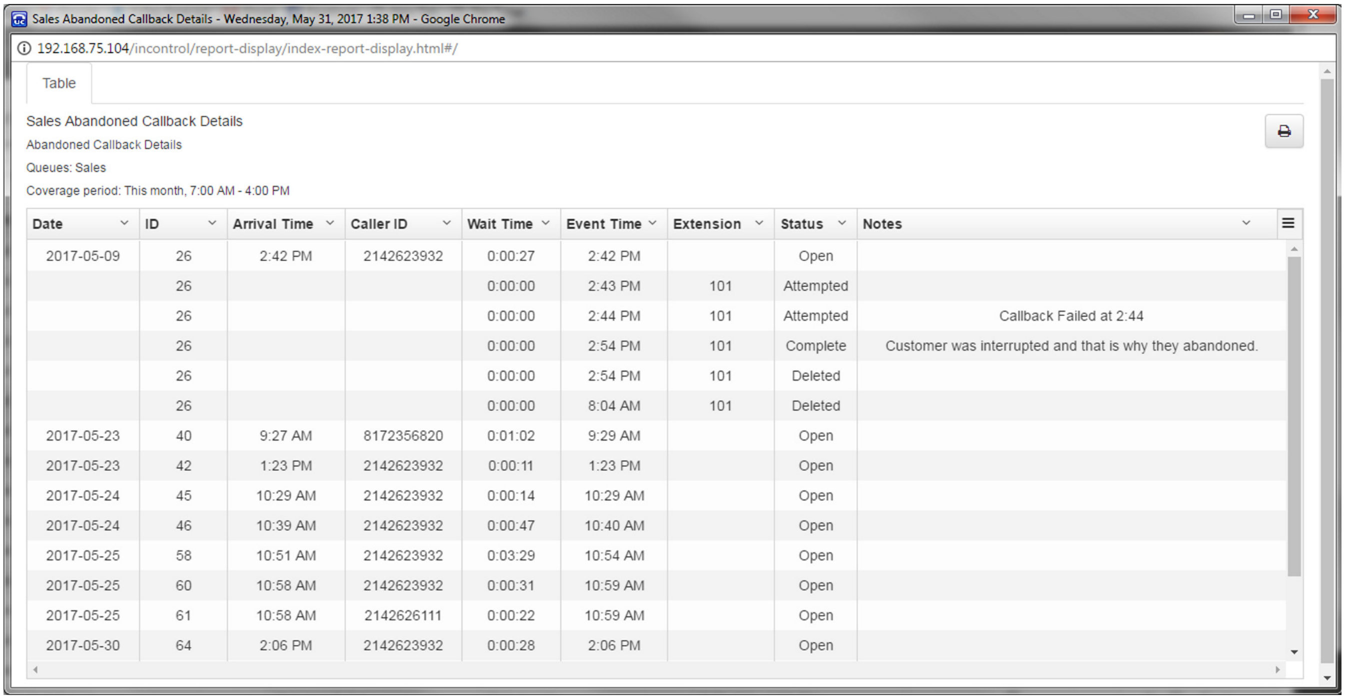
❒ Extension

❒ Status

❒ Notes

Below is an example of a Abandoned Callback Details report. This report is only available in table format.

Figure 60 Abandoned Callback Details Report


Sales Abandoned Callback Details - Wednesday, May 31, 2017 1:38 PM - Google Chrome
192.168.75.104/incontrol/report-display/index-report-display.html#/
Table

Sales Abandoned Callback Details
Abandoned Callback Details
Queues: Sales
Coverage period: This month, 7:00 AM - 4:00 PM

Date	ID	Arrival Time	Caller ID	Wait Time	Event Time	Extension	Status	Notes
2017-05-09	26	2:42 PM	2142623932	0:00:27	2:42 PM		Open	
	26			0:00:00	2:43 PM	101	Attempted	
	26			0:00:00	2:44 PM	101	Attempted	Callback Failed at 2:44
	26			0:00:00	2:54 PM	101	Complete	Customer was interrupted and that is why they abandoned.
	26			0:00:00	2:54 PM	101	Deleted	
	26			0:00:00	8:04 AM	101	Deleted	
2017-05-23	40	9:27 AM	8172356820	0:01:02	9:29 AM		Open	
2017-05-23	42	1:23 PM	2142623932	0:00:11	1:23 PM		Open	
2017-05-24	45	10:29 AM	2142623932	0:00:14	10:29 AM		Open	
2017-05-24	46	10:39 AM	2142623932	0:00:47	10:40 AM		Open	
2017-05-25	58	10:51 AM	2142623932	0:03:29	10:54 AM		Open	
2017-05-25	60	10:58 AM	2142623932	0:00:31	10:59 AM		Open	
2017-05-25	61	10:58 AM	2142626111	0:00:22	10:59 AM		Open	
2017-05-30	64	2:06 PM	2142623932	0:00:28	2:06 PM		Open	

