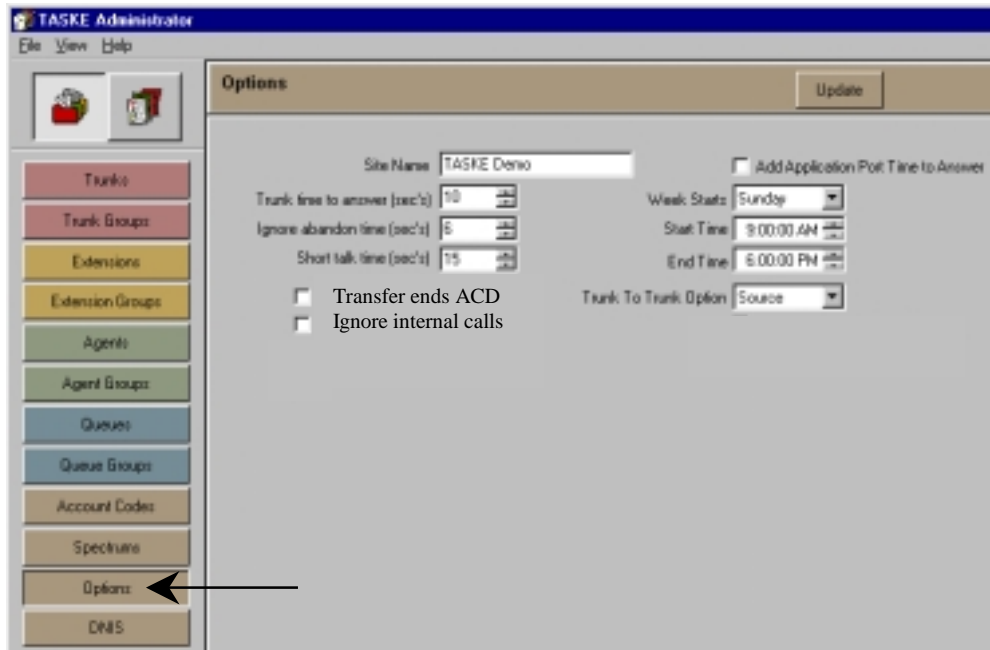


TASKE ACD REPORTS

DEFINING OPTIONS – THE OPTIONS SET IN TASKE ADMINISTRATOR OPTIONS WILL AFFECT THE REPORT INFORMATION.



- ◆ **Site Name** – The sight name. All reports include the site name in the header of the report.
- ◆ **Trunk Time to Answer** – Trunk Reports list the percentage of calls that are actually answered within “x” seconds. This value is compared with the target service level. The threshold time is entered in the Trunk time to answer selection box in seconds, and is reported under the % Ans'd Before xx Secs column in the reports.
- ◆ **Ignore Abandon Time** – Set a threshold time to identify genuine Abandons. These are calls that Abandon after the threshold time set in the Ignore abandon time selection box. Genuine abandons are used in the Service % for the queue.
- ◆ **Short Talk Time** – The ACD toolbox allows users to identify calls that terminate after a very short talk time from other calls. The assumption is that a high proportion of very short Answered calls indicates a potential fault on one or more trunks. For example, a faulty trunk may allow a call to be answered, but may not provide satisfactory audio connection for a conversation. These calls are reported under the Short Dur'n Calls column heading the Trunk and Trunk Group reports.
- ◆ **Transfer Ends ACD** – When an agent manually transfers a call to another extension, this check box determines whether the call should be tracked as one ACD call or terminated as an ACD call.

TASKE ACD REPORTS

DEFINING OPTIONS – CONTINUED

- ◆ **Ignore Internal Calls** – TASKE reports can track both internal and external calls. Enabling this checkbox instructs the TASKE system to ignore internal intercom calls.
- ◆ **Add Application Port Time to Answer** – If the customer center has implemented an automatic answering function (automated attendant or voice assistant), the a call be answered within seconds. However, this is not the time that the caller perceives as the Time to Answer, since the caller may have to wait an additional period of time after the automatic answer before reaching an agent.

To obtain a true measure of the time it takes to reach the agent, the TASKE system takes into account both time periods. Enabling the Add Application Port Time to Answer check box instructs the ACD Toolbox to add the Time to Answer for the automatic answering device to the Trunk Time to Answer on trunk reports.