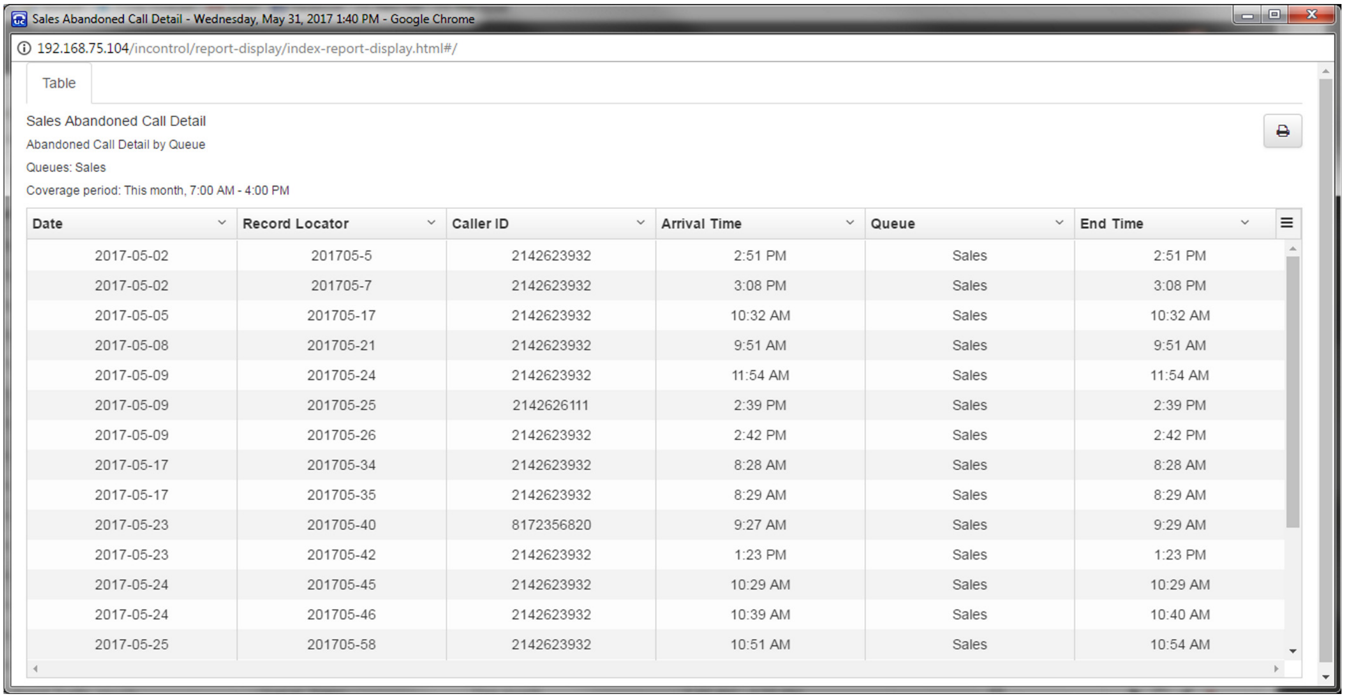
8.3.6 Abandoned Call Detail by Queue Report

This report provides detailed information about each abandoned call that entered the queue during the reporting period. The following fields are included for each call in the report:

- Date
- Record Locater
- Caller ID
- Arrival Time
- Group
- End Time

Below is an example of a Abandoned Call Detail by Queue report. This report is only available in table format.

Figure 61 Abandoned Call Detail by Queue Report


Sales Abandoned Call Detail - Wednesday, May 31, 2017 1:40 PM - Google Chrome
192.168.75.104/incontrol/report-display/index-report-display.html#/
Table

Sales Abandoned Call Detail

Abandoned Call Detail by Queue

Queues: Sales

Coverage period: This month, 7:00 AM - 4:00 PM

Date	Record Locator	Caller ID	Arrival Time	Queue	End Time
2017-05-02	201705-5	2142623932	2:51 PM	Sales	2:51 PM
2017-05-02	201705-7	2142623932	3:08 PM	Sales	3:08 PM
2017-05-05	201705-17	2142623932	10:32 AM	Sales	10:32 AM
2017-05-08	201705-21	2142623932	9:51 AM	Sales	9:51 AM
2017-05-09	201705-24	2142623932	11:54 AM	Sales	11:54 AM
2017-05-09	201705-25	2142626111	2:39 PM	Sales	2:39 PM
2017-05-09	201705-26	2142623932	2:42 PM	Sales	2:42 PM
2017-05-17	201705-34	2142623932	8:28 AM	Sales	8:28 AM
2017-05-17	201705-35	2142623932	8:29 AM	Sales	8:29 AM
2017-05-23	201705-40	8172356820	9:27 AM	Sales	9:29 AM
2017-05-23	201705-42	2142623932	1:23 PM	Sales	1:23 PM
2017-05-24	201705-45	2142623932	10:29 AM	Sales	10:29 AM
2017-05-24	201705-46	2142623932	10:39 AM	Sales	10:40 AM
2017-05-25	201705-58	2142623932	10:51 AM	Sales	10:54 AM

8.4 Other reports

This category of reports allows the Contact Center supervisor the ability to review the historical statistics based on number dialed. The following report is available:

- Inbound Number Summary

This report is further described in the following section.

8.4.1 Inbound Number Summary

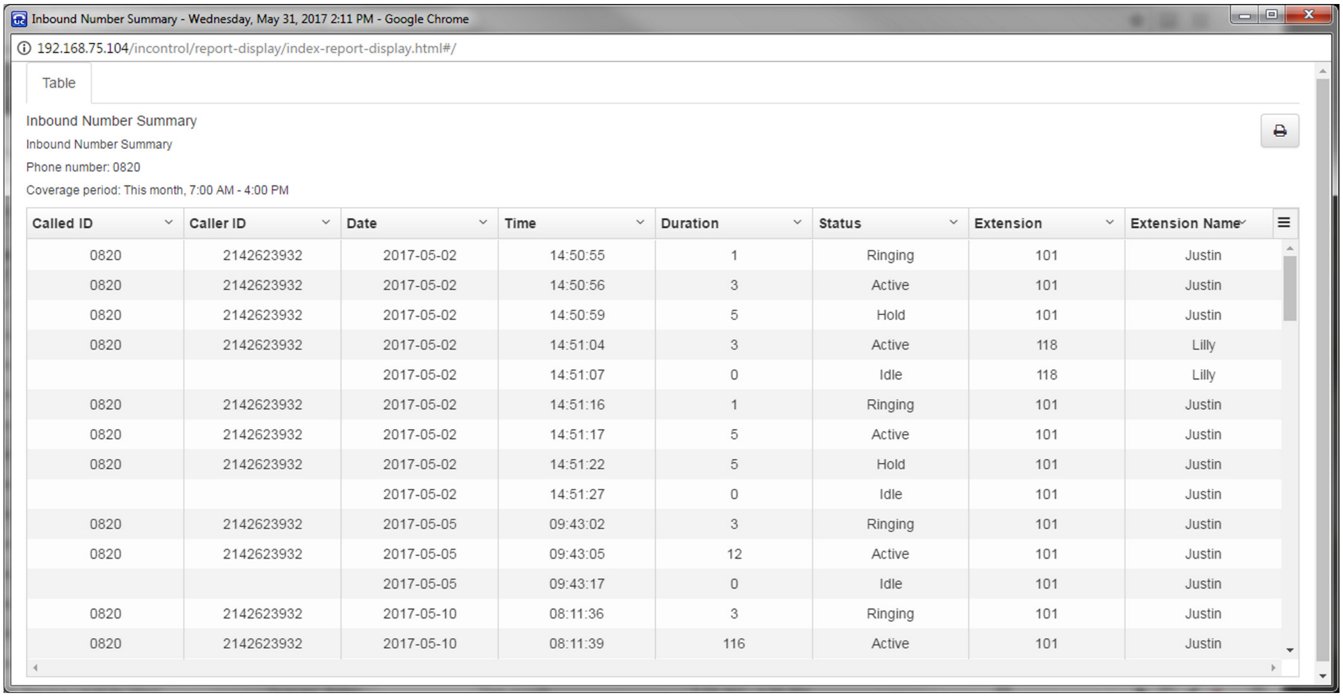
This report provides historical data for calls to a specific number called. The following fields are included in this report for each queue:

- Called ID
- Caller ID
- Date
- Time
- Duration
- Status
- Extension

- Extension Name

Below is an example of the Inbound Number Summary report.