- ◆ **Week Starts** – The TASKE Toolbox enables users to produce Daily Reports by Day of Week. The setting of the Week Starts selection box determines which day is the start of the work week.
- ◆ **Start Time / End Time** – Use the Start Time and End Time fields to define the hours that encompass the reporting period for a day. Input the times using the 12-hour clock in HH:MM:SS AM/PM time format.

TASKE ACD REPORTS

TRUNK GROUP DAILY REPORT: SOME REPORT INFORMATION IS DETERMINED BY THE PARAMETERS SET IN THE TASKE ADMINISTRATOR PROGRAMMING.

- ◆ *Start Time* – Based on the programmable period for collecting data.
- ◆ *Total Calls Ans'd* – Total calls answered on this trunk group during this period of time.
- ◆ *T Ans Avg Secs* – Time to answer average seconds. Enabling the Add Application Port Time to Answer check box instructs the ACD ToolBox to add the Time to Answer for the automatic answering device to the Trunk Time to Answer.
- ◆ *% Ans'd Before 10 Secs* – Percentage of calls answered before programmable timer as set in the administration function. This includes any and all devices (auto attendant, voice port, etc.). The first device to answer an incoming call determines this percentage. If “add application port time to answer” is checked in the administration setup, it removes only voice mail and automated attendant ports.
- ◆ *Call Duration Total & Avg* – Total number of hours/minutes/seconds this trunk group was in use (incoming or outgoing) during this period of time with the average seconds per call during this period of time.
- ◆ *Total Calls Aband* – Total number of callers that hung up before any device answered the call. (Does not include short abandons as defined by the ignore abandoned time parameter.
- ◆ *T Abnd Avg Secs* – For the total abandoned calls, the average number of seconds a caller waited before abandoning (prior to any device answering the call).

TASKE ACD REPORTS

TRUNK GROUP DAILY REPORT - CONTINUED:

- ◆ *Short Dur'n Calls* - The ACD ToolBox allows users to identify calls that terminate after a very short talk time from other calls. The assumption is that a high proportion of very short Answered calls indicates a potential fault on one or more Trunks. The threshold is set in the *short talk time* selection box.
- ◆ *Total Calls Out* – Total number of outgoing calls on this trunk group during this period of time.
- ◆ *Out Duration Total Avg* – Total call time for outgoing calls and average length of calls during this period of time.
- ◆ % of Total Calls – Percentage of total calls on this trunk group during this period of time. Includes answered, outgoing and abandoned calls. (Percentage of total calls offered on the trunk group.)
- ◆ *Trunk Busy Mins* – The number of minutes all trunks in this trunk group were in use during this period of time.
- ◆ *Peak Trunk Use* – The maximum number of trunks in use on this trunk group during this period of time.

The trunk group report can also be used to report on individual trunks within the trunk group. Checking the individual trunks option in the report template will produce both trunk group and individual trunk reports.

The bottom left entry on the trunk group report shows the total number of trunks found in this trunk group and may be helpful for troubleshooting report errors.

TASKE ACD REPORTS

DETAILED EXTENSION DAILY REPORT:

- ◆ *Extn, Name* – Physical extension for this report and programmed name
- ◆ *Time Start* – Report period as determined in the TASKE Administrator options programming.
- ◆ *Total ACD Ans'd, % of Tot, ASA sec* – Total ACD calls answered by this extension, the percentage of total ACD calls answered (within this time period) and the average speed of answer in seconds during this period of time.
- ◆ *ACD Duration Avg* – Total time for all ACD calls during this period of time and average time per call. (* Timer begins for extension reports when the device starts ringing.)
- ◆ *Total NonACD Ans'd, % of Tot, ASA sec* – Total number of non ACD calls answered during this period of time, the percentage of total non ACD calls answered and average speed of answer in seconds. (* Timer begins for extension reports when the device starts ringing.)
- ◆ *Abandon Total Calls, TTAB secs* – Total number of abandoned calls for this extension. An abandoned call is a call that rang at the device but was not answered. Calls reverse transferred from this extension will be counted as abandoned calls not transferred calls. (Manually transferred or system forwarded calls do not show as abandoned calls.) Time to abandon in average seconds is the average time a call rang at the extension, was not answered and the caller hung up.
- ◆ *Total Calls Out, % of Tot* – Total number of outgoing calls from this device and the percentage of outgoing calls during this period of time.
- ◆ *Out Duration Total, Avg sec* – Total time for outgoing calls and average time per call during this period of time. (Includes time off hook dialing.)
- ◆ *Trans In, Out* – Total calls manually transferred to or from this extension during this period of time.
- ◆ *Conf* – This parameter is not functional in the Axxess PBX. (The Axxess system assigns a new call ID for conference calls and therefore cannot be tracked as part of total calls.)