Figure 62 Inbound Number Summary Report



Inbound Number Summary - Wednesday, May 31, 2017 2:11 PM - Google Chrome

192.168.75.104/incontrol/report-display/index-report-display.html#/

Table

Inbound Number Summary

Inbound Number Summary

Phone number: 0820

Coverage period: This month, 7:00 AM - 4:00 PM

Called ID	Caller ID	Date	Time	Duration	Status	Extension	Extension Name
0820	2142623932	2017-05-02	14:50:55	1	Ringing	101	Justin
0820	2142623932	2017-05-02	14:50:56	3	Active	101	Justin
0820	2142623932	2017-05-02	14:50:59	5	Hold	101	Justin
0820	2142623932	2017-05-02	14:51:04	3	Active	118	Lilly
		2017-05-02	14:51:07	0	Idle	118	Lilly
0820	2142623932	2017-05-02	14:51:16	1	Ringing	101	Justin
0820	2142623932	2017-05-02	14:51:17	5	Active	101	Justin
0820	2142623932	2017-05-02	14:51:22	5	Hold	101	Justin
		2017-05-02	14:51:27	0	Idle	101	Justin
0820	2142623932	2017-05-05	09:43:02	3	Ringing	101	Justin
0820	2142623932	2017-05-05	09:43:05	12	Active	101	Justin
		2017-05-05	09:43:17	0	Idle	101	Justin
0820	2142623932	2017-05-10	08:11:36	3	Ringing	101	Justin
0820	2142623932	2017-05-10	08:11:39	116	Active	101	Justin

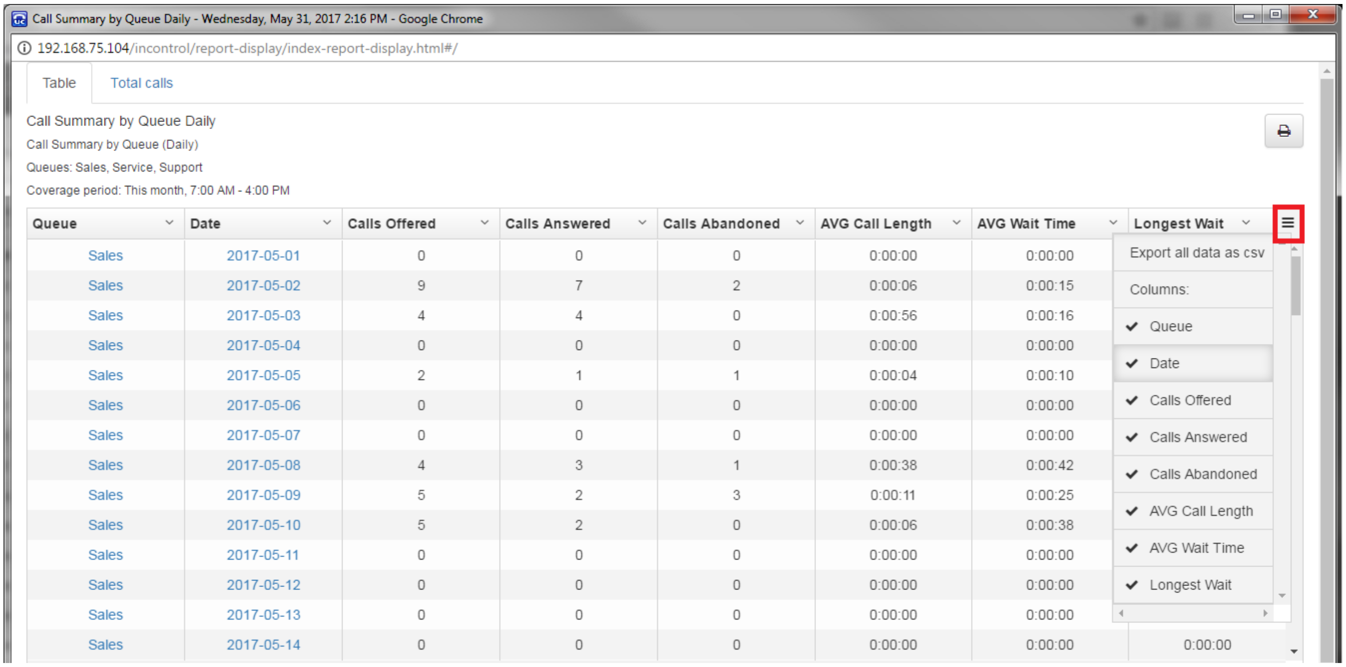
SECTION 9 REPORT DISPLAY

Generated reports will be displayed in a separate browser window from the InControl application. The data will initially be displayed in a table format, with options in the top menu to generate graphs for specific fields within the table.

The report display provides a control within the header for each column that allows the table to be re-sorted based upon the contents of the selected column.

The three bar stacked menu to the right of the column headers presents a drop down when clicked that allows the user to hide/unhide individual columns within the report and export the table data as a CSV (comma-separated values) file.

Figure 63 Three Stacked Menu



Call Summary by Queue Daily - Wednesday, May 31, 2017 2:16 PM - Google Chrome

192.168.75.104/incontrol/report-display/index-report-display.html#/

Call Summary by Queue Daily

Call Summary by Queue (Daily)