NOTE: All extensions must be entered into the TASKE database to eliminate false “abandon” call reporting. (If a call overflows/recalls or is transferred to an unknown extension, that call will be reported as an abandoned call.)

Voice assistant (and voice mail port) extensions must be marked as “voice ports” for the TASKE reports to correctly track interflow calls for ACD Manager callback activity.

TASKE ACD REPORTS

EXTENSION GROUP DAILY REPORT: AN EXTENSION GROUP IS A NUMBER OF LIKE DEVICES (OPERATORS, VOICE PORTS).

- ◆ *Extn Group, Name* – Extension group number and name for this report.
- ◆ *Extn, Name* – Physical device number and programmed name
- ◆ *ACD Calls, Total Ans'd, ASA sec* – Total ACD calls answered by this device and the average speed of answer for ACD calls for this device.
- ◆ *ACD Calls Duration Total, Avg secs* – Total time duration for ACD calls at this device and the average seconds per call. (* Timer begins for extension reports when the device starts ringing.)
- ◆ *NonACD Calls Total Ans'd, ASA sec* – Total non ACD calls answered by this device and the average speed of answer.
- ◆ *Non ACD Calls Duration Total, Avg secs* – Total time duration for non ACD calls at this device and the average seconds. (* Timer begins for extension reports when the device starts ringing.)
- ◆ *Abandon Total Calls, TTAB secs* – Total number of abandoned calls for this device. An abandoned call is a call that rang at the device but was not answered. Calls reverse transferred from this extension will be counted as abandoned calls not transferred calls. (Manually transferred or system forwarded calls do not show as abandoned calls.) Time to abandon in average seconds is the average time a call rang at the extension, was not answered and the caller hung up.
- ◆ *Total Calls Out* – Total number of outgoing calls from this.
- ◆ *Out Duration Total, Avg sec*– Total time for outgoing calls and average time per call during this period of time. (Includes time off hook dialing.)
- ◆ *Trans In, Out* – Total calls manually transferred to or from this extension during this period of time.
- ◆ *Conf* – This parameter is not functional in the Axxess PBX. (The Axxess system assigns a new call ID for conference calls and therefore cannot be tracked as part of total calls.)

TASKE ACD REPORTS

AGENT DAILY REPORT:

- ◆ *Agent, Name* – Agent ID number and programmed agent name.
- ◆ *Time Start* – Programmed collection time for the TASKE toolbox as defined in the Administrator programming.
- ◆ *LogIn Time* – Hour and minute this agent logged into the ACD queue.
- ◆ *LogOut Time* – Hour and minute this agent logged out of the ACD queue.
- ◆ *Extn* – The extension number where this agent logged into/out of. If using agent IDs this will reflect the extension number the agent was using at the time.
- ◆ *Total ACD Calls* – Total ACD calls answered by this agent during this period of time.
- ◆ *ACD Duration Total, Avg sec* – Total connect time (talk time and hold time) for this agent on ACD calls and the average seconds per call for this period of time. (Duration reflects actual connected talk time for agents.)
- ◆ *Total NonACD Calls* – Total non ACD calls answered by this agent during this period of time.
- ◆ *NonACD Duration Total, Avg sec* – Total connect time (talk time and hold time) for this agent on non ACD calls and average secs per call during this period of time. (Duration reflects actual connected talk time for agents.)
- ◆ *Total Out Calls* – Total outgoing calls generated by this agent during this period of time.
- ◆ *Out Duration Total, Avg sec* – Total outgoing call talk time for this agent and average time per call during this period of time.
- ◆ *DND and MakeBusy* – Total time in hours, minutes and seconds this agent was in Do Not Disturb or Make Busy. Make Busy is defined in the Axxess system as time not on a call but not available. For example, the agent has dial tone or is dialing a telephone number but is not actually connected on a call.
- ◆ *Work Timer* – The amount of time in hours, minutes and seconds this agent in in Wrap Up Mode during this period of time.
- ◆ *Idle Time* – The amount of time an agent is logged in, not in DND, not in wrap up, not in make busy or not on an ACD call.