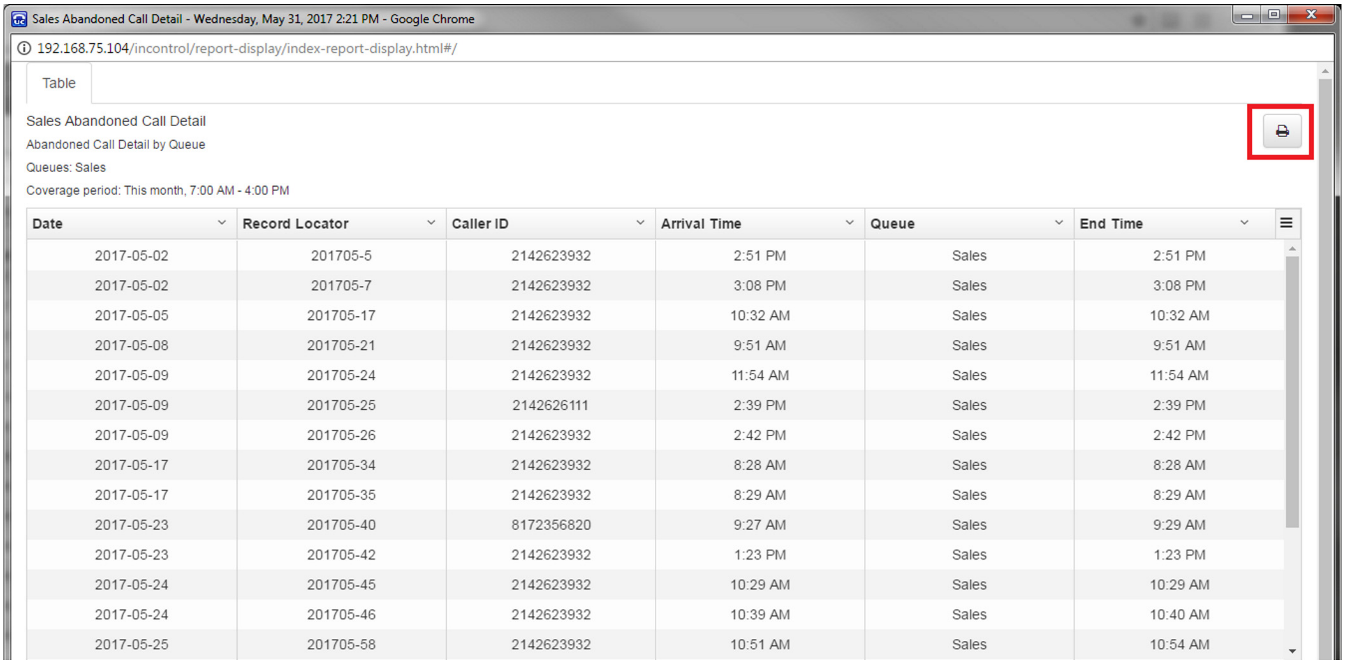
Queues: Sales, Service, Support

Coverage period: This month, 7:00 AM - 4:00 PM

Queue	Date	Calls Offered	Calls Answered	Calls Abandoned	AVG Call Length	AVG Wait Time	Longest Wait
Sales	2017-05-01	0	0	0	0:00:00	0:00:00	
Sales	2017-05-02	9	7	2	0:00:06	0:00:15	
Sales	2017-05-03	4	4	0	0:00:56	0:00:16	
Sales	2017-05-04	0	0	0	0:00:00	0:00:00	
Sales	2017-05-05	2	1	1	0:00:04	0:00:10	
Sales	2017-05-06	0	0	0	0:00:00	0:00:00	
Sales	2017-05-07	0	0	0	0:00:00	0:00:00	
Sales	2017-05-08	4	3	1	0:00:38	0:00:42	
Sales	2017-05-09	5	2	3	0:00:11	0:00:25	
Sales	2017-05-10	5	2	0	0:00:06	0:00:38	
Sales	2017-05-11	0	0	0	0:00:00	0:00:00	
Sales	2017-05-12	0	0	0	0:00:00	0:00:00	
Sales	2017-05-13	0	0	0	0:00:00	0:00:00	
Sales	2017-05-14	0	0	0	0:00:00	0:00:00	0:00:00

A printer icon in the top right of the report display allows the user to send the report to a printer.