TASKE ACD REPORTS

AGENT BY QUEUE DAILY REPORT: UNLIKE THE AGENT DAILY REPORT, THIS REPORT SHOWS AGENT ACTIVITY BY ACD PILOT NUMBER.

- ◆ *Agent, Name* – Agent ID number and programmed agent name.
- ◆ *Queue* – ACD Pilot number.
- ◆ *Name* – ACD Pilot name.
- ◆ *Total ACD Calls* – Total ACD calls taken by this agent for this specific pilot group.
- ◆ *ACD Duration Total, Avg sec* – Total connect time (talk time and hold time) for ACD calls for this agent for this pilot and the average call duration in seconds.
- ◆ *Total NonACD Calls* – Total non ACD calls for this agent while logged into this queue.
- ◆ *NonACD Duration Total, Avg sec* – Total amount of connect time (talk time and hold time) for this agent on non ACD calls and the average duration per call in seconds.
- ◆ *Total Out Calls* – Total outgoing calls for this agent.
- ◆ *Out Duration Total, Avg sec* – Total duration of connect time (talk time and hold time) on outgoing calls for this agent and the average talk time per outgoing call.
- ◆ *ReQs* – The number of calls presented by this pilot number to this agent that were not answered and the Axxess “hunt group no answer timer” redirected the call to another agent to be handled. (*Specific details can be viewed by pressing the “INFO” button on the ACD monitor.)
- ◆ *Transfer In, Out* – Total number of calls manually transferred to or from this agent.
- ◆ *Conf* – Not applicable for Axxess PBX installations.

TASKE ACD REPORTS

AGENT GROUP DAILY REPORT: An Agent Group is used strictly for reporting purposes in TASKE applications. This is a group of Agents given a single identifying number that is traceable in reports.

- ◆ *Agent Group, Name* – Agent Group ID number and programmed agent group name.
- ◆ *Time Start* – Report period as defined in the TASKE Administrator programming.
- ◆ *Shift Time* – Total time in shift for all agents in this agent group.
- ◆ *Avg Avail Agents* – Average number of agents logged in, not in DND, not in wrap up or make busy who are idle or on a call (ACD or nonACD) for this agent group during this period of time.
- ◆ *Total ACD Calls* – Total ACD calls answered by this agent group during this period of time.
- ◆ *ACD Duration Total, Avg secs* – Total amount of time in hours, minutes and seconds that agents in this agent group were connected to ACD calls (talk time and hold time) and average call duration during this period of time.
- ◆ *Total NonACD Call* – Total number of non ACD calls for agents in this agent group during this period of time.
- ◆ *NonACD Duration Total, Avg secs* – Total amount of connect time (talk time and hold time) for agents on non ACD calls and the average length per call during this period of time.
- ◆ *Total Out Calls* – Total number of outgoing calls initiated by the agents in this agent group during this period of time.
- ◆ *Out Duration Total, Avg secs* – Total duration of outgoing connect time (talk time and hold time) and average length per call for agents in this agent group.
- ◆ *DND and MakeBusy* – Total amount of time agents in the agent group were in DND or Make Busy (for example dialing a telephone number) during this period of time.
- ◆ *Work Timer* – Total amount of time agents in this agent group were in wrap up mode during this period of time.
- ◆ *Idle Time* – Total amount of time agents in this agent group were logged in and idle.

TASKE ACD REPORTS

AGENT GROUP BY AGENT DAILY REPORT: An Agent Group is used strictly for reporting purposes in TASKE applications. This is a group of Agents given a single identifying number that is traceable in reports. The Agent Group by Agent provides detailed information for each agent in the Agent Group.