Figure 64 Print Icon



Sales Abandoned Call Detail - Wednesday, May 31, 2017 2:21 PM - Google Chrome

192.168.75.104/incontrol/report-display/index-report-display.html#/

Sales Abandoned Call Detail

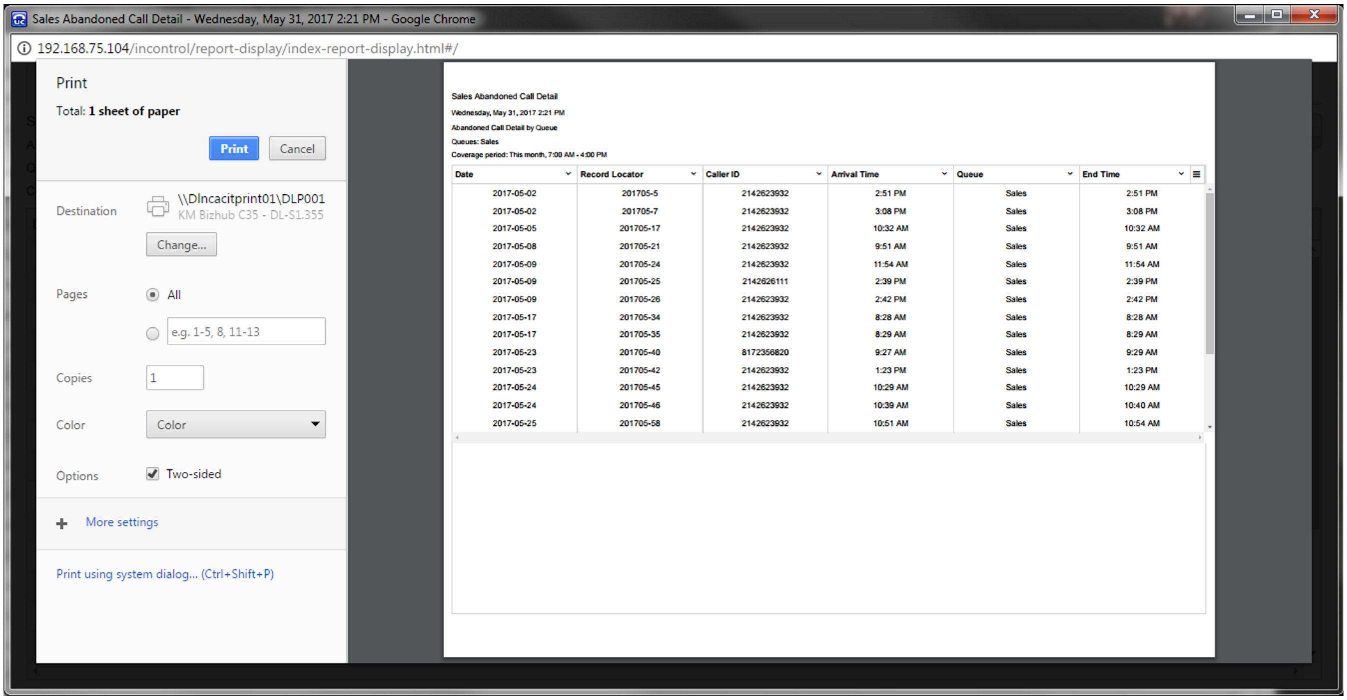
Abandoned Call Detail by Queue

Queues: Sales

Coverage period: This month, 7:00 AM - 4:00 PM

Date	Record Locator	Caller ID	Arrival Time	Queue	End Time
2017-05-02	201705-5	2142623932	2:51 PM	Sales	2:51 PM
2017-05-02	201705-7	2142623932	3:08 PM	Sales	3:08 PM
2017-05-05	201705-17	2142623932	10:32 AM	Sales	10:32 AM
2017-05-08	201705-21	2142623932	9:51 AM	Sales	9:51 AM
2017-05-09	201705-24	2142623932	11:54 AM	Sales	11:54 AM
2017-05-09	201705-25	2142626111	2:39 PM	Sales	2:39 PM
2017-05-09	201705-26	2142623932	2:42 PM	Sales	2:42 PM
2017-05-17	201705-34	2142623932	8:28 AM	Sales	8:28 AM
2017-05-17	201705-35	2142623932	8:29 AM	Sales	8:29 AM
2017-05-23	201705-40	8172356820	9:27 AM	Sales	9:29 AM
2017-05-23	201705-42	2142623932	1:23 PM	Sales	1:23 PM
2017-05-24	201705-45	2142623932	10:29 AM	Sales	10:29 AM
2017-05-24	201705-46	2142623932	10:39 AM	Sales	10:40 AM
2017-05-25	201705-58	2142623932	10:51 AM	Sales	10:54 AM

Figure 65 Example of Print Preview



Sales Abandoned Call Detail - Wednesday, May 31, 2017 2:21 PM - Google Chrome
192.168.75.104/incontrol/report-display/index-report-display.html#/
Print
Cancel
Change...
More settings
Print using system dialog... (Ctrl+Shift+P)

Print

Total: **1 sheet of paper**

Destination: \\Dlncacitprint01\DLP001 KM Bizhub C35 - DL-S1.355

Pages: ● All ○ e.g. 1-5, 8, 11-13

Copies: 1

Color: Color

Options: ☑ Two-sided

Sales Abandoned Call Detail

Wednesday, May 31, 2017 2:21 PM

Abandoned Call Detail by Queue

Queues: Sales

Coverage period: This month, 7:00 AM - 4:00 PM

Date	Record Locator	Caller ID	Arrival Time	Queue	End Time
2017-05-02	201705-5	2142623932	2:51 PM	Sales	2:51 PM
2017-05-02	201705-7	2142623932	3:08 PM	Sales	3:08 PM
2017-05-05	201705-17	2142623932	10:32 AM	Sales	10:32 AM
2017-05-08	201705-21	2142623932	9:51 AM	Sales	9:51 AM
2017-05-09	201705-24	2142623932	11:54 AM	Sales	11:54 AM
2017-05-09	201705-25	2142626111	2:39 PM	Sales	2:39 PM
2017-05-09	201705-26	2142623932	2:42 PM	Sales	2:42 PM
2017-05-17	201705-34	2142623932	8:28 AM	Sales	8:28 AM
2017-05-17	201705-35	2142623932	8:29 AM	Sales	8:29 AM
2017-05-23	201705-40	8172356820	9:27 AM	Sales	9:29 AM
2017-05-23	201705-42	2142623932	1:23 PM	Sales	1:23 PM
2017-05-24	201705-45	2142623932	10:29 AM	Sales	10:29 AM
2017-05-24	201705-46	2142623932	10:39 AM	Sales	10:40 AM
2017-05-25	201705-58	2142623932	10:51 AM	Sales	10:54 AM

UNIVERGE® SV9100

InControl Call Reporting Manual

NEC Corporation of America
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