- ◆ *Agent Group, Name* – Agent Group ID number and programmed agent group name.
 - ◆ *Agent ID* – The agent ID for the individual agent in the agent group. This can be an extension or Agent ID.
 - ◆ *Nick Name* – Agent nick name as programmed in the TASKE Administrator database.
 - ◆ *Shift Time* – Total time logged into this agent group for this agent.
 - ◆ *Total ACD Calls, Avg per Hour* – The total number of ACD calls handles by this agent in the agent group and the average number of calls handled by this agent per hour of shift time.
 - ◆ *ACD Duration Total, % of Shift, Avg secs* – The total connect time (talk time and hold time) for this agent on ACD calls, the percentage of shift time spent on ACD calls by this agent and the average length per ACD call for this agent in this agent group.
 - ◆ *Total NonACD Calls* – Total number of non ACD calls handled by this agent in this agent group.
 - ◆ *NonACD Duration Total, % of Shift, Avg secs* – The total connect time (talk time and hold time) for this agent on non ACD calls, the percentage of shift time spent on non ACD calls by this agent and the average length per non ACD call for this agent in this agent group.
 - ◆ *Total Out Calls* – Total number of outgoing calls generated by this agent in this agent group.
 - ◆ *Out Duration Total, % of Shift, Avg secs* – Total connect time (talk time and hold time) on outgoing calls, percentage of shift time spent on outgoing calls and the average length per outgoing call for this agent in this agent group.
 - ◆ *MkBusy/DND Total, % of Shift* – Total amount of time this agent spent in Make Busy or DND and the percentage of shift time spent for this agent in this agent group.
 - ◆ *Idle Time Total, % of Shift* – Total amount of time this agent was idle and the percentage of shift time spent idle.
 - ◆ *Acct Codes Enter* – The total number of times this agent entered an account code on a call in this agent group. (Does not identify the account codes. This is a tally of the total number of times the agent entered any account codes.)
- * This report does not include work (wrap up) time for the agents. This is the only report that shows percent of time spent in each agent state.

TASKE ACD REPORTS

QUEUE DAILY BY PERIOD REPORT: The Queue is the pilot report for each ACD group.

- ◆ *Queue Number, Name* – Queue ID number and programmed queue name.
- ◆ *Time Start* – The collection period as programmed in the TASKE Administrator options.
- ◆ *Total Calls Offered* – Total number of calls offered to this pilot queue regardless of the outcome (answered, abandoned, interflowed, etc.)
- ◆ *Total Calls Ans'd (By 1st, By 2nd, By 3rd, By 4th)* – The total number of calls offered that were answered for this pilot queue. If a call is offered to Sales and is promptly answered by a sales agent the call will show in Total Calls Ans'd and Ans by 1st. If a call is offered to Sales but recalls to Customer Service the call will show in Total Calls Ans'd and Ans by 2nd. If the call then recalls to Tech Support the call will show in Total Calls Ans'd and Ans'd by 3rd. Calls answered by the 4th recall group and beyond are tallied in the Ans's by 4th.
- ◆ *TTA Avg secs* – Time to Answer in average seconds. This is the average time in seconds that a call in the queue waited before an agent answered the call during this time period.
- ◆ *Call Duration Total, Avg secs* – The total connect time (talk time and hold time) for ACD calls in this queue and the average length per call during this time period.
- ◆ *Total Long Aband* – The total number of calls that waited longer than the programmed “short abandon timer” and hung up before the call was answered by an agent.
- ◆ *TTAb Avg Secs* – The average length of time in seconds that a long abandon call waited before hanging up.
- ◆ *Total Short Aband* – Total number of callers that hung up before the “short abandon time” expired.
- ◆ *Sh Ab Avg Secs* – Short Abandon Average Seconds. The average amount of time in seconds that short abandoned calls waited before hanging up.
- ◆ *Total Calls Inter* – Total number of calls that were handled by the ACD Manager Callback application in queue to the pilot. (Total calls interflowed.) Only callbacks by the ACD Manager are tallied as interflows in the Axxess PBX. A call is “peg counted” as an interflow immediately when the call is transferred to ACD Manager Callback option regardless of the caller selection at the destination. This will also be counted as a “call offered” when the caller or voice port re-enters the queue.
- ◆ *TTInt Avg Secs* – The average amount of time in seconds required to transfer calls to the ACD Manager Callback application. This column should be only 2 to 4 seconds if the ACD Manager application is properly configured.

TASKE ACD REPORTS

- ◆ *TSF%* - Telephone Service Factor Percentage. The percent of offered calls that were answered or abandoned prior to the telephone service factor programmed for this queue. (For example, the percent of offered calls answered or abandoned prior to 30 seconds.)
- ◆ *Srvc %* - The percent of offered calls answered by a device for this queue